**INSO 4115: Software Testing – Group 1**

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**Project:** Sultana Appointment System

**Domain**: Shuttle Reservation

# **Domain Description**

# “La Sultana” is a service of shuttles that provide transportation to people traveling across the north of the island. With two main points of departure (Mayagüez and Rio Piedras), shuttles travel through the expressway picking up as well as dropping off passengers.

# **Current Situation**

“La Sultana” services currently consist of transportation from Mayaguez to San Juan and vice-versa. To provide this service La Sultana requires that you call and select from a mentioned date and time after you specify which of the directions you are traveling from and to. After you choose a specific time from the time scheduled mentioned and get a verbal approval you will proceed to mention the location you would like to be picked up at or if you will be going to a predetermined stop that will be more affordable for the user, in case you decide a different location you will either get approved or rejected verbally. To end the reservation process you will provide the destination and you will either get approved or rejected for that specific location.

After you finish your reservation you will wait for the shuttle’s arrival on the determined pick-up location without any sign or specific arrival time. When the driver arrives at the location he/she will give you a call if he does not see you initially. After you get on the shuttle you will visit different locations specified by the other passengers and eventually arrive at your destination, at this time the driver will ask for the payment.

# **Ideas**

The proposed solution to the current situation is to provide an intuitive way to handle the availability and reservations for the company. Design a system that will function as an intermediate between La Sultana's administration and the client with the main purpose to reserve a space for the trip.

# **Scope**

The problem is the understanding of what transportation scheduling is and how it works. The current system is unreliable and brings issues in said area. Regarding the unreliability, what we mean by that is that users depend on verbal agreements instead of more concrete ways of getting appointments set and ways to verify said appointments thus referring to the concept of transportation scheduling.

# **Span**

The area of appointment management and its logistics in the transportation scheduling scope will be the focus of this project as well as the communication aspects of it. Appointment management, as it stands for the Sultana, relies on verbal agreements between the driver and passengers, and written down schedules that can be difficult to track and or manage for the transportation employees.

# **Concepts**

1. Shuttle - Bus that travels between two points
2. Location - Specific area where the driver or passenger is situated
3. Destination - Final stop where the passenger will leave the shuttle
4. Reservation - Arrangement in which a seat is kept for a specific person
5. La Sultana - Shuttle bus service in Puerto Rico

# **Requirements**

The main requirements for this project is to reduce the need of calls to make a reservation of a space in the public shuttle and eliminate the uncertainty of the confirmation of the passenger to the driver. As for the administration and the driver is to have a one-stop shop for all the passenger’s information thus, eliminating the repetitive information.

# **Stakeholders Definition**

1. Shuttle Drivers: Person responsible for picking up passengers, collecting payments and dropping off passengers at the arranged location.
2. Passengers: Person that makes the reservation and travels using the system.
3. Receptionist: Person that serves as the administrator of the platform, also handles the phone calls made to the office.
4. Developers: People working on the development of the application, as well as the deployment of such systems.

# **Assumptions**

1. The system will be used by all the users, independent of age
2. The system will have access to the administrator’s database

# **Goals**

1. Provide a structured and intuitive system to reserve a space in “La Sultana” Shuttle
2. Eliminate the need to call every time a passenger wants to use the shuttle
3. Improve customer satisfaction
4. Streamline the scheduling system of La Sultana