**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 passenger’s 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**

# INFORMATION / ACTION hierarchy

Departure/Return ticket view

* very Important information

++

Passenger information

* very Important information

++firstname

++lastname

++VIP Member

++Email

++Address

* important information

-fackbook

-Date of birth

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

# UX Principle Problems/SOlutions

**Complete the below table**

|  |  |  |
| --- | --- | --- |
| UX principle | Problem | Propositions |
| Aesthetic and minimalist design | On interface of the system has a lot of check box or input that make cluttered information and make users bored with system when users choose. | -On interface should contain the information that relevant to the user need.  -Try to reduce information that relevant to user with checkbox and only check on the information that important |
| Hierarchy of information / actions | Refer to important button or important information that display or appear similar like useless button or information that make user difficult to identify which one is important. | Shout display important button or information bigger than others that is not important. |
| 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 display color border on input information when user filling information.  -No give feedback when user input wrong information. | -Should display color border that make user know what they are going on.  -Should give feedback after user fill wrong information. |
| User control and freedom | No button back or icon redo or undo when user fill the wrong information. | Should have icon redo or undo 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!!!**