A CAL Project

on

MODIFICATION OF IRCTC (WEBSITE) INTERFACE

to be submitted in partial fulfilling of the requirements for the course on

Human Computer Interaction – SWE1018 (D1)

By

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Winter Semester 2018-2019

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ABSTRACT:-

There are many people who travels by train daily. For this they need to get tickets. To make it easy government has provided a website to get e-ticket and here after many people have avoided standing in the queue for getting tickets at railway station. Through this website we can book our journey tickets as per the trains available at that time and date. But as per our knowledge the user interface provided by them have some issues. To overcome all the issues faced by different users we will be creating a new interface by taking this website as a reference. Our aim is to make the interface user-friendly and make it easy to use.

INTRODUCTION:-

Our main aim is to modify changes given by the users. The changes that are to be implemented are collected through google forms by asking few questions about the changes. The changes requested by the users can be modified using a designing and prototyping tool. Adobe XD is a vector-based tool developed and published by Adobe Inc. for designing and prototyping user experience for web and mobile apps. The software is available for macOS, Windows, iOS and Android. XD supports vector design and website wire framing and creating simple interactive click-through prototypes.

Survey and analysis on IRCTC website.

ABOUT SURVEY:-

We have conducted a survey about the interface of the website and got certain (about 50) responses. And got responses from different age groups both positive and negative. Now we are going to analyze the responses and we will be providing an interface depending on the responses.
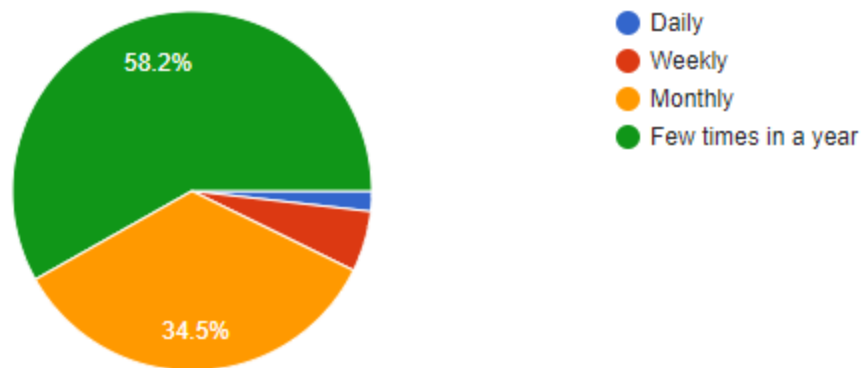
SURVEY RESULTS:

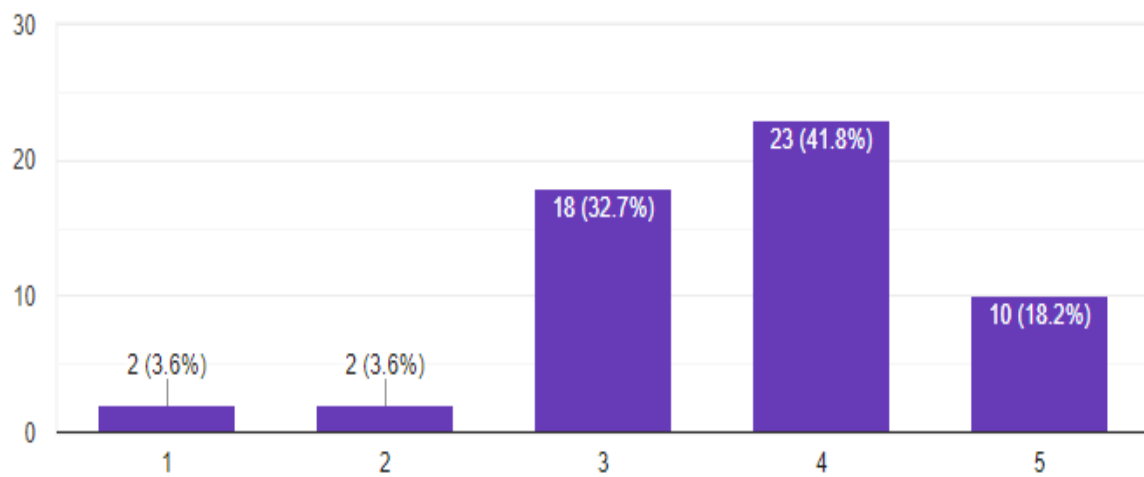## Occupation

55 responses

- Student
- Employee
- IRCTC Agent
- Actor

87.3%
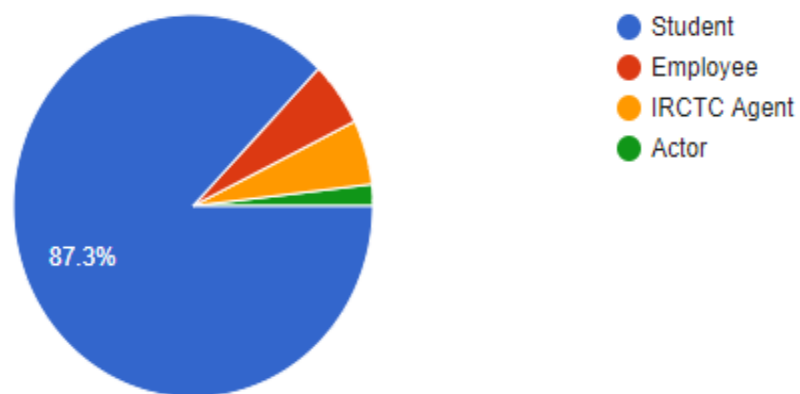
How often do you use IRCTC Website.

55 responses

- ● Daily
- ● Weekly
- ● Monthly
- ● Few times in a year

58.2%

34.5%

On the scale of 1-5 how much do you rate IRCTC website.

55 responses

- 1: 2 (3.6%)
- 2: 2 (3.6%)
- 3: 18 (32.7%)
- 4: 23 (41.8%)
- 5: 10 (18.2%)

Which interface would you prefer.

55 responses

- ● Old IRCTC WEBSITE
- ● New IRCTC WEBSITE

61.8%

38.2%
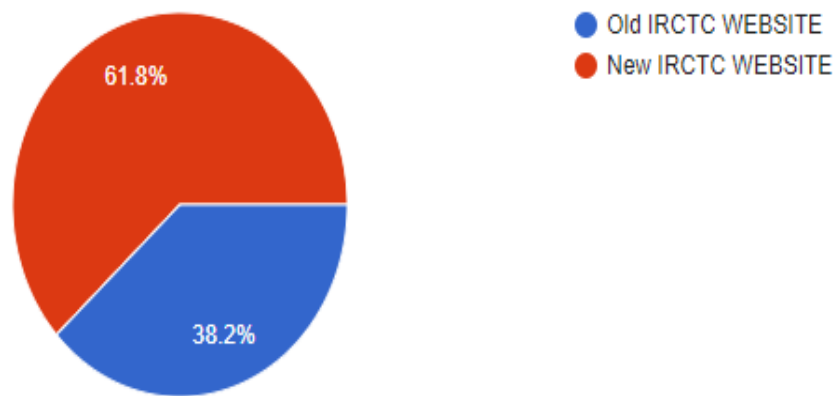
Is the website User-friendly

55 responses

- ● Yes
- ● No

27.3%

72.7%
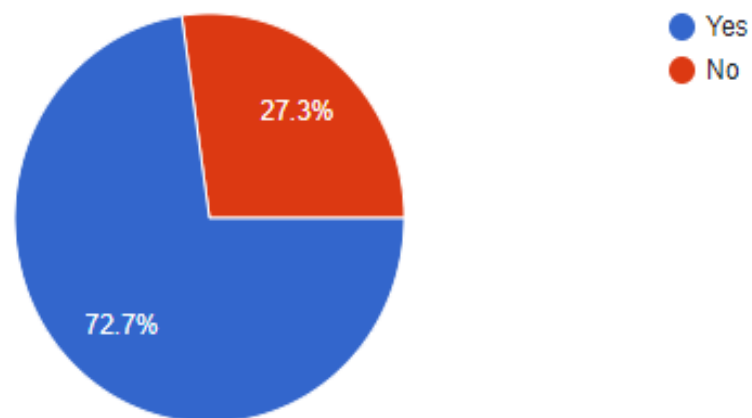
Do we need any changes in font and icons in the main page.

55 responses

Some changes are to be done

Take out whole website

Yeah. Login and sign up buttons should be highlighted.

unnecessary things should be removed

some changes are to be needed

None

Not user friendly

yea site is some what not neat to look

In icon

Not really

Few changes needed

Font should be large

- According to the survey we did, user is not satisfied with the font that is provided by the website. There is common font maintained in the home page and when it comes to login, user needs to search for long time.
- We are going to increase the size of the login and register button and change the colour. So, that it will be easy for the user to use the particular feature.

Did you face any problems after getting logged into the website.

55 responses

- Yes
- No

56.4%

43.6%
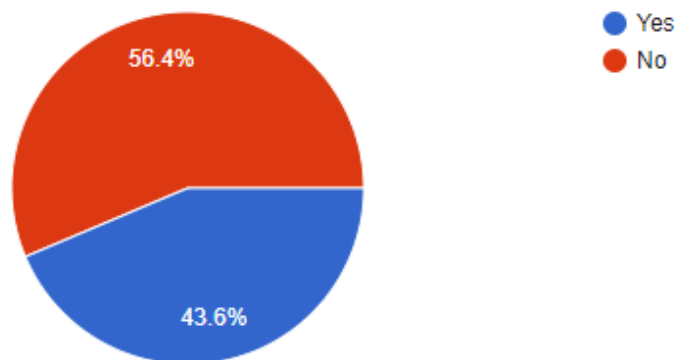
- User will not get any confirmation about login after entering user name and password successfully. Font for login is very small and we can't see properly where the login option is.

What do you feel about the modify option provided while searching for trains.

55 responses

No feeling
Better compared to previous
Its applicable
Some what on
It's good
Nothing
It's quite good.
It's good one
Nil
Changing the destination station
Yes it I'll be help full
It should be based on state wide and route wise

- Modify option isn't helpful at all times. Sometimes when we modify the date the result will not change, and we should reload the page to get the correct output. This is not useful to that extent that the management has created for.
- It asks for number of passengers, but it will not show the trains according to the given user input.

Did you find difficulties in finding captcha in the booking page.

55 responses
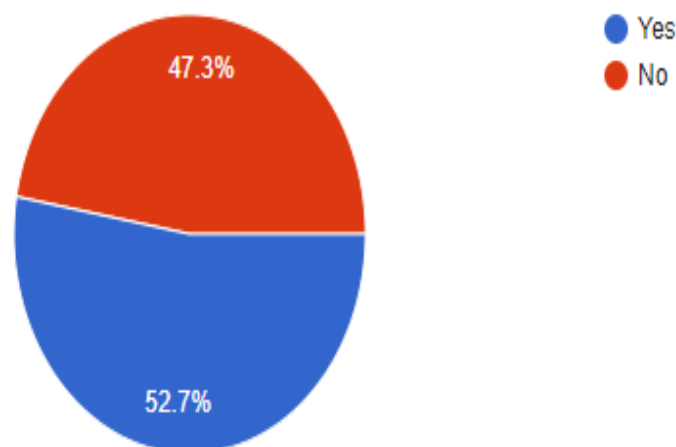
- The captcha which is to be typed during the payment looks like an ad. The captcha format may also change which is hard to understand for common people.
- According to the survey we can see a lot of issues about captcha during tatkal booking.

Do this website need ads in between?

55 responses

- ● Preferable
- ● Not preferable

89.1%

10.9%
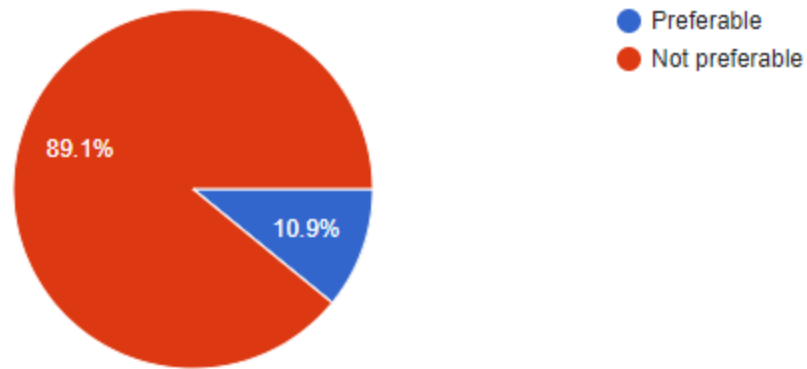
If you prefer please justify.

55 responses

I don't prefer any advertisements
Ads are annoying
Preferable
Not preferable
None
No need of that
No
Easier
I don't like ur behavior
We can search for required items.
If good ads are provided they will be helpful.
if they show good ads like government schemes and services, people can be benefited

- According to the survey most of the users do not prefer ads. But if necessary and useful information is provided it will be good for everyone.
- So, we will include few ads in interface which will be modified by us.

Have you used other facilities provided in the website

55 responses
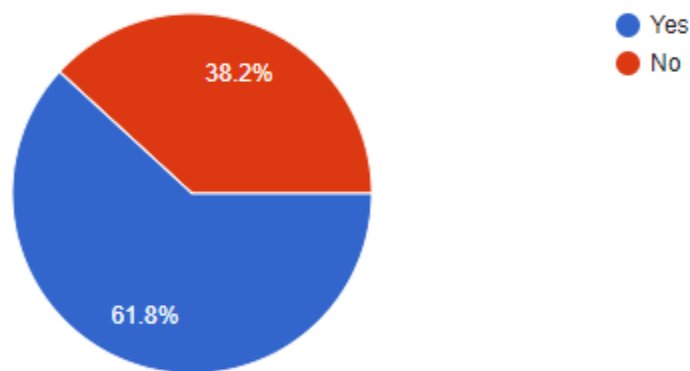
- There are other facilities like hotel bookings, taxi bookings etc which are helpful. We can also book a meal in this website from different hotels.
- According to our survey half of the users do not know about these features so we can make use of ads column for promoting these features.

Are there any other changes to be implemented in the website?

55 responses

No
Yes
Yup..
Few changes needed
Yup
Make it look worthwile
No changes
Font size should be increased
To be fast
All the changes which cannot be named
It's good as it is currently
No it's good

- Problems listed above will be implemented in our interface.
- Problems include

  ➢ Font size
  ➢ Captcha issue
  ➢ Modify button

REVIEW – 2
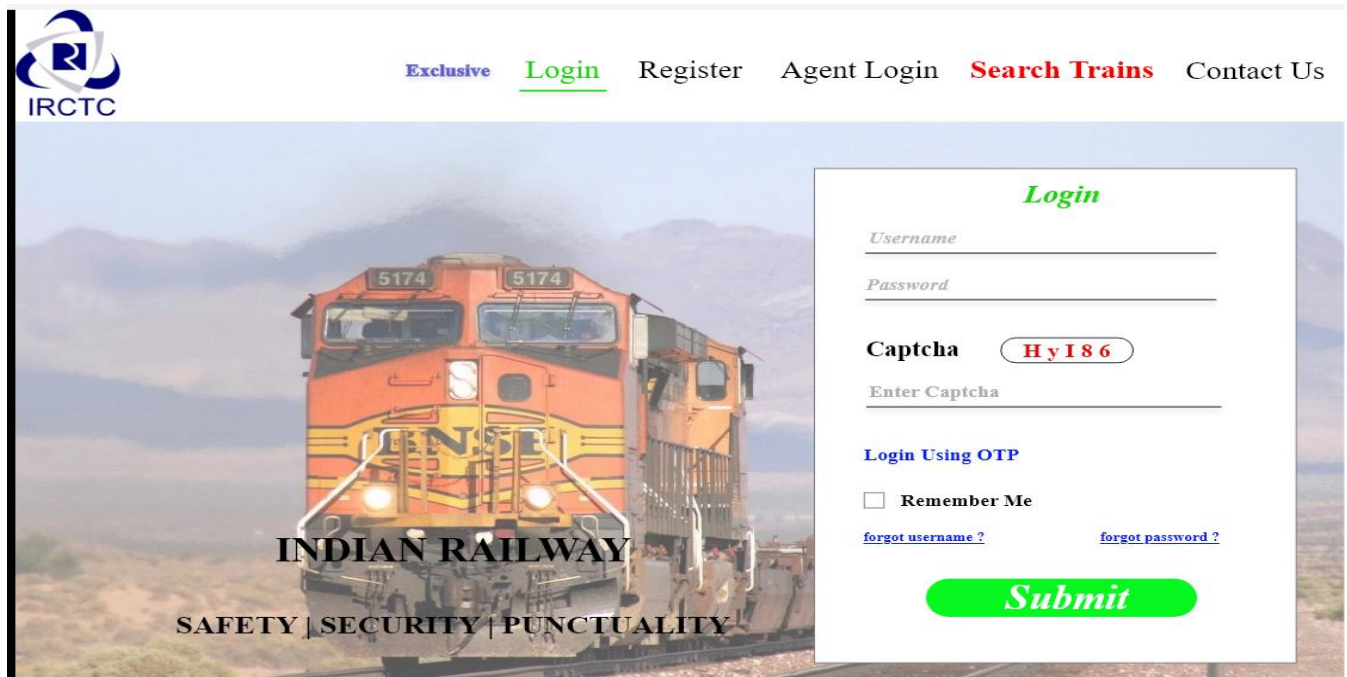
- REQUIREMENT GATHERING
- PROTOTYPE DESIGN

REQUIREMENTS:-

- Software Tool for designing prototype.
- Different colours.
- Images.
- Different fonts.
- Proper Alignment.
- Frames.
- Wire Framing.

PROTOTYPE DESIGN:-

LOGIN PAGE:-

SEARCH TRAINS:-

CONTACT US:-

AGENT LOGIN:-

BOOKING:-

CHECK AVAILABILITY (Button):-

CONFIRM PROBABILITY (Button):-

IRCTC

Booking   Agent Login   Contact Us   **LOGOUT**

SOURCE   DESTINATION   JOURNEY CLASS   JOURNEY DATE
                                              ALL CLASSES

☐ Flex With Date   ☐ Flex With Date

MODIFY SEARCH

Availability Legends
AVAILABLE: Available
CURR_AVBL: Current Booking
Available
RAC: RESERVATION AGAINST
CANCELLATION
WL#: WAITLIST

TRAINS FOUND

SOURCE → DESTINATION   PREVIOUS DAY   Wednesday 27 Feb   NEXT DAY   **QOUTA:**   GENERAL

Train name & no.	Departs	Arrives	Duration	Class	Availability & Fare
TAMIL NADU EXP(12621) CHENNAI CENTRAL to WARANGAL Departs on: All Days	22:00	07:03	09:03	SLEEPER	Check Availability & Fare

03 Mar 2019 (SUN) RLWL180/WL108	04 Mar 2019 (SUN) RLWL180/WL108	05 Mar 2019 (SUN) RLWL180/WL108	06 Mar 2019 (SUN) RLWL180/WL108
BOOK	BOOK	BOOK	BOOK
CNF Probabilty	CNF Probabilty	CNF Probabilty	CNF Probabilty
87 %			

REGISTER:-

BOOKING:-

Booking   Agent Login   Contact Us   **LOGOUT**

Customer Details (1)

| Name | Age | Gender | No Preference | Senior citizen concession |

Note: The ID card will be required during journey
Travelling with a Child below 5 Years of age?   Click Here

+ **Add General Passenger**

○ **Terms and conditions**

○ **Travel Insurance** **Rs 0.45**/person

Mobile Number   (SMS will be sent to this number)

Please ensure that the names of all passengers match with their travel documents*.

Captcha   HyI86

Enter Captcha

Replan Booking   **Continue Booking**

FOR ADDING INFANT DETAILS (Click Here button):-

REVIEW BOOKING:-

Review Booking Details

Venkatadri Exp (12797)

AC First Class (1A)

General Quota

From Station:
Kacheguda(KCG)
Departure: 10 Jul 2019 20:05hrs

To Station:
Chittoor(CTO)
Arrival: 11 Jul 2019 08:55hrs

AVAILABILITY STATUS :: AVAILABLE - 00152 *

Travelling Passenger Details

Name   Age   Gender

Replan Booking   **Continue Booking**

EXCLUSIVE:-
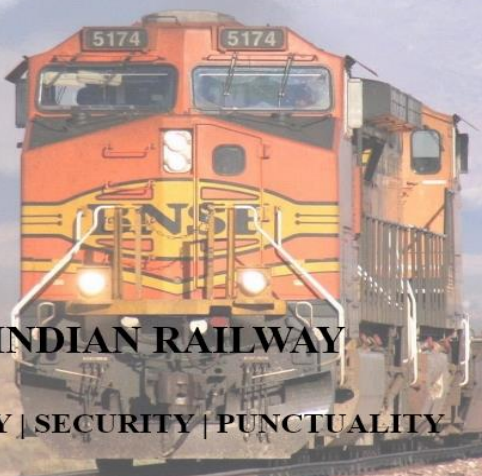
Login   Register   Agent Login   **Search Trains**   Contact Us

* Holidays

* Meals

* Promotions

* Flights

* Services at Stations

* E-Wallet

* Loyalty
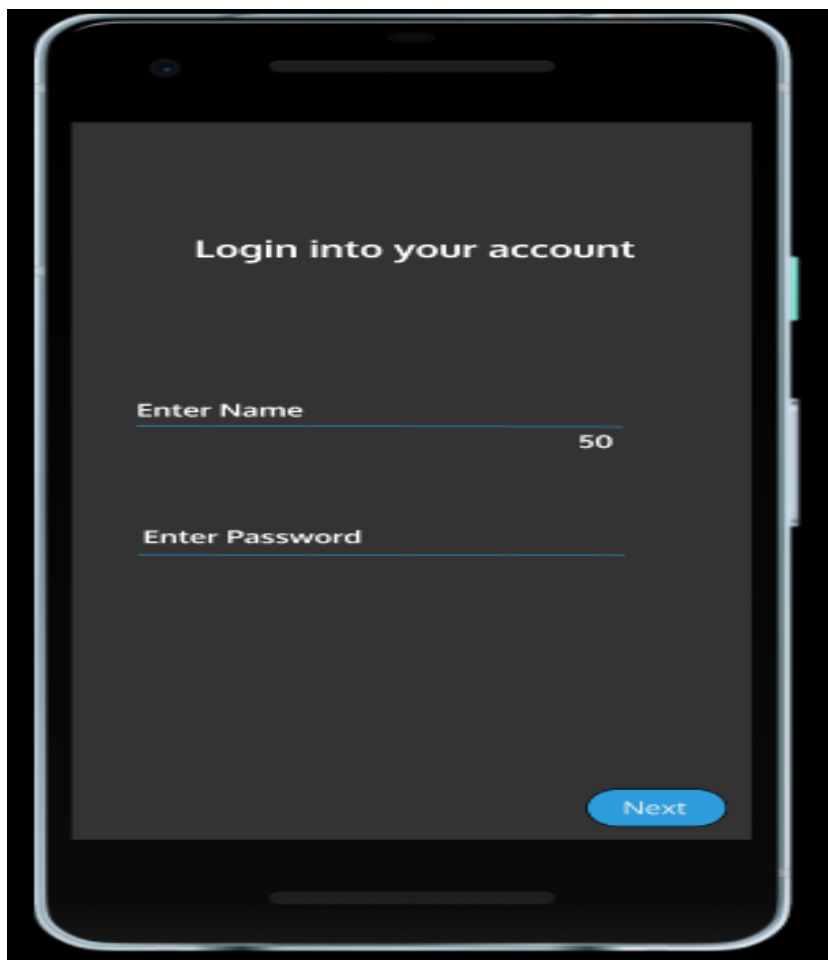
* Trains

REVIEW – 3

EVALUATED GROUP NO. :- 15

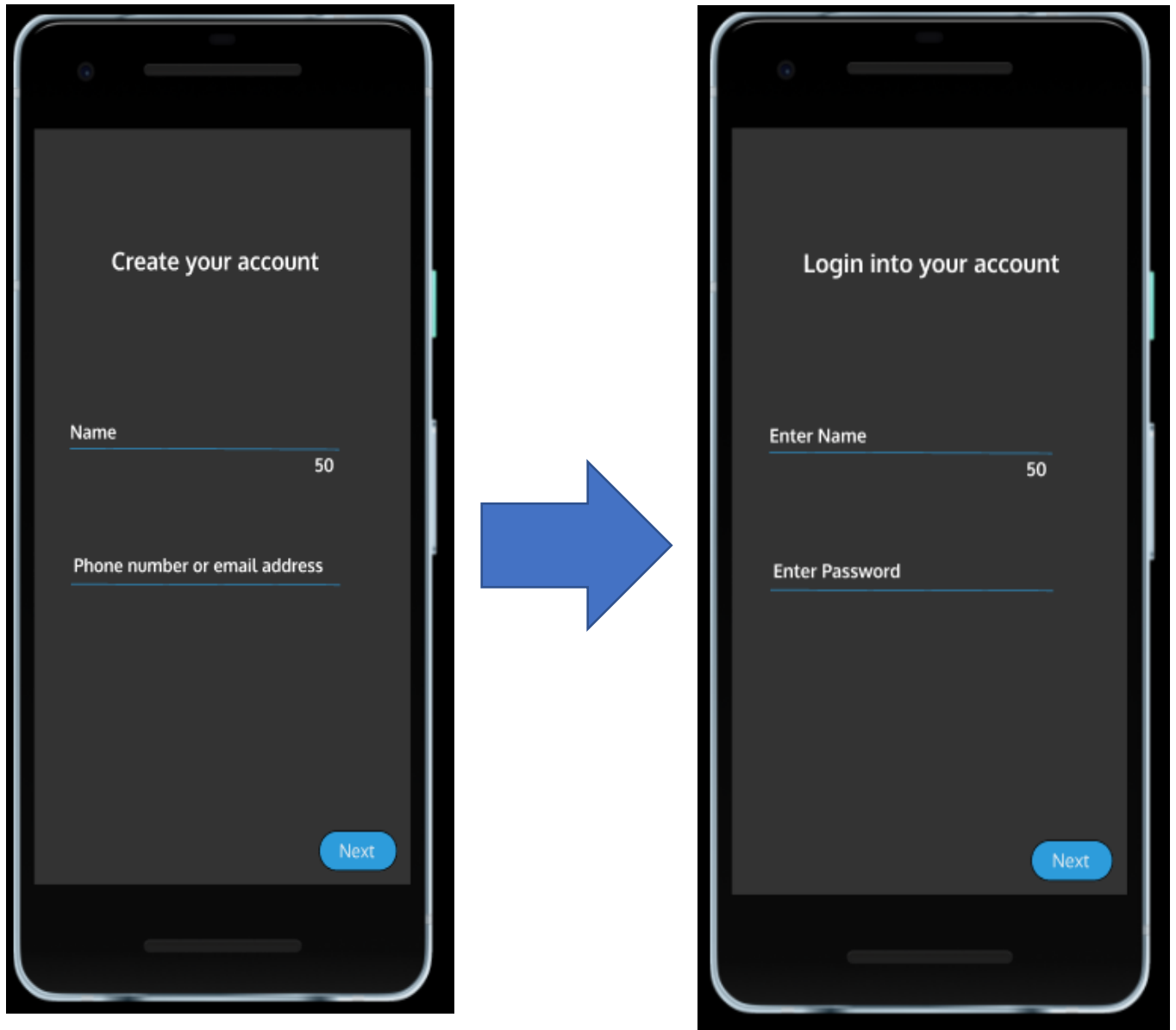**PROJECT NAME : TWITTER (MOBILE APPLICATION)**

TOOL : FIGMA

1)

- NO BACK OPTION OR SIGNUP OPTION IS GIVEN HERE.
- IF THE USER IS NEW TO TWITTER, HE/SHE REQUIRES A SIGNUP OPTION TO CREATE A NEW ACCOUNT
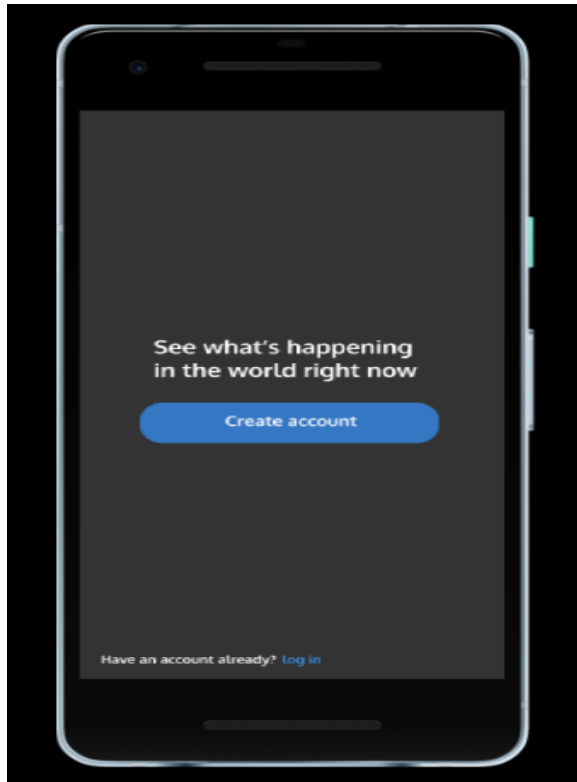
2)

- IN CREATE ACCOUNT

  ➢ NAME

  ➢ PHONE NUMBER (or) Email Address

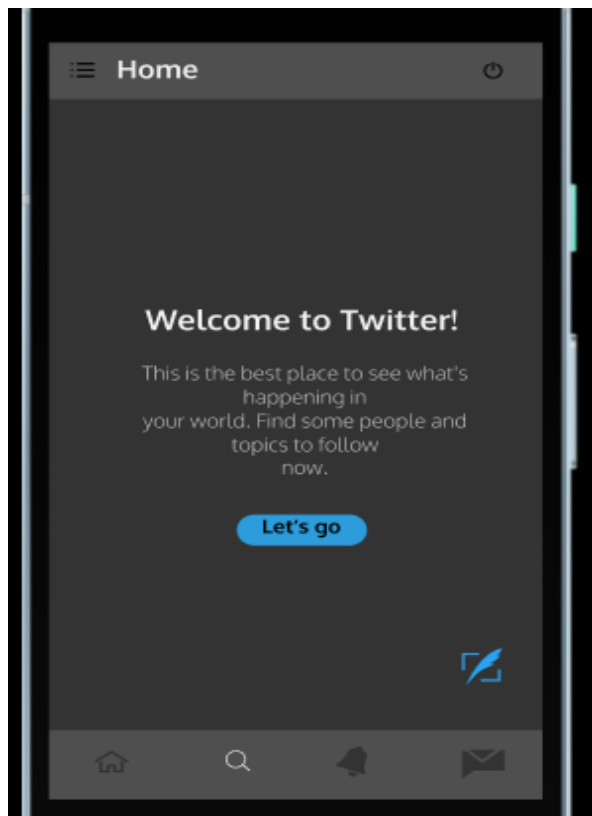Are provided **and PASSWORD is Not provided.**

- But then it moves to LOGIN page.
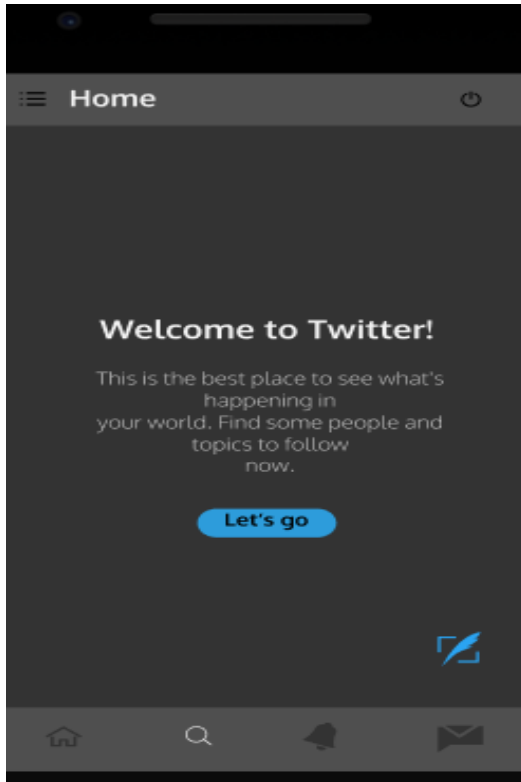
- Then here in LOGIN page its asks for PASSWORD.

3)

- The LOGIN button is too small.

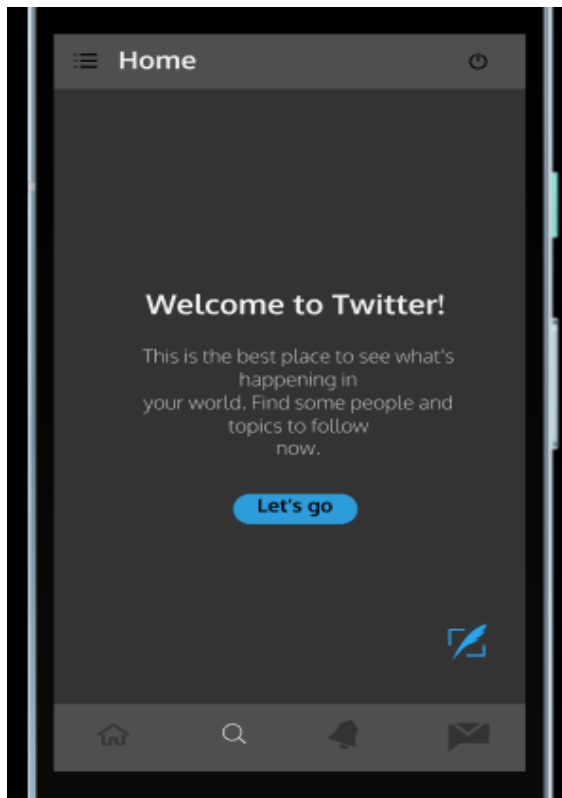- Login button and create account button of same size will be good.

4)

- In every page the SEARCH icon is highlighted.

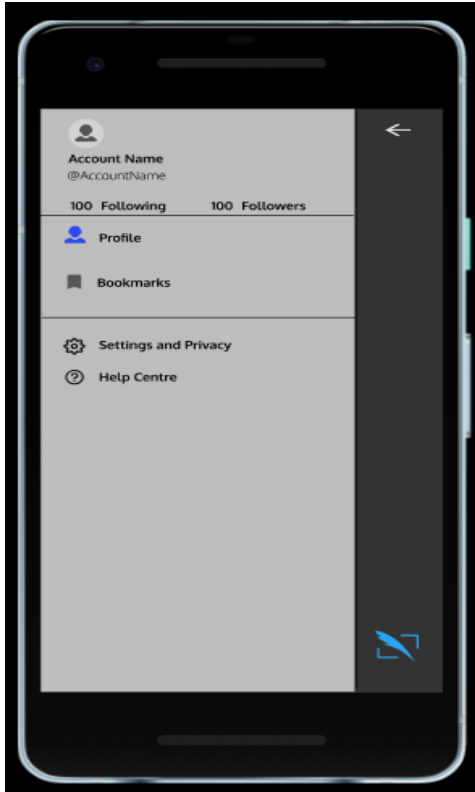- Here in-home page the SEARCH icon is highlighted.

25

5)

- The colors chosen are not attractive.

- The background and icons are in same colour.

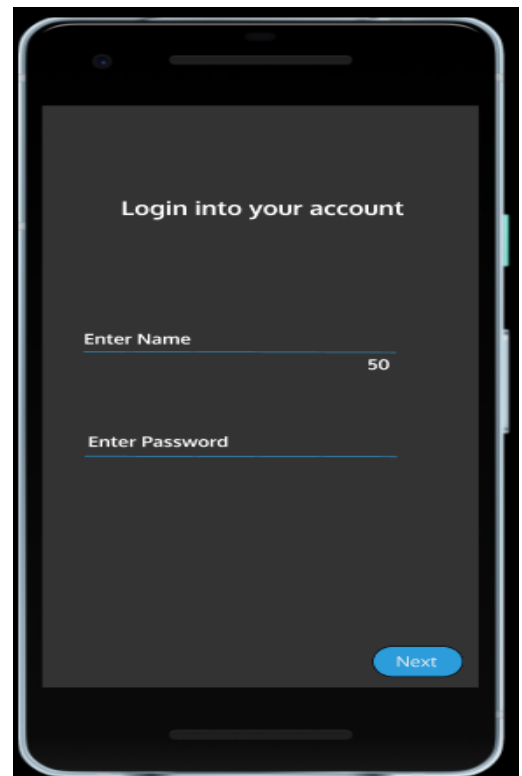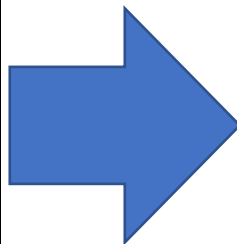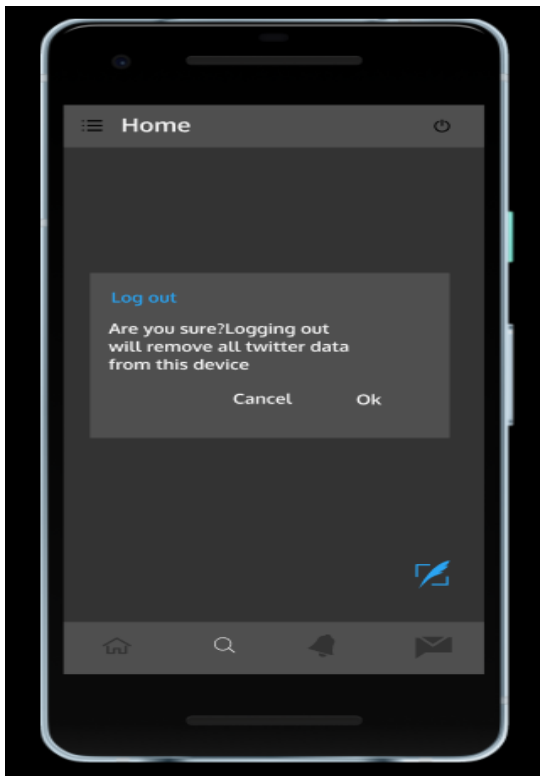- So, there is no clear visibility.

6)

- LOGOUT OPTION NOT GOOD.

- IT IS SMALLER IN SIZE.

- BETTER TO WRITE LOGOUT THAN PROVIDING THE SYMBOL.

7)

- When we click on the ICON (e.g.:- beside the profile) the OPTION doesn't work.

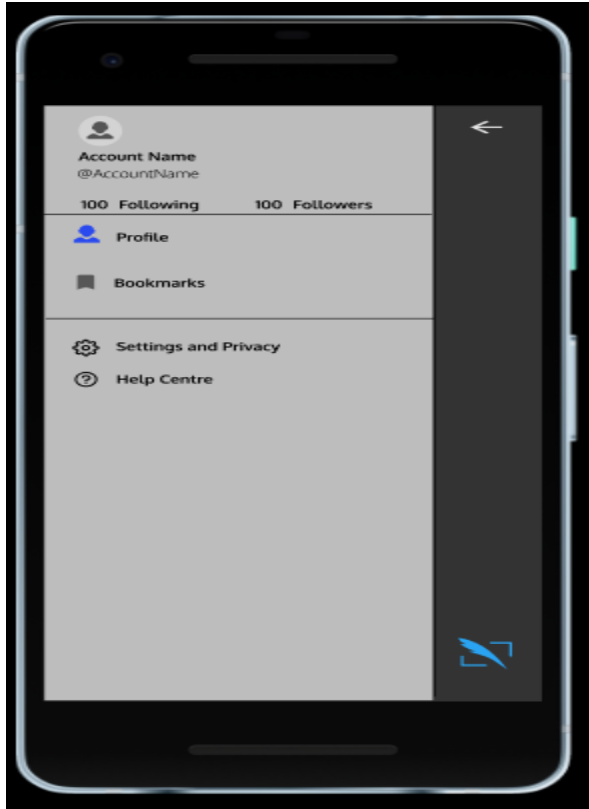- They did not group the button and the button.

8)

- ONCE WE **LOGOUT**, THE LOGIN PAGE APPEARS WHICH DO NOT HAVE A SIGNUP OPTION
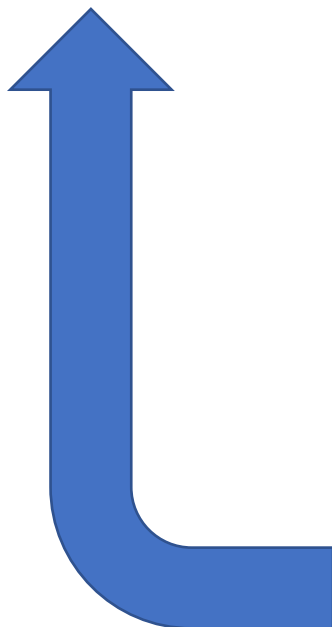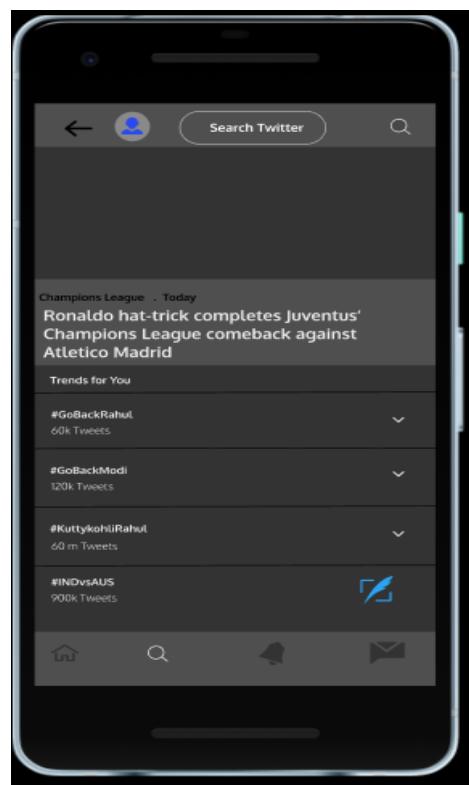
9)

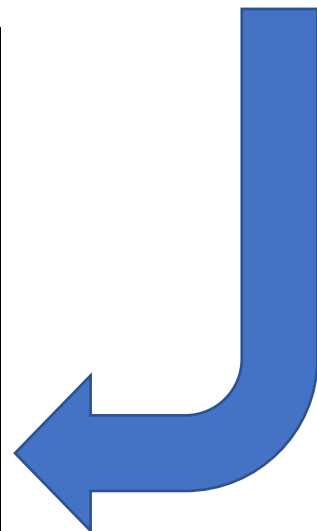- ALLIGNMENT MISSING

10)

- LOT OF EMPTY SPACE.

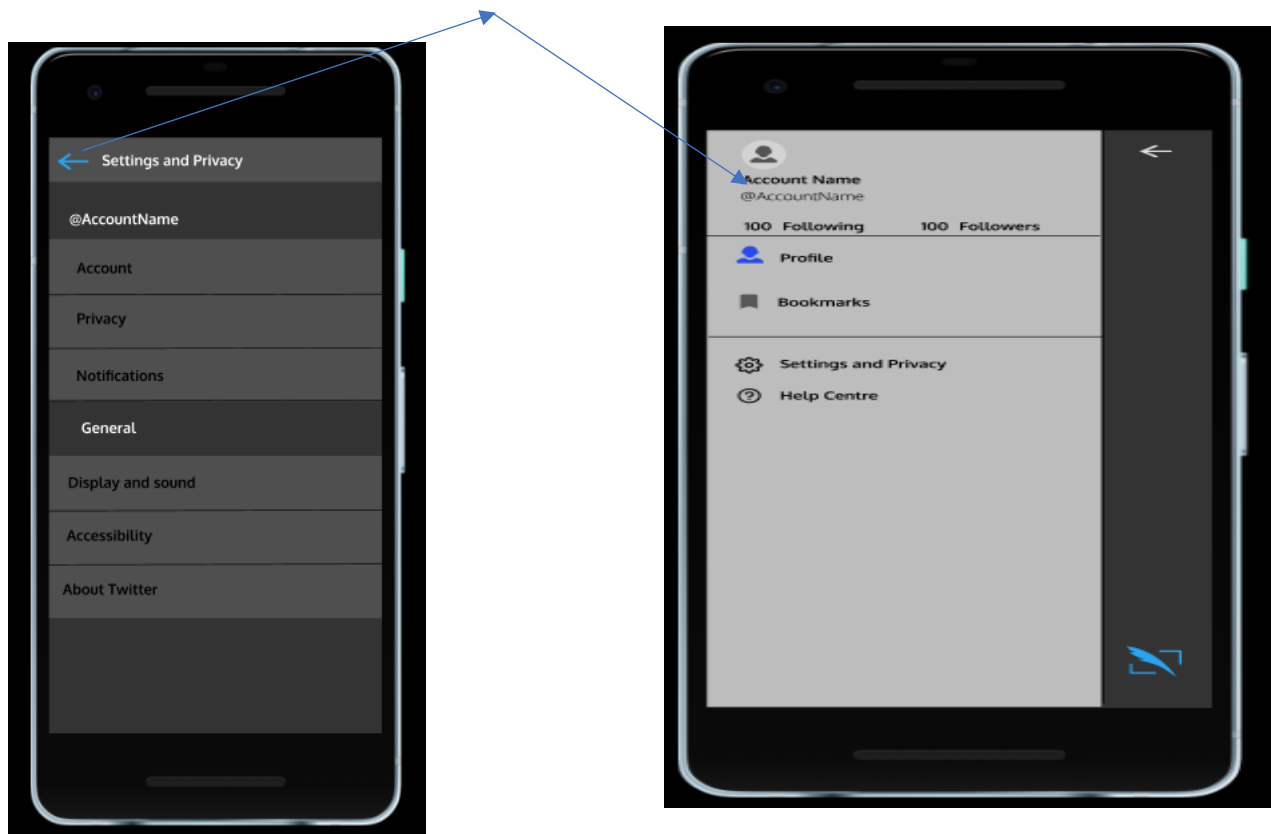- SHOULD HAVE INCREASED THE SIZE.

11)

- NO **LOGOUT** OPTION HERE.
- EVEN IF CLICK ON SETTINGS THERE IS NO LOGOUT OPTION.

12)
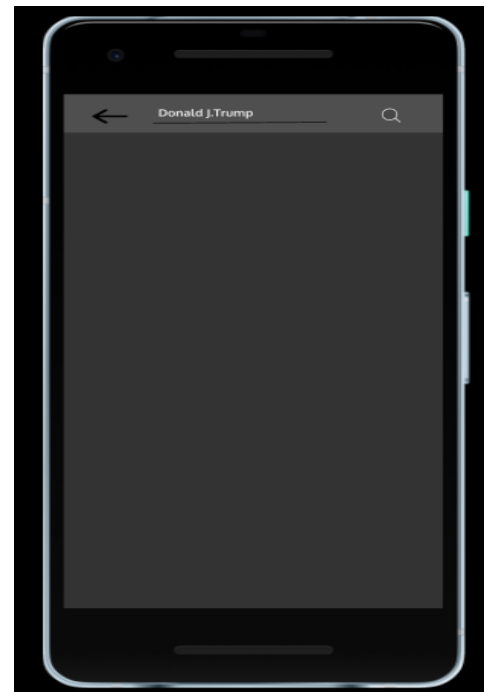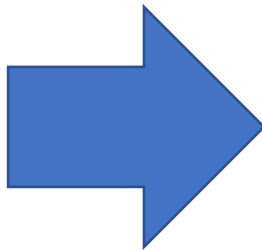
- If we click search option, it is working normally, and the results are normal.

- But if we press back from search results it is moving directly to HOME PAGE but not to the SEARCH page.

13)

- IF WE CLICK ON THE BACK BUTTON, IT IS REDIRECTING TO THE WRONG PAGE.

CONCLUSION:-

According to the survey conducted based on the IRCTC website we got to know that there are few changes that need to be done like font size, alignments, colors used and few other changes. Therefore, by using ADOBE XD tool we modified the changes, which are mostly required by the users. We also reviewed other project named TWITTER, which was made by using FIGMA tool. By reviewing, another project we learned more about other tool named Figma.

REFERENCES:-

[1]
https://www.adobe.com/products/xd/details.html?mv=Search&ef_id=Cj0KCQjw4qvlBRDiARIsAHme6ouAWJI3zPv5Tl6oeup-HFGGgZqxZY--WIbfzvrk8dsZirgimCFA2D0aAu6zEALw_wcB:G:s&s_kwcid=AL!3085!3!315272242753!e!!g!!adobe%20xd

[2]
https://helpx.adobe.com/support/xd.html?mv=Search&ef_id=Cj0KCQjw4qvlBRDiARIsAHme6ou3be48bWT7bLBgyl-5AFZbx7xKpkiiV7vHo9qs-h9SkHYR4TYdPIEaAoN-EALw_wcB:G:s&s_kwcid=AL!3085!3!315272242753!e!!g!!adobe%20xd

[3] https://helpx.adobe.com/xd/user-guide.html