"ENR App Redesign Project"

Project Overview:

The project focuses on redesigning the Egyptian National Railways (ENR) train booking application to improve usability, efficiency, and user satisfaction. The project was conducted as part of a Human Computer Interaction (HCI) course and is based on real user complaints and usability issues.

Problem Statements:

Users of the ENR application face several usability problems that:

-Increase booking time.   -Cause confusion.

, and often result in failed bookings. Major complaints include:

- Unclear date availability.

- Poor feedback.

- Confusing login and registration processes.

- Strict payment time limit.

Design Goals:

The main goals of the redesign were:
- Reduce user frustration.
- Prevent errors before they occur.
- Improve clarity and feedback.
- Shorten the booking process.
- Apply HCI and usability principles.

Design Enhancements:

- Redesigned date selection using a dropdown showing only available dates.
- Disabled unavailable dates to prevent invalid selection.
- Displayed available trip schedules immediately after date selection.
- Improved booking flow with clearer steps and summaries.
- Added visible countdown timer and warnings during payment.
- Improved error messages with clear recovery actions.
- Enhanced UI consistency, font size, and color contrast.

Booking Flow Redesign:

The booking flow was redesigned to be more transparent and user-friendly. Users now select from available dates first, then choose trip times, train class, and finally proceed to payment with clear time awareness.

UX Principles:

- Visibility of system status.
- Error prevention.
- User control and freedom.
- Consistency and standards.

Conclusion :

The redesigned ENR application significantly improves usability by addressing critical pain points and applying user experience design principles. The proposed changes aim to enhance trust, efficiency, and overall user experience.