

Quality Assurance Review Report – Bus Booking Website (Next_Stop)

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1. Pages & Displayed Content

Home Page

- Welcome message: “*Welcome to Next_Stop*” with a tagline.
- Call-to-action button: **Book Now**.
- Services section: *Bus Booking description*.
- FAQ section with 3 questions & answers.
- Customer testimonials.
- Contact info (support email + location).
- Footer with © 2025 copyright.

Login Page

- Username & password fields.
- Login button.
- Links: *Forgot Password?* and *Don’t have an account?*.

Register Page

- Fields: Username, Email, Password, Confirm Password.
- Register button.
- Link: *Already have an account? Login*.

Booking Page

- From & To dropdowns.
- Search buses button.
- Bus list with operator name, type, departure & arrival times, price, and **Book** button.

Seat Selection Page

- Visual bus seat layout (available = grey, booked = red, selected = green).
- Seat count display.
- **Finalize & Book** button.

Payment Page

- Shows selected seat(s).
- **Proceed to Pay** button.

Ticket Page

- Ticket details: bus operator, route, date, passenger name, seat info, ticket ID.
 - Buttons: **Print Ticket** and **Send via Email**.
 - Back to Home link.
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2. Functionality Observed

- **Home Page**
 - Book Now button not functional — does not redirect to Booking page.
 - **Login Page Issues:**
 - Login button does not authenticate or redirect.
 - “Forgot Password” not functional.
 - Login flow requires first going through *Register*, but still does not work properly.
 - **Register Page:**
 - Allows form input but unclear if data is stored.
 - No confirmation/error handling shown (e.g., duplicate account).
 - **Booking Page:**
 - “Book” button beside buses is non-functional.
 - Can search and view results, but action stops here.
 - **Seat Selection:**
 - Seat selection works, seat count updates correctly.
 - **Finalize & Book** button functional → proceeds to Payment Page.
 - **Payment Page:**
 - “Proceed to Pay” button not functional (blocks booking flow).
 - **Ticket Page:**
 - Displays dummy booking (hardcoded values: John Doe, seat not always selected).
 - “Print Ticket” and “Send via Email” buttons functional.
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3. Suggested Improvements

UI/UX

- Add a **navigation bar** for easier access to Home, Booking, Login/Register.
- Use a **consistent theme** (some pages have heavy red, others soft pink).

- Improve **alignment and spacing** in testimonial & FAQ sections.
- Provide **loading indicators** when fetching buses or booking seats.
- Make the **seat layout responsive** (currently looks squished on small screens).

Functionality

- Implement full **Login & Authentication system** (password check, redirect after login).
- Make **Forgot Password** functional with email reset link.
- Ensure **Book buttons on bus list work** (currently not triggering seat selection).
- Fix **Proceed to Pay** button (integrate with payment gateway or simulate success).
- Ticket page should display **actual booking details**, not placeholders.
- Add **validation & error messages** for Register/Login forms (empty fields, invalid email, weak password).

Accessibility

- Add **alt text** for images/icons.
- Ensure color contrast (red on pink may cause readability issues).
- Keyboard navigation & screen reader support.

Other Enhancements

- Add **search filters** (e.g., AC/Non-AC, price range, departure time).
- Show **seat numbers** on the ticket (currently missing if user skipped seat selection).
- Add **booking history** page for users after login.
- Provide **success/failure notifications** after each critical step (registration, booking, payment).