Train APP

Bruno Oliveira - 113663
João Bastos - 113470

HCI - Assignment 1
2024/2025

The problem

- Contextualization:
  - Problem: repetitive payments, lack of event alerts, lack of clear information
  - Who: Relevant to majority of people
  - Currently: CP app with an average review score of 2.5 stars.

- Why this project:
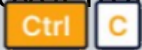 - Personal use and experience

Objectives

- Redesign the CP app to make it intuitive, proactive and adaptable to critical situations (e.g. delays, cancellations).

- Users will have an easier way to deal with train events, unexpected delays, and/or manage their tickets

Competitor analysis

- National train company: Comboios de Portugal
- Offer a similar app, but lacks information

Competitor - Heuristic Evaluation

	Heuristic	Issue	Bruno	João
Issue 1	Visibility of System Status	App does not open in an option menu	2	2
Issue 2	Match Between System Real World	No labels of the meaning of train types (AP,IC,R,U)	3	2
Issue 3	Recognition Rather Than Recall	When buying a ticket with green pass, they always have to insert with no option of saving it	3	3
Issue 4	Flexibility and Efficiency Use	Shortcut to immediately see the next trains on your most used station	1	2
Issue 5	Help Users Recognize, Diagnose, and Recover from Errors	No warnings about train strikes which impact when trying to buy a ticket	4	3
Issue 6	Help and Documentation	Help button shows in bottom corner and only shows when we select a ticket and there's little information	2	3

Issue 4 - Shortcut to immediately see the next trains on your most used station
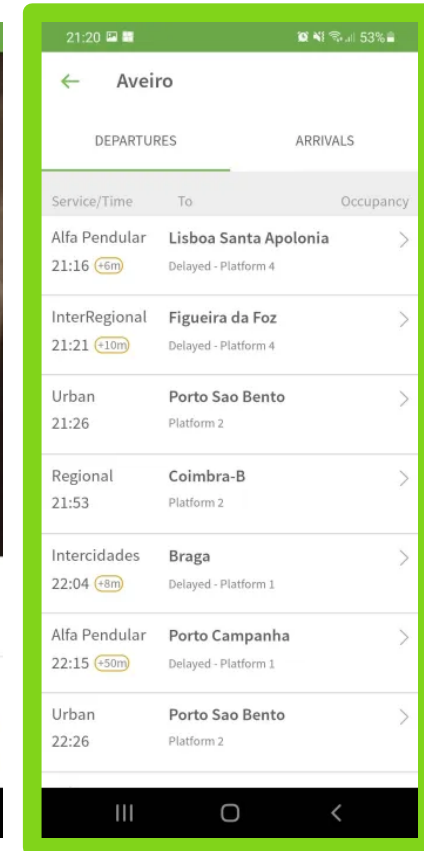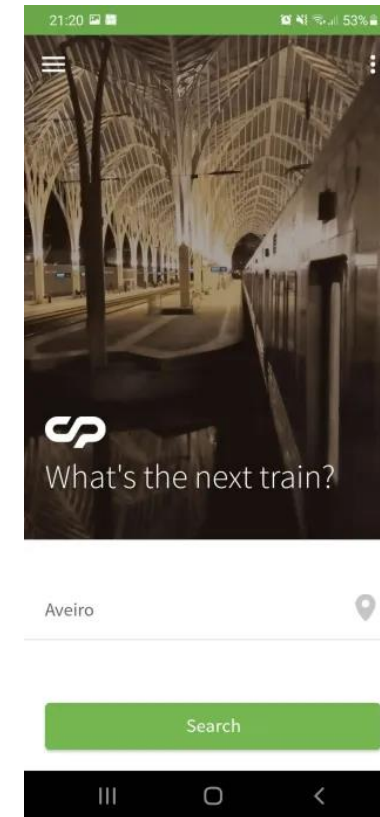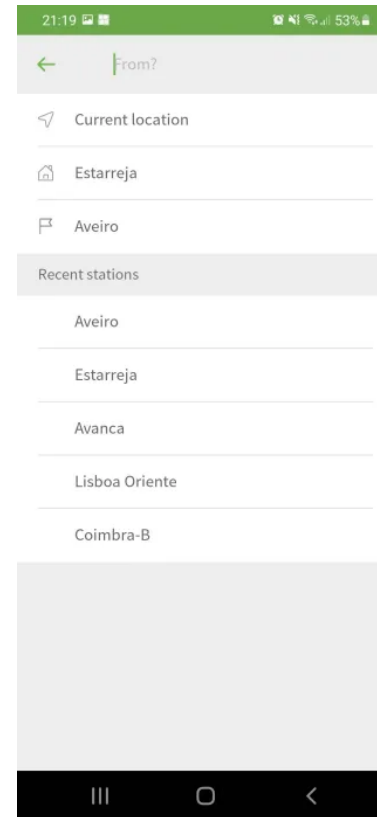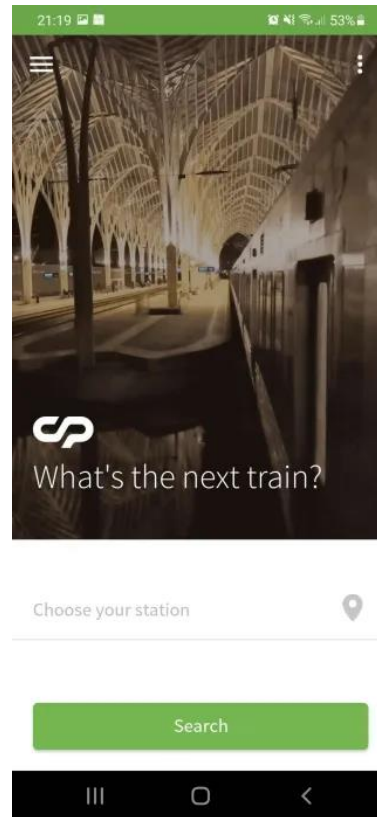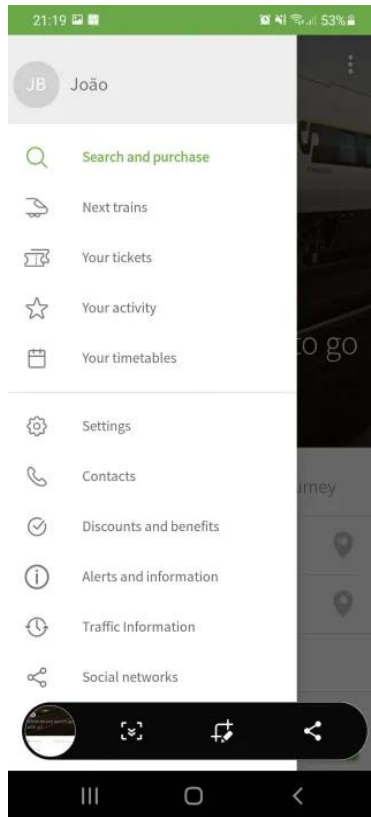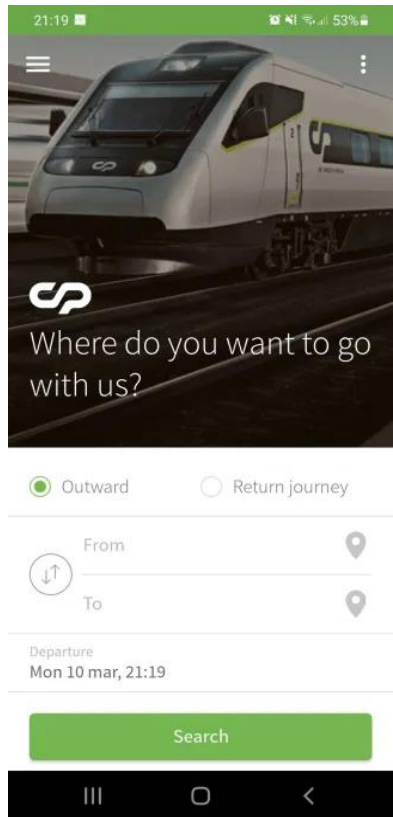
Issue 6 - Help button shows in bottom corner and only shows when we select a ticket and there's little information
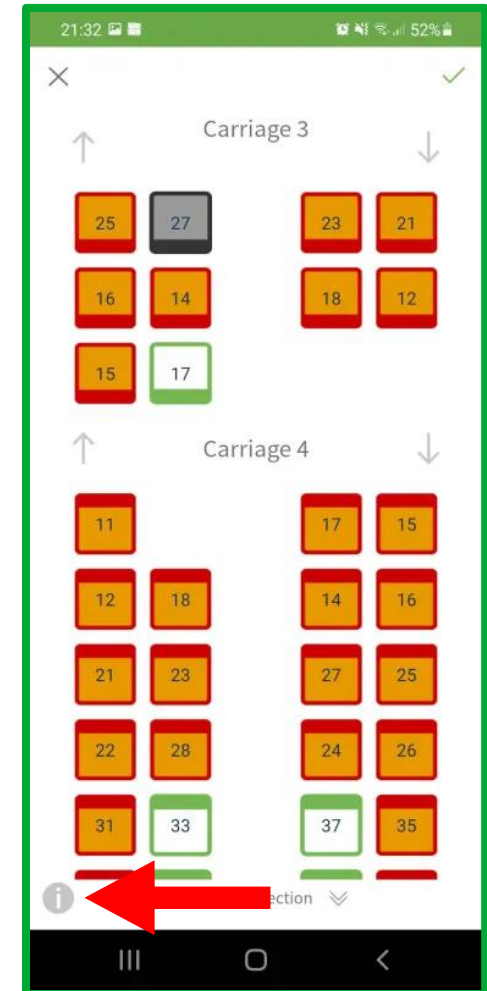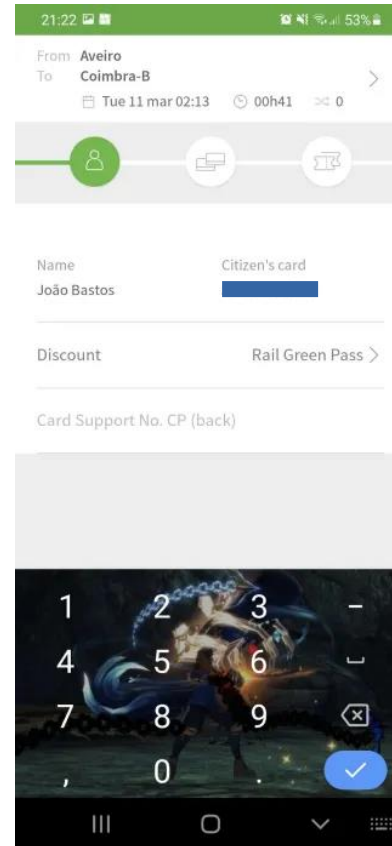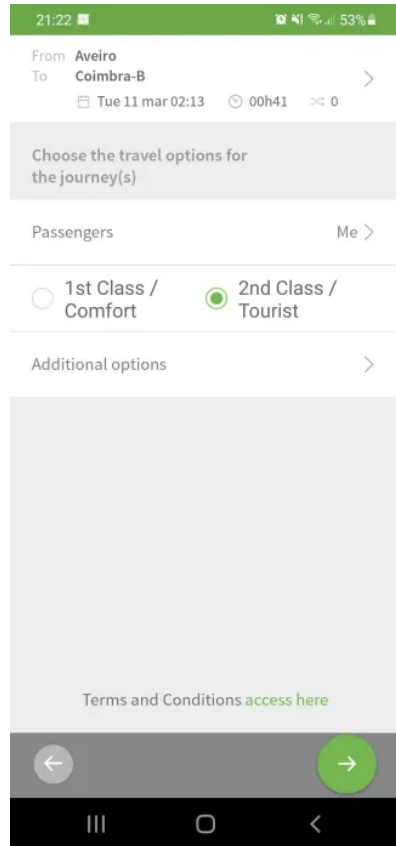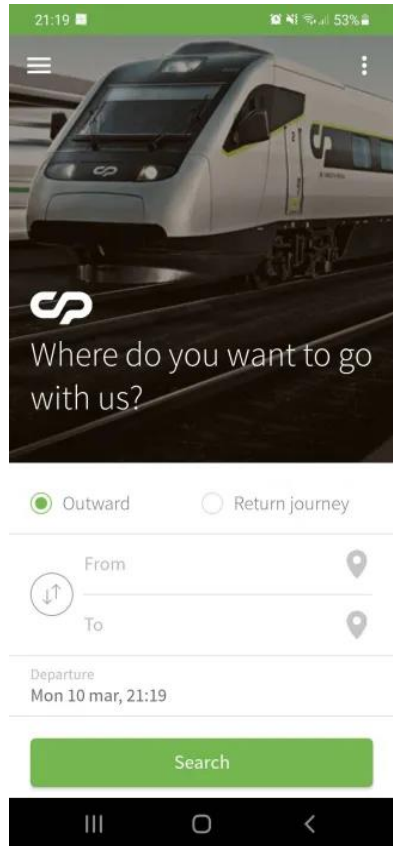
Competitor - Cognitive Walkthrough

Subtasks	Will the user know what to do at this step?		If the user does the right thing, will they know that they did the right thing, and are making progress towards their goal?	
	Yes	No	Yes	No
Choose destination	X		X	
Choose a Train	X		X	
Choose a seat		X		X

Competitor - Cognitive Walkthrough
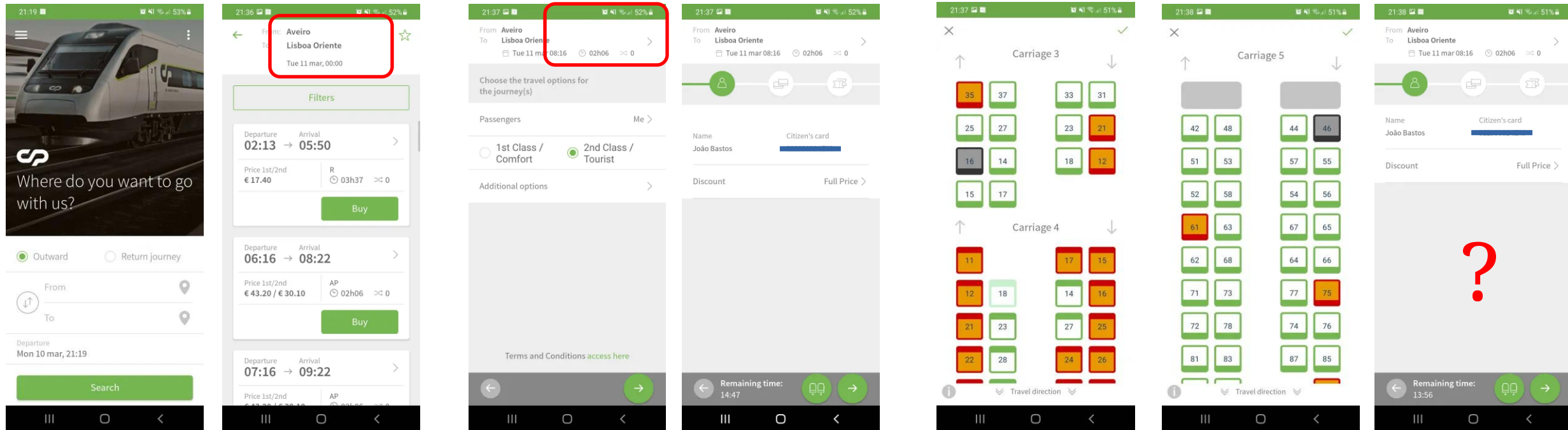
Understanding Users - Interviews

- 6 Interviews.

- Usage: Daily commutes, occasional trips.

- Tasks: Checking schedules, purchasing/cancelling tickets.

- Frustrations: Lack of useful info, inefficient payment process.

- Needs: Real-time alerts, intuitive interface, information persistance.

Personas

- Name: Marcos Silva

- Occupation: Engineering Student

- Background: Regular commuter who relies on the app for daily planning.

- Motivations: "I want to open the app, get quick updates and complete my tasks with minimal hassle."

- Goals/Needs: Simplified, on-the-go features with real-time delay alerts and payment saving options.

Personas

- Name: Ana Rodrigues

- Occupation: Administrative Assistant

- Background: Occasional commuter, less tech-savvy and appreciates detailed guidance.

- Motivations: "I need an app that's easy to learn, with clear instructions and all the necessary info for smooth travel."

- Goals/Needs: Intuitive interface with well-explained information and easy navigation to prevent forgetting steps.

Scenario

- Marcos lives in Lisbon and relies on the train to get to university and his internship on time.

- On a typical morning, while still at home, he opens the CP app to check the times and confirm the departure platform. The solution sends a real-time notification that informs him of a platform change due to a delay. This information allows Marcos to adjust his departure time without rushing and avoid unnecessary rush.

- During the journey, Marcos can see precise updates on the app, stops he has already passed, those he will still pass and the respective estimated arrival times, reinforcing Marcos' confidence in the journey.

- Additionally, a streamlined payment flow allows him to save his preferred methods, eliminating the need to re-enter data for each trip.

Requirements

- **Functional requirements**

Visualization of schedules and departure platform.

Notify the user of delays or platform changes.

Be able to see the train's route in real time

Save payment details for future purchases

- **Non-functional requirements**

Intuitive interface with clear information

Group assesment

Member's effort

Bruno: 50%

João: 50%