**HUMAN COMPUTER INTERACTION**

**ASSIGNMENT NO. 4**

**Group Assignment**

**Junaid Saleem / Zaryab Ansari**

**BSE 6B 08 Marks**

PROTOTYPING [CLO3]

Create a prototype of your chosen design idea using **Figma** tool for which you have performed need finding in Assignment No. 3.

**Submission folder should include the following:**

1. URL to the prototype
2. A paragraph describing what your application topic is, and who your users are.
3. Any paper prototypes created first(optional)
4. A 1 to 2 minute video showing how you would use the app.
5. <https://www.figma.com/file/7HXhQROudi6moR7PB7vWi1/Untitled?type=design&node-id=0-1&t=DhZuipbxm98flwgl-0>
6. <https://buslinker.netlify.app/>
7. Bus Management system is a user-friendly bus ticket booking application that allows passengers to easily search, book, and manage their bus journeys. With a seamless and intuitive interface, Bus Management system simplifies the process of finding and reserving bus tickets, providing users with a convenient and hassle-free travel experience. Explore various bus routes, check seat availability, and securely make online pay. The **primary users** of the online bus booking system can include individual travelers, tourists, commuters, and travel agencies.

Question & Answers:

1. What are the primary goals and objectives you want to achieve with the bus management system?

Our primary goals are to streamline and automate our bus operations, improve efficiency in scheduling and dispatching, enhance the overall passenger experience, and generate comprehensive reports for better decision-making.

1. What specific functionalities or features do you require in the system?

We require features such as route management, schedule management, ticketing and booking management, fleet management, driver management, real-time tracking, passenger management, revenue management, analytics and reporting, and integration with payment gateways.

1. How many bus routes and destinations does your company currently operate?

Currently, we operate 50 bus routes and serve 100 destinations across the country.

1. Can you provide details about the bus fleet size and the types of buses you manage?

Our bus fleet consists of 80 buses, including both regular and luxury coaches. We have a mix of different capacities, ranging from 30-seater mini busses to 60-seater double-decker buses.

1. What are the key challenges or pain points you currently face in managing bus operations?

Some of our key challenges include manual scheduling and dispatching, difficulty in managing last-minute schedule changes or cancellations,time-consuming ticketing and booking processes, and limited data analysis capabilities.

1. Do you require integration with any existing systems or third-party services, such as payment gateways or GPS tracking systems?

Yes, we require integration with popular payment gateways to facilitate online ticket purchases. We also want to integrate GPS tracking systems to track bus locations in real time.

1. How do you currently handle ticketing and bookings? Are there any specific requirements or workflows that need to be considered in the new system?

Currently, we rely on manual ticketing at physical counters and through authorized travel agencies. In the new system, we would like to enable online ticketing and bookings, provide e-ticketing options, and accommodate special requests like seat selection or discounts for certain categories of passengers.

1. What information and metrics do you need to track and report on? For example, passenger counts, revenue, or on-time performance.

We would like to track metrics such as daily passenger counts, revenue generated per route, occupancy rates, on-time performance, ticket cancellation rates, and customer satisfaction ratings.

1. Do you have any specific security or access control requirements for the system?

We require robust security measures to protect customer data and payment information. Access control should be implemented to ensure that only authorized personnel can perform specific tasks within the system.

1. How do you handle schedule changes, cancellations, or rescheduling? Are there any specific rules or policies in place?

Currently, schedule changes, cancellations, or rescheduling are handled manually, which can be time-consuming and error-prone. We would like the new system to automate these processes while adhering to our predefined policies and rules.