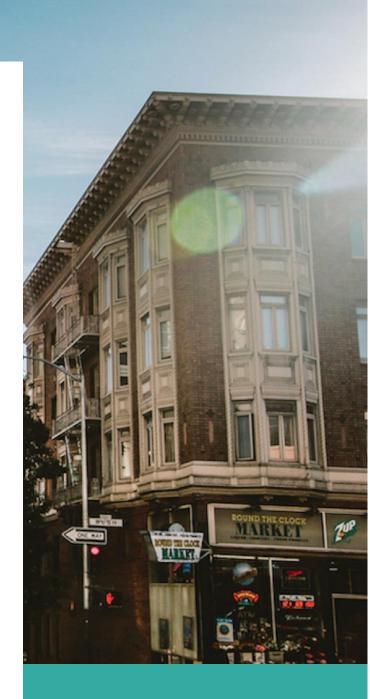
Usability Goals (UG)

Travel Management System (National)



Hamza Aslam





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</p>

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</p>

Defining UG for Use Case: Booking Status

- Actors: Manager
- Manager: Expert in using system.
- Manager wants to check booking status.
- • 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