## **Heuristic Evaluation of Intra city e ticketing design**

Along the lines of Nielsen-Molich heuristics :

**1.Keep users informed about its status** *appropriately* and *promptly*.

The system interface promptly provides alerts for both the passenger and conductor interfaces.

Passenger:Alerts on

1.Tracking of user location.

2.Payment

1.Payment initiated.

2.Payment processing.

3.Payment confirmed.

3.Ticket issued alert sms.

Conductor:

1.Can access travel history.

2.Generate qr code.

3.Gets application alert when money is paid.

**2.Show information** **in ways users understand** from how the *real world* operates, and in *the users’ language*.

1.The interface is extremely intuitive.

2.The workflow of the system resembles the real world events that take place while buying a ticket.

**3.Offer users control** and let them undo errors *easily*.

1.Users can easily change the location entered.

2.Users can back out of the process until the point of payment processing.

3.Conductors do not have and critical undo needs since the process of ticket issuing is message is automated.

**4.Be consistent** so users aren’t confused over what different words, icons, etc. mean.

1.Our interface is clean with a minimalistic design, enhancing usability.

2.Icons for both the interfaces(user and conductor) is consistent.

**5.Prevent errors** – a system should either *avoid conditions where errors arise* or *warn users* *before they take risky actions*

1.Our system is designed to handle errors ,during critical flows such as payment processing.

2.Users are not allowed to back out while the payment is being processed.

3.Users are alerted promptly before proceeding to payment, with the destination address and amount to be payed.

**6.Have visible information, instructions, etc. to let users recognize options, actions, etc.**

Our system does not force users to rely on memory.Every action is duly labeled.

7.**Be flexible**

Our system enables more experienced users to find faster ways to attain goals.

As such our system is the most efficient representation of the workflows.

**8.Have no clutter**

Our system contains only relevant information for current tasks.

9. **Provide plain-language help**

Error messages and help is in plain english.

10.**List concise steps in lean, searchable documentation**.

Actions

1.User

a.User login (one time)

a.1.enter credentials

a.2.link payment gateway

b.Enter destination.

c.decide mode of payment.

b.1.Cash -Scan QR code from conductor interface.

b.2.Cashles -validate the payment (security check)

d.Payment confirmation alert received.

e.Ticket is received through sms, alert on app.

f.User travel details updated.

2.Conductor (one time)

a.Login to conductor interface

b.mode of payment.

b.1.Cash b.1.1.Generate QR code

b.1.2confirm payment and generate ticket

b.2.Cashles -do nothing

b.3.Commuter details updated on conductors interface.