

Design status update

LWA Marketplace Phase 1

Friday August 31 2020

Presenter: Shristi

In attendance: Miro, Boyd, Mike E, Mike G, Tanya, Shristi

User Interviews and Usability testing

User interviews

User interviews provide context and understanding of the user's mental model

Provides rich context and removes assumptions about the user



Documents provided by users to understand what kinds of artifacts they use in relation to shipping tasks

PACKING SLIP FOR ORDER #1078789

Product Name	Product Quantity	S. Group	Shipping Method	Shipped	Received
PERFECTHA® SUBSKIN 20mg/ml 3-1ml prefilled syringes	2	#964	General Standard Shipping	<input type="checkbox"/>	<input type="checkbox"/>
RESTYLANE® SKINBOOSTER™ VITAL w/ Lidocaine 20mg/ml, 3mg/ml 1-1ml prefilled syringe	2	#964	General Standard Shipping	<input type="checkbox"/>	<input type="checkbox"/>

Shipping Address
Name: Raquel García López
Company: Clínica Reloja Medicina Estética
Address: Calle José María Calero nº 8-B, Aranda

1-0

Inventory nº

Albarán de origen

Teléfono Atención al Cliente

902 16 26 46

02803461099

Nº RECOGIDA

028-3461099

Nº SEGUIMIENTO

R0007D1C015147753J

REF. CLIENTE

ES2020PRO0000643734

1. Remitente

Código cuenta

002804429

C.Coste

Nombre Empresa

MASOLA GESTION

NIF/CIF

B83357863

Persona Contacto

MASOLA GESTION

Teléfono Contacto

659968469

Dirección

CALLE MENORCA N. 1. URBANIZACIÓN LAS CUM

Población

LAS ROZAS DE MADRID

C. Postal

28290

Ciudad

2. Destinatario

Código cuenta

009699999

C.Coste

Nombre Empresa

WINIFRED OGBEH

NIF/CIF

EN_FACTURA

Persona Contacto

WINIFRED OGBEH

Teléfono Contacto

3467149475-

Dirección

7123 SUN VILLAGE DRIVE, HOUSTON, TEXAS

Población

HOUSTON

C. Postal

77083

Provincia

País

US

3. Costes

Portes	Pagos	X	Debidos	Tercero
Comisión Reembolso	Pagos	X	Debidos	Tercero
Aranceles/Impuestos	Pagos		Debidos	X Tercero

Nº Cuenta (solo en caso de cargo a terceros)

Valor reembolso

0,00 €

Valor declarado del envío

0,00 €

2020 (ORDER DATE ON SITE)

Box 1

UNITS: 2 PERFECTHA

Box SITE = 24 x 17 x 15

Box WEIGHT = 0.5 kg

2

Maria and Ramon, users from Spain

User Interviews and Usability testing

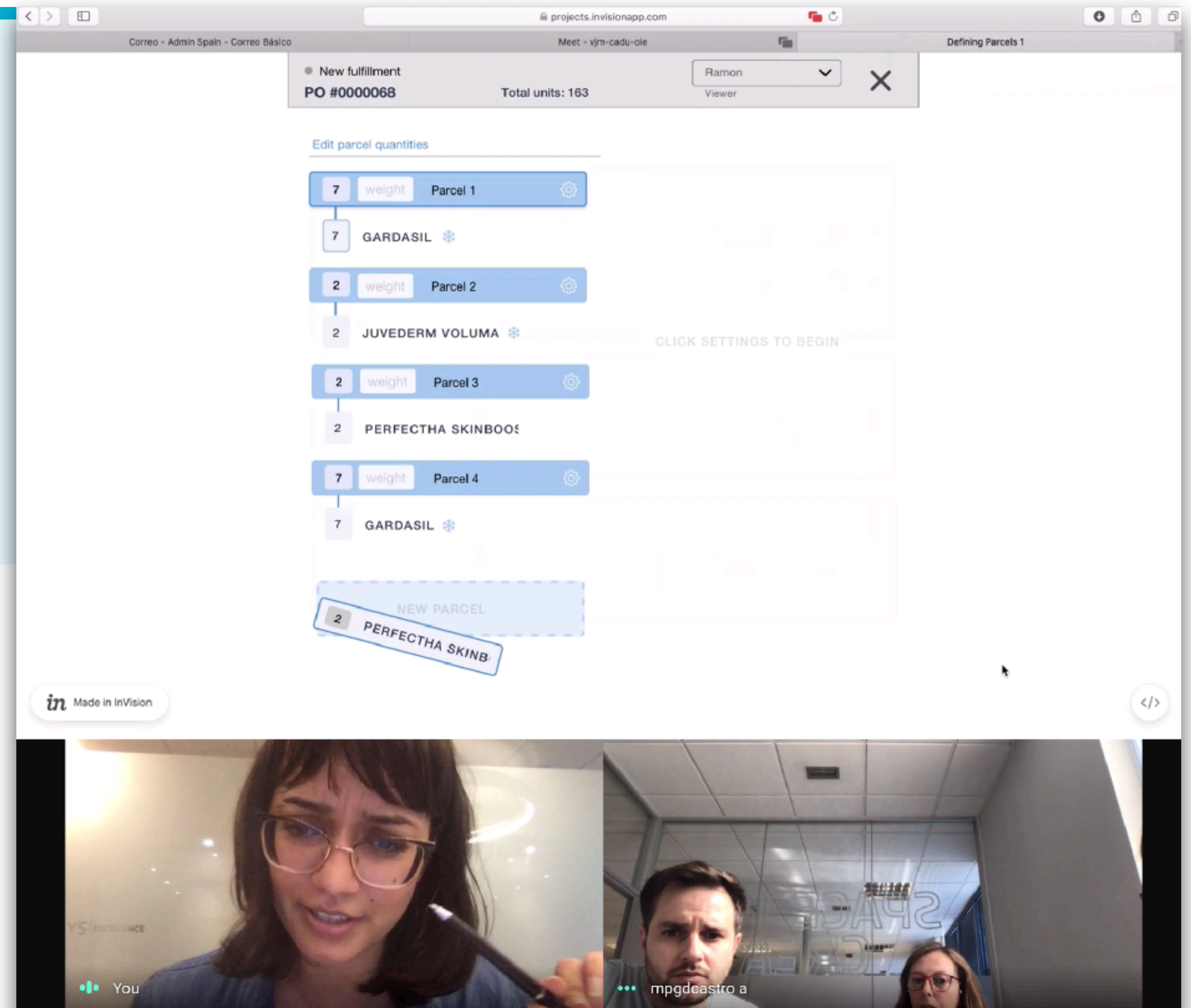
Usability testing

Allows us to validate our interface design in order to ensure it solves the user's needs'

Saves time and money for actual development

A typical usability set up with end users consists of showing a simple prototype of the interface and assessing users' understanding of the screen

Here operators are being testing on their ability to read information about parcels



Iterative timeline

Discovery and Understanding

Competitor analysis
Doing user interviews to understand users' problems
Defining user personas and needs
Capturing UX requirements

Potential overlap in timeline
due to agile nature of doing
design work

The goal is to understand and (more importantly) **agree upon the problem statements** we are solving for. This not only guides us to the right solution but also the **simplest solution**.

Sketching and Feedback

Sketching and wireframing ideas
Capturing stakeholder feedback
Providing engineers with wireframes

The goal is to **generate many ideas** and use feedback to vet them until we reach a **holistic solution** that solves for all user needs.

Testing and Prototyping

User testing and updating wireframes
Gathering React UI components

The goal is to have a visual solution that is **foundational and inspirational**, paving the direction for future phases in the product roadmap.

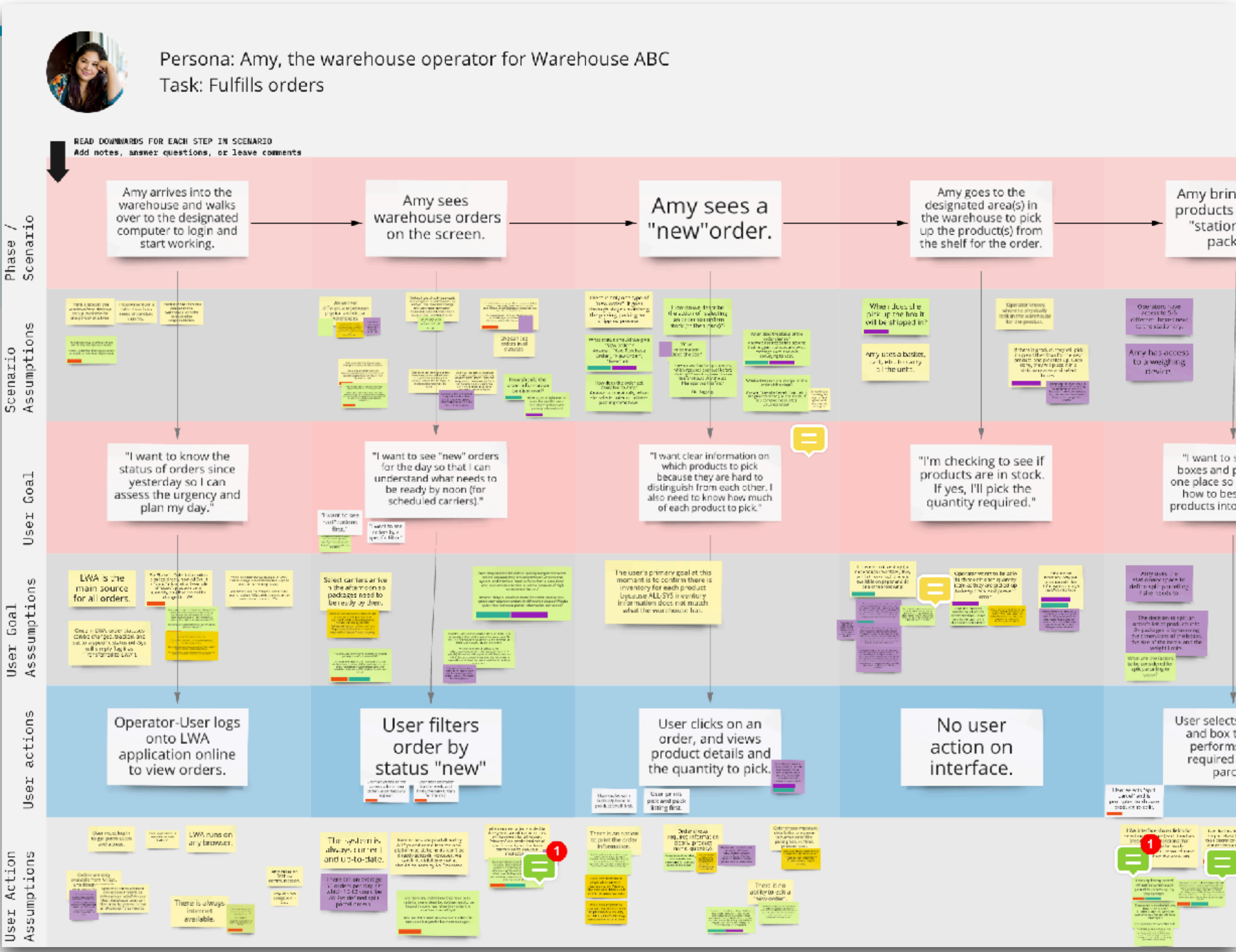
Handover

Interactive prototype to handover to developers

Iterative timeline, example of the type of work produced

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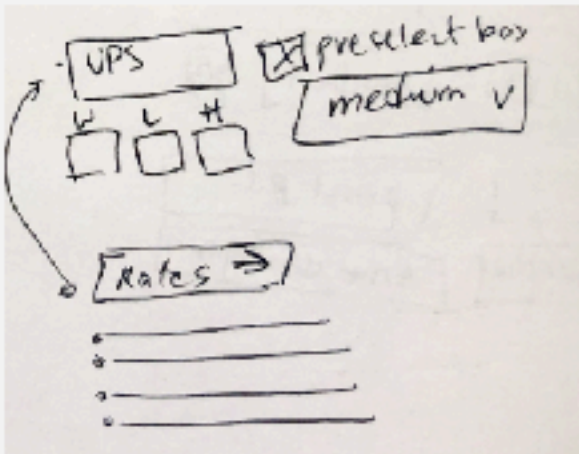
Iterative timeline

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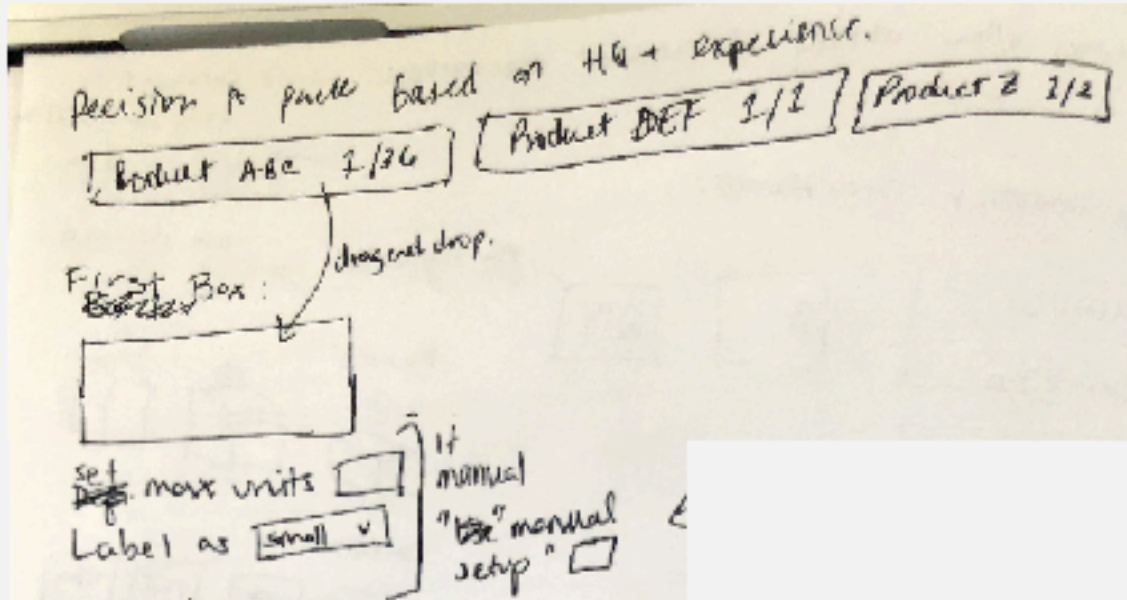
Show option to select carrier-based box option FIRST



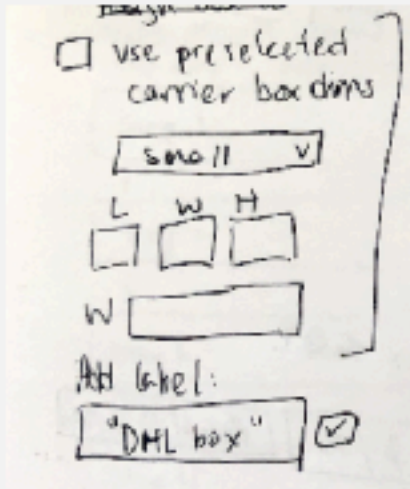
Carrier and schedule



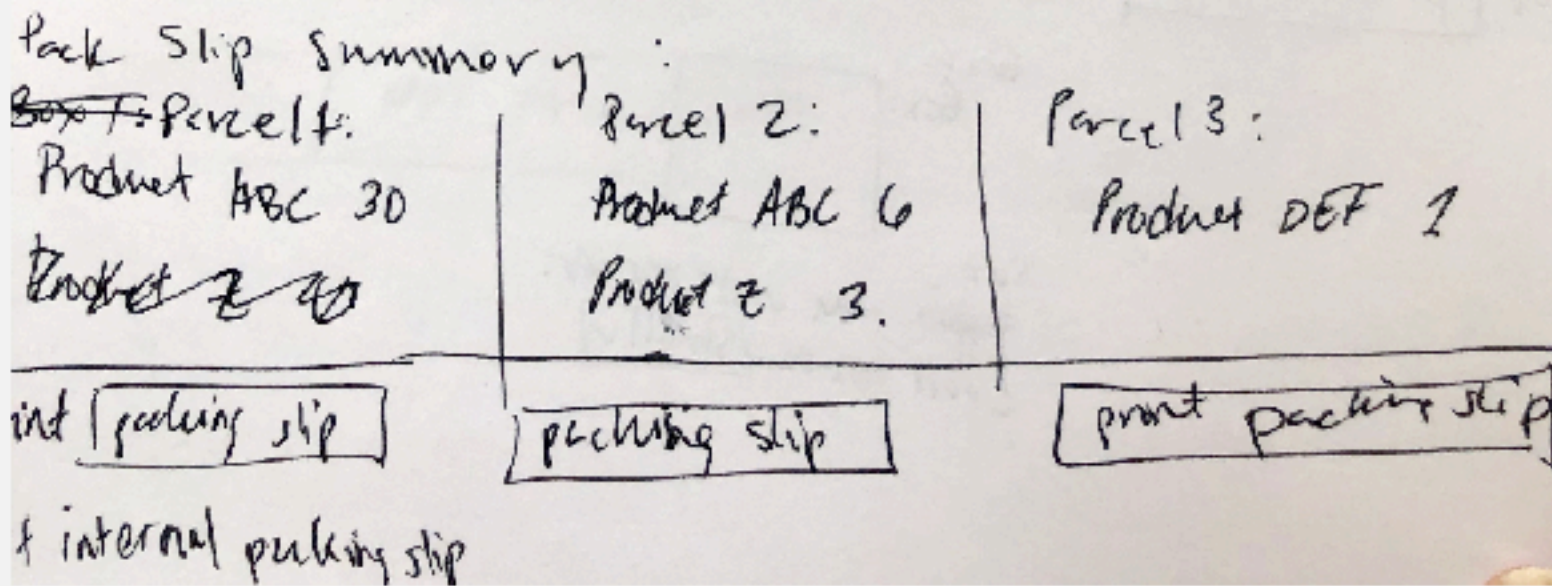
Drag and drop visually



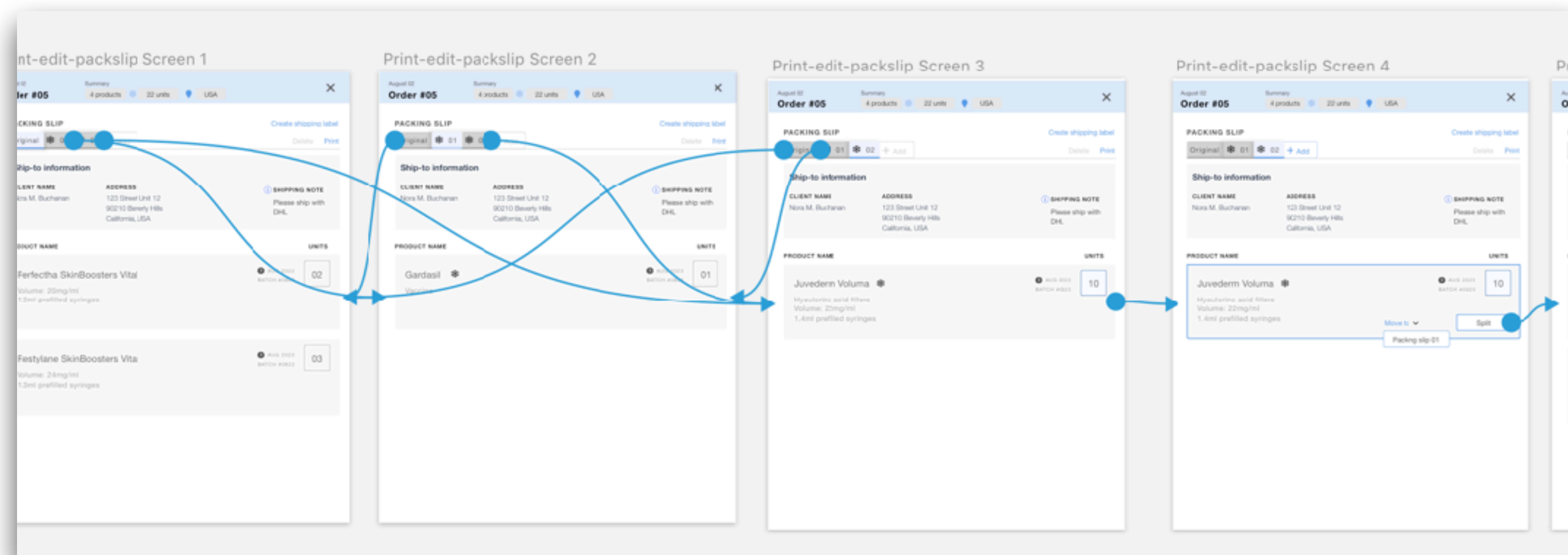
Allow user to decide between pre-selected and manual box



Always show print slip for each parcel creation at bottom



Iterative timeline



Link to prototypes

<https://bit.ly/2QP84ok>

Thank you!

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Gathering React UI components

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