



INDIAN INSTITUTE OF INFORMATION TECHNOLOGY
DESIGN AND MANUFACTURING KANCHEEPURAM

Subject - Human Computer Interaction

**REPORT
ON
WPS OFFICE**

**SUBMITTED BY
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TO
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Product - WPS Office

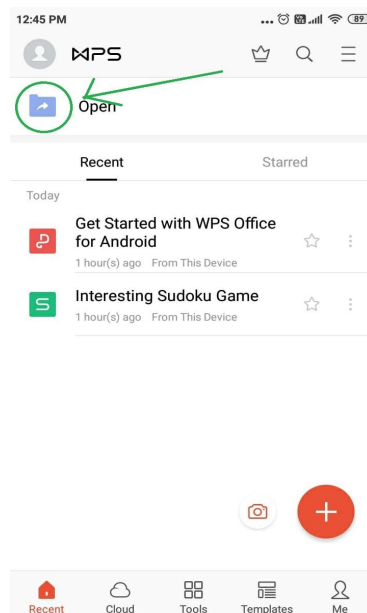
About

WPS stands for Writer, Presentation and Spreadsheets.

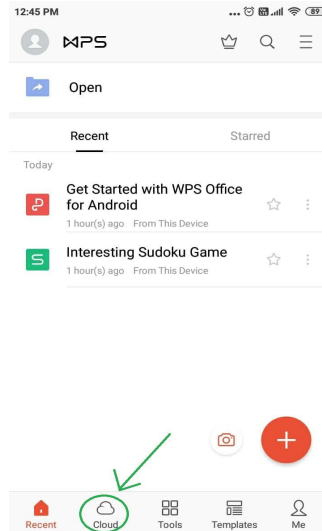
WPS Office is a free and cross platform office suite that includes a text processor, spreadsheet, and presentation creator, among other useful tools that are completely compatible with other well-known packages from the same category like Microsoft Office, OpenOffice, and LibreOffice.

Some of the limitations of WPS office and its solution are :-

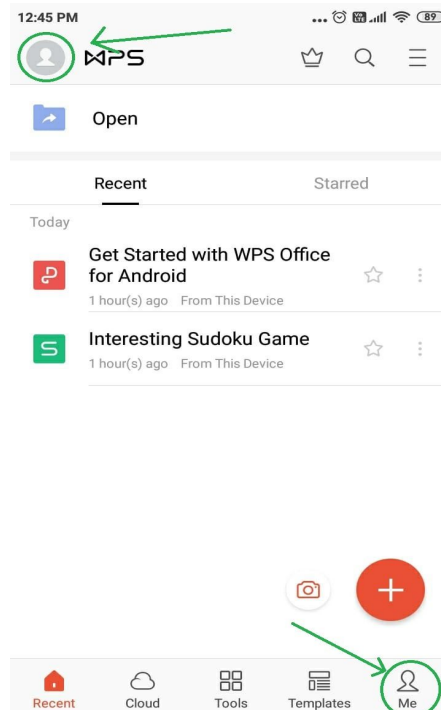
- Open file is present inside Recent icon but it should be available on screen because it is violating closure property i.e. the main objective of people to use this application is to open a file or create a new file. It was also violating discoverability feature as it is difficult for a novice user to find open file option



- Cloud icon is not used recently by a user so it should be placed on the right side of footer, while templates and tools will be used more so it should be placed on the left side of footer because users spend more than twice as much time looking at the left side of the page as they did the right. Hence it was violating the principle of Horizontal attention leans left

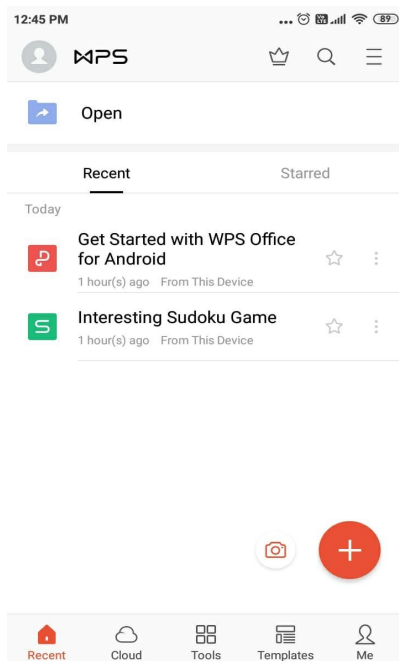


- Me icon in the footer is redundant because it is already available in the top left corner of the application. So it has been removed from footer as it was violating aesthetic and minimalist design principles.

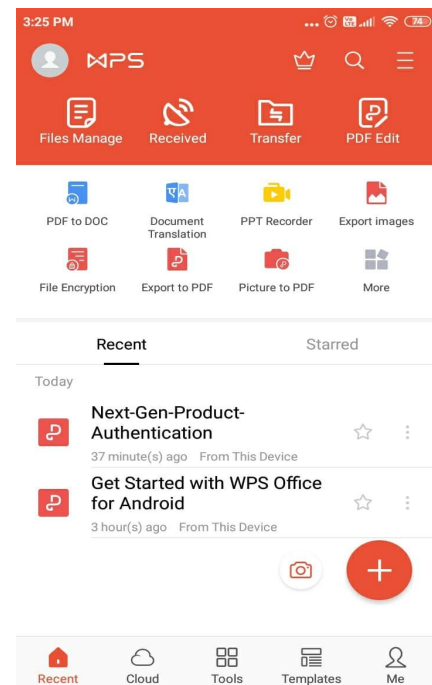


- Upgrade to premium option is not used most frequently. It is only used once in a month or once in a year by expert users to get subscriptions and it is not used by novice user. So it should be removed from the top of the screen as it is also available in user icon on the top left corner of the application
- File for get started with wps office for android is available inside the recent icon but it can be deleted. So if a novice user deletes it by mistake then he may have to locate help and support option which cannot be even searched using the search icon on the top right. This deleted file can't be undone. So it is violating the principle of permitting easy reversal of actions. So I have made an icon for help and support on the top bar. Placement has been done keeping the principle strive for consistency because users usually see help & support option on the top bar indicated with question marks.
- I have also highlighted recent button properly to offer clarity of current tab
- After opening a file, the UI of the application changes and brings irrelevant things on the front screen which are located in the tools icon in the footer. This needs to change.

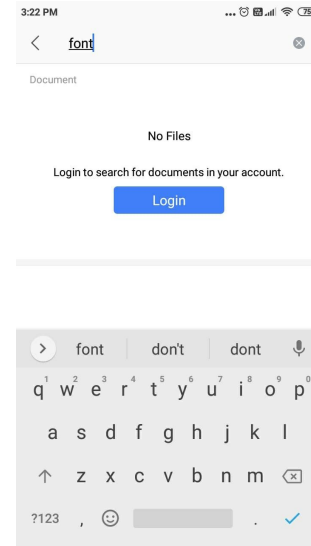
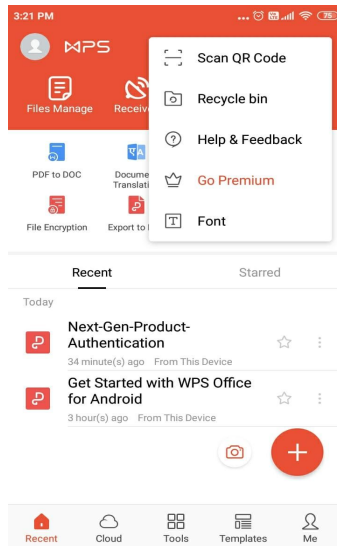
Before opening file



After opening file



- This application is not modular. we can't search for options such as font, go premium using the search bar. It only searches for the documents. So this feature can be added to the newly designed application.



Design Principles taken care while making this application

Mental Model

Users will expect this application similar to they have used such as MS-office. So this product satisfies the mental model of users. Users also expect to have a working interface similar to what they have already used which is also provided by this application.

Ease of Use and Usability

It is very easy to create a new file just by clicking on the plus icon on the front page of the application. It has also become easy to open a file after doing some changes to the application.

It also shows the recently opened files in the recent icon which can be used for easy access to the last recent files we had opened.

Affordance

Affordance is a property or feature of an object which presents a prompt on what can be done with this object. Every icon in the application signifies well with its working. For

example plus button inside the orange circle indicates it is used to create a new file, the camera logo indicates, it is used to capture photos of documents.

Permit easy reversal of actions

We know that users need to reverse their action when they make some mistake or when they try to explore the features. This feature is provided by this application also. In addition to that if by mistake we have closed our application then it saves the data in the cache memory so that when users open this application again, then they may resume their work.

Offer informative feedback

When we try to create a new document then it prompts with multiple options whether we want to create a word document or spreadsheet or presentation. This application also assigns date and time as well as the device from which a document has been created in the recent icon on the footer section. Thus it reminds the user when he has opened the recent application and in which device(if the user logs in multiple devices with the same account).

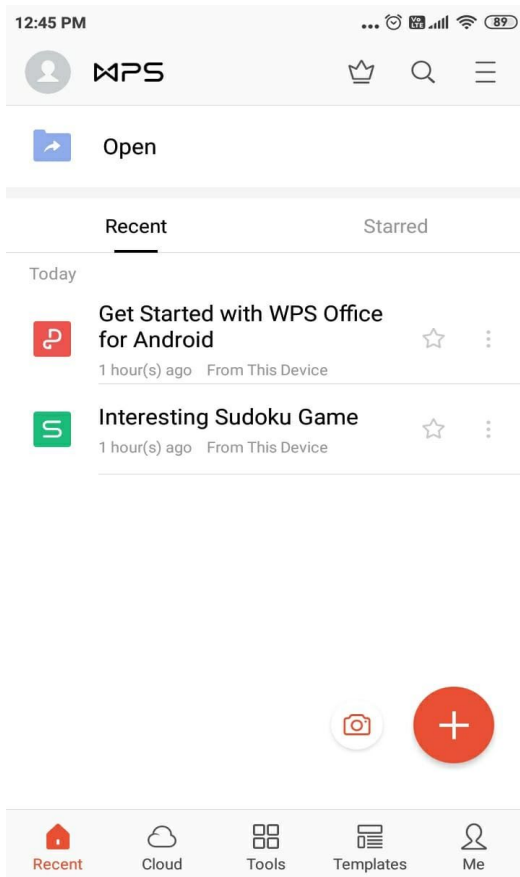
Strive for consistency

It keeps all the buttons and icons at the proper place such as users have a mental model of search bar on the top, so this application also keeps search bar on the top of the application. My profile is generally on the top left in most of the applications, so it also keeps my profile on the top left side of the application.

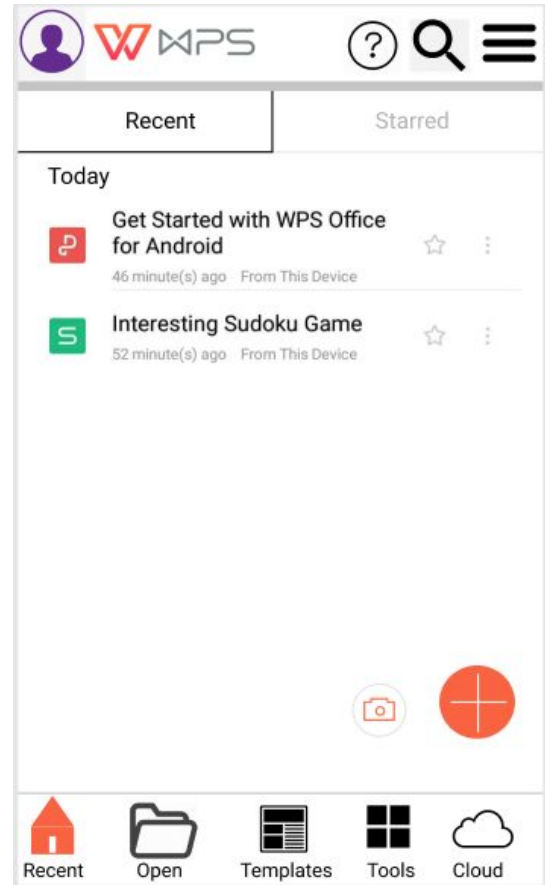
Flexibility

This application can be used for opening and creating many types of documents such as word documents, spreadsheets, presentations etc. It also offers converting a document to pdf and vice versa. So this application has flexibility of doing many things.

Old Design



New Design



The latter(New Design) has been built using figma which is a prototyping tool available online as well as offline

Link For Improved design for WPS office

https://www.figma.com/file/6LRGKcGvFAuoz0CI81duY1/WPS_OFFICE_HCI_CED17I029