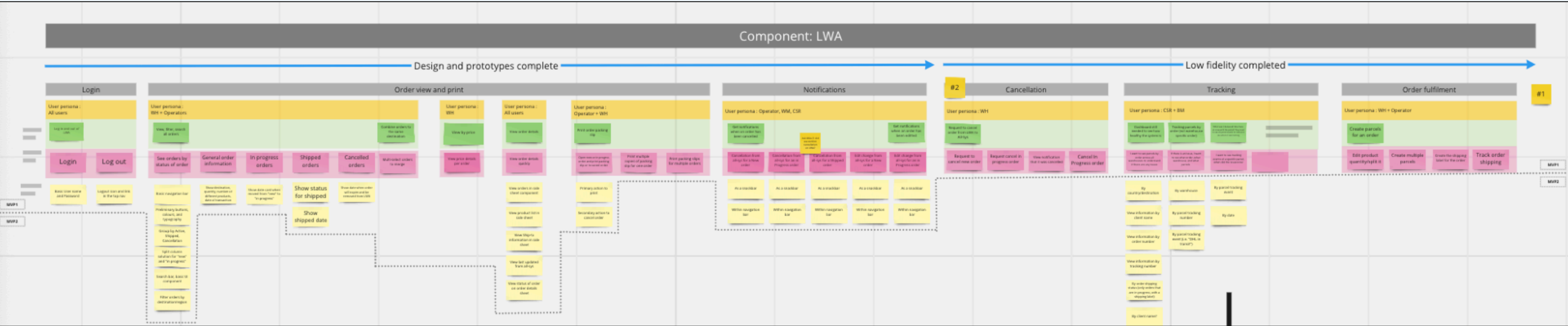
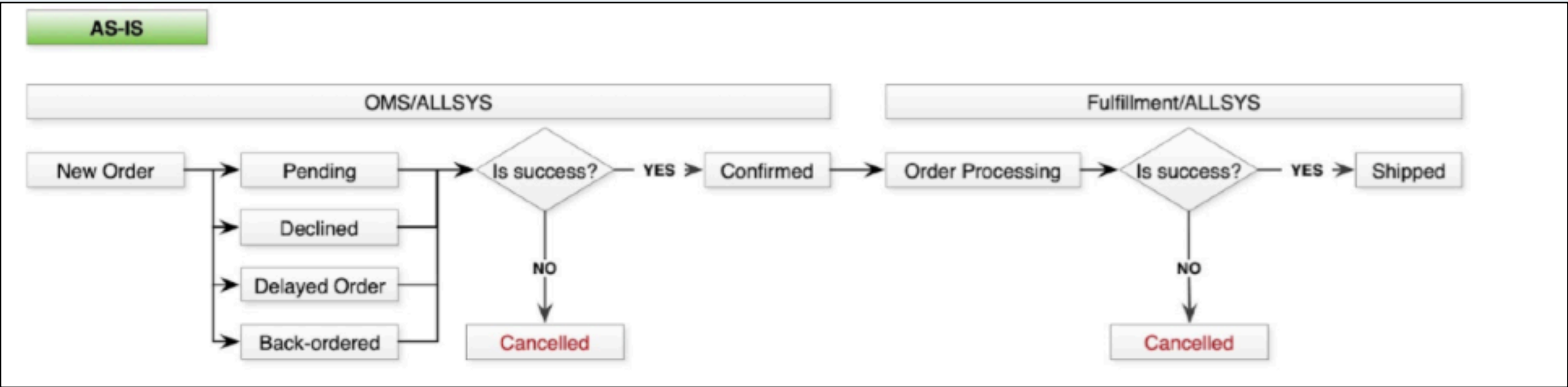


Process for alignment on features

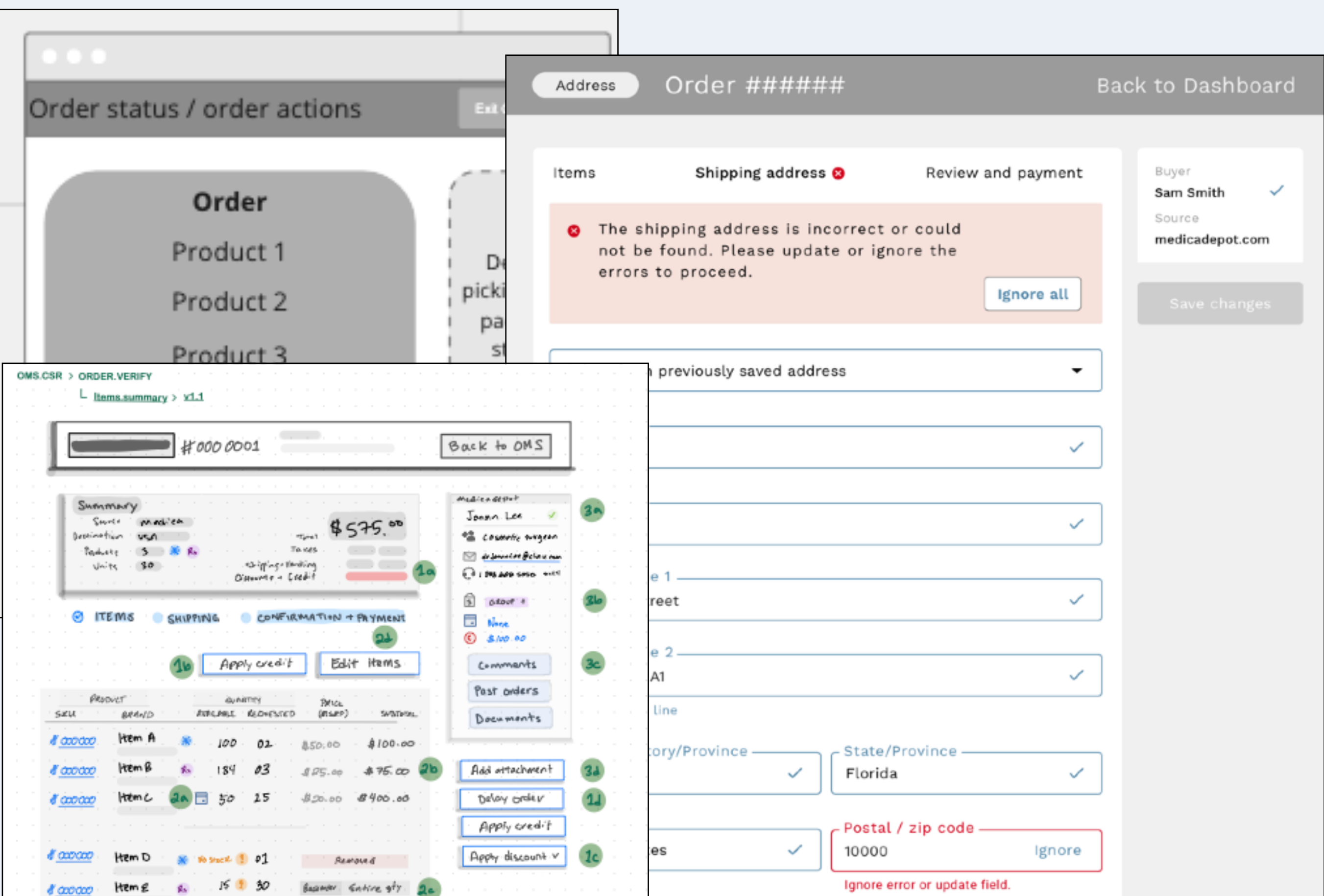
- Mapping the flow of interactions within the system application is a key part of the early stage of the design process
- Creating user journey maps to discover and validate assumptions about how the user uses the product in order to complete tasks
- “Component LWA” map is broken down into 6 interaction 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



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		Properties	Group by
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			