

stuggles facing of
online bus ticket
booking

Workstream / deliverable 1

Task	Task	Task
limited availability	sometimes especiaaly during peak seasons or for popular routes	websties or apps may experience techincal issues
payement problems	findng available seats can be ddicult	payment gateways may fail or encounter errors, causing frustration during the transcation process
cancellation and refund policies	understanding the policies for cancellations and refunds	leading to unexcepected charges or difficulties in getting refunds for canceled booking
seat selection	limited options for seat selection or unclear seating arrangements	if challenging to book preferred seats especially for longer journeys
network connectivity	poor internet connection	network issues can disrupt the booking process,especially when travelling in remote areas

Workstream / deliverable 2

Task	Task	Task
Subtask		

Workstream / deliverable 3

Task		
Subtask		

Workstream / deliverable 4

Task		
Subtask		

Workstream / deliverable 5

Task		
Subtask		