

# Sample work

User research process and outcome

Shristi Gartaula

<https://1shristi.github.io>

# Process for alignment on features

- Collaborative workshops to discover and validate assumptions about how the user uses the product, including physical environment impacts
- Advocating for collaborative interactions involving all key stakeholders when discussing features or user behaviour

("viewers" are predefined set or specific user types that have permission to view said notification).

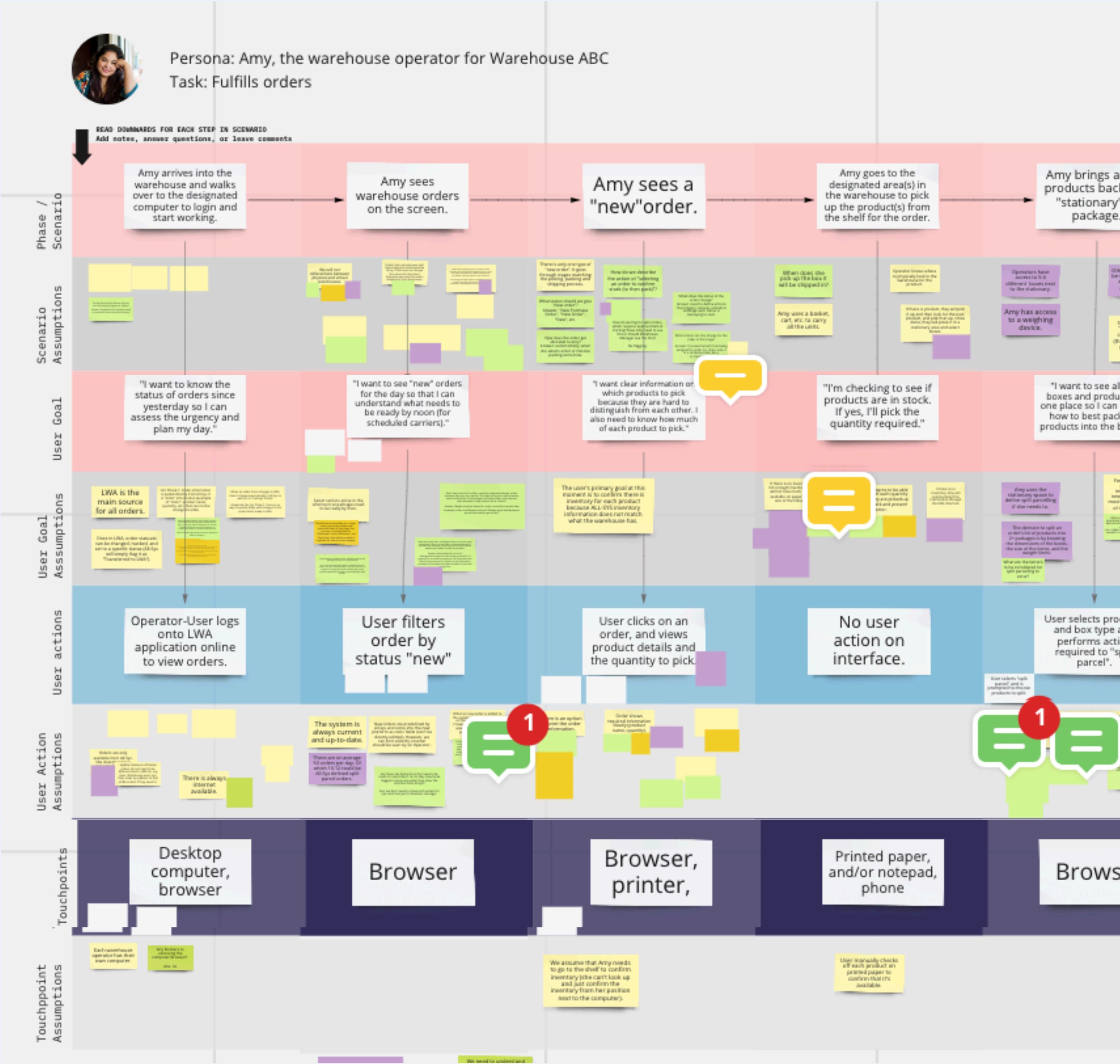
Need to define notification systems (Added parking)

Does such kinds of notification need to be listed and exist somewhere in the system? Or can they just be "cleared" after viewing? Does it need to link to an order? Should they require immediate action? Who cares most of these types of information (if at all)?

Define Interaction Validate in usability test

Mike Gavich 13 Aug, 14:28  
Questionable... I'm looking at the list and all of a sudden it refreshes in front of my eyes. Not sure about user experience. @shruti please chime in

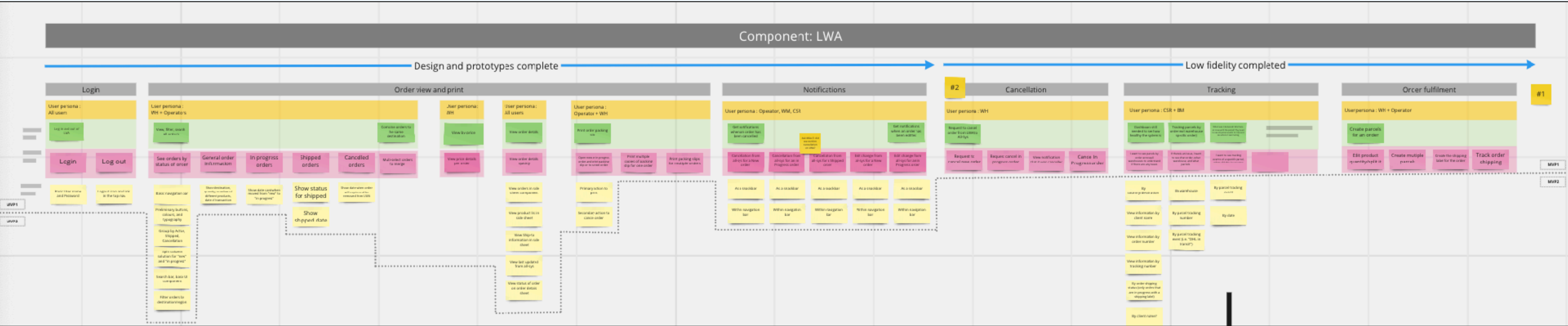
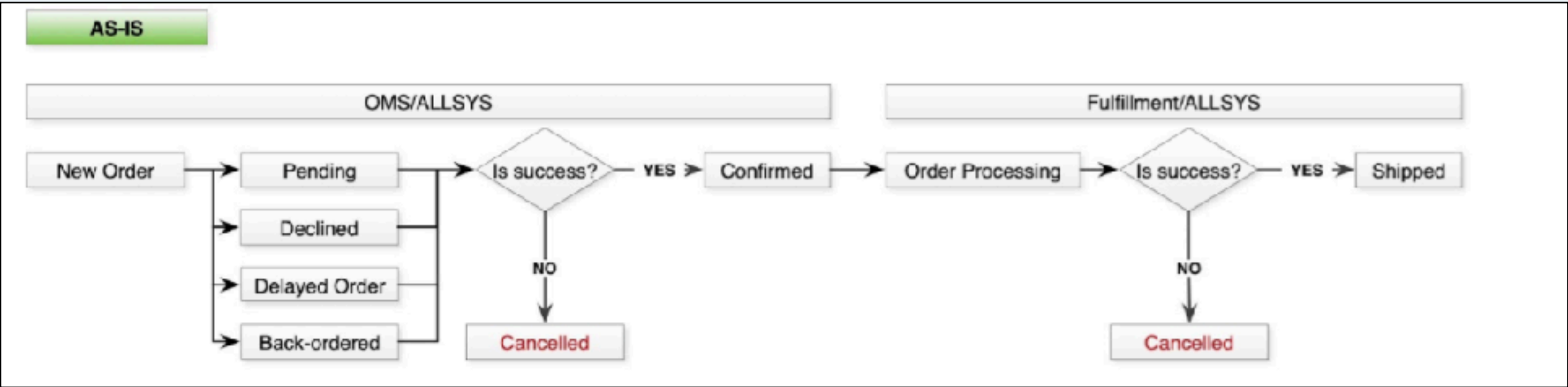
shruti 15 Aug, 07:02  
I agree that a sudden refresh of the list without warning would only confuse the user. I think best is to have a "Lasted update: 34 minutes ago" on the list page.





# Process for alignment on features

- Mapping the flow of interactions within the system application is a key part of the early stage of the design process
- Creating user journey maps to discover and validate assumptions about how the user uses the product in order to complete tasks
- “Component LWA” map is broken down into 6 interaction experiences which are further broken down into features/requirements per interaction and scheduled for design based on “MVP” requirements



# Process for usability testing on features

- Testing features and user flow on low to mid-fidelity UI screens with various users

- Capturing the results as a PASS or FAIL experience
- Prioritizing importance of fixing the UI for FAILED experiences
- Adjusting the interaction experience / feature

Order status / order actions

Order

Product 1

Product 2

Product 3

Address Order #### Back to Dashboard

Items Shipping address Review and payment

The shipping address is incorrect or could not be found. Please update or ignore the errors to proceed.

Ignore all

Buyer Sam Smith ✓

Source medicadepot.com

Save changes

previously saved address

Summary

Source medicadepot

Destination USA

Products 5

Units 30

Shipping Handling

Discounts + Credit

\$575.00

Items SHIPPING CONFIRMATION + PAYMENT

Product	SKU	BRAND	QUANTITY	AVAILABLE	REQUESTED	PRICE (BASE)	SUBTOTAL
Item A	000000		100	02		\$50.00	\$100.00
Item B	000000		184	03		\$75.00	\$75.00
Item C	000000		50	25		\$20.00	\$400.00
Item D	000000		10	01			
Item E	000000		15	30			

Apply credit Edit items

Comments Post orders Documents

Add attachment Delay order Apply credit Apply discount

State/Province Florida

Postal / zip code 10000

Ignore error or update field.

User: Kamil  
Warehouse location: Poland  
Experience level: expert  
Demo-test#: 01  
Date of interview: Feb 11, 2021  
Facilitator: Shristi  
Attended: Mike E, Mike G, Boyd, Nigel, Tanya

Board view

No Priority 6 HIGH 5 MEDIUM 17 LOW 13

## Shipping label page

Understood how to print shipping label and commercial invoice

Success

## Commercial invoice

Successfully changed Ship to address

Success

## Shipping label - size and dimensions

## Shipping label - carrier accounts

HIGH

- Show all carrier accounts i.e. UPS, DHL
- Show all carrier accounts' respective services
- There will always be one service associated with each respective carrier account i.e. UPS1-service1, service2, UPS2-service1, service2
- DHL1-service1, service2
- DHL2-service2

## Shipping label - buttons

MEDIUM

- Update button layout and interaction

User clicked on "create shipping label" disabled button to open "size and courier" accordion

User asked if the application was for commercial invoice for internal purposes or external purposes

Success

## Shipping label: size and dimensions

LOW

- Update font and layout

Did not think to view rates without outside assistance from Shristi. Squinted to see rates per carrier option

- Layout needs to be changed

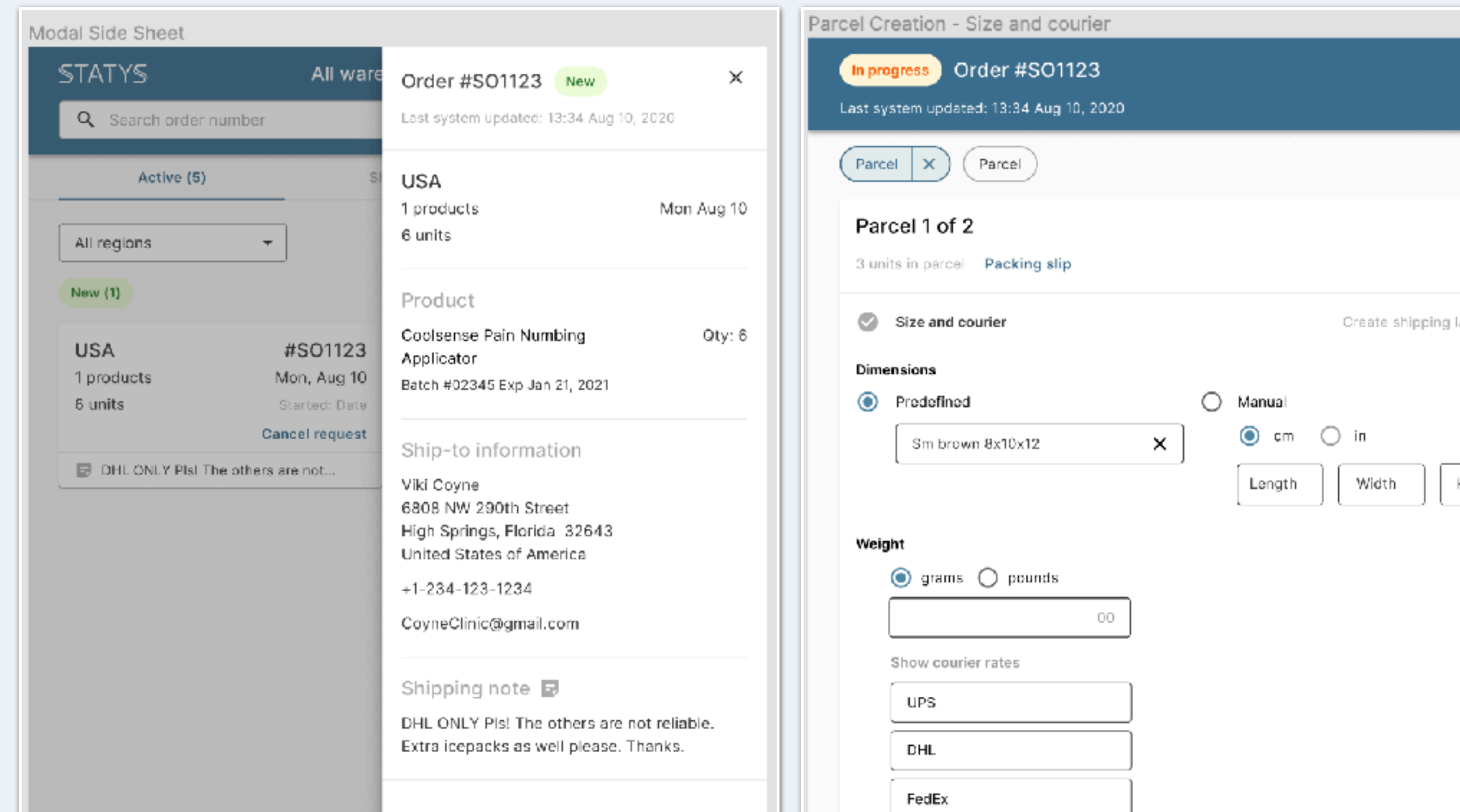
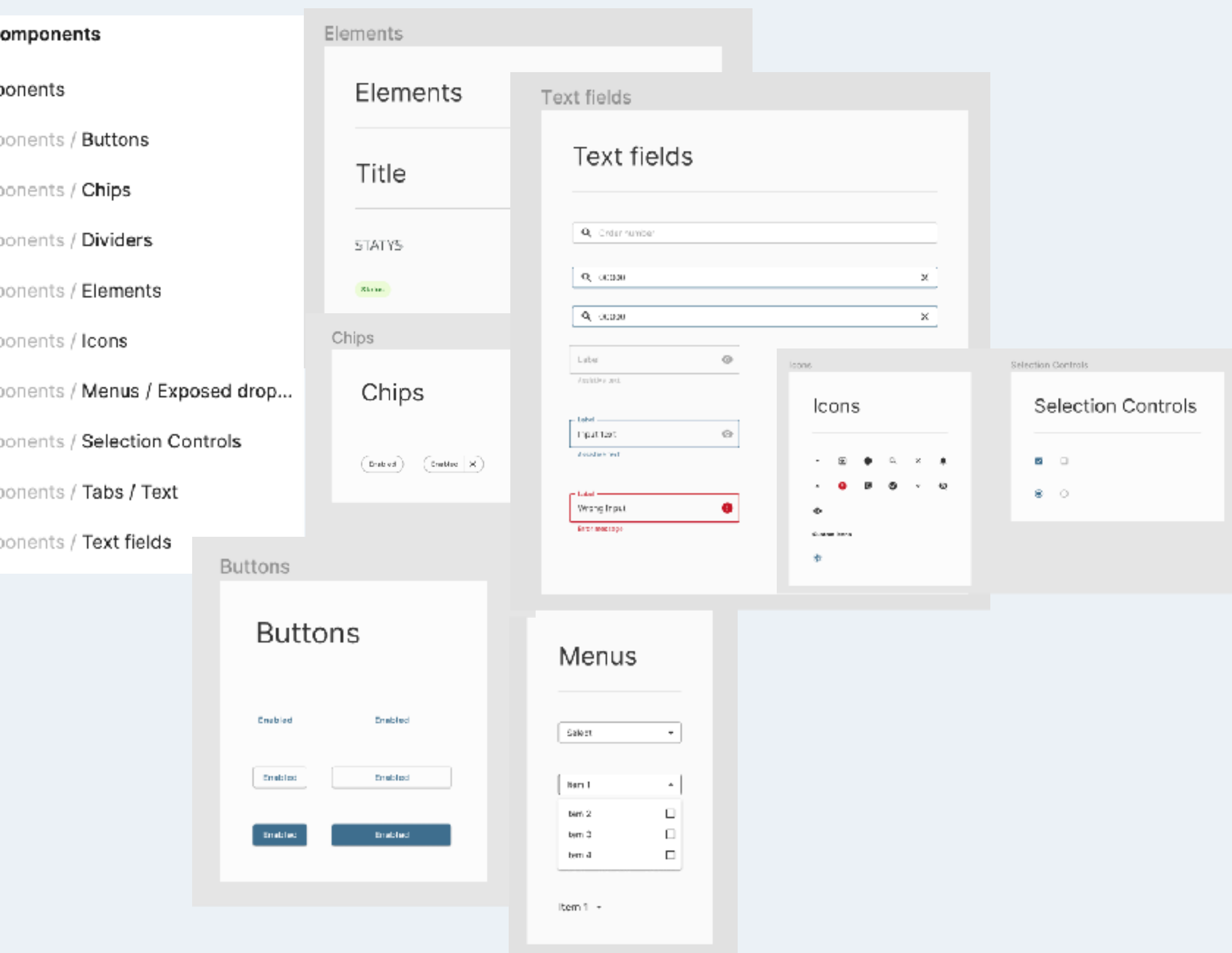
Success

## Shipping label: size and dimensions



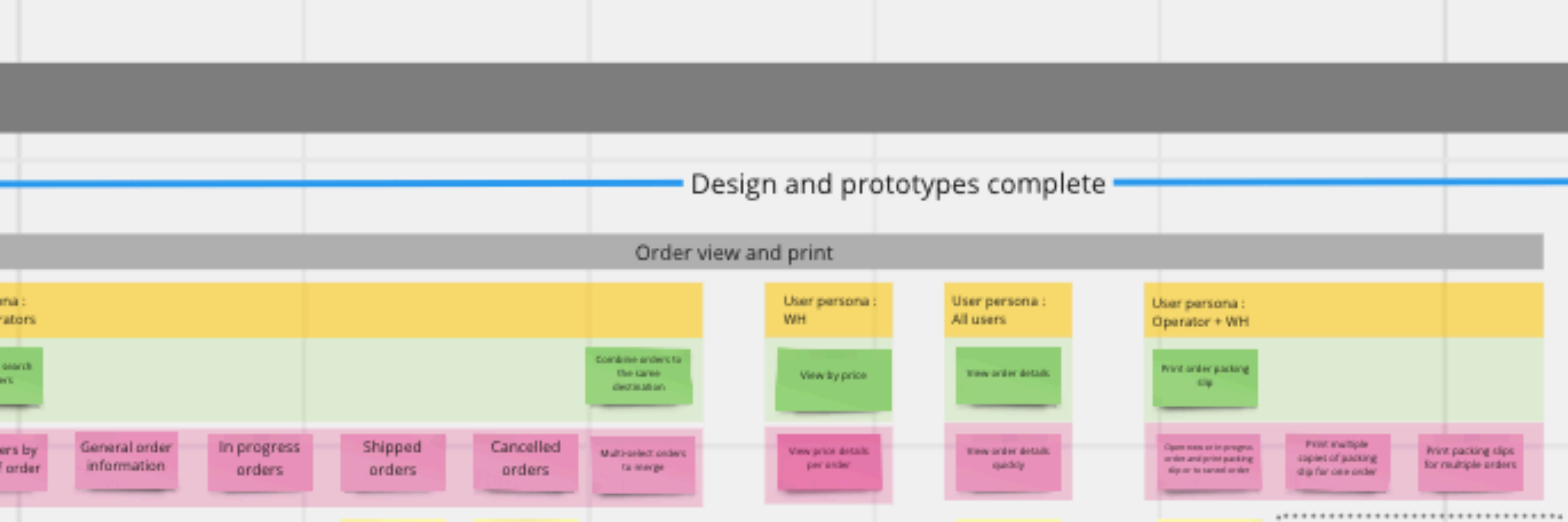
# Implementation of a design system with design documentation

- Defining a new design system (and framework) that is simple to use now and easy to scale later
- Advocation and adherence to a new shared design system (i.e. Google Material, etc.)
- Ensuring design updates are documented on any collaborative platform (i.e. Atlassian, Miro, etc.)

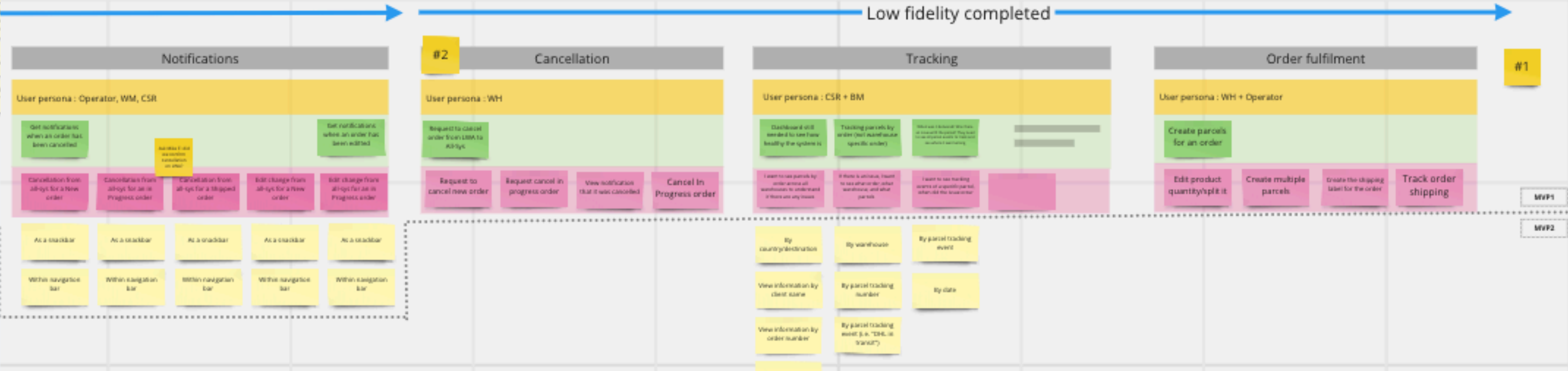


# Process for tracking design progress

- I designed intentionally, focusing on simplicity and gradually adding complexity to the screens.
- Everything is backed by research results or stakeholders feedback and tracked.



## Component: LWA



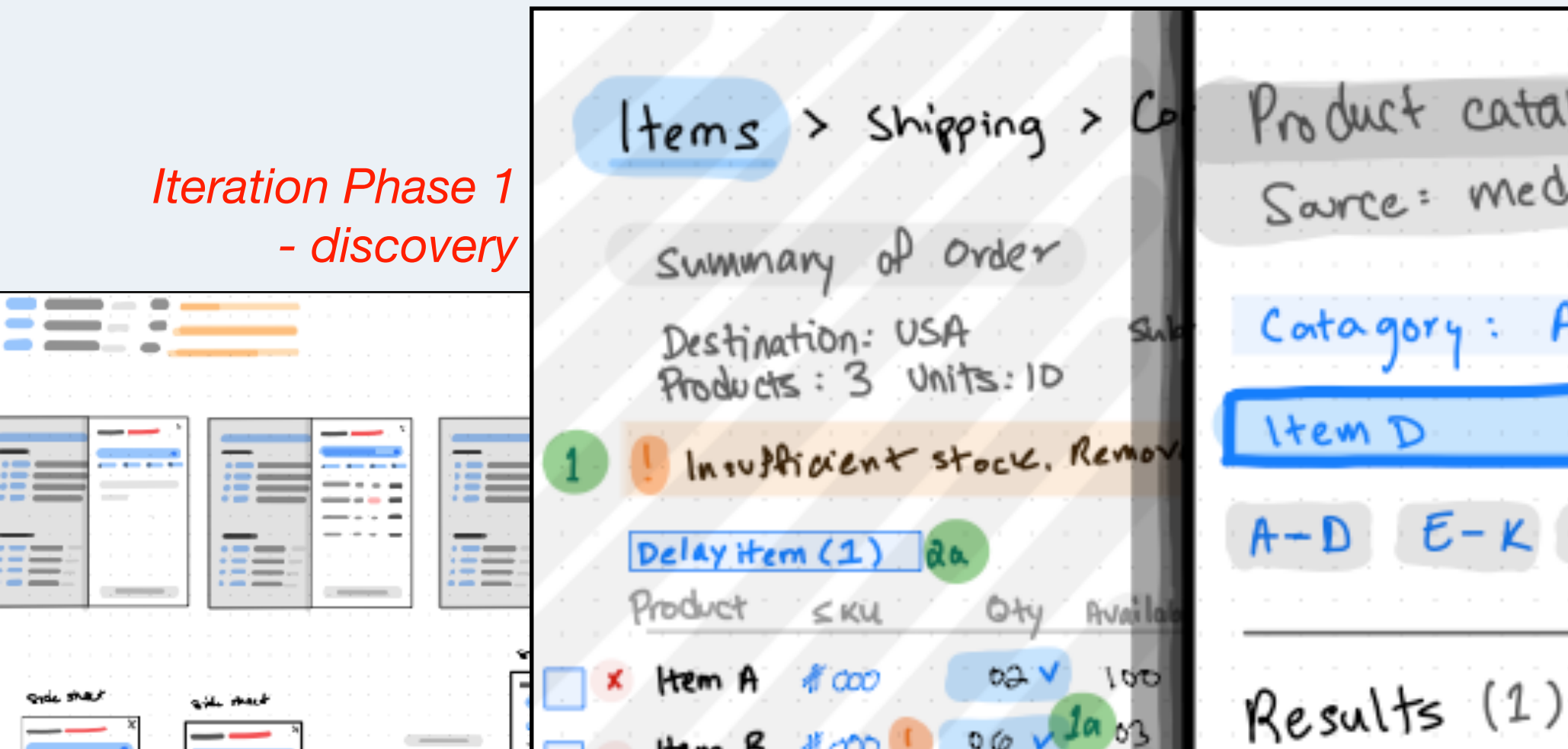


# Process for design iterations

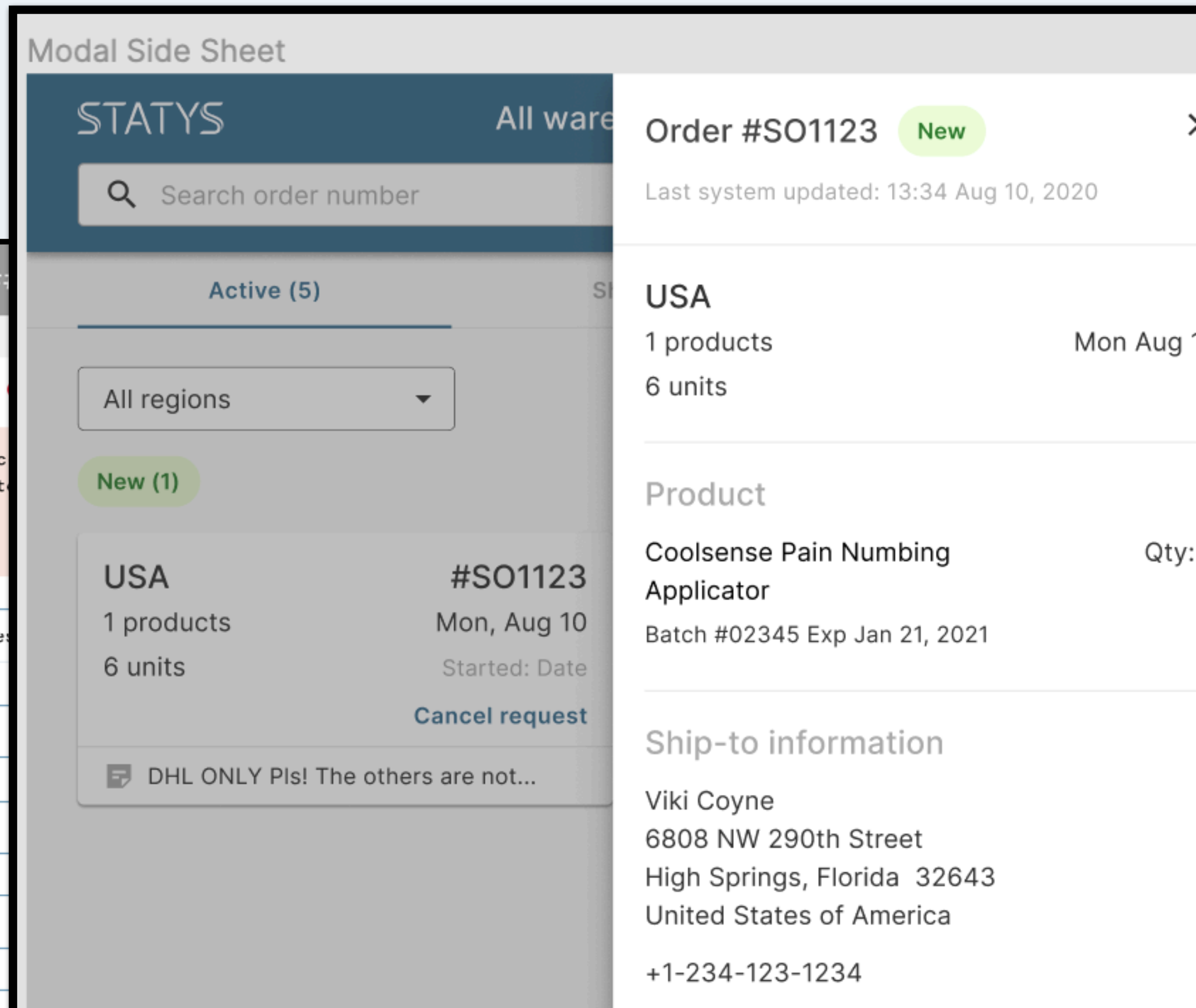
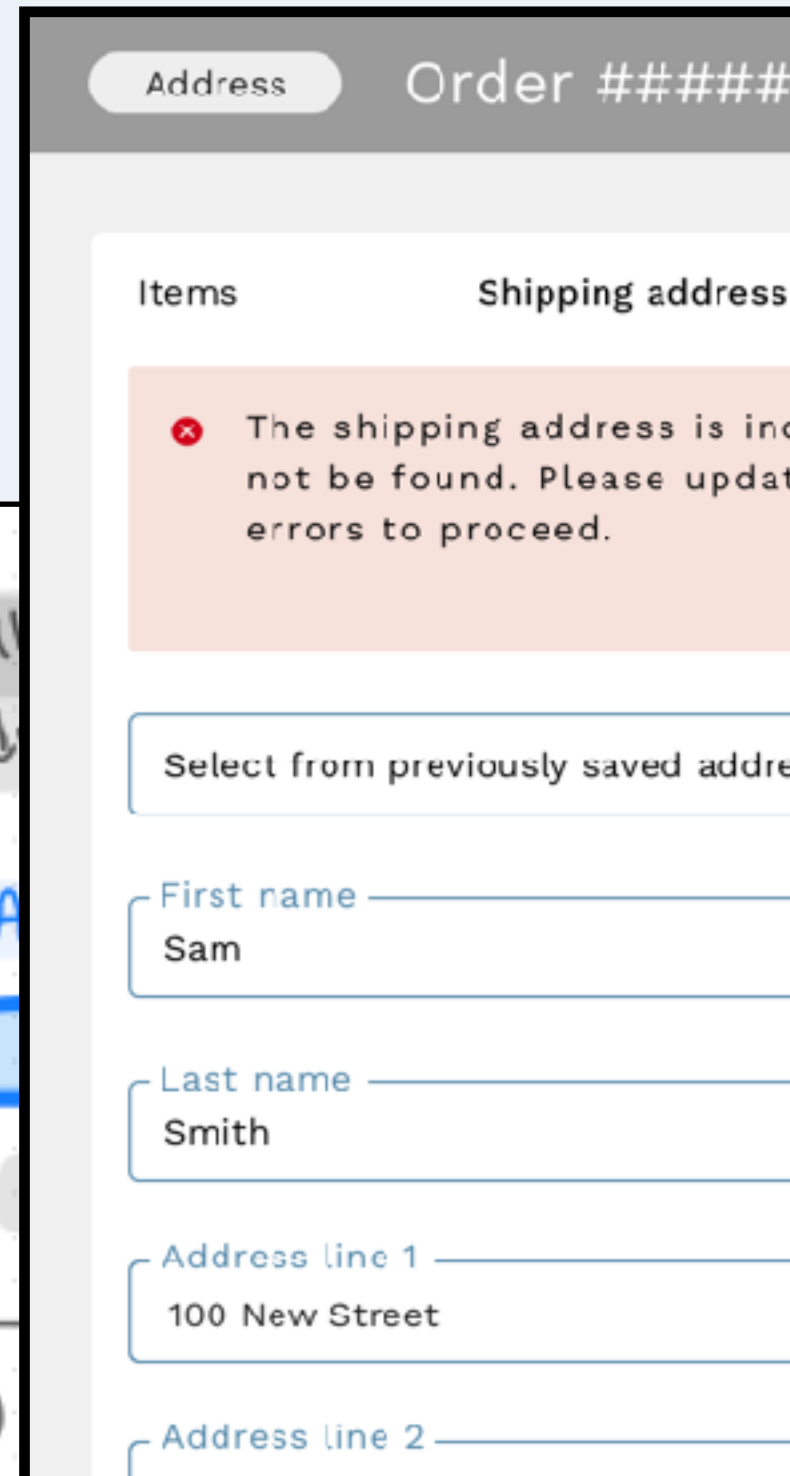
- Designing incrementally keeps the team on track on the product road map and allows features to be completed progressively and efficiently

Iteration Phase 2 - use case explorations

Iteration Phase 1 - discovery



Phase 3 - component ready for production



...Following the design-based product road map

