

Ahmedabad
University

CSE519 - Human Computer Interaction
Progress Report - 2

Section 1

Date of Submission: 2nd March, 2022

Group 20: **Bug Smashers**

Group Details

<u>Roll No</u>	<u>Name</u>
AU1940028	Moksh Doshi
AU1940120	Jaimik Patel
AU1940130	Nandish Patel

2022 Winter Semester

Part 1

Paper-Pen Design

Screen 1: Slot Availability

SLOT AVAILABILITY

Select State : Gujarat

Select RTO : Ahmedabad

Number of available slots for each day :

		April 2022							
		S	M	T	W	T	F	S	
<								1	>
3	4	5	6	7	8	9		0	0
10	11	12	13	14	15	16		0	0
16	17	18	19	20	21	22	23		
26	27	28	29	30	31	1	2	3	4
24	25	26	27	28	29	30			
30	31	1	2	3	4	5	6	7	8

Holiday on Sundays

 Booked

 Filling Fast

 Available

Screen 2: Application Status

APPLICATION STATUS

Enter Application Number : 123456

Enter Date of Birth : 09-02-2001

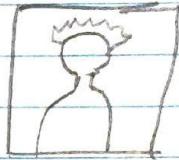
Calendar

Submit

Name: Moksh Doshi

RTO : Ahmedabad

License: a-J011234567



Services Requested :

1. - - -

2. - - -

Steps Completed :

1. - - -

2. - - -

Current Status : - - -

Steps Remaining :

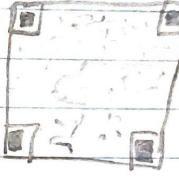
1. - - -

Screen 3: View Driving Licence

VIEW DRIVING LICENSE

Name : Moksh
License : AJ011234567
Expiry : 02/2040
DOB : 09/02/2001
Blood Group : A/B/O+/+
Address :





QR to verify

DigitalWheels Verified ✓

Persona

Name: Parth

Quote: To run business effectively, I need to maintain client relations.

Bio: Parth is a newly turned adult and has just joined his father's auto parts business in XYZ city. He is keen on taking new responsibilities and keeps on touring throughout the state he lives in to meet his clients' needs. He enjoys a good social life with his friends and family and often meets them post office hours.

Behaviour:

- Likes to work hard for office purposes
- Needs to drive for long distances regularly and is fond of it

Goals:

- Business growth and betterment of brand name
- Manage government documents for his family

Pain Points: He knows about new applications and trends because of social media. However, not being from a technological background, things get difficult for him when operating them becomes too technical.

Personality: Extrovert, Intuitive, Feeler and Perceiver

Brands: MRF, Instagram, DigiLocker

Scenario Description

The user wants to book an appointment for the RTO exam. He wants to see all the possible dates in which he can book along with his preferred time. He does not know the possible places he can go. Nor does he know whether he is allowed at this stage or not. He may want to see it for more than 1 month as there could be other family members or friends for whom the step can become valid later. He may just visit to check now and book later after gaining further clarity.

Use Case Description

A use case for the above described scenario would be:

1. User selects applied state.
2. User selects the preferred Regional Transport Office (RTO) inside the selected state.
3. Colour coded availability of the current month is shown.
4. User selects an available date and time slot.
5. User enters application number
6. User is asked to confirm the request
7. Appointment acknowledgement is provided

Alternative Cases:

3.1 User switches month using arrows at top

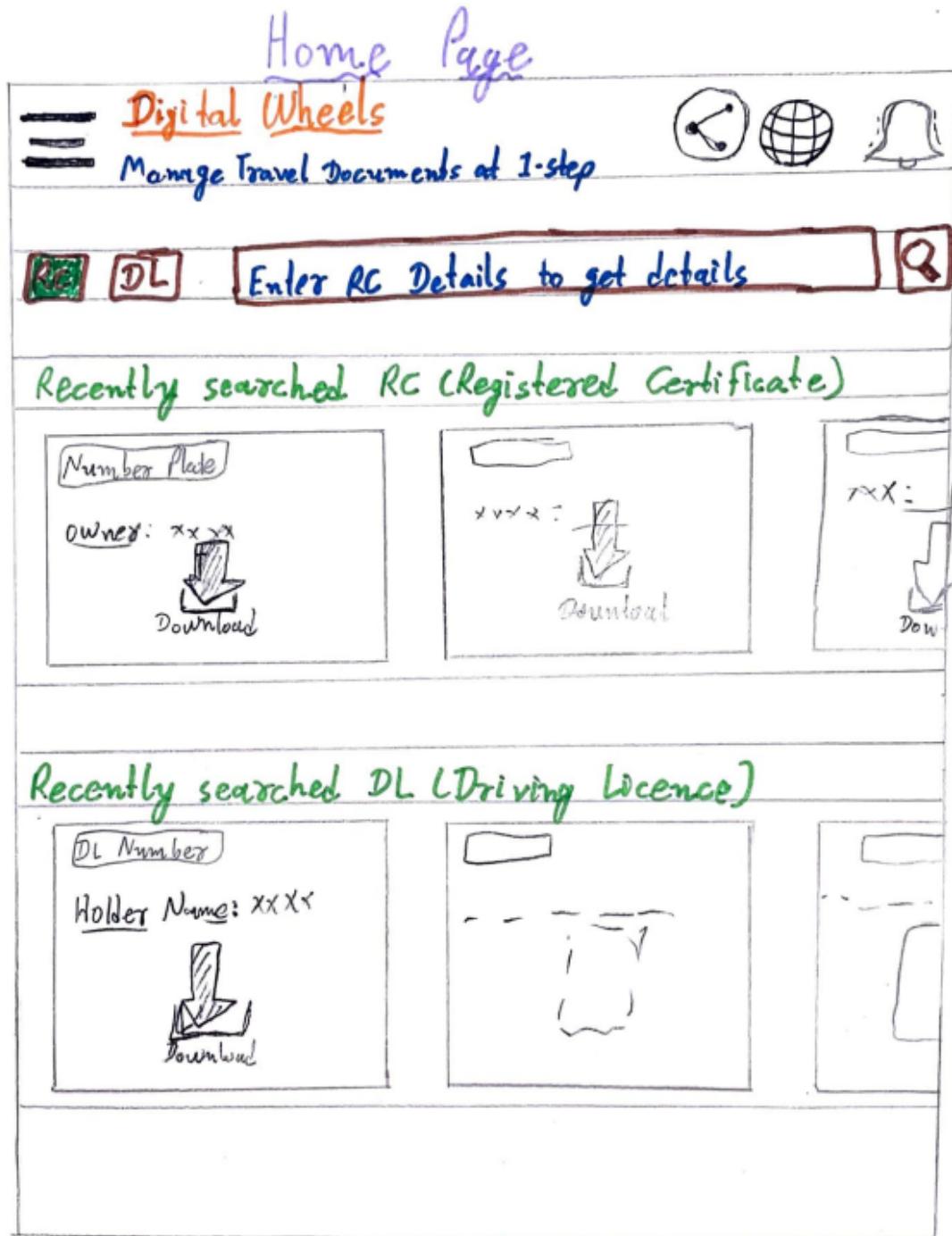
4.1 User selects a fully booked slot
4.2 Error message is displayed

5.1 User is early for request or enters invalid application number
5.2 Redirection to home page

Part 2

Pen-Paper Design

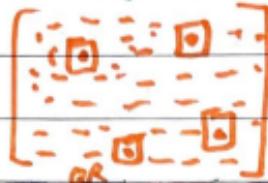
Screen-1 : Home page of website



Screen-2 : RC Book detailed page

RC Book

GJ01ME 0638



Status as on

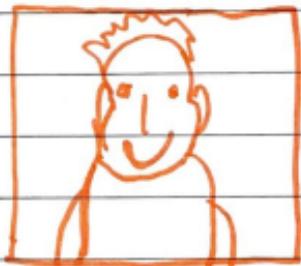
March 03, 2020

06:32 PM

Owner Details

Name : Jatin Sapru

Son/Daughter/Wife of : Natu Patel



Chassis No: MEGJCZQ 32590J2

Engine No: JC66327018

Vehicle Maker Company : Honda Cars India

Model Name : Activa 199cc

Issue date: Sep 07, 2012 Expiry date: Mar, 2020

Fuel Type : Petrol

Colour: Black

Registration Center: Ahmedabad

Screen-3 : E-challan payment

E-challan payment					
Enter the vehicle no. plate (GJ01XX1234)					
GJ01EF0378 Challan details					
Unpaid Challans			+		
No Records Found! :)					
Paid Challans Receipts -					
Sr No.	Challan Date	Notice Number	Amount	Status	Print
(1)	23/09/18	123456	500	Paid	
	→ Red light violation				
(2)	30/10/18	910112	1000	Paid	
	→ Red light violation				
(3)	03/03/20	135799	100	Paid	
	→ Helmet violation				

Persona

Name : Vedant

Quote : Want to manage all the family documents like aadhar card, pan card, driving licence in single app

Bio : Vedant is the only son in his 3 person family. His father and mother are old aged people so they do not know how to manage and save documents on the phone or in the app so Vedant wants to help them by saving all the documents of his own, his father's as well as his mother's documents like adhar card, pan card, driving licence, RC book so that he can share it with his parents for the easiness in case the documents needed. He is 27 years old and works in an IT company. He basically has a computer engineering background.

Behaviour :

- He enjoys spending time with his family and after that with his close friends.
- He loves to play cricket on weekends early in the morning with his friends.
- He is a passionate coder who does his job with full enthusiasm and gives his 100% of the effort during office hours to any type of work.

Goals :

- To manage the government authorised documents for his parents
- Wants to make his own new private firm in the IT sector after 5-10 years

Pain Points: He loves to spend time with his family and friends and wants to go out with them but he is not earning enough so he can go out. Because of this even he can not throw a party at home because of a lower salary.

Personality: Introvert by birth, Intuition because of engineering background, perceptive and thinker.

Brands: Shakti IT firm, Google Drive, Digi locker, M-Parivahan

Scenario Description

The challan receipt for the 2-wheeler has come home for his father's red light violation while going to a shop to buy the groceries for the home as his mother doesn't know how to drive 2-wheeler or 4-wheeler. His father does not know how to pay the challan so he asks his son to pay for it. He does not earn too much money from his job because he is doing a job in a small Shakti IT firm. So for the challan payment he wants to pay it online but he just wants to check if there are any other challans remaining or not so that he can save the money from his salary next month and can pay the amount for the e-challan.

Use Case Description

Use case for the described above scenario is mentioned below:

1. User go to the e-challan website
2. User enters the vehicle number plate in the full format (i.e GJ01MExxxx)
3. If the entered number plate is valid then the ‘correct number plate entered’ message will pop up and user will be directed to another page
4. In this page the challans which are pending to pay will be shown
5. User clicks on Pay now option
6. User enters the mobile number and a message for the payment will be sent
7. After successful payment message of “successful payment” will be prompted
8. Receipt will be sent to user mobile number and will be visible on the website as well

Alternative Cases:

2.1.1 If the entered number plate is wrong then message of “Wrong number plate entered” will be prompted

2.1.2 User will be redirected to the web page number 2 again

4.1 If no challans are remaining for the entered number plate then message of “No pending challans” will be displayed

7.1.1 If payment failure occurs error message will be displayed

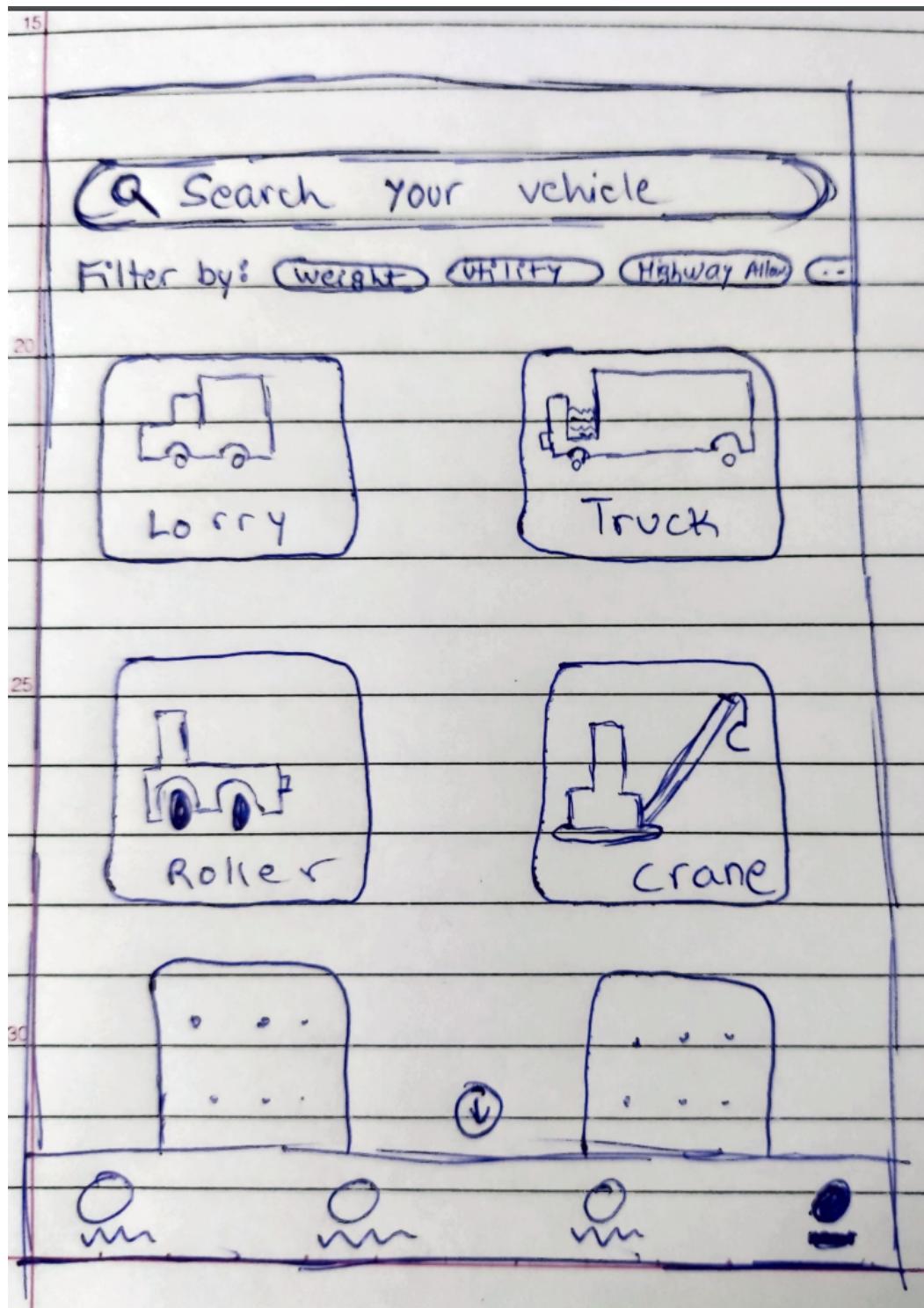
7.1.2 User will be redirected to the payment page again

7.2 in case of successful payment receipt will be sent to registered mobile number

Part 3

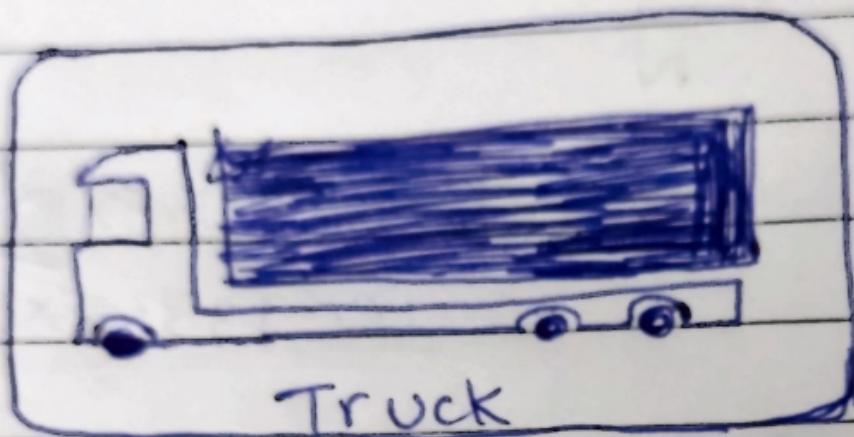
Pen-Paper Design

Screen 1: Search>Select Special Vehicle



Screen 2: Enter Details

④ Your Selected Vehicle



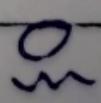
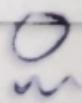
Truck

Enter State : GUJARAT

Enter Chasis No: _____

Enter Registration No: _____

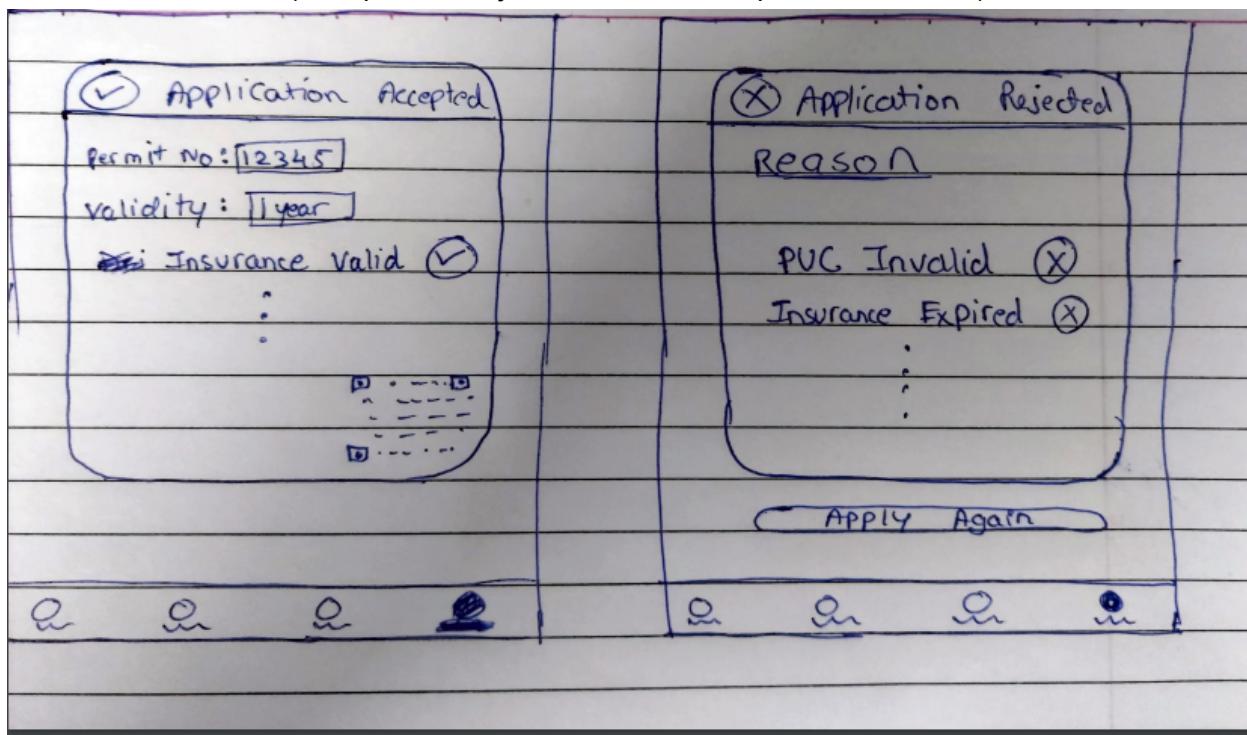
⑤ License Details



Screen 3: Enter Details (continued - scrolled down)

<input checked="" type="checkbox"/> License Details
<input checked="" type="checkbox"/> Registration Details
<input type="checkbox"/> Insurance Details Policy Num: ----- Upload Policy Doc <input type="button" value="↑ file"/>
<input checked="" type="checkbox"/> PUC Details
<input type="checkbox"/> Application Status
On On On 

Screen 4: Final result (Accepted or Rejected Screen with qr code or reason)



Persona

Name: Hritik

Quote: Work smart not hard. Efficiency always trumps over brute force

Bio: Hritik is an entrepreneur who has just started a company of his own. He is extremely busy in day to day management of the newly setup business. Staff is limited so Hritik has to multitask in order to grow his business. It is difficult for Hritik to allot a moment for menial tasks, let alone his social life. However, this is improving as investors have provided seed funding which has enabled Hritik to offload some of his responsibilities to new hires.

Behaviour:

- Very loyal to close friends and family
- Likes to solve difficult jigsaw puzzles and rubik's cubes'

Goals:

- Manage tasks more efficiently such as paperwork, appointments, etc
- Make a long lasting global impact through charitable efforts

Pain Points: Hritik gets very frustrated when something requires more than a couple of steps to do. He prefers to do things in the most efficient manner i.e. in his way. Things such as delay in issuance of government documents related to transport makes him think that the system doesn't cater to people like him.

Personality: Extrovert (can be ambivert sometimes), Sensing (only acknowledges hard and fast facts), Thinking and Judging.

Brands: Zerodha, Apple, BHIM UPI

Scenario Description

A user wants to apply for a special vehicle permit. He has a vehicle type in mind with various properties such as its dimensions, weight and load capacity. He is not sure whether that specific vehicle is allowed on state/national highways & expressways or not. He would also like to check the compliance of his vehicle with the government mandated rules such as compulsory PUC certificate, special licence plate, whether FastTag is required or not and many more rules.

Use Case Description

A use case for the above described scenario would be:

1. User select his/her desired vehicle
2. User select the state in which that specific vehicle is registered
3. User enters the details of his/her vehicle such as chassis number, registration number, etc
4. User can now see which criteria is fulfilled and which criteria should be fulfilled
5. User uploads the required documents
6. After successful submission, acknowledgement receipt is displayed
7. After confirmation final result is displayed

Alternative Cases:

- 1.1 User can select his/her vehicle via search or other filter options
- 1.2 Closest option to the user's criteria can be suggested in case nothing is found

- 4.1 Criteria which is fulfilled is displayed beside a green checkmark
- 4.2 Criteria which is not fulfilled is displayed beside a red cross
- 4.3 Directly redirect to page where said criteria can be fulfilled

7.1 If the application is accepted then success message with relevant permit in digit form is displayed

7.2 If the application is denied then failure message with steps to rectify the application is displayed