

Ticket Booking App



Group - 28

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Ajay Chovatiya

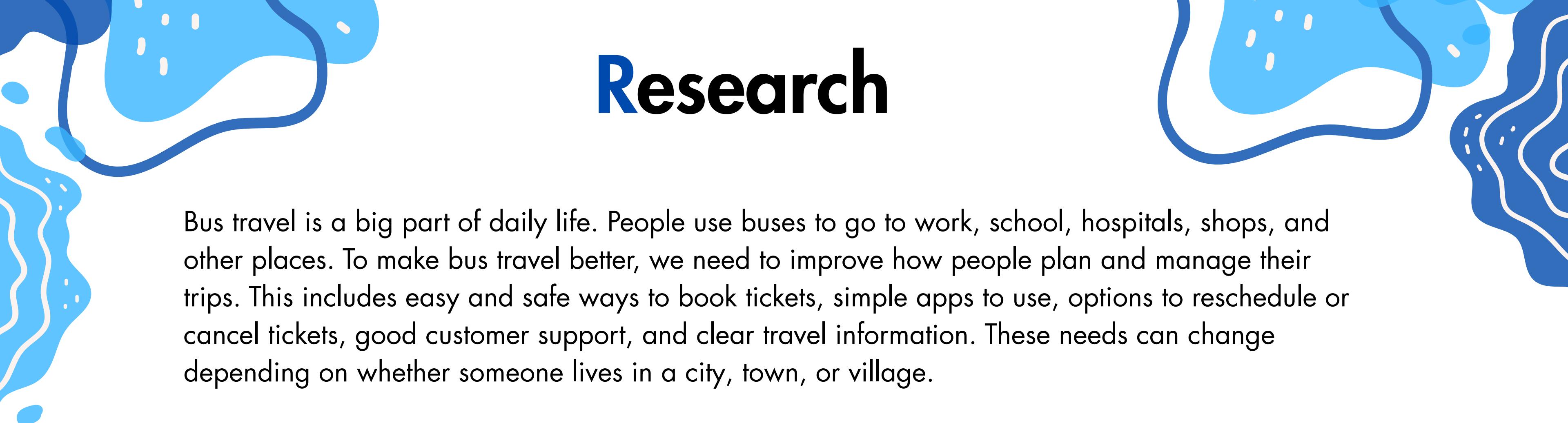
Mitul Sudani

Avi Detroja

Project Overview

1 Stop is a smart and easy-to-use bus ticket booking application that helps people travel with ease across different cities and towns. Whether you're planning a trip in advance or booking at the last minute, **1 Stop** makes it simple to find, book, and manage your bus tickets – all in one place. With this app, users can book tickets for various bus routes quickly and securely, reschedule their tickets if travel plans change, and cancel tickets easily with refunds provided as per the policy. Additionally, **1 Stop** includes a helpful alarm feature that reminds users before their bus arrives, ensuring they never miss their journey. The app is designed to offer a smooth, reliable, and convenient travel experience for everyone.

This app is designed for convenience and reliability. It aims to make travel stress-free for everyone – from daily commuters to long-distance travelers. The app supports real-time updates, clean interface, and user-friendly features to make every trip smooth from booking to boarding.



Research

Bus travel is a big part of daily life. People use buses to go to work, school, hospitals, shops, and other places. To make bus travel better, we need to improve how people plan and manage their trips. This includes easy and safe ways to book tickets, simple apps to use, options to reschedule or cancel tickets, good customer support, and clear travel information. These needs can change depending on whether someone lives in a city, town, or village.

Different people have different needs when using buses. There is no single solution for everyone. But we have tried to resolve it. For example, people who travel every day may need fast booking and regular route updates. Others, like tourists or occasional travelers, may need help with directions and reminders. Elderly people, people with disabilities, students, and visitors all need different kinds of support.

Mobile apps have made travel easier for many, but not everyone can use them easily. Some people may not have smartphones or may not know how to use them well. Also, local customs, education levels, and transport systems affect how people use bus services.

Competitor analysis

GSRTC

GSRTC Official Ticket Booking App.

4.6★
2.9L reviews

50L+
Downloads

3+
Rated for 3+ ⓘ

Install on more devices

Share

This app is available for your device



App support ^

Website

Support email
gsrtcopsr@gmail.com

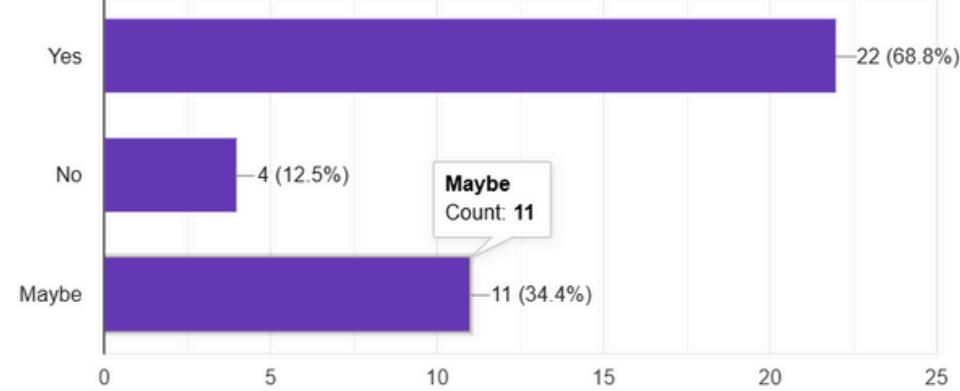
- **Old UI/UX** – Outdated design and cluttered layout.
- **Performance Issues** – App can be slow or crash during high traffic.
- **Payment Problems** – Limited or unreliable payment options.

User survey

1. Would you prefer to book (reserve) buses or trains through our app instead of specific apps like "GSRTC" or "IRCTC"?

32 responses

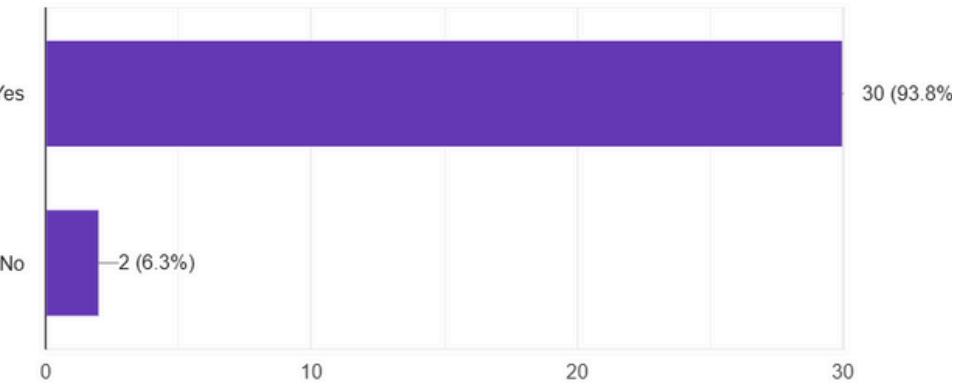
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2. Would you like to see the live location of the upcoming bus or train to estimate its approximate arrival time?

32 responses

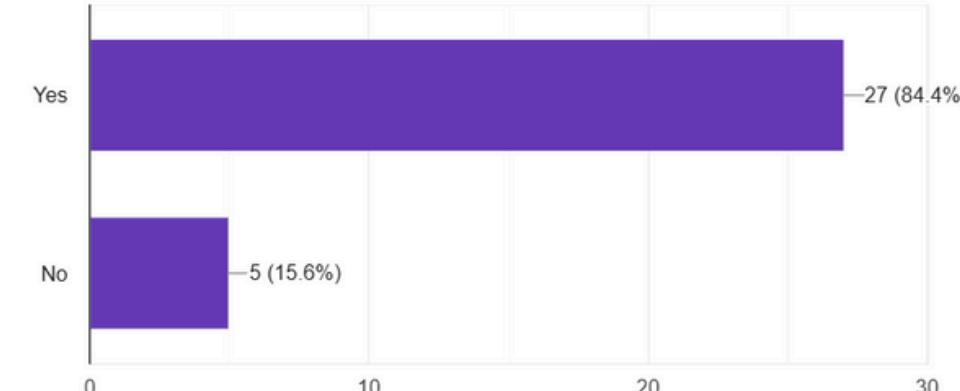
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4. Would you like to access the phone number and basic details of the conductor, ticket collector (TC), and driver?

32 responses

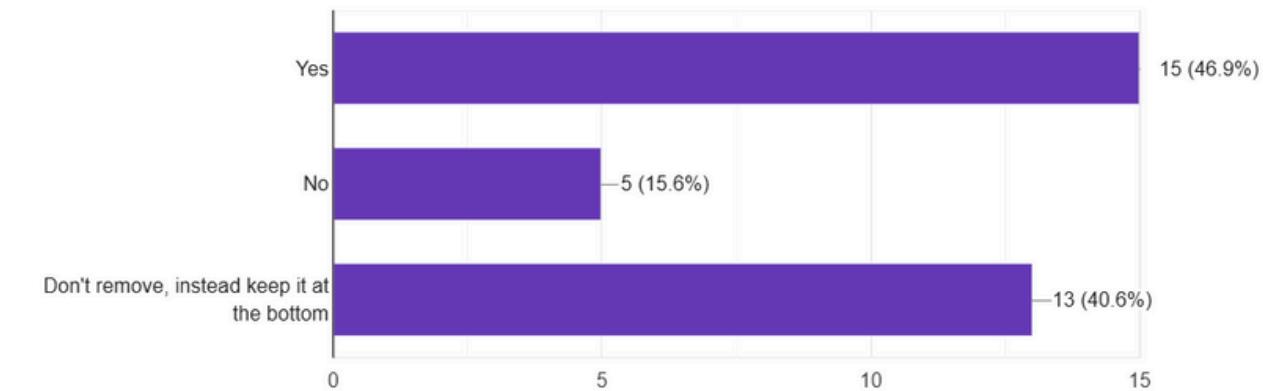
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3. Would you like to exclude buses or trains that are already full?

32 responses

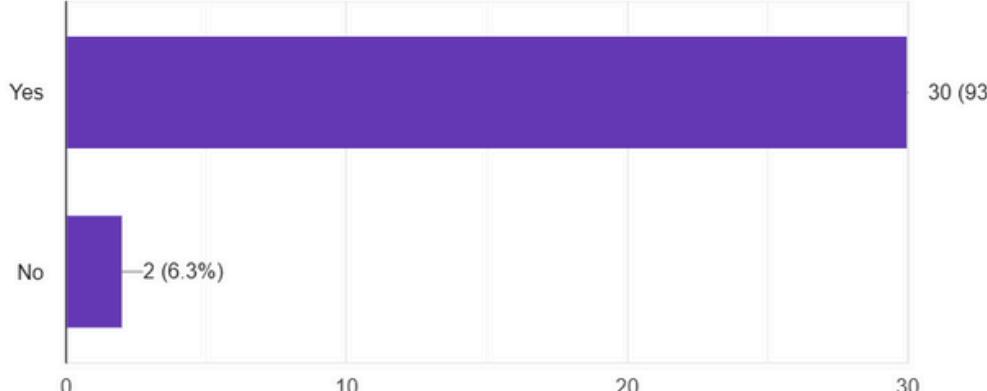
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5. Do you prefer autocorrection when entering the destination or origin point?

32 responses

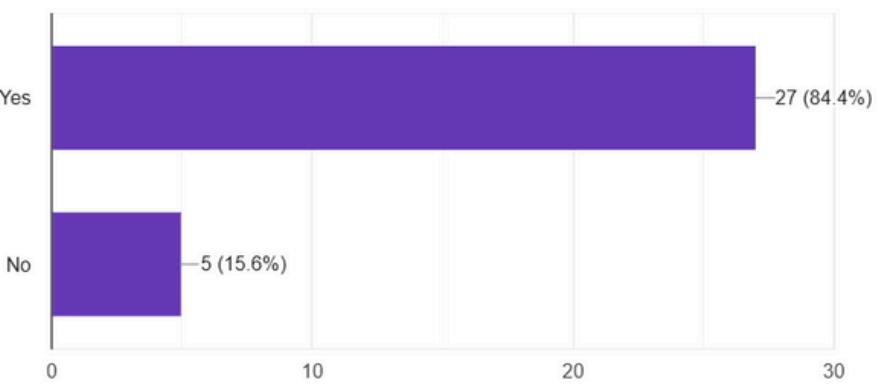
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6. Would you like to receive a payment receipt and automatically download your ticket after completing the payment?

32 responses

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Key Takeaways

Multi-Booking

Users want to book both buses and trains in one app.

Live Tracking

Real-time location of buses/trains is highly requested.

Alarm

Users want to set alarm based on Time/Stop.

KAMAL

Software Engineer



"When I travel, I struggle with managing multiple apps for bookings and real-time updates, especially when trying to avoid overcrowded transport at the last minute."

Goals and Daily Challenges

Goals:

- Simplify bus and train bookings for both work and leisure travel.
- Access real-time location tracking to avoid delays and crowded vehicles.
- Automate ticket downloads and generate payment receipts seamlessly.

Daily Challenges:

- Balancing work and last-minute travel planning.
- Staying productive during unexpected travel delays.
- Managing multiple travel apps efficiently.
- Finding alternative transport to avoid overcrowding.

Frustrations

- Using multiple apps for managing bookings and travel updates.
- Lack of real-time updates on arrivals or delays.
- Overcrowded buses and trains disrupting travel plans.

Motivation

Efficiency: Minimizing effort in managing travel bookings.

Reliability: Ensuring smooth and predictable travel experiences.

Tech Adoption: Using technology for smarter, faster decisions.



NISHA PATEL

Event Planner

"When I travel for work, I find it hard to locate reliable transportation and nearby amenities quickly, especially during last-minute plans."

Goals and Daily Challenges

Goals:

- Easily search and book travel options for work.
- Find detailed reviews for seat quality and cleanliness.

Daily Challenges:

- Balancing a busy schedule with last-minute travel planning.
- Handling unexpected delays while maintaining productivity.

Frustrations

- Difficulty finding reliable transportation at the last minute.
- Unclear seat or travel conditions.
- Lack of food or lodging options during delays.
- Limited real-time updates on delays or schedule changes.
- Overcrowded or uncomfortable travel environments.

Motivation

Comfort: Stress Free travel experience

Convenience: Quick, last-minute bookings and real-time updates.

Incentive: Trusted reviews for making decision.

Description:

Kamal is a 25 year-old software engineer from Ahmedabad. He travels often for work and leisure, valuing tech solutions that simplify bookings, provide real-time updates, and avoid overcrowded transport.

Personality:

- Tech-Savvy
- Practical
- Adaptable
- Focused

Interests:

- Problem Solving
- Singing
- Video Games
- Chess

Description:

Nisha is a 28-year-old event planner from Delhi. She travels frequently for her work, managing events in various cities. Known for her resourcefulness and organization, she values apps that simplify last-minute travel and provide reliable feedback.

Personality:

- Energetic
- Detail-Oriented
- Organized
- Resourceful

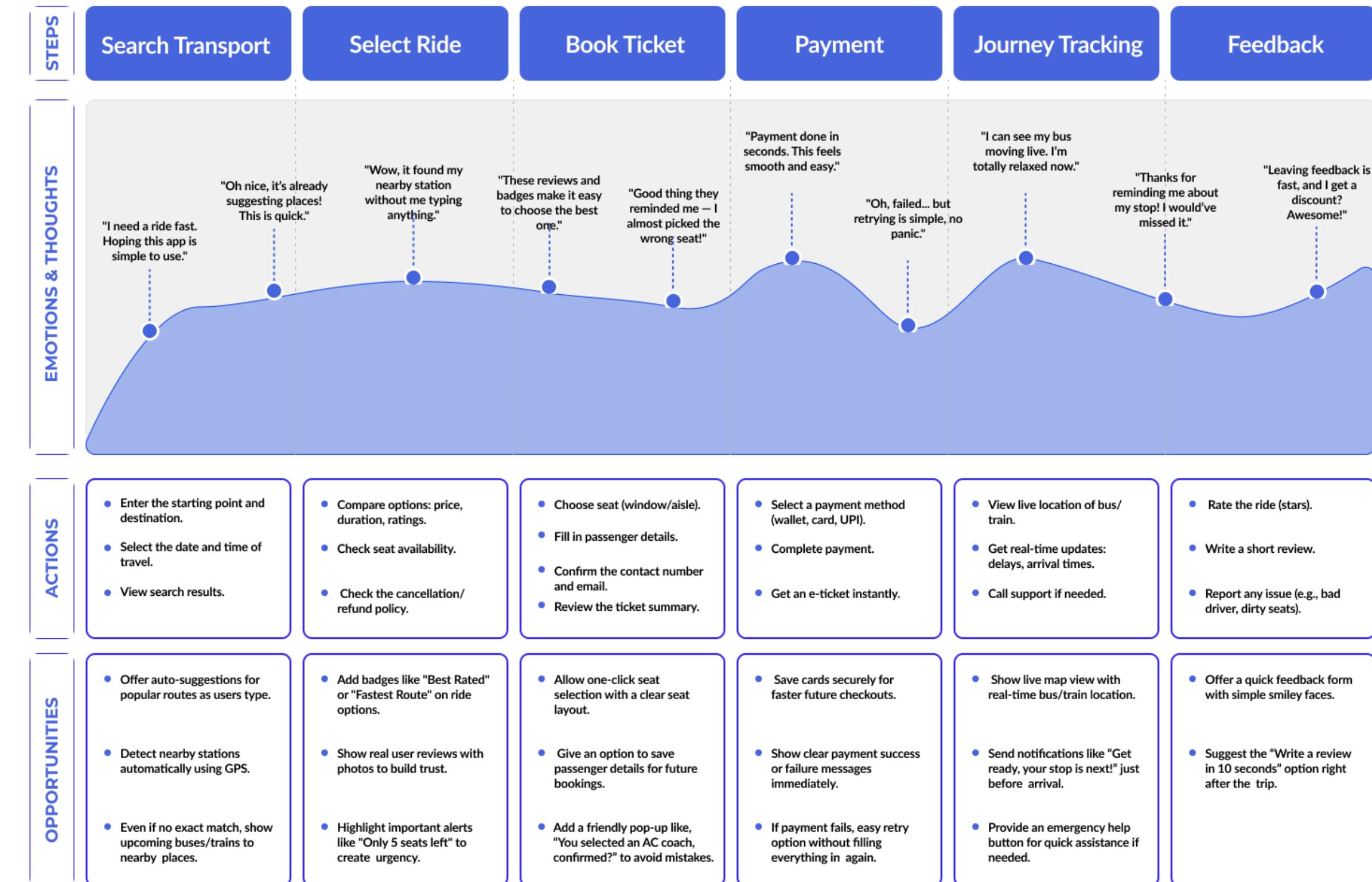
Interests:

- Traveling
- Exploring regional cuisines
- Event planning and decor
- Photography

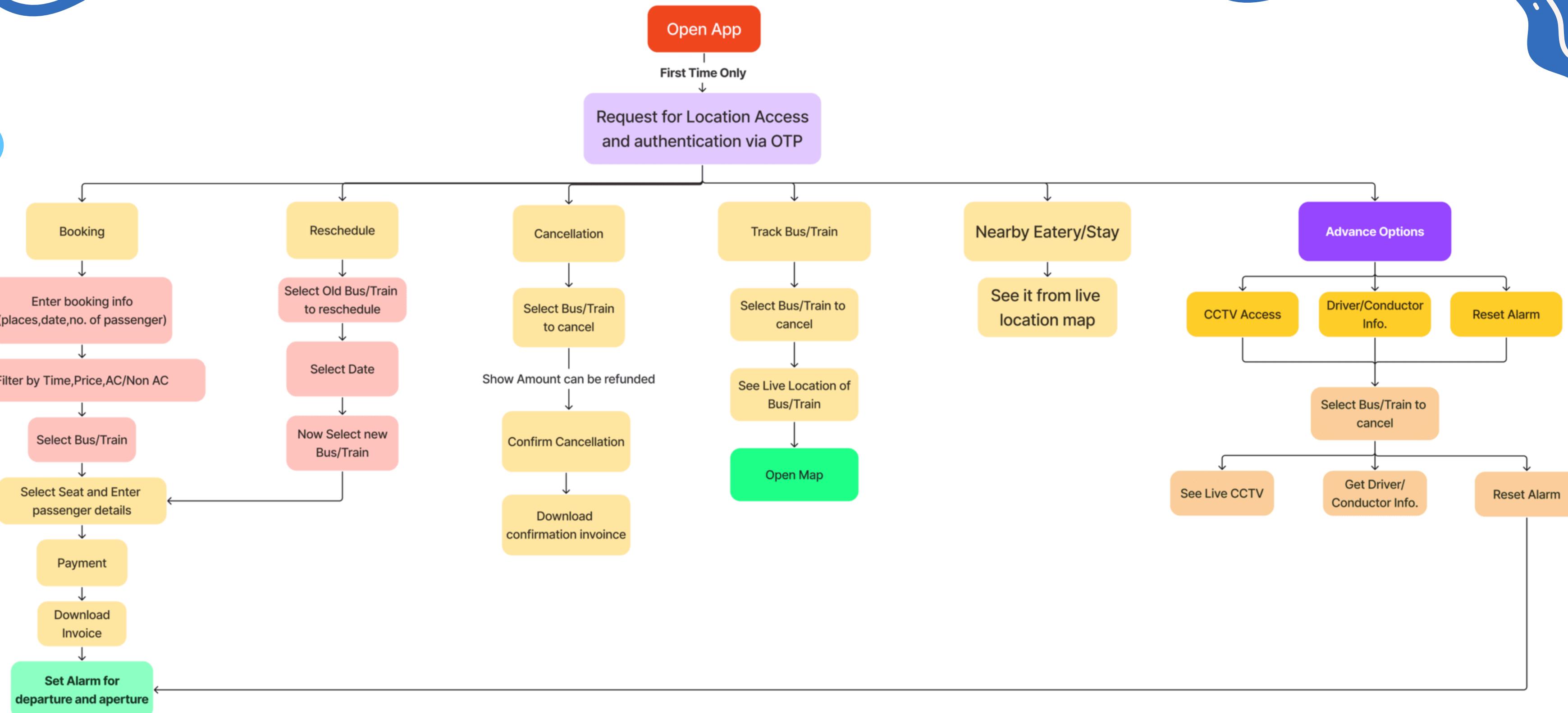
Journey map

User Journey Map

Ticket Booking App



Flow chart



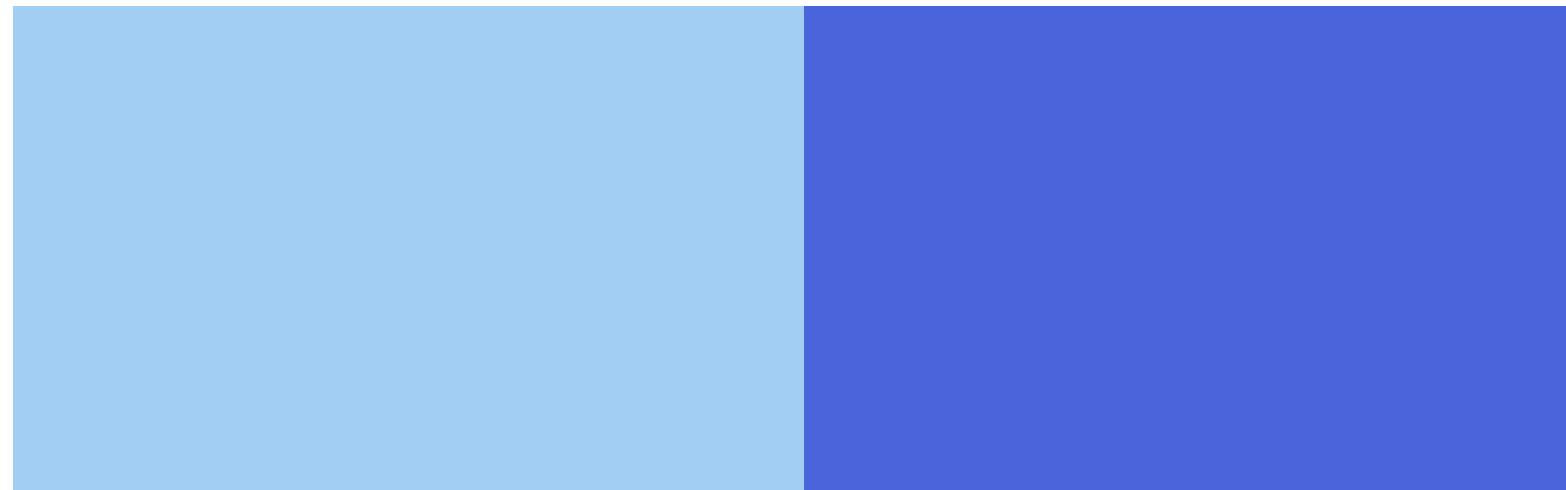
Moodboard



Style Guide

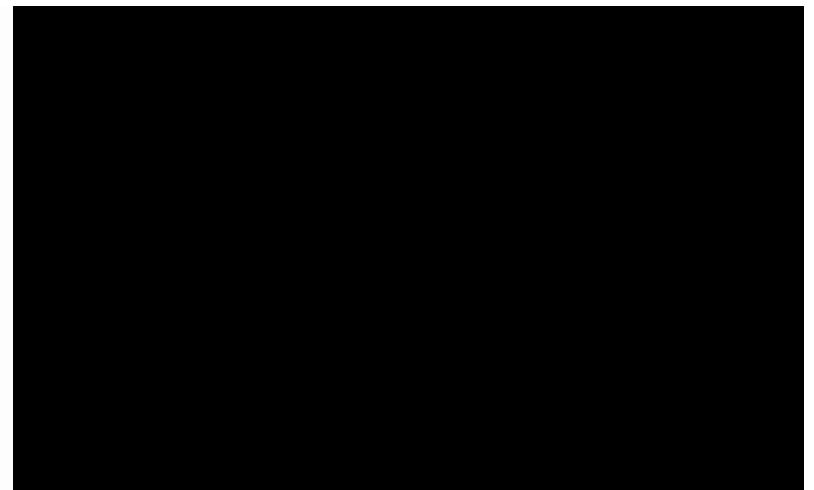


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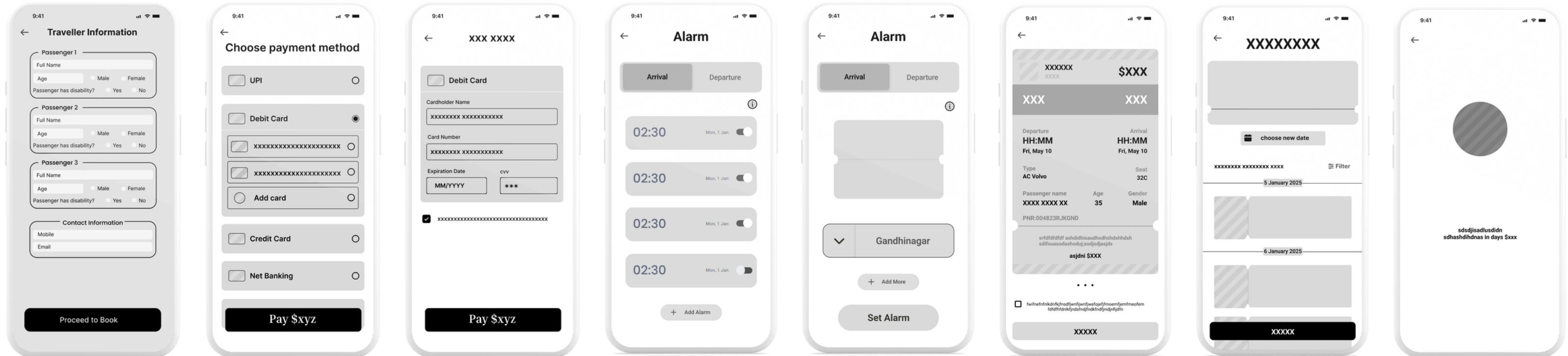
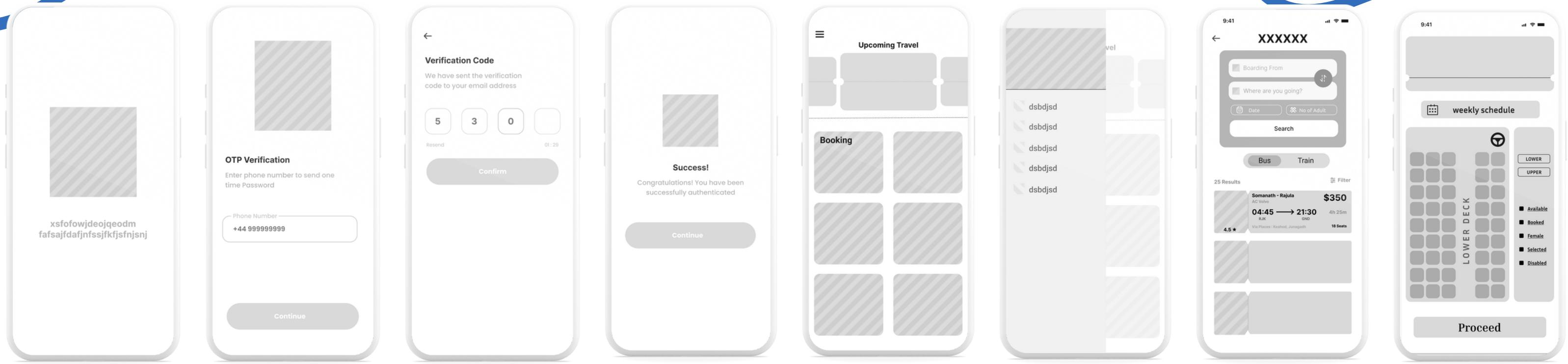
Lato

Lato Bold

Futura

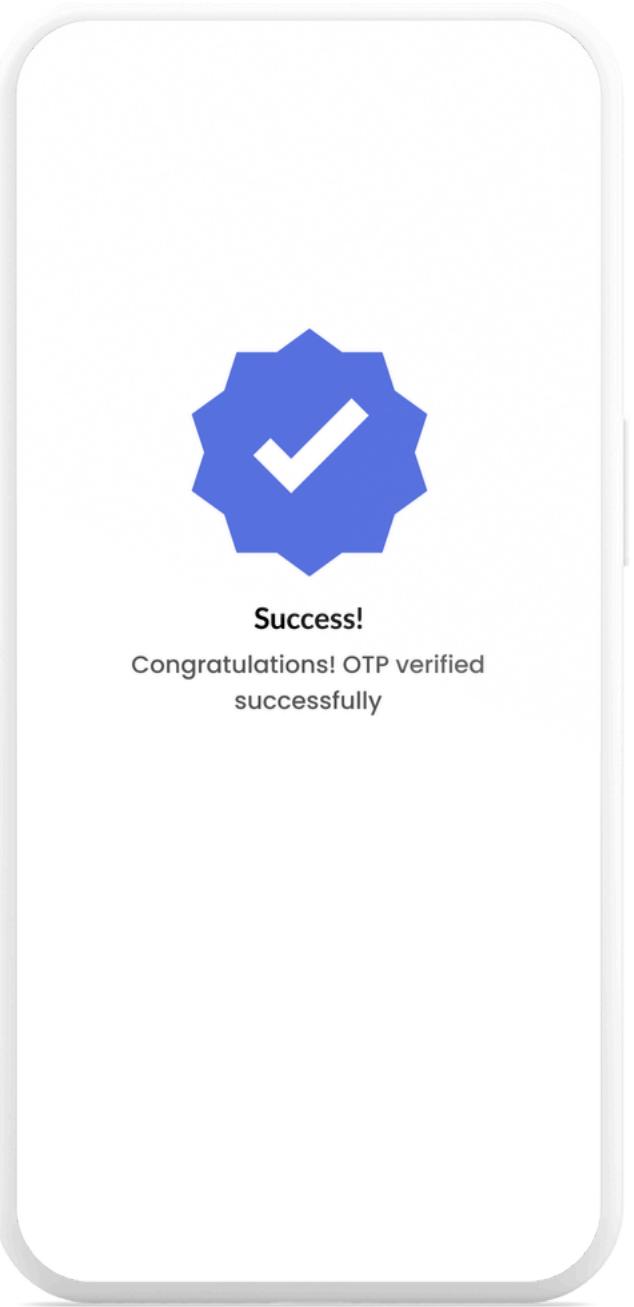
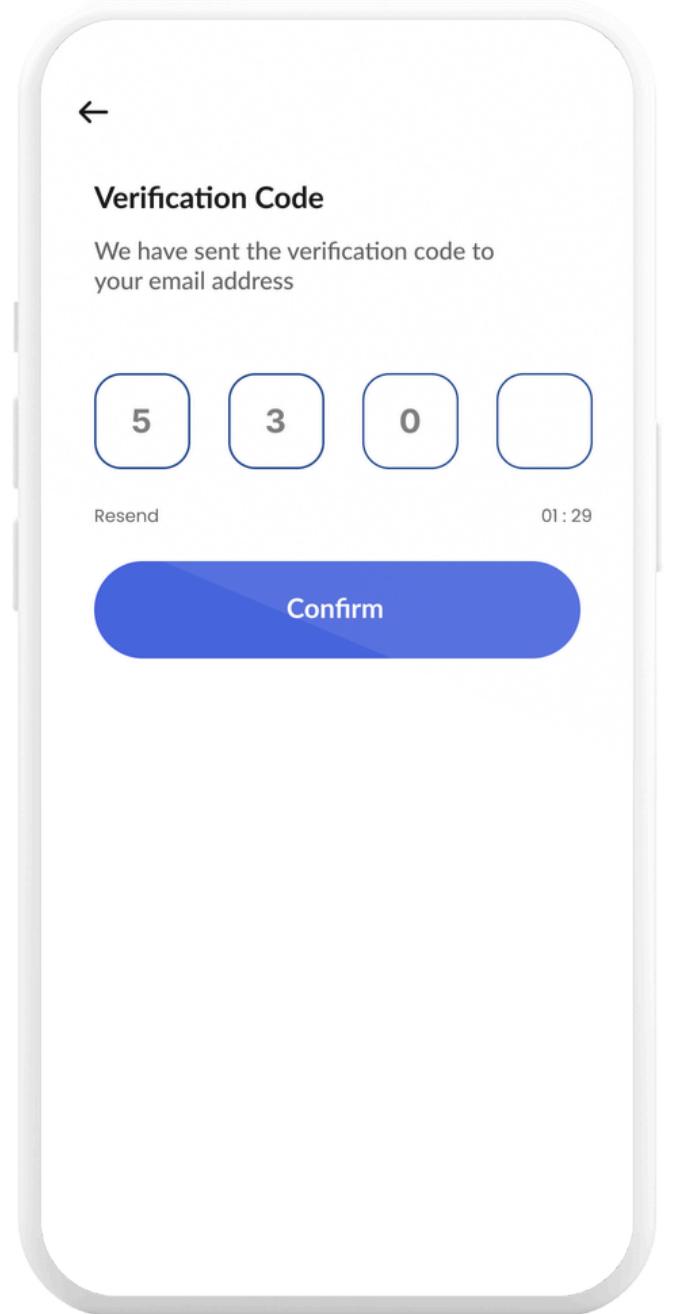
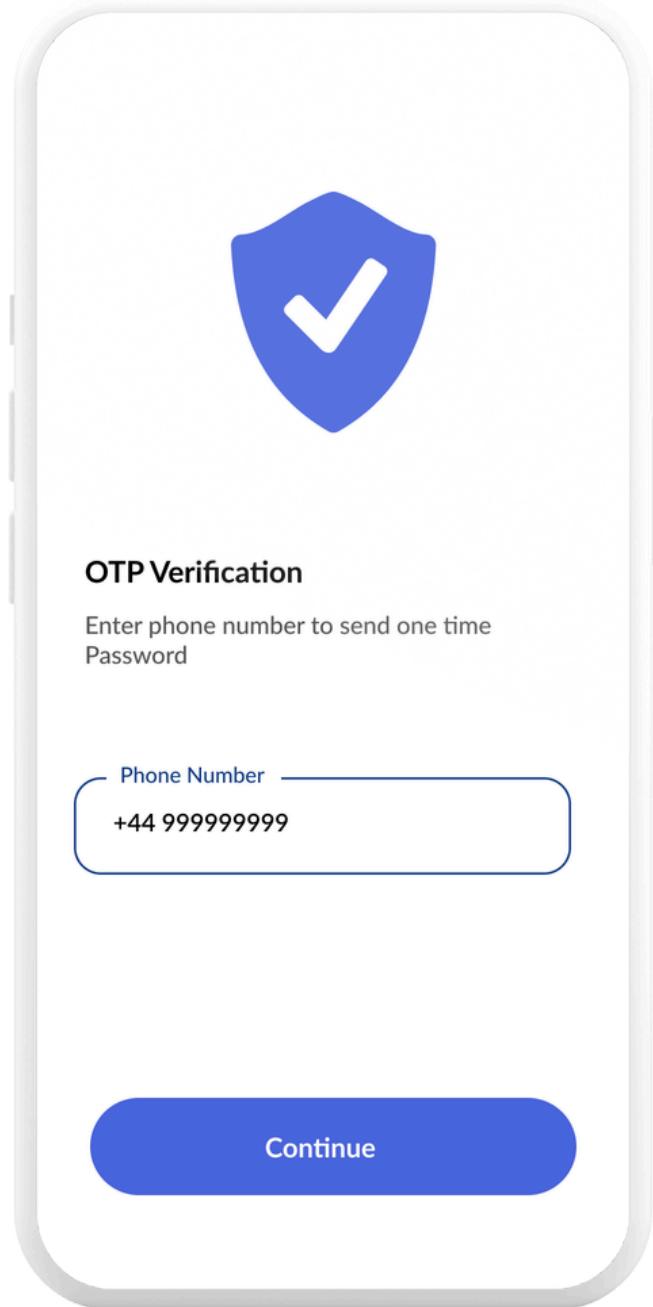
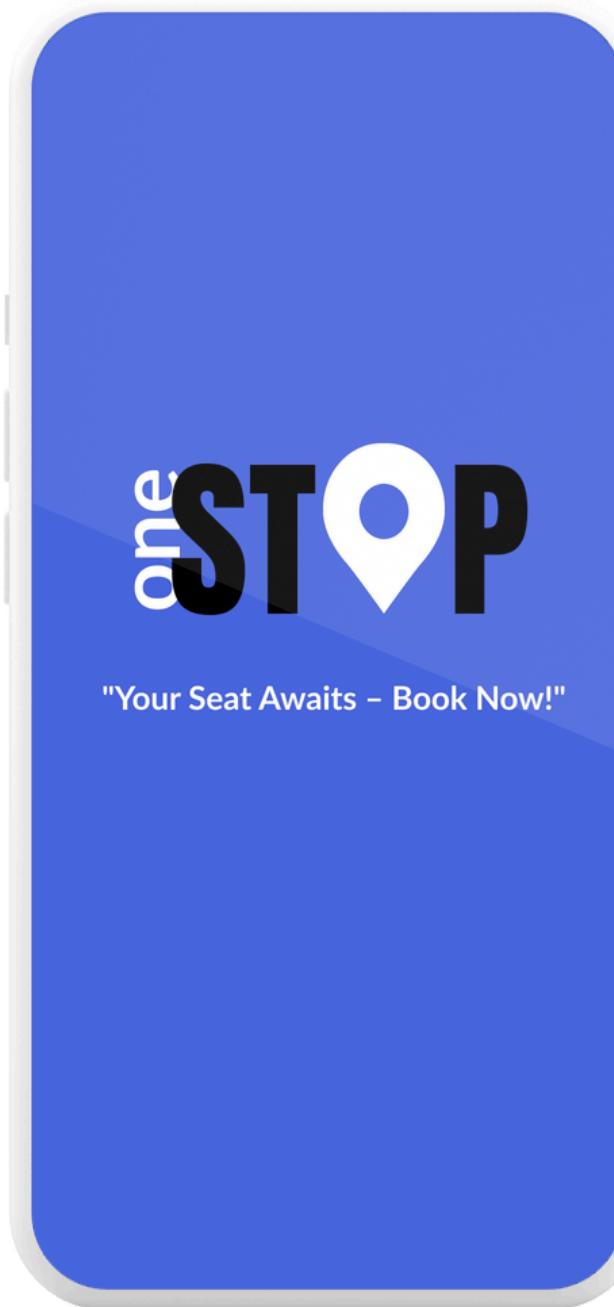
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Low fidelity Wireframing



High fidelity Wireframing

Onboarding:



High fidelity Wireframing

Main page:



High fidelity Wireframing

The wireframes illustrate the user flow and interface design for a travel booking application, featuring various features such as upcoming travel, advance booking, traveller information, payment methods, alarms, ticket cancellation, CCTV monitoring, and driver information.

- Upcoming Travel:** Shows a list of trips from JAM to AHM and AHM to JAM on 17 JAN '25 at 09:30, with travel times of 02:30 hrs.
- Advance Booking:** Displays search results for Somanath - Rajula (AC Volvo) on 04:45 - 21:30 (RJK to GND). It includes a seat selection grid for the Lower Deck.
- Traveller Information:** Lists Passenger 1 (Detroja Avi Ashishbhai, 19, Female), Passenger 2 (Detroja Rojiviben Avibhai, 17, Female), and Passenger 3 (Full Name, Age, Gender).
- Choose payment method:** Offers options like UPI, Debit Card, Credit Card, Add card, and Net Banking, with a "Pay ₹350" button.
- PAYMENT SUCCESSFUL:** Confirmation message with a checkmark icon and a "Download Invoice" button.
- DOWNLOAD SUCCESSFUL:** Confirmation message with a checkmark icon.
- Alarm:** Allows setting alarms for Stop or Time based on specific stops like Geeta Mandir Bus Stand.
- Cancel Ticket:** Shows a ticket for Rajkot - Bardoli (RJK to SRT) on 08:30 - 21:30 (500₹) and provides a "Cancel Ticket" button.
- CCTV:** Displays a live video feed from CAM-1 showing passengers inside a bus.
- Driver Information:** Shows details for driver Karshanbhai Manavadaria, including photo, age (47), gender (Male), mobile number (98275 29552), license number (GJ-25 202500123456), and experience (17 Year).