**STUDY CASE 2**

**VISIBILITY OF SYSTEM STATUS / USER CONTROL AND FREEDOM**

# INITIAL APPLICATION

This application is a web application dedicated to book a single/round bug trip.

The application is composed of different views:

* The customer preferences for a single/round bus trip
* The list of possible bus available given the customer preferences
* The passenger’s information for the trip
* The payment information
* The confirmation view

Customer preferences view

* From destination
* To destination
* Departure date
* Return date (if any)
* Number of passengers
* Number of bags
* Options:
  + Direct bus
  + Nonsmoking bus

Departure/Return ticket view

For each available bus:

* Departure date/time
* Arrival date / time
* Options
  + Direct bus
  + Nonsmoking bus
  + Wi-Fi or not
  + Air conditioning or not
* Number of changes
* Duration
* Price
* Position within the bus (editable by user)

Passenger information

* First name
* Last name
* Date of birth
* VIP member ID
* Facebook
* Mail
* Date of birth
* Address

Payment view

* Type of card
* Card name
* Card number
* Card expririty date

# SEQUENCE OF ACTIONS

**Add here your sequence of actions related to the initial application**

Departure ticket

Return ticket

Enter your information

Trip payment

Trip payment error

Get your bus

# INFORMATION / ACTION hierarchy

**Add here your analysis of information/action hierarchy**

++ very important information

+ less important information

--not important information

# UX Principle Problems/SOlutions

**Complete the below table**

|  |  |  |
| --- | --- | --- |
| UX principle | Problem | Propositions |
| Aesthetic and minimalist design | -There are many checkboxes and many radios in this an application. | -I should reduce some of checkboxes and the radios in this an application. |
| Hierarchy of information / actions | -A lot of information.  -Some information less important. | -I should hide some information that less important.  -I need to show some of information that important in the application. |
| Error prevention | No error prevention | If any error, the messages will be alert. |
| Visibility of system status | No visibility of system status | I would like to change to progress bar for show the percent on the application. |
| User control and freedom | No control and freedom | I think I should change to  use breadcrumb instead. |

# MOCK UP

**Use Balsamic/Power Point to show your mockups**

* Use Balsamic to show my mockups.

I chose the Balsamic to show my mockups, because it is easier to use and this application has a lot of default tools.

**You need to explain why your choices!!!**