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Creating a Web and Mobile

Application Interface for Mawsme System

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1. Abstract

Mawsme is a system that gathers all information regarding the seasons, events, and activities that are taking place in The Kingdom of Saudi Arabia. These could be entertainment, religious, national, sports, cultural events...etc.

This report will identify similar systems, and user and task analysis for the Mawsme system. It also consists of the paper prototype to create the interfaces for the website and mobile application of the Mawsme system using the Balsamiq tool. Furthermore, an initial prototype is designed using the Axure tool of the Mawsme system.

2. Introduction

With the development of the entertainment sector in the Kingdom of Saudi Arabia and a large number of websites that market events and tickets. One comprehensive system that gathers all the information for events to be the ultimate destination for citizens and tourists is needed to support the development and the 2030 vision of Saudi Arabia. Mawsme is a system that serves the need and gathers data on all events, activities, and seasons that are occurring in the Kingdom of Saudi Arabia. These may include sporting, religious, national, or cultural events, etc... Users of this system, whether they are locals or visitors, would be able to browse and check all the forthcoming and ongoing events. To make this process simple for users, users may search via the chosen category of events or by entering a certain city on the search bar. By including crucial elements after researching and comprehending the system's target users, the system would take into account the users' varied cultural backgrounds and other usability aspects for a better user experience, especially given the possibility that users from outside the kingdom could be interested in attending these events.

In this paper similar sites for the same goal have been reviewed, Mawsme user and task analysis are also made, and finally, two stages of prototyping were made starting with the Balsamiq tool as a paper prototype, then reviewing all errors and redesigning using the Axure tool to achieve the needed design and functionality.

3. Literature Review of Similar Systems of the Mawsme System

The basic idea of the Mawsme website "browsing and purchasing" is the basic structure of most commercial websites at the present time. As there is something that distinguishes each of them in terms of content, presentation, and other requirements.

The most similar website is "Riyadh Season", which in turn displays all the details of the events held in the Riyadh region only. This website excels in its efficiency as it provides ease of use in an effective and understandable way for users. The website automatically displays, when opened, the most important activities and places in the current period that the user often searches for as shown in Figure 1.
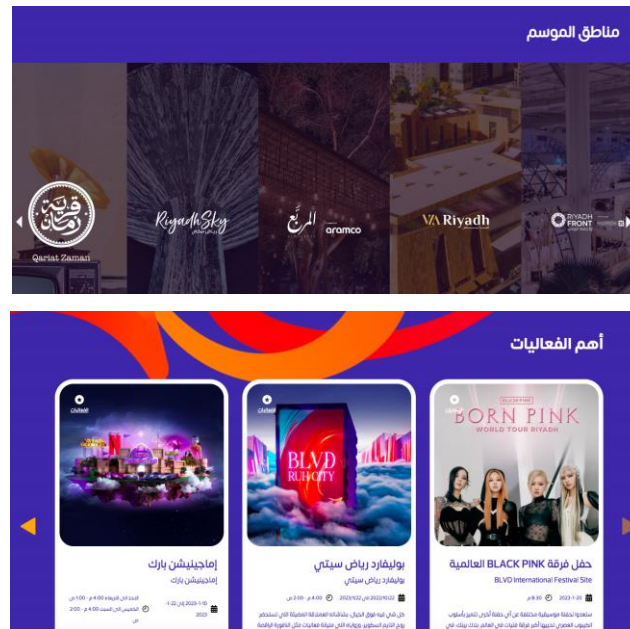
Figure 1 - Riyadh Season The Most Important Events Taking Place Currently

"Ticketmaster" is a website that specializes in displaying and selling musical concert tickets that are displayed based on the specifications entered by the user, for example, concert type, region, date, distance, etc. Which makes the searching easier and more accurate and motivates users to return to the website again.

Figure 2 - Ticketmaster Website Displays Tickets Based on The Specifications Entered by The User

The "Tickets Jarir" website also displays the tickets for different events, where the user can order and purchase directly from the website. The website interface provides a lot of interesting pictures of books and detailed information to make it easier for the user to know what he wants without the need for help.

- The website shows the top deals to the user where they can find the offers and discounts that suits them in the main interface as shown in Figure 3.
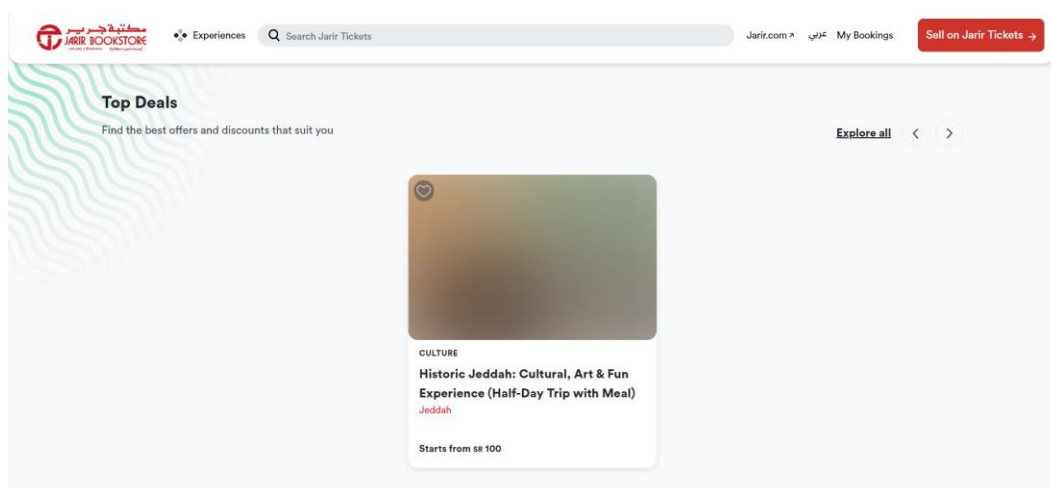
Figure 3 - Ticket Jarir Website Showing the Top Deals in The Main Interface

The "Ticketsmx" website is very similar to the Riyadh Season website, as it includes two other regions: Neom and Jeddah. It provides a specific list from which the user chooses what

the user wants without the need to write since it may vary and produce incomprehensible and obvious errors as shown in Figure 4.
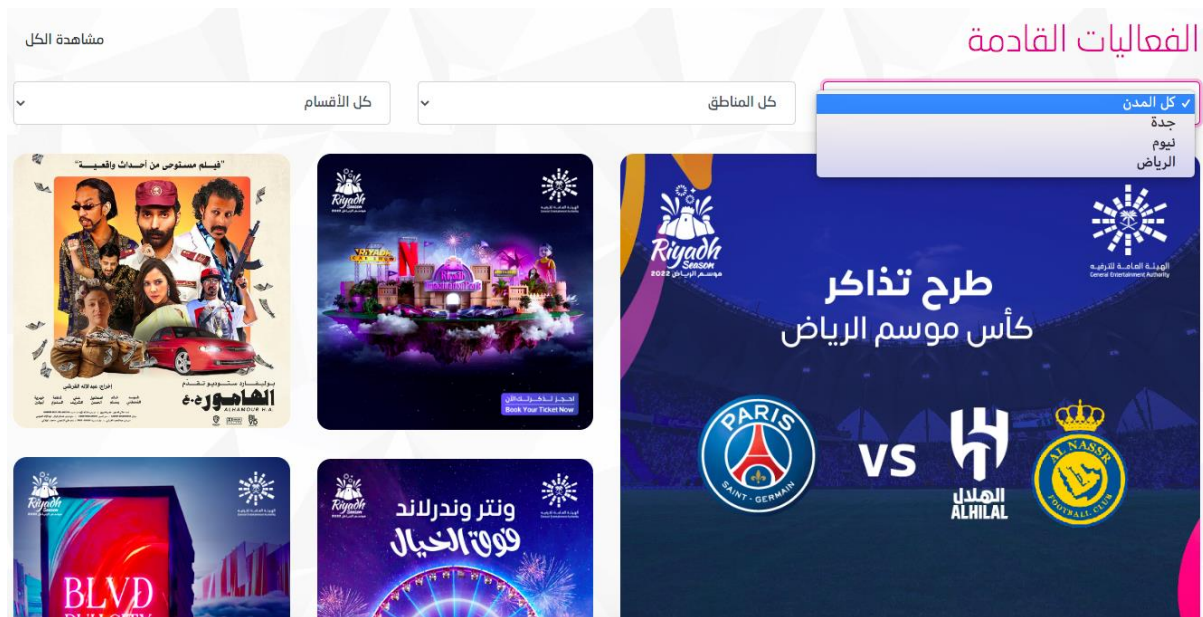
Figure 4 - Ticketmax Website Showing That The User Can Only Select From a Specific List

Last but not least, the "Easy Tickets" website provides information and tickets for events held in general, not specific to a specific season, such as matches, concerts, resorts, etc. As shown in Figure 5, the website displays clear details and pictures for each event when selected.
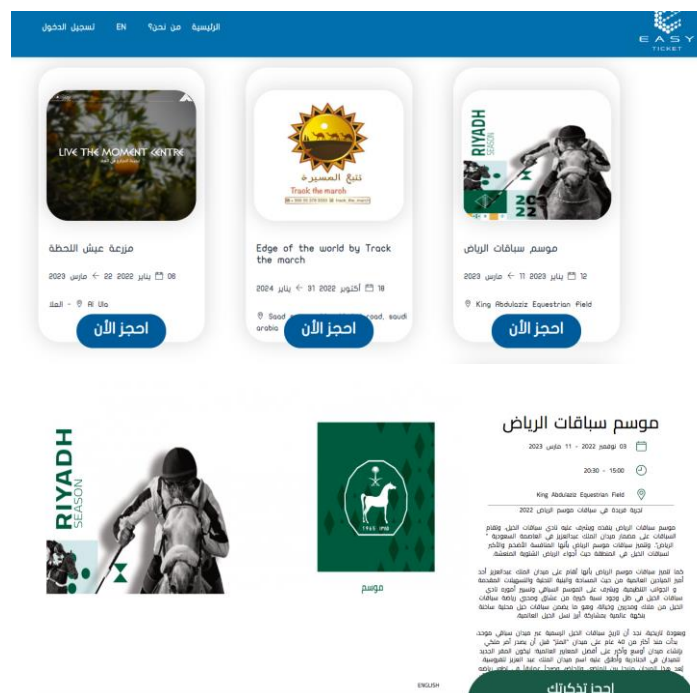
Figure 5 - Easy Tickets Website Shows Details and Pictures For Each Event Selected

4. User Analysis for Mawsme System

This section analyzes the user's characteristics that may impact the interface's design. The user's characteristics could be, expertise, cognitive and perceptual abilities. personality, culture, disabilities, education, age, etc.

User expertise levels:

	user's characteristics	What does it mean?	How will it impact the design?
User expertise level	Novice Users	User may know the domain of the application but not the specifics of the application.	- Go through the web or application with the user by pointing out the main tasks to familiarize the user with the interface. - Provide informative feedback to the user after preceding any step to assure the user, - Use Familiar terminologies - Eliminate the number of tasks the user does by applying the most frequently visited tasks by putting them in the main menu of the web or application. *[6]*
	Knowledgeable Intermittent Users	User knows the domain of the application but doesn't remember the details.	- Apply the recognition rather than recall principle by using icons to remind the users of certain tasks. - Make the interfaces easy and simple to recognize to assure user doesn't find a hard time trying to find specific tasks. *[6]*
	Expert Frequent User	User knows the domain of the application very well.	Expert frequent users will not impact the interface design due to the fact that there is no user that would be expected to use this system frequently by navigating and buying tickets every day or very frequently. *[6]*

User abilities	Cognitive abilities	Users' mental capacity for reasoning, problem-solving, planning, abstract thought, understanding complicated ideas, and experience-based learning.	Users' problem-solving abilities may vary from one another based on their short-term memory and long-term memory which affects day-to-day tasks such as thinking, studying, reading, recalling, speaking, listening, concentrating, and speaking, this leads to an impact on the interface design as the designer must take these abilities into consideration, and provide universal usability to the system. - the user shouldn't remember any information from the previous interface. - Minimize memory load on the user by using simple terminologies, icons, and layouts to convey ideas. - Make the texts readable and understandable. - Make the interface design predictable to avoid confusing the user. - Asset the user during input by providing help and useful feedback on correcting mistakes. *[3]*
	Perceptual abilities	Human sensory inputs enable the user to understand the system through sight and sound. " Visual, auditory, tactile, and kinaesthetic discrimination are examples of perceptual abilities.".	Perceptual abilities may affect the design directly as it allows the user to explore the interface environment differently "some users may find it easier and faster to process visual inputs rather than written inputs". The designer must take these different abilities into consideration and provide universal usability to the system. *[6]*
	Physical abilities	Human physical abilities may be diverse considering some may have limitations when it comes to hearing, vision, and color blindness, and people with mobility impairment.	- People with hearing disabilities may need captioning on videos that might be used in the system as ads for certain events. - People with vision. disabilities, visually impaired people, may use magnification, furthermore,

			people with complete loss of sight may utilize built-in screen readers based on the operating systems they are using. - People with color blindness disability won't necessarily impact the interface's design but the system should avoid combining some colors that might confuse them or disturb their experience. - People with mobility impairment will have their own section in the system by showing the events that have facilities for their special needs. *[5]*
User's Skill Levels Based on their Population Profile	Age	- Pediatric group (0 to 14) - Young group (15 to 47) - Middle age group (48 to 63) - Elderly group (more than 63)	- Pediatric group: has no impact on the design as they shouldn't be allowed to make any purchase without adult supervision. - Young group and Middle age group: has no impact on the design as most of them are familiar with websites and how it works. - Elderly group: has an impact on the design as they may need bigger fonts, dark and visible colors, low screen brightness, etc… It is better to let the users customize the interface appearance based on their preferences and needs to provide better user experience *[6]*
	Gender	- Male - Female	Has no impact on the design; the system serves all genders equally.
	Education	Poorly literate and poorly educated users require special attention.	Has an impact on the design. Those who lack education struggle to advance in life. To give them a chance to keep track a voice

			recognition and text reader may be provided.
	Cultural differences	The ability to empathize and interact with others is influenced by cultural differences.	This will surely impact the system to attract visitors outside the kingdom by avoiding insulting or disrespecting other cultural differences but still keeping the kingdom's origins and traditions and being clear about it to not conflict with user's expectations. - Users' thinking processes are significantly influenced by their ethnic, racial, and national backgrounds. Some cultures value direct communication more than others, and vice versa. - People's values are strongly influenced by their religious affiliation. When it comes to choosing decisions, people's moral perceptions can be influenced by their religious beliefs. - Users' language may affect their thinking process significantly as there are various ways that languages might vary. They could combine words to build sentences in various ways, create words using various sounds, and even make their own words. Also writing and reading ways may differ from left-to-right, right-to-left, versus vertically which will impact the interface display design directly. *[6]*
	Motivation	Low-motivated users require special attention.	Has an impact on the design. Users who feel uninterested in using the system must be motivated by using rewards, discount codes, collecting points, etc …

Table 1- User Analysis Table for Mawsme System

5. Task Analysis for Mawsme System

1. Create an account and sign in

This task would let the user sign in to their accounts in the system, by taking their email or phone number and password based on what is stored in the system's database. If the user enters it incorrectly it would ask the user to renter the wrong entry whether it was their email, phone number, or password. Another option would suggest the user to recover their password. However, if the user does not have an account it would allow the user to create an account in order to sign in to the system.

Sub-task 1: Enter Email or phone number and Password
Sub-task 2: Select the "create an account" option if the user doesn't have an account
Sub-task 3: "Forget password" option to restore passwords
Sub-task 4: Fill out the required create an account form in order to have an account in the system

Characteristics: Input elements such as; text input field and submit buttons

2. View upcoming and current events:

This task allows users to view information on upcoming and current events in the Kingdom of Saudi Arabia. The task is read-only, meaning that users cannot make any changes to the information they are viewing. The task provides the user with a list of events, ordered by type and location, the user will be able to filter the list based on their preferences. The task does not require any information to be entered by the user.

Sub-task 1: Browse events by type (entertainment, religious, national, sports, cultural, etc.)
Sub-task 2: Browse events by location (city)

Characteristics: View-only task, users can only browse events but not make any changes

3. Search for specific events:

This task allows users to search for specific events using keywords or event names. The task provides the user with a list of search results that can be filtered by event type or location.

The task is also read-only, meaning that users cannot make any changes to the information they are viewing.

Sub-task 1: Enter keywords or event names in the search bar.
Sub-task 2: Filter search results by event type or location.

Characteristics: Search-only task, users can search for specific events but not make any changes

4. **Select events to add to the cart:**

This task allows users to select events they are interested in and add them to their cart. The task provides the user with detailed information about the event, such as date, time, location, and ticket price, to help them make their selection. The task also allows the user to view the contents of their cart and make changes as needed.

Sub-task 1: Select an event to reserve a seat.
Sub-task 2 : View event details (date, time, location, ticket price, etc.).
Sub-task 3: Enter the required information.
Sub-task 4: Confirm reservation.
Sub-task 5: Select the "Add to Cart" button.

Characteristics: Selection task, users can select events they are interested in and add them to their cart

5. **Delete events from the cart:**

This task allows users to remove events from their cart if they change their minds or want to make room for other events. The task provides the user with a view of their cart and a delete button to remove items.

Sub-task 1: View the contents of the cart.
Sub-task 2: Select the "Delete" button for events to be removed from the cart.

Characteristics: Deletion task, users can remove events from their cart

6. Buy tickets for selected events:

This task allows users to purchase tickets for the events they have selected. The task involves entering payment information and confirming the purchase. This task also provides the user with a detailed receipt of their purchase.

Sub-task 1: Review the contents of the cart.

Sub-task 2: Enter payment information.

Sub-task 3: Confirm purchase.

Sub-task 4: Add the ticket to my wallet.

Characteristics: Purchase task, users can buy tickets for selected events.

7. Reservation review:

This task allows the user to view payment and reservation information The task is read-only, meaning that users cannot make any changes to the information they are viewing.

Sub-task 1: Review payment information.

Sub-task 2: Review event time and location.

8. Write reviews for events:

This task allows users to write reviews for events they have attended. The task provides the user with a form to fill out with their review, and an option to submit it.

Sub-task 1: Select an event to write a review for.

Sub-task 2: Write and submit a review.

Characteristics: Writing task, users can write reviews for events they have attended.

9. Share events with others:

This task allows users to share events with others through various platforms such as email, social media, etc. The task provides the user with an option to select the event they want to share and the platform they want to share it on.

Sub-task 1: Select an event to share.

Sub-task 2: Choose how to share (email, social media, etc.)

Sub-task 3: Send the intended event to whomever.

Characteristics: Sharing tasks, users can share events with others through various platforms.

10. Reservation and services feedback "survey":

Sub-task 1: Fill out the survey form.

Sub-task 2: Submit the survey.

Characteristics: Survey task, users can give feedback on events they have attended.

6. Paper Prototype of the Website for the Mawsme System using the Balsamiq Tool

This section will consist of the paper prototype to create the interfaces for the website and mobile application of the Mawsme system using the Balsamiq tool.

6.1 Mawsme Main Interface part.1

Mawsme website's main interface contains a header, body, and footer. The header is Mainly two parts the first part includes a "Search bar, a Cart icon linked to the cart interface, a Flag icon to change the language, the person icon indicates signing in, and more icon that includes all system pages for quick access". The second part includes buttons that take the user to different interfaces once they are clicked on. The body contains the primary logo, and all current Seasons and Events.
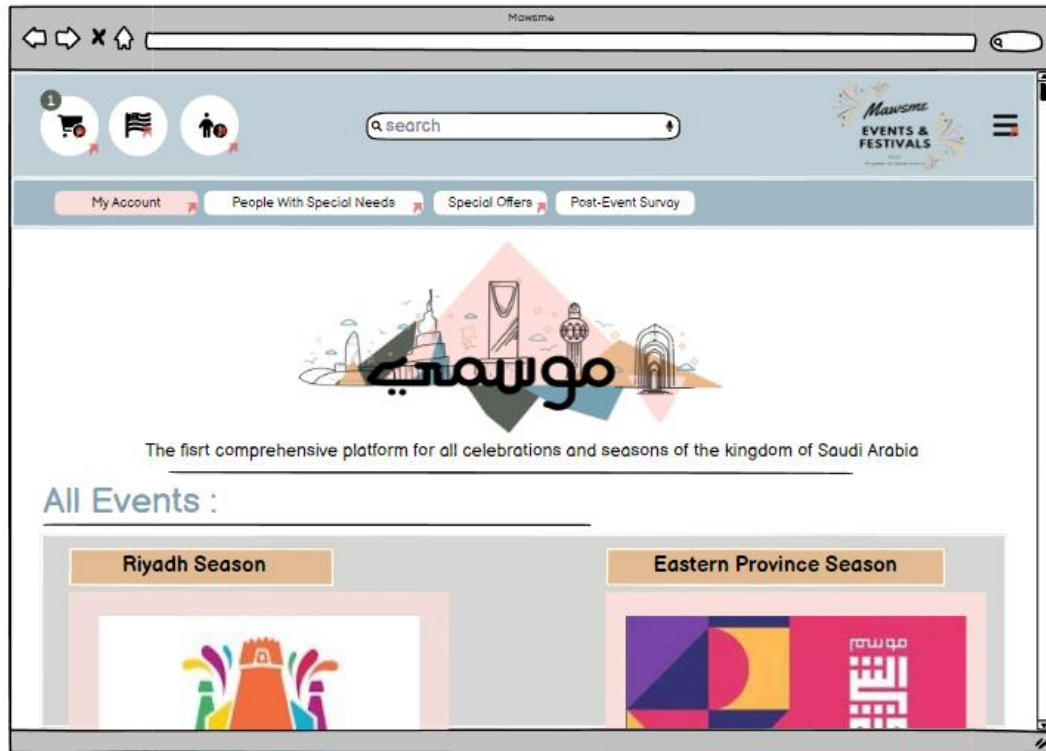
Figure 6 - Mawsme Main Website Interface (Top) 1 Using Balsamiq Tool

6.2 Mawsme Main Interface part.2

This interface shows exactly how the Flag and More icons will look when clicked on. Also, The footer contains two parts, first part prints out all customers' reviews and ratings "the reviews are taken from the surveys filled by the user after completing the purchase as shown in Figure 13". The second part intended to engage with users "who we are" gives a brief description of the website and its purpose. "Important Links" takes the user to other related websites. "Contact Us" contains all available social media accounts to share their experience and view other people's experiences, Also, it contains a phone number and email for fast and better customer service.
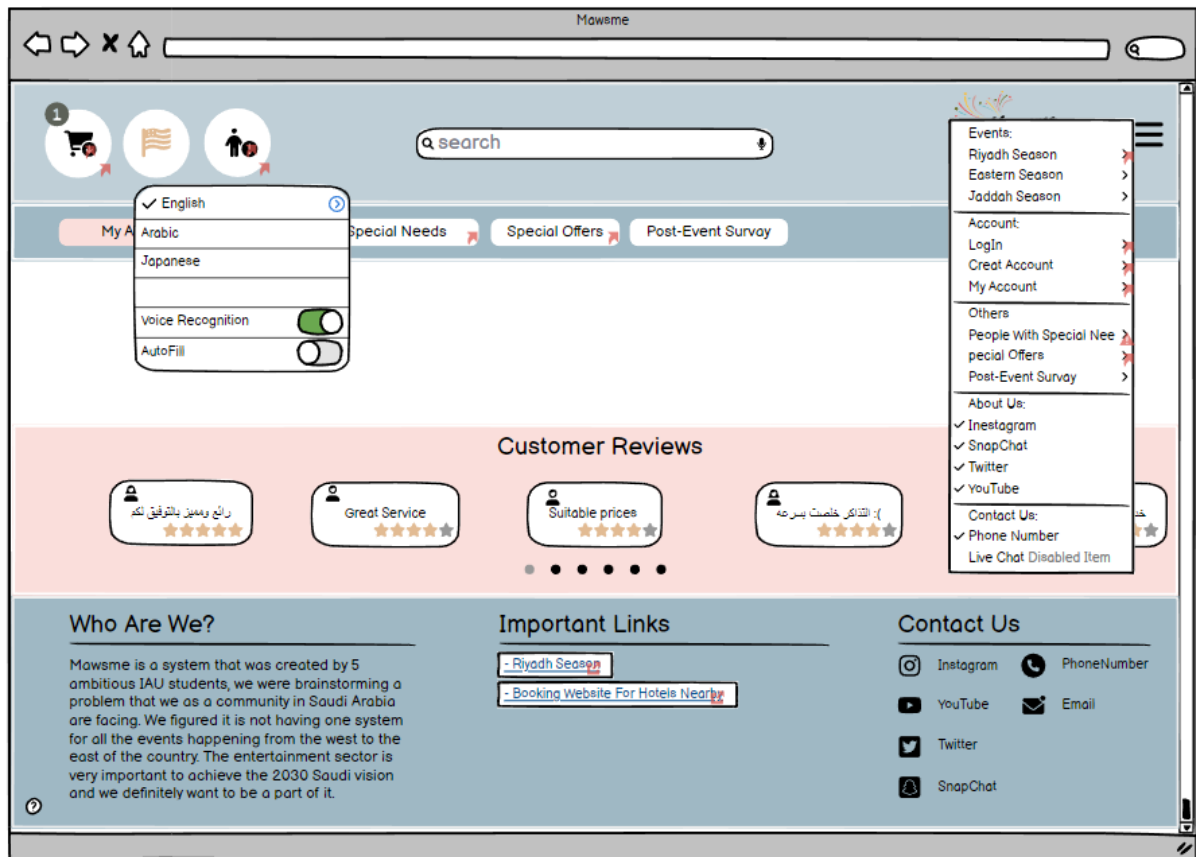
Figure 7 - Mawsme Main Website Interface (Bottom) 2 Using Balsamiq Tool

6.3 Mawsme Riyadh Season's Events Interface

When the user enters Event Details in Figure 8 the system will take the user to Riyadh's season main interface as shown in Figure 9, the user will have the ability to browse the event by types or search an event by the search bar. As seen all events are shown in the interface if the user doesn't filter their search. The name of the event, location, date, and time are displayed and the user can immediately get tickets or read more about the event.
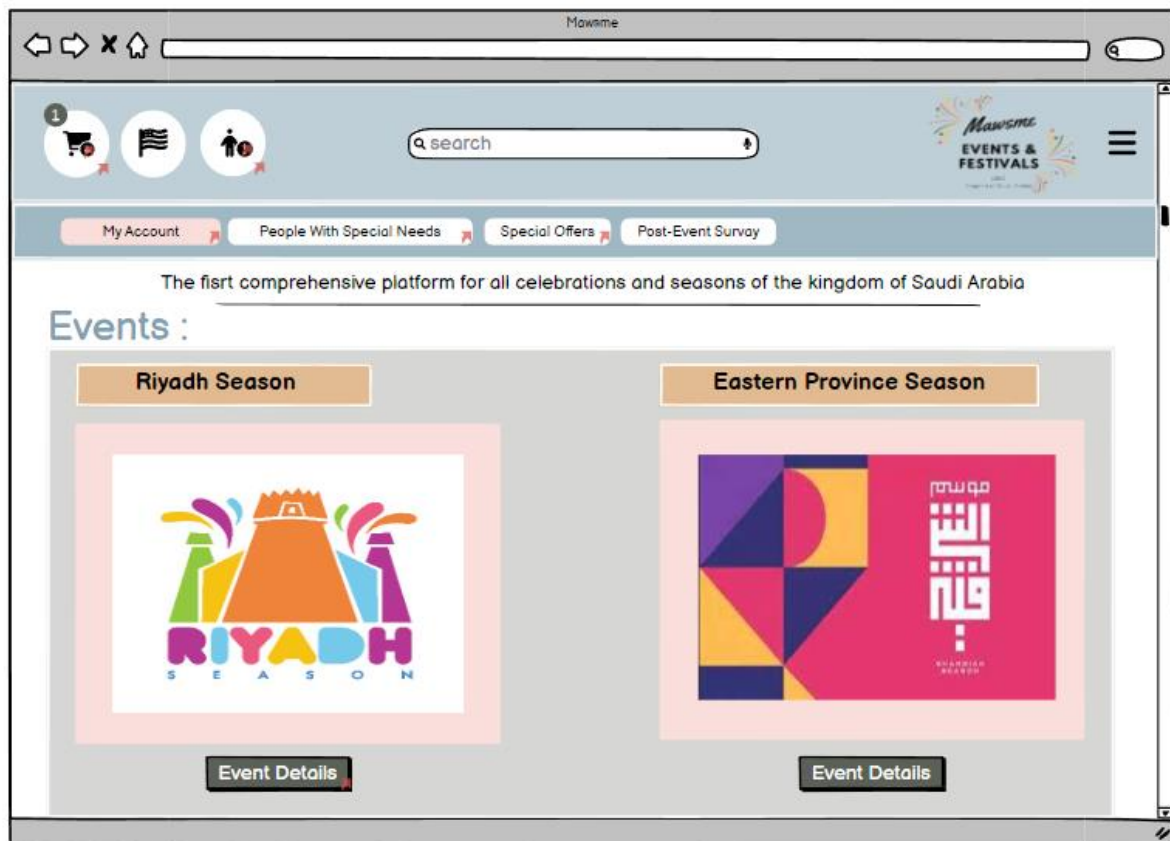
Figure 8 - Mawsme System Main Website Interface (Events) Using Balsamiq Tool
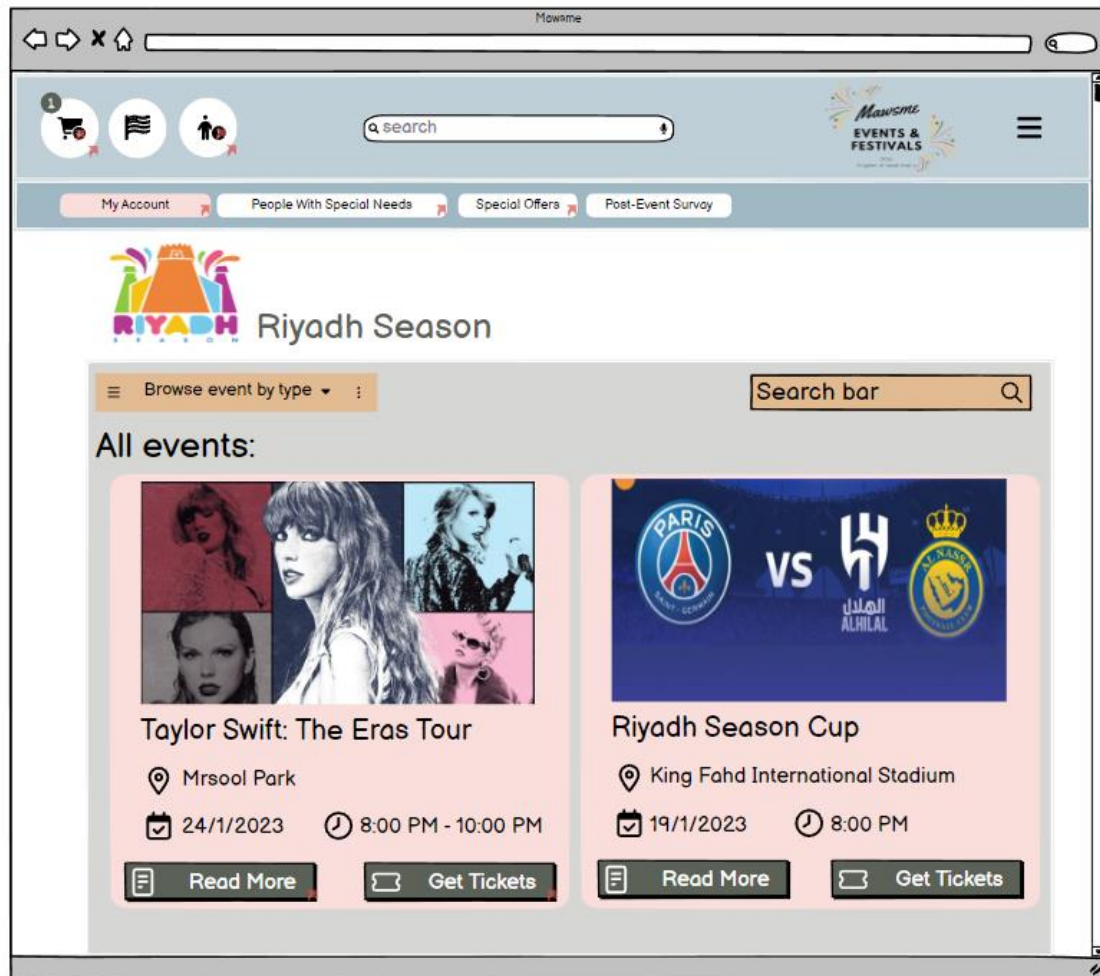
Figure 9 - Mawsme Riyadh Season's Events Website Interface Using Balsamiq Tool

6.4 Mawsme Read More About an Event Interface

When the user presses the "Read More" as shown in Figure 9 it will take the user to Figure 10 where the user will be able to read everything related to that specific event including an overview, special notes, available facilities and more. The user would be allowed to press the "Get Tickets" button which will take the user to Figure 11.
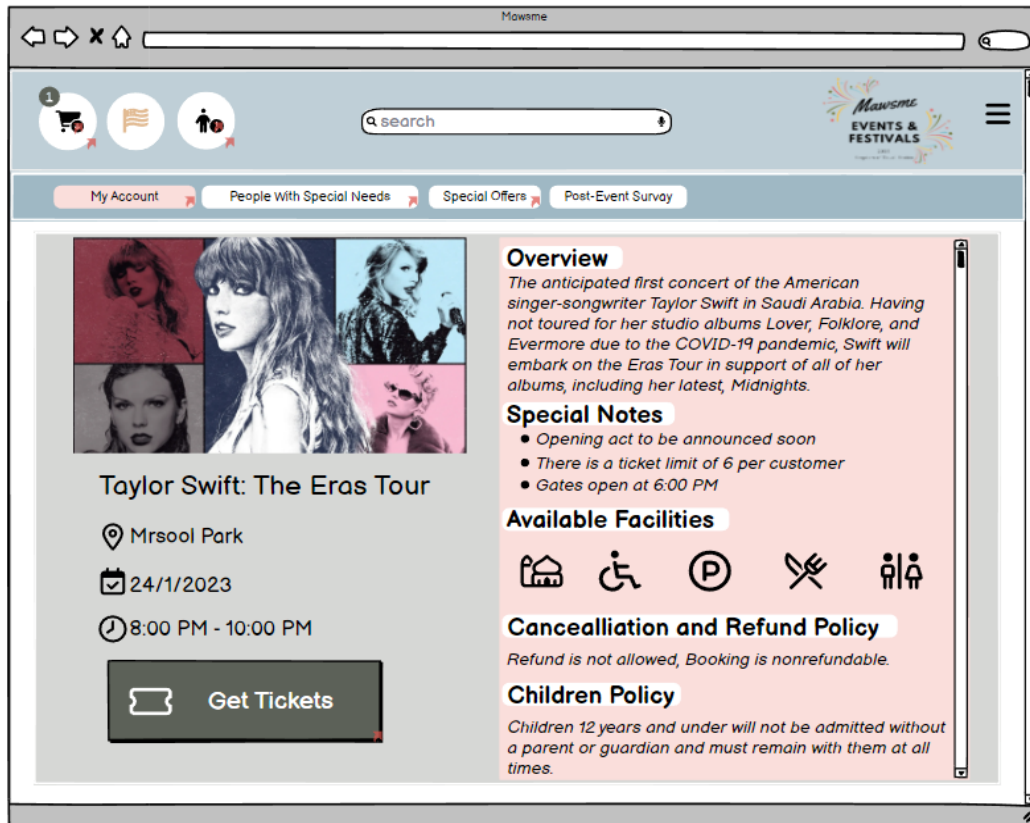
Figure 10 - Mawsme Read More About an Event Website Interface Using Balsamiq Tool

6.5 Mawsme Event Tickets Selection Interface

The interface in Figure 11 allows the user to select their ticket from the venue map, select the date, allow them to select the number of tickets (respecting the policy of how many tickets to get according to the event), allow them to show their selection of each ticket and finally the price of each ticket. Finally, if the user is satisfied with their selection they will press the "Buy Ticket" button which will take them to the payment part if they are already signed in to the system.
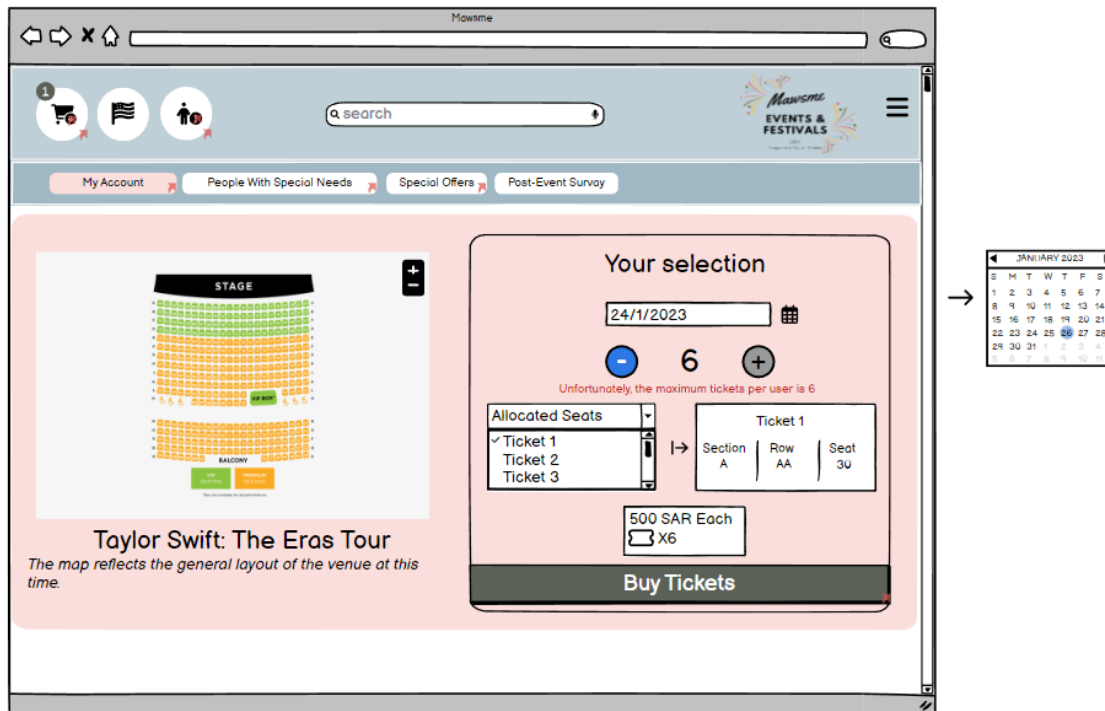
Figure 11 - Mawsme Event Tickets Selection Website Interface Using Balsamiq Tool

6.6 Mawsme Login & Sign Up Interface

Figure 12 shows the "Login" interface where the user enters their username and password and the entry must match whatever is saved on the system's database. Figure 13 shows the "Sign Up" interface where the user will enter their registration, contact, and some personal information in order to sign up to the Mawsme interface, and this information will be saved in the system's database.
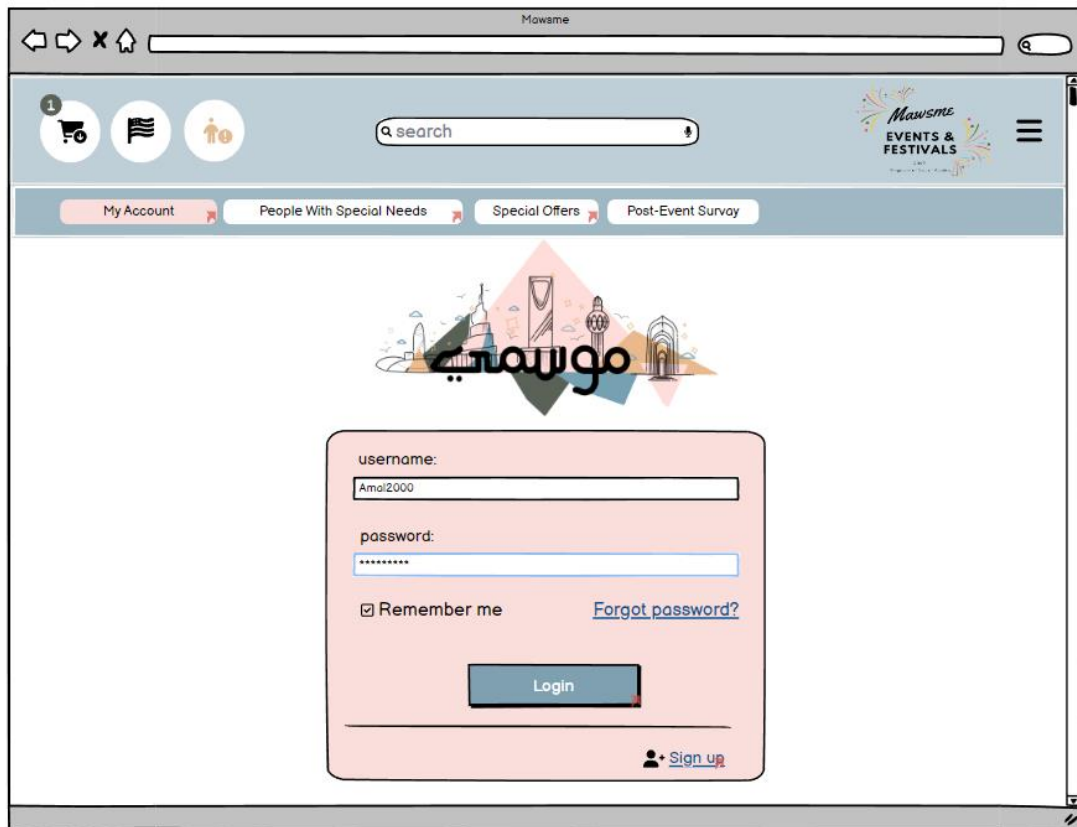
Figure 12 - Mawsme Login Website Interface Using Balsamiq Tool

Figure 13 - Mawsme Sign Up Website Interface Using Balsamiq Tool

6.7 Mawsme User Account Interface

When the user is logged in to the system, they will be allowed to show their account information such as; "My Tickets", "Services", and the "Recently Viewed" events on the "My Account" tab on the header.
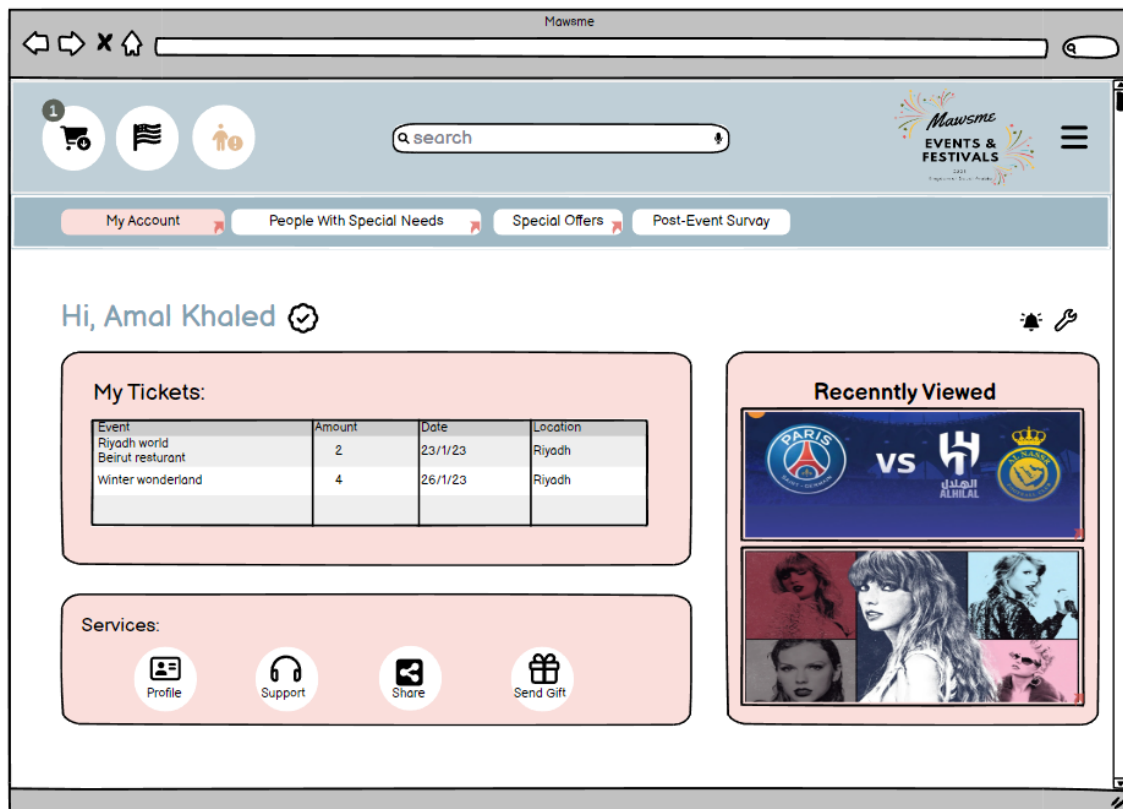

Figure 14 - Mawsme My Account Website Interface Using Balsamiq Tool

6.8 Mawsme Cart, Payment & Payment Confirmation Interface

The interface in figure 15 shows the Tickets that the user wants to book with the important information before going to the payment page. Also, the user can see the subtotal for its cart and edit or delete the ticket from the cart. Finally, the user can add a discount coupon and see the total price of the tickets when the user clicks on "Pay" it will take the user to figure 16.

Figure 16 shows the interface of the payment page that appears when the user clicks "Pay" in Figure 15. Where the user will choose the appropriate payment method (Credit card, PayPal, Apple pay). Also, the user can see the summary of the "Cart" (event information and Total Price with taxes) to make sure before the payment process.

The interface in figure 17 appears to the user after completing the payment process to show a summary of the reservation (location, date, and time) The user can also evaluate the site and services by clicking on "Tell us What you think" and it will take the user to Figure 18.
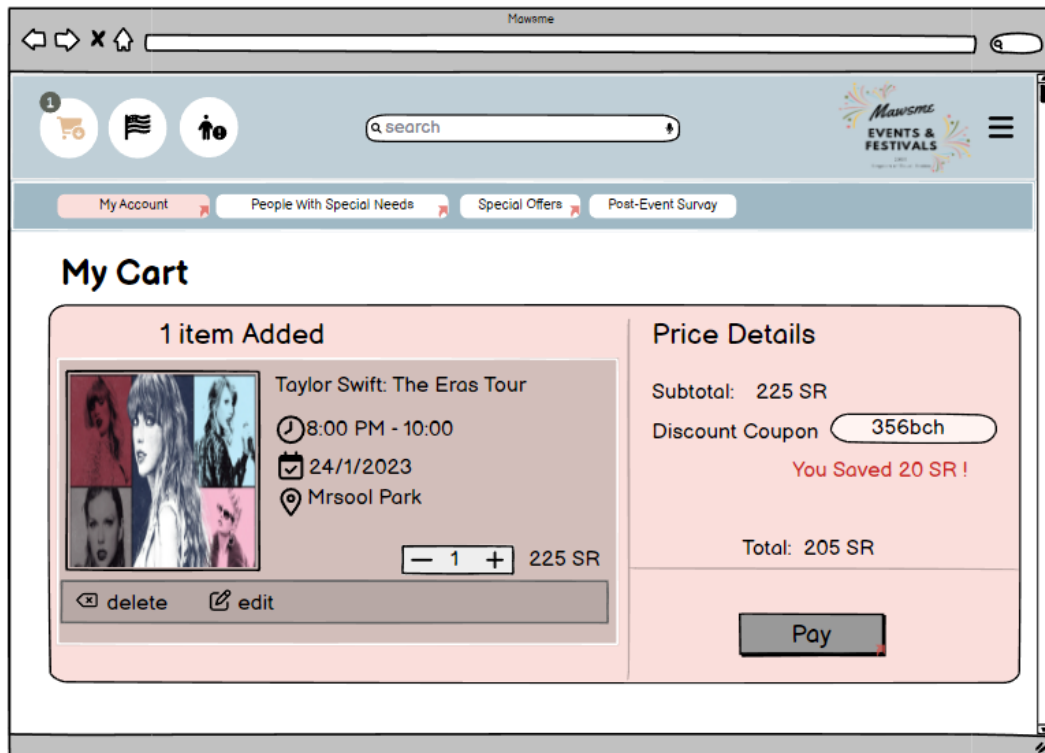

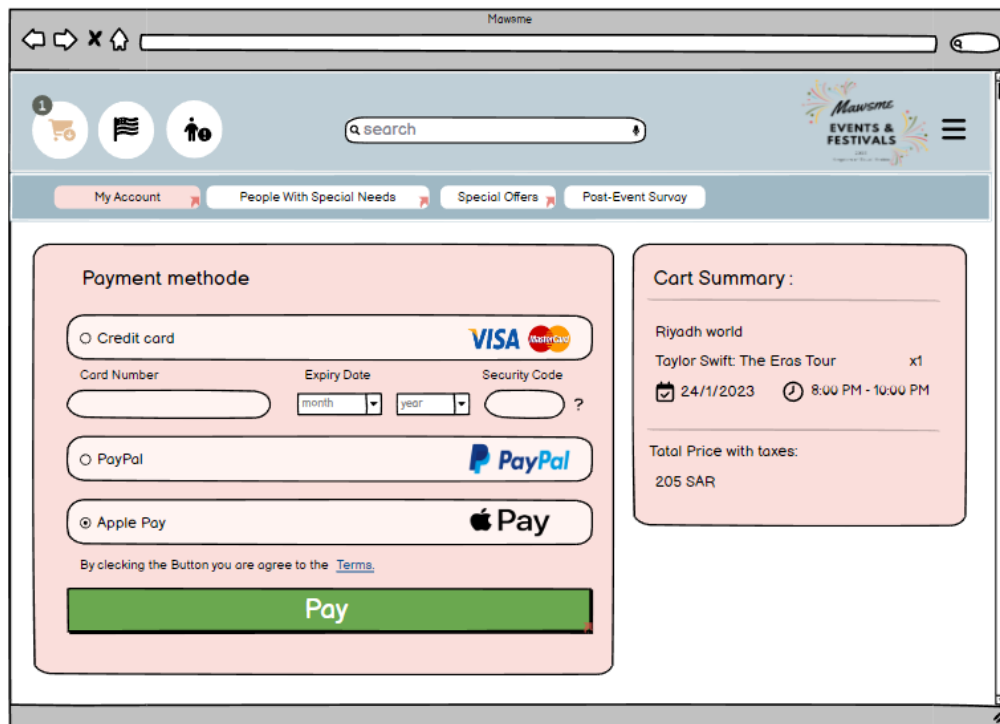*Figure 15 - Mawsme My Cart Website Interface Using Balsamiq Tool*

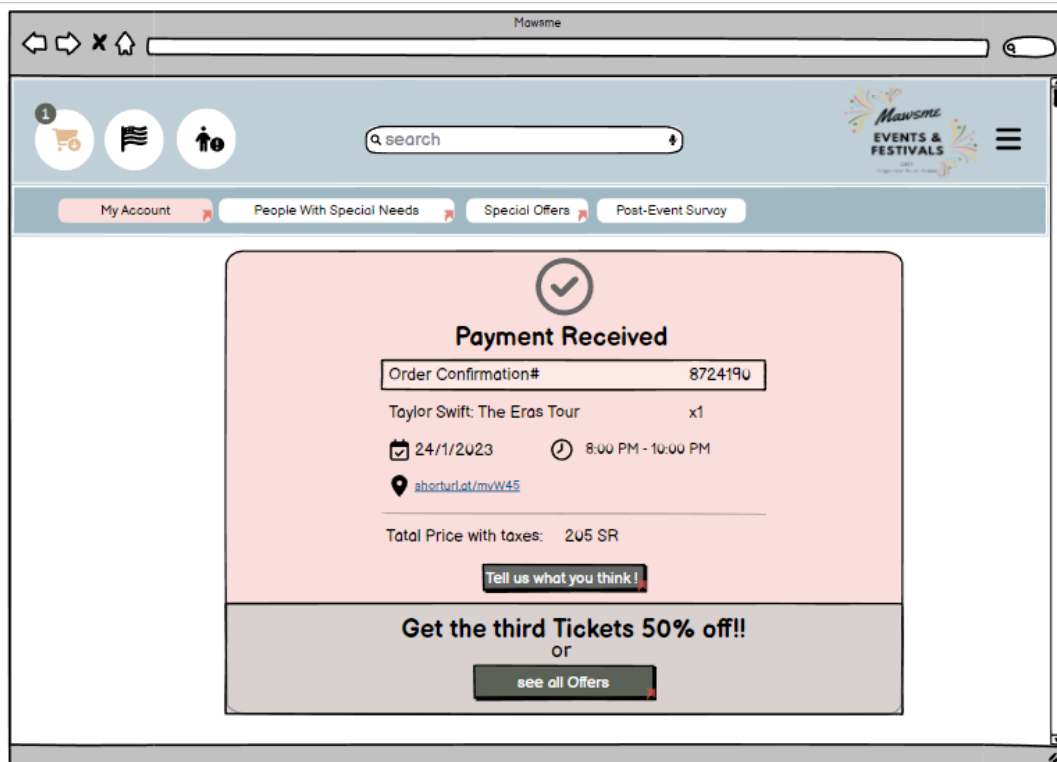*Figure 16 - Mawsme Payment Website Interface Using Balsamiq Tool*

Figure 17 - Mawsme Payment Confirmation Website Interface Using Balsamiq Tool

6.9 Mawsme Service Rating and review Interface

Figure 18 the user is allowed to evaluate the service and the site based on his personal experience to improve our services. There is also a writing box in it without restriction. The user can also see the offers on the site by clicking on "See all Offers".
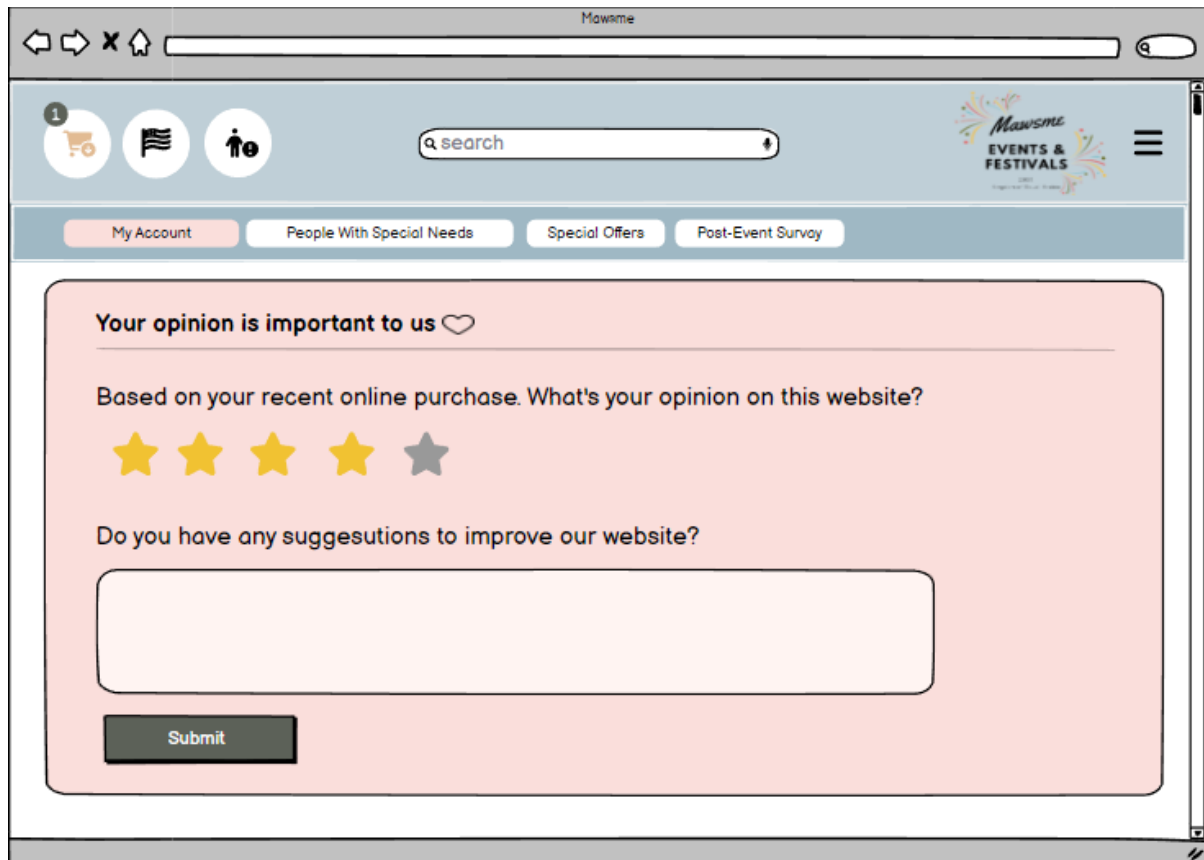

Figure 18 - Mawsme Service Rating and Review Website Interface Using Balsamiq Tool

## 6.10 Mawsme Disabled and Limited Mobility Visitors Interface

Figure 19 shows the interface for "Disabled and Limited Mobility Visitors", this interface is supposed to make the experience for them easier instead of browsing the whole website and boring them, and making them lose interest in trying to find events suitable for them and for their needs. They still have the ability to filter their interests if they want, moreover, all events suitable for them are shown without filtering their interest as shown in the figure, it will show the event and the services that might be suitable for their needs.

Figure 19 - Mawsme Disabled and Limited Mobility Visitors Website Interface Using Balsamiq Tool

6.11 Mawsme Special Offers Interface

This interface includes daily limited offers provided exclusively on the Mawsme website/app. The buttons take the user to another window providing the user with all details about the offers.
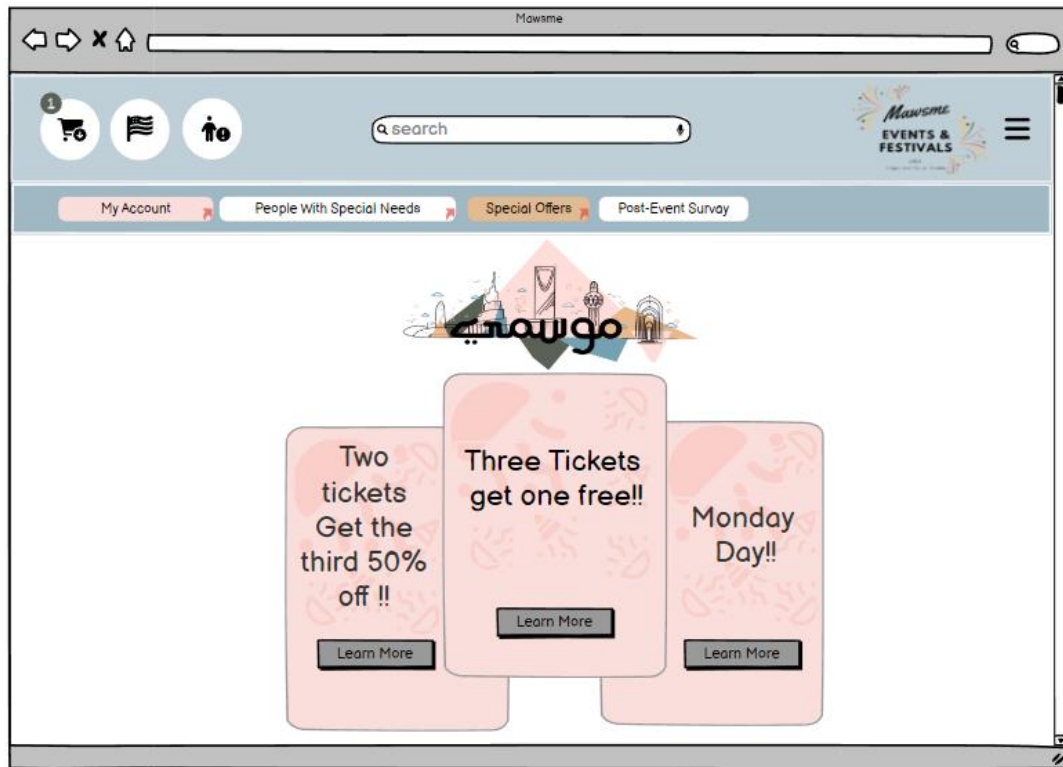
Figure 20 - Mawsme Special Offers Website Interface Using Balsamiq Tool

7. Paper Prototype of the Mobile Application Interfaces for the Mawsme System using Balsamiq Tool

In this section the website's interfaces are altered to be suitable for the application and they reflect the website's interfaces that were shown above. The same description applies to all images below.

Mawsme application's main interface contains a header, body, and footer. The header is mainly two parts. The first part helps for quick access to the important pages such as (login , search, and cart). The second part includes buttons that take the user to different interfaces once they are clicked on. The body contains the primary logo, and all current Seasons and Events.
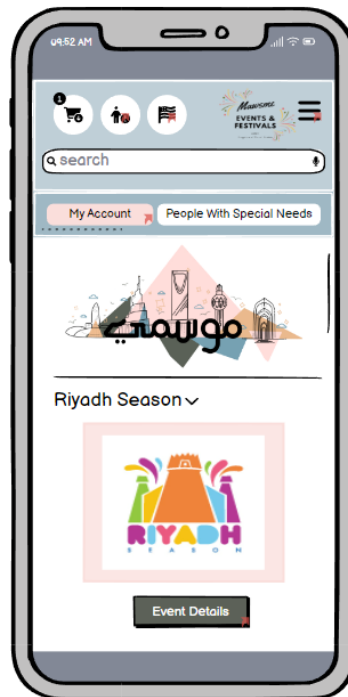
Figure 21 - Mawsme System Main Application Interface (Top) 1 Using Balsamiq Tool

The footer is intended to engage with users by describing who we are and giving Important links that take the user to other related websites. And "Contact Us" with all available social media accounts, phone number, and email address. Also, by showing customer reviews.
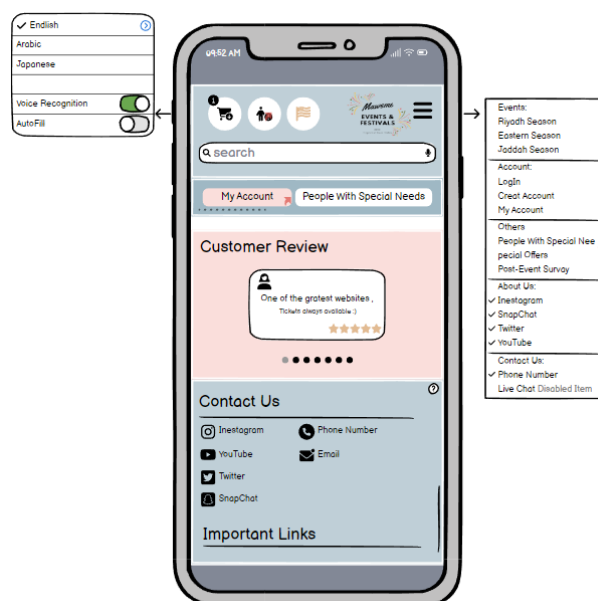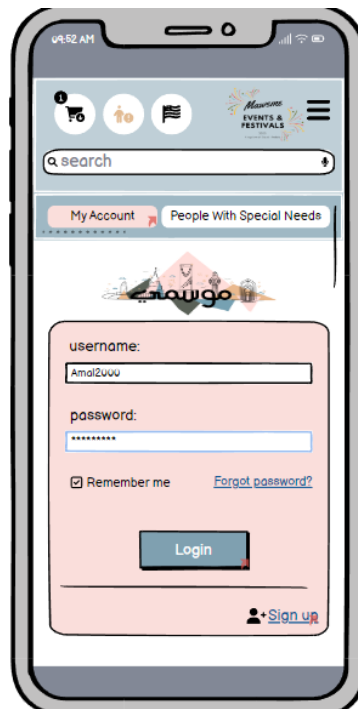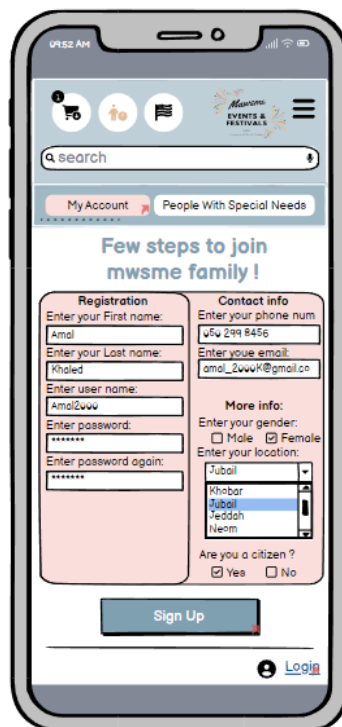

Figure 22 - Mawsme system main Application Interface (Bottom) 2 Using Balsamiq Tool

Figure 23 shows the "Login" interface where the user enters their username and password and the entry must match whatever is saved on the system's database. Figure 24 shows the "Sign Up" interface where the user will enter their registration, contact, and some personal information in order to sign up to the Mawsme interface, which is saved in system's database.

Figure 23 - Mawsme Login Application Interface Using Balsamiq Tool

Figure 24 - Mawsme Sign Up Application Interface Using Balsamiq Tool

When the user is logged in to the system, they will be allowed to show their account information such as; "My Tickets", "Services", and the "Recently Viewed" events on the "My Account" tab on the header as shown in Figure 25.
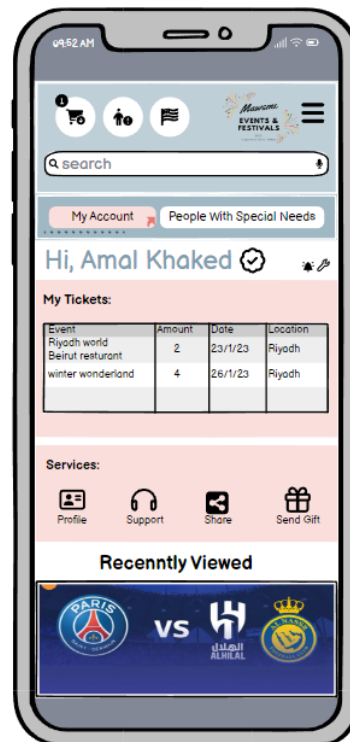
Figure 25 - Mawsme My Account Application Interface Using Balsamiq Tool

The interface on Figure 26 shows the tickets the user added it to the cart with necessary information before going to the payment page. Also, the user can edit or delete the ticket from the cart and see the subtotal for its cart before the discount coupon. Finally, the user can see the total price of the tickets before going to the payment page when pressed on "Pay" it will take the user to Figure 27.
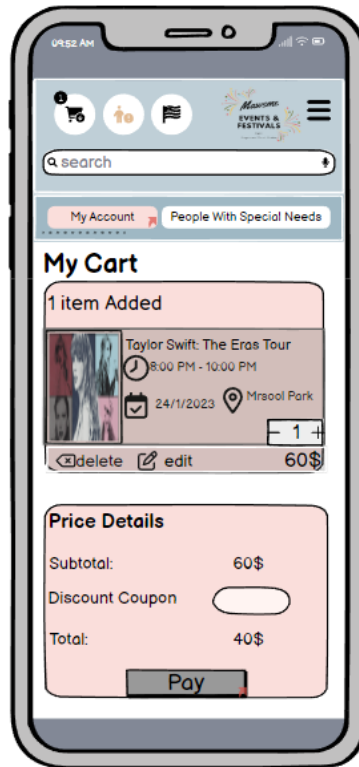
Figure 26 - Mawsme My Cart Application Interface Using Balsamiq Tool

Figure 27 shows the details of the payment process. Where the user will choose the appropriate payment method for him and write the necessary information for the chosen payment method. Also, the user can see the summary of the cart (event information and total price with taxes) to make sure before the payment process.
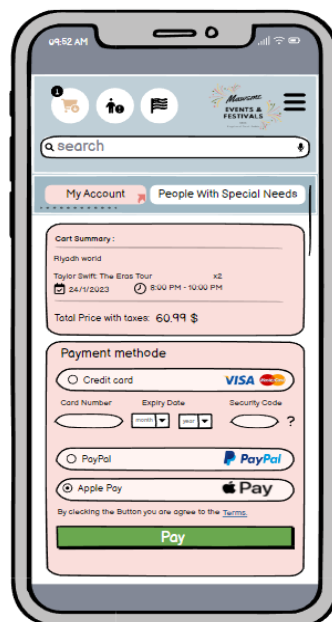

Figure 27 - Mawsme Payment Application Interface Using Balsamiq Tool

After completing the payment process the user go to "Payment Confirmation" interface in figure 28 that shows to the user the payment has been completed successfully. Also give the user summary of the reservation (location, date, and time).
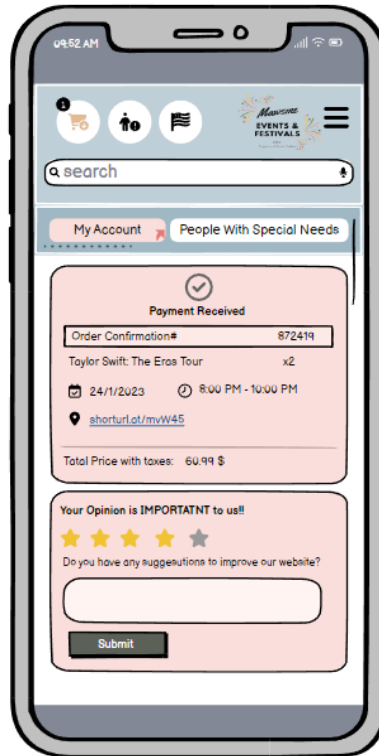
Figure 28 - Mawsme Payment Confirmation & Service Rating and Review Application Interface Using Balsamiq Tool

Figure 29 shows Riyadh's season main interface, the user will have the ability to browse the event by types or search an event by the search bar. As seen all events are shown in the interface if the user doesn't filter their search. The name of the event, location, date, and time are displayed and the user can immediately get tickets or read more about the event.
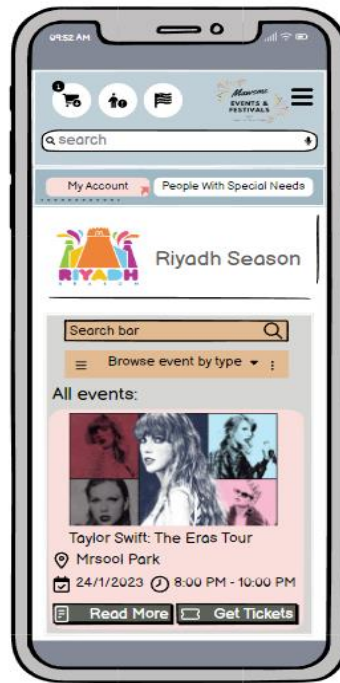
Figure 29 - Mawsme Riyadh Season's Events Application Interface Using Balsamiq Tool

The interface in Figure 30 allows the user to select their ticket from the venue map, select the date, allow them to select the number of tickets (respecting the policy of how many tickets to get according to the event), allow them to show their selection of each ticket and finally the price of each ticket. Finally, if the user is satisfied with their selection they will press the "Buy Ticket" button which will take them to the payment part if they are already signed in to the system.
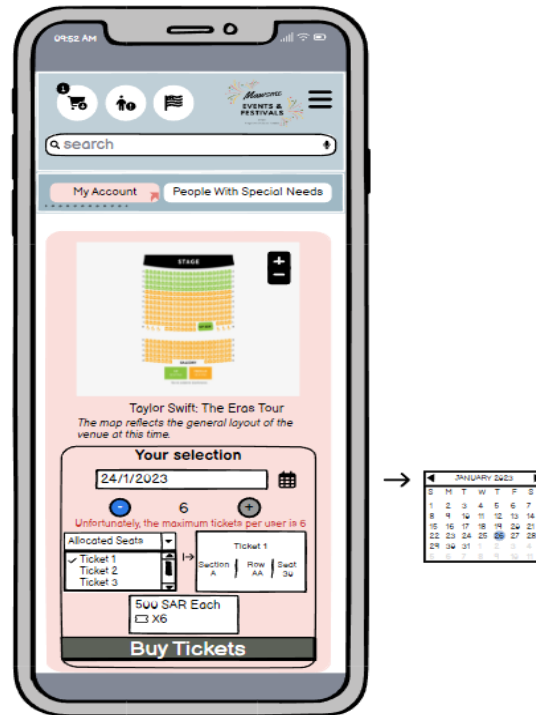
Figure 30 - Mawsme Event Tickets Selection Application Interface Using Balsamiq Tool

8. Initial Software Prototype of the Interfaces for the Mawsme System using Axure Tool

This section will consist of the wireframe prototype to create the interfaces for the website of the Mawsme system using the Axure tool. In this part the design will differ as the aim of the second stage of the work is to enhance the design and functionality in order to benefit from all the characteristics of the Axure tool.

8.1 Mawsme Main Interface

Mawsme website's main interface contains a header, body, and footer.

The header is Three parts. The first part includes a welcoming phrase and the Mawsme logo. The second part includes "Cart icon linked to the cart interface, a person icon linked to the SignIn interface, a Search bar for faster navigation, a hashtag "MAWSME_EVENTS" linked directly to Twitter hashtag for the visitors to have a quick look to all previous events details.

Also, it includes buttons that take the user to different interfaces once they are clicked on. The third part differs on each page to display the charming regions of Saudi Arabia.

The body contains all current Seasons and Events. Under the season name, there is a brief description for foreign visitors to gain detailed information about the season. Under the description, there are three images with different events happening in specific provinces with labels and brief descriptions to give the user the feeling of wanting to know more and click the plan now button. The button will take the user to the Riyadh Season interface. Lastly, The small scroll bar in the right part is intended to view more seasons.

The footer contains two parts, the first part prints out all customers' reviews and ratings "the reviews are taken from the surveys filled by the user after completing the purchase . The second part is intended to engage with users "who we are" gives a brief description of the website and its purpose. "Important links" takes the user to other related websites. "Contact us" contains a phone number and email for fast and better customer service. Also, it contains all available social media accounts for the visitors to share their experiences and view other people's experiences.
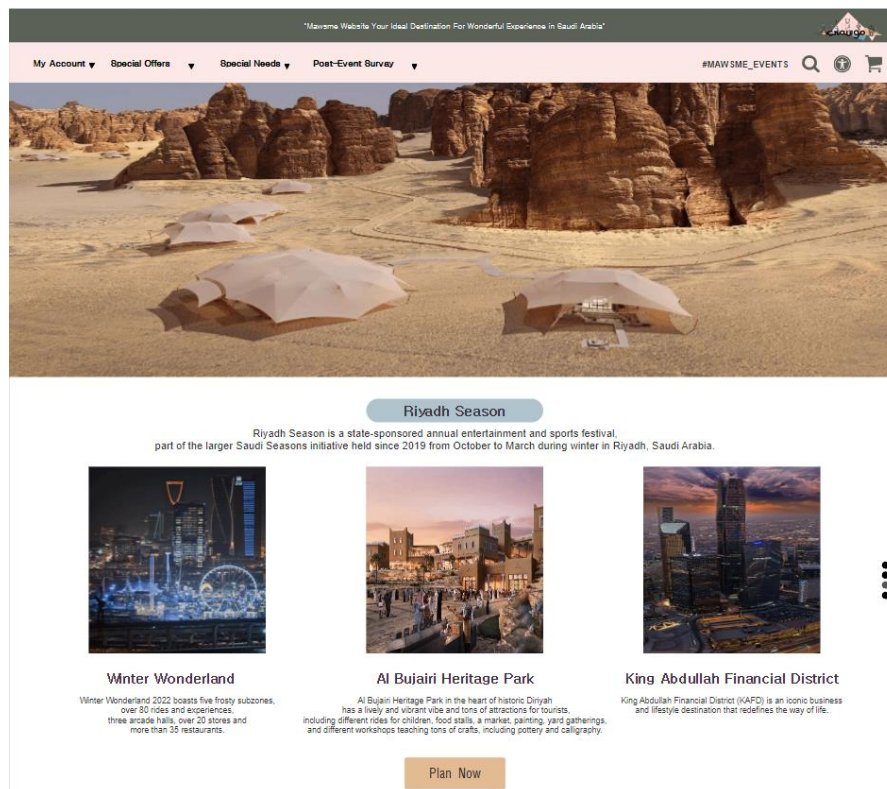

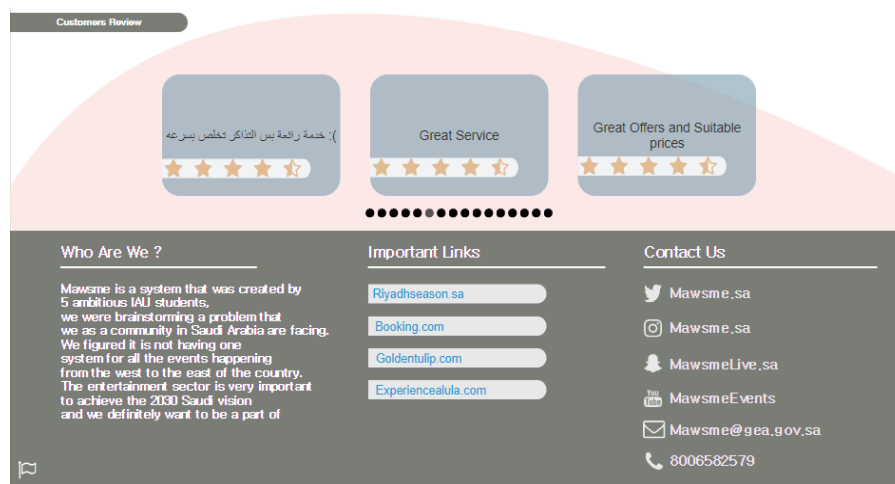*Figure 31 - Mawsme Header & Main Interface Using Axure Tool*

Figure 32 - Mawsme Footer Using Axure Tool

8.2 Mawsme Riyadh Season's Events Interface

When the "Plan Now" is pressed on the main menu of the system it will take the user to the interface in figure 33, as shown on top of the user can browse the event by type and it will show a list of types the user can choose to personalize their search or they can simply search an event by the search bar.

If the user wants to view all of the events they can simply go through the events which will show the event's name, picture, and some important details such as the location, time, and date. If the user wants to read more about the event they can press the "Read More" button or if they want to get tickets immediately they can press the "Get tickets button".
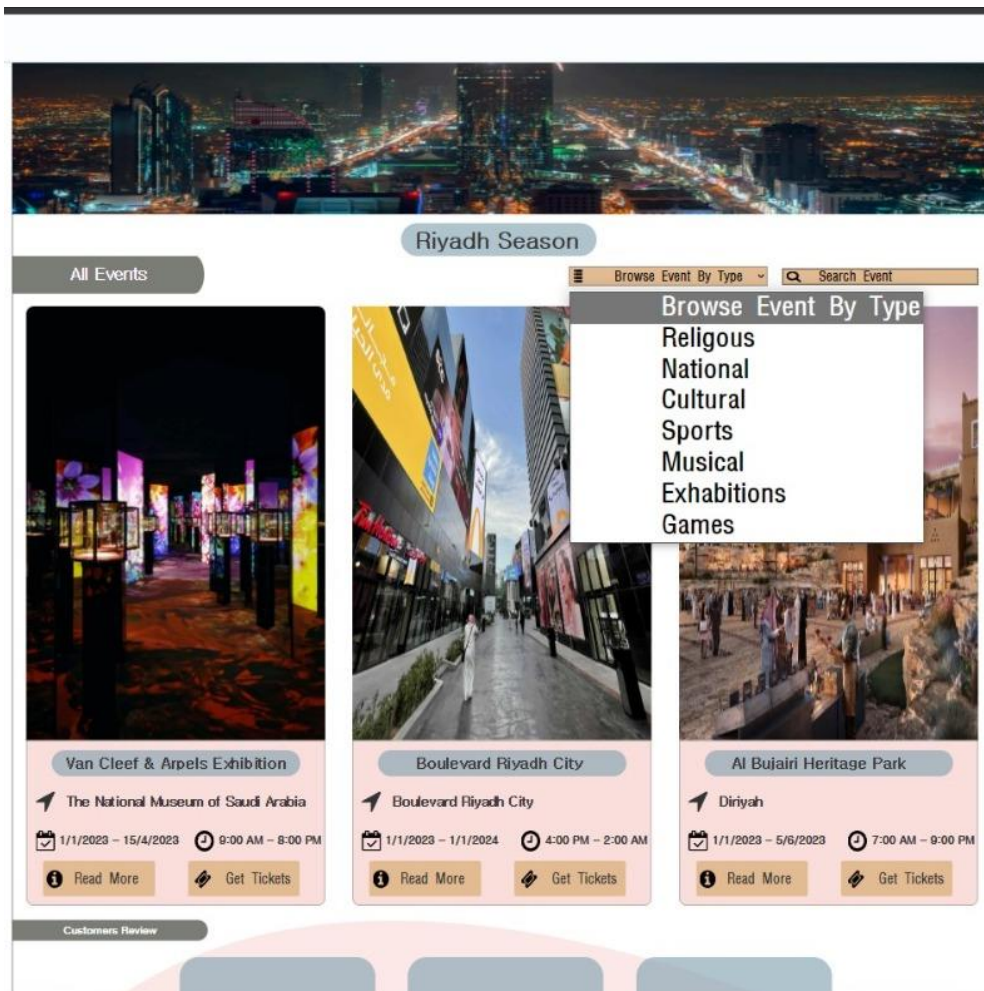
Figure 33 – Mawsme Riyadh Season's Events Interface in Mawsme System Using Axure Tool

Figure 34 shows the event's details interface when the user presses the "Read More" button on this case it shows some details for the Van Cleef & Arpels Exhibition event like an overview about the event, the available facilities and some special notes regarding the event. Furthermore, there is a Google maps map of the location of the event that the user can navigate through, zoom out, and in or press view a larger map that takes the user to the Google Maps site.
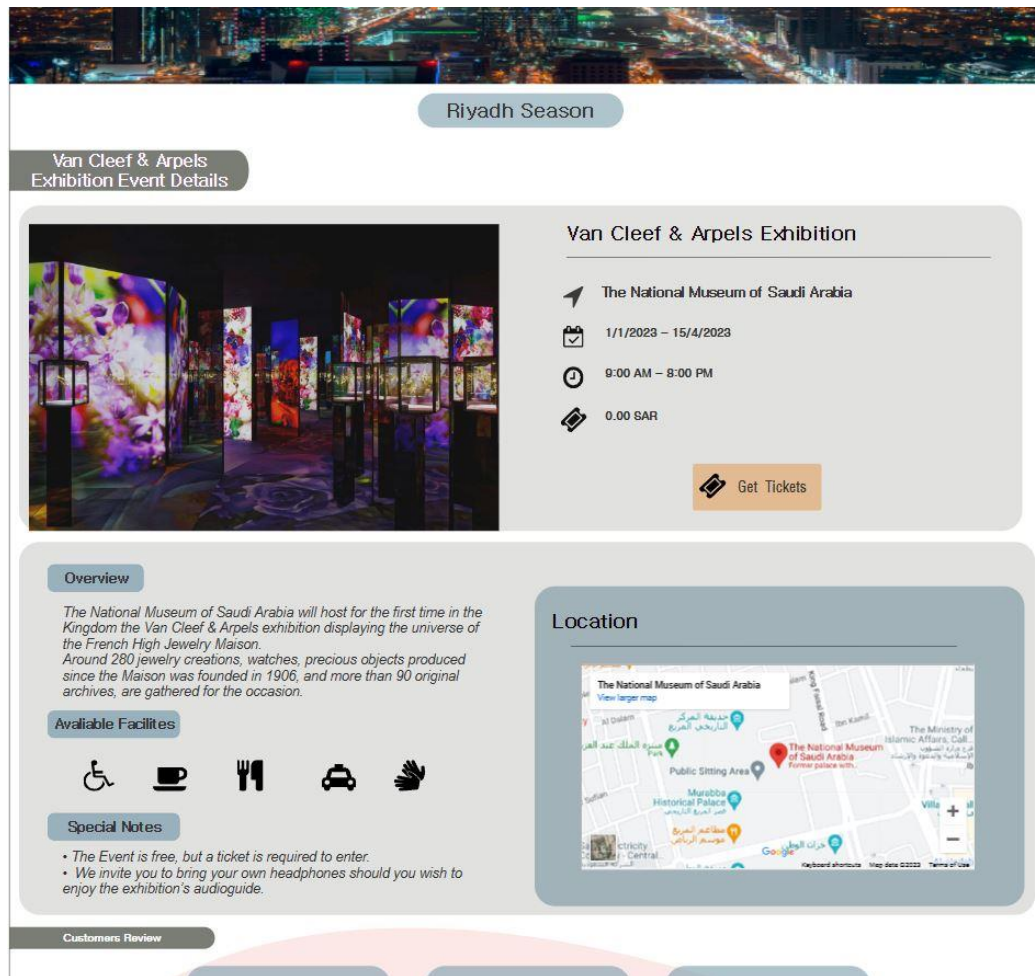
Figure 34 - Mawsme Read More About an Event Website Interface Using Axure Tool

This interface allows the user to select their ticket" Adults or Kids" by clicking on the dropdown menu, select the date by clicking on the calendar icon, allow them to select the number of tickets (respecting the policy of how many tickets to get according to the event), allow them to show their selection of each ticket and the price of each ticket. Finally, pressing on the "Get Ticket" button will take them to the payment interface if they are already signed in to the system.
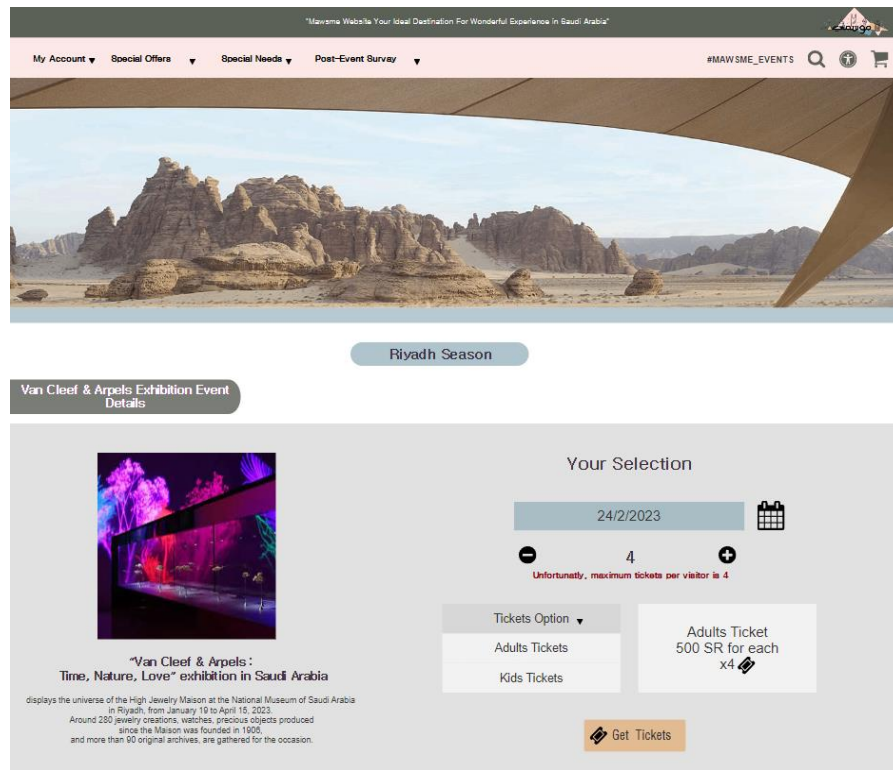
Figure 35 - Mawsme Event Tickets Selection Website Interface Using Axure Tool

8.3 Mawsme Login & Sign Up Interface

Figure 36 shows the Login interface where the user enters their username and password and the entry must match whatever is saved on the system's database. Figure 37 shows the Sign Up interface where the user will enter their registration, contact, and some personal information in order to sign up to the Mawsme interface, and this information will be saved in the system's database.

Figure 36 - Mawsme Log-in interface Using Axure Tool

Figure 37 - Mawsme Sign Up Interface Using Axure Tool

8.4 Mawsme User Account Interface

When the user is log in to the system, they will be allowed to show their account information such as; "My Tickets", "Services", and the "Recently Viewed" events on the "My Account" tab on the header. As shown in Figure 38.
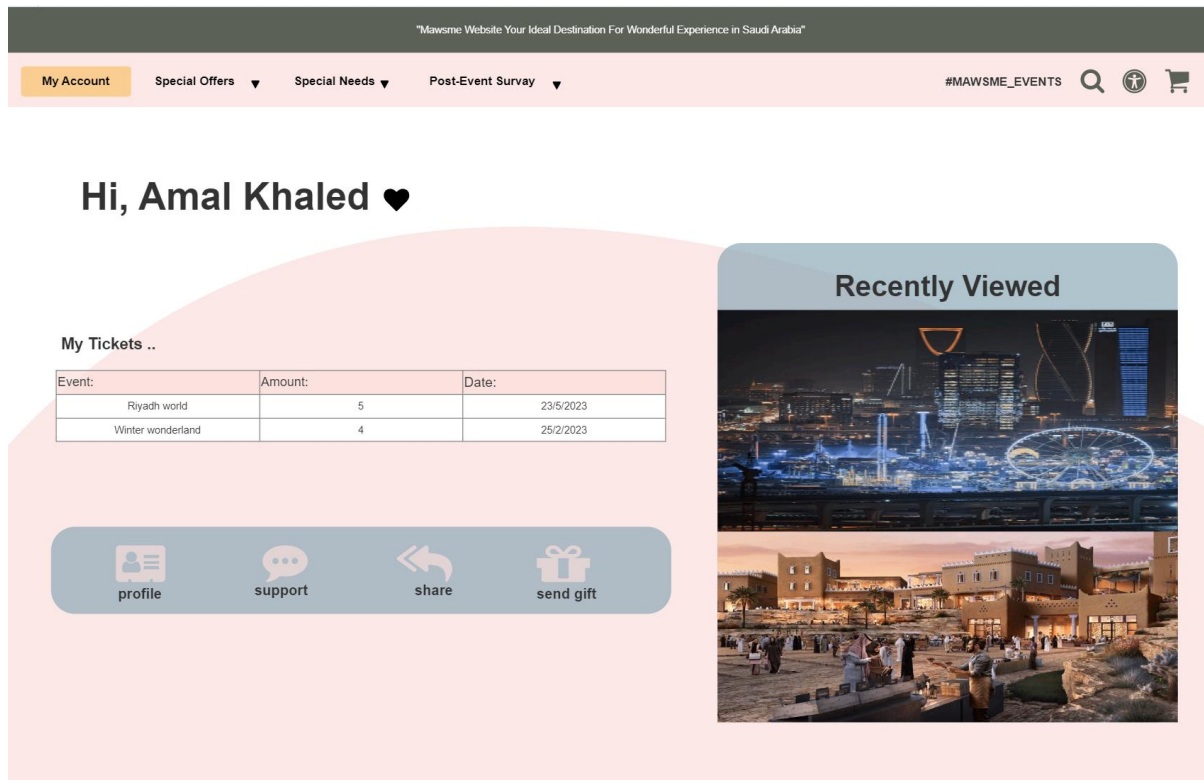

Figure 38 - Mawsme User Interface Using Axure Tool

8.5 Mawsme Payment Interface

The payment page through which the user is informed of the total amount of his orders and he can choose the payment method to facilitate the payment process.

Figure 39 - Mawsme payment Website Interface Using Axure Tool

8.6 Mawsme Payment Complete Interface

Payment completion page through which the user is notified of the completion of his order and a confirmation message is sent to the e-mail with additional information, consisting of all important information such as the total amount, date of confirmation of the order, and method of payment. Furthermore, users can print this page.
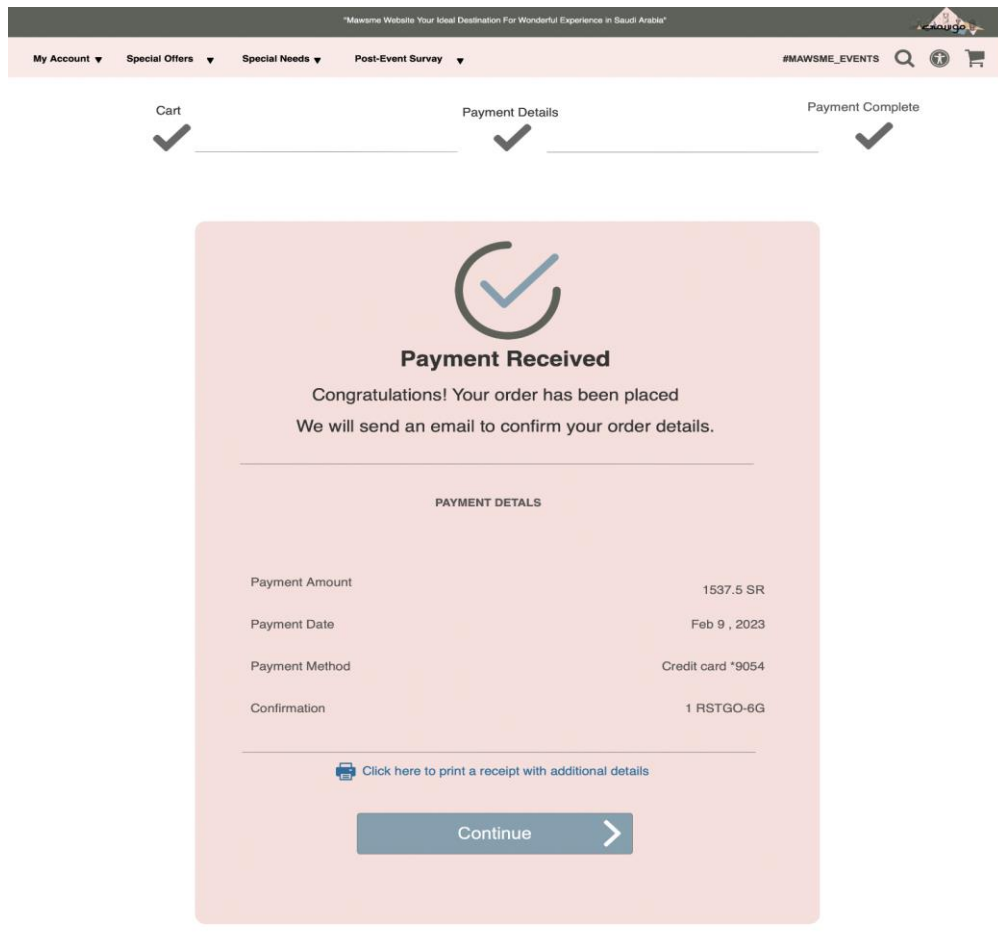
Figure 40 - Mawsme payment complete Website Interface Using Axure Tool

8.7 Mawsme Survey Interface

This page is considered one of the most important pages of the website, through which the extent of customer satisfaction with the services provided by the website. They are asked how likely they will suggest this website to their friends. Also, write down any suggestions for the development of this website as shown in Figure 41.

Figure 41- Mawsme Survey Website Interface Using Axure Tool

8.8 Mawsme Cart Interface

The interface in figure 42 shows the tickets that the user wants to book with the important information before going to the payment page. Also, the user can see the subtotal for their cart and edit or delete the tickets from the cart. Finally, the user can add a discount coupon and see the total price of the tickets when the user clicks on "Pay" it will take the user to figure 39.
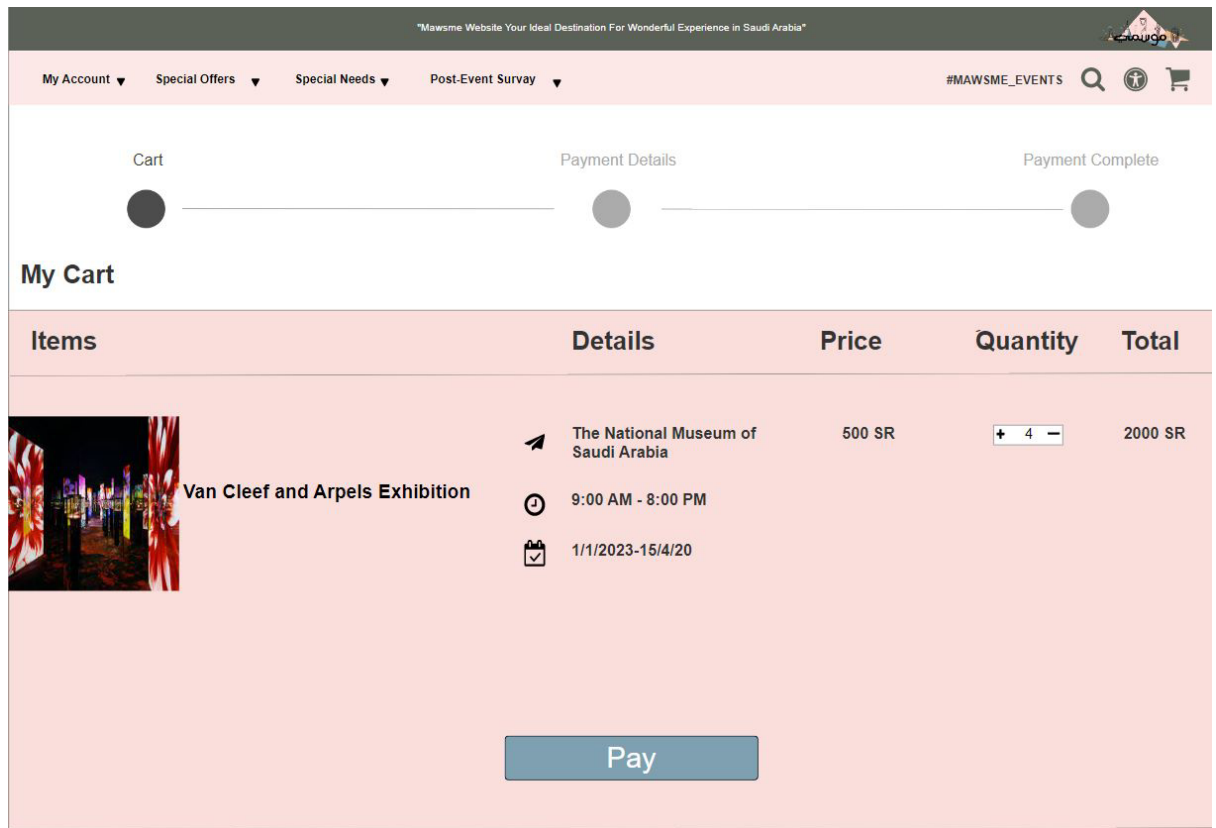
Figure 42 - Mawsme Cart Website Interface Using Axure Tool

9. Conclusion

In conclusion, this report discusses the aim of the Mawsme system which is to create one comprehensive system to support the entertainment sector in achieving the 2030 vision in the Kingdom of Saudi Arabia and to serve the citizens and tourists who are interested in visiting events, activities, and seasons. Furthermore, it identifies similar systems to Mawsme and a thorough user and task analysis of the Mwasme system. Finally, there were two stages of prototyping starting with a paper prototype using the Balsamiq tool by designing interfaces for both the website and the application, then the second stage was by designing an initial prototype of the actual system using the Axure tool.

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