Intent: Find an event to attend today and look up its details. Add event to your calendar. Sign up for the event and find directions from your house to the event.
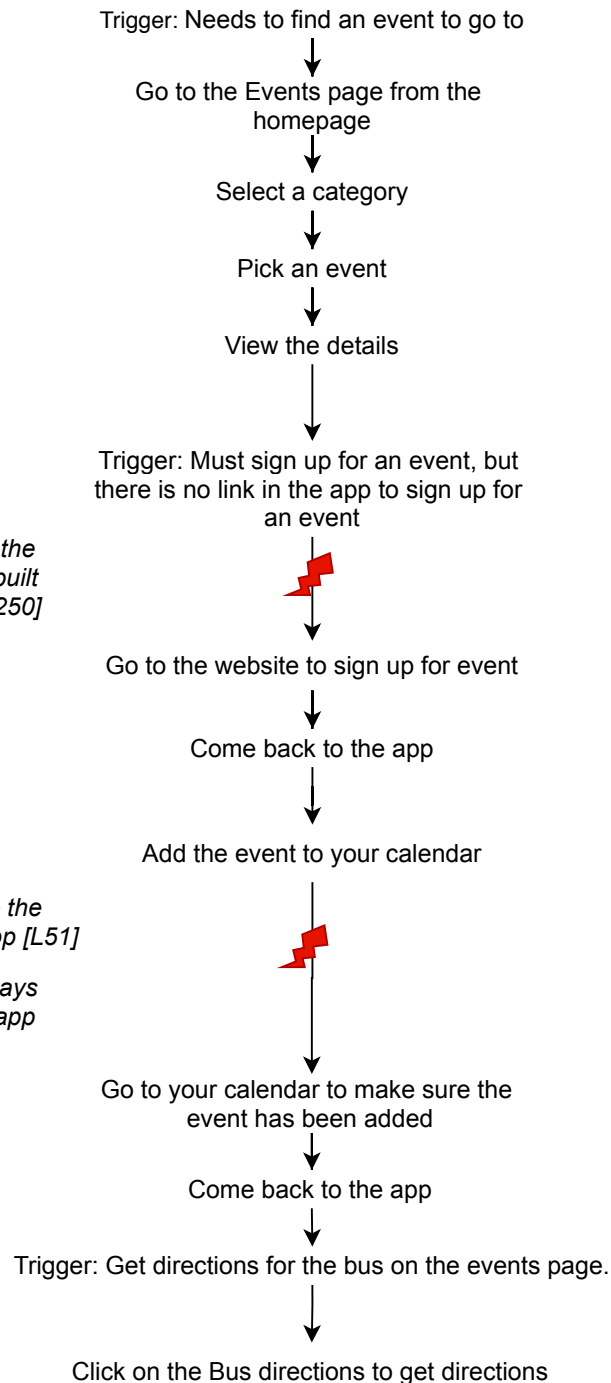
Sub-Intent: Find an event happening today

Sequence Model

Trigger: Needs to find an event to go to

↓

Go to the Events page from the homepage

↓

Select a category

↓

Pick an event

↓

View the details

↓

Sub-Intent: Sign up for the event

Trigger: Must sign up for an event, but there is no link in the app to sign up for an event

Link takes you to the website on an in-built browser [L208, L250]

↓

Go to the website to sign up for event

↓

Come back to the app

↓

Sub-Intent: Add event to the calendar

Add the event to your calendar

Event is added to the phone's calendar app [L51]

Event doesn't always get added to the app [L81]

↓

Go to your calendar to make sure the event has been added

↓

Come back to the app

↓

Trigger: Get directions for the bus on the events page.

↓

Click on the Bus directions to get directions

↓

Redirected to third party app Google Maps [L64,L82,L224]

Exit the Events page and get to the home page

Sub-Intent: Find a bus route from your current location to your destination.

Find bus route at current location

Trigger: Find bus route at current location

Click on the Bus page

Hit the current location symbol

App doesn't readjust itself well, so you can't figure out what's happening [L125]

Can't figure out the time to walk from current location to bus stop [L141-143,151]

Look for bus stops close to your current location

App doesn't find the closest bus stop, you have to do it manually [L128,132,158]

Can't find a bus stop efficiently. Need a better method to search [L117,137,177-179]

Workaround: *Used Campus Maps*

Trigger: Find bus stop near destination

See the buses stopping at the bus stop and note their times

Not enough information about bus timings and routes [L131,139,141,149]

Does not give information about the duration of the bus [L149-151]

*Can't click on the bus
numbers to get more
information [L149,157,165]*

Search for the destination on the map

*Difficult to search for
buildings [L177-179, 188]*

*Some building names don't
appear on the map [L188]*

*There is no search for building
names [L182,190]*

***Workaround**: Used
Campus Maps*

Look for bus stops close to the destination

*Inefficient search as it allows
to only search by bus stop
number [L116]*

See the buses stopping at the bus stop

*Lot of manual work
involved as app doesn't
provide all information.*

*User needs to calculate
everything on their own. It is
tedious and doesn't make life
easy*

Figure out which bus would get you to the
destination in time