Scenario

The scenario of the online ticket buying and travel creation application will be created. In order to make the scenario more realistic, people and titles are determined and it is aimed that the user can be placed in a context.

In the scenarios of the users, it is insufficient to give a cross-section of their lives. In order to find out the motivation for their behavior, it is necessary to learn before and after the procedure.

Pouring Activity into the Scenario

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| Is it realistic? | The relationship between the box office clerk and the customer in buying tickets from the box office. |
| Does it cover the main activities? | The ticket purchase process. |
| Does it seem that he succeeded or failed? | The problems they have when buying tickets: event selection, queue, location selection. |
| Does it cover the whole? | In the form of a story, the ticket covers before and after the purchase. Before deciding to go to the event and the meeting of the group. |
| Can the user do what they want? | Have the users bought their tickets? Are they satisfied? Were their expectations met? Is there any disappointment? |

Ali and his wife want to join the tour for the weekend holiday. They go to the box office of the tour company. After waiting in the queue for a while, they wanted to get information about tours from the toll booth clerk. The box office clerk looks at the rounds from the screens in front of him and tells them all in turn. Ali and his wife can't decide for a while and the queue starts to grow behind them. Then they make a joint decision.

Although a joint decision was made, Ali's wife thinks that the decision they made was rushed because they could not get enough information from the attendant when it came to the ticket purchase stage and expresses her concerns. Meanwhile, the tail behind them continues to grow longer and the grunts begin. Some people in the queue get bored and go out of the ordinary. They finally decide and move on to the paying stage. Ali pays and takes delivery of the tickets.

The tickets have been received, Ali and his wife are happy that they were able to conclude their processes despite some disagreements between them. But they both think there needs to be a more practical and efficient way of doing this.

**Our Design Scenario**

In accordance with the above scenario, our site, which is organized in terms of solutions and practicalities, provides convenience to users in every sense. The created site structure allows users to navigate as they want and easily create their plans. Thanks to the easy-to-use menus used, it is ensured that they can comfortably review the desired programs such as travel, tours and excursions, get information and make easy reservations.

In terms of providing convenience and practicality to the user, the easily understandable menu design, date selection, trip and tour selections are designed in a way that users can easily access and not lead to complexity.

In line with the situation that occurs in the scenario, users who want to participate in the tour can access detailed information about the tours. They do not cause other people to form a queue behind them at the decision-making stage. After that, they can pay for their online tickets much faster and in a much more practical way.

Our design has been created by considering the situations that we encounter and live in real life. It is designed with convenience, information acquisition and speed at the forefront.