

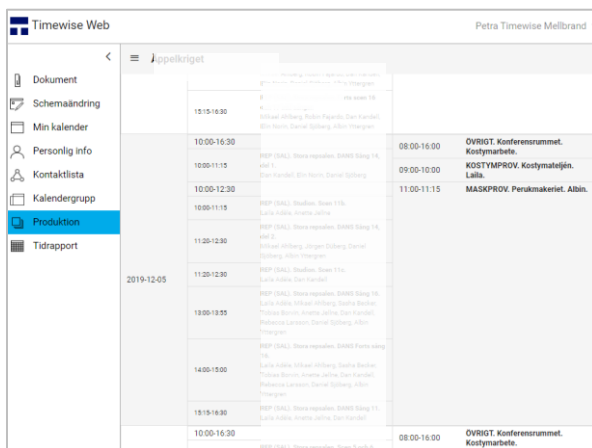
Wireframe

Background

I was hired by Timewise a couple of months ago. It's a small company that for the last 13 years has developed a popular software planning tool for theaters and opera houses. Right now the programme is in a steep developing curve. The company needs to find more efficient ways to help users with their questions and to provide the customers with platforms to seek knowledge on their own. This is one of the things I am asked to assist with. So I am collecting FAQ:s and writing User Manuals.

The software is divided into two parts, "Desktop" and "web". "Desktop" is used by the administration. Settings and data from "Desktop" is fetched by "Web" wich mainly is a datavisualization with a lot of get requests for schedules and data grids.

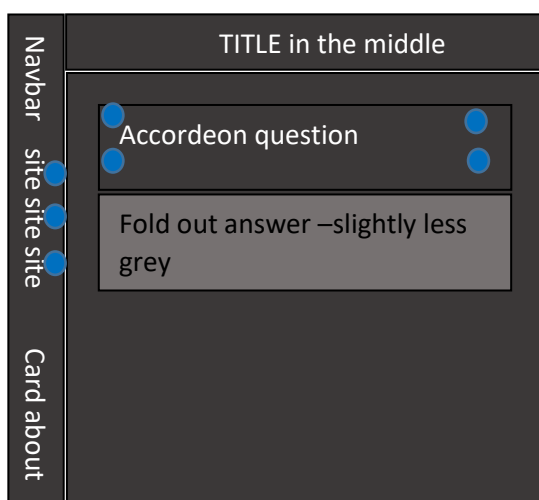
This is what it looks like:



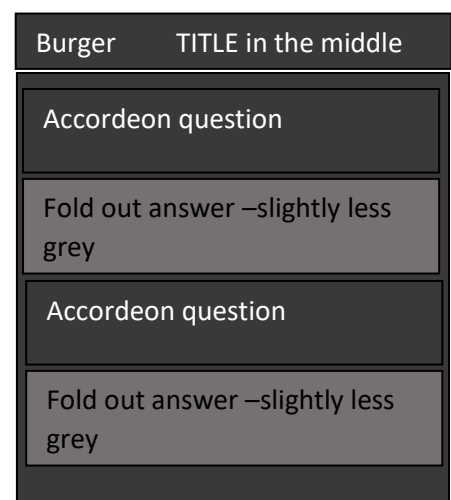
I will use this project to work on a new layout for the programme (another of my tasks). Since it's ment for stage-workers I will use a dark theme and I want to add more color using a bright blue as contrast. The goal is to make a virtual meeting place for users and developers for sharing questions, answers and information. The programme is very advanced and even the most advanced users learn new features and tricks all the time. So I think this site could be a great asset.

This is my simple ugly drawings:

MD-XL



S



User stories:

User 1 – User who has worked a lot in TW but need more knowledge:

- Read questions asked by others
- Read and/ or download user manuals (PDF:s)
- Add questions
- Edit questions
- Answer other users questions
- Delete a question
- Mark if the answer actually solved the problem

User 2 –User who just started to work with TW

- Learn the programme by reading User Manuals
- Learn the programme by reading others questions

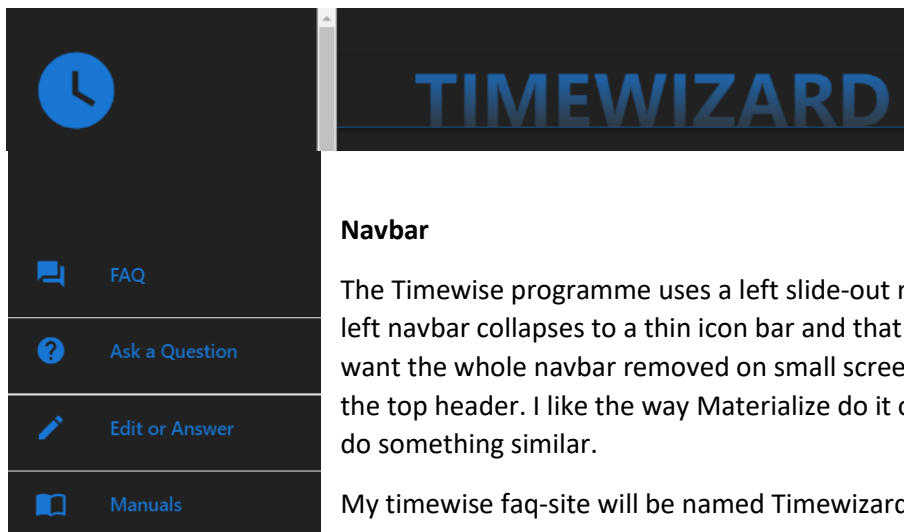
User 3 – Developer working for TW with support and education

- Find unanswered questions -and answer them
- Mark if answers solved the customers problem
- Write down customers questions and the answer to it –for others to learn from
- Have a place on the web to direct customers to –when they need user manuals or FAQ:S
- With this site provide a virtual place for users from different theaters to interact with each other

User 4 –Developer working for TW with future TW-web design and UX

- Get a forum to test new design ideas on the customers
- Make the users customized with new design ideas before implemented in the programme
- Vizualize design ideas to the customers to be discussed during meetings

Components



Navbar

The Timewise programme uses a left slide-out navbar as well as a header. The left navbar collapses to a thin icon bar and that is a problem on mobile. So I want the whole navbar removed on small screens just leaving a hamburger in the top header. I like the way Materialize do it on their own web site so I try to do something similar.

My timewise faq-site will be named Timewizard as it's not a official site for the company just yet. On the side I put Icons and text (clickable) – this should make it easy for the users to navigate on the site.

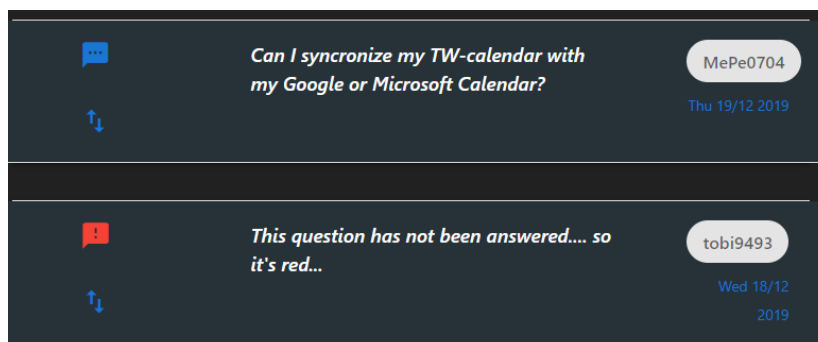
Accordeons for questions

As a musician I always wanted to work with accordeons and for this it's perfect! Code Institute mini project read my mind, maybe it wasnt a very unique thought. Timewise use tables with master rows and that looks very stiff. I don't want the data to look like a table and I want a elegant slide out. Materialize has a good solution for this.

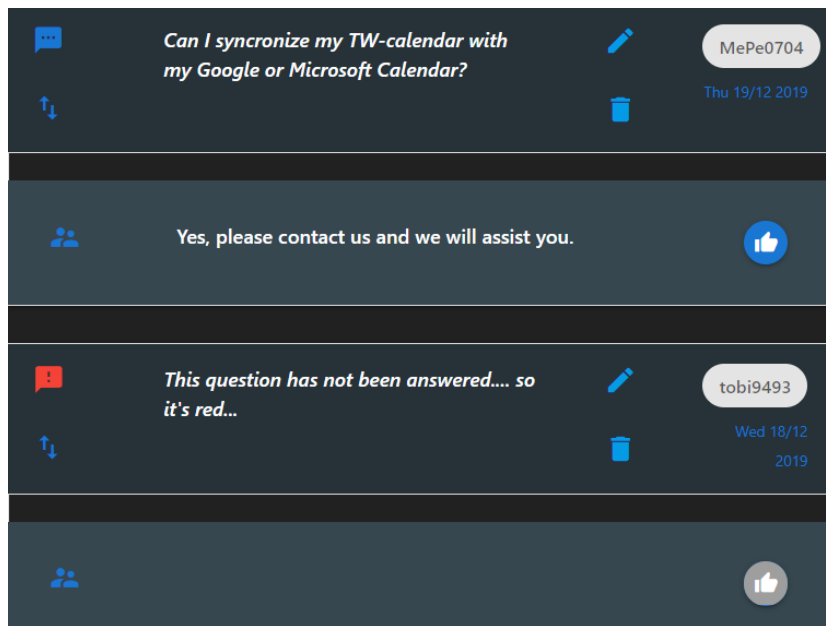
What I wanted to display in the accordeon was the following:

- Icon changing color if question is answered or not (make it easy to spot a unanswered question).
- Question
- Answer
- A blue thumbs up if the user is happy with the answer (and a light grey if not).
- A blue icon if the question is answered and a red if it's not.

This accordeon is read only to make it look nice and to avoid editing or deletion by misstake.



I copy this for a edit-template and here I add icons for edit and delete for each question:



As I was hoping –Materialize made it look nice and nothing like my first ugly drawing. This is really a good starting point for layout discussions!

When the pen is clicked -user is directed to a prefilled form. A click on the garbage bin will delete the question. I think this UX is obvious enough so no words is needed.

I found room to display username in the little chips and a date below that. TW users always protest when dates is written out without day (mon, tues) –so I use this format to please them. This date format is common in Sweden (I don't know if you find it odd).

I use the thumbs up Icon to show if the answer actually solved the problem. This icon is not clickable as it's not that clear what it means without explanation. (I don't want users to like things randomly here). Instead it's changed in the edit form where I have put a switch and a short explanation.

The thumb and the top left icon is controlled by if-else statements.

Form

The form should have a color-effect on the inputs line under. Materialize is preset to green here and I haven't changed it just yet. I actually like the way it makes the app a little bit less predictable in a discrete way.

Mongo DB Database Settings

faqDatabase

faq_manager

categories

questions

I want the users to select if the question is about Desktop or Web. Sometimes it's both so I made a third alternative called "All" when I set it up in Mongo DB. These values don't need to be edited.

Categories

```
_id: ObjectId("5df37fbc1c9d44000045f768")
category_name: "All"
```

```
_id: ObjectId("5df8bd9e1c9d4400006372e1")
category_name: "Desktop"
```

```
_id: ObjectId("5df8bdab1c9d4400006372e2")
category_name: "Web"
```

Questions

```
_id: ObjectId("5df380051c9d44000045f769")
Asked_by: "tobi9493"
question: "How do I know what version of the program I am using?"
category_name: "Desktop"
answer: "Click on the Smiley in the upper right corner."
question_date: "Mon 9/12 2019"
is_answered: "on"
```

- Username (so we know who asked the question)
- Question
- Answer
- Question-date (so we know if the problem occurred before or after a upgrade for instance)
- A switch - if the answer solved the problem.

User Manuals

I made a template with user manuals and connected them to clickable icons. The Pdf:s opens target_blank. I didn't use actual manuals here since they are written in swedish—I can easily change it later to the real pdf:s.