

## **Project Part -2**

**Submitted To: Mr. Ravinder Singh**

**Submitted By: Anu Sharma**

**Student Id: 2210160**

### **Purpose to write the test cases :**

A test case is a documented set of conditions, inputs, and expected outcomes that are designed to verify the functionality and correctness of a particular software application or system. The purpose of a test case is to identify any defects, errors, or bugs in the software application or system being tested, and to ensure that it meets the specified requirements and expectations.

### **The definition of a test case typically includes the following elements:**

1. Test case ID: A unique identifier for the test case.
2. Test case description: A brief description of the purpose and scope of the test case.
3. Preconditions: The specific conditions that must be met before the test case can be executed.
4. Test inputs: The data or inputs that will be used in the test case.
5. Expected output: The expected result or output of the test case.
6. Actual output: The actual result or output of the test case.
7. Pass/fail status: Whether the test case passed or failed, and any notes or comments on the results.

Test cases are an essential component of the software testing process, and are used to ensure that software applications and systems meet the requirements and specifications outlined by the stakeholders.

#### **TASK 2:**

**VIA Rail Canada**

VIA Rail Canada Inc.'s mandate is to operate the national passenger rail services on behalf of the Government of Canada, offering intercity rail services and ensuring rail transportation services to regional and remote communities. Its objective is to offer a safe, accessible, efficient, reliable, sustainable and environmentally friendly passenger rail service that meets the needs of Canadian passengers.

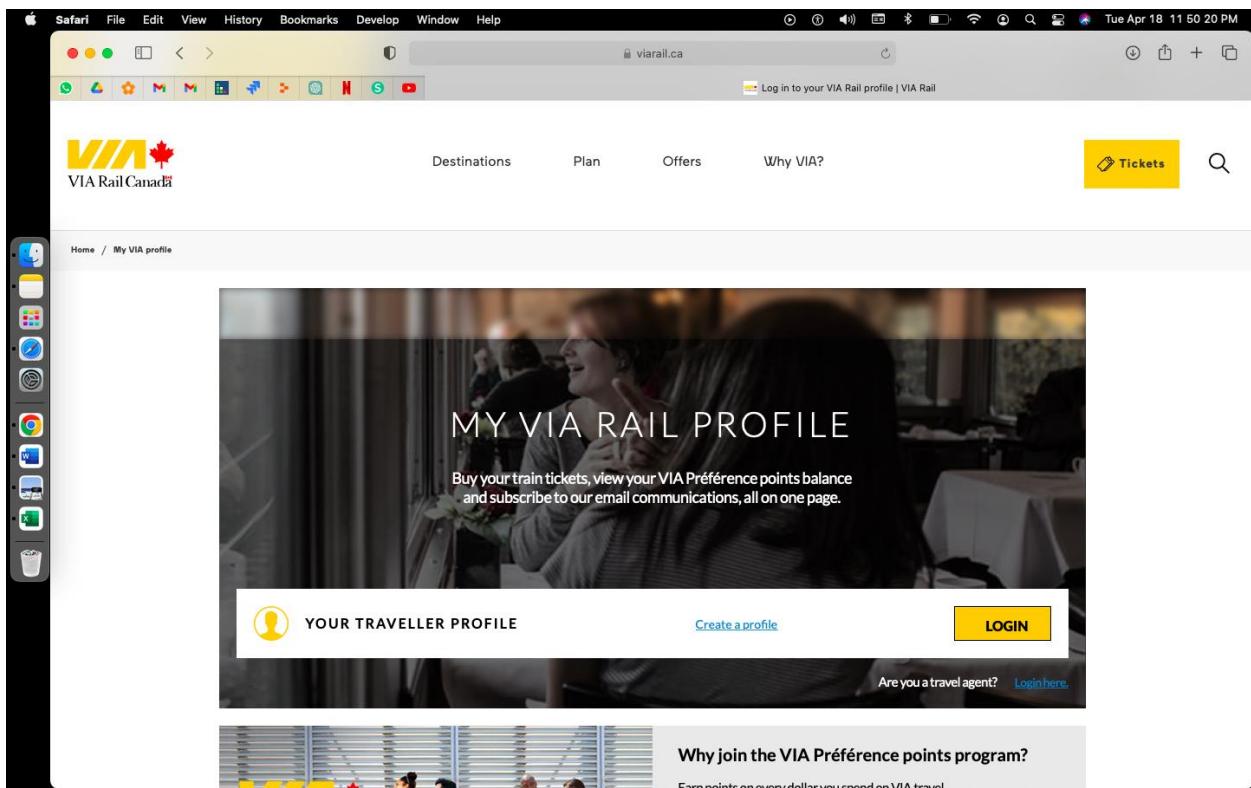
## Test Cases of VIA Rail Canada(Excel Format)

| Test Case ID   | Test Case Description                             | Pre Conditions   | Test Steps   | Test Data   | Expected Results   | Actual Results | Status |
|----------------|---|--|--|---|--|----------------|--------|
| TC_Profile_001 | Create a account on via RAIL canada               | 1. User should have valid URL: <a href="https://www.viarail.ca/en/my-via-profile">https://www.viarail.ca/en/my-via-profile</a><br>2 User should be on create profile screen<br>3 User should have valid details to enter | 1. Enter valid url<br>2. Click on create a profile button<br>3. Enter all mandatory fields<br>4. Click on "Create My Profile" button   | Enter Email<br>Enter Password<br>Contact Information(Name, Contact, Contact Details)  | Profile Created Successfully and Redirect to Login page  | As Expected    | PASS   |
| TC_Login_002   | Login via Rail canada                             | 1. User should be on login screen<br>2. User should have valid Profile to login  | 1 Enter valid url for login<br>2 Enter valid email and password<br>3 Click on login button   | Email: anu.inspired19@gmail.com<br>Password: XXXXXX   | Logged in successfully and redirect to 'Pending profile activation' page   | As Expected    | PASS   |
| TC_Book_003    | Verify to search train and fare                   | 1. User should have activated account<br>2 User should be on search screen<br>3 User should click on 'Book' section<br>4 User should have valid information to enter   | 1 Choose 'Leaving from:' from the dropdown<br>2 Enter 'Departure date'<br>3 Choose 'Going to:' from the dropdown<br>4 Enter 'Return date:'<br>5 Choose passenger count<br>6 Enter discount code(if user have(Optional))<br>7 Click on 'Show fare and tax included'<br>8 Click on 'Search' button | Leaving from: MONTRÉAL, QC<br>Departure date: 04/22/2023, Morning<br>Going to: OTTAWA, ON<br>Departure date: 04/27/2023, Afternoon<br>Passenger: 1<br>Discount code: ""   | Successfully redirect to next screen<br>Show the list of trains and availabilities<br>Departure Time:<br>Arrival time:<br>Duration:<br>Seats | As Expected    | PASS   |
| TC_Book_004    | Verify to choose availability on 'Select' section | 1 User should have activated account<br>2 User should be on availability screen in 'Select' section  | 1.Choose going trip with select seat<br>2 Choose returning trip with select seat<br>3. Click the continue button   | Going Seat: Economy and continue<br>Returning Seat: Economy and continue  | Successfully redirect to review screen in which Review your itinerary, fare and baggage allowance  | As Expected    | PASS   |
| TC_Review_005  | Verify to review ticket and contact details       | 1 User should be on review page<br>2 User should enter going and return address<br>3 User should select seats as per preference  | 1.Review fare details and continue<br>2 Review contact details and continue<br>3. Review passenger detail<br>4 Choose Discount type(Optional)<br>5 Choose seat preference  | Review your itinerary, fare and baggage allowance<br>Review Contact Information<br>Review passenger detail<br>Seat: Window  | Successfully redirect to payment screen  | As Expected    | PASS   |
| TC_Paymnt_006  | Verify to pay ticket                              | 1 User should be on Payment page<br>2 User should enter going and return address<br>3 User should select seats as per preference<br>4 User should Review fare details, contact details and passenger details             | 1.Review payment information<br>2 Review fare summary<br>3. choose payment method  | Enter card details<br>Card no: 41414141414141<br>Expiry Date(MMYY): 1026<br>Security. Code: 123<br>First Name: Anu<br>Last Name: Sharma<br>Country: Canada<br>Address: Cote Vertu<br>City: Montreal<br>Province: Quebec<br>Postal: H4L5E7 | Payment Successful   | As Expected    | PASS   |

## Screen shots of Via Rail Canada

TC ID: **TC\_Profile\_001**

- Open browser with valid URL: <https://www.viarail.ca/en/my-via-profile>
- Click on "Create a profile" button



Create an account on via RAIL Canada

Safari File Edit View History Bookmarks Develop Window Help

reservia.viarail.ca Tue Apr 18 11:52:34 PM

Log in to your VIA Rail profile | VIA Rail Create profile - VIA Rail Canada

**MY PROFILE**  
Login to your profile  
Create profile

**TRAIN AND FARE SEARCH**  
New Search

**Create profile**

⚠ Enter the name as it appears on your Government issued photo ID.

VIA Préférence member?  
If you are a VIA Préférence member, you already have a profile. You can use this profile for easy booking by adding travel preferences. [Login to profile](#).

Create your profile for faster booking!  
(If you have no booking profile or if you're not a VIA Préférence member)

**Login Information**

E-mail \*

Password (Min 8 char.) \*

Confirm Password \*

**Contact Information**

Enter the name as it appears on your Government issued photo ID.

First Name \*

Last Name \*

Would you like to receive commercial emails keeping you up to date on the latest news, special discounts and offers from VIA Rail? Please note that you can unsubscribe at any time.  
 Yes  No

Country \*

Province / State \*

Phone Number \*

Postal/Zip Code \*

TC ID: **TC\_Login\_002**

1. Enter valid email and password
2. Click on “Login” button

Safari File Edit View History Bookmarks Develop Window Help

reservia.viarail.ca Tue Apr 18 11:59:01 PM

Train and fare search - VIA Rail... Create profile - VIA Rail Canada Google Search

**VIA Rail Canada**

Accessibility Contact us Français

**Search** Select Review Contact Passengers Payment Confirmation

**LOGIN**  
Email or VIA Preference #  
  
Password  
  
**LOGIN**

[Forgot your password?](#)

**NEW USER?**  
[Create profile](#)

**BOOKINGS**  
[Modify Booking](#)  
[Cancel Booking](#)

**NEED HELP?**  
[Bookmark this page](#)

An email containing your profile activation link has been sent to:  
anu.inspired19@gmail.com

**/ Book** **/ Rail Passes**

**Train and fare search**

Round trip  One way  Multi-city

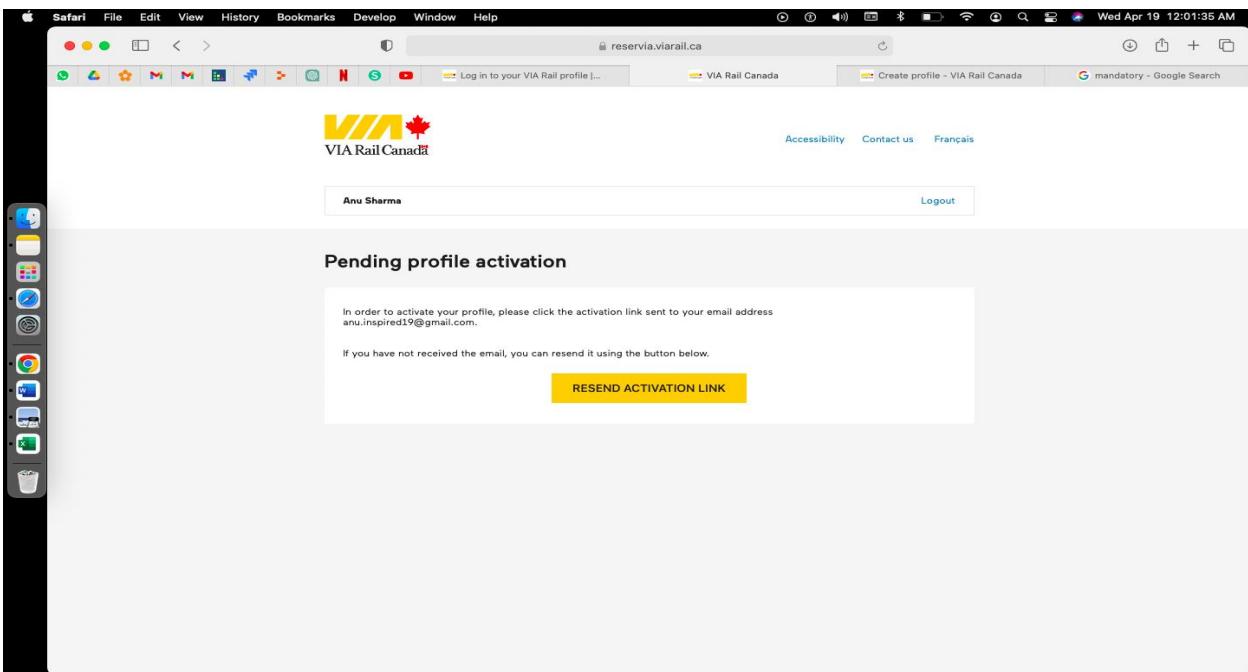
Leaving from:   
Departure date:  MM/DD/YYYY  Anytime

Going to:   
Return date:  MM/DD/YYYY  Anytime

**PASSENGERS (UP TO 6):**

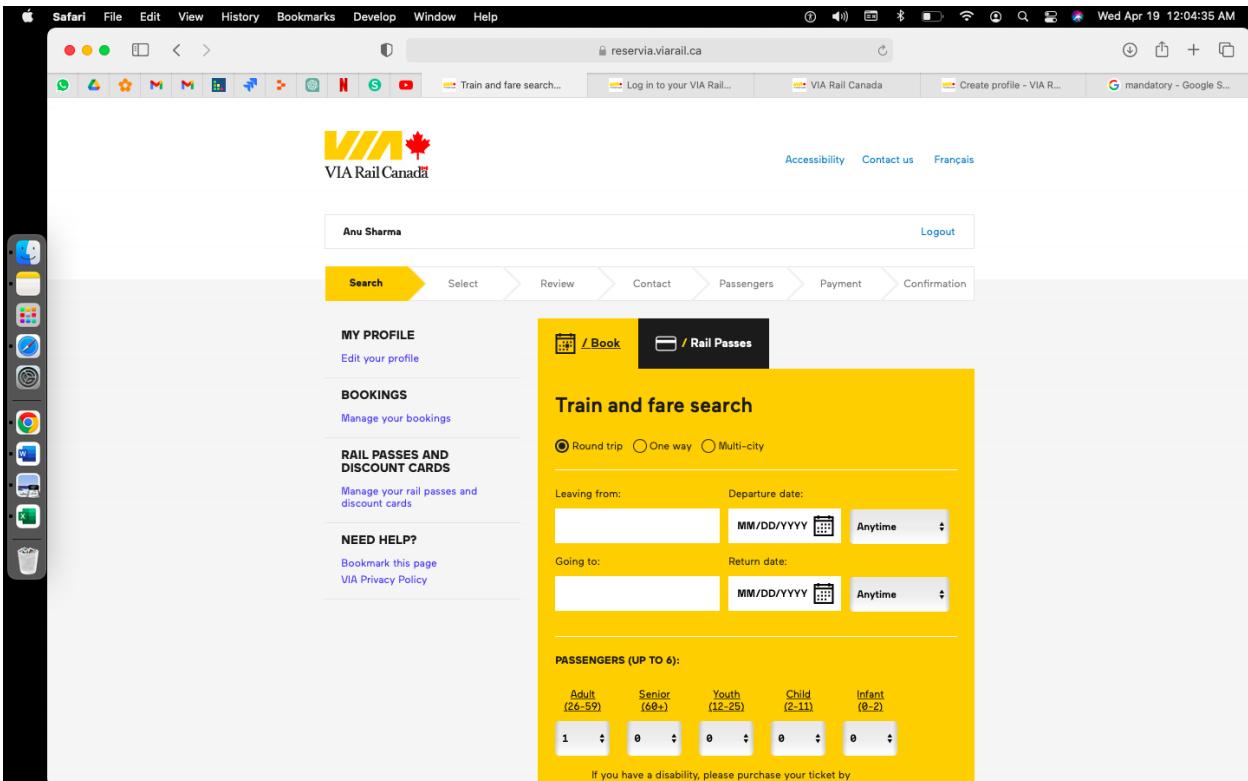
| Adult (26-59) | Senior (60+) | Youth (12-25) | Child (2-11) | Infant (0-2) |
|---------------|--------------|---------------|--------------|--------------|
| 1             | 0            | 0             | 0            | 0            |

Activate Profile



TC ID: **TC\_Book\_003**

### 1. Search train and fare using



TC ID: **TC\_Book\_004**

### 1. List of train availabilities

## 2. Choose going trip as per price and duration

The screenshot shows the VIA Rail Canada website on a Mac OS X desktop. The URL is [reservia.viarail.ca](http://reservia.viarail.ca). The search parameters are set for a trip from MONTRÉAL to OTTAWA, departing on April 22nd (SAT) and returning on April 23rd (SUN). The 'MODIFY' button is visible.

**Select going trip**

**MONTRÉAL** → **OTTAWA**

**APR 21 FRI** **APR 22 SAT** **APR 23 SUN**

**Compare our advantages**

| Train | Departure ▲ | Arrival ▲ | Duration ▲        | Escape | Economy | Economy Plus | Business        | Business Plus |
|-------|-------------|-----------|-------------------|--------|---------|--------------|-----------------|---------------|
| 633   | 09:00       | 11:04     | 2 hrs 4 m         | \$62   | \$75    | \$110        | 1 seat at \$118 | \$179         |
| 633   | 09:00       | 11:04     | MONTRÉAL - OTTAWA |        |         |              |                 |               |
|       |             |           |                   |        |         |              | <b>CONTINUE</b> |               |
| + 35  | 11:54       | 14:05     | 2 hrs 11 m        | \$62   | \$75    | \$110        | 1 seat at \$136 | \$179         |

\*One-way fares are rounded off (taxes not included) and are for the total number of travellers requested.

## 3. Choose returning trip as per price and duration

The screenshot shows the VIA Rail Canada website on a Mac OS X desktop. The URL is [reservia.viarail.ca](http://reservia.viarail.ca). The search parameters are set for a trip from OTTAWA to MONTRÉAL, departing on April 27th (THU) and returning on April 28th (FRI). The 'MODIFY' button is visible.

**Select returning trip**

**OTTAWA** → **MONTRÉAL**

**APR 26 WED** **APR 27 THU** **APR 28 FRI**

**Compare our advantages**

| Train | Departure ▲ | Arrival ▲ | Duration ▲        | Escape   | Economy | Economy Plus | Business         | Business Plus |
|-------|-------------|-----------|-------------------|----------|---------|--------------|------------------|---------------|
| 26    | 14:20       | 16:15     | 1 hr 55 m         | Sold out | \$75    | \$110        | 1 seat at \$108  | \$179         |
| 26    | 14:20       | 16:15     | OTTAWA - MONTRÉAL |          |         |              |                  |               |
|       |             |           |                   |          |         |              | <b>CONTINUE</b>  |               |
| + 28  | 16:10       | 18:04     | 1 hr 54 m         | \$49     | \$75    | \$110        | 1 seat at \$108  | \$179         |
| + 38  | 18:55       | 20:57     | 2 hrs 2 m         | \$41     | \$75    | \$110        | 2 seats at \$118 | \$179         |

TC ID: TC\_Review\_005

### 1. Review your itinerary, fare and

## baggage allowance

The screenshot shows a trip from Montréal to Ottawa on Saturday, April 22, 2023, departing at 09:00 and arriving at 11:04. The train number is 633, and the class is Economy. The return trip from Ottawa to Montréal on Thursday, April 27, 2023, departing at 14:20 and arriving at 16:15, is also shown. The class is Economy. The fare details table includes:

| Passenger 1 (Adult) | \$150.00        |
|---------------------|-----------------|
| Fare:               | \$150.00        |
| G.S.T./H.S.T.:      | \$7.50          |
| P.S.T.:             | \$14.96         |
| <b>TOTAL CAD\$:</b> | <b>\$172.46</b> |

## 2. Review Contact information

The screenshot shows the "Contact information" page. A note states: "Please note: The range of our special and adapted services may vary from one region to another, depending particularly on station facilities and train cars. Therefore, to help ensure that your individual needs are met, please call us at 1 888 VIA-RAIL (1 888 842-7245) or TTY 1 800 268-9563 (hearing impaired) and specify the special services you will require to the agent when booking. >More details". The "Contact information" section includes fields for First Name, Last Name, Address Line 1, City, Address Line 2, Postal/Zip Code, Country, Province / State, Phone Number, Cell Phone Number, E-mail Address, and Confirm E-mail Address. The "Country" dropdown is set to CANADA and the "Province / State" dropdown is set to Québec.

## 3. Review passenger detail

If you have a disability, please purchase your ticket by telephone at 1.888.VIA.RAIL (1.888.842.7245) or TTY 1.800.268.9503 (hearing impaired), in order to ensure your specific needs and assistance are met. You may also want to visit our [Accessibility page](#) for any question.

Note : \* Denotes mandatory fields.

### PASSENGER 1 - ADULT

Select a passenger from your profile to automatically fill the form

Anu Sharma

Enter the name as it appears on your Government issued photo ID.

|              |             |                  |
|--------------|-------------|------------------|
| First Name * | Last Name * | VIA Preference # |
| Anu          | Sharma      |                  |

[Not a member? Join now](#)

Email

anu.inspired19@gmail.com

By providing a distinct email address per passenger they will receive a copy of their boarding pass.

Discount Type

--Select an option--

Seat Preference

Window

This is my first trip with VIA Rail Canada.

TC ID: **TC\_Paymnt\_006**

## 1. Review payment information and choose payment method

MY PROFILE  
Edit your profile

BOOKINGS  
Manage your bookings

RAIL PASSES AND DISCOUNT CARDS  
Manage your rail passes and discount cards

TRAIN AND FARE SEARCH  
New Search

NEED HELP?  
VIA Privacy Policy  
Corporate Fares  
Conference Fares  
Preferences and Special Meals?

Payment information

MONTREAL OTTAWA Saturday Apr 22, 2023

Departs: 09:00 Arrives: 11:04 Train: 653

Class: Economy

OTTAWA MONTREAL Thursday Apr 27, 2023

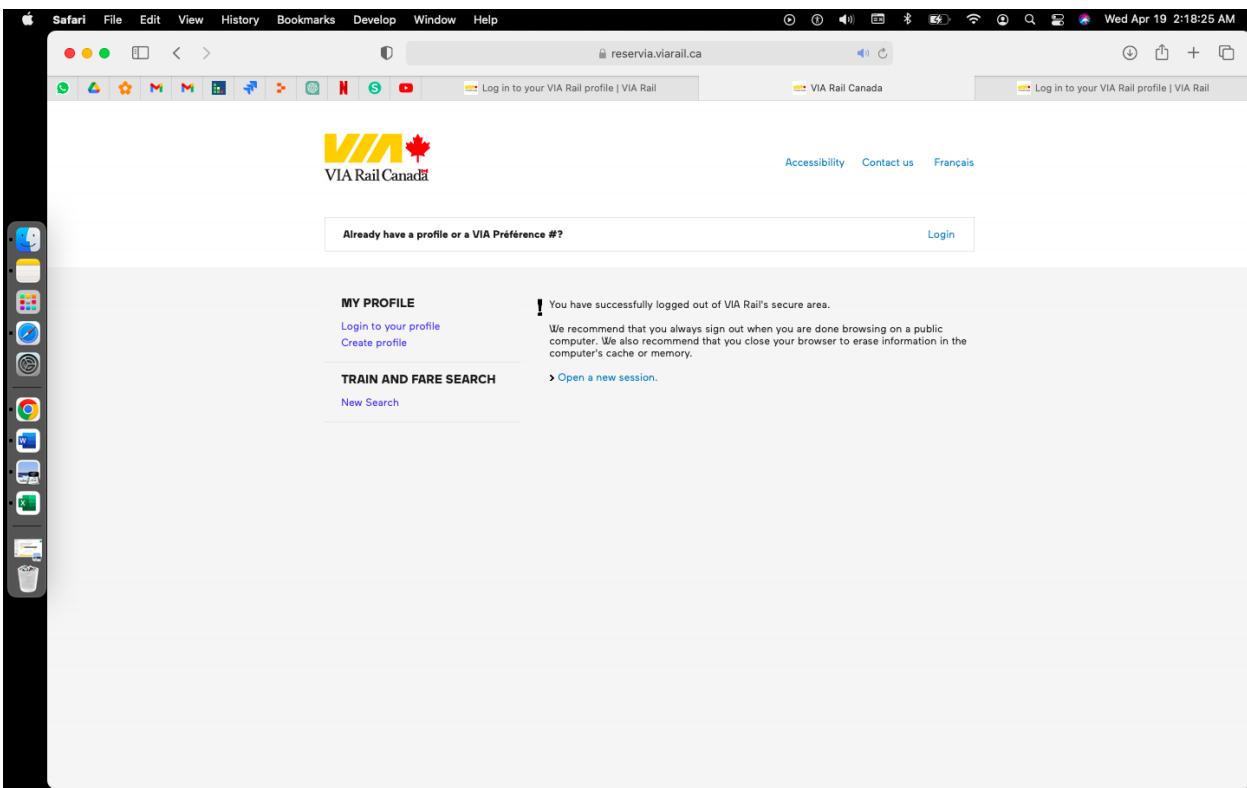
Departs: 14:28 Arrives: 16:15 Train: 26

Class: Economy

FARE SUMMARY

|                     |                 |
|---------------------|-----------------|
| Anu Sharma (Adult)  | \$150.00        |
| Fare:               | \$150.00        |
| G.S.T./H.S.T.:      | \$7.50          |
| P.S.T.:             | \$14.96         |
| <b>TOTAL CAD\$:</b> | <b>\$172.46</b> |

## 2. Logout from web site



## IRCTC

Indian Railway Catering and Tourism Corporation Ltd. (IRCTC) is a “Mini Ratna (Category-I)” Central Public Sector Enterprise under Ministry of Railways, Government of India IRCTC was incorporated on 27th September, 1999 as an extended arm of the Indian Railways to upgrade, professionalize and manage the catering and hospitality services at stations, on trains.

## Test Cases of IRCTC(Excel Format)

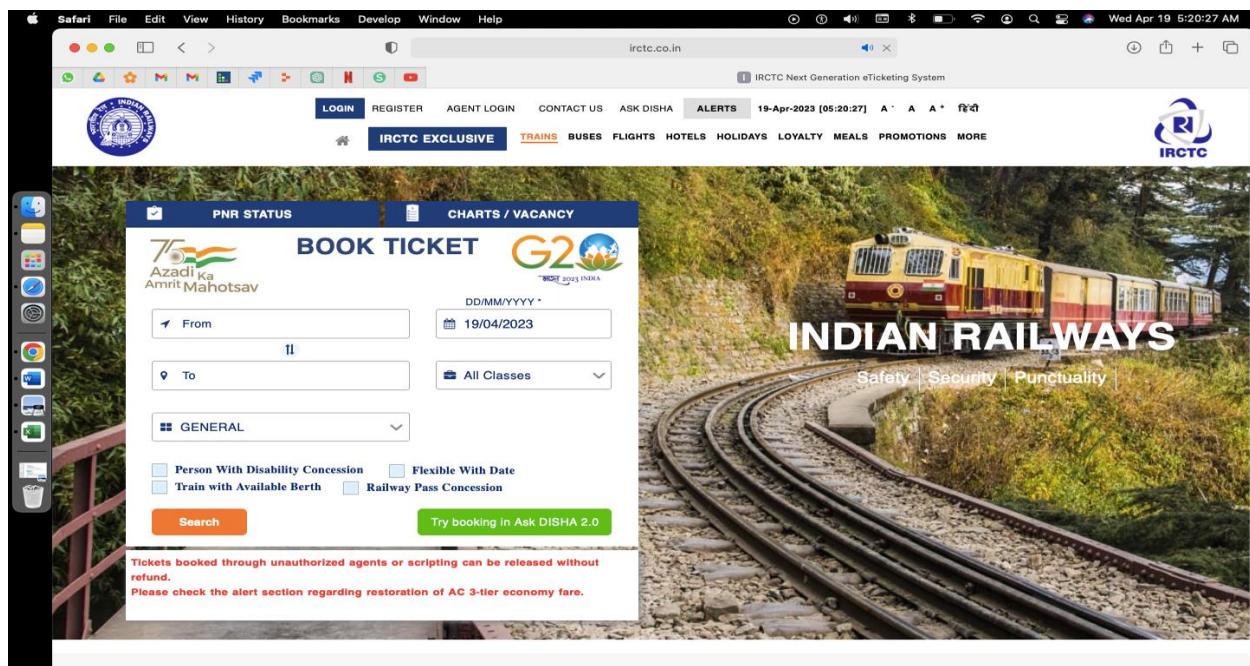
| Test Case ID    | Test Case Description  | Pre Conditions   | Test Steps  | Test Data   | Expected Results   | Actual Results | Status |
|-----------------|------------------------|--|---|---|--|----------------|--------|
| TC_Register_001 | Register user on IRCTC | 1 User should have valid URL: https://www.irctc.co.in/nget/train-search<br>2 Go to register page | 1. Enter valid url<br>2. User should click on Register button<br>3. Enter basic details and click to continue button<br>4 Enter personal Details<br>5 Enter address details | Username: anuSha77<br>Password: XXXXX<br>security question: Pet<br>Answer: Tiger<br>Basic Details:<br>Address details | Registered Successfully  | As Expected    | PASS   |
| TC_Login_002    | Login on IRCTC         | 1.1 User should have valid URL: https://www.irctc.co.in/nget/train-search<br>2. Go to login page | 1. Enter valid url<br>2. User should click on Login button<br>3. Enter valid Username<br>4 Enter valid password<br>5 Match Captcha<br>6 Click login button                  | Email: anuSha77<br>Password: XXXXXXXX   | Logged in successfully and redirect to verification page<br>After verified mobile and email redirect to home page where user can search and book train | As Expected    | PASS   |

|                  |                                   |  |   |   |   |             |      |
|------------------|-----------------------------------|--|---|---|---|-------------|------|
| TC_Login_002     | Login on IRCTC                    | 1.1 User should have valid URL: <a href="https://www.irctc.co.in/nget/train-search">https://www.irctc.co.in/nget/train-search</a><br>2. Go to login page             | 1. Enter valid url<br>2. User should click on Login button<br>3. Enter valid Username<br>4 Enter valid password<br>5 Match Captcha<br>6 Click login button            | Email: anuSha77<br>Password: XXXXXX   | Logged in successfully and redirect to verification page<br>After verified mobile and email redirect to home page where user can search and book train    | As Expected | PASS |
| TC_Search_003    | Verify to search train            | 1 User should have verified account<br>2 User should be on search screen<br>3 User should click on 'Trains' section<br>4 User should have valid information to enter | 1 Enter 'From' location<br>2 Enter 'Departure date'<br>3 Enter 'To' location<br>4 Choose class type<br>5 Choose category<br>6 Click on 'Search' button                | From: NABHA - NBA<br>Departure date: 19/04/2023,<br>To: LUDHIANA JN - LDH<br>Class: AC First Class<br>Category: TATKAL  | Successfully redirect to next screen<br>Show the list of trains and availabilities<br>Availability Date and time:<br>Train Information:<br>Journey Class: | As Expected | PASS |
| TC_Avail_004     | Verify to choose availability     | 1 User should have activated account<br>2 User should be on availability screen after add journey details  | 1.Choose availability from given list<br>2 Can change from, to and journey date<br>3 Click on availability<br>4 Click the Book Now' button                            | Choose availability as per preference   | Successfully redirect to passenger detail screen  | As Expected | PASS |
| TC_Passenger_005 | Verify to enter passenger details | 1 User should have activated account<br>2 User should be on passenger detail page<br>3 User should be logged in the web site or app                                  | 1.Display train and journey detail<br>2 Enter Passenger name<br>3. Enter age<br>4 Enter gender<br>5 Choose preference<br>6 Choose payment mode<br>7 Click to continue | Name: Anu<br>Age: 29<br>Female<br>Upper<br>Pay with debit   | Successfully redirect to review screen  | As Expected | PASS |
| TC_Review_006    | Verify to review journey details  | 1 User should be on Review page<br>2 User should enter passenger details<br>3 User should choose payment mode  | 1.Review passenger information<br>2 See cancel policy<br>3 Enter captcha<br>4. Click 'Continue' button  | Enter Captcha   | Successfully redirect to payment screen   | As Expected | PASS |
| TC_Payment_007   | Verify to pay and book seat       | 1 User should be on Payment page<br>2 User should review all journey details<br>3 User should Review passenger details   | 1 Choose 'Payment Method' from side list<br>2 Enter card Detail:Name, card number, cvv<br>3 Click to 'Pay' button   | Choose Debit Card<br><br>Enter card details<br>Card no: 4141414141414141<br>Expiry Date(MMYY): 1229<br>First Name: Anu<br>Last Name: Sharma<br>Country: India | Showing Success Message:<br>Your ticket is confirmed  | As Expected | PASS |

## Screen shots of IRCTC

TC ID: **TC\_Register\_001**

- Open browser with valid URL: <https://www.irctc.co.in/nget/train-search>
- Click on "Register" button from top menu



### 3. Enter Basic Details

Screenshot of the IRCTC account creation page. The user is on the 'Basic Details' tab. The form fields include:

- First Name: anuSha77
- Last Name: Sha
- Date of Birth: (placeholder) Select Date Of Birth.
- Gender: Male (radio button)
- Nationality: India
- Email: Email
- Mobile: 91 88888 88888
- Address: Street 1: 123 Main Street, Street 2: New York, State: NY, Pin: 100-000
- City: New York
- Country: India
- Pincode: 100-000
- State: New York
- Address Type: Residential

The 'Personal Details' tab is visible above the address fields. A sidebar advertisement for National's Emerald Club is displayed.

### 4. Enter Personal Details

Screenshot of the IRCTC account creation page. The user is on the 'Personal Details' tab. The form fields include:

- First Name: Anu
- Last Name: Sha
- Date of Birth: (placeholder) Select Date Of Birth.
- Gender: Male (radio button)
- Nationality: India
- Email: Email
- Mobile: 91 88888 88888
- Address: Street 1: 123 Main Street, Street 2: New York, State: NY, Pin: 100-000
- City: New York
- Country: India
- Pincode: 100-000
- State: New York
- Address Type: Residential

The 'Basic Details' tab is visible above the address fields. A sidebar advertisement for a Roomba robot vacuum and an Auth0 customer identity management service are displayed.

## 5. Enter Address Details

The screenshot shows a Safari browser window on a Mac OS X desktop. The URL bar displays 'irctc.co.in'. The page header includes the IRCTC logo, navigation links like 'AGENT LOGIN', 'CONTACT US', 'ASK DISHA', 'ALERTS', and a date/time stamp '19-Apr-2023 [04:19:29] A A A \* हिन्दी'. Below the header is a menu bar with 'IRCTC EXCLUSIVE' and various travel categories: TRAINS, BUSES, FLIGHTS, HOTELS, HOLIDAYS, LOYALTY, MEALS, PROMOTIONS, and MORE.

The main content area features a 'Create Your account' form with tabs for 'Basic Details', 'Personal Details', and 'Address'. The 'Address' tab is selected. It contains fields for 'House Number' (29, shiva enclave), 'Street/Lane (Optional)', 'Area/Locality (Optional)' (147201), 'State' (PUNJAB), 'City' (Patiala), 'Post Office' (Select a Post Office), and a 'Mobile Number' (9914277755). There is also a 'Copy Residence to office Address' section with 'Yes' and 'No' radio buttons, and a checked checkbox for 'Please inform me about IRCTC Co-branded credit card through Phone/Email/SMS (Optional)'. At the bottom of the form are links for 'Book free Railway tickets using Reward Points and Enjoy Zero'.

To the right of the form is a promotional image of a tan polo shirt with a graphic of a motorcycle and the text 'NEVER UNDERESTIMATE AN OLD MAN'. Below the shirt are two smaller versions of the same shirt.

## 6. Registered Successfully and redirect to verification page

This screenshot shows the same IRCTC website as the previous one, but the 'Address' form has been submitted. The page now displays a green success message box stating 'Thank you , You have been successfully registered.' Below this, another message box says 'User[anuShash77] registered successfully. Verify your mobile number and email to enjoy our services.' A third message box informs the user that a confirmation mail has been sent to their registered email address 'anuinspired19@gmail.com'. A link 'click here to login and activate your account' is provided. At the bottom, a note for international/NRI users regarding registration fees is visible.

The right side of the page still features the promotional shirt graphic.

The screenshot shows a web browser window for the IRCTC Next Generation eTicketing System (irctc.co.in). The page title is "Mobile and Email Verification Process". A message at the top states, "Dear Customer ! Your Verification is not completed ,kindly complete it in below to use the services." Below this, there are two sections for verification:

- ISD-Mobile\***: Input field contains "9914277755", status: "Mobile Number Not Verified.ⓘ". Buttons: "Edit Mobile" and "Verify Mobile with OTP".
- Email\***: Input field contains "anuinspired19@gmail.com", status: "Email Id Not Verified.ⓘ". Buttons: "Edit Email" and "Verify Email Id with OTP".

A note at the bottom left reads: "Note: To provide seamless experience on IRCTC , users need to keep their profiles updated.User may receive pop up screen after login to re-verify their Email ID or Mobile numbers. Users are requested to check Email ID / Mobile number displayed on screen and submit correct OTP received on their Email ID / Mobile number to complete the verification process."

At the bottom, a purple bar says "Get Connected with us on social networks" with icons for Facebook, YouTube, Instagram, LinkedIn, WhatsApp, Pinterest, Twitter, and others.

TC ID: **TC\_Login\_002**

1. Enter valid username
2. Enter valid password
3. Enter captcha

The image shows two windows side-by-side. On the left is a "LOGIN" form with fields for "username" (anuSha77) and "password" (redacted). It includes a "FORGOT ACCOUNT DETAILS?" link, a "Customer Identity with Auth0" section (Auth0 logo), a "Sign Up" button, a CAPTCHA input field containing "eJ3fJV", and a "Enter Captcha" label. At the bottom are "SIGN IN", "REGISTER", and "AGENT LOGIN" buttons.

The right window is a promotional banner for "squaremade™" featuring a silver ring. The text "One Design" is written above the ring, and "MADE IN CANADA" is at the bottom. The squaremade logo is at the bottom left.

## TC ID: TC\_Search\_003

1. Enter From location and choose date
2. Enter To location and choose class password
3. Choose category

From: NABHA - NBA Date: 19/04/2023  
To: LUDHIANA JN - LDH Class: Anubhuti Class (EA)  
Category: GENERAL

PNR STATUS CHARTS / VACANCY

REFUND STATUS Logout Welcome Anu Sha (anuSha77) CONTACT US ASK DISHA ALERTS 19-Apr-2023 [04:37:24] A A A A

IRCTC EXCLUSIVE TRAINS BUSES FLIGHTS HOTELS HOLIDAYS LOYALTY MEALS PROMOTIONS MY ACCOUNT MORE

BOOK TICKET G20 Azadi Ka Amrit Mahotsav

From DD/MM/YYYY \*  
To DD/MM/YYYY \*  
Class: Anubhuti Class (EA)

SEARCH Try booking in Ask DISHA 2.0

Tickets booked through unauthorized agents or scripting can be released without refund.  
Please check the alert section regarding restoration of AC 3-tier economy fare.

Last Transaction Detail: No last transaction  
Upcoming Journey: No upcoming journeys

Book and get INR 5000 worth of value vouchers from 50+ Brands

Book Ticket Support

...In a fast, easy and secure way (Without your IRCTC password)

## TC ID: TC\_Avail\_004

1. List of train availabilities and choose as per preference

Refine Results Reset Filters

JOURNEY CLASS Select All  
 AC 2 Tier (2A)  Second Sitting (2S)  
 AC 3 Tier (3A)  Sleeper (SL)

TRAIN TYPE Select All  
 OTHER

DEPARTURE TIME Select All

00:00 - 06:00 Early Morning 06:00 - 12:00 Morning  
12:00 - 18:00 Mid Day 18:00 - 24:00 Night

ARRIVAL TIME Select All

00:00 - 06:00 Early Morning 06:00 - 12:00 Morning  
12:00 - 18:00 Mid Day 18:00 - 24:00 Night

Sort By Duration Show Available Trains

1 Results for NABHA → LUDHIANA JN | Thu, 27 Apr 2023 For Quota I General

CSMT ASR EXP (11057) Runs On: M T W T F S S Train Schedule

09:41 | NABHA | Thu, 27 Apr ————— 03:04 ————— 12:45 | LUDHIANA JN | Thu, 27 Apr

| Second Sitting (2S)           | Sleeper (SL)                  | AC 3 Tier (3A)                | AC 2 Tier (2A)                |
|-------------------------------|-------------------------------|-------------------------------|-------------------------------|
| Thu, 27 Apr<br>AVAILABLE-0131 | Fri, 28 Apr<br>AVAILABLE-0128 | Sat, 29 Apr<br>AVAILABLE-0124 | Sun, 30 Apr<br>AVAILABLE-0129 |
|                               |                               |                               | Mon, 01 May<br>AVAILABLE-0156 |
|                               |                               |                               | Tue AVA                       |

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2022 Cadillac's On Sale  
New Cadillac's Are Turning Heads And Finally On Sale. Discover Deals With Top Searches

All Things Auto Open >

## TC ID: TC\_Passenger\_005

1. Add passenger details(Name, Age, Gender, Class)
2. Choose payment method

1 Passenger Details

2 Review Journey

3 Payment

**Fare Summary**

|             |       |
|-------------|-------|
| Ticket Fare | ₹ 145 |
| Total Fare  | ₹ 145 |

**Passenger Details**

Passenger Name: [Input field]  
Age: [Dropdown]  
Gender: [Dropdown]  
India: [Dropdown]  
No Preference: [Dropdown]

+ Add Passenger/ Add Infant With Berth      + Add Infant Without Berth

\*Children under 5 years of age shall be carried free and no purchase of any ticket is required. (If no separate berth is opted.)

**Contact Details**

## TC ID: TC\_Review\_006

1. Review passenger details
2. Read cancelation policy

**Passenger Details**

1 Anu 30 yrs | Female | India | Upper

Your ticket will be sent to an\*\*\*\*\*@gmail.com / 62\*\*\*\*\*05

[View Cancellation Policy](#)

**d9fG**

Enter Captcha

**Total Fare** ₹ 163.05

Redefining what it means to deliver.

Find out how

TC ID: TC\_Payment\_007

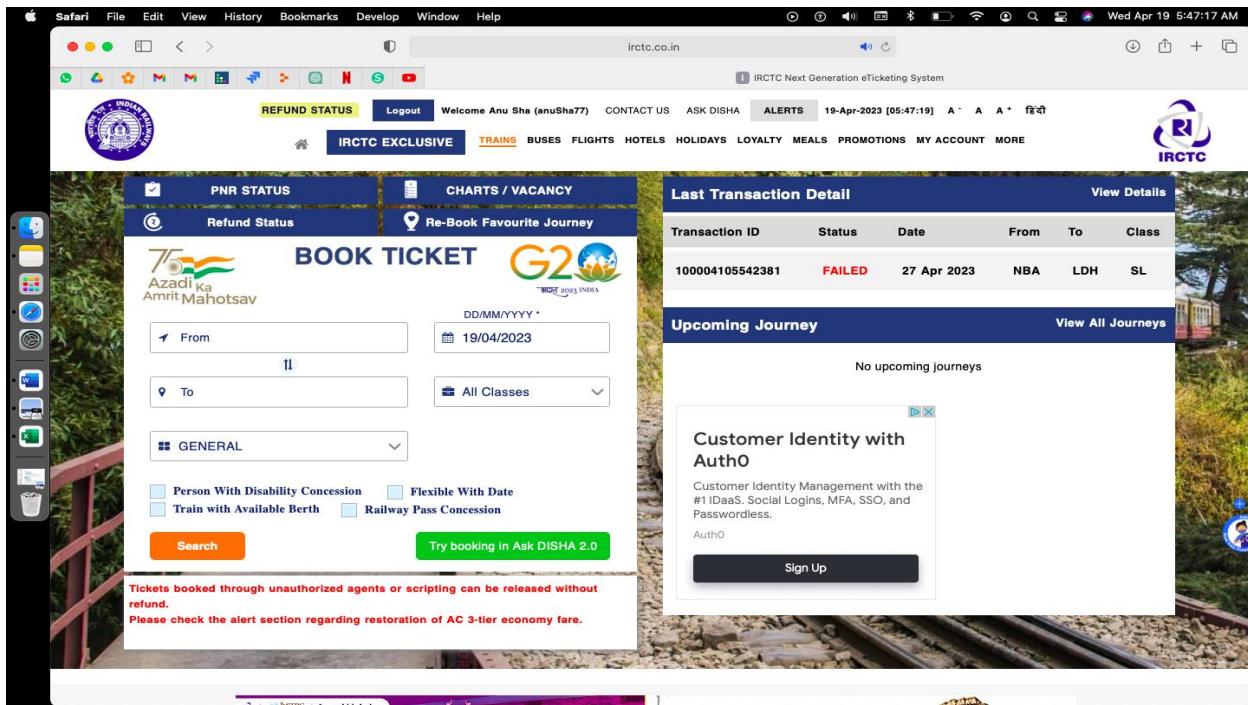
## 1. Choose Payment Mode

The screenshot shows the IRCTC website interface. At the top, there's a navigation bar with links like REFUND STATUS, Logout, CONTACT US, ASK DISHA, ALERTS, and a date/time stamp (19-Apr-2023 [04:59:30]). Below the navigation is a banner for the 2023 Cadillac SUV Lineup. The main content area has three numbered steps: 1. Passenger Details, 2. Review Journey, and 3. Payment. Step 1 leads to a page with various payment method options: IRCTC iPay (Credit Card/Debit Card/UPI), Multiple Payment Service, Netbanking, Payment Gateway / Credit Card / Debit Card, Wallets / Cash Card, and EMI. Step 2 shows a summary of the journey from NABHA to LUDHIANA JN on CSMT ASR EXP (11057) on Thursday, 27 Apr. Step 3 shows the fare summary for 1 Adult I Sleeper (SL) I GENERAL I NABHA I Boarding Date: 27 Apr 2023 09:41. The right side of the screen features a "Safe & Secure Payments" section with a shield icon.

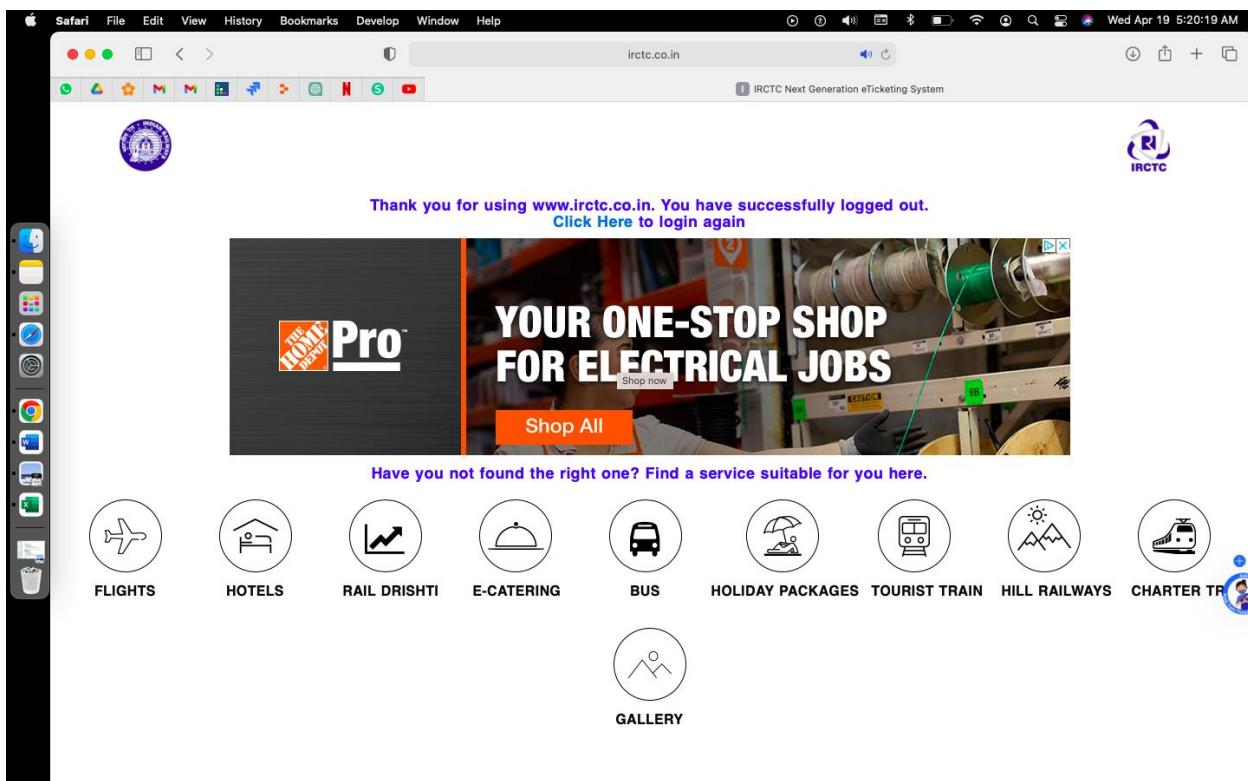
## 2. Add Payment Details

The screenshot shows the BillDesk Payment Gateway interface. It displays transaction details: Transaction Reference Number: 100004105542381 and Total Amount: 163.05. The "Make Payment" section asks how to pay (radio button selected for American Express Card). It requires providing AMEX card details (Credit Card Number, Expiration Date MM/YY, Batch Code, and a placeholder for the last 4 digits). Below this, contact details (Email Address and Mobile Number) are requested. A "Pay Now" button at the bottom triggers a modal for payment confirmation.

3. Click Log Out button from top menu



4. Logged Out from the web site



## **OBSERVINGS AS A USABILITY USER :**

Via Rail Canada

1. Via Rail Canada's website has a simple and clean design that makes it easy for users to navigate and find the information they need more quickly and efficiently.
2. It provides information on train schedules, routes, fares, and bookings for passenger trains in Canada.
3. This site accepts credit cards and PayPal for online bookings.
4. This site operates in Canada and serves a limited number of destinations.
5. Google map facility from departure to arrival station is available.

IRCTC

1. Has a more complex interface with multiple options and features.
2. Provides a wider range of services, including train bookings, flight bookings, hotel bookings, tour packages, and more.
3. IRCTC offers multiple payment options, including credit/debit cards, net banking, and e-wallets.
4. It covers the entire country of India and provides services to a much larger number of destinations.
5. It requires Two time confirmation to proceed the next steps.

## **IMPROVEMENTS REQUIRED:**

Via Rail Canada

I think the website's design could be updated to include more visual elements, such as images and videos, to make it more engaging and attractive to users and the booking process could be streamlined to reduce the number of steps required to book a ticket, making it more user-friendly and efficient.

IRCTC

For IRCTC website I believe website's navigation could be simplified, making it easier for users to find the information they need quickly and efficiently. Secondly, the website's responsiveness could be improved to reduce page load times and improve the overall user experience.

**BEST SITE AS A USABILITY USER :**

Being a user I would prefer Via Rail Canada site because this site is more easy to access for a new user since it provides simple and easy steps to book a ticket online.

**TASK 3: KENSLEY OMNIVOX****FEATURES I LIKE :**

1. It provides users with a dashboard that displays all relevant information, such as course schedules, grades, payments, absents and announcements, in one place.
2. Secondly, it has a mobile app that allows users to access their accounts and course materials on-the-go, providing greater flexibility and convenience.
3. Omnivox offers communication tool such as messaging through MIO.

**FEATURES I WANT TO ADD:**

- 1.I think for more interaction between students and instructor there we can add a feature of discussion group where students can put their doubts and teachers can see them and help their students to solve their doubts.
- 2.Secondly, in payment information I can see only the fee paid by me. So there should be a feature to show the pending and remaining fee of the course.

**FEATURES I WANT TO REMOVE:**

I think there is no such feature that I want to remove from omnivox portal. However, there may be certain features that some users may find less useful or unnecessary. In such cases, users can choose to ignore or disable these features.

**THANK YOU**