

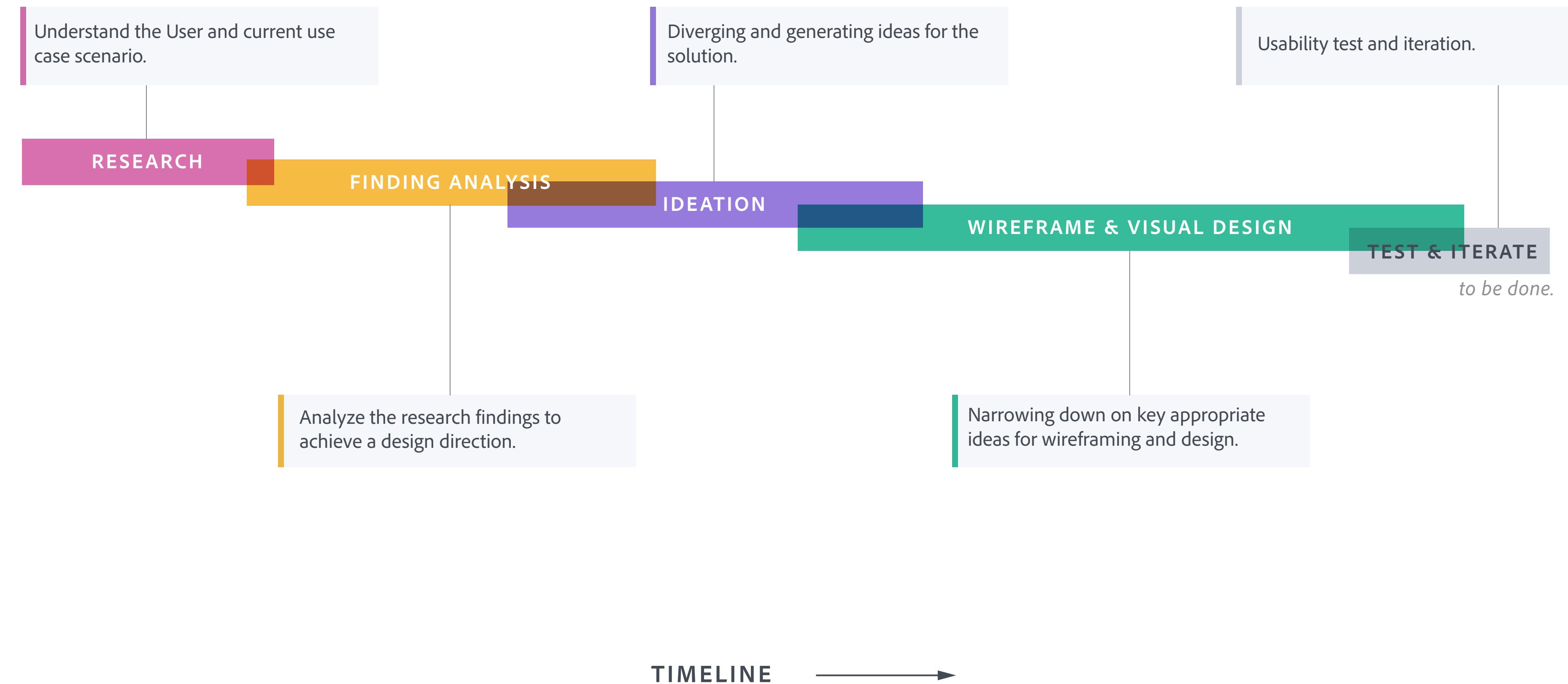


C I R C U L A R J O U R N E Y

Circular Ticket Booking Experience Design Assignment

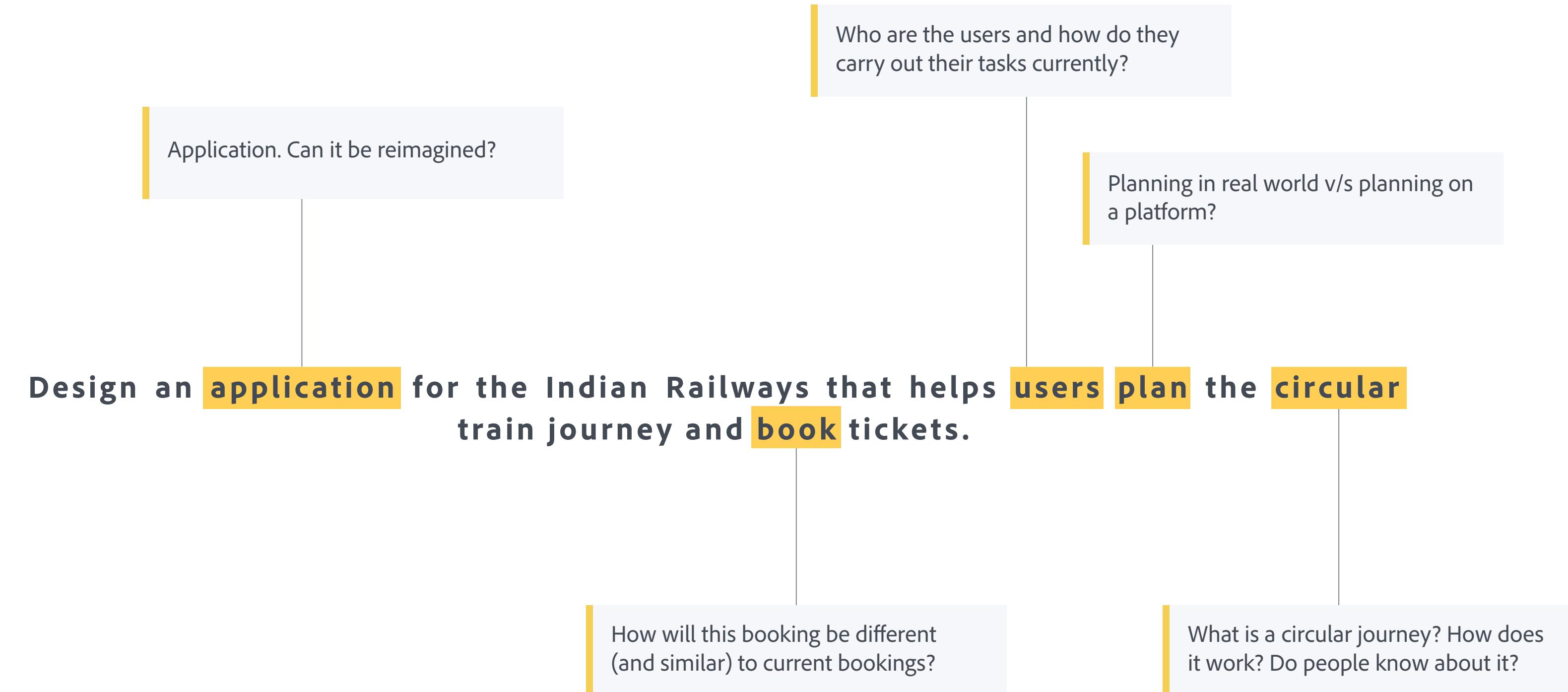
AKHIL PATEL

Design Process.



overlap suggests simultaneous processes

Problem Statement



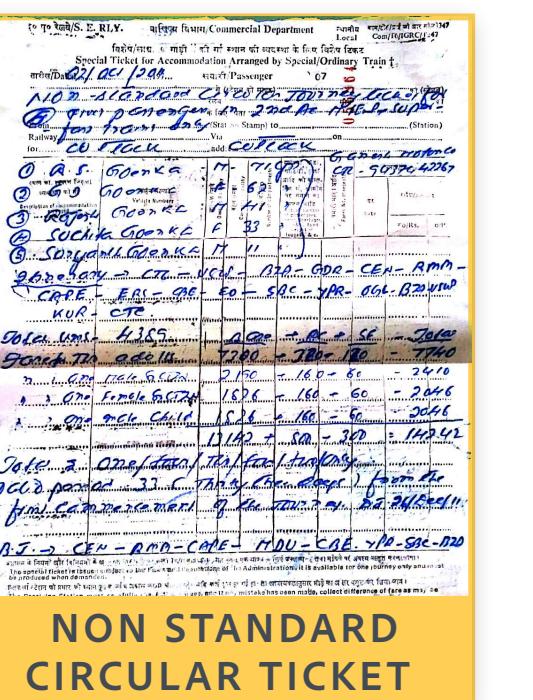
Research

SECONDRY RESEARCH



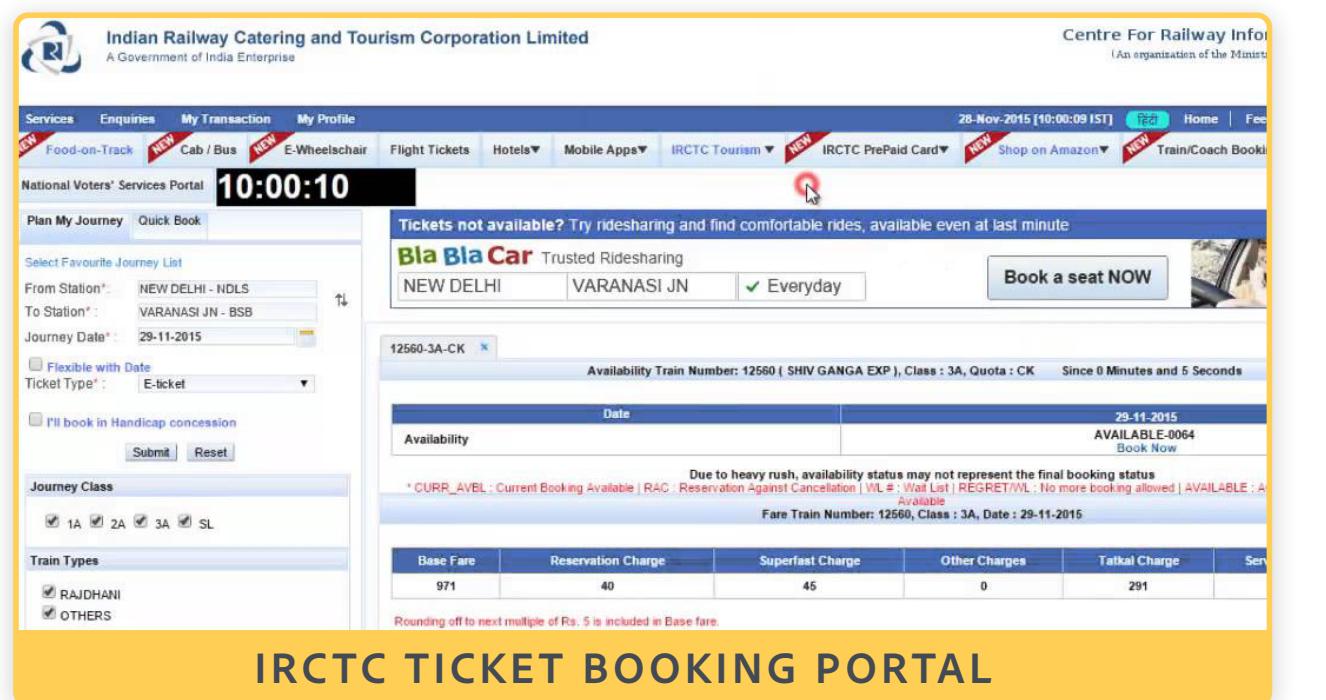
DISCUSSION FORUM I

A screenshot of a forum post on India Mike. The post is titled "Doubts about circular ticket". It shows a user named Bharat Jayagopal asking about circular tickets, mentioning stations A through J and the validity period. Another user responds with a detailed diagram of a circular journey ticket route.




DISCUSSION FORUM II

A screenshot of a forum post on a different site. It shows a user asking about circular tickets and receives an answer with a link to a PDF file titled "NON STANDARD CIRCULAR JOURNEY TICKET FORMAT". The PDF contains a diagram of a circular route.

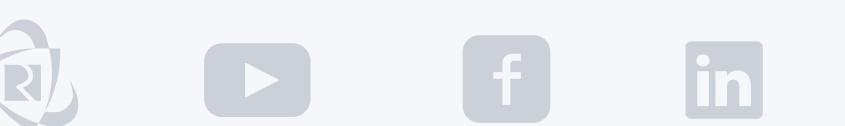


IRCTC TICKET BOOKING PORTAL

A screenshot of the Indian Railway Catering and Tourism Corporation Limited (IRCTC) website. It shows a search interface for a "NON STANDARD CIRCULAR JOURNEY TICKET FORMAT" from New Delhi to Varanasi. The search results show availability for a specific train on November 29, 2015.

Indian Railways provides the facility of booking **Circular Journey Tickets** (for pilgrimage, sightseeing etc.). These tickets offer travel flexibility, as they are issued for all journeys (other than regular routes), which begin and complete at the same station. Circular journey tickets can be purchased for all classes of travel.

Youtube videos, facebook groups, slideshare and IRCTC website were used to gather more information about the domain.



PRIMARY RESEARCH

Several unstructured interviews (along with informal questions and answers) were conducted with a number of users such as someone:

- who've bought circular ticket.
- who works in Indian Railways.
- who books train tickets on a regular basis.
- at random (to understand how many people know about circular ticket).

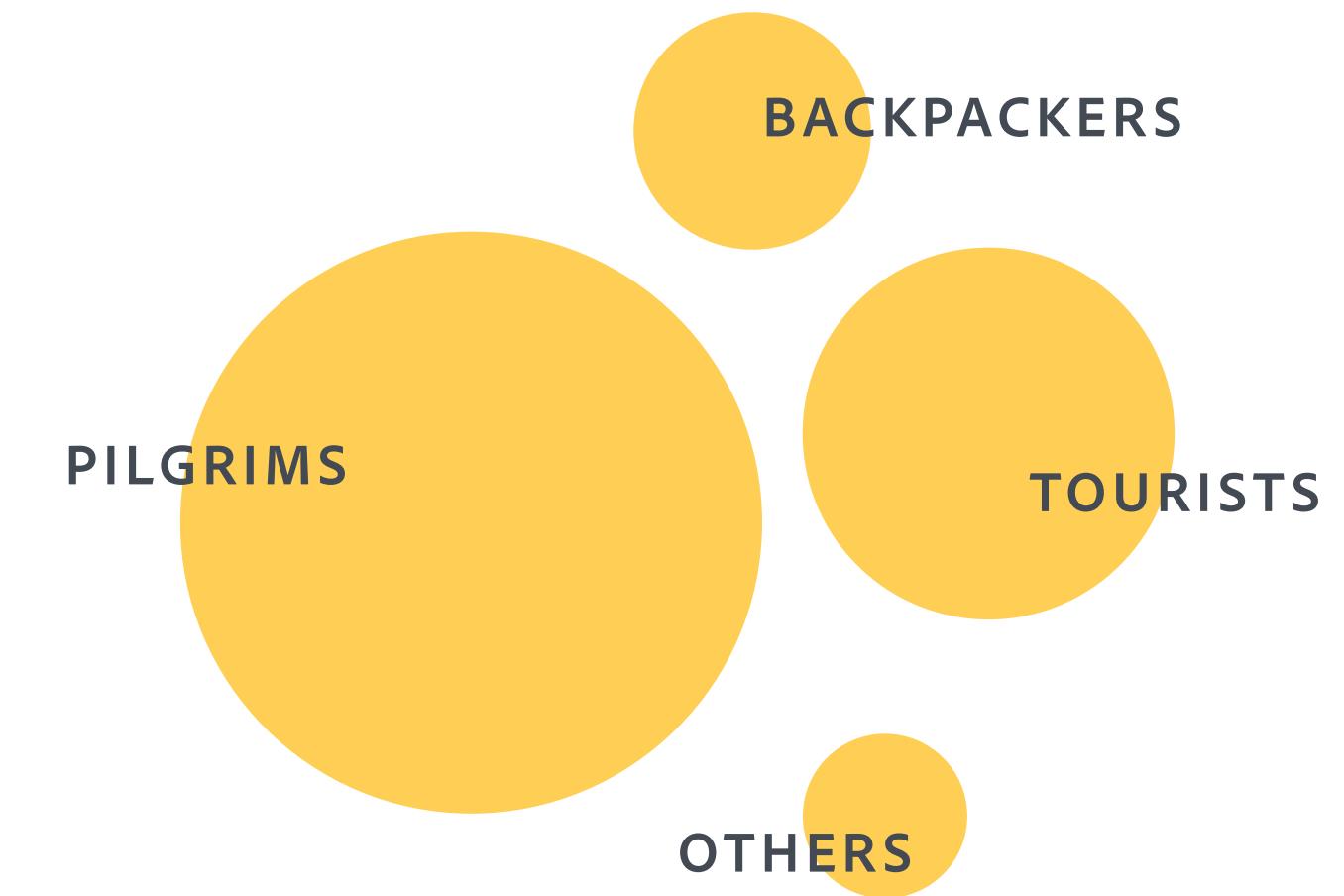
Some of the asked questions:

1. How do you plan a trip which includes multiple destinations?
2. How was the circular ticket booking experience?
3. What is the first thing you do when you've decided to take a train trip?
4. What types of problems you've faced while using IRCTC online booking?

Research Findings & Analysis

“ Circular tickets are mostly used for pilgrimage trips.

- Chief Reservation Supervisor Y.K. Dutta



Circular Journey User Division (not to scale)

User's Mental model :



Research Findings & Analysis

DESKTOP RESEARCH FINDINGS



MAXIMUM 8 BREAKS

Maximum 8 breaks are allowed in circular journey.



CLASS & STATION REMAIN SAME

Class (SL, A, etc.) can be changed sometimes manually by paying difference in fare and in circular journey, starting and ending stations remain same without any repetitions in other stations.



MINIMUM 1000 KMs

Minimum 1000 kms is required for circular journey.

QUALITATIVE INTERVIEW FINDINGS



SERVER CRASHES & LOADING ERRORS

More than the usability aspect, users were concerned with frequent load errors and primetime connection losses.



BOOKED BY OTHERS

More than half the users get their tickets booked by someone else.



CUSTOM ROUTES RARELY TAKEN

Custom circular route tickets require verification and longer time to get issued and therefore most users prefer going with pre built routes.

OBSERVATION FINDINGS



PURPOSE IS VERY IMPORTANT!

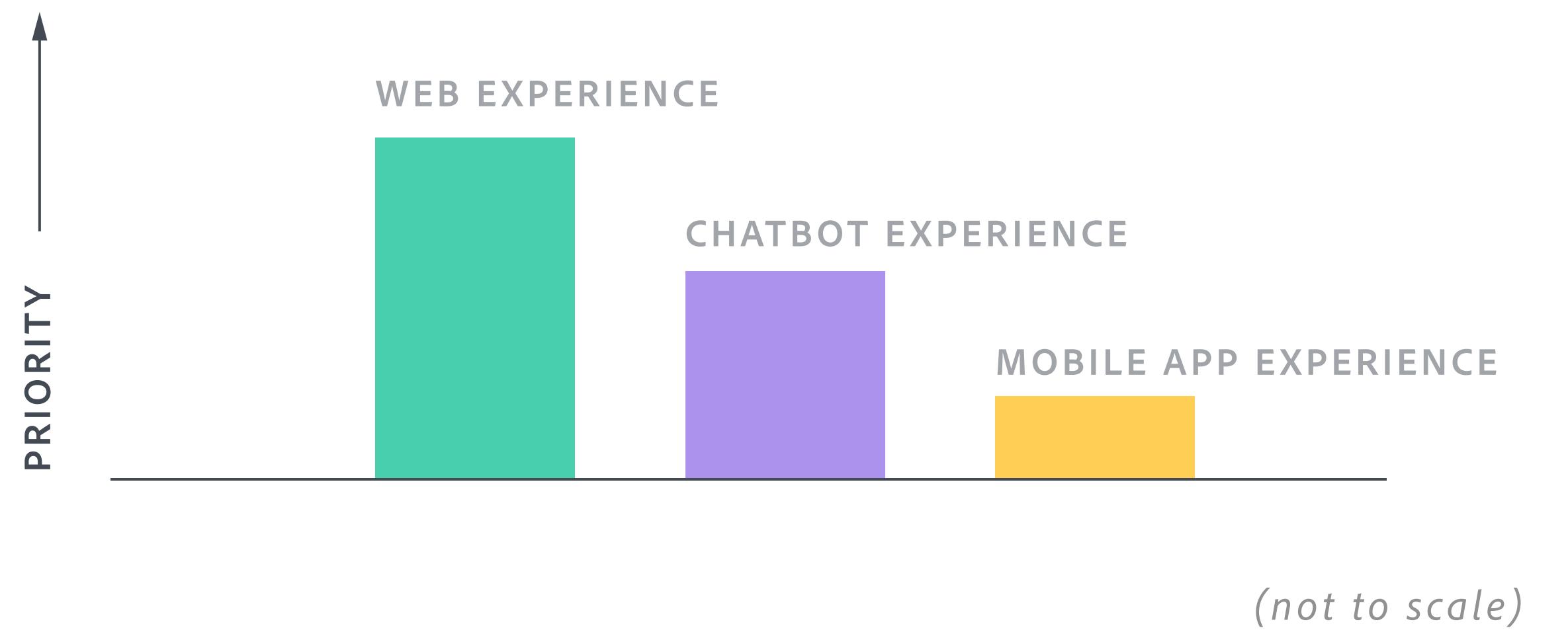
One interesting finding obtained during the interviews was that, users mention *places to visit* (eg. Mahakaal Temple for pilgrims) while explaining to someone else rather than saying Ujjain. This shows that the purpose of visit (context) is important while planning a journey of this kind.



UNAWARE OF THE FEATURE

Most of the users who were interviewed did not have an idea of what circular journey is or the benefits it has.

Platform & Device Selection



THOUGHTS

Since there is **NO** interactivity/gaming, daily usage, complex calculations, offline accessibility involved in circular ticket booking, a native mobile app would be of least priority in this case.

On the other hand, chatbot yields results with minimum effort by fail to do so for multiple step processes and higher interactivity. Still, it's an interesting area worth exploring for ticket booking domain in multiple steps.

The highest priority would be given to the web experience (both desktop and mobile). Instead of having a mobile app, a mobile web experience would be much more practical and sustainable. Reasons for the same:

- ✓ Immediacy
- ✓ Compatibility
- ✓ Shareability
- ✓ Reach
- ✓ Cost & Maintenance

Design Direction



A seamless web experience
for both desktop and mobile
(touch) interfaces.

Design Principles



Enable great visualization.

to facilitate augmented planning while booking as found out from user research.



Reduce number of steps.

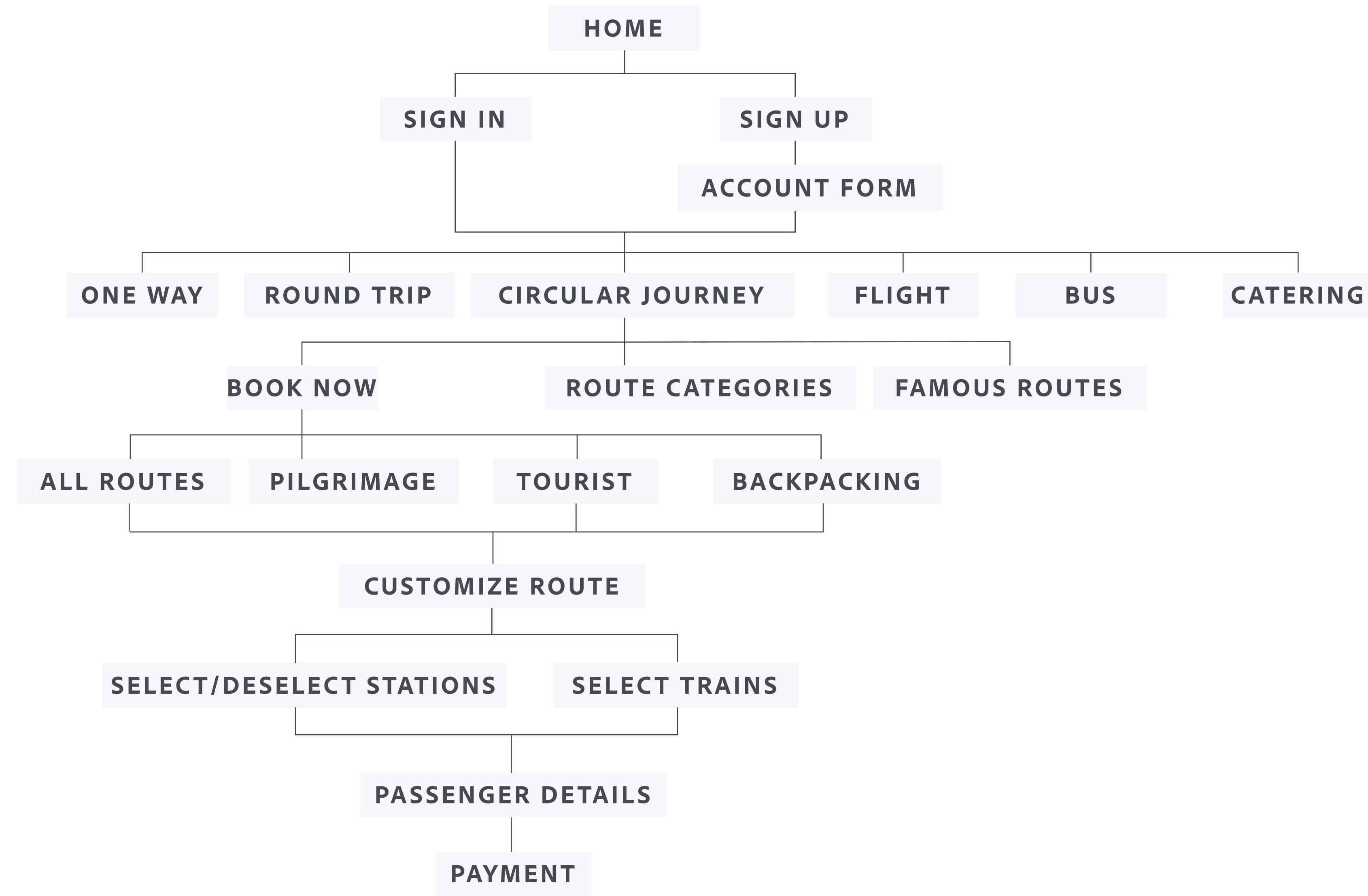
to reduce uncertainty, cognitive load and greater user satisfaction.



Aesthetic and modern UI.

for a delightful experience.

Information Architecture



Proposed Solution

Indian Railway Catering and Tourism Corporation Limited
A GOVERNMENT OF INDIA ENTERPRISE

Circular Journey

Start (and End) Station* Start Date* Class*

Cities you want to visit (optional): Option 1 Option 2 Option 3

+ Add More Search Routes

Route Categories

- North India Pilgrimage Routes 28 routes
- South India Pilgrimage Routes 31 routes
- Northeast Circular Routepur 8 routes

Most Popular Routes

- Ganga Haridwar Route Includes Mathura, Gaya, Mumbai, Nagpur
- Goa-Vishakhapatnam Route Includes Hyderabad, Bangalore, Hubli
- Nagpur Chandigarh Rou Includes Jalandhar, Ahmedabad, Nagpur

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BELL 4:21 PM 100%

Circular Journey

Start (and End) Station* Start Date*

Class*

Cities you want to visit (optional): Option 1 Option 2 Option 3

Search Routes

Route Categories

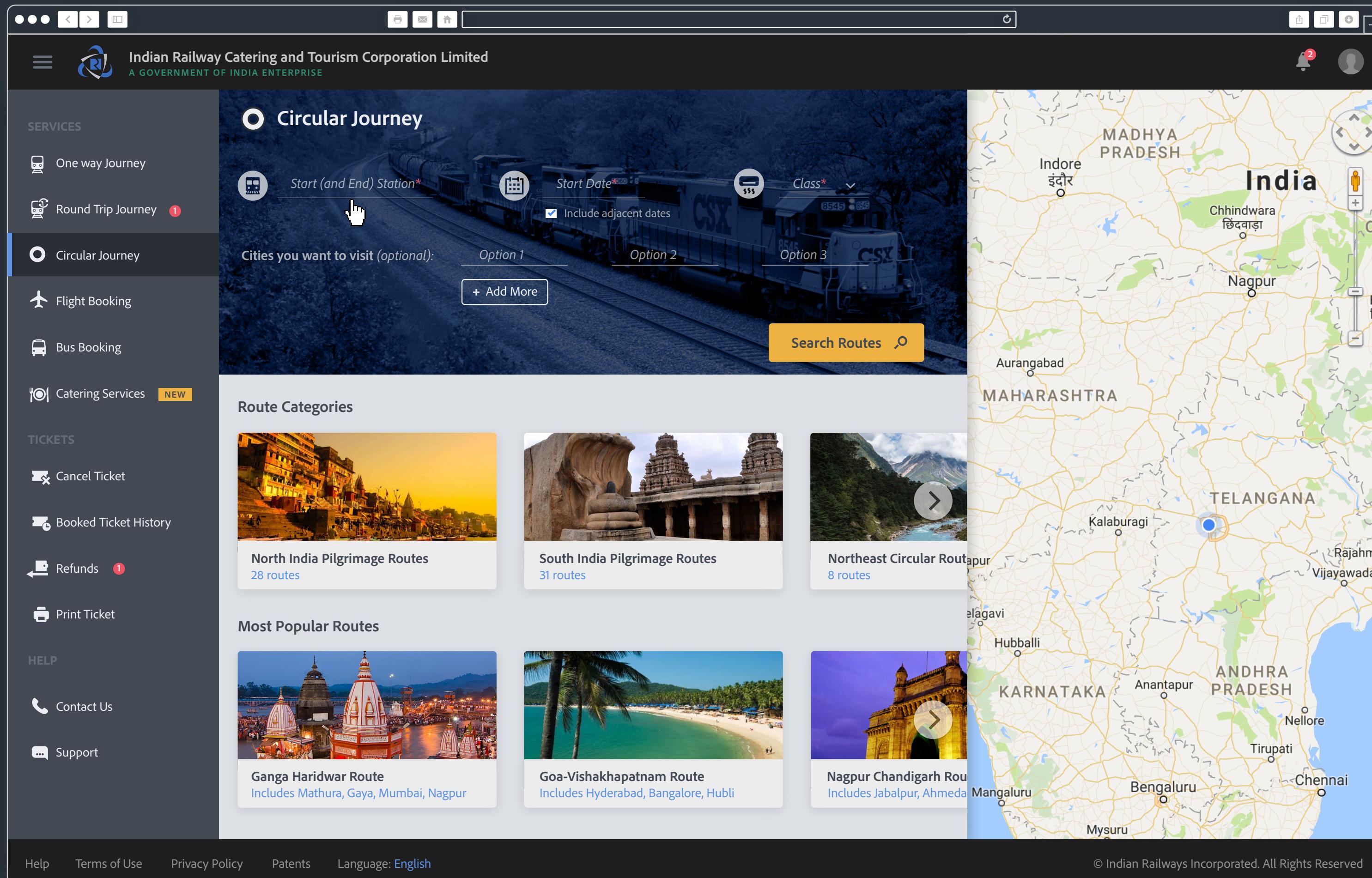
- North India Pilgrimage Routes 28 routes
- South India Pilgr...

Most Popular Routes

< > ↑ ⟲ ⟳

REDESIGNED IRCTC WEB PORTAL

Planning & Booking Task Flow



The screenshot displays the IRCTC website's circular journey planning feature. The left sidebar includes links for One way Journey, Round Trip Journey (with 1 notification), Circular Journey (selected), Flight Booking, Bus Booking, and Catering Services (NEW). The main content area features a "Circular Journey" form with fields for "Start (and End) Station*", "Start Date*", "Class*", and a checkbox for "Include adjacent dates". Below the form are sections for "Route Categories" (North India Pilgrimage Routes, South India Pilgrimage Routes, Northeast Circular Route) and "Most Popular Routes" (Ganga Haridwar Route, Goa-Vishakhapatnam Route, Nagpur Chandigarh Route). A map of India is visible on the right side.

DESIGN DECISIONS

- A semi-modern UI made using the Flat 2.0 principle of flat graphics and subtle shadows. To accommodate the large Indian audience, latest UI trends are ignored and established visual style is used.
- As found out in user research, most of the people don't know about Circular Journey and therefore instead of making a different web portal for this purpose, I decided to integrate it with the current IRCTC system with a complete redesign.
- The motive behind the design is to facilitate planning as good as possible and therefore suggestions are given below the form. This will make users to come to the portal not only when they want to book a ticket but also when they want to browse for locations.
- The left panel is collapsible to make the centre section more spacious and less compact when needed.
- Visualization is one of the greatest parts of planning and therefore a map is incorporated in the new design at the cost of space but the tradeoff is acceptable when utilized properly.

Planning & Booking Task Flow

DESIGN DECISIONS

- To make search results more customized, 3 en-route cities can be entered to fetch custom routes.

The screenshot shows the homepage of the Indian Railway Catering and Tourism Corporation Limited (IRCTC) website. The main focus is a "Circular Journey" search interface. A dropdown menu is open, showing cities: HYDERABAD (HYB), NAGANAHALLI (NHY), PHARIHA (PHY), and BHAYAVADAR (BHY). To the right of the search form is a map of India with rail network highlights. Below the search interface are sections for "Route Categories" (North India Pilgrimage Routes, South India Pilgrimage Routes, Northeast Circular Route) and "Most Popular Routes" (Ganga Haridwar Route, Goa-Vishakhapatnam Route, Nagpur Chandigarh Route).

SERVICES

- One way Journey
- Round Trip Journey 1
- Circular Journey**
- Flight Booking
- Bus Booking
- Catering Services NEW

TICKETS

- Cancel Ticket
- Booked Ticket History
- Refunds 1
- Print Ticket

HELP

- Contact Us
- Support

Help Terms of Use Privacy Policy Patents Language: English

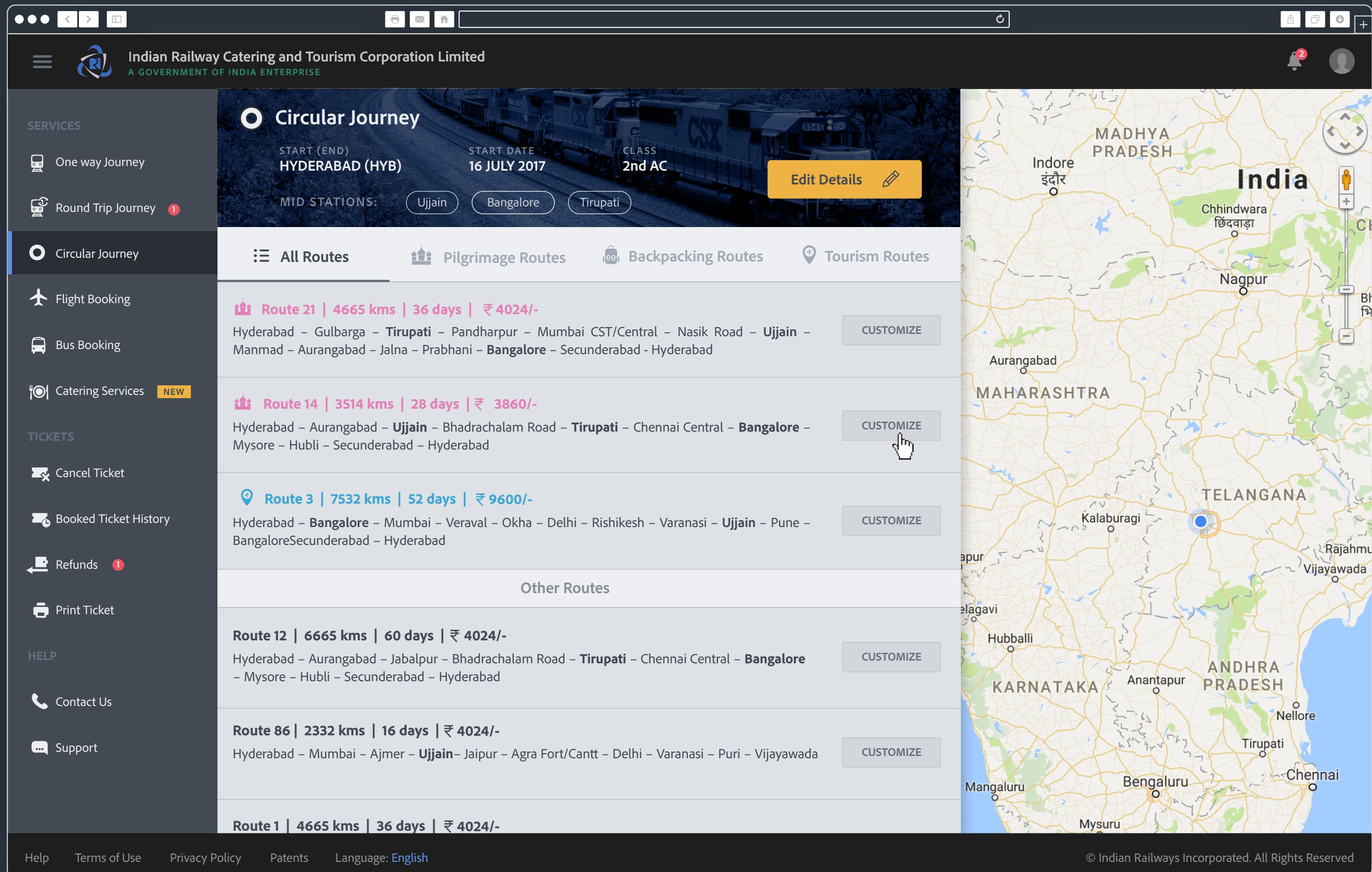
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Planning & Booking Task Flow

DESIGN DECISIONS

The screenshot displays the homepage of the Indian Railway Catering and Tourism Corporation Limited (IRCTC) website. The main navigation bar at the top includes links for Home, Log In, and Sign Up. The left sidebar lists various services: SERVICES (One way Journey, Round Trip Journey, Circular Journey, Flight Booking, Bus Booking, Catering Services), TICKETS (Cancel Ticket, Booked Ticket History, Refunds, Print Ticket), and HELP (Contact Us, Support). The main content area features a "Circular Journey" section for a trip from HYDERABAD (HYB) on 16 JULY 2017, with options to include adjacent dates and add more cities like Ujjain, Bangalore, and Tirupati. Below this are sections for Route Categories (North India Pilgrimage Routes, South India Pilgrimage Routes, Northeast Circular Route), Most Popular Routes (Ganga Haridwar Route, Goa-Vishakhapatnam Route, Nagpur Chandigarh Route), and a map of India showing major railway routes and cities. At the bottom, there are links for Help, Terms of Use, Privacy Policy, Patents, and Language: English.

Planning & Booking Task Flow

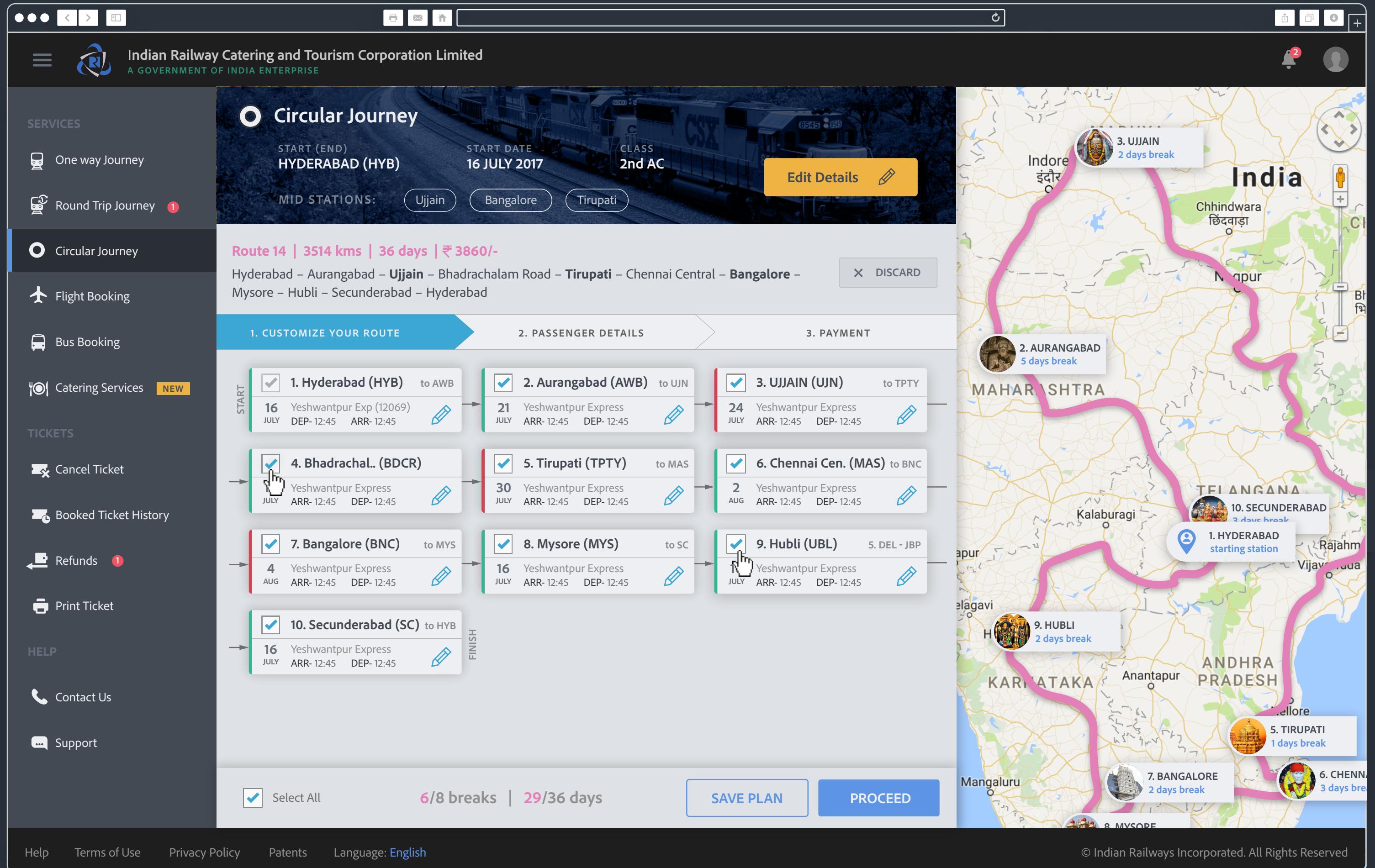


The screenshot shows a web application interface for planning and booking journeys. On the left, a sidebar menu includes options like SERVICES (One way Journey, Round Trip Journey), CATERING SERVICES (Flight Booking, Bus Booking, Catering Services NEW), TICKETS (Cancel Ticket, Booked Ticket History, Refunds 1, Print Ticket), and HELP (Contact Us, Support). The main content area displays a "Circular Journey" search result for a trip starting and ending in HYDERABAD (HYB) on 16 JULY 2017, in 2nd AC class, with mid-stations Ujjain, Bangalore, and Tirupati. Below this, there are sections for "All Routes", "Pilgrimage Routes", "Backpacking Routes", and "Tourism Routes". Under "All Routes", three routes are listed: Route 21 (4665 kms, 36 days, ₹ 4024/-), Route 14 (3514 kms, 28 days, ₹ 3860/-), and Route 3 (7532 kms, 52 days, ₹ 9600/-). Each route entry includes a "CUSTOMIZE" button. Below these, there are sections for "Other Routes" (Route 12, 6665 kms, 60 days, ₹ 4024/-) and "Route 86" (2332 kms, 16 days, ₹ 4024/-). At the bottom, a "Route 1" entry is shown. The right side of the interface features a map of southern India, highlighting states like MADHYA PRADESH, MAHARASHTRA, TELANGANA, KARNATAKA, ANDHRA PRADESH, and showing major cities like Indore, Nagpur, Aurangabad, Hyderabad, Bangalore, and Chennai.

DESIGN DECISIONS

- The journey detail section (blue horizontal section) goes into preview mode after search is clicked to make way for expanded routes' lists.
- The major options are decided based on the number of users belonging to each category.
- Types of routes are color coded for easy identification (eg. pink for pilgrimage, blue for tourist routes) in lists and maps.
- Users are not concerned with the zone in which the route falls and therefore its not very appropriate to show it for any type of action.
- Filters could be applied but more than 90% of the stations only have a few routes under them and hence success of adding one extra feature is ambiguous.

Planning & Booking Task Flow



DESIGN DECISIONS

- Selecting a route opens the customization panel showing cards of different train journeys in the route. This way the user doesn't have to go anywhere else to choose trains.
- The pink route on the map is the same color as the route heading in the search results to establish consistency for this (pilgrimage) route.
- Breadcrumbs show up as soon as the route is selected to customize to guide the user to the remaining steps.
- All the changes done in the cards (trains and stations) are shown in the bottom panel.
- To augment planning, a 'Save Plan' button is given so that the user can save the itinerary in his account and review it again.
- The cities shown on the map show the most prominent locations in the city for the given purpose (pilgrimage) so that a full visual of the entire itinerary is visible on the map itself. Again a planning enhancer.
- Clicking on any station on the map redirects the user to websites like TripAdvisor for more details on that city.

Planning & Booking Task Flow

DESIGN DECISIONS

Screenshot of the Indian Railway Catering and Tourism Corporation Limited website showing the planning and booking task flow for a circular journey.

Header: Indian Railway Catering and Tourism Corporation Limited, A GOVERNMENT OF INDIA ENTERPRISE

Left Sidebar:

- Services: One way Journey, Round Trip Journey (1), Circular Journey (selected), Flight Booking, Bus Booking, Catering Services (NEW)
- Tickets: Cancel Ticket, Booked Ticket History, Refunds (1), Print Ticket
- Help: Contact Us, Support

Main Content:

Circular Journey Details: START (END) HYDERABAD (HYB), START DATE 16 JULY 2017, CLASS 2nd AC, MID STATIONS: Ujjain, Bangalore, Tirupati. Edit Details.

Route Summary: Route 14 | 3514 kms | 36 days | ₹ 3860/-
Hyderabad – Aurangabad – Ujjain – Bhadrachalam Road – Tirupati – Chennai Central – Bangalore – Mysore – Hubli – Secunderabad – Hyderabad

1. CUSTOMIZE YOUR ROUTE:

Step	Station	To Station	Train Details
1. START	1. Hyderabad (HYB)	to AWB	16 JULY Yeshwantpur Exp (12069) DEP-12:45 ARR-12:45
2.	2. Aurangabad (AWB)	to UJN	21 JULY Yeshwantpur Express DEP-12:45 ARR-12:45
3.	3. UJJAIN (UJN)	to TPTY	24 JULY Yeshwantpur Express DEP-12:45 ARR-12:45
4.	4. Tirupati (TPTY)	to MAS	16 JULY Yeshwantpur Express DEP-12:45 ARR-12:45
5.	5. Chennai Cen. (MAS)	to BNC	16 JULY Yeshwantpur Express DEP-12:45 ARR-12:45
6.	6. Bangalore (BNC)	to MYS	16 JULY Yeshwantpur Express DEP-12:45 ARR-12:45
7.	7. Mysore (MYS)	to SC	16 JULY Yeshwantpur Express DEP-12:45 ARR-12:45
8. FINISH	8. Secunderabad (SC)	to HYB	16 JULY Yeshwantpur Express DEP-12:45 ARR-12:45

Map: Shows the route path from Hyderabad to Secunderabad, passing through various cities like Aurangabad, Ujjain, Tirupati, Bangalore, and Mysore.

Bottom Buttons: Select All, 6/8 breaks | 29/36 days, SAVE PLAN, PROCEED

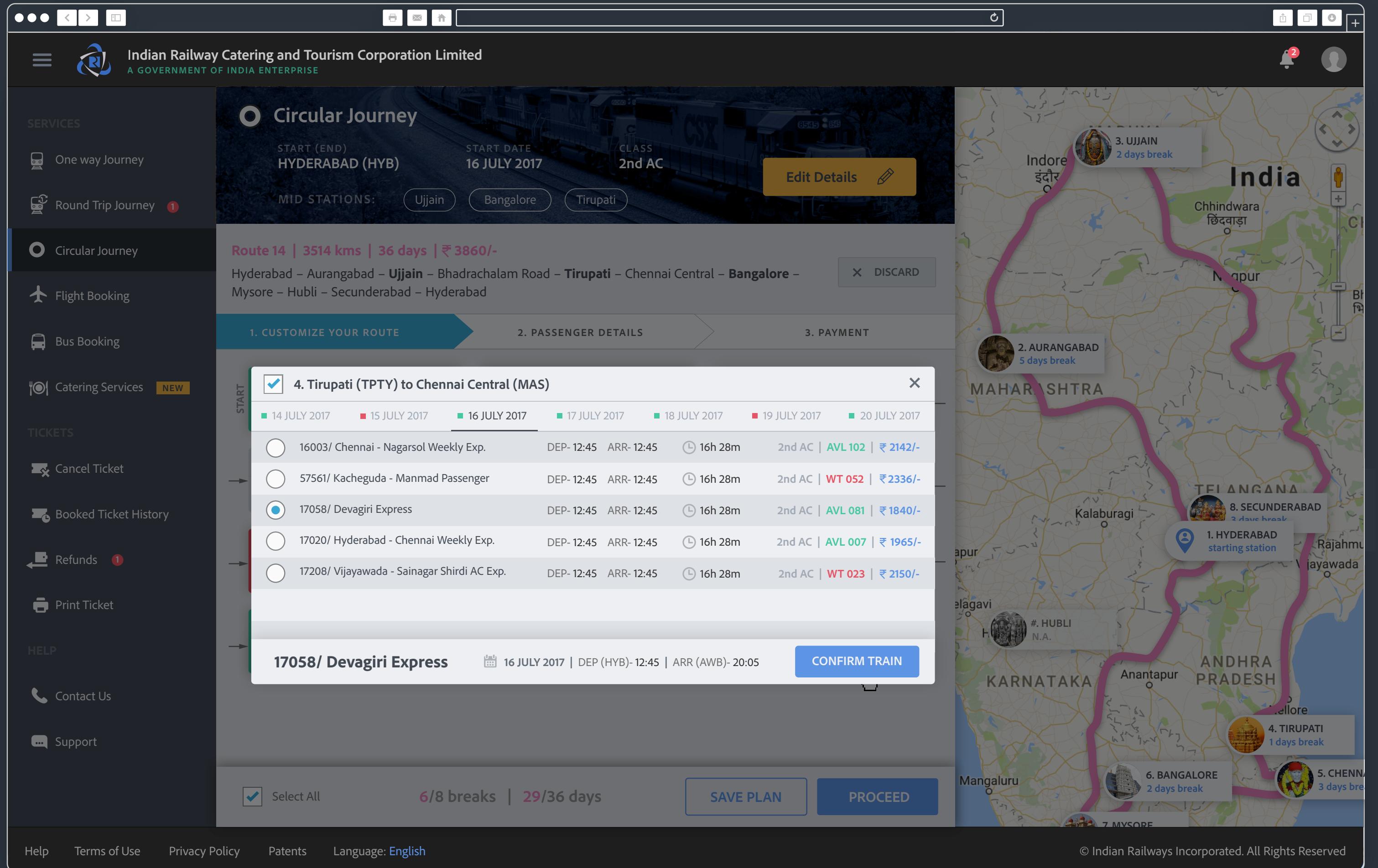
Footer: Help, Terms of Use, Privacy Policy, Patents, Language: English, © Indian Railways Incorporated. All Rights Reserved

- The green color on the cards show whether any trains with vacant seats are available or not for that particular journey. If all trains have a waiting status, then the card turns red showing the same and the user will not have to go a level deep to know that.

Planning & Booking Task Flow

DESIGN DECISIONS

- Edit button opens up trains available for that particular card (journey) and the user can select different dates and trains (and hence breaks can be achieved in this way).



Indian Railway Catering and Tourism Corporation Limited
A GOVERNMENT OF INDIA ENTERPRISE

Circular Journey

START (END)
HYDERABAD (HYB)

START DATE
16 JULY 2017

CLASS
2nd AC

MID STATIONS: **Ujjain** **Bangalore** **Tirupati**

Edit Details

Route 14 | 3514 kms | 36 days | ₹ 3860/-

Hyderabad – Aurangabad – Ujjain – Bhadrachalam Road – Tirupati – Chennai Central – Bangalore – Mysore – Hubli – Secunderabad – Hyderabad

1. CUSTOMIZE YOUR ROUTE **2. PASSENGER DETAILS** **3. PAYMENT**

4. Tirupati (TPTY) to Chennai Central (MAS)

14 JULY 2017 15 JULY 2017 16 JULY 2017 17 JULY 2017 18 JULY 2017 19 JULY 2017 20 JULY 2017

<input type="radio"/> 16003/ Chennai - Nagarsol Weekly Exp.	DEP- 12:45 ARR- 12:45	16h 28m	2nd AC AVL 102 ₹ 2142/-
<input type="radio"/> 57561/ Kacheguda - Manmad Passenger	DEP- 12:45 ARR- 12:45	16h 28m	2nd AC WT 052 ₹ 2336/-
<input checked="" type="radio"/> 17058/ Devagiri Express	DEP- 12:45 ARR- 12:45	16h 28m	2nd AC AVL 081 ₹ 1840/-
<input type="radio"/> 17202/ Hyderabad - Chennai Weekly Exp.	DEP- 12:45 ARR- 12:45	16h 28m	2nd AC AVL 007 ₹ 1965/-
<input type="radio"/> 17208/ Vijayawada - Sainagar Shirdi AC Exp.	DEP- 12:45 ARR- 12:45	16h 28m	2nd AC WT 023 ₹ 2150/-

17058/ Devagiri Express 16 JULY 2017 | DEP (HYB)- 12:45 | ARR (AWB)- 20:05

CONFIRM TRAIN

Select All

6/8 breaks | 29/36 days

SAVE PLAN **PROCEED**

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Planning & Booking Task Flow

DESIGN DECISIONS

Indian Railway Catering and Tourism Corporation Limited
A GOVERNMENT OF INDIA ENTERPRISE

Circular Journey
START (END) HYDERABAD (HYB)
START DATE 16 JULY 2017 CLASS 2nd AC
MID STATIONS: Ujjain Bangalore Tirupati

Route 14 | 3514 kms | 36 days | ₹ 3860/-
Hyderabad – Aurangabad – Ujjain – Bhadrachalam Road – Tirupati – Chennai Central – Bangalore – Mysore – Hubli – Secunderabad – Hyderabad

1. CUSTOMIZE YOUR ROUTE

1. Hyderabad (HYB)	2. Aurangabad (AWB)	3. UJJAIN (UJN)
16 Yeshwantpur Exp (12069) DEP-12:45 ARR-12:45	21 Yeshwantpur Express JULY ARR-12:45 DEP-12:45	24 Yeshwantpur Express JULY ARR-12:45 DEP-12:45
#. Bhadrachal.. (BDCR) Yeshwantpur Express ARR-12:45 DEP-12:45	4. Tirupati (TPTY) to MAS 16 Devagiri Express (17058) ARR-12:45 DEP-12:45	5. Chennai Cen. (MAS) to BNC 16 Yeshwantpur Express JULY ARR-12:45 DEP-12:45
6. Bangalore (BNC) to MYS 16 Yeshwantpur Express ARR-12:45 DEP-12:45	7. Mysore (MYS) to SC 16 Yeshwantpur Express JULY ARR-12:45 DEP-12:45	8. Secunderabad (SC) to HYB 16 Yeshwantpur Express JULY ARR-12:45 DEP-12:45

2. PASSenger DETAILS

3. PAYMENT

Map of India showing the circular route:

- 1. HYDERABAD starting station
- 2. AURANGABAD 5 days break
- 3. UJJAIN 2 days break
- 4. TIRUPATI 1 days break
- 5. CHENNAI 3 days break
- 6. BANGALORE 2 days break
- 7. MYSORE
- 8. SECUNDERABAD 2 days break
- 9. HUBLI N.A.
- 10. KALABURAGI
- 11. SECUNDERABAD
- 12. AURANGABAD
- 13. UJJAIN
- 14. HYDERABAD

Select All | 6/8 breaks | 29/36 days | **SAVE PLAN** | **PROCEED**

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Planning & Booking Task Flow

DESIGN DECISIONS

Indian Railway Catering and Tourism Corporation Limited
A GOVERNMENT OF INDIA ENTERPRISE

Circular Journey

START (END)
HYDERABAD (HYB)

START DATE
16 JULY 2017

CLASS
2nd AC

MID STATIONS: Ujjain, Bangalore, Tirupati

Edit Details

Route 14 | 3514 kms | 36 days | ₹ 3860/-

Hyderabad – Aurangabad – Ujjain – Bhadrachalam Road – Tirupati – Chennai Central – Bangalore – Mysore – Hubli – Secunderabad – Hyderabad

X DISCARD

1. CUSTOMIZE YOUR ROUTE 2. PASSENGER DETAILS 3. PAYMENT

1. AKHIL PA 71 Male Female Lower Berth Senior Citizen

2. Full Name Age Male Female Birth Preference Senior Citizen

3. Full Name Age Male Female Birth Preference Senior Citizen

4. Full Name Age Male Female Birth Preference Senior Citizen

5. Full Name Age Male Female Birth Preference Senior Citizen

6. Full Name Age Male Female Birth Preference Senior Citizen

6/8 breaks | 29/36 days

SAVE PLAN PROCEED

3. UJJAIN 2 days break

2. AURANGABAD 5 days break

1. HYDERABAD starting station

4. TIRUPATI 1 days break

6. BANGALORE 2 days break

5. CHENNAI 3 days break

7. MYSORE

8. SECUNDERABAD 2 days break

Planning & Booking Task Flow

DESIGN DECISIONS

Indian Railway Catering and Tourism Corporation Limited
A GOVERNMENT OF INDIA ENTERPRISE

Circular Journey

START (END)
HYDERABAD (HYB)

START DATE
16 JULY 2017

CLASS
2nd AC

MID STATIONS: Ujjain, Bangalore, Tirupati

Edit Details

Route 14 | 3514 kms | 36 days | ₹ 3860/-

Hyderabad – Aurangabad – Ujjain – Bhadrachalam Road – Tirupati – Chennai Central – Bangalore – Mysore – Hubli – Secunderabad – Hyderabad

1. CUSTOMIZE YOUR ROUTE **2. PASSENGER DETAILS** **3. PAYMENT**

1. AKHIL PATEL 71 Male Female Lower Berth Senior Citizen

2. ANSHUL DUBEY 22 Male Female Birth Preference Senior Citizen

3. RASHMI KARMAKAR 17 Male Female Upper Berth Senior Citizen

4. Full Name Age Male Female Birth Preference Senior Citizen

5. Full Name Age Male Female Birth Preference Senior Citizen

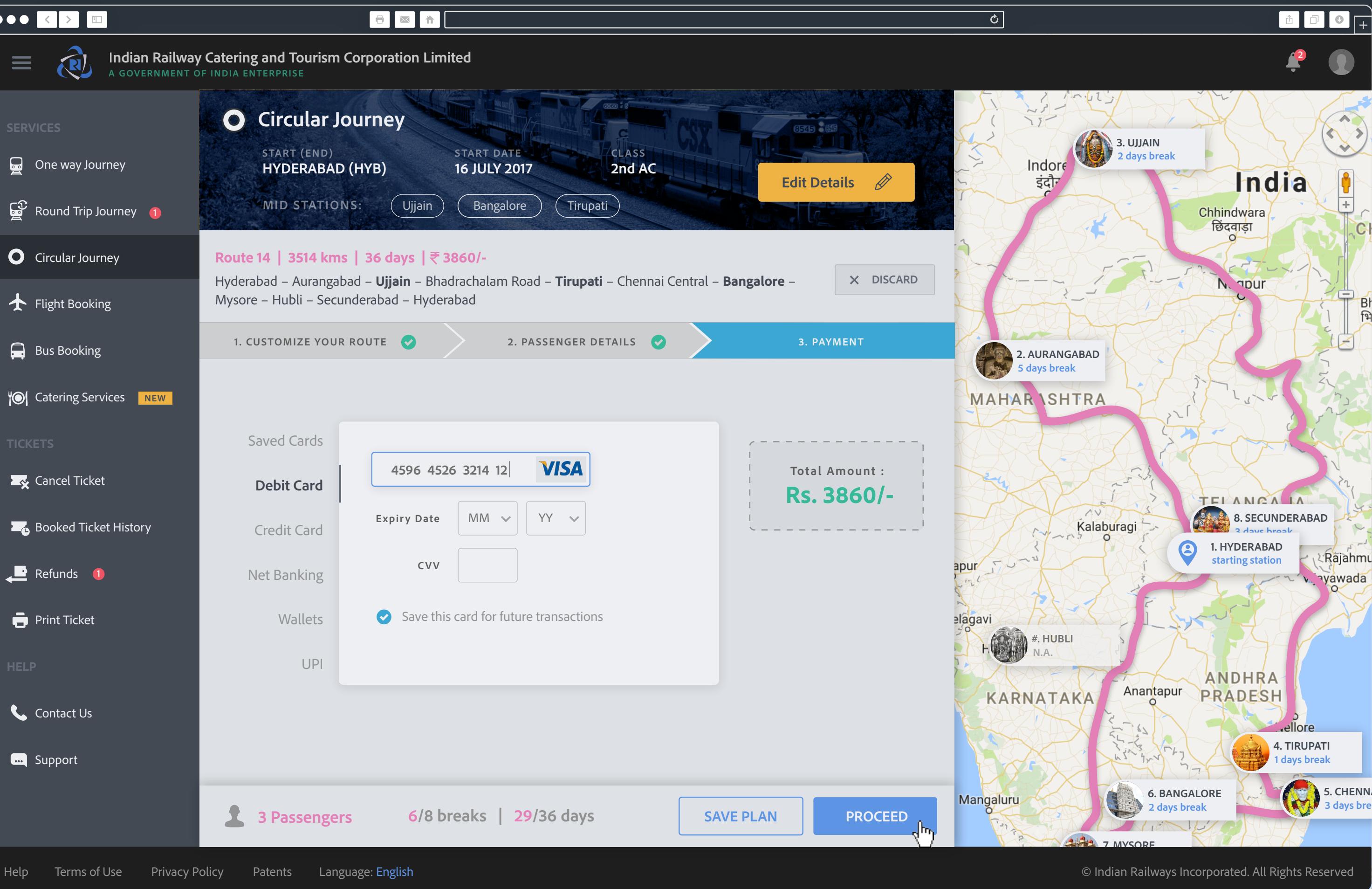
6. Full Name Age Male Female Birth Preference Senior Citizen

6/8 breaks | 29/36 days

SAVE PLAN **PROCEED**

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Planning & Booking Task Flow



Indian Railway Catering and Tourism Corporation Limited
A GOVERNMENT OF INDIA ENTERPRISE

Circular Journey

START (END)
HYDERABAD (HYB)

START DATE
16 JULY 2017

CLASS
2nd AC

MID STATIONS: **Ujjain** **Bangalore** **Tirupati**

Edit Details

Route 14 | 3514 kms | 36 days | ₹ 3860/-

Hyderabad – Aurangabad – Ujjain – Bhadrachalam Road – Tirupati – Chennai Central – Bangalore – Mysore – Hubli – Secunderabad – Hyderabad

1. CUSTOMIZE YOUR ROUTE **2. PASSENGER DETAILS** **3. PAYMENT**

Saved Cards

Debit Card: 4596 4526 3214 12 | **VISA**

Expiry Date: MM YY CVV

Credit Card

Net Banking

CVV

Total Amount : **Rs. 3860/-**

Save this card for future transactions

3 Passengers

6/8 breaks | 29/36 days

SAVE PLAN **PROCEED**

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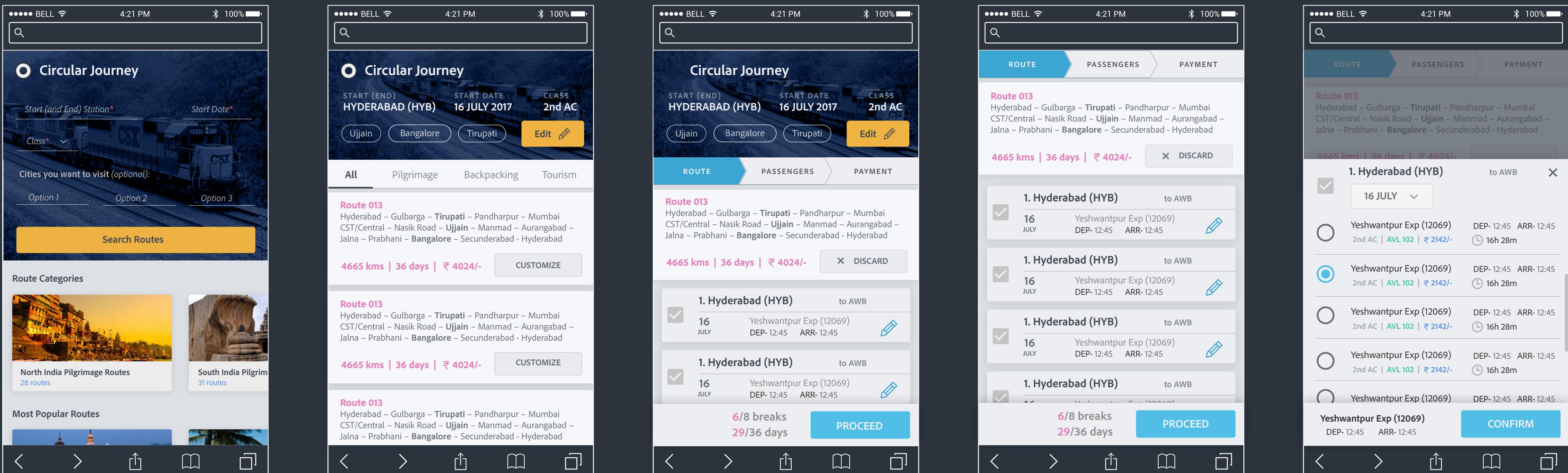
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DESIGN DECISIONS

- The bottom bar shows a summary of all the process that is done and going on relieving the user of some cognitive load and providing them a summary/review of all the work done.

Planning & Booking Task Flow

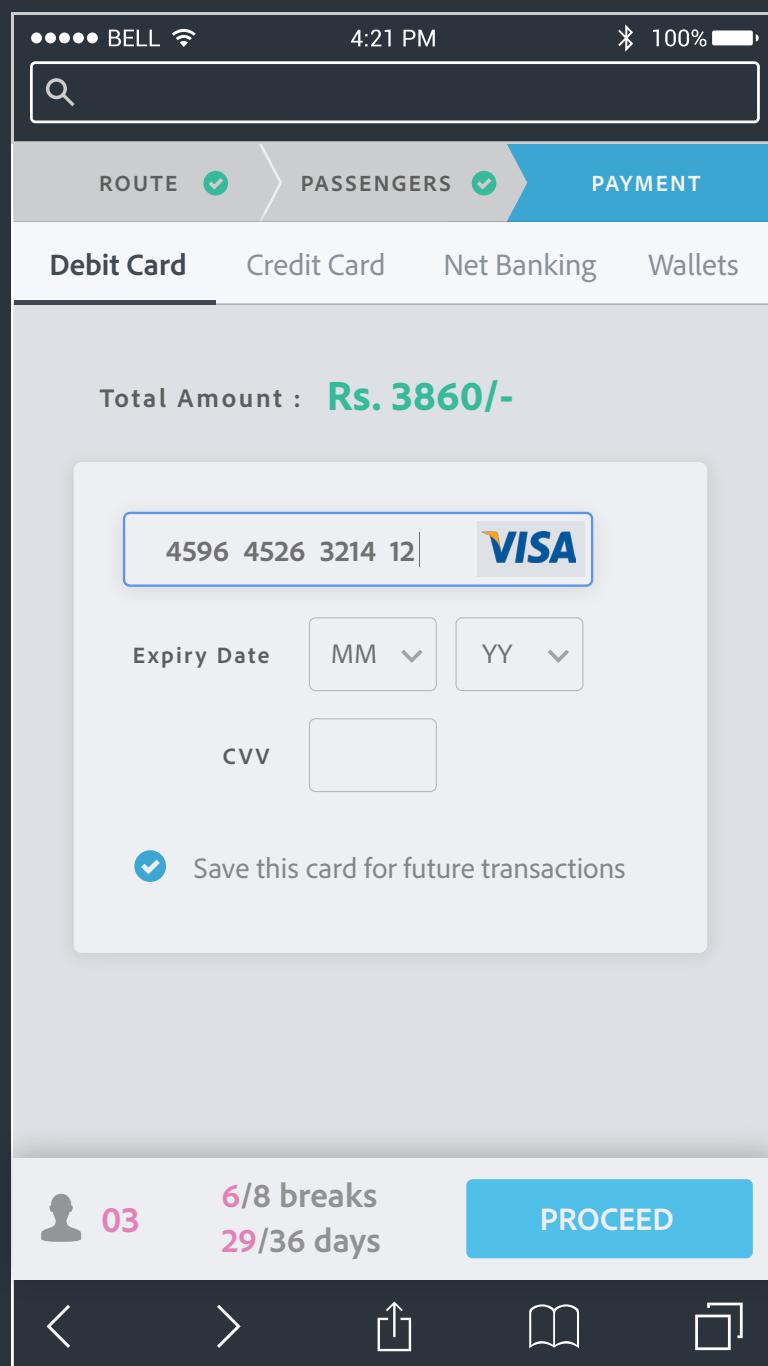
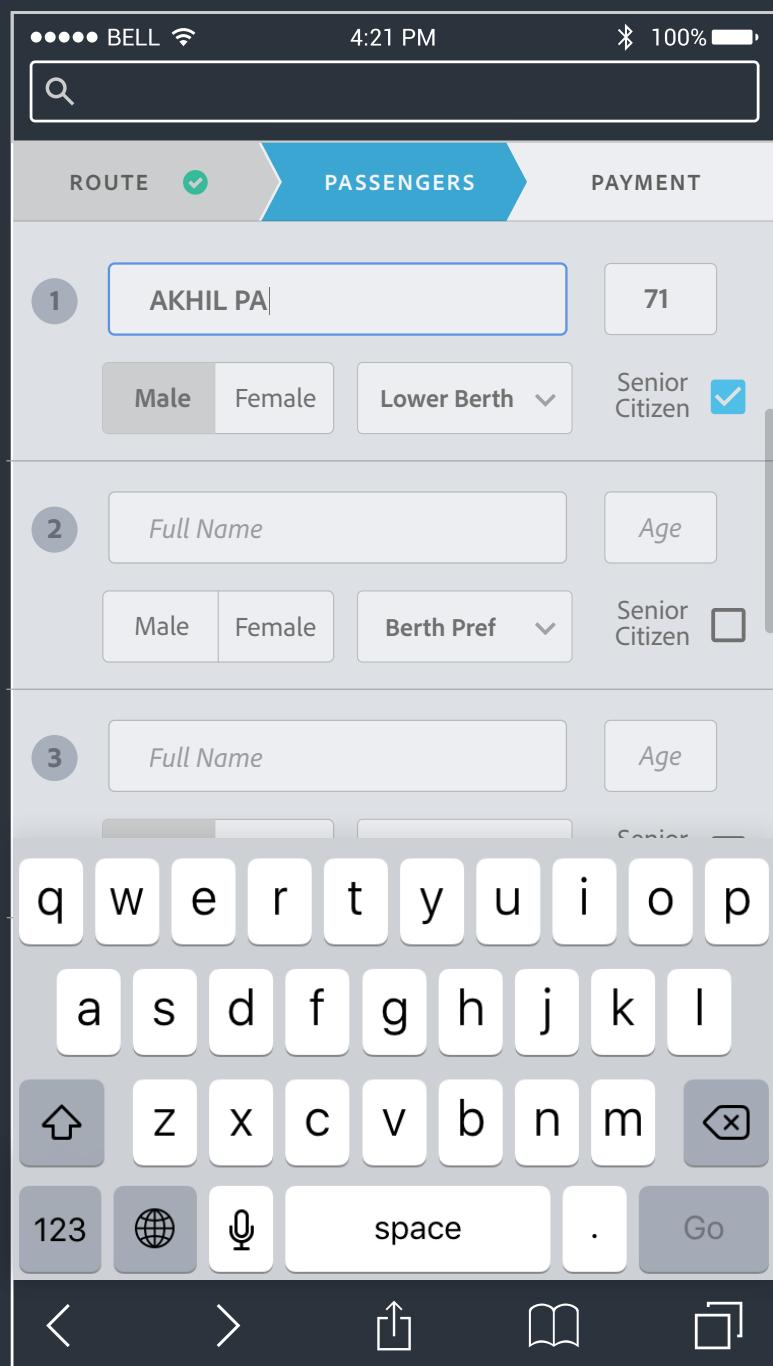
MOBILE WEB EXPLORATIONS



The screenshots illustrate a task flow for planning and booking a circular journey from Hyderabad (HYB) on July 16, 2017, in 2nd AC class.

- Step 1:** Initial search screen for a "Circular Journey". It shows fields for "Start (and End) Station*" (HYD), "Start Date*" (16 JULY 2017), and "CLASS" (2nd AC). Below are buttons for "Ujjain", "Bangalore", and "Tirupati", and edit/pencil icons. At the bottom are "Search Routes" and "Route Categories" (North India Pilgrimage Routes, South India Pilgrimage Routes).
- Step 2:** Result screen for "Route 013". It shows the route details: Hyderabad – Gulbarga – Tirupati – Pandharpur – Mumbai CST/Central – Nasik Road – Ujjain – Manmad – Aurangabad – Jalna – Prabhani – Bangalore – Secunderabad – Hyderabad. The total distance is 4665 kms and duration is 36 days at ₹ 4024/-.
- Step 3:** Route selection screen. It lists four instances of "1. Hyderabad (HYB)" to AWB on July 16, 2017, all associated with Yeshwantpur Exp (12069). Each entry includes a pencil icon for editing. The total count is 16.
- Step 4:** Final route summary. It shows "6/8 breaks" and "29/36 days". A "PROCEED" button is at the bottom right.
- Step 5:** Payment screen. It shows the route details again, followed by a summary: "4665 kms | 36 days | ₹ 4024/-". Below are sections for "ROUTE", "PASSENGERS", and "PAYMENT". The payment section lists "1. Hyderabad (HYB)" to AWB on July 16, 2017, with the Yeshwantpur Exp (12069) train. The total cost is ₹ 4024/-.

Planning & Booking Task Flow



If I had more time I would have loved to work on full mobile and desktop web interactions and functionalities.

Also, circular ticket booking via chatbot also seems to be an interesting area to work upon.

T H A N K Y O U

for this amazing opportunity!

AKHIL PATEL