**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**

$15

Departure ticket

Return ticket

Enter your information

Trip payment

Trip payment success

$10

$15

$14

Get your bus

Trip payment error

# INFORMATION / ACTION hierarchy

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

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Very Important** | **Important** | **Not Important** |
| Customer preferences view | - From destination  - To destination  - Departure date | - Return date  - Number of passengers | Options:  -Direct bus  -Nonsmoking bus |
| Departure/Return ticket view | - Departure date/time  - Price | - Number of changes  - Arrival date / time  - Duration  + Options:  -Direct bus  -Nonsmoking bus  -Wi-Fi or not  -Air conditioning or not | - Position within the bus (editable by user) |
| Passenger information | - First name  - Last name  - Mail  - Address | - VIP member ID | - Date of birth  - Facebook |
| Payment view | - Type of card  - Card name  - Card number  - Card expririty date |  |  |

# 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. And I hide some less information |
| 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 errors, I should have any the messages in an application will be alert to tell to users what should they do. |
| Visibility of system status | No visibility of system status | This application should has visibility of system status. |
| User control and freedom | No control and freedom | I think I should change to  use breadcrumb to make the users easier to know that where are they staying in this application. |

# 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!!!**