**STUDY CASE 2**

**VISIBILITY OF SYSTEM STATUS / USER CONTROL AND FREEDOM**

# INITIAL APPLICATION

This application is a web application dedicated to book a single/round bug trip.

The application is composed of different views:

* The customer preferences for a single/round bus trip
* The list of possible bus available given the customer preferences
* The passengers information for the trip
* The payment information
* The confirmation view

Customer preferences view

* From destination
* To destination
* Departure date
* Return date (if any)
* Number of passengers
* Number of bags
* Options:
  + Direct bus
  + Nonsmoking bus

Departure/Return ticket view

For each available bus:

* Departure date/time
* Arrival date / time
* Options
  + Direct bus
  + Nonsmoking bus
  + Wi-Fi or not
  + Air conditioning or not
* Number of changes
* Duration
* Price
* Position within the bus (editable by user)

Passenger information

* First name
* Last name
* Date of birth
* VIP member ID
* Facebook
* Mail
* Date of birth
* Address

Payment view

* Type of card
* Card name
* Card number
* Card expririty date

# SEQUENCE OF ACTIONS

**Add here your sequence of actions related to the initial application**

Click Checkbox 15$

Click Checkbox 10$

Cancel

Click on Get your bus

Next

Departure ticket

Next

Click Checkbox 15$

Click Checkbox 14$

Return ticket

Trip payment

Next

Enter information

Next

Next

Trip payment error

An error occurred when

Performing the payment operation

Operation refused the bank

Congratulation

Your trip has been confirmed

You will receive an email will information soon

# INFORMATION / ACTION hierarchy

**Add here your analysis of information/action hierarchy**

+ customer preference view

* important

++ from destination

++ to destination

++ departure date

++ Return departure date

++ number of passenger

++ option:

Direct bus

Nonsmoking

* Departure / Return ticket
* very important information

++ departure date /time

++ Arrival date /time

++ button add more

++ Option:

Direct bus

Nonsmoking

Wi-Fi

Air conditioning

++ number of passenger Direction

++ hide button later

* Information

++ Email

++ Facebook

+ VIP number id

--bird of date

* Payment
* important

type of card

++ Card name

++ Card number

++ Card Expiry date

# UX Principle Problems/SOlutions

**Complete the below table**

|  |  |  |
| --- | --- | --- |
| UX principle | Problem | Propositions |
| Aesthetic and minimalist design | + This application has form a lot for complete.  + difficult for user application  + has many checkbox and has many option  + information isn’t organization | + should display only checkbox or option that user need.  + should display information that important first and others |
| Hierarchy of information / actions | + important button no display  + information display font-size the same others | + Should display important button bigger than others  + Should display important information has font-size  + should display button for add information  + should display modal form or modal for option radio |
| Error prevention | + No suggestion for user when user input information | + Should make auto suggestion for user choose or user fill the information |
| Visibility of system status | + No give feedback when user input wrong information  + No display color on border input when user filling information | + Should display color border that make user know what they are going on.  + Should give feedback after user fill wrong information  + should |
| User control and freedom | + No button back or icons feedback or undo when user fill the wrong information | + Should have icon redo or under or back button for user back to previous action when they get wrong. |

# MOCK UP

**Use Balsamic/Power Point to show your mockups**

**You need to explain why your choices!!!**

**Name: KOEUN SOVATH**

**ID : 2020031**

**Class : WEP-B**