# **RedBus :**

**Version** 1.0 approved

**Prepared by:** Dheeraj

**Organization:** XcelTec Interactive Private Limited

**Date Created:** 28-07-2025

| **Field** | **Description** |
| --- | --- |
| **Use Case ID** | 1.1 |
| **Use Case Name** | Book Bus Ticket |
| **Created By** | Dheeraj |
| **Last Updated By** | Dheeraj |
| **Date Created** | 28-07-2025 |
| **Date Last Updated** | 28-07-2025 |
| **Actor** | Customer (User) / Stack holder |
| **Description** | User books a bus ticket on RedBus by selecting route, date, seat, and completing payment. |
| **Preconditions** | 1. User has access to the app/website  2. Internet is available  3. Valid payment method |
| **Postconditions** | 1. Ticket is booked  2. Confirmation is sent via SMS/email |
| **Priority** | High |
| **Frequency of Use** | Frequently used by daily and occasional travelers |
| **Normal Course of Events** | 1. User opens the app or website  2. Enters source and destination  3. Selects date of journey  4. Searches buses  5. Selects a bus and seat  6. Enters passenger details  7. Makes payment  8. System confirms booking |
| **Alternative Courses** | 1.1.AC.1: Filters like AC, sleeper applied before selecting a bus |
| **Exceptions** | 1.1.EX.1: Invalid city names  1.1.EX.2: No buses available  1.1.EX.3: Payment fails  1.1.EX.4: Seat already booked |
| **Includes** | None |
| **Special Requirements** | Should support payment gateway, SMS and email notifications |
| **Assumptions** | User is familiar with online booking apps |
| **Notes and Issues** | None |