

Appendix 1: Consultation

1. Can you tell me about yourself and the nature of your business ?

Client: Ok, I am a Businessman and my business is about traveling. I own 3 busses which travel in different routes and timing, the bus travels across different cities and has different stops. It's actually a Traveling Service for people who want to travel from one place to another. It is based on the ticket a person needs to buy a ticket. We also provide custom booking for trips, darshans, marriage or any other event which includes traveling.

2. Could you please elaborate the nature of your business and the process which goes?

Client: tickets can be booked from the bus station and tickets can also be booked by bus conductor. The calculation and all the transactions are done using spreadsheets. The tickets price is based on how much the customer is traveling according to KM and there are some criteria also which we need to follow provided by R.T.O. For each bus there are 3 members in staff Driver, conductor and helper when traveling. Driver drives the bus, the conductor takes care of tickets and all transactions; the helper is responsible for cleanliness of the bus and also to help customers if they need to, like carrying their luggage and all. There are also staff which convince and bring customers to the bus. This staff is like one person in different cities. The payment of these agents are not fixed; it depends on how much customer they bring to us. The payment of the bus staff is fixed.

3. What role do you have in your business?

Client: I monitor and manage the staff in the business, whether they are working properly or not and I also pay my staff and manage all the finance part.

4. What sort of system are you currently using to make bookings?

Client: The customers can take tickets from the bus station wherever they want to go.

5. Do the customers can book the tickets online?

Client: No, there is no way to book my busses online.

6. Does unavailability of an online reservation system affect your business?

Client: yes, I have thought to register my busses in reservation websites but their maintenance fee and all other commission they take is not worth it. Even there is a lot of difference in prices of tickets. The online booking is quite reliable and easy rather than coming to the bus station and booking them. I have also received requests from customers to give them a way to book the tickets online but I am not able to find such a platform where I can register at a reliable price. I am not able to provide any Online booking services. I have lost lots of customers in this COVID-19 pandemic. People now prefer to book tickets online rather than going to the bus station and it's also easy. This pandemic has increased the consumption of the digital world and its affecting local and offline business.

Student: you are facing a lot because of this online system. I can create an Online reservation platform for you, it would be a good idea to fill this gap of the digital world.

Client: Yes, it's a great idea but what are you going to create exactly.

Student: Sir, I have to do some investigation and research for this please give me some time.

Client: ok, we can discuss the budget part later.!

Student: Thank you sir for Information, I will be meeting soon with you with my plans for the project and I will be asking you some bunch of questions later.

Client: OK then, Meet me later. best of luck!