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| USABILITY TEST PLAN FOR RAILWAY BOOKING WEBSITE (chugg.com)  Issue 1, February 23, 2021 |  |
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# Goals of usability test

The overall aim of the usability test is to find usability problems with Railway Booking Website (Chugg.com) so that they can be fixed. The test has the following specific goals:

* To evaluate if users can successfully complete the train ticket booking process without errors or confusion
* To assess the clarity and effectiveness of the search functionality for finding available trains between destinations
* To measure the efficiency of the payment and checkout flow
* To identify any navigation issues that prevent users from finding important information (schedules, fares, policies)
* To determine if users can easily access and understand their booking history and manage existing reservations

These objectives were chosen because it would be helpful for train travellers and book tickets through Chugg.com.

# Test Object and Context of Use

## Description of Chugg.com

The chugg.com under test is:

* Test object name: Chugg.com
* Test object version: Chugg\_v0.1
* Test object parts to be evaluated:
  + Homepage and navigation structure
  + Train search functionality
  + Seat selection interface
  + Booking and payment process
  + User account management
  + Trip management (modifications, cancellations)

## Description of business goals

The key business goals of this Chugg.com are as follows:

* Primary goal: Increase online train ticket bookings through a user-friendly platform
* Reduce customer service calls by providing clear information and intuitive self-service options
* Increase customer loyalty through personalized recommendations and a rewards program
* Generate additional revenue through related services (hotel bookings, travel insurance, etc.)
* Collect valuable user data to improve services and target marketing efforts

## Description of user group

The website Chugg.com is targeted at diverse train travelers across India. These users range from students

and commuters to business professionals and tourists, who value convenient, reliable, and stress-free travel

booking experiences.

Users use Chugg.com to achieve the following goals:

* Quickly find and book train tickets between destinations
* Compare different train options based on time, price, and amenities
* Manage their bookings (view, modify, cancel)
* Access real-time information about train schedules and delays
* Find information about station facilities and services

## Description of environment

The environment in which the Chugg App is used is as follows:

* Primarily accessed through desktop browsers (Chrome, Firefox, Safari) and mobile devices (Android, iOS)
* Users typically access the platform from home, office, or on-the-go via mobile devices
* Connection speeds vary from high-speed broadband to slower mobile connections in transit areas
* Screen resolutions range from desktop (1920x1080) to various mobile device dimensions
* The website should function across multiple devices with responsive design

For the usability test, we will simulate these environments by testing on both desktop and mobile devices with varying screen sizes. This is the environment that we aim to simulate in the usability test.

# Participants and responsibilities

## Participants

We expect to test 6-8 participants in the usability test. Participants will include college students, business travelers, families planning trips, and regular train commuters. The key characteristics of these participants are:

* Mix of novice and experienced online travel bookers
* Ages 18-65, with varied technical proficiency
* Regular travelers who take trains at least 4-6 times per year
* Include both users who have previously booked train tickets online and those who typically book at stations

## Responsibilities of Test Moderator Cyril Robinson Azariah

The key responsibilities of Cyril Robinson Azariah John Chelliah are to:

* Prepare and finalize the usability test plan and tasks,
* Recruit suitable participants representing the target user groups,
* Set up the test environment with necessary recording equipment,
* Moderate test sessions, providing clear instructions while avoiding biased guidance,
* Take detailed notes during sessions and encourage think-aloud protocol,
* Compile and analyze test results to identify key usability issues,
* Prepare a comprehensive report with findings and recommendations and
* Present results to the development team with prioritized improvement suggestions.

# Test location and time plan

## Test location

The usability test will be carried out at Chennai.

The addresses of the test facility are:   
1. College: Saveetha School of Engineering, Thandalam, Chennai, India,

2. Residential Area: SBIOA Unity Enclave Apartment, Mambakkam, Chennai, India.

3. Bus/Train stops: Mambakkam and Vandalur, Chennai, India.

4. Cafeteria/Restaurants: Hotel Cassandra, Saveetha University Campus, Thandalam, Chennai, India.

## Time plan

We plan to test participants according to the schedule shown in Table 1.

Each test session will last approximately 20 minutes.

Table 1: Time plan for the usability test.

|  |  |  |  |
| --- | --- | --- | --- |
| Time | Mar 12th | Mar 13th | Mar 14th |
| 9am – 10.30am | Participant 1 (Student) | Participant 3 (Family traveller) | Participant 5 (Elderly User) |
| 11am – 12.30pm | Participant 2 (Business traveller) | Participant 4 (Regular Commuter) | Participant 6 (First time User) |
| 1pm – 3pm | Testing | Testing | Data Compilation and Preliminary analysis |