**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
* 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 HIE RARCHY

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

Customer preferences view

* Important

++ From destination

++To destination

++Departure date

++Return departure date

++number of passenger

++number of bags

++ Options:

* + Direct bus
  + Nonsmoking bus

Departure/Return ticket view

* very Important information

++ Departure date/time

++ Arrival date / time

++ Options

* + Direct bus
  + Nonsmoking bus
  + Wi-Fi or not
  + Air conditioning or not

++ Number of passenger

++Direction

++ Price

Passenger information

* very Important information

++first name

++last name

++VIP Member

++Email

++Address

* important information

+Facebooks

* not important information

-Date of birth

Payment view

* Important

++Type of card

++Card name

++Card number

++Card expririty date

# UX Principle Problems/SOlutions

**Complete the below table**

|  |  |  |
| --- | --- | --- |
| UX principle | Problem | Propositions |
| Aesthetic and minimalist design | -has many checkbox or has many option.  -In formation isn’t organizing. | -Should displays only a few checkbox or option that user need.  -should display information that important first and order. |
| Hierarchy of information / actions | -Important button no display.  -important information display font-size the same others. | -should display important button bigger than other.  -Should display important information has font-size bigger than others that make user easy to undersand. |
| 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!!!**