

# 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 punch clock 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.

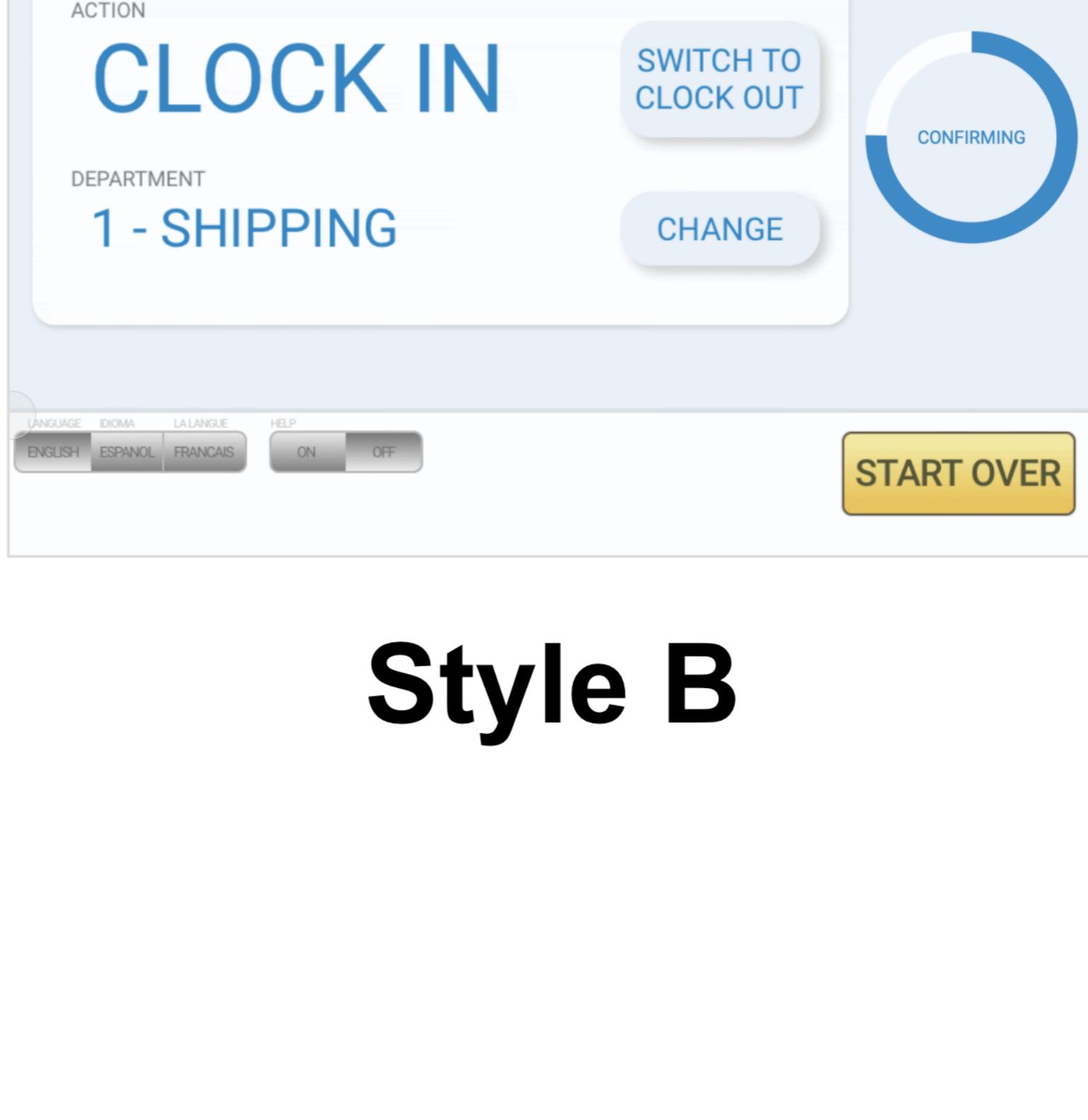
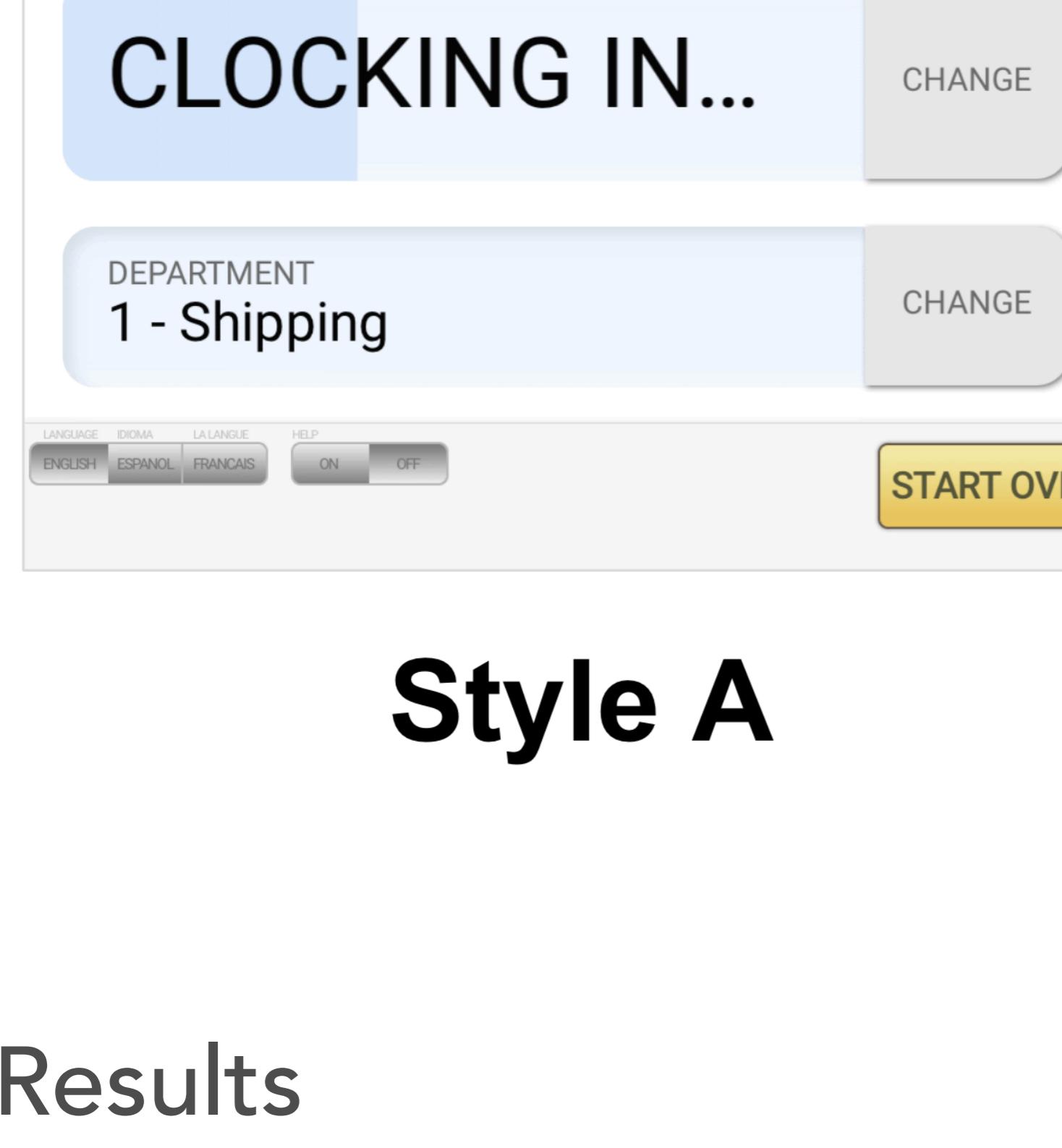
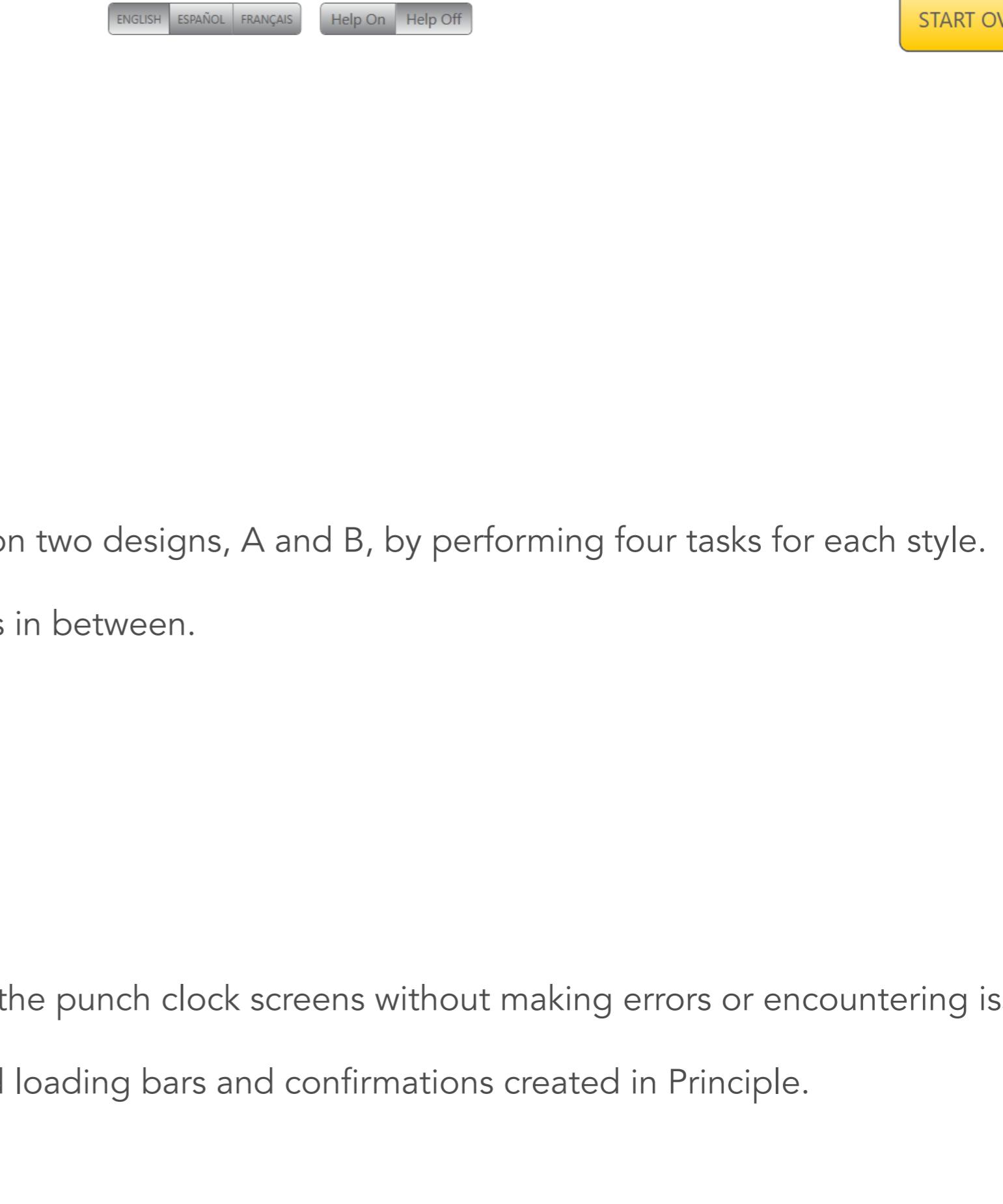
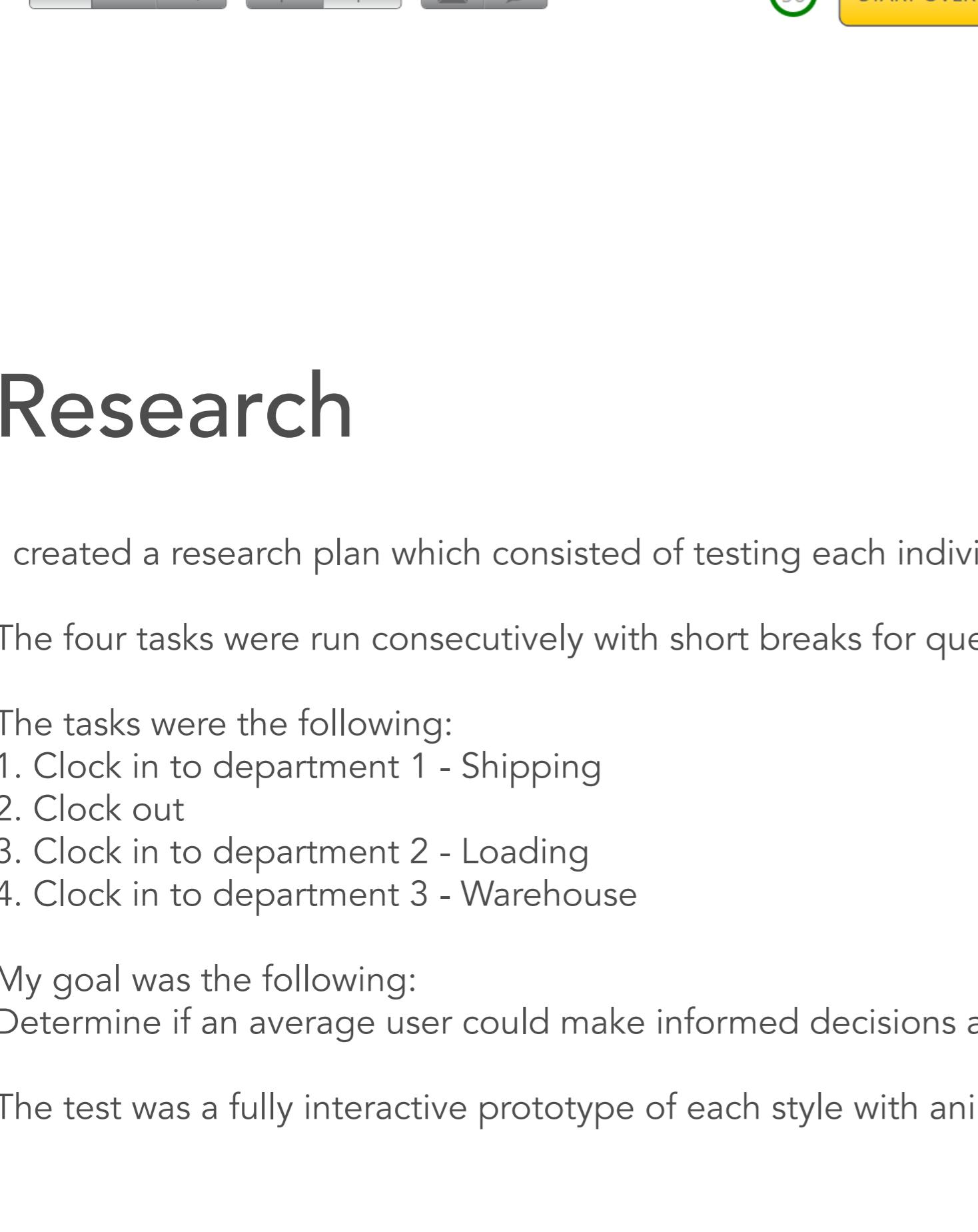
A major aspect of my work has been devising a UX research and testing plan consisting of user tests comparing design styles.

## The Problem

The current punch clock UI is confusing and missing key features like touchless clock in/out. Our customers need the touchless capabilities so their employees can avoid touching the clock screen and mitigate the spread of coronavirus. The unclear UX causes longer clocking in/out times which costs our customers time and money.

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



## 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.

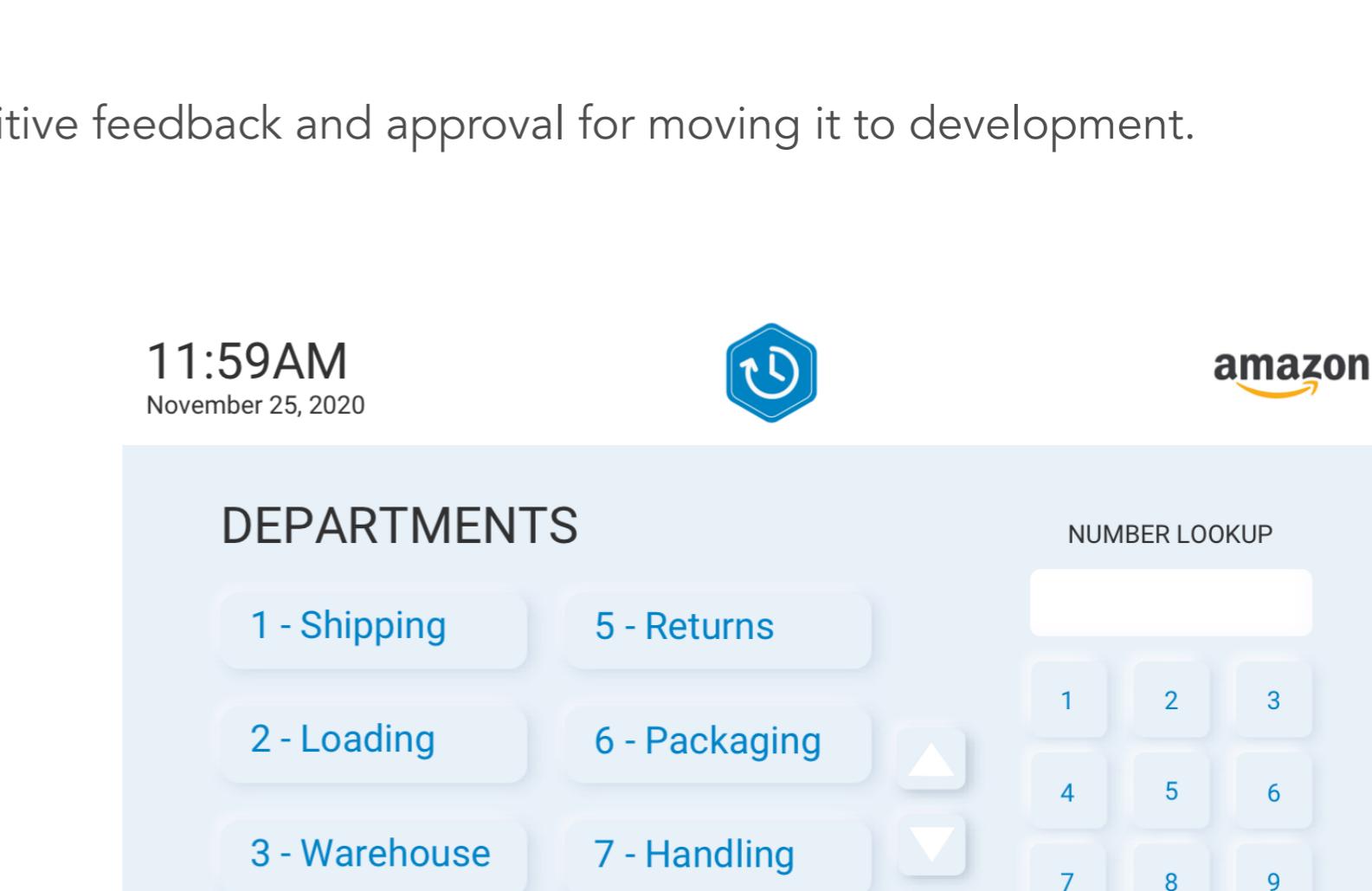
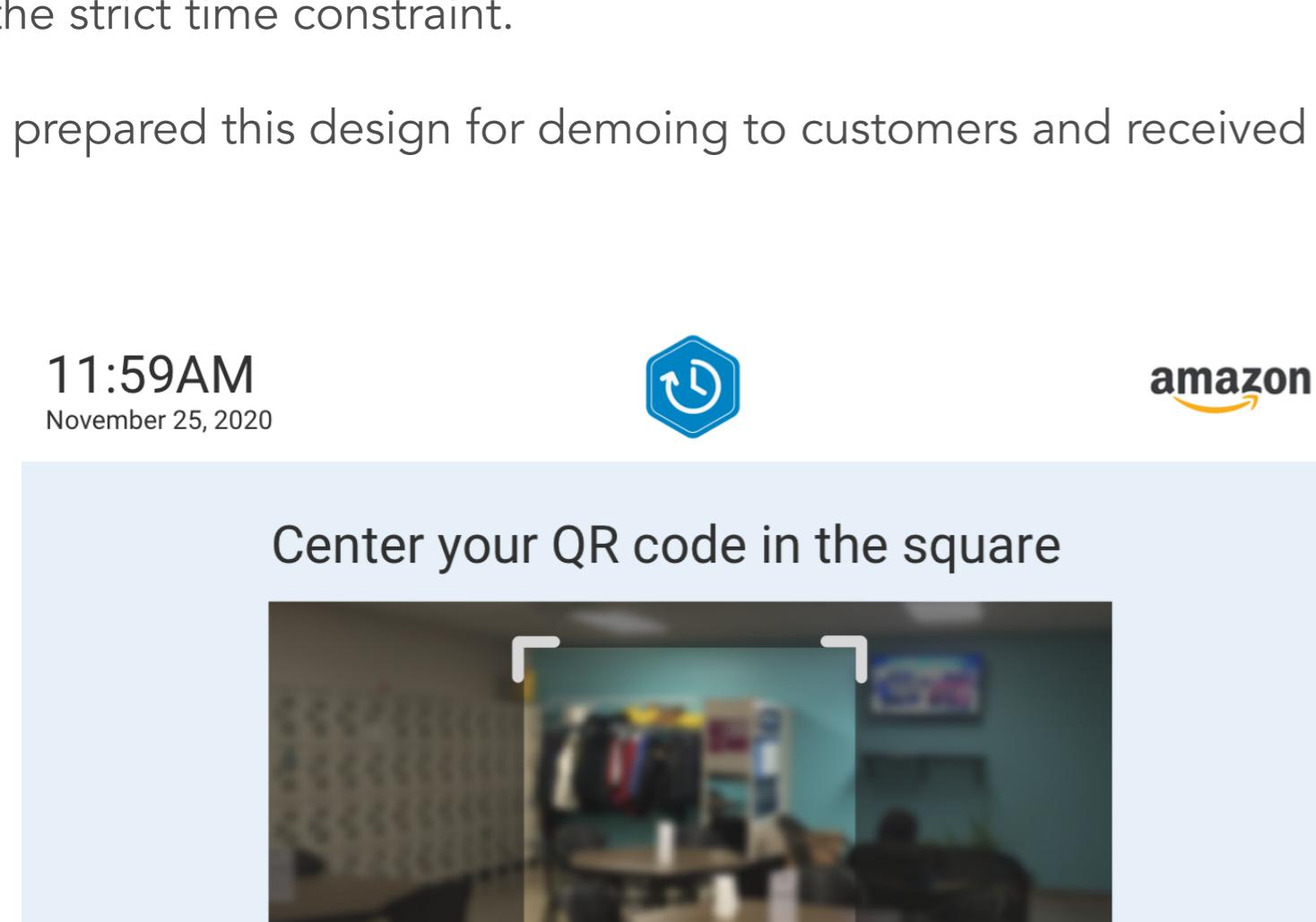
The tasks were the following:

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



## 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.

