

# Usability

## 1. Description

Usability focuses on how easily users can interact with the system to achieve their goal—in this case, booking a metro ticket. The system was designed with a user-first approach to minimize errors, improve efficiency, and enhance user confidence.

## 2. Key Usability Features Implemented

### 1. *Real-Time Fare Preview*

- Fare is calculated instantly based on:
  - Source
  - Destination
  - Journey type
  - Number of passengers
- Users can view fare details before submission

### 2. *Input Validation*

- Passenger count accepts numbers only
- Mandatory fields enforced on client-side
- Alerts displayed for invalid inputs

### **3. Conditional Field Display**

- Additional fields appear only when required
- Example: “Enter Payment Mode” appears only when payment option is “Others”

The screenshot shows a user interface element for selecting a mode of payment. A dropdown menu is open, with the option 'Others' selected. Below the dropdown, there is a text input field with a red asterisk indicating it is a required field. The placeholder text in the input field is 'Enter Payment Mode'.

Figure 2.3.1: Additional fields appear only when required

### **4. Reduced User Effort**

- Auto-population of calculated values
- Reference fields for station selection
- Dropdowns instead of free-text input

## **3. Accessibility Considerations**

- Clear field labels and tooltips
- Logical tab order for form navigation
- Read-only fields for system-generated values

## **4. Outcome**

The usability enhancements ensure:

- Faster ticket booking
- Reduced user errors
- Improved user satisfaction
- Higher system reliability