ABSTRACT

TransTRACK, a Jakarta-based technology company founded in 2019, focuses on transportation optimization through monitoring and management technology. RegisT, one of the platforms developed by TransTRACK, is here to solve the problem of data synchronization and communication between divisions such as Seller, Operation, Scheduler, Technician and Customer Care. Currently, ticketing is done manually through customer care, which makes it difficult to process and complete reports efficiently. RegisT offers a solution by integrating data from various divisions, which improves work efficiency and decision making. The ticketing feature in RegisT simplifies the ticket handling process, enables effective communication between divisions, and helps make quick and accurate decisions. The UI/UX Designer plays a role in designing the interface, using Agile methodology for collaboration between the development team and stakeholders. The process involves receiving flowcharts from the Business Analyst, design, prototyping, and testing to ensure a responsive and efficient platform. The implementation of RegisT is expected to overcome the difficulties of manual communication and data duplication, thereby increasing productivity and efficiency in handling ticketing.

Keywords: UI/UX Design, Agile, Scrum, Ticketing, Data Synchronization, Efficiency.