



**Ahmedabad
University**

Section-2
CSE-519 Human Computer Interaction
Project report – 4
Group-10
Submitted to Prof. Anurag Lakhani
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Project Details:

- Name of the Product: healOfy (Mobile Application)
- Focus of the project: Healthcare

1. Features in App:

A. Payment Page:

- Functionality:

As mentioned in our previous reports we have given the feature of booking appointments through the app itself. Now we have added the functionality of paying the doctor's base fee through the app itself. In most of the scenarios the patient just have to consult the doctor and don't have to go for antibiotics, hence if the patient has already paid the fees through the app he/she can save the hassle to pay in cash and be done quickly through the app. We have provided authentication of visa, Mastercard, UPI and Paytm wallets to support different users.

- Implementation:

Pay Invoice

G Pay Mastercard VISA

Here we can select the card we have by entering the following details.

Payment amount
₹ 200.00

Name on the Card
Name

Card Number
1234 5678 1234 5678

Expiry date Security Code
MM/YY ****

Pay ₹ 200.00

- Universal Usability → Cultural and International Diversity

Here we have to enter the date and the year for the expiry date to continue with the payment. This falls under culture and international diversity due to the date and currency format. As we already know that the date format is followed all around the world and hence we can use universal principal here.

- **Interaction Style:**

Here as you can see the user has to fill up the details for the card number or name of the card and hence the principle of the form filling under interaction style has been applied. The user even though chooses google login has to go under filling up some details and hence the principle of form filling is maintained.

- **Hierarchical task Analysis:**

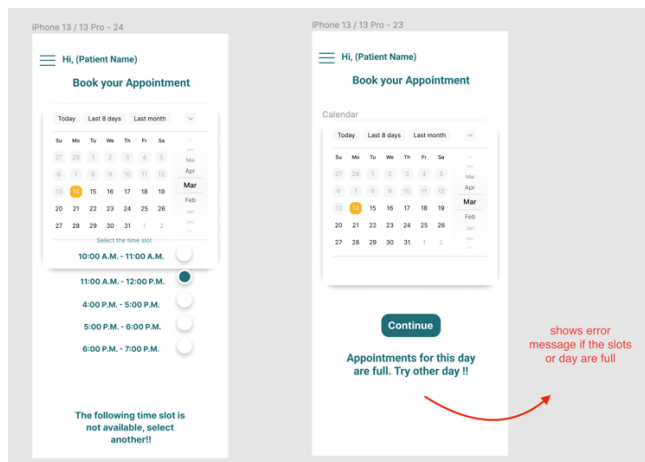
1. Select Gpay:
 - 1.1 Enter Name
 - 1.2 Enter UPI id
 - 1.3 Enter Six digit UPI code
2. Select Mastercard:
 - 2.1 Enter card number
 - 2.2 Generate OTP
3. Select Visa:
 - 3.1 Enter Card owner details
 - 3.2 Enter Card number
 - 3.3 Generate OTP

B. Booking Appointment through Calendar feature:

- **Functionality:**

Now as we already taking appointment to anyone requires the both the parties to be free at that particular period and hence we have provided additional functionalities in the app so that the user can book the appointments in the app itself by selecting a day followed by a time slot. If the slots are full or the days are full then it shows an error prompt saying choose another slot.

- **Implementation:**



- **Universal Usability → Cultural and International Diversity**

Here as we can see we are using the calendar system provided in the smart phones and hence we can use the principle of the culture and international diversity. The date format used here is common throughout all the apps and all around the world and hence we can use this principle here.

- **Interaction Style:**

No specific interaction style in the following feature.

- **Hierarchical task analysis:**

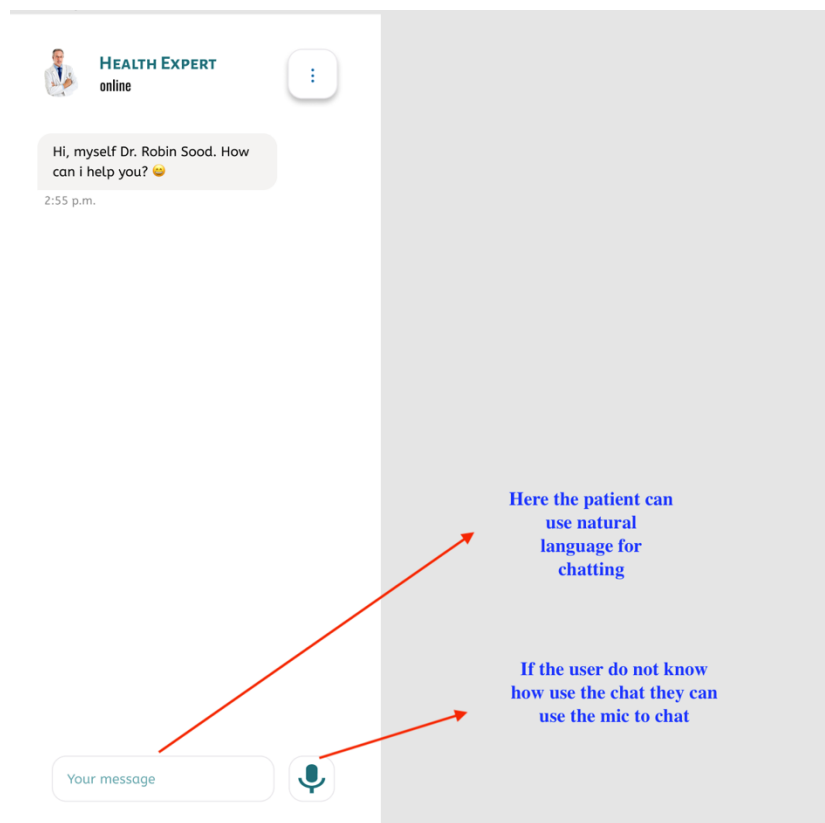
1. Select the Calendar option:
 - 1.1 Select the month
 - 1.2 Select the date
 - 1.3 Press enter if not full it will proceed to 2
2. Select a time Slot:
 - 1.1 Select the time slot given below
 - 1.2 If time slot is empty it asks for confirmation.
 - 1.3 else shows error if full

C. Chat feature:

- **Functionality:**

As mentioned in the previous report we provided the option to chat with the health expert, now we have added the functionality to actually do that. The patient can chat with the health expert and take medical advice from them in case they want to carry out a better lifestyle. The following has been shown in the screenshot below:

- **Implementation:**



- **Universal Usability → Users with disability:**

As shown in the chat the users can type in their natural language to chat with the health expert. Further if they don't have the ability to type or read what the expert is typing they can use the option of mic to send audio notes so that they are comfortable with the settings of the application.

- **Interaction Style:**

The interaction style used here is natural language as the users can chat in their natural language. Further the users can also use the mic which is further example of the natural language interaction style.

- **Hierarchical Task Analysis:**

1. Chat with the Health Expert:

- 1.1 Type in the message you have for the expert

2. Chat with the Use of Mic:

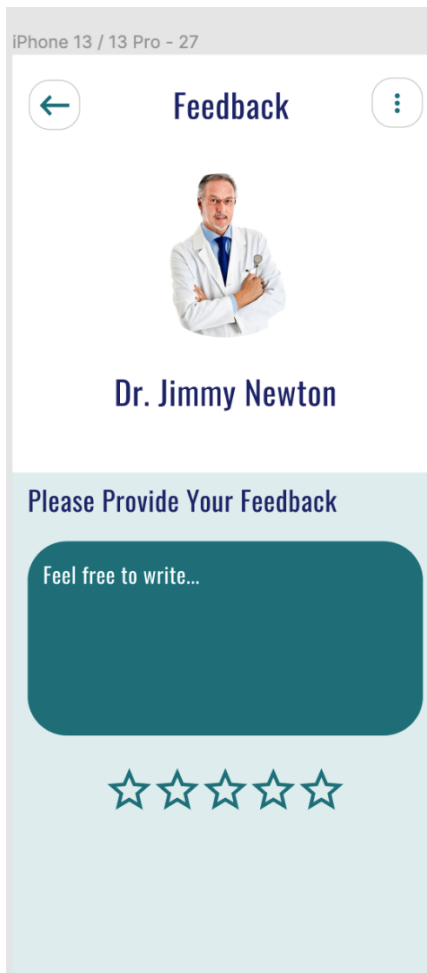
- 1.1 Make use of mic to send audio notes.

D. Feedback Feature for Patient:

- **Functionality:**

As mentioned above we have provided numerous features for the patient to select from, they can book appointments, pay the doctors, talk with the health expert and much more but all these needs to be properly reviewed. Hence, we have provided a feedback option for the patient so that can provide constructive criticism and proper feedback to the user so that they can improve upon that feedback and get better for the next set of patients.

- **Implementation:**



The screenshot shows a mobile app interface for providing feedback. At the top, the status bar indicates 'iPhone 13 / 13 Pro - 27'. The app header has a back arrow, the title 'Feedback', and a menu icon. Below the header is a profile picture of a doctor and the name 'Dr. Jimmy Newton'. The main content area has a light blue background with the text 'Please Provide Your Feedback'. Below this is a dark teal rounded rectangle with the placeholder text 'Feel free to write...'. At the bottom, there are five empty star icons for rating.

- **Universal Usability → Diverse and Cognitive Perceptual Ability:**
(Language Communication and Feedback)

Here as shown in the screenshot the user can enter the details of their experience and provide a feedback about their conversation and the visit to a particular doctor. They can rate the service on a scale of 1-5 and they can give written feedbacks as well. The app provide a message functionality for that.

- **Interaction Style:**

Here we have used natural language as the interaction style. The users can write in any language they want which is an example of natural language interaction style.

- **Hierarchical Task Analysis:**

1. Select the expert you chatted with:
 - 1.1 Give the rating by selecting the number of stars
2. Selecting a language:
 - 1.1 Writing the feedback and sending it to the app.

2. **Comparison of Figma with other two tools:**

Features	Figma	AdobeXD	AxureRP
Collaboration	In Figma, for the free version you can collaborate with another person. This allows designers, developers, and other stakeholders to come in and check the status of design, get specs, or even co-design.	In AdobeXD, for the free version it does not offer real time collaboration. This means that the designer/developer has to save the file and send it to someone else for any changes. This might be a tedious process if a team is working on a project.	It is not free, it is paid. Only one year subscription is free for college students or teachers. Here, multiple users can collaborate and co-design. You can share the prototype with anyone using a live URL.
Design Features	Figma has better and more functionalities than AdobeXD. For example, with its vector tools, you can make	In AdobeXD the features available are 3D transforms, components like creating reusable buttons, voice prototyping, auto animating and many more features. It does not	AxureRP is a very robust prototyping tool that has the ability to add realistic interactions. There are numerous templates and formats available for wires, user flows, etc.

	rectangles, polygons, arrows etc. It also has text options, layer effects, image tools etc.	have vector tools but can design screens, create buttons and make form elements.	Master styles make it easy to update design features across numerous project pages, taking out the monotonous work.
Prototyping	Figma has more traditional features like hover trigger, horizontal scrolling, link to URL and many more.	While AdobeXD provides auto animate which prototypes screen for the designer/developer. With voice prototyping you can record your own prototypes as well.	The pictures can be taken, cropped and put on layers in Axure. Hotspot and interactive components can be added from the Axure Widget library to create a rich, functional prototype. UI components can also be used, such as buttons and checkboxes, to demonstrate interactions and their effects.
Plugins	Figma does not offer plugins. But they do offer integrations with programs like Principle, Zeplin and Dribbble.	AdobeXD provides plugins and with the help of them you can fill your designs with dummy data, export as React component, translate artboards, etc.	AxureRP also provides plugins. The user can upload his/her AdobeXD/Figma design to Axure cloud. They can import sketch designs to AxureRP and can also publish artboards from sketch.

3. Four Features of Figma:

1) Bulleted list:

Bulleted and numbered lists can also be used in UI/UX design projects. In vector designs, lists make it simple to organize data and emphasize related information. There are a total of five levels of indentation that you can use. Text colour, strokes, and effects can all be used to make visual colour changes. Unordered sets of data can be represented with bulleted lists. Bullets in Figma will have the same style at all degrees of indentation. Bullets can't be customized right now. Use a bulleted list to bring visual attention to items in a list without implying that they are in any particular order. Write a bulleted or numbered list if the section has a key word or phrase that necessitates a list of items. For items that do not need to be in any particular order, make a bulleted list.

2) Figma Community Files and Plugins library:

Figma is a resource-rich community platform where you can share your projects and have them reviewed or reworked by other members. There are many of creators to choose from, and the following resources are available:

- Open Figures illustration library
- Remote design sprinting
- Material design kit
- Figma templates

Figma plugins are fast and reliable while also being stable and secure. There are more than 40 exclusive plugins available at the time of writing, and the list is growing. Private plugins can be distributed within the firm using enterprise subscriptions. The following are some useful plugins to consider:

- Repetitive task automation within Figma frames
- Design error detection plugins
- Data population plugins

3) Intuitive and straightforward Prototyping:

Prototyping with Figma is simple and clutter-free, thanks to the frame-to-frame transition. You don't need a third-party review tool like Marvel or InVision because Figma is an all-in-one tool. You can share Figma prototypes with team members in the same way that you can share Figma design files. All you have to do is send a link with the appropriate modify permissions. Any feedback or comments are saved in the tool, and recordings can be found on Slack. Developers can quickly access the project design workflow, leave designer comments, and retrieve CSS properties and measurements.

4) Real time updating of the project:

The entire team must use more than one third-party application to convey project updates and design mock-ups in a UI/UX design process that does not include Figma. Multiple file transfers are required to keep each team member up to date on the present situation. The Figma app, on the other hand, handles the exchange of prototypes and updates among team members through real-time updates. Figma eliminates the need for a project handoff from the designer to the developer. This is because when you use Confluence to share Figma mock-ups, any changes to the design are automatically reflected in the project file as live activity.