User studies

# Test results

## Link to testable prototype:

<https://www.figma.com/proto/MTHrWEQydJJj8uJHAJQibK/u10?node-id=23%3A0&scaling=min-zoom>

## Feedback and insights

- Directly at login, you should see all cases instead of the “Create new case” page. From there you can go to “Create new case” instead.

- Generate the case ID after the case has been created instead of before creating the new case. “The information about the case ID is not interesting if the case has not been created yet.”

- Combine “Search cases” and “History” - simply into “Cases” for example, where you can search for cases and see history and also filter on open/close cases.

- The left navigation might not be needed as it could be the same page for “Search cases” and “History” for the first line agent user.

- On the “History” page, you should be able to click a case to see it. You will then get to kind of the same page as “Create new case”, but the fields are disabled.

On this page there could be a button for “Assign myself” to the case to start working on it if the user is a technician. Or the technician can assign another user ID of another technician.

- The dark mode/light mode setting could be saved for the user, so when next time the same user logs in, the system will change to the mode that he/she had last time.

User analysis interviews result

## “What are the most important functionalities in a case management system?”

- Quickly get an overview

- Quickly get to the important stuff

- Having the possibility to do things in bulk, e.g closing 10 cases at the same time, or send them to another group inbox without having to send each case individually.

- Stay on the same page when entering information regarding the case - no reloading of the page while entering information in each field

- The system should work quickly, without long loading times.

- The important functions should be found close together

- The system should be intuitive - the different windows/functions should explain what they do and what you should do with them, with clear headings and words that one will recognize if one has been working with these type of systems before.

Personas

## Persona 1

**Name:** Katarina

**Age:** 41

**Working as:** Secretary

**Motivators/wishes for the system**

- Quickly get an overview

- The system should be intuitive - the different windows/functions should explain what they do and what you should do with them, with clear headings and words that one will recognize if one has been working with these type of systems before.

**Goals while using the system**

To quickly find what she is looking for, see status of her cases and information regarding them in general. Also be able to quickly create new cases and send them with high priority to the technicians as she is a key person for a company.

**Technical ability**

Has a lot of experience working in a lot of different IT systems, so she has no problem finding her way around new technology

## Persona 2

**Name**: Kristian

**Age**: 24

**Working as**: Customer service

**Motivators/wishes for the system**

- The system should work quickly, without long loading times.

- Quickly get to the important stuff

- The important functions should be found close together

**Goals while using the system**

To be able to assist the customer as smooth and quickly as possible, so the system should be fast and intuitive.

**Technical ability**

Average. Is new to customer service and has not has a lot of experience, but he learns quickly and are not afraid of trying out new things and finding his way around the system.

## Persona 3

**Name**: Tommy

**Age**: 55

**Working as**: IT Technician

**Motivators/wishes for the system**

- Having the possibility to do things in bulk, e.g closing 10 cases at the same time, or send them to another group inbox without having to send each case individually.

- Stay on the same page when entering information regarding the case - no reloading of the page while entering information in each field

**Goals while using the system**

He wants to work efficient as he has a lot on his table, it is not his main focus to work with cases so he wants the system to be fast and efficient. He wants to take over and work with the cases smoothly and be able to do some operations in bulk to save time.

**Technical ability**

Very high. Has been working with IT technology and systems all his life.