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1 Invision

Prototypes have been designed using InVision¹

2 iOS Prototype

The iOS prototype is hosted at <http://invis.io/4S76XF0KB>.

2.1 Tutor Queue

The global queue (Figure 1) is shown when there are pending tickets. It is separated between recommended and all pending students. Recommended students show students who need help with subjects which the tutor teaches. Badges on the side show the task abbreviation which students need help with, if applicable.

Tutors can accept or defer tickets directly from their global queue, as shown in Figure 2.

The empty tutor queue is the queue when the ticket is empty. This means there are no tickets in the tutor's local queue, meaning the tutor is not currently helping any students. Figure 3 shows this, whereas Figure 4 shows a queue with more students being helped by the tutor.

A tutor may choose to postpone a student directly from their queue (Figure 5). If a tutor skips the first student at the top of the list, the student who has been seen the longest time ago or has never been seen at all, then the app warns them. This is shown in the alert under Figure 6.

2.2 Ticket View

Tapping a ticket shows the details for the ticket. The same is shown for both the global and tutor queue, however the primary actions differ. This is shown under Figure 7

When viewing a ticket from the tutor queue (Figure 8), the ticket can be marked as resolved or deferred (i.e., "Come Back Later"). When the ticket is viewed from the global queue, it can be taken aboard by the tutor (accept ticket) or referred to another tutor.

Referring the ticket to another tutor shows tutors who are currently working at the helpdesk and adds their ticket to their queue. This workflow is illustrated under Figure 9.

¹See <http://invisionapp.com>

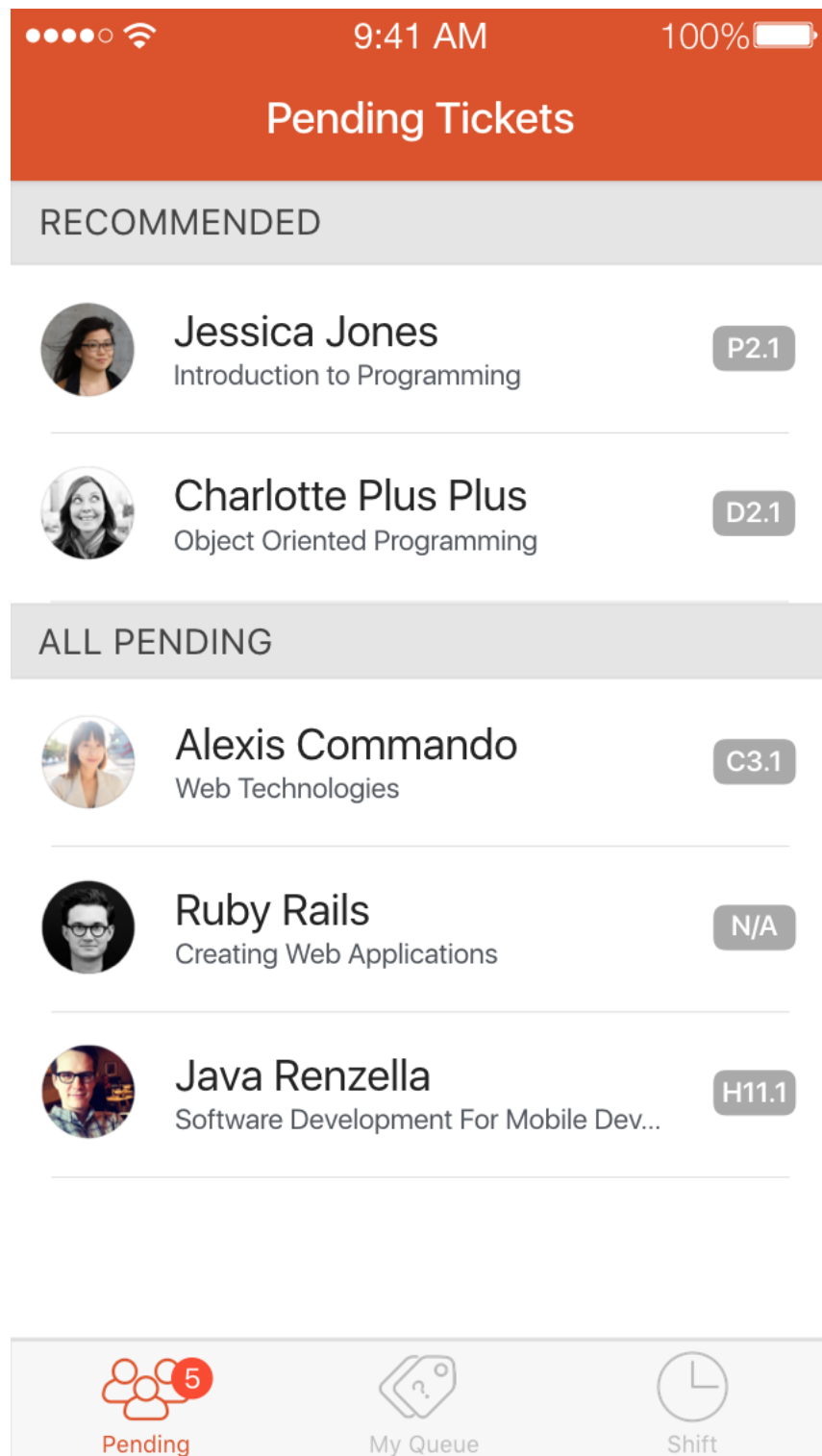


Figure 1: Global Queue

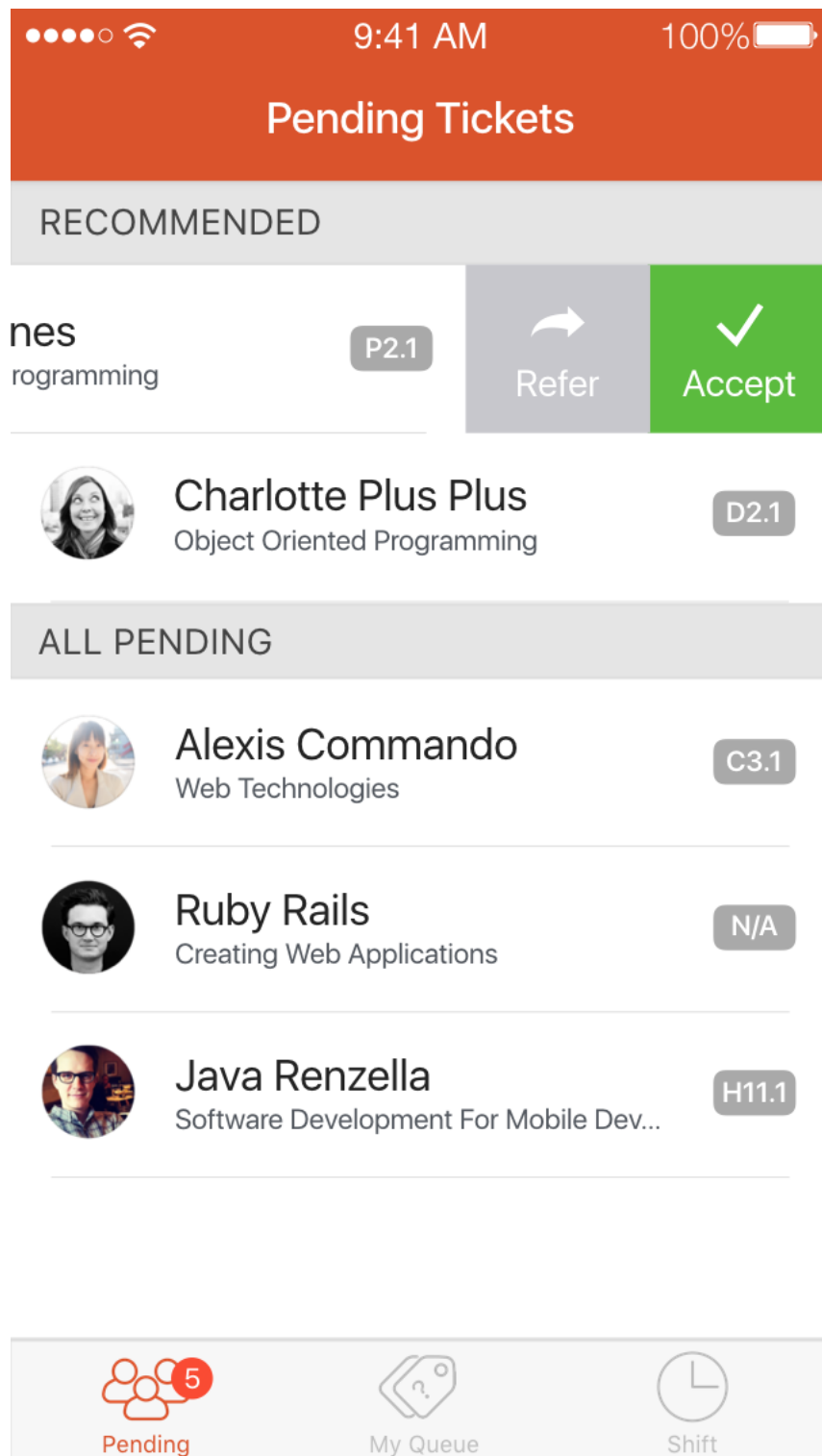
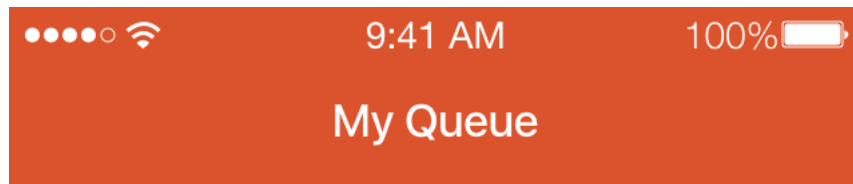


Figure 2: Accept or Defer directly from the queue



Your queue is empty

Relieve pending tickets by accepting
some tickets from the pending tab

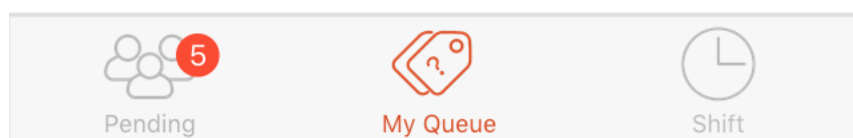


Figure 3: Empty Tutor Queue

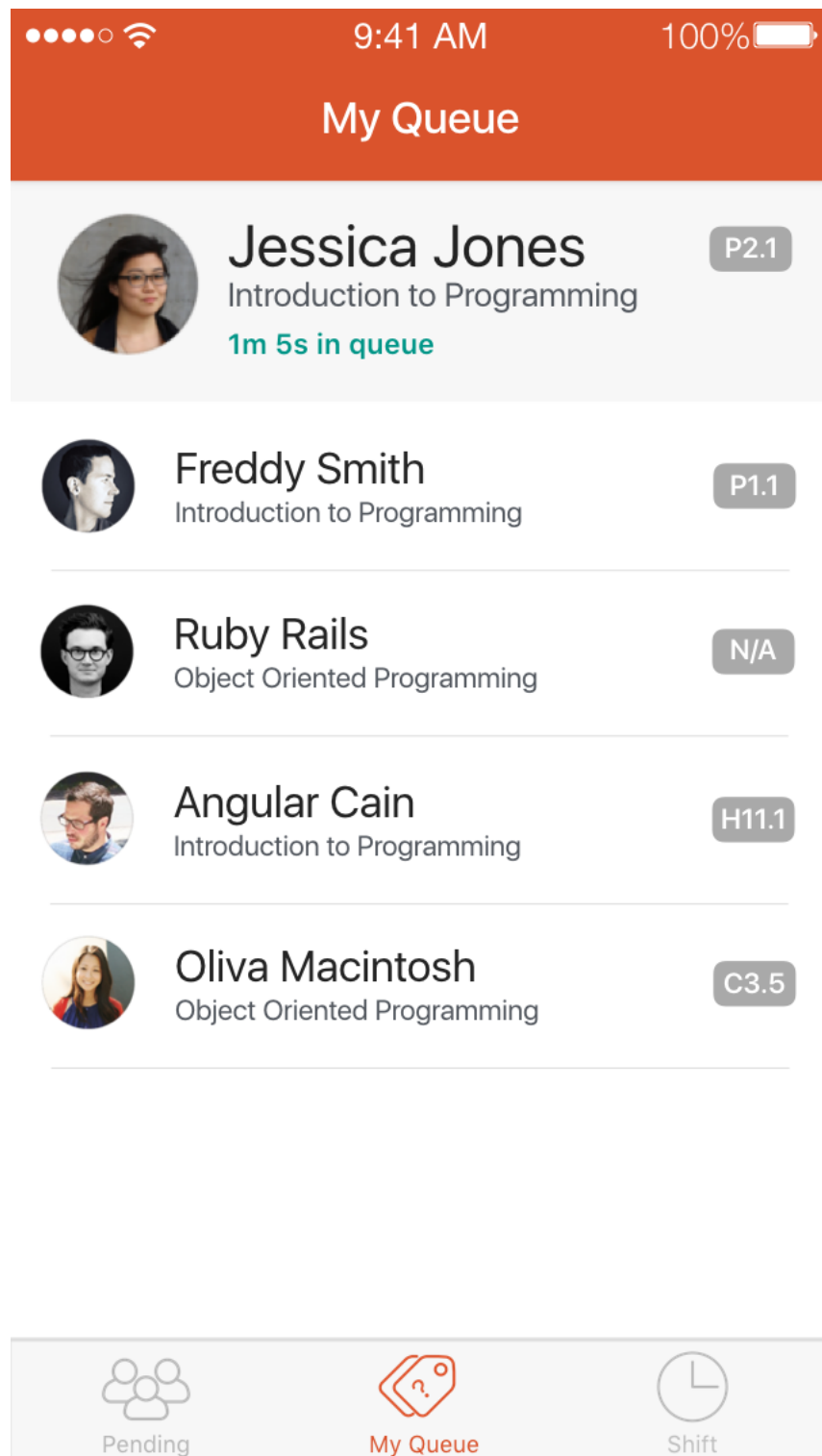


Figure 4: Full Queue

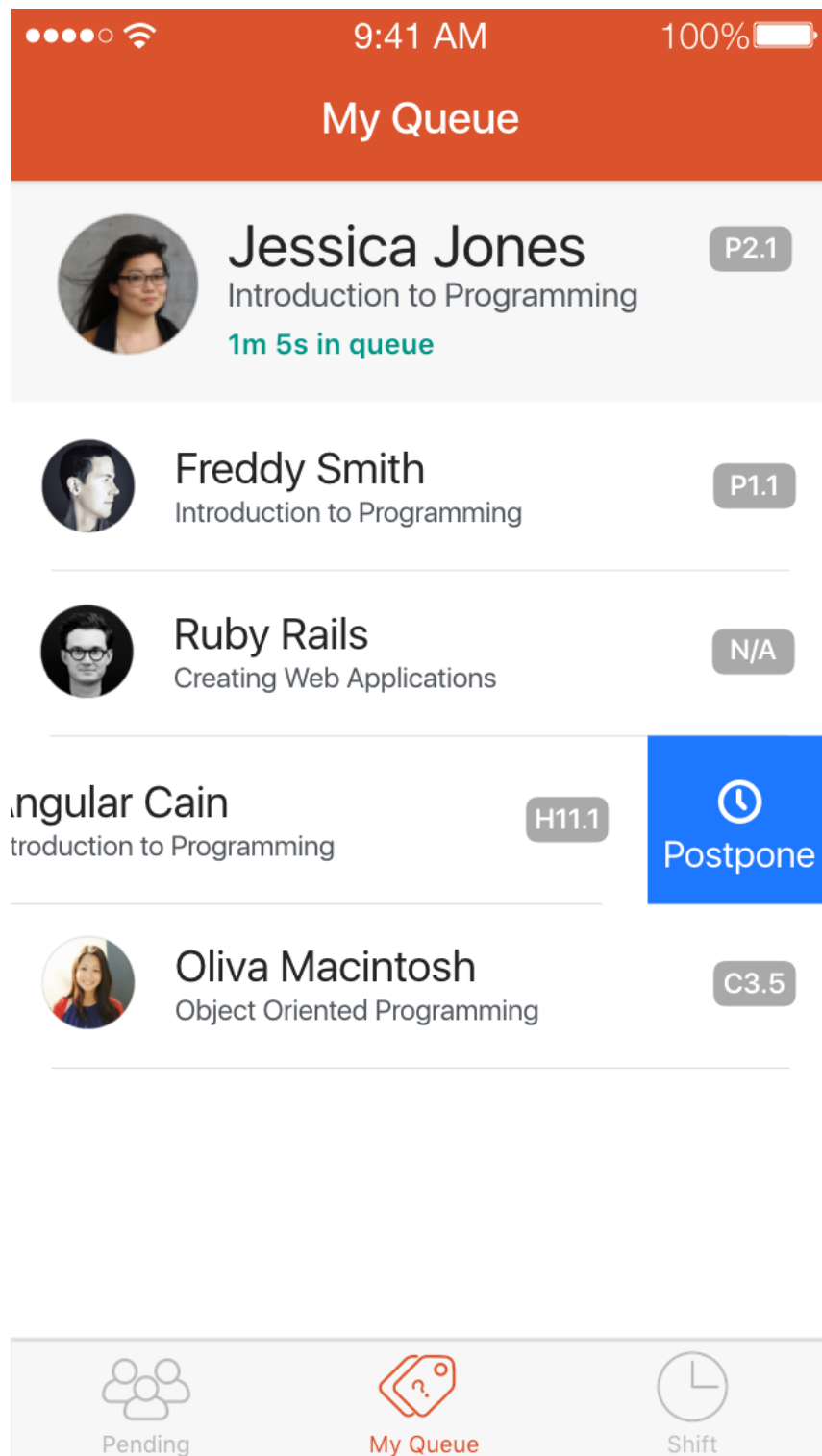


Figure 5: Postpone Student Directly from the Queue

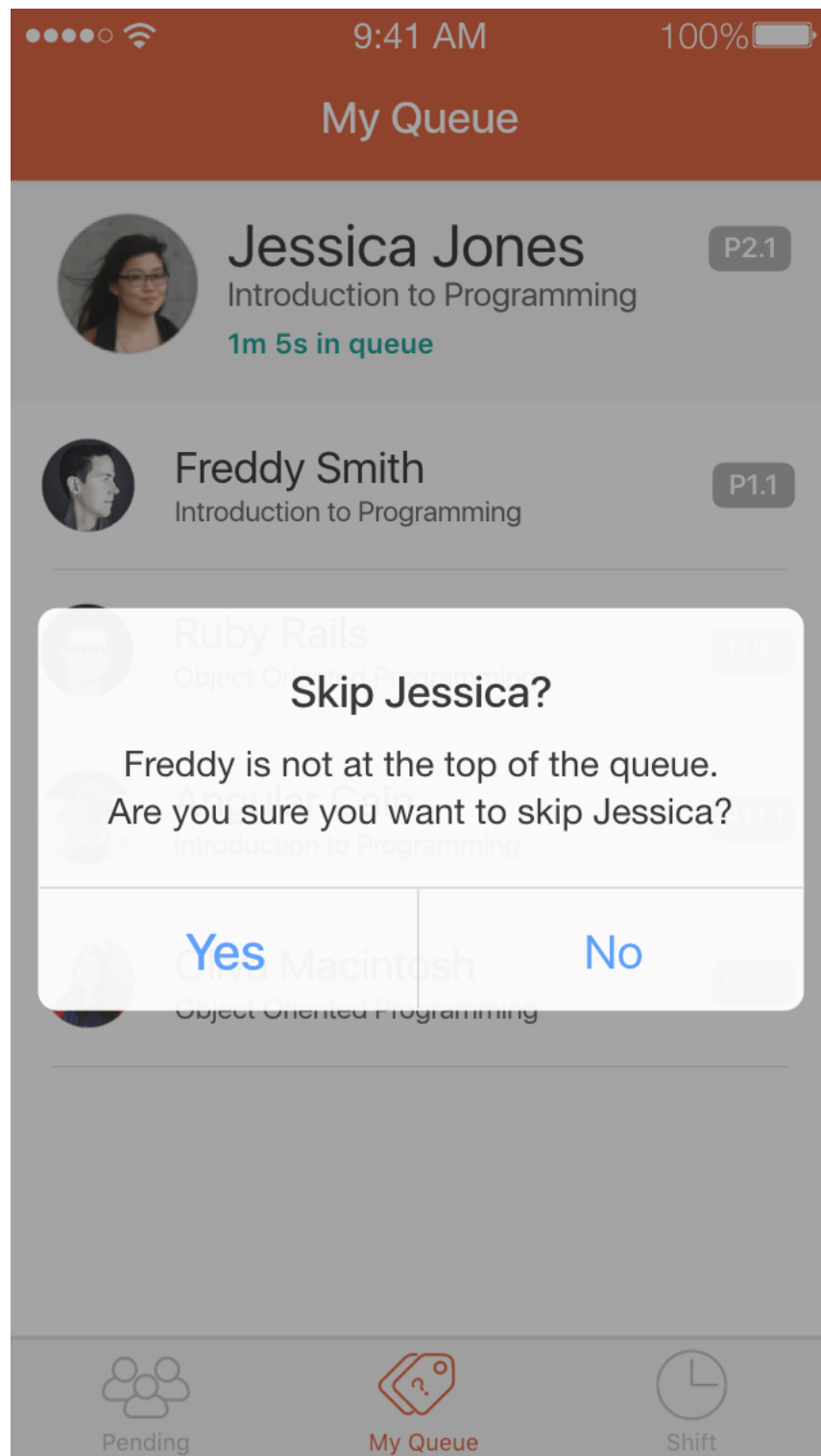


Figure 6: Skip First Student Warning

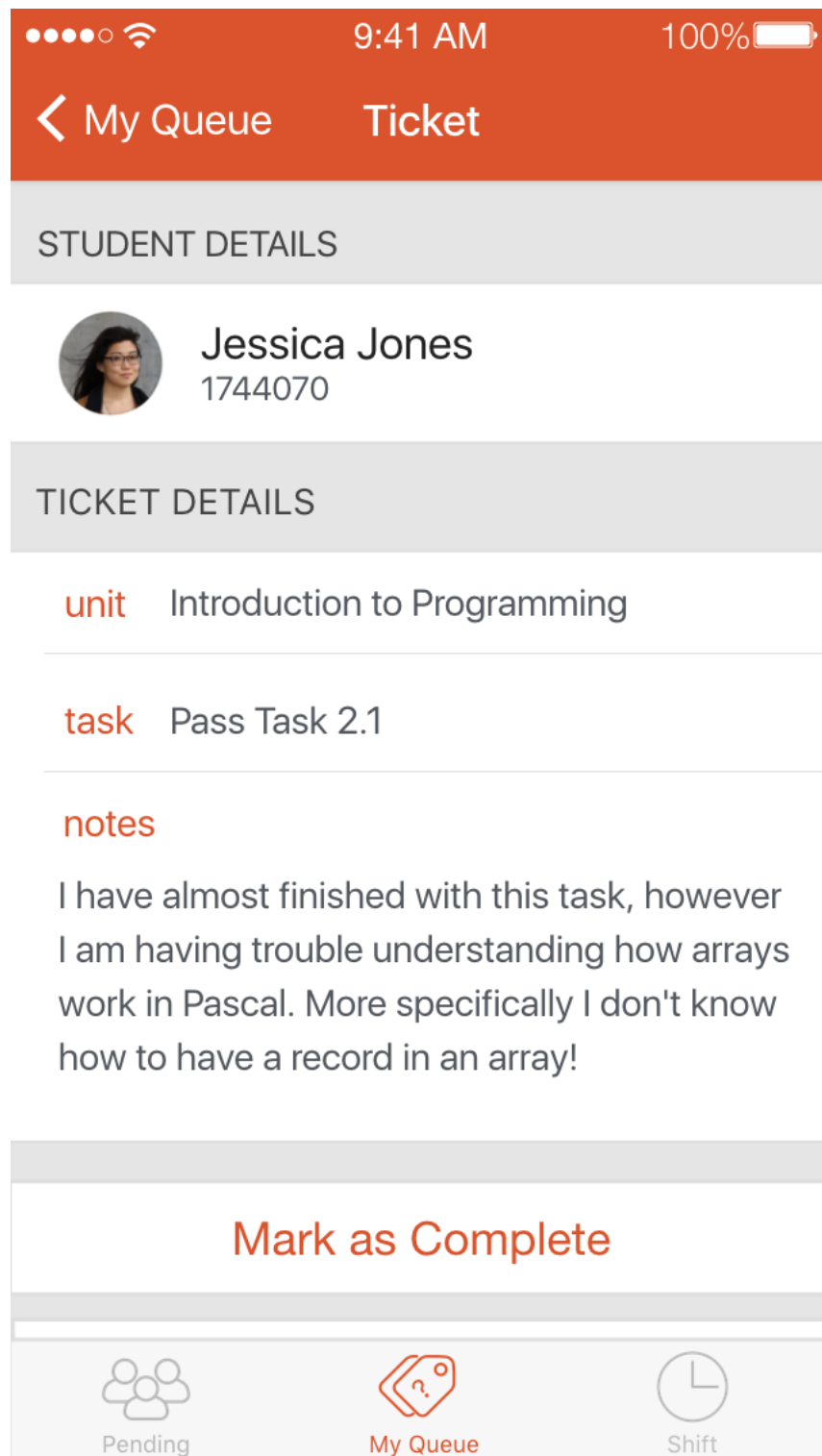


Figure 7: Tapping a student from the tutor queue

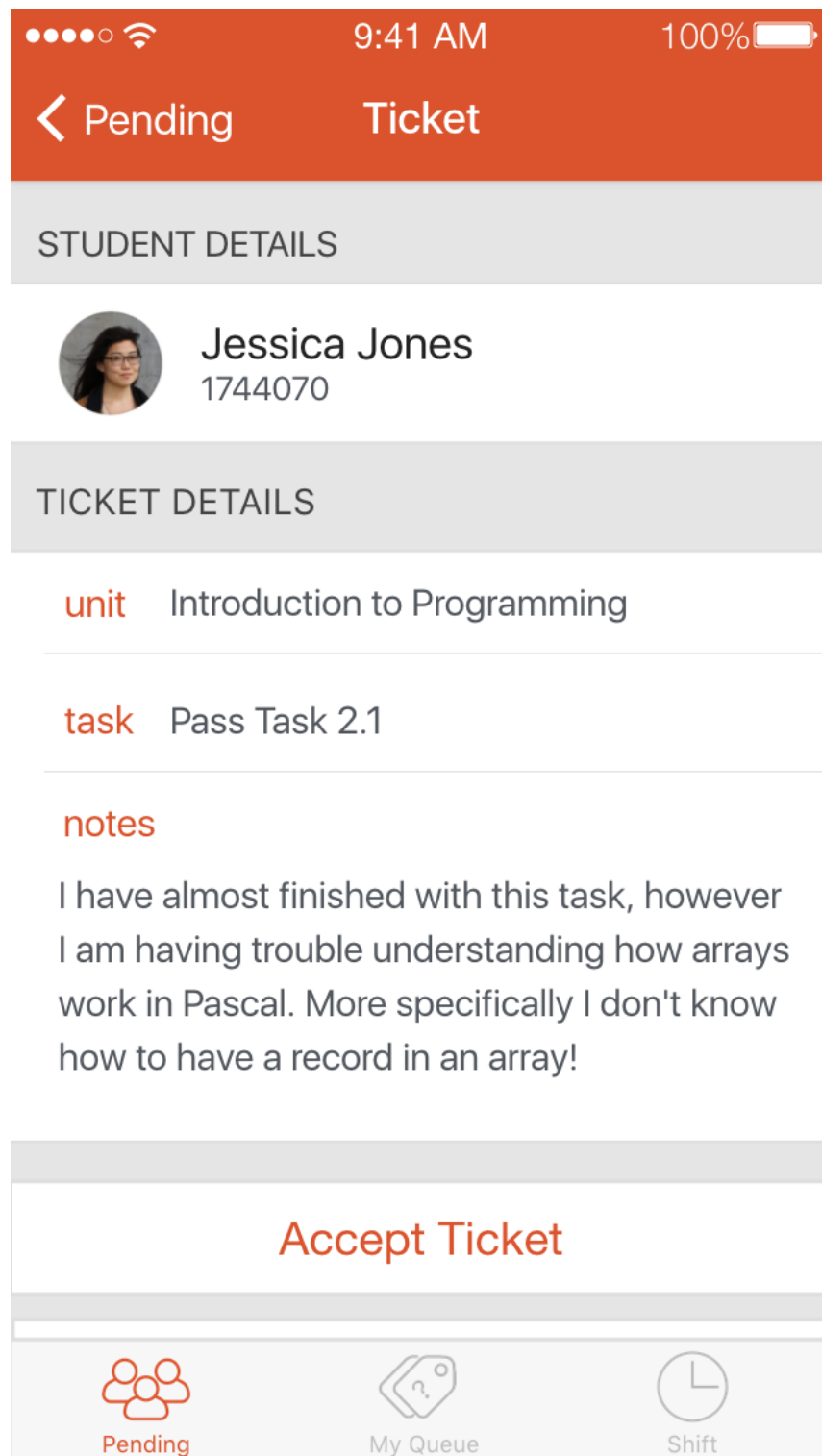


Figure 8: Tapping a Student from the global queue

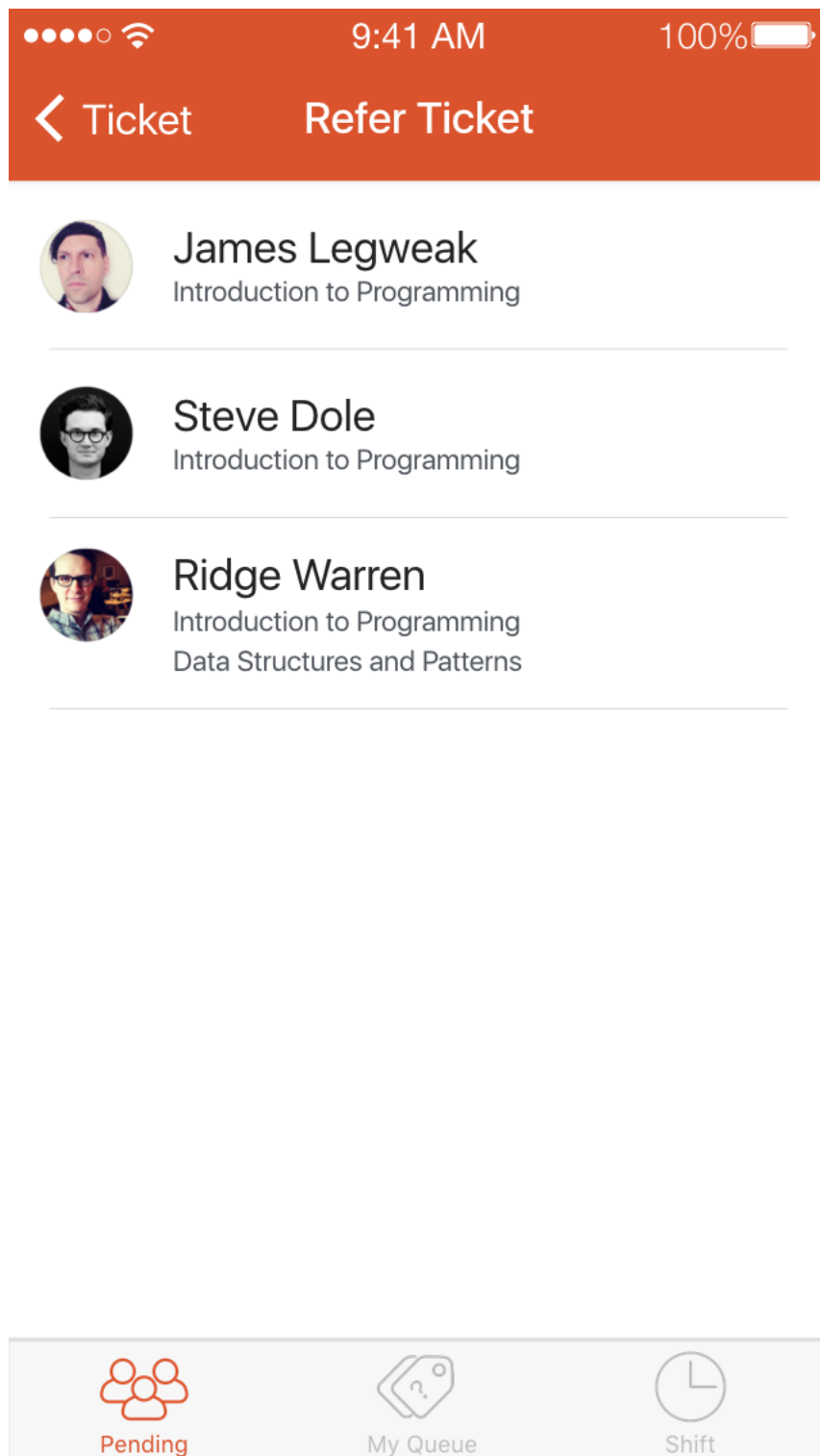


Figure 9: Referring a student to another tutor

2.3 Push Notifications

Approaching the helpdesk connects to the BLE-enabled device at the helpdesk and prompts them to clock on. When leaving the helpdesk, a push notification will warn them that they are out of range and thus have clocked off.

Figures 10 and 11 show this in more detail.

2.4 Miscellaneous

A basic sign in screen will use standard Doubtfire authentication, i.e., SIMS. This is shown under the login view depicted in Figure 12.

The about screen will show basic details, such as the Open-Source license, as illustrated in Figure 13.

When bluetooth is disabled, a warning will be shown, preventing tutors to continue using the app (Figure14).

When a tutor disables auto-clock-on, then they can manually clock on by this screen. This is shown in Figure 15.

The shift tab shows details about the tutor's current shift (Figure 16). From the shift tab, a tutor can manually clock off (Figure 17).

3 Android Prototype

The Android prototype is hosted at <http://invis.io/YF6Z1WRBM>. It follows the same workflow as the iOS app, except with Android-specific user design paradigms.

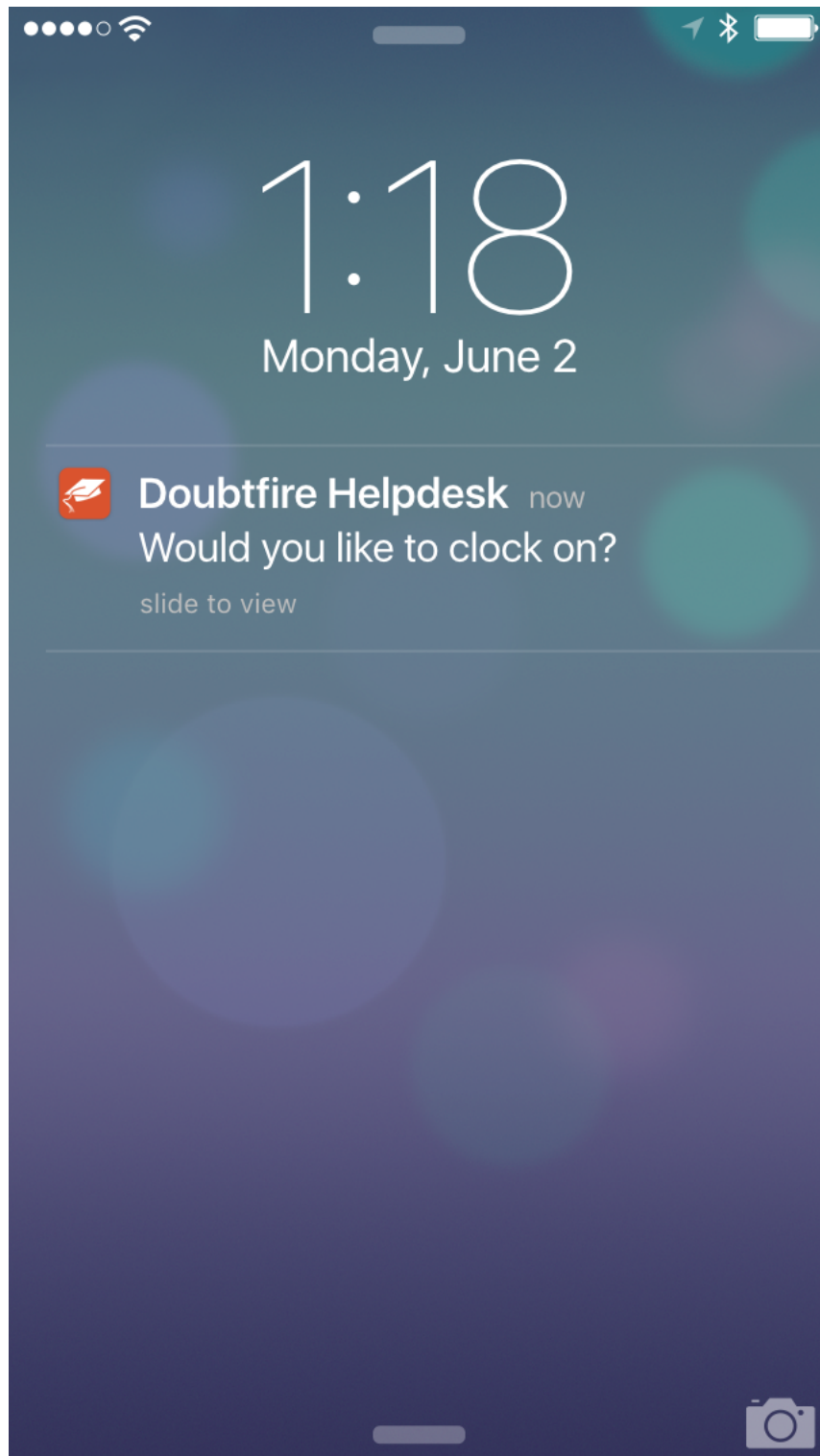


Figure 10: Push Notification - Clock On

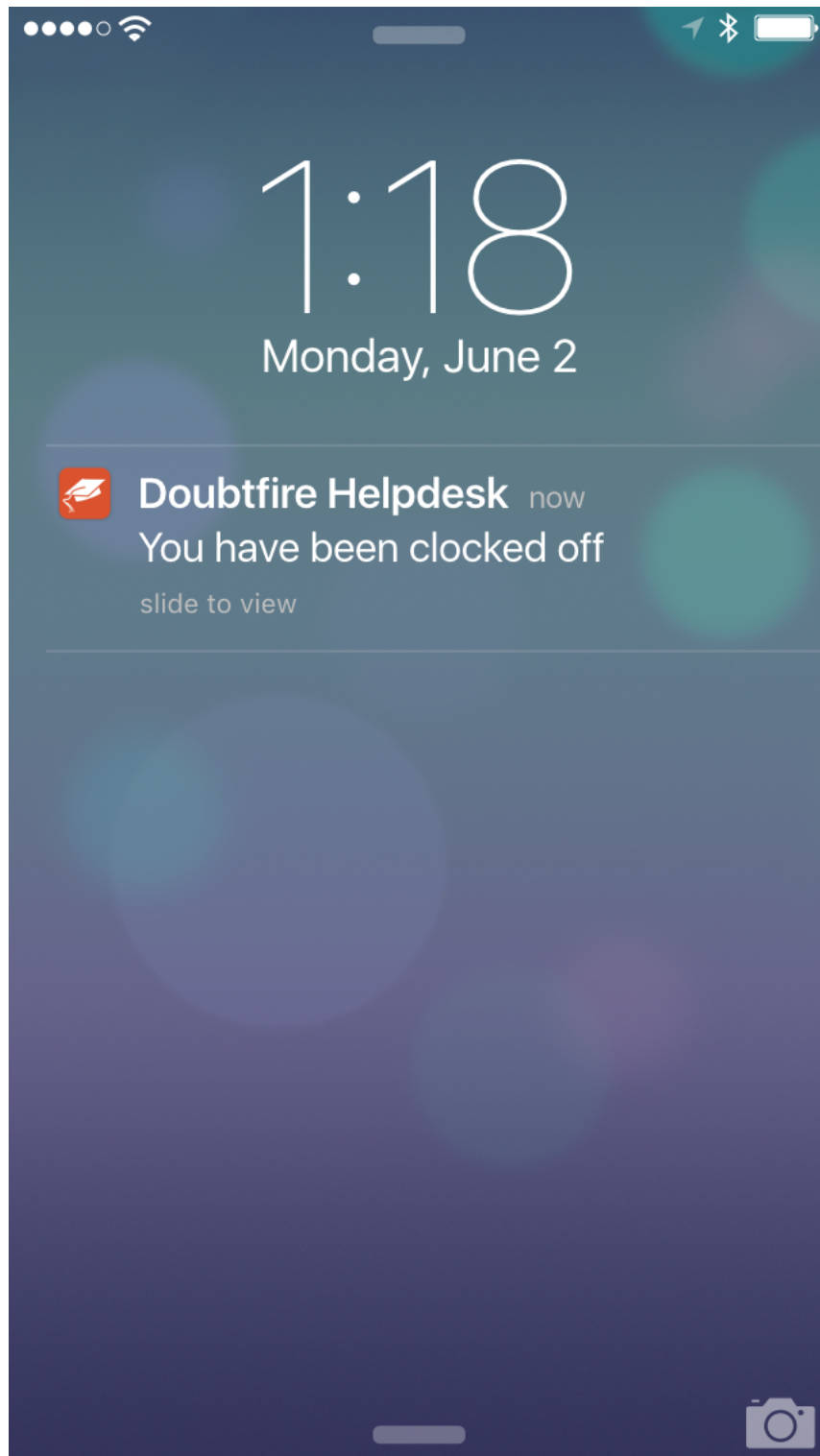


Figure 11: Push Notification - Clock Off

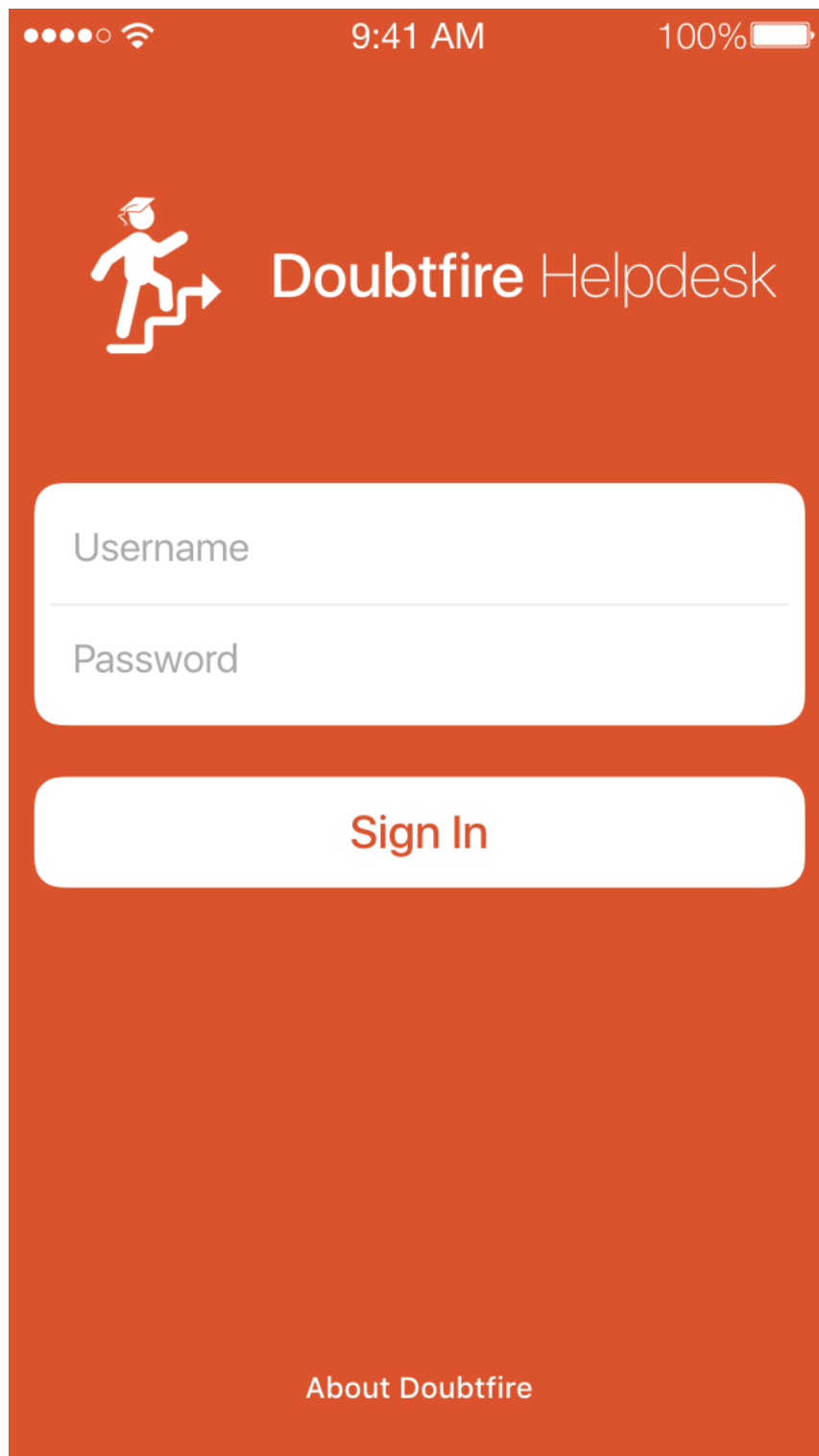


Figure 12: Sign In

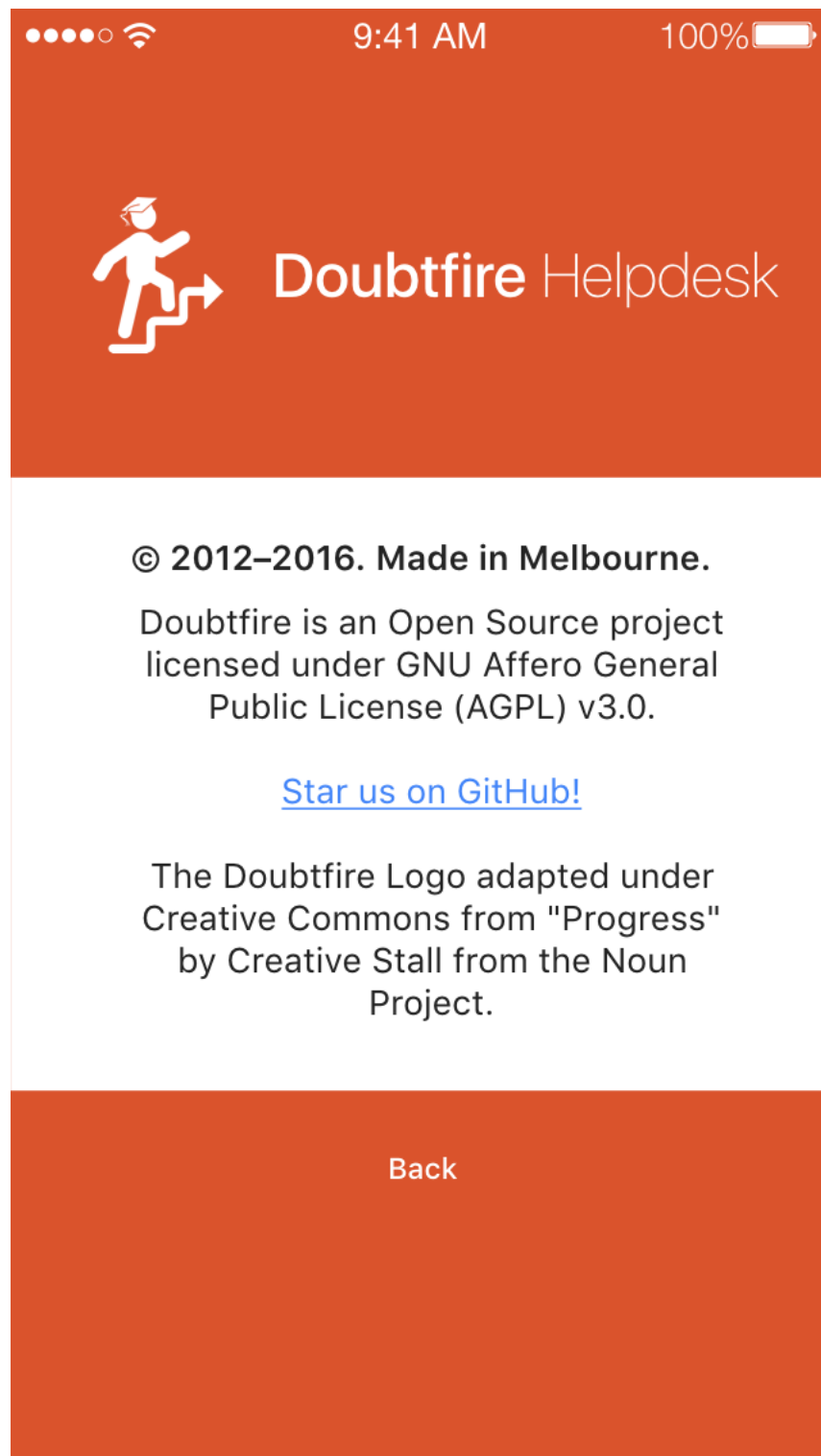


Figure 13: About Doubtfire App

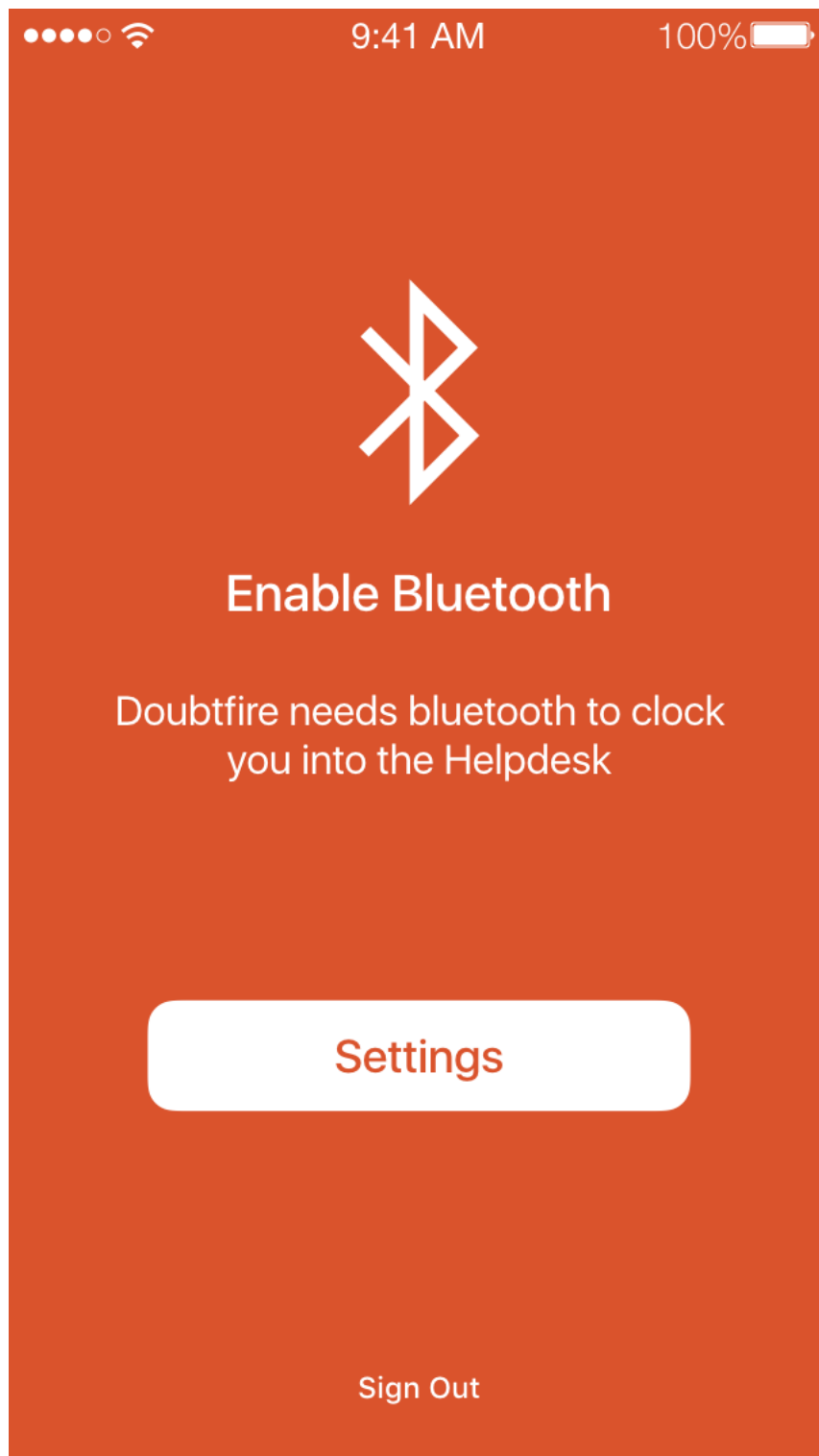


Figure 14: Enable Bluetooth

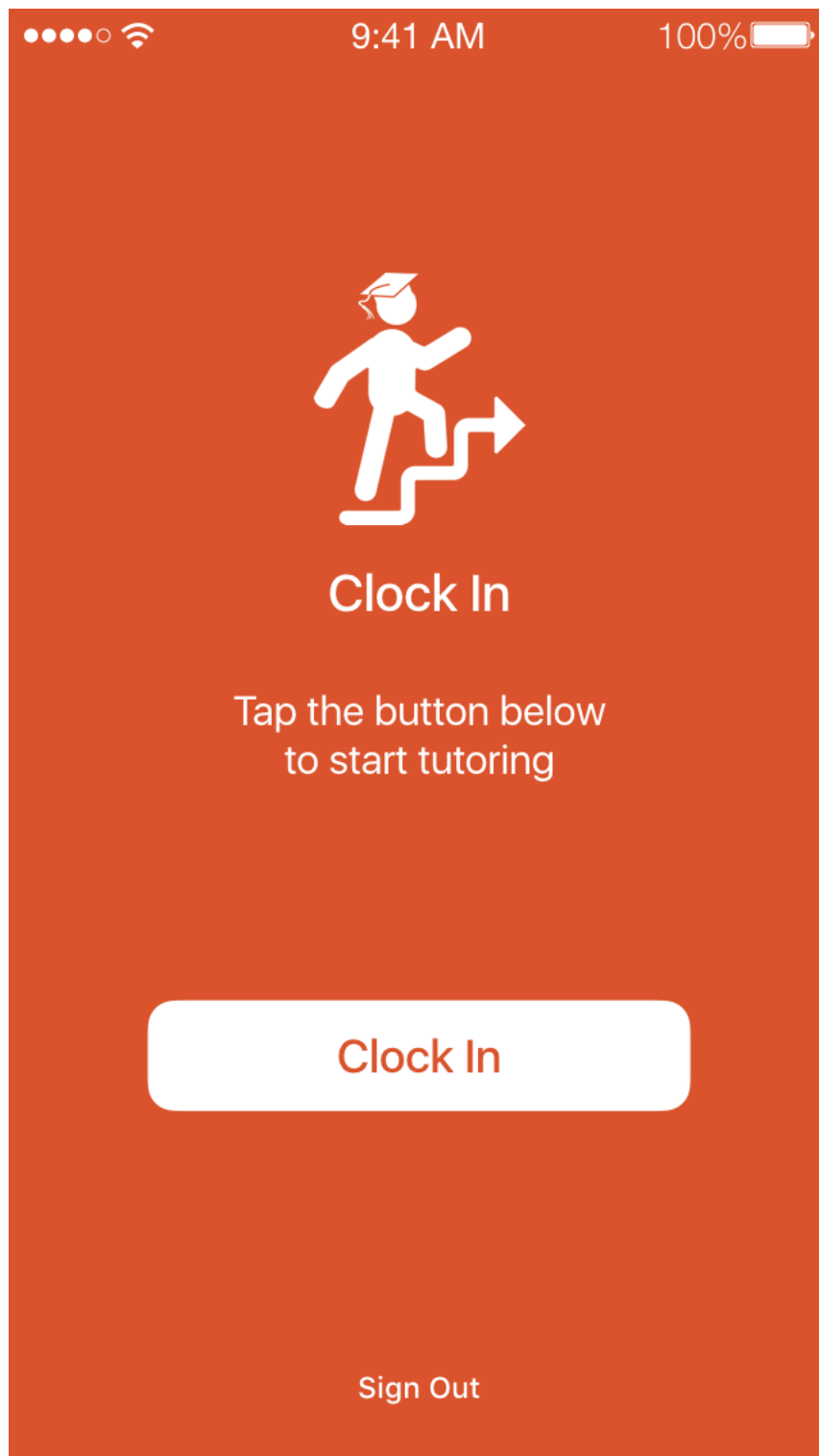


Figure 15: Clock On

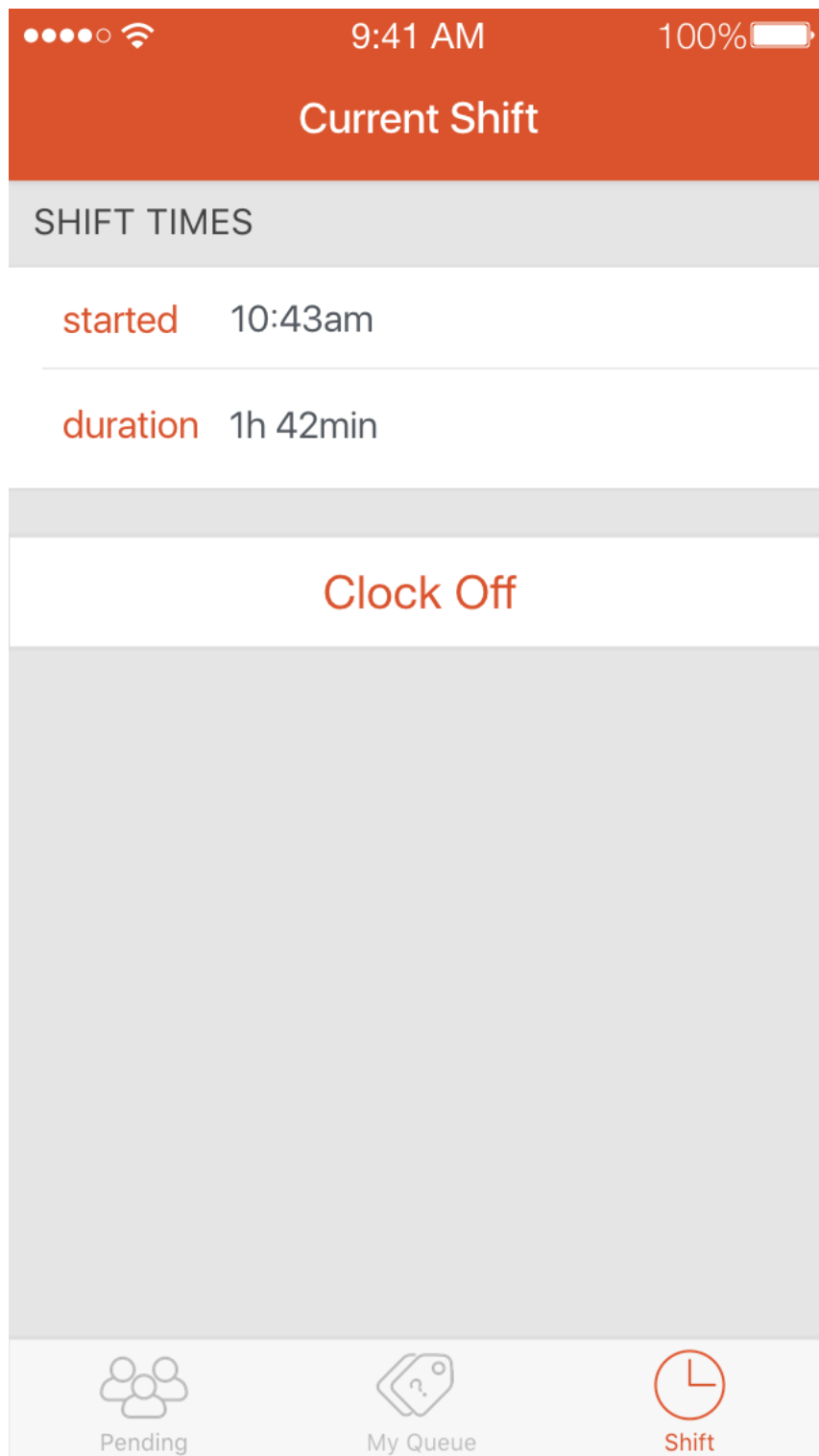


Figure 16: Shift Tab

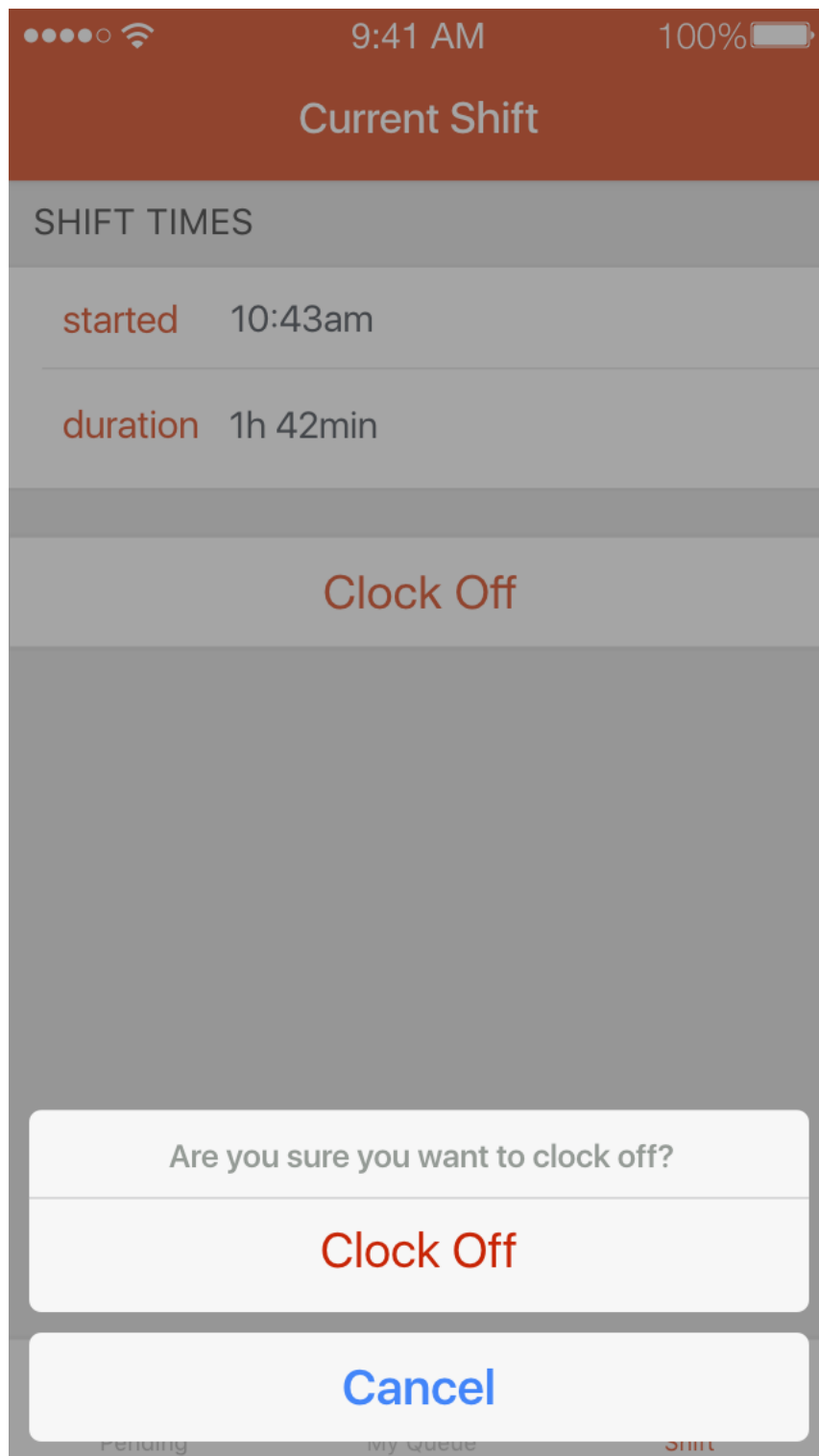


Figure 17: Shift Tab - Clocking Off