

Task	Name	Time(in seconds)	Problem	Observations	Problem category	Interview/feedback of users
Using map buy a single ticket to PANVEL	U1(FIRST TIME USING THE PROTOTYPE)	64	User clicked on preselected options in change journey details	User scanned map top to bottom and understood the pattern, clicked on destination, No user freezing occurred.	interface	I didnt find any difference. it was okay
	U2(FIRST TIME USING THE PROTOTYPE)	70	none			okay
	U3(FIRST TIME USING THE PROTOTYPE)	50	User clicked on preselected options in change journey details		interface	Stations in map are now easy to find
	U4(FIRST TIME USING THE PROTOTYPE)	55	none			okay
	U5(FIRST TIME USING THE PROTOTYPE)	100	none			This map is better
	Average time		67.8			
Using map buy a single ticket to BANDRA	U1 (SECOND TIME USING THE PROTOTYPE)	30	none	Second time the user knew the pattern and just focused on western line while searching		
	U2 (SECOND TIME USING THE PROTOTYPE)	40	none			
	U3 (SECOND TIME USING THE PROTOTYPE)	20	none			
	U4(SECOND TIME USING THE PROTOTYPE)	30	none			
	U5(SECOND TIME USING THE PROTOTYPE)	40	none			
	Average time		32			
Using quick booking buy single ticket to panvel	U1	10	none	user was able to understand the 3 different lines, and find the station, also this was based on map's station sequence		wanted this option to be in the atm
	U2	15	none			easy
	U3	10	none			okay
	U4	20	none			fast hai
	U5	10	none			easy
	Average time		13			
Using search stations to buy a ticket for Pen	U1	60	none	the person who was unable to find the letter in the keyboard in old interface was able to locate it as the first letters of the stations in database were present.		okay
	U2	50	none			
	U3	45	none			okay tha
	U4	50	none			
	U5	60	none			okay tha
	Average time		53			