



Bullhorn Time & Expense

I work as the lead UX designer for the Bullhorn Time and Expense team.
The current initiative is a full redesign of the Tempo Touchless punch clock system.

The main feature of the new punchclock is an "Intent Off Last Punch" mode which allows employees to clock in or out using facial recognition or QR codes to log in and enter their punch without touching the screen, all under about seven seconds.
The system knows what you last punch was, and decides if you should be clocking in or clocking out next.

A major aspect of my work has been devising a UX research and testing plan consisting of user tests comparing design styles.

The Problem

The current punch clock UI is confusing, missing key features like touchless clock in/out, and lacks cohesion.

I collaborated with other designers and the PM of the team to devise a plan for testing different design styles to see how well users succeed with each and what pain points they encountered.

Old Design

10:38 AM Aug 14, 2020

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Move Closer

Acérquese

START OVER

11:59 AM Apr 25, 2017

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ACME

QUICK PICK

Most Used

4 Inspections

Last Used

5 Returns

LIST

1 Shipping

2 Loading

3 Warehouse

4 Inspections

5 Returns

SEARCH BY NUMBER

ENTER #

1 2 3

4 5 6

7 8 9

BACKSPACE 0

ENGLISH ESPAÑOL FRANÇAIS HELP ON OFF START OVER

10:54 AM Aug 14, 2020

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ADCOCK,TIM

In

Out

TIMECARD HOURS

WORKING IN

CHANGE 4 Inspections

ENGLISH ESPAÑOL FRANÇAIS Help On Help Off View/Edit START OVER

10:38 AM Aug 14, 2020

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ACME

Success

Acérquese

START OVER

Research

I created a research plan which consisted of testing each individual on two designs, A and B, by performing four tasks for each style.

The four tasks were run consecutively with short breaks for questions in between.

The tasks were the following:

1. Clock in to department 1 - Shipping
2. Clock out
3. Clock in to department 2 - Loading
4. Clock in to department3 - Warehouse

My goal was the following:

Determine if an average user could make informed decisions about the punch clock screens without making errors or encountering issues.

The test was a fully interactive prototype of each style with animated loading bars and confirmations created in Principle.

11:59 AM Apr 25, 2017

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Clara Candidate

CLOCKING IN...

DEPARTMENT 1 - Shipping

CHANGE

START OVER

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ACME

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ACTION

CLOCK IN

DEPARTMENT 1 - SHIPPING

SWITCH TO CLOCK OUT

CHANGE

CONFIRMING

START OVER

Style A

Style B

Results

After completing 3 practice runs and 7 official tests, I gathered my notes, recordings, and observations together and synthesized the information into a whimsical.

I followed the trends and found that the main issues users encountered were stress, difficulty parsing text, and split focus. There were elements from each design style that had strong merits and I decided to move ahead with a final design which combined the two.

11:59AM November 25, 2020

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Center your QR code in the square

LANGUAGE / IDIOMA / LA LANGUE ENGLISH ESPAÑOL FRANÇAIS HELP ON OFF START OVER

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DEPARTMENTS

1 - Shipping 5 - Returns

2 - Loading 6 - Packaging

3 - Warehouse 7 - Handling

4 - Inspections 8 - Orders

NUMBER LOOKUP

1 2 3

4 5 6

7 8 9

DEL 0 ENT

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CLOCKING IN ...

DEPARTMENT 1 - Shipping

CHANGE

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CLOCKED IN

DEPARTMENT 1 - Shipping

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CLOCKING OUT ...

DEPARTMENT 1 - Shipping

CHANGE

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CLOCKED OUT

DEPARTMENT 1 - Shipping

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