Usability Goals (UG)

Travel Management System (National)

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Defining UG for
Use Case: Choose Package

- **Actors: Passenger**
  - **Passenger: choose a package to plan a journey.**

Passenger choose a package from online system.

- **UG (passenger):**
  - **Choose package before the traveling <=6 hours**
  - **cancel the package <= 6 hours**

Defining UG for
Use Case: Route Detail

- **Actors: Passenger**
  - **Passenger: Select the route details to plan a journey.**

Passenger choose a package from online system.

- **UG (passenger):**
  - **Select the route details before the traveling <=6 hours**
  - **Cancel the route details <=6 hours.**

Defining UG for
Use Case: Choose Bus Service

- **Actors: Passenger**
  - **Passenger: choose bus service to make the journey.**

Passenger choose a package from online system.

- **UG (passenger):**
  - **Choose bus service <=6 hours.**
  - **Cancel the bus service <=6 hours.**

Defining UG for
Use Case: Book Ticket

- **Actors: Passenger**
- **Passenger: Not familiar with travelling domain and its processes; only want to book the ticket for travelling**

Passenger book the ticket online from system

- **UG(Passenger):**
- **Average wait time for passenger after ticket booking and before travelling >= 6 hours**
  - **System ticket booking issue processing time >= 6 hours before travelling**

Defining UG for
Use Case: Pay Online

- **Actors: Passenger**
- **Passenger: Not familiar with travelling domain and its processes; only want to pay online after booking ticket**

Passenger book the ticket online from system

- **UG(Passenger):**
- **Average wait time for passenger to pay online before travelling >= 4 hours**
- **System online payment issue processing time = 4 hours after booking**

Defining UG for
Use Case: Change Package

- **Actors: Passenger**
- **Passenger: Not familiar with travelling domain and its processes; only want to change the travelling package**

Passenger book the ticket online from system

- **UG(Passenger):**
- **Average wait time for passenger to change the package within 4 hours after booking**
- **System changes package issue processing within 4 hours after booking**

Defining UG for
Use Case: Cancel Booking

- **Actors: Passenger**
    - **Passenger: Not familiar with Travel domain; only want to Cancel Booking.**

Passenger select a booking to cancel his/her booking.

- **UG (System): <= 2min**
    - **Validate the booking.**
    - **After validation (If all conditions true); Cancel the booking.**

Defining UG for
Use Case: Add Route Place

- **Actors: Manager**
    - **Manager: Expert in Travel matters and want to add route place.**

Manager adds the detail about the route place.

- **UG (System): <= 2min**
    - **Check for validation; any same route exists.**
    - **After Validation (if not found); Update the route place to the system.**

Defining UG for
Use Case: Delete Route Place

- **Actors: Manager**
  - **Manager: Expert in Travel matters and want to delete route place.**

Manager select a route place to delete it from the system.

- **UG (System): <= 2min**
  - **Validate the Route Place.**
  - **After validation (If all conditions true); Delete the Route Place.**

Defining UG for
Use Case: Add Package

- **Actors: Manager**
  - **Manager: Expert in Travel matters and want to add package.**

Manager adds the detail about the Package.

- **UG (System): <= 2min**
  - **Check for validation; any same package exists (if not)**
  - **After Validation (if not found); Update the package to the system.**

Defining UG for
Use Case: Delete Package

Actors: Manager
–   **Manager: Expert in using system.**

Manager wants to delete a traveling package.

- **UG (Manager): <= 2sec**
–   **Traveling package searching process <= 1sec**
–   **Deleting process <= 1sec**

Defining UG for
Use Case: Booking Status

-     **Actors: Manager**
- –   **Manager: Expert in using system.**
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- **Manager wants to check booking status.**
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- •   **UG (Manager): <= 1sec**
- –   **Searching process <= 1sec**

Defining UG for
Use Case: Payment Status

- •   **Actors: Manager**
- –   **Manager: Expert in using system.**
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- **Manager wants to check payment status.**
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- •   **UG (Manager): <= 1sec**
- –   **Searching process <= 1sec**