



Train Sri Lanka

Lab 06 – Suggest Design Improvement

SE3050 – User Experience Engineering – 2021

Group ID : 2021S2_REG_WD_01

IT19031026	Kumbukage D.T
IT19029900	Shaman M.A.M
IT19018256	Irfan S.M.M
IT17016476	R. Danuzon

Introduction

Technology has transformed many aspects of life in this era, including the way many of us make train reservation. For example, to make ticketing more convenient for travelers, Sri Lanka Railways has started online time table which has use to see the train time table only according to customer destination and starting point. That is not a complete APP for train passenger so we started to add some more functions to give better experience for user.

The app enables the users to do user and admin login function, payment and ticket reservation function, ticket charges function and feedback function. This all functions are worked together to get a complete railway app.

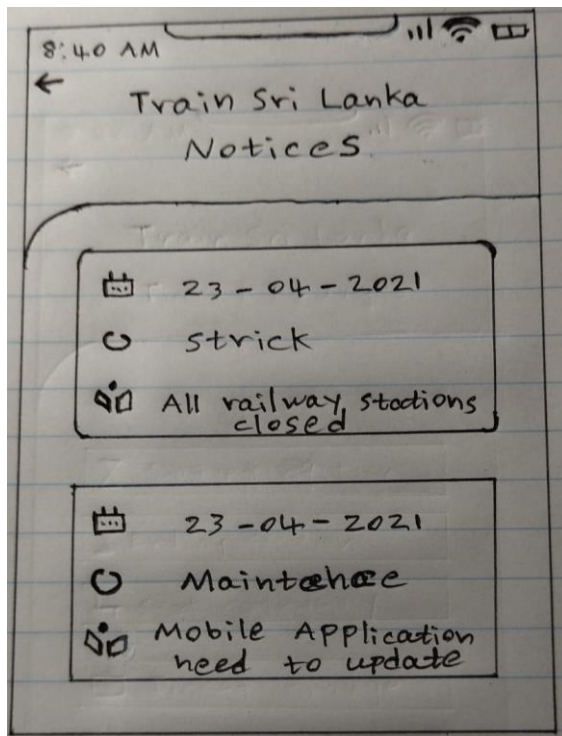
Report was created by us after contacting the user research. According to our own research and user research report we have created one prototype that is version.1. Again, that prototype taken to get a user feedback after get the complete feedback from the user we have created prototype.2. finally, we are going to implement that prototype version 2.

Sketching

IT19031026

User Side

Notice function



Ticket Charges function

8:40 AM 📶 🔋

Train Sri Lanka
Ticket charges

☒ Colombo

☒ Panadura

☒ VIP

☒ Rs. 500

☒ Galle

☒ Colombo

☒ Normal

☒ Rs. 250

Admin Side

Ticket Charges function

8:40 A.M. [Signal] [Wi-Fi] [Battery]

←

Train Sri Lanka
Ticket charges

Starting station

Ending station

Seat category

Ticket charge

Save

The image shows a hand-drawn sketch of a mobile application interface on lined paper. At the top, there is a status bar with the time '8:40 A.M.' and icons for cellular signal, Wi-Fi, and battery. Below this is a back arrow icon. The main title of the screen is 'Train Sri Lanka' followed by 'Ticket charges'. A large rounded rectangle contains four input fields, each with a small icon on the left: a clock for 'Starting station', a clock for 'Ending station', a chair for 'Seat category', and a document for 'Ticket charge'. Below these fields is a 'Save' button.

Notice function

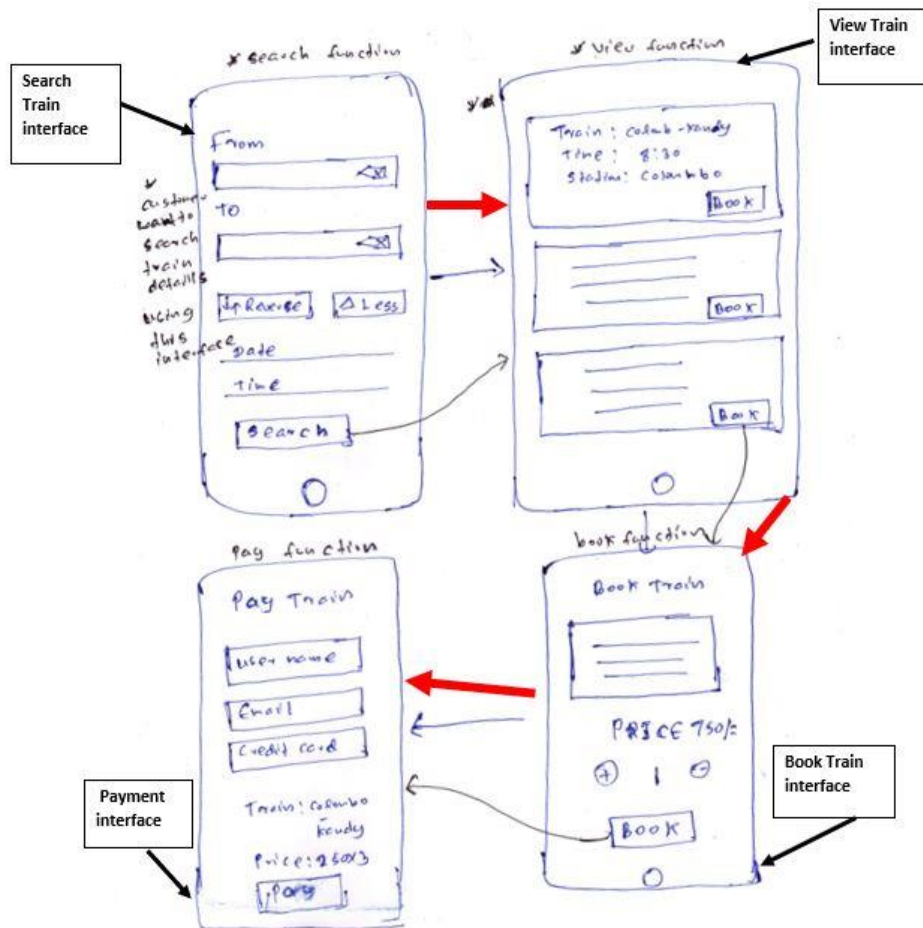
A hand-drawn UI mockup for a 'Train Sri Lanka Notice' form. The form is titled 'Train Sri Lanka Notice' and includes a status bar at the top showing '8:40 A.M.' and signal icons. The form contains four input fields: 'Date' with a calendar icon, 'Notice' with a circular icon, 'Description' with a document icon, and a 'SAVE' button.

8:40 A.M.

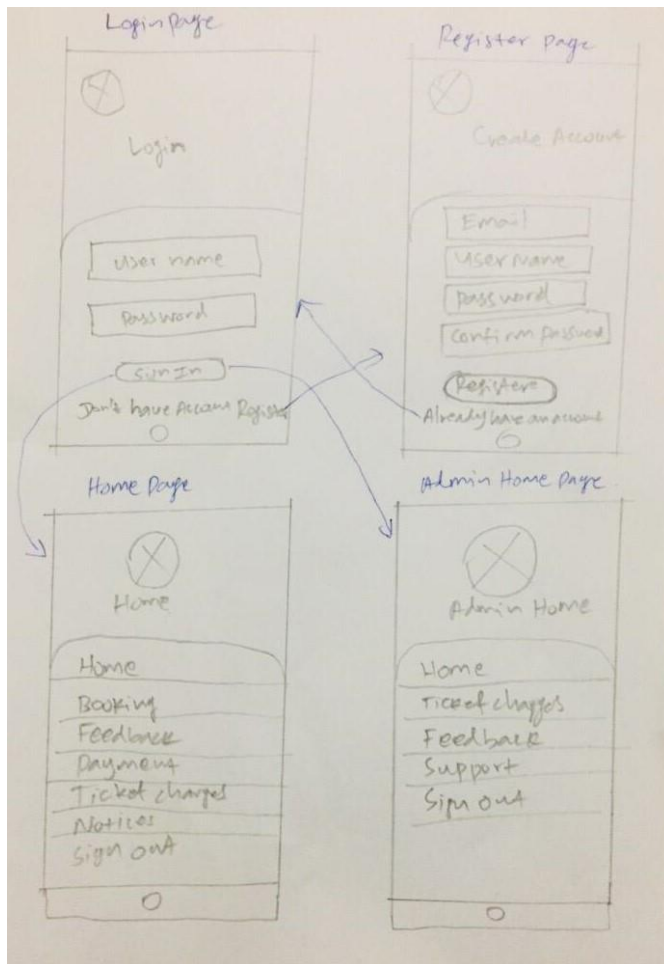
Train Sri Lanka

Notice

IT19029900



IT19018256



IT17016476

User Side

The image displays two hand-drawn wireframes for a feedback system, labeled 'Customer site' and 'Admin site'.

Customer site: This wireframe shows a mobile app interface. At the top, it has a status bar with the time '9:31' and signal/battery icons. Below this is a header area with a circle icon and the text 'Feedback Form'. The main content area contains three input fields: 'User Name', 'Email', and 'Message'. At the bottom is a 'Submit' button with a hatched pattern.

Admin site: This wireframe shows a desktop or tablet interface. At the top, it has a status bar with the time '9:31' and signal/battery icons. Below this is a header area with a heart icon and the text 'Manage Feedback'. The main content area lists three feedback entries. Each entry consists of a name (Kamal, Ravi, Meera) followed by a text area with horizontal dashed lines. Below each text area are two buttons: 'Approve' and 'Reject'.

Wireframes

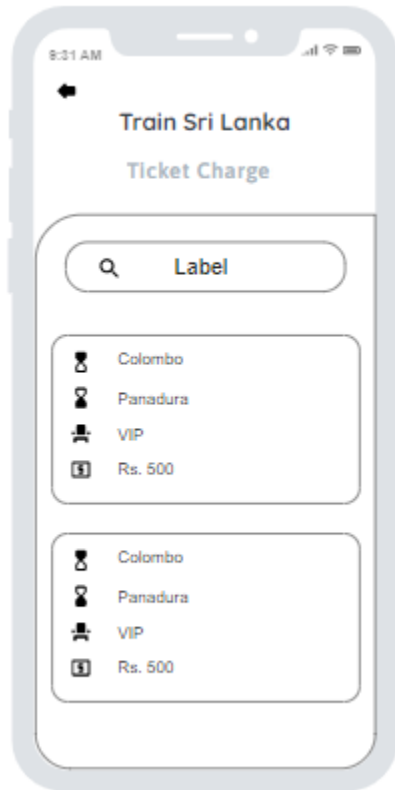
IT19031026

User Side

Notice function



Ticket Charges function



Admin Side

Ticket Charges function

8:31 AM

←

Train Sri Lanka

Ticket Charge

🕒

Starting Destination

🕒

Ending Destination

🚿

Seat Category

💰

Ticket Charge


Save


Notice function


9:21 AM

Train Sri Lanka

Notices

 Date

 Notices

 Description

Save

IT19029900

The image shows a mobile application interface for 'Train SRI Lanka'. The app is displayed on a smartphone screen with a status bar at the top showing the time 9:31 and signal/battery icons. The title 'Train SRI Lanka' is centered at the top of the app area. Below the title is a search form with a light pink background and rounded corners. The form contains the following elements: a 'From' field with the text 'Colombo' and a clear button (X); a 'To' field with the text 'Kandy' and a clear button (X); two red buttons labeled 'Reverse' and 'Less' with directional arrows; a date field with a calendar icon and the text '9/15/2021'; a time field with a clock icon and the text '15:00'; and a large blue 'Search' button at the bottom. The phone's home indicator bar is visible at the very bottom of the screen.

9:31

Train SRI Lanka

From
Colombo

To
Kandy

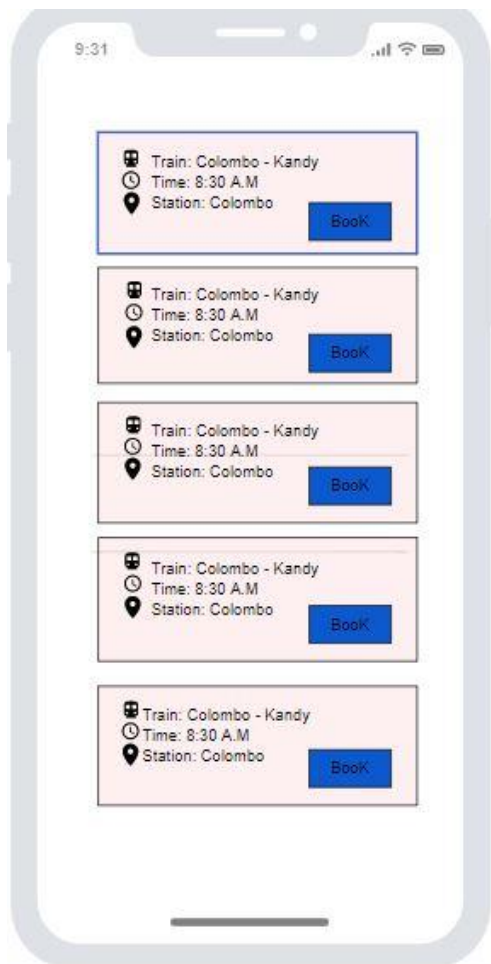
Reverse Less

9/15/2021

15:00

Search





9:31

Train Sri Lanka

Book Train

User Name

Email

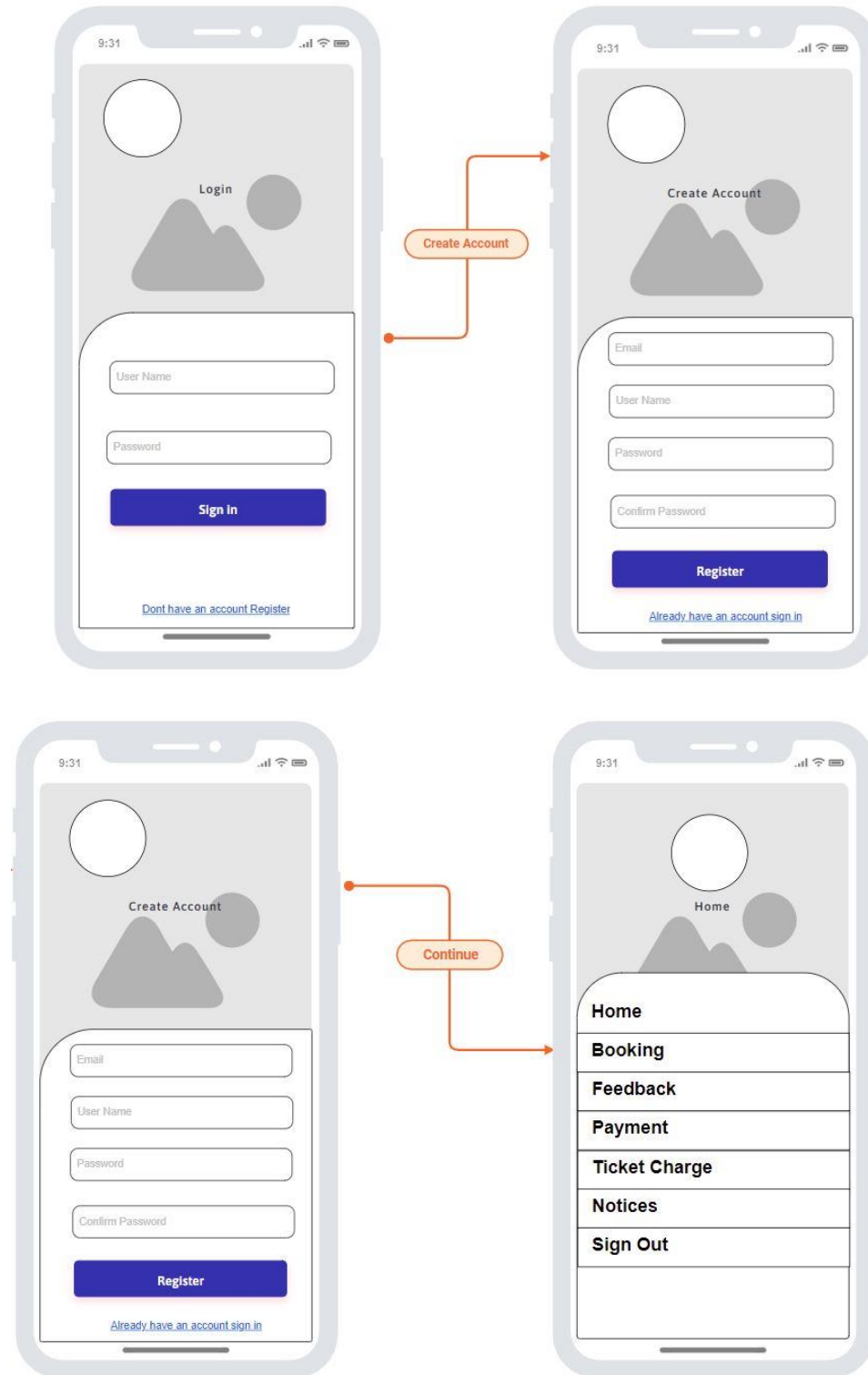
Credit Card

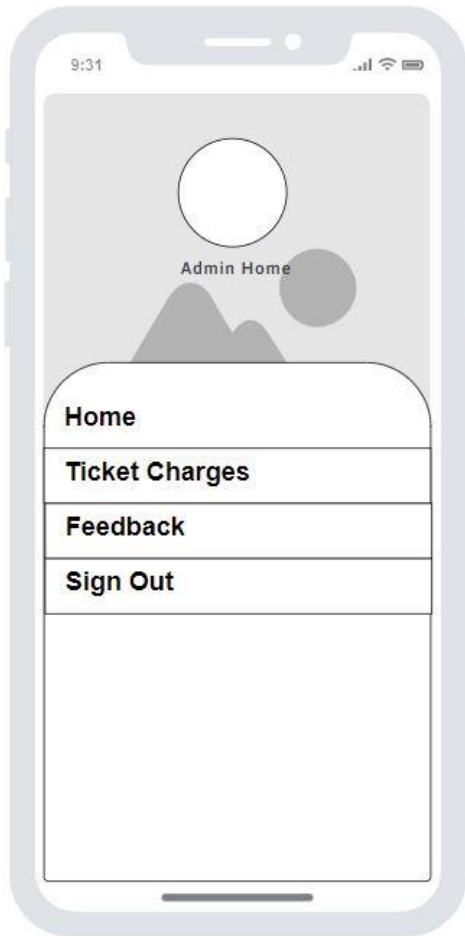
Train: Colombo - Kandy

Price: 250 X 3

Pay

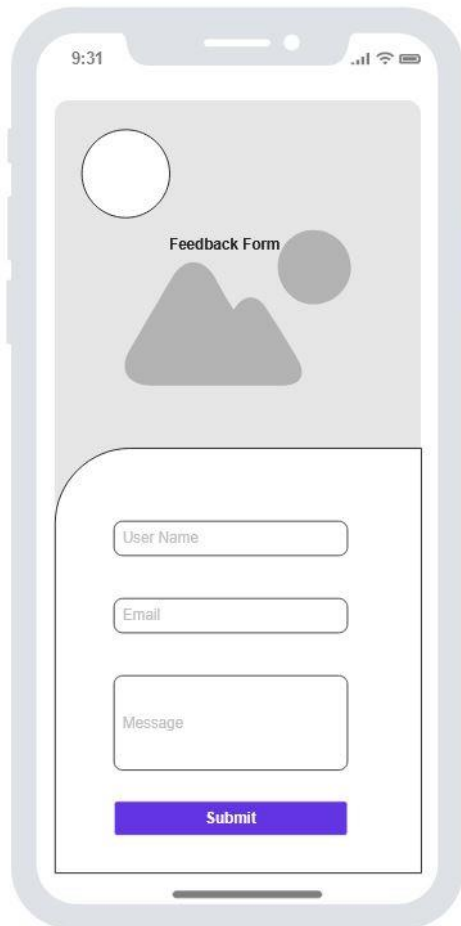
IT19018256





IT17016476

User Side



A mobile application mockup on a smartphone screen. The status bar at the top shows the time 9:31, signal strength, Wi-Fi, and battery icons. The app interface has a light gray background. At the top left is a white circular profile picture placeholder. To its right is the text "Feedback Form" in bold. Below the text is a gray mountain landscape icon. A white rounded rectangle contains the form fields: a "User Name" input field, an "Email" input field, a larger "Message" text area, and a blue "Submit" button at the bottom.

9:31

Feedback Form

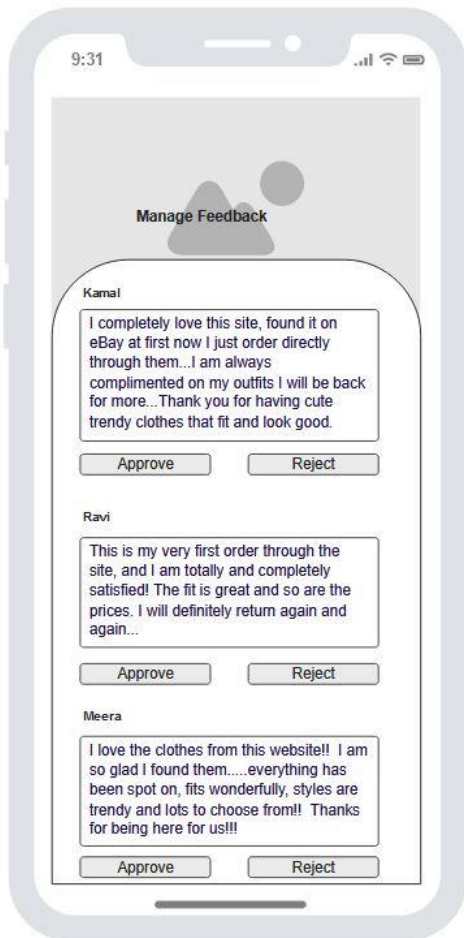
User Name

Email

Message

Submit

Admin Side

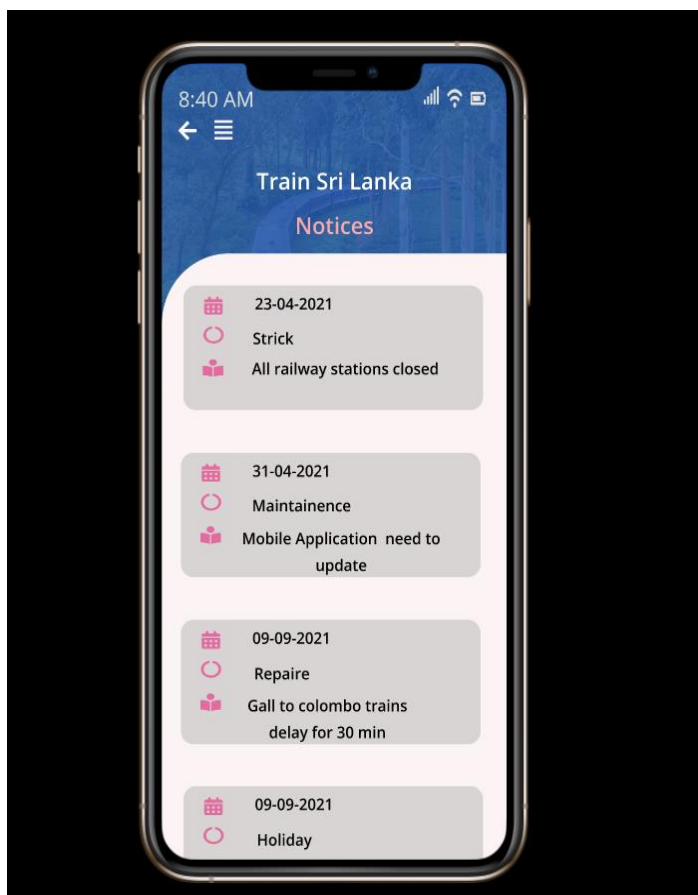


Prototype Version 1

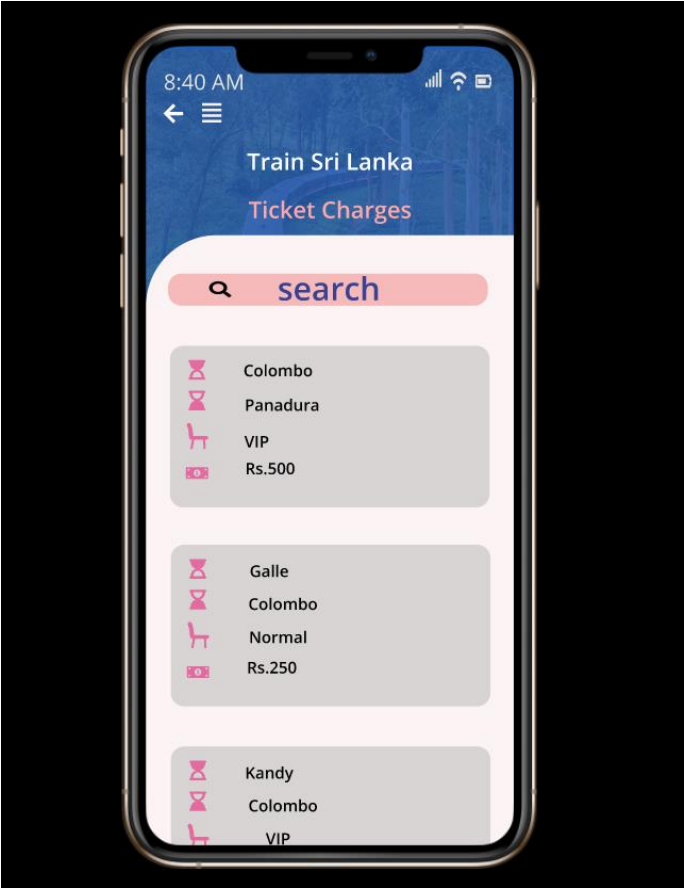
IT19031026

User Side

Notice function



Ticket Charges function



Admin Side

Ticket Charges function


Ticket chargers adm...


8:40 AM


← ☰

Train Sri Lanka

Notices

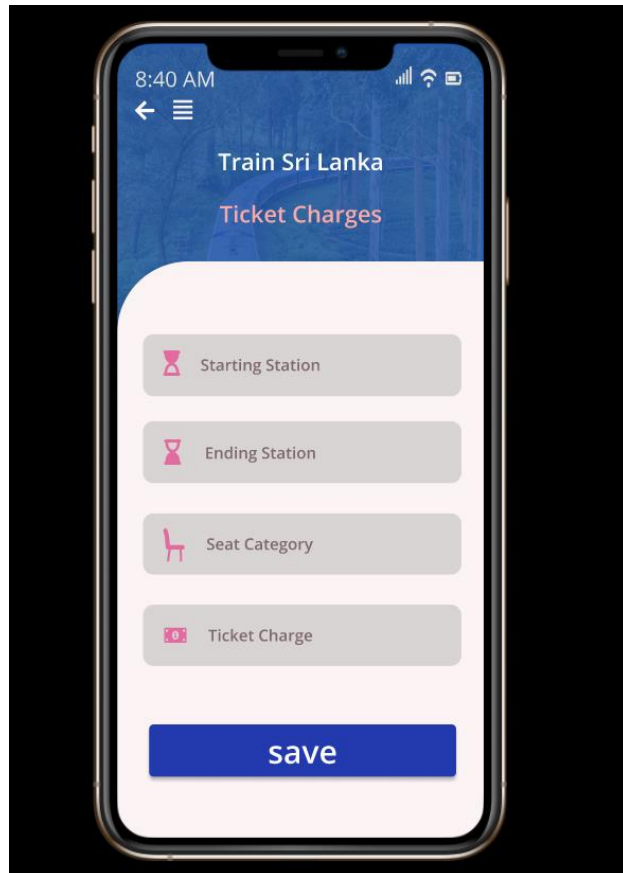
 Date

 Notice

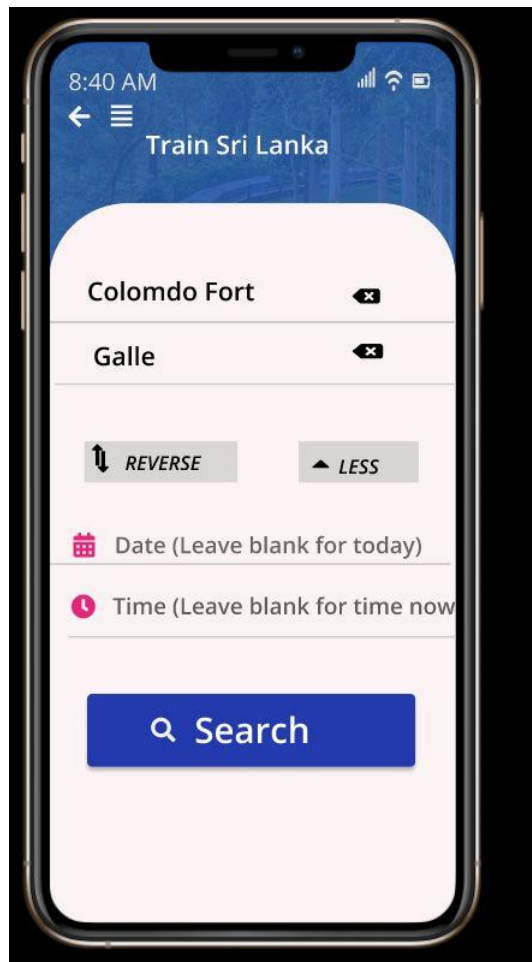
 Description

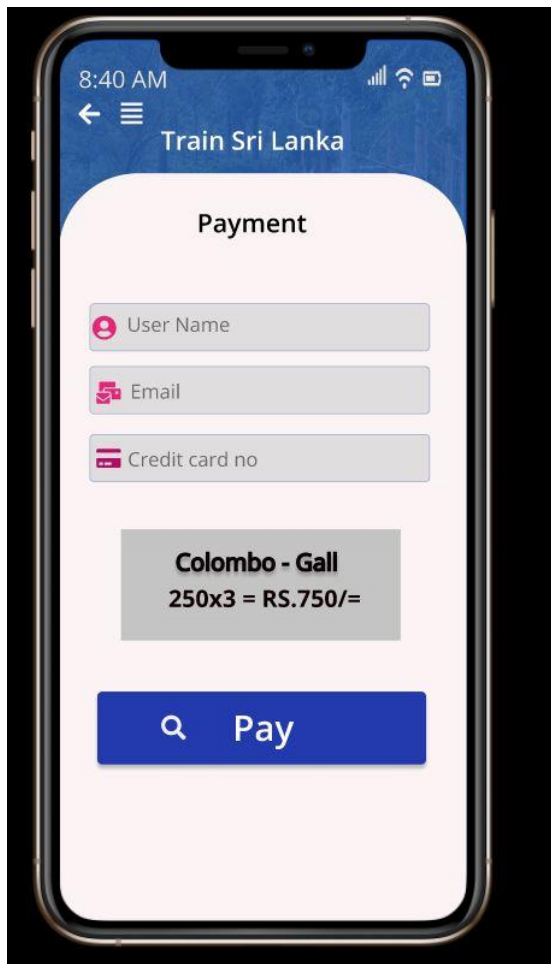
save

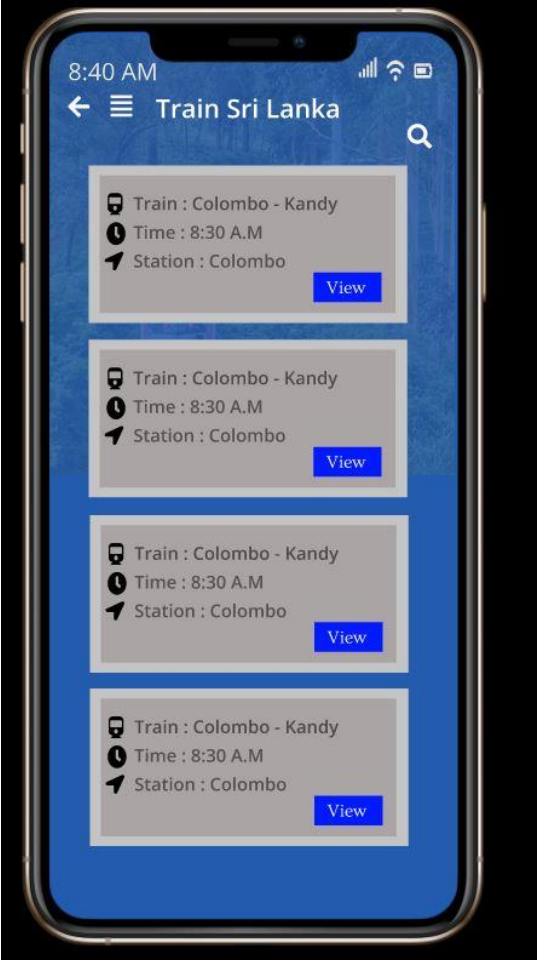
Notice function

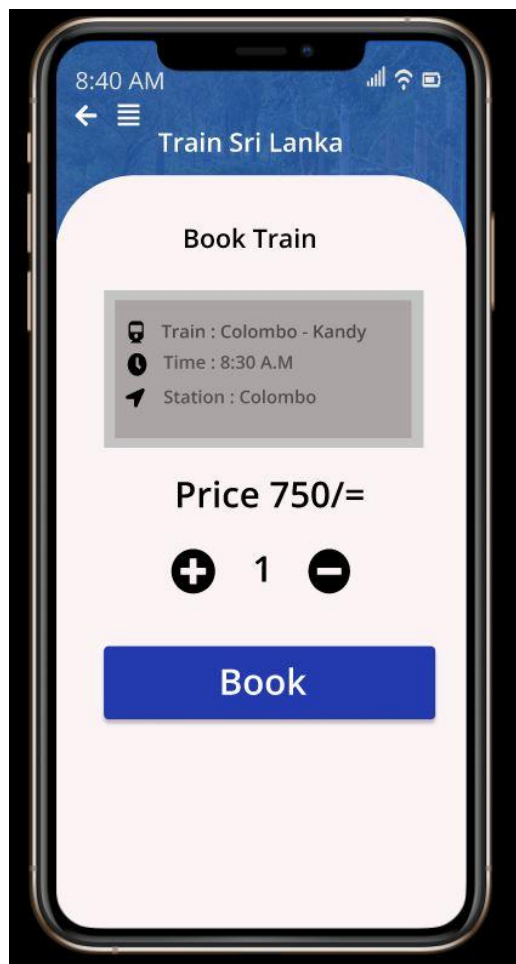


IT19029900

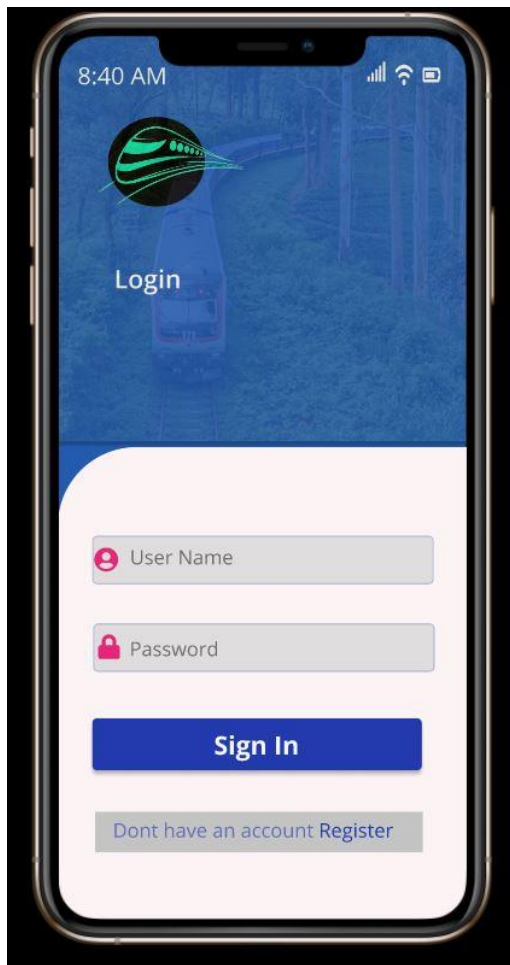


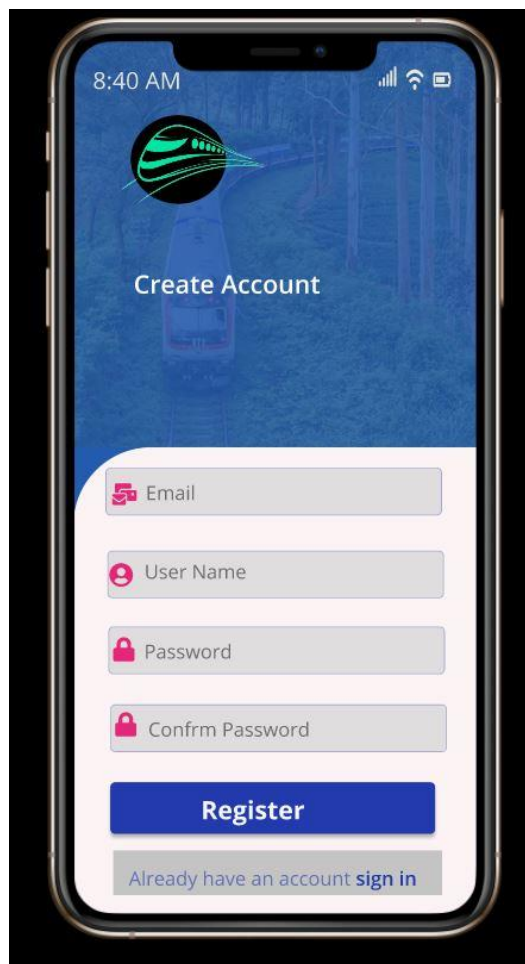


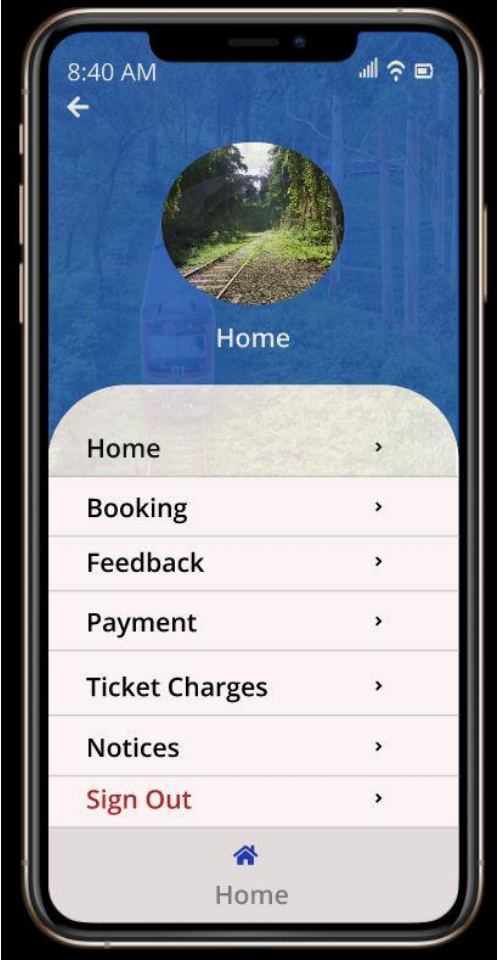


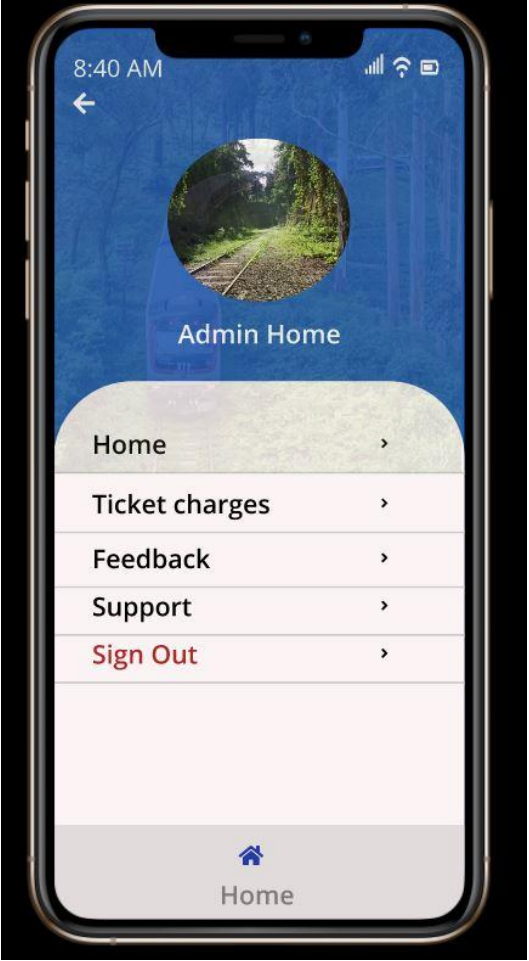


IT19018256



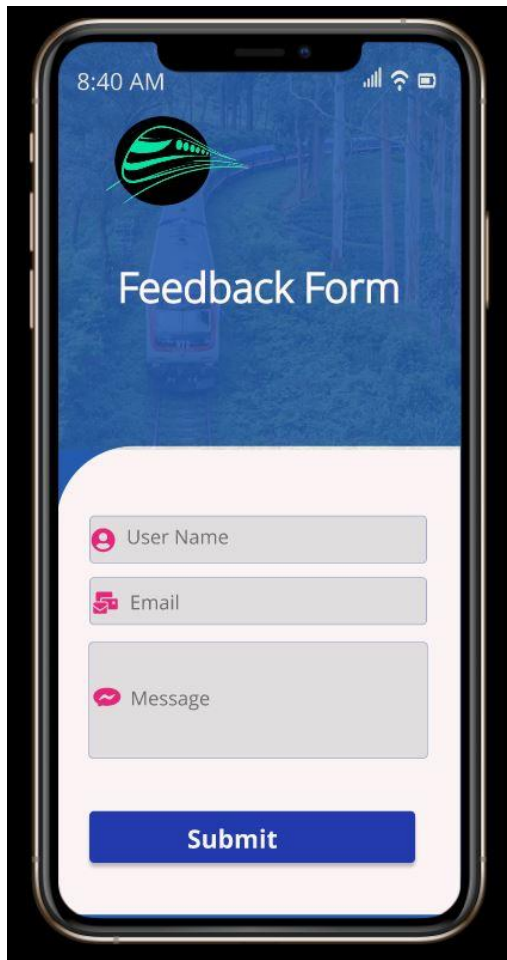







IT17016476


User Side





8:40 AM



Feedback Form

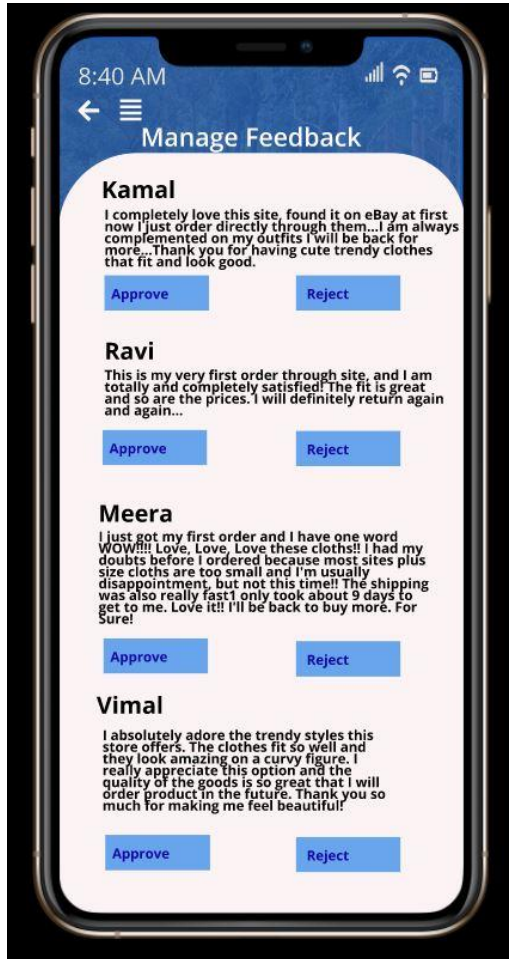
 User Name

 Email

 Message

Submit

Admin Side



Link to Prototype version 1

<https://www.figma.com/proto/Vlpolx1Ihl8k4YDGRXjxkt/Train?node-id=9%3A70&scaling=scale-down&page-id=0%3A1&starting-point-node-id=9%3A70&show-proto-sidebar=1>

User feedback for prototype

- Interview

Hi Didula,

First of all, I would like to thank to you for the participation

In this interview we will be getting reviews and feedback about our “Train Sri Lanka” prototype application. Please give any kind of review about this application, what you would feel. You have no restrictions and You are free to give your suggestions as well so that can look out for further improvements in the prototype. During the interview If you have any confusion about the user flow you can directly ask

Do you have any questions or any surjections about this interview?

Ok. then shall we start the interview?

This is our user interface

The question, user feedback and user review included in recorded video.

Great! Thank you for your time and thank you for your valuable feedback.

Your feedback is extremely useful for us. Goodbye.

- 2 Interview videos link

https://drive.google.com/drive/folders/10B9lxyMEvOzwYYJOSGK-ZM4ySfg_Mo3y?usp=sharing

IT19031026

- ◆ Changes requested by the interview respondent
 - In ticket charges and notices interfaces, change the colors in each data set.
 - Remove on button, that navigate back to. In upper section. Kepp back navigation and delete other one.
 - Please focus attention to alignments.
- ◆ Changes made after the interview
 - I changed colors into red and dark red.
 - I removed one button.
 - I made changes to alignments

IT19029900

- ◆ Changes requested by the interview respondent
 - In payment and booking pages home button navigation is missing
 - The payment button has search icon

◆ Changes made after the interview

- Add the home button navigation in payment and booking page
- Remove search icon in payment button

IT19018256

◆ Changes requested by the interview respondent

- Unwanted back navigation button was there in the homepages and button alignment is not correct
- Arrow simple is not suitable for homepage in front of navigation button need to change that

◆ Changes made after the interview

- According to feedback suggestion back navigation button is removed from the home page
- Appropriate symbol was given for navigation button

IT17016476

◆ Changes requested by the interview respondent

- Users requested to add a backward navigation button to the Feedback Form page
- Users requested to add a large Email icon to the Feedback Form page.

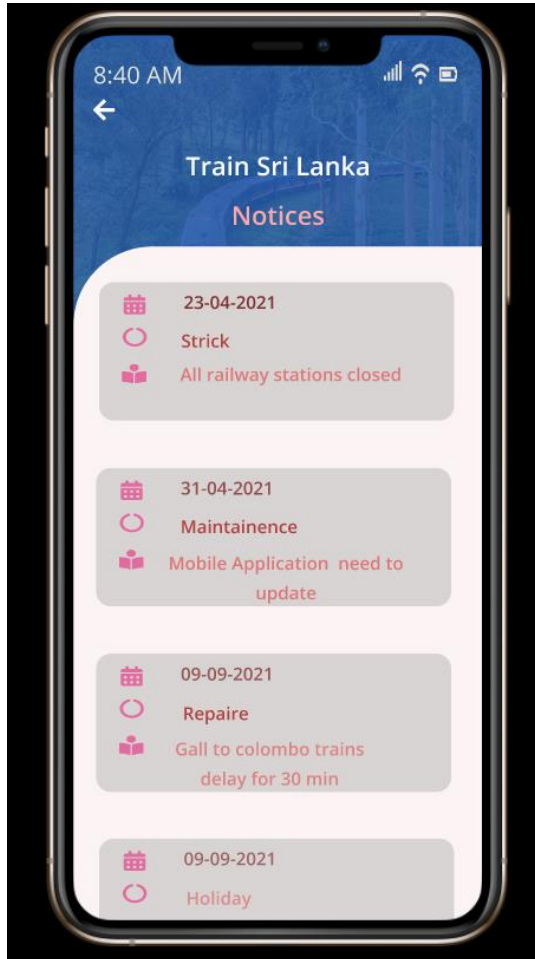
- Users requested to set the correct alignment to the submit button to the Feedback Form page.
 - Users requested to create a separate page for Customer's to view customer's feedback.
- ◆ Changes made after the interview
- We have decided to add a backward navigation button to the Feedback Form page.
 - We have decided to add a large Email icon to the Feedback Form page.
 - We have decided to set the correct alignment to the submit button to the Feedback Form page.
 - We have decided to create a separate page for Customer's to view customer's feedback.

Prototype Version 2

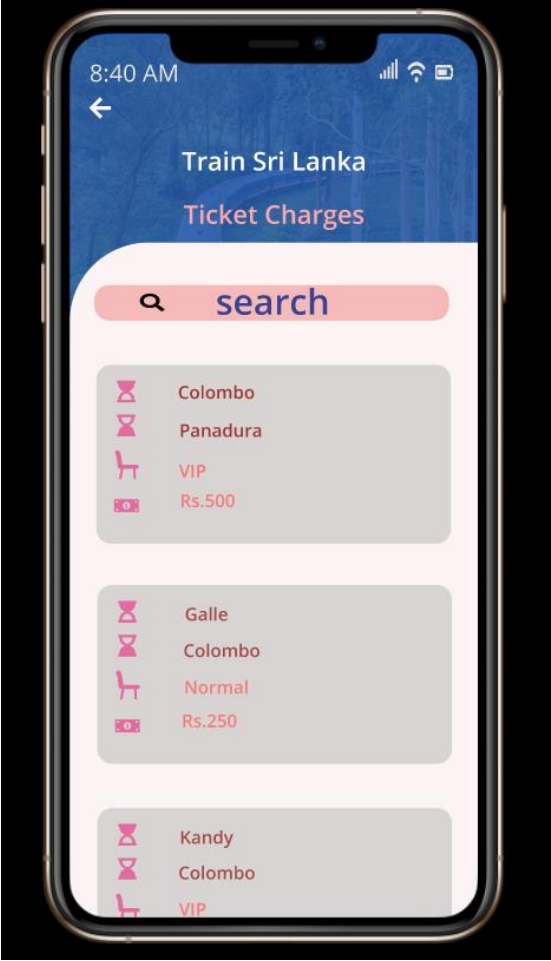
IT19031026

User Side

Notice function

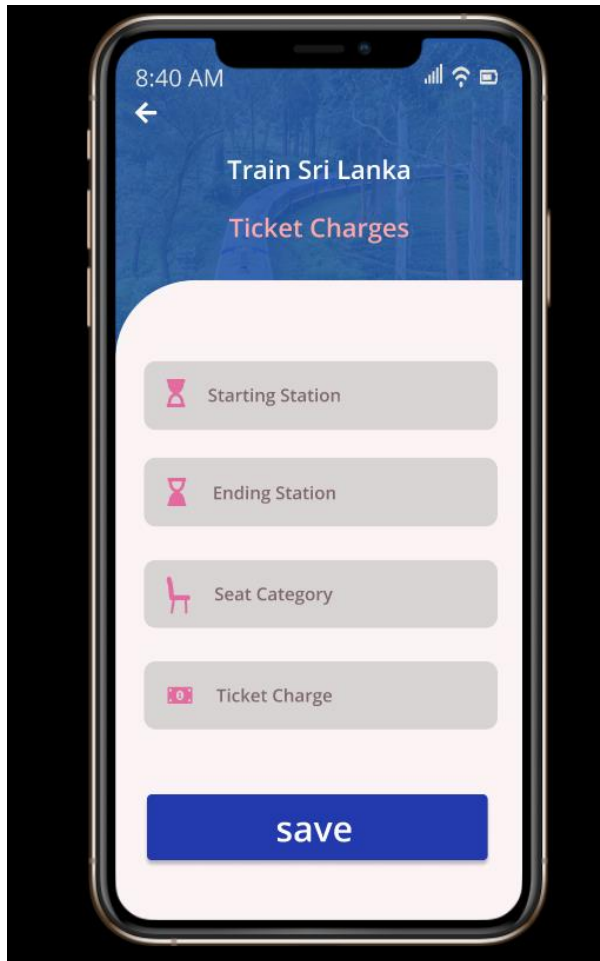


Ticket Charges function



Admin Side

Ticket Charges function



The screenshot shows a mobile application interface for 'Train Sri Lanka'. At the top, the status bar displays '8:40 AM' and signal icons. Below the status bar is a blue header with a back arrow, the text 'Train Sri Lanka', and 'Ticket Charges' in red. The main content area is a light pink rounded rectangle containing four input fields, each with a red icon and a label: 'Starting Station' (hourglass icon), 'Ending Station' (hourglass icon), 'Seat Category' (chair icon), and 'Ticket Charge' (currency icon). A blue 'save' button is at the bottom.

8:40 AM

←

Train Sri Lanka

Ticket Charges

Starting Station

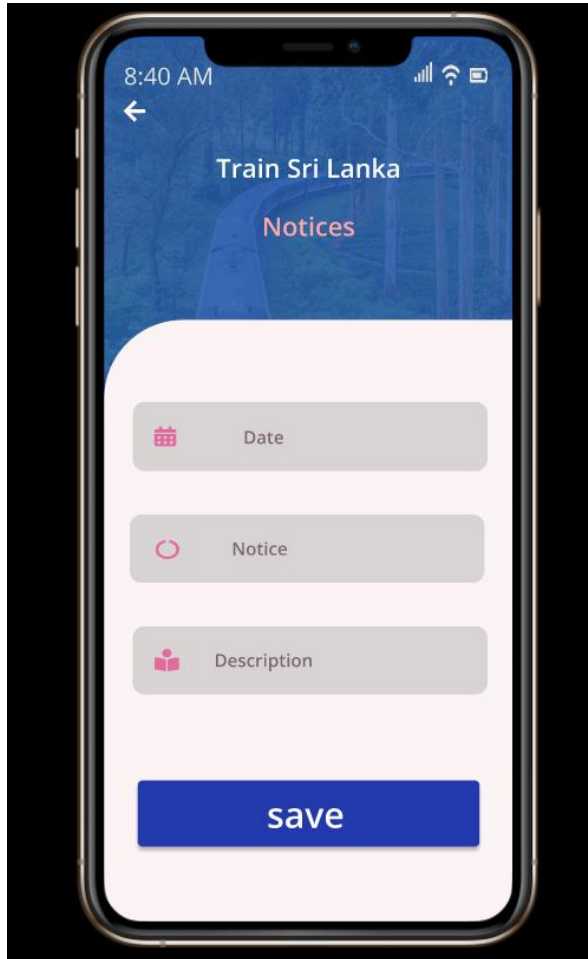
Ending Station

Seat Category

Ticket Charge

save

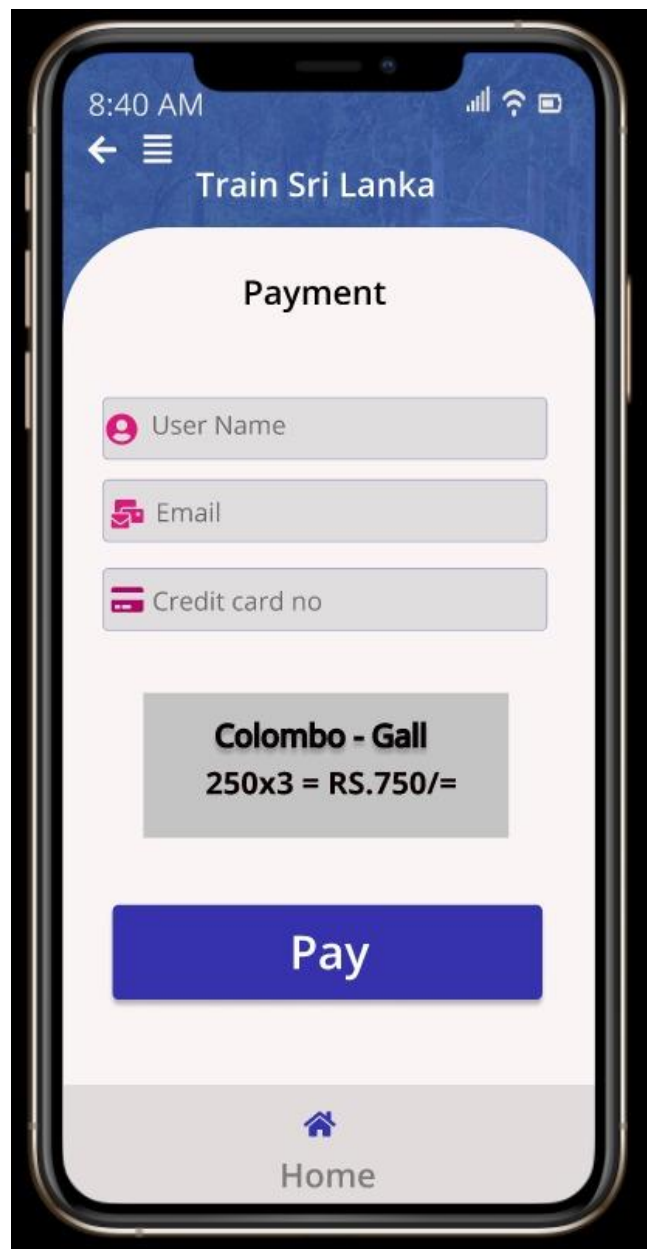
Notice function



IT19029900

User Side








8:40 AM



Train Sri Lanka

Book Train

 Train : Colombo - Kandy
 Time : 8:30 A.M
 Station : Colombo

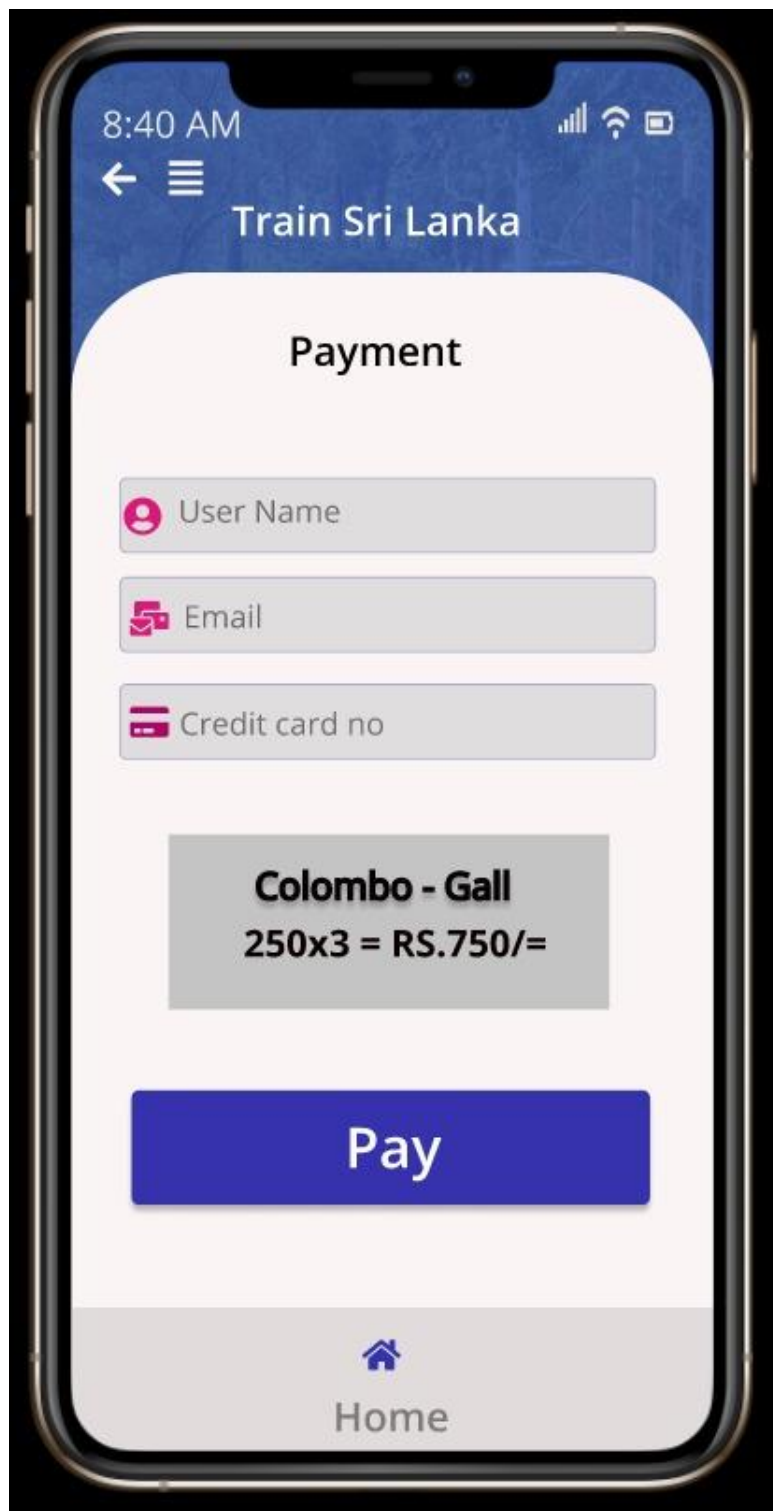
Price 750/=

 1 

Book



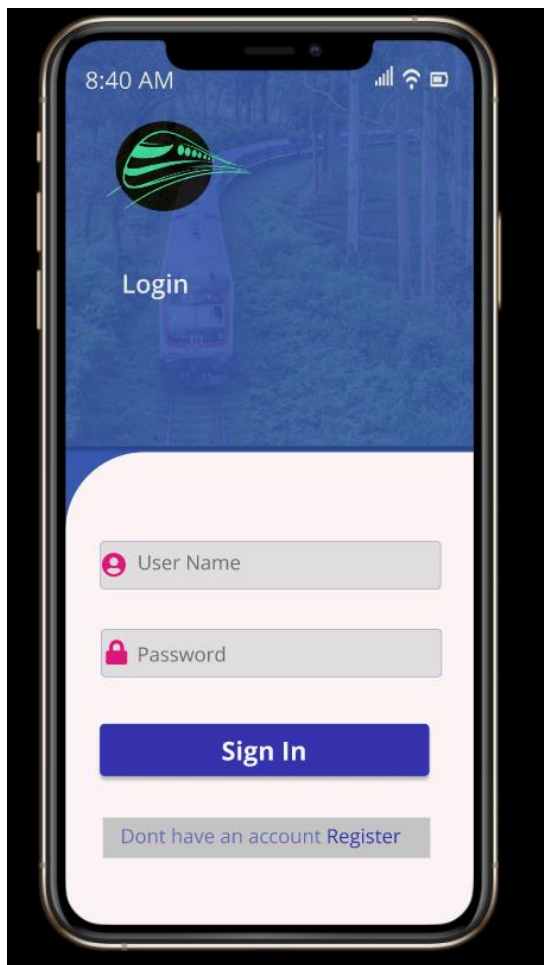
Home



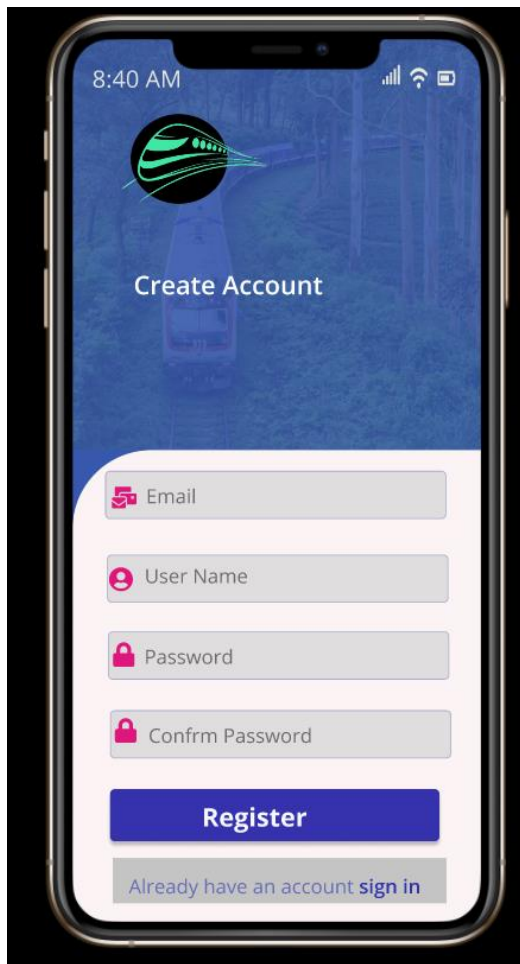
IT19018256

User Side

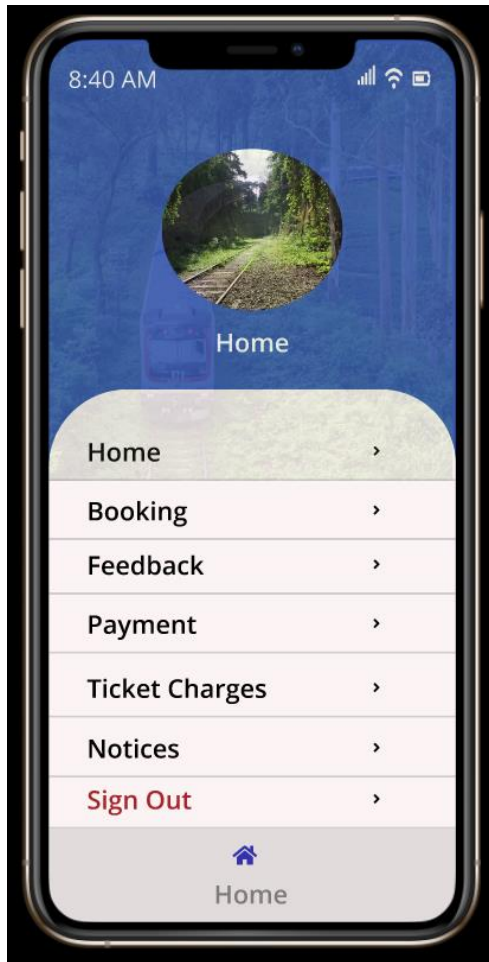
Login function



Register function

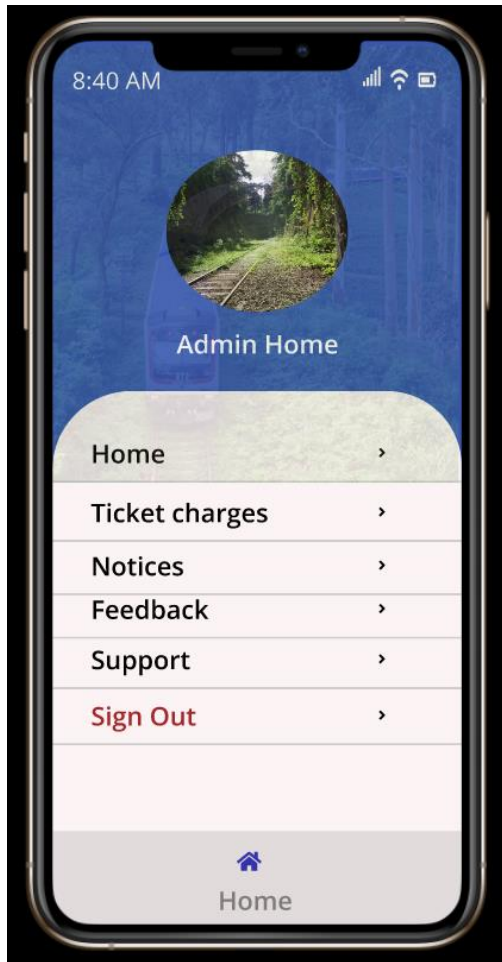


Customer home page



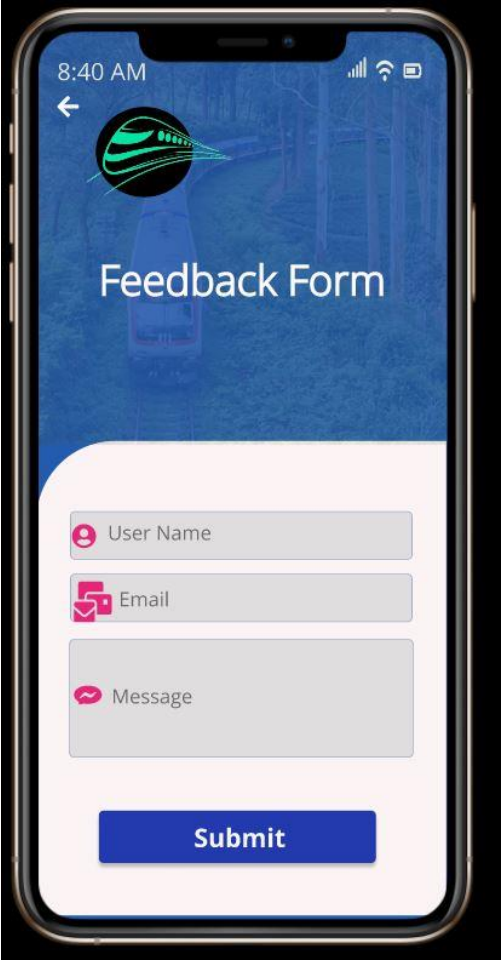
Admin Side

Admin home



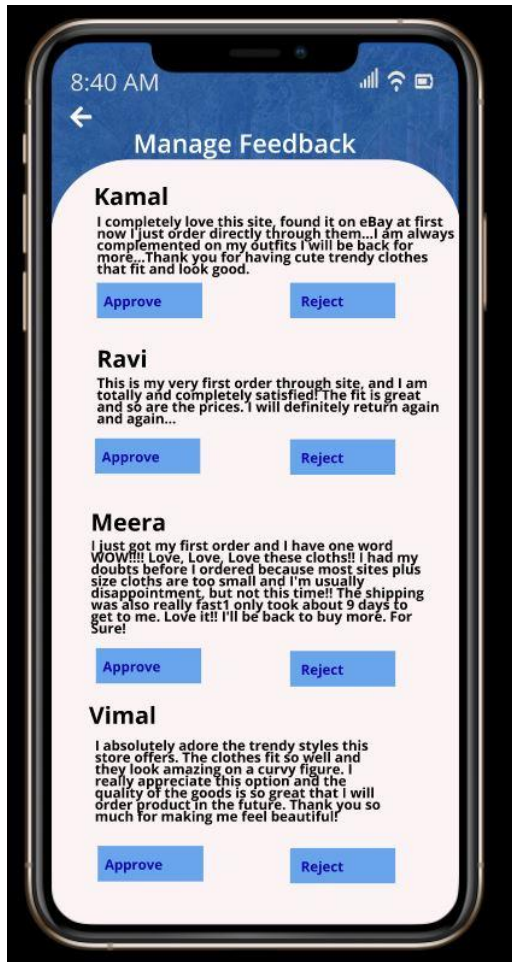
IT17016476

User Side





Admin Side



Link to Prototype version 2

<https://www.figma.com/proto/Vlpolx1Ihl8k4YDGRXjxkt/Train?node-id=361%3A65&scaling=min-zoom&page-id=361%3A3&starting-point-node-id=361%3A65&show-prot-sidebar=1>

Contribution

<u>Number</u>	<u>Name</u>	<u>Functions</u>
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IT19031026	Kumbukage D.T	Ticket charges Notice
IT19029900	Shaman M.A.M	Booking function Payment function
IT19018256	Ifraan S.M.M	User and admin login function
IT17016476	R. Danuzon	Feedback function