New system

Legacy system

Engineering, 1

Design, 1

Product, 1

New user interface

New front end + back end APIs

Database migration

When an new order is added to the system, a notification occurs on the screen for all viewers ("viewers" are predefined set of specific user types that have permission to view said notification).

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

Need to define notification systems (Added… parking…

There is an … to print the … informat…

Need to confirm what should … here. Does the order look …

(every hour)

Mike Gavich 13 Aug, 14:28

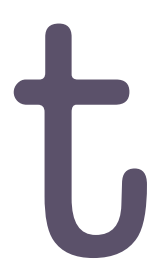
Questionable... I'm looking at the list and all of a sudden it refreshes infron of my eyes. Not sure about user experience. @shristi please chime in

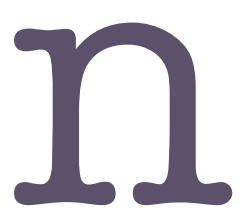
shristi 15 Aug, 07:02

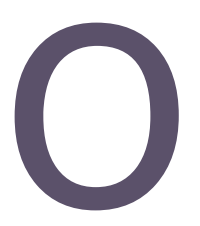
I agree that a sudden refresh of the list without warning would only confuse the user. I think best is to have a "Lasted update: 34 minutes ago" on the list page.

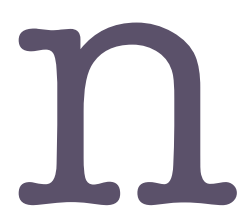
… to count stock? Con: …

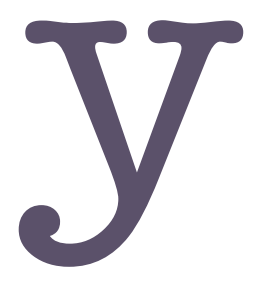
Process for alignment on features

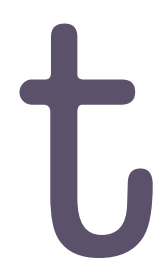


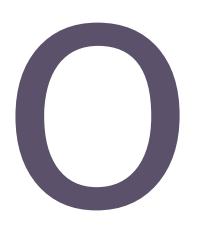


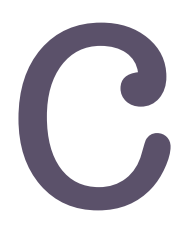


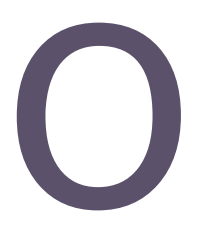


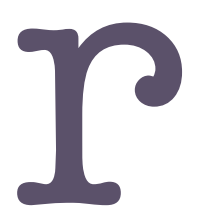


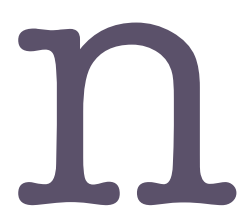


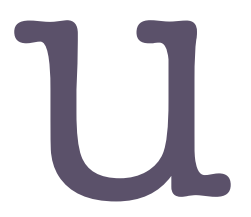


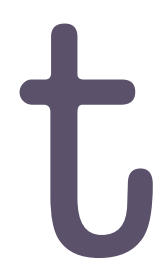


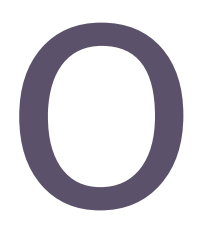


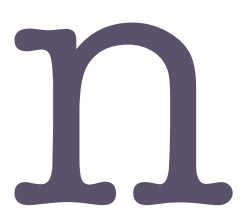


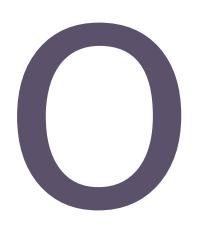


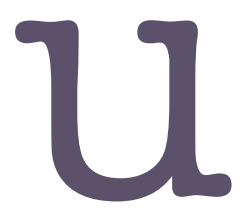


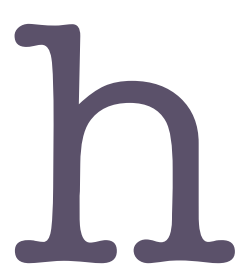


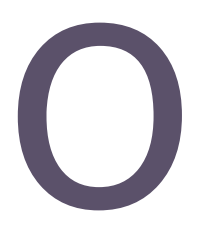


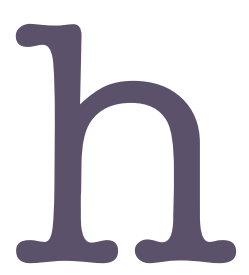


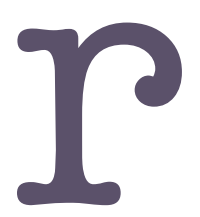


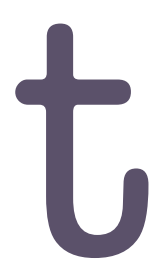


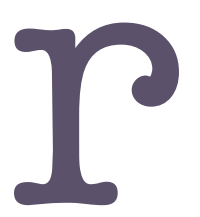


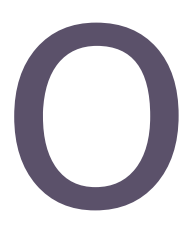


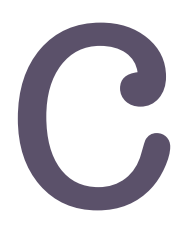


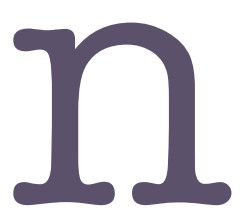


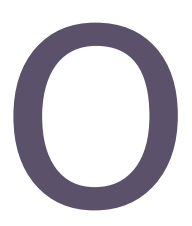


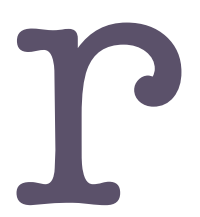


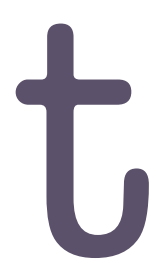


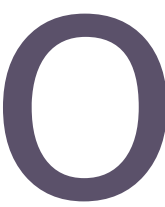


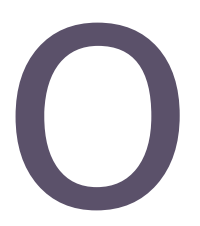


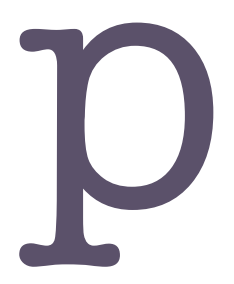


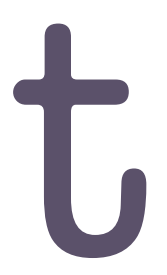


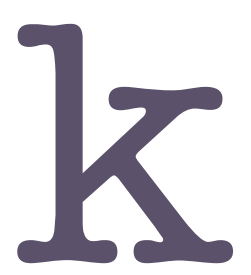


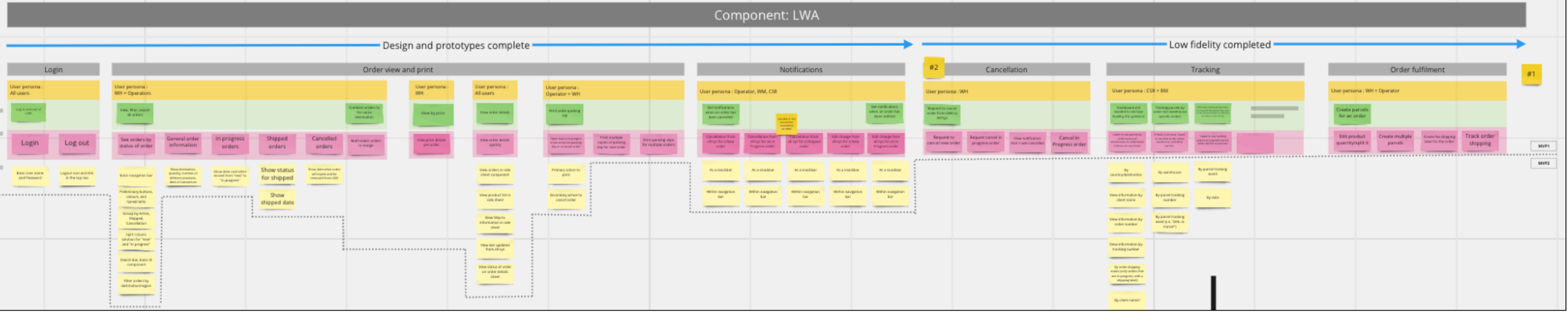








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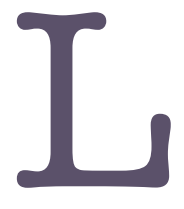
Design and prototypes complete
Low fidelity completed
Login
Order view and print
Notifications
#2
Cancellation
Tracking
Order fulfilment
#1
MVP1
MVP2
Login
Log out
See orders by status of order
General order information
In progress orders
Shipped orders
Cancelled orders
Show status for shipped
Show shipped date
Request to cancel new order
Request cancel in progress order
Cancel in Progress order
Create parcels for an order
Edit product quantity/split it
Create multiple parcels
Track order shipping



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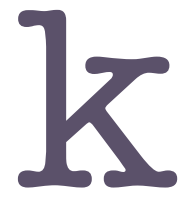

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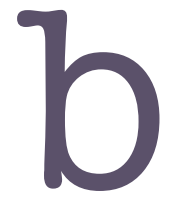

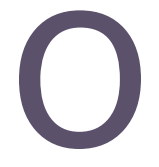

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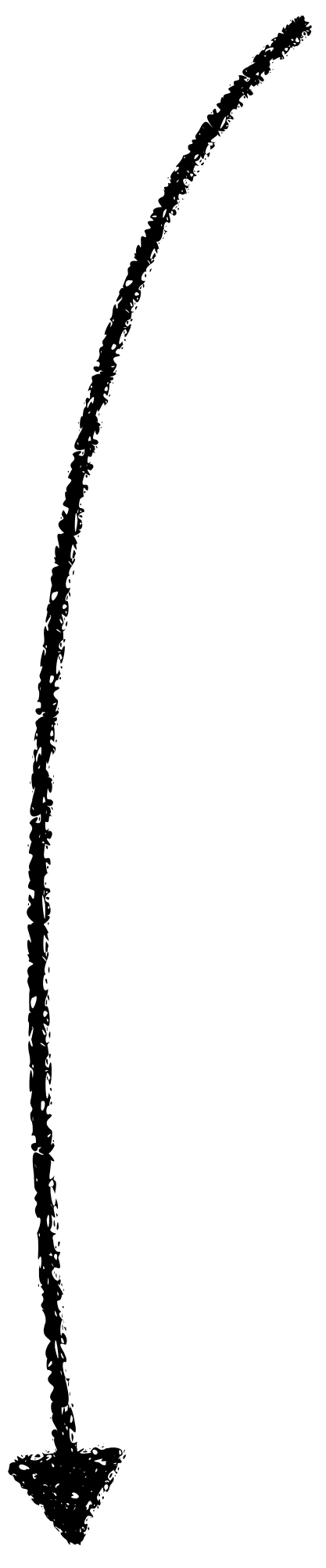
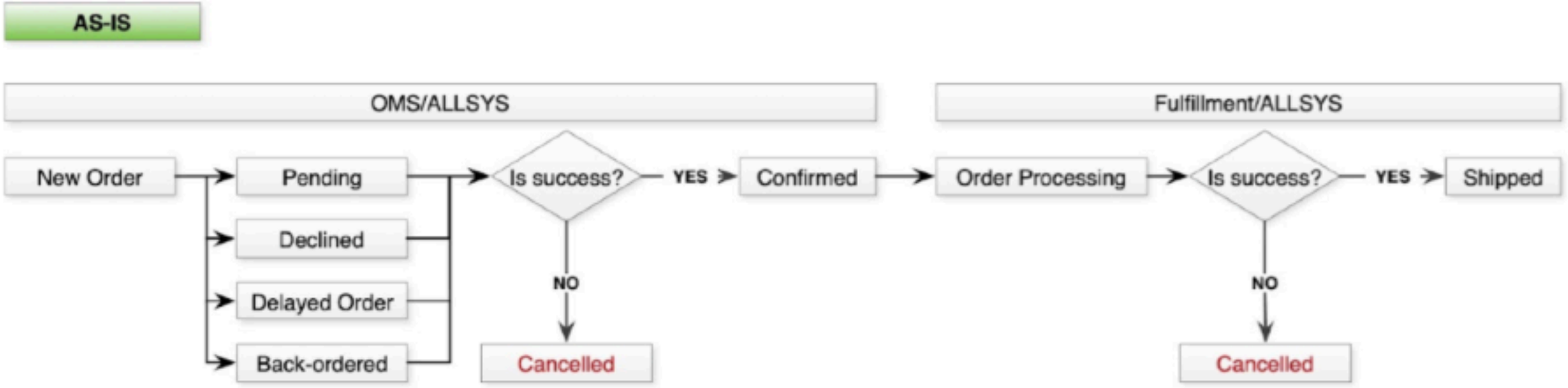
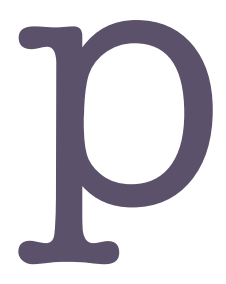
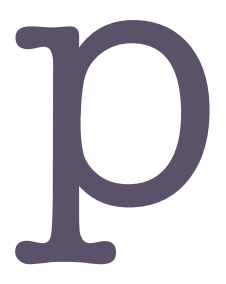
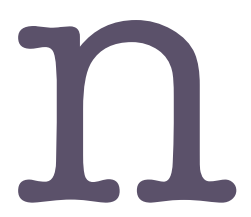
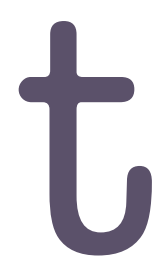


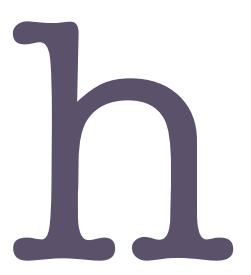

AS-IS
OMS/ALLSYS
Fulfillment/ALLSYS
New Order
Pending
Declined
Delayed Order
Back-ordered
Is success?
YES
NO
Confirmed
Cancelled
Order Processing
Is success?
YES
NO
Shipped
Cancelled

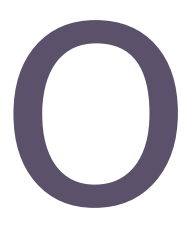


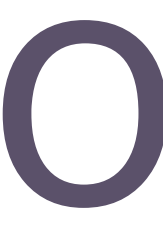


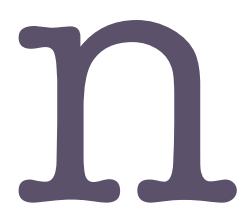


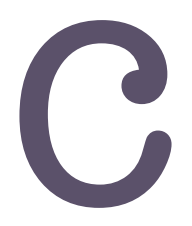


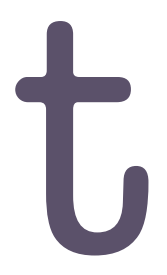


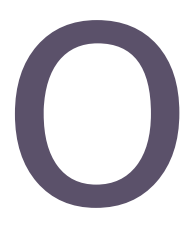


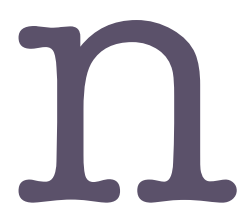


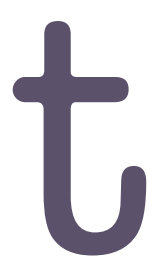


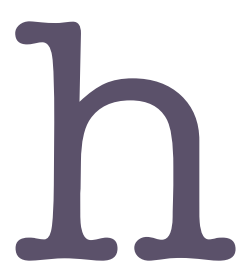


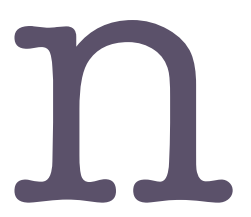


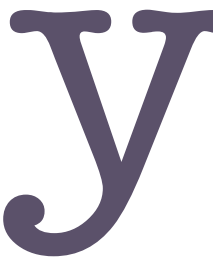


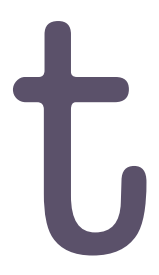


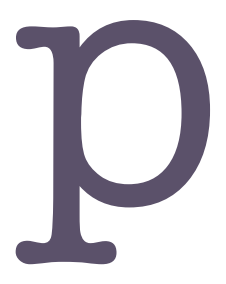


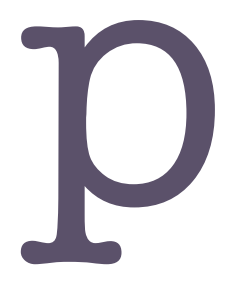


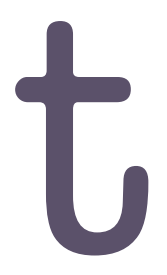


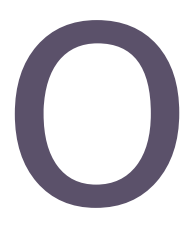


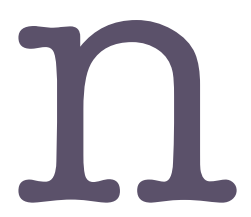


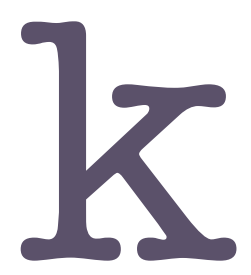


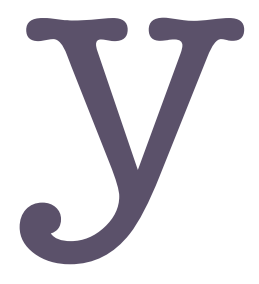


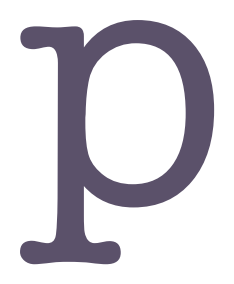


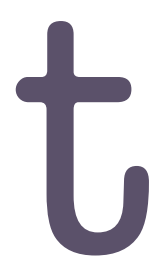


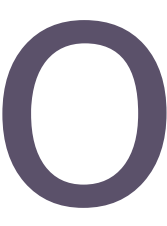


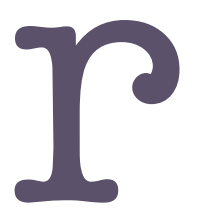


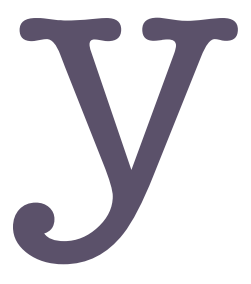


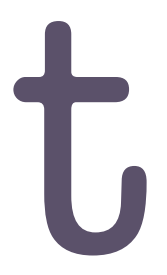


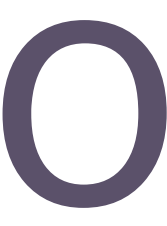


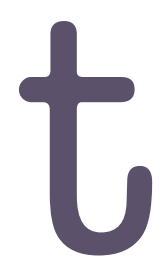


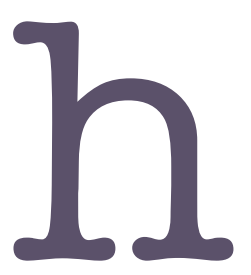


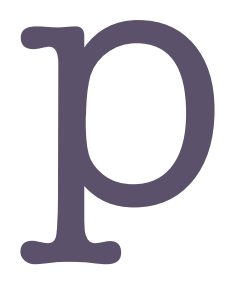










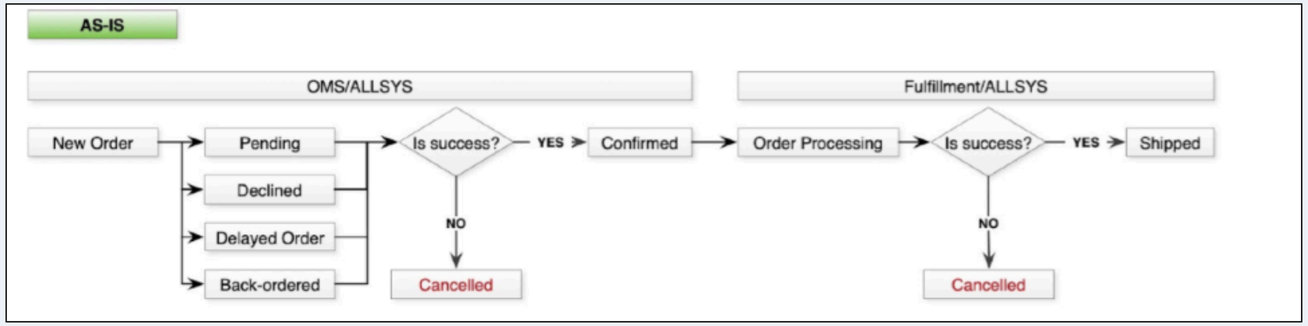


- Creating user journey maps to discover and validate assumptions about how the user uses the product in order to complete tasks

- “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 alignment on features

- Mapping the flow of interactions within the system application is a key part of the early stage of the design process



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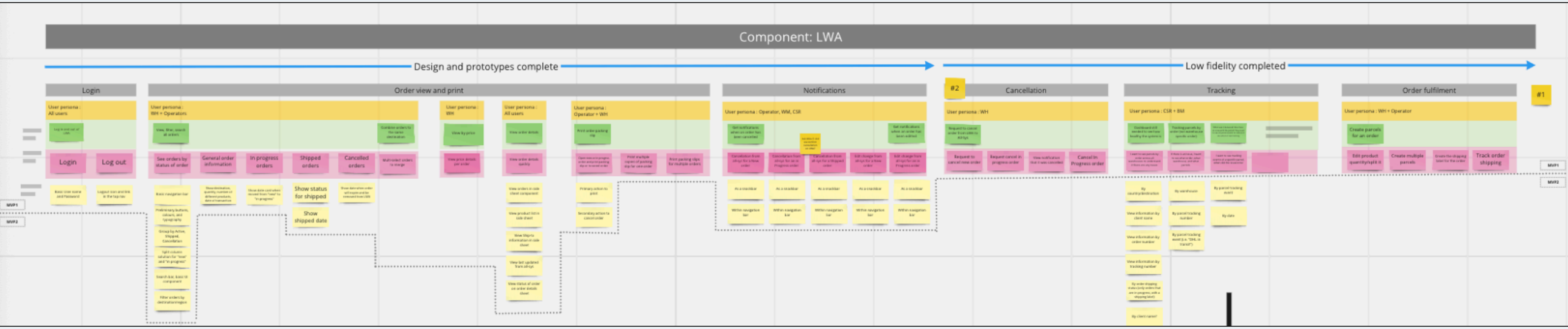
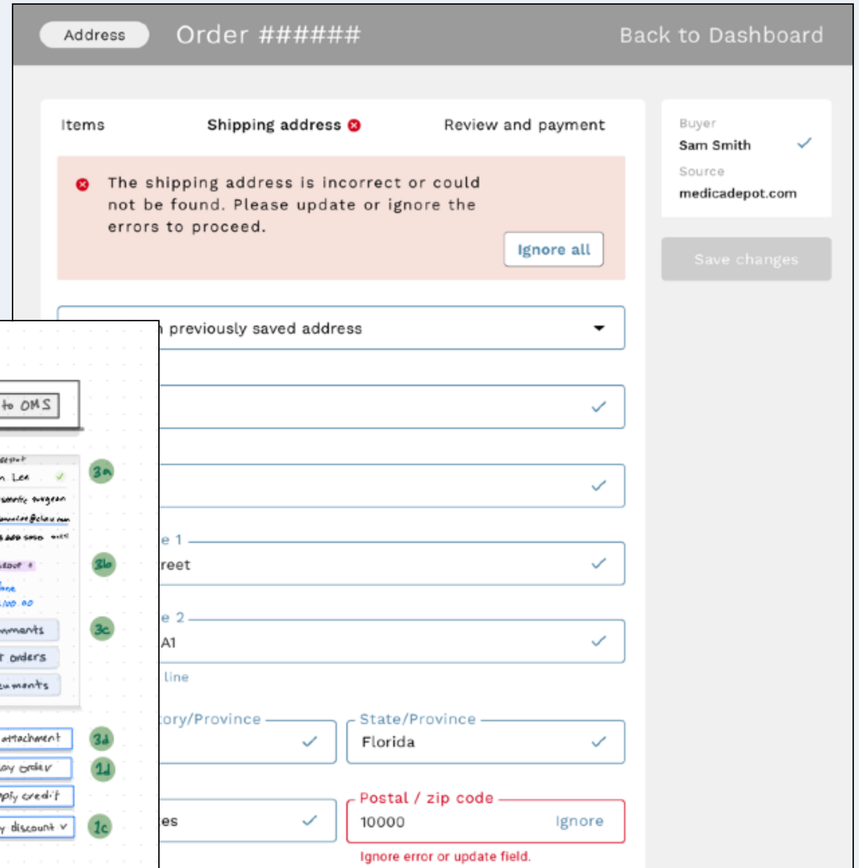


Process for usability testing on features



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	**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
Commercial invoice Successfully changed Ship to address Success			
Shipping label - size and dimensions			