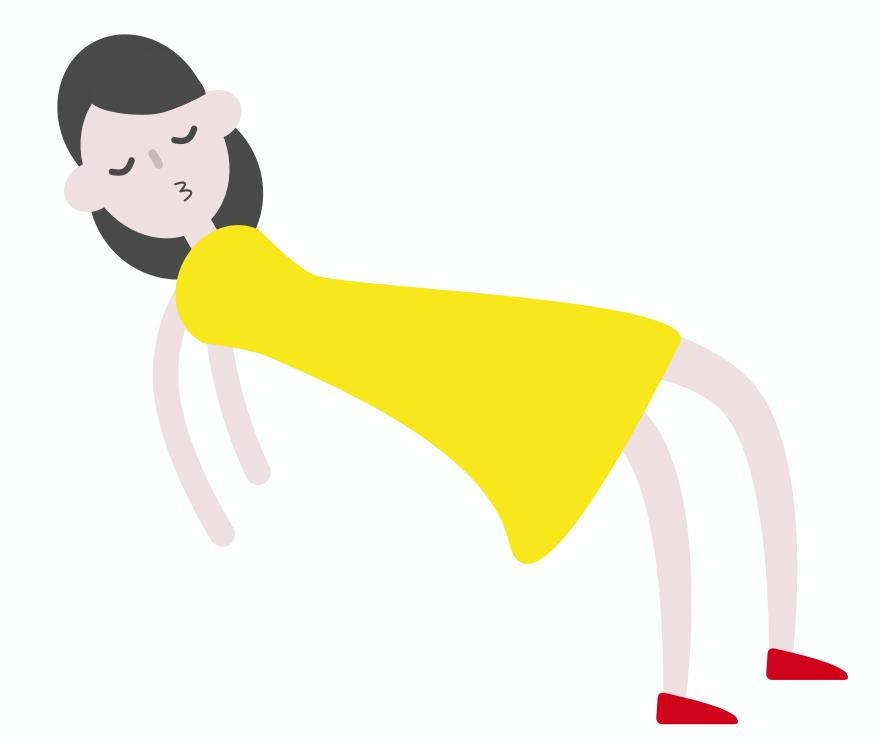


## From Eager Beaver to Lazy Bone

Lissa Dai's Design Journey



#### Lissa Dai 戴丽霞



Industrial Design Honor Degree

Intelligence Science and Technology













I used to be eager at this...

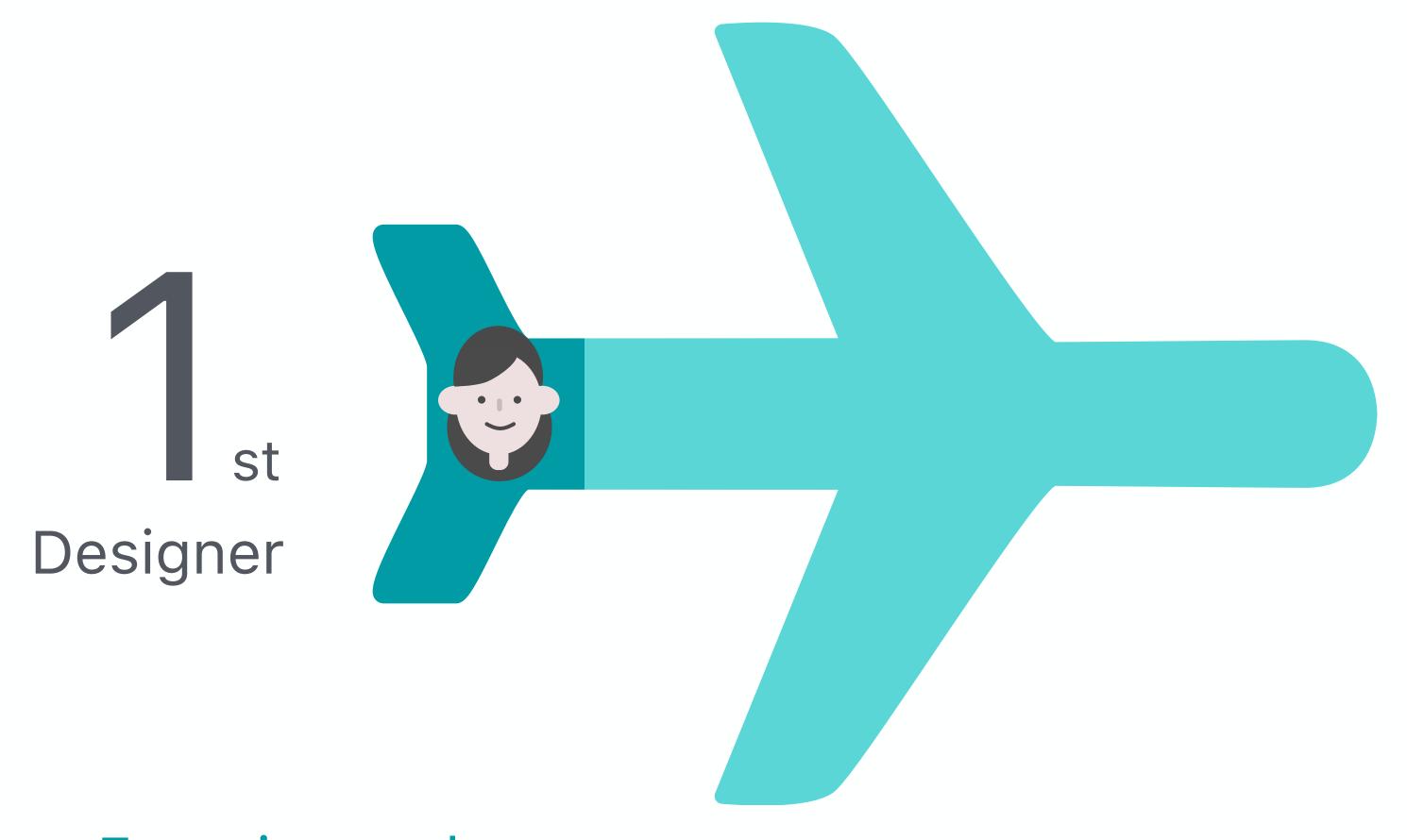


User Experience · 51 Endorsed by Aaron Marcus, who is highly skilled at this Endorsed by 5 of 戴丽霞Lissa Dai's colleagues at CBi China Bridge User Interface Des... · 46 Endorsed by Jeremy Xia and 1 other who is highly skilled at this Endorsed by 4 of 戴丽霞Lissa Dai's colleagues at CBi China Bridge Pk and 27 connections have given endorsements for this skill Illustrator · 28 戴丽霞Lissa Dai is also good at... User-centered Des... · 23 Interaction Design · 17 Photoshop · 15 Graphic Design · 8 User Interface · 6 Axure · 5 Rapid Prototyping · 6 Responsive Web D... User Research · 6 JavaScript · 10 Final Cut Pro HTML + CSS Expression Blend · 3 Expression Web · 3 Dreamweaver · 3 InDesign · 6 After Effects · 3 Rhino · 2 jQuery UI · 1 3D Studio Max · 1 AutoCAD · 1 Hypershot · 1 Vray · 1 SPSS · 1 **Motion Design** Web Design · 1 Cascading Style S...  $\cdot$  1 User Experience D... 1 HTML · 5 Adobe Illustrator · 2

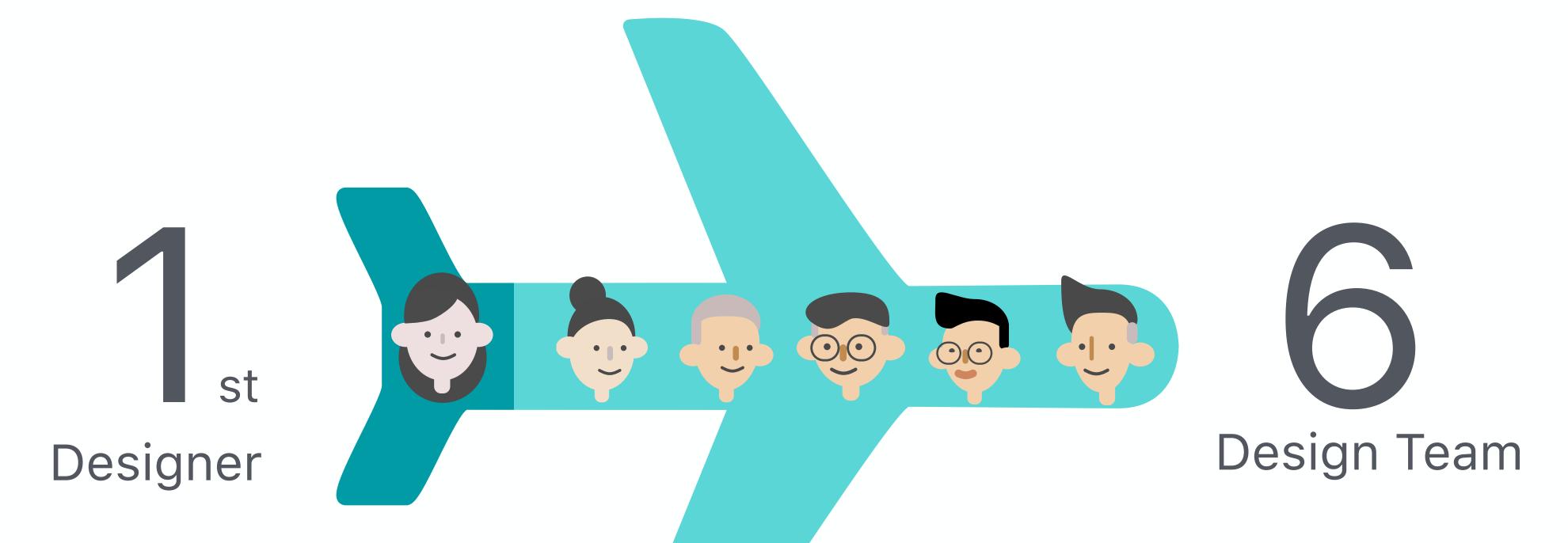




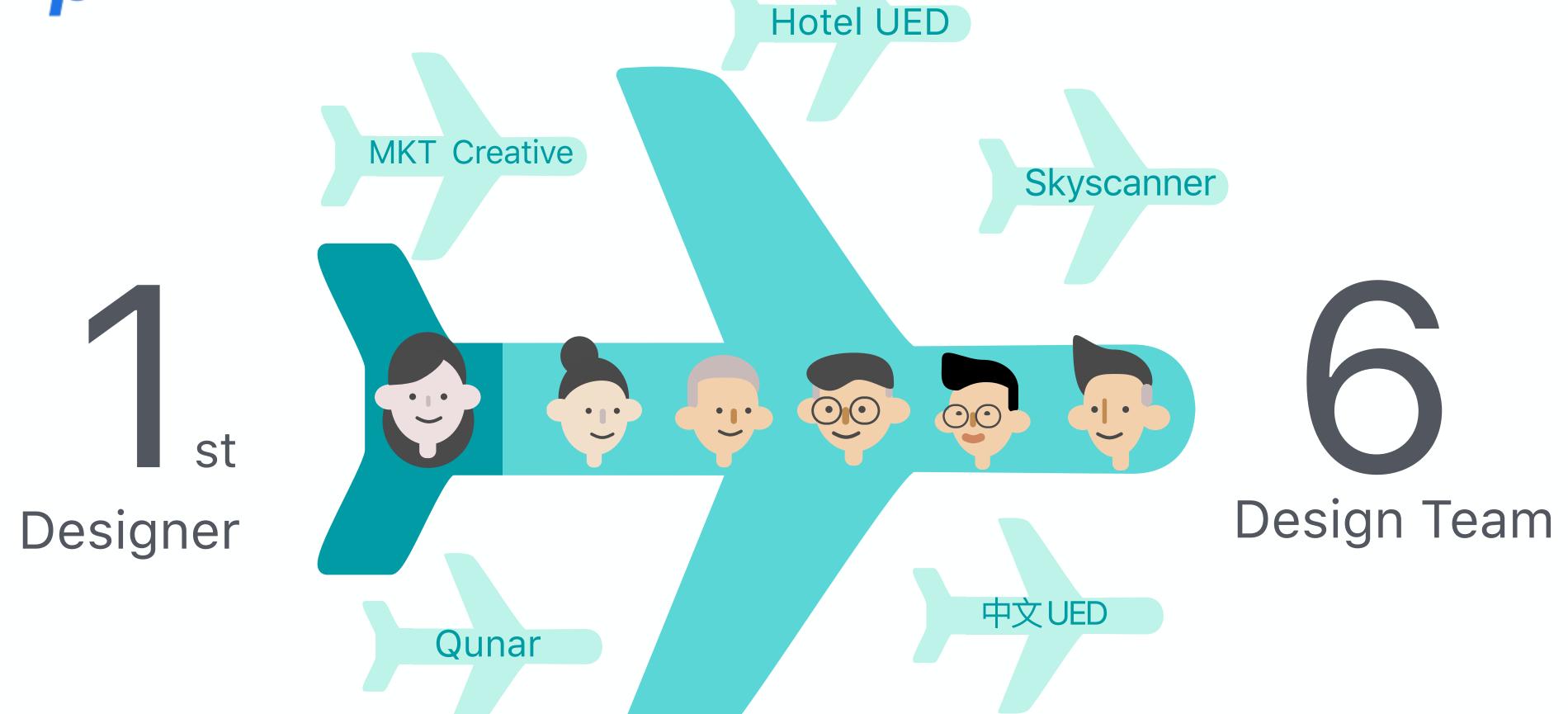




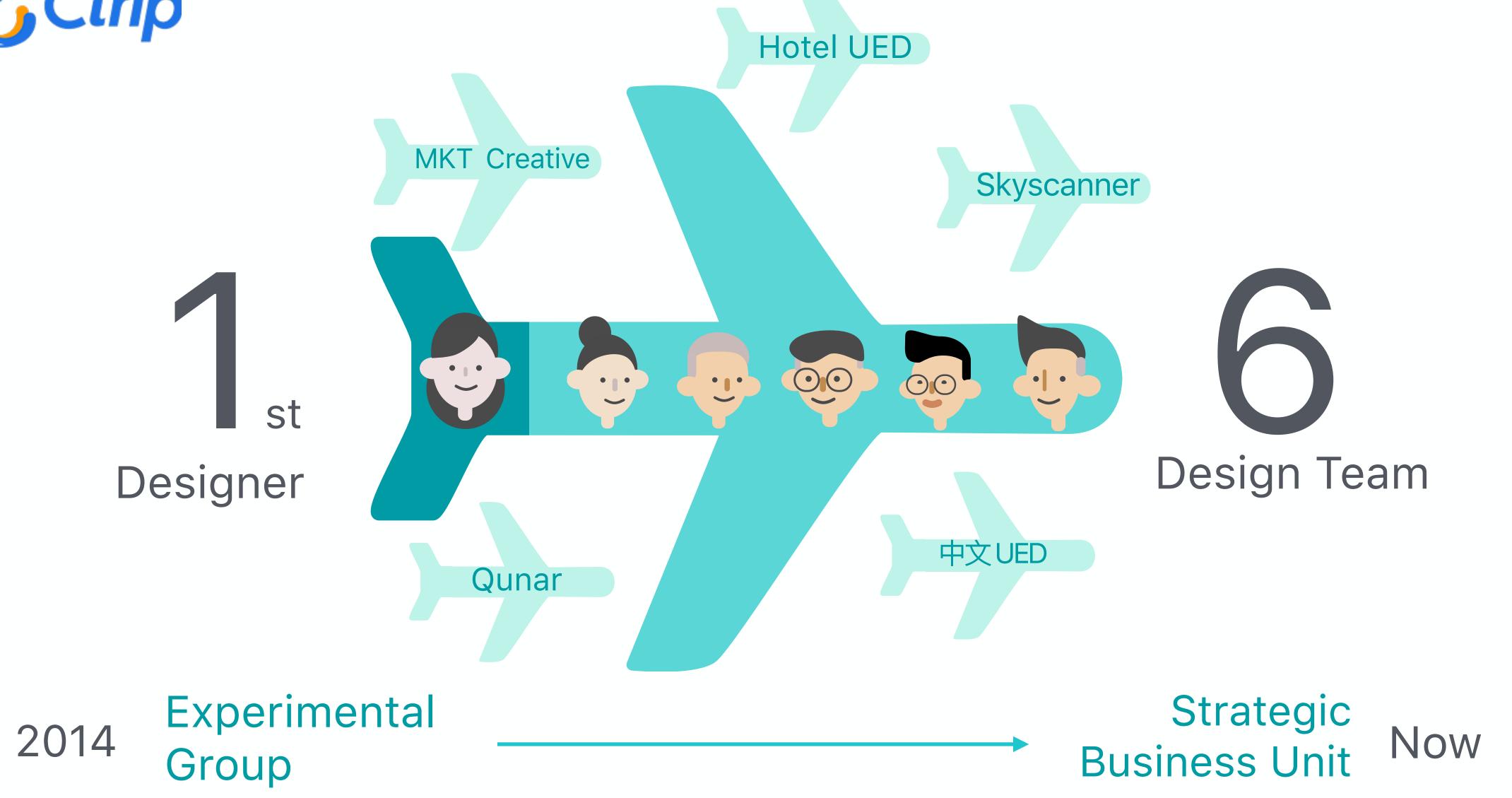










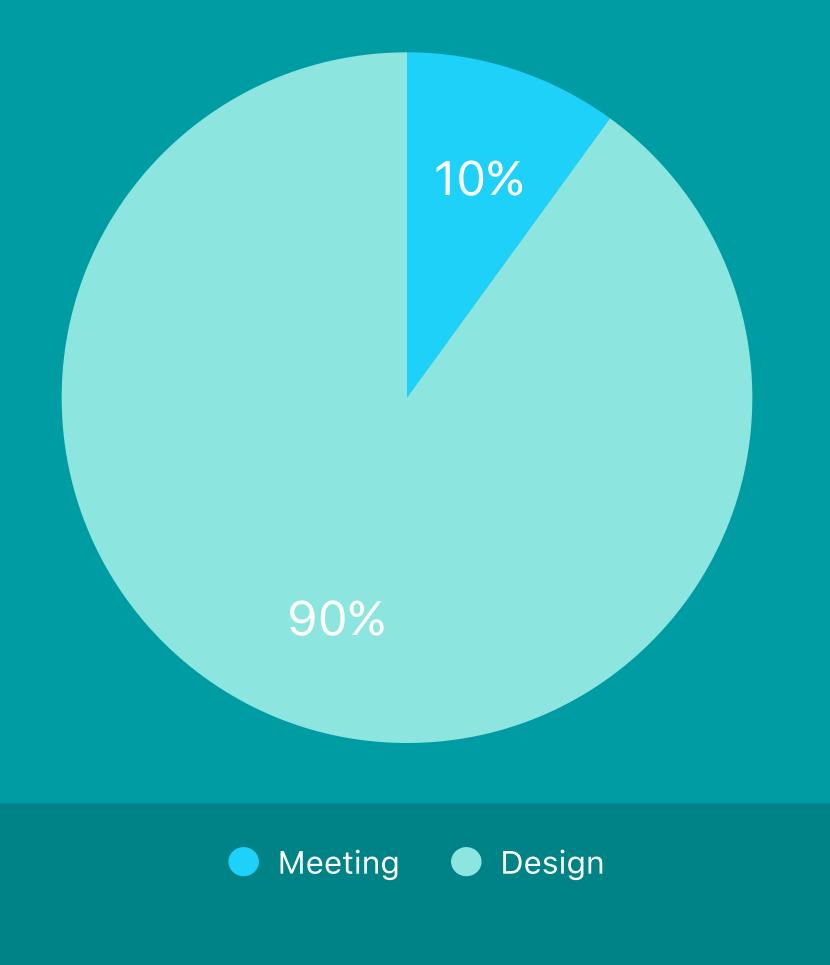


#### When my schedule began to go like this...



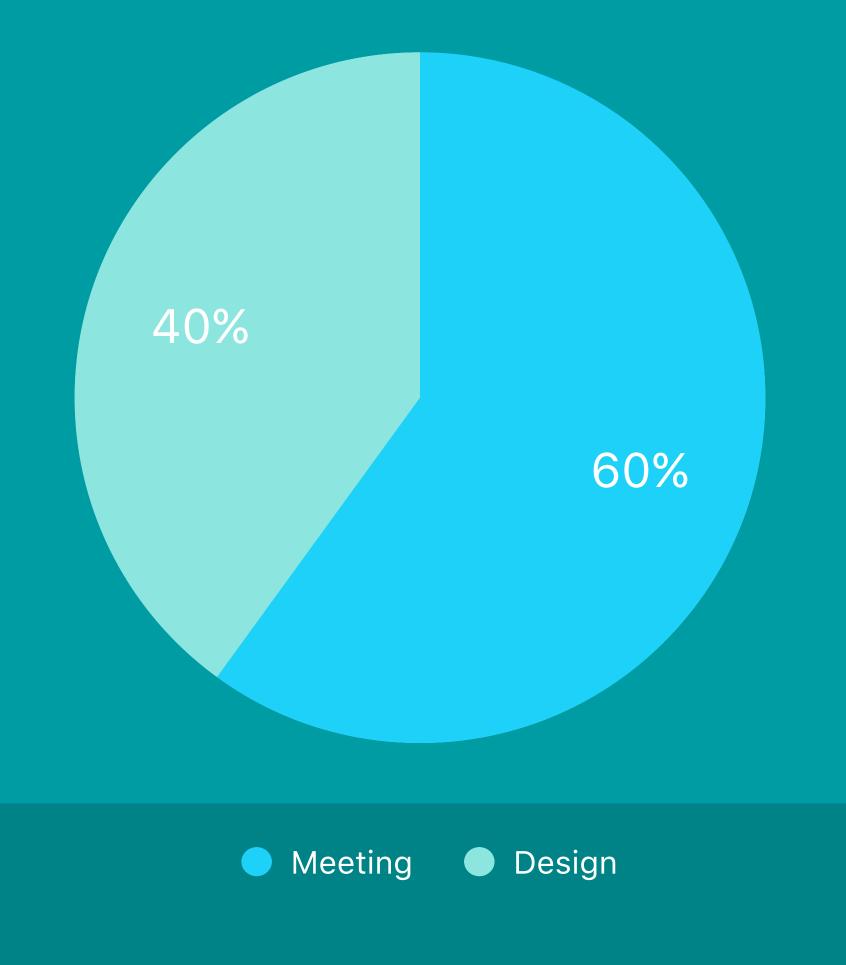


#### When my schedule began to go like this...





#### When my schedule began to go like this...

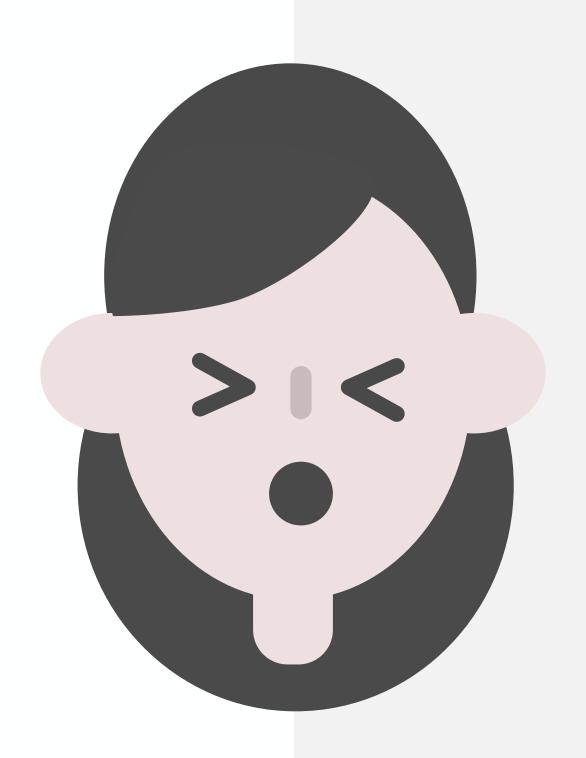




# Eagerness does not work!



Eagerness does not work!



SHORT-SIGHTED Syndrome

INNOVATION Dilemma

EGOCENTRIC Bias

## 1. SHORT-SIGHTED Syndrome

Focus is OK for assemble line works, but dangerous for designers.

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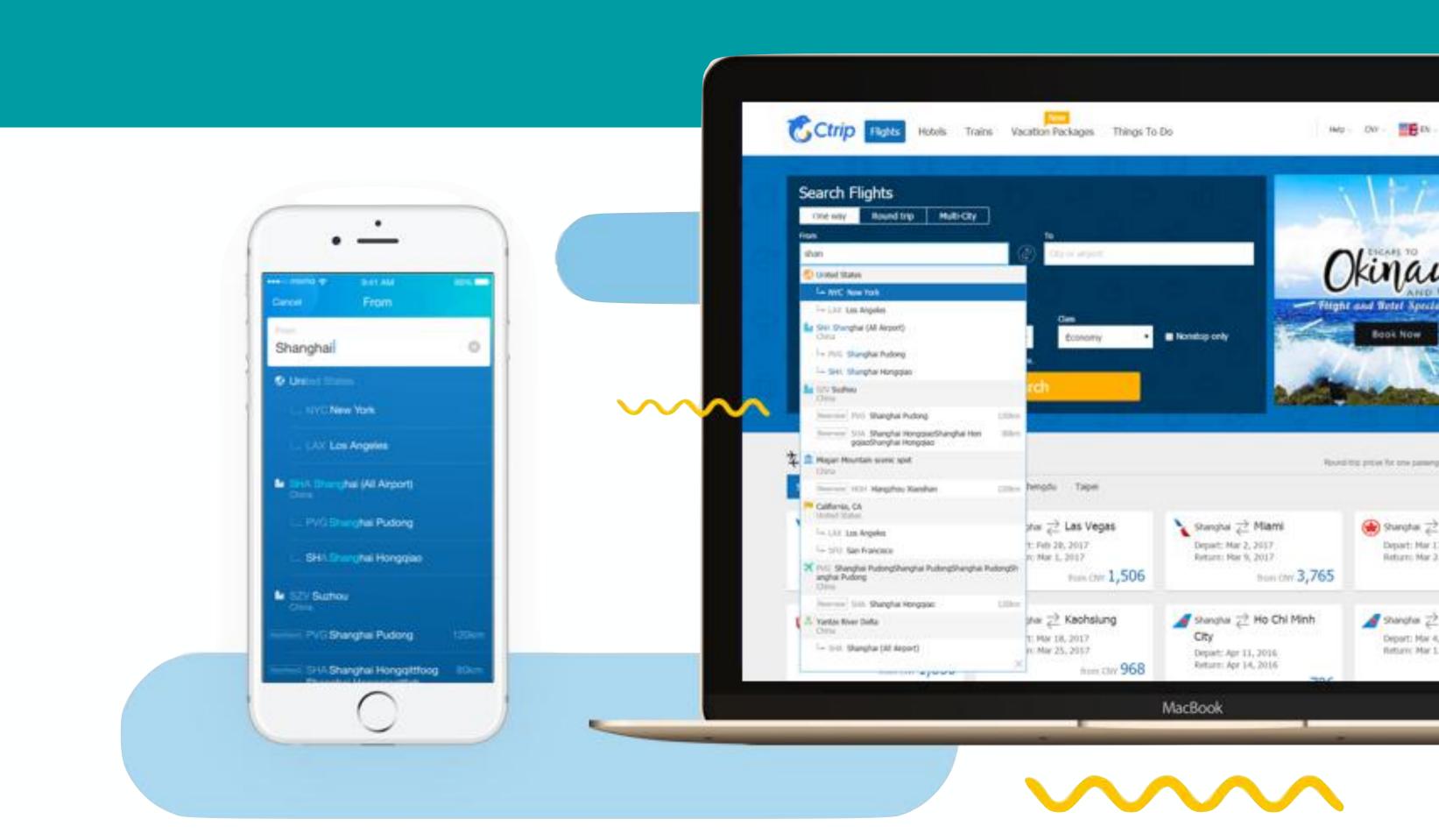


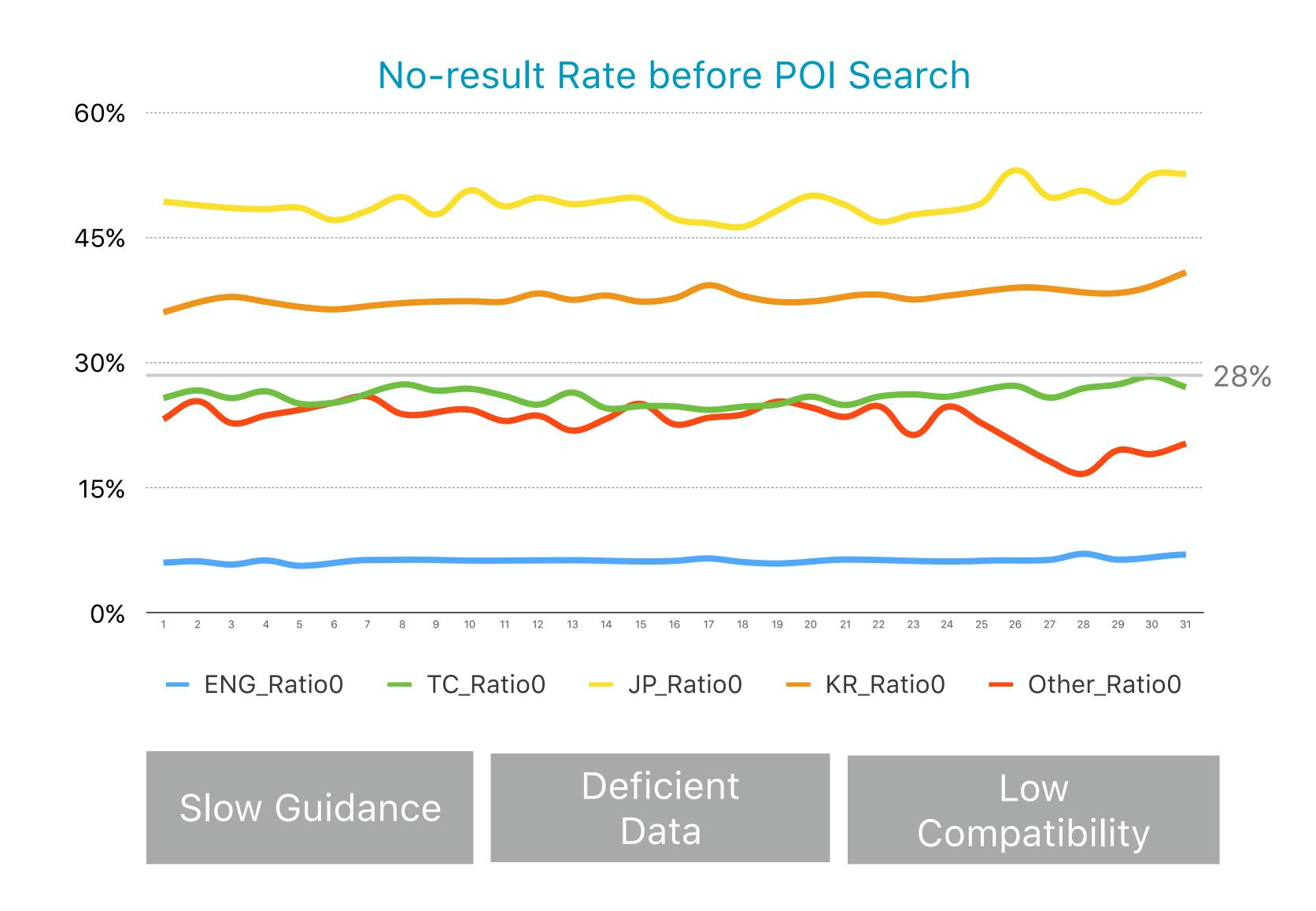


Project Name
POI Search

Release Time 2017.2

Platform
Online H5 App





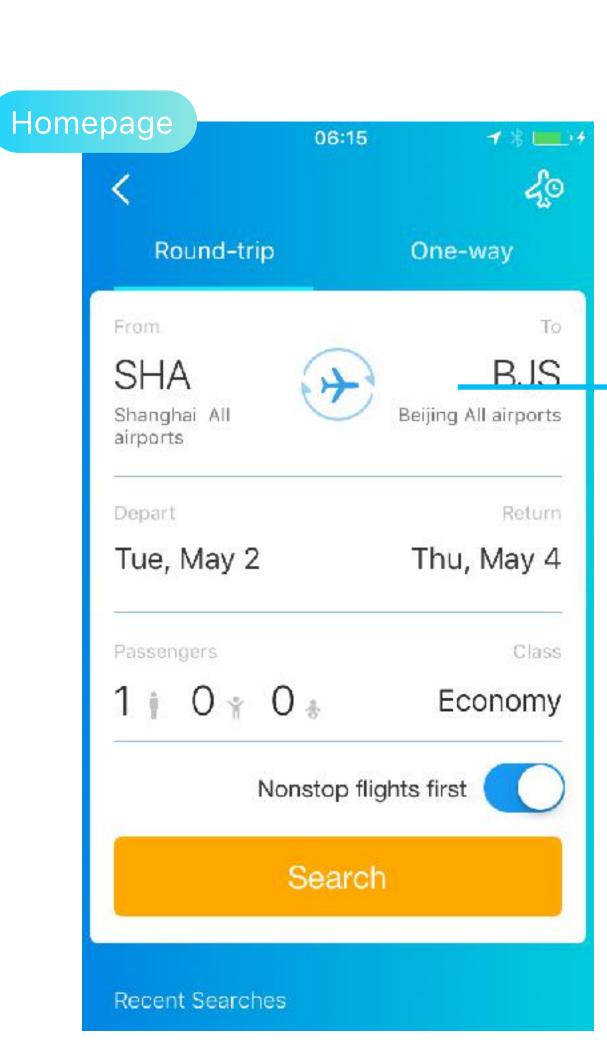
#### **Before Status**

Ctrip

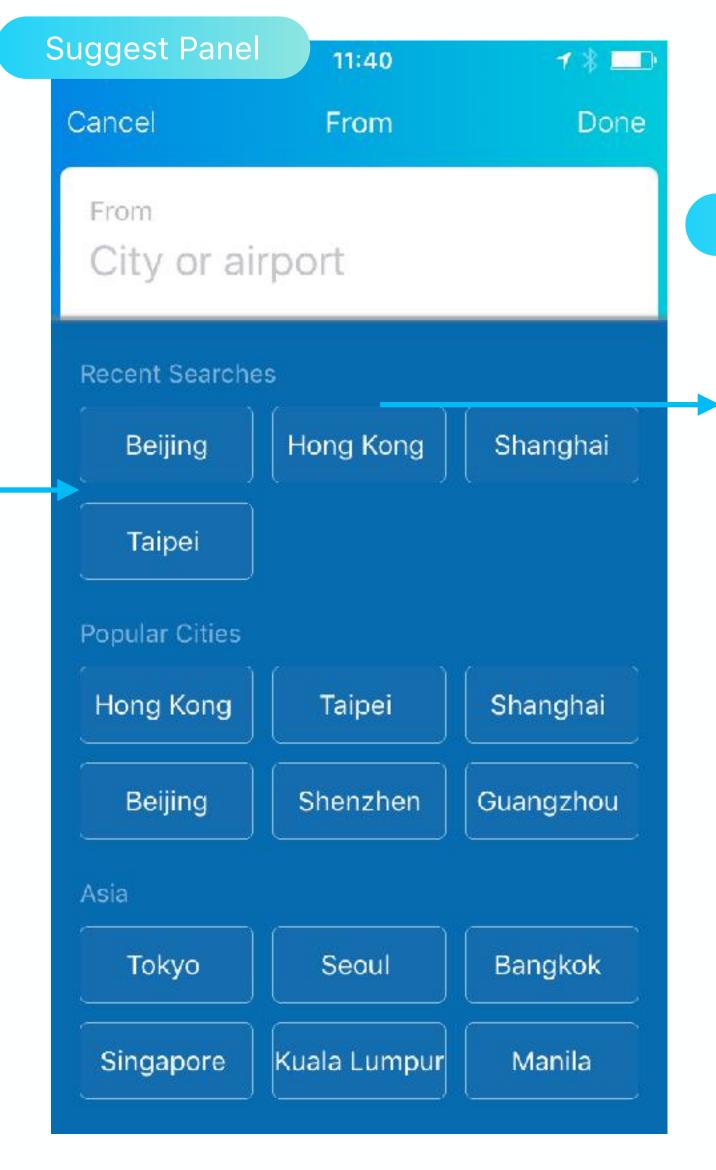


#### Guidance Ahead

If user can find the ideal destination easily, why they need to search?



Default and history value



Popular Cities for different region/country.
70%+ coverage

Input and search optimization

空格

Search Panel

SHA Shanghai

Airport

and

a s d f

q

of

w e r t y

X C

From

PVG Pudong International

said

has

u i

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ор

完成

Cancel

From

Shan

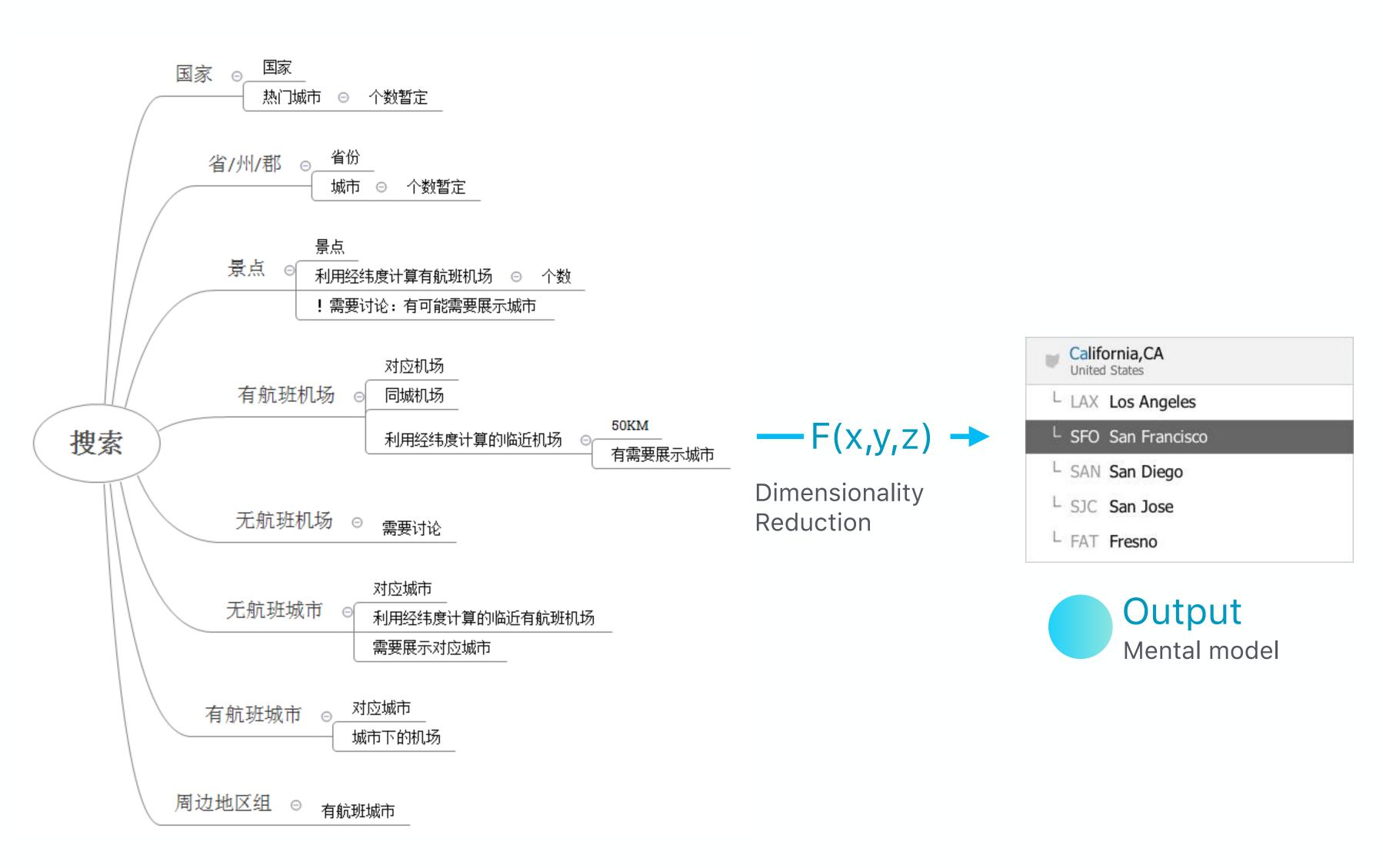
China

1 8 11 34

Done

#### Richened data

Design for more data types but less recognition burden

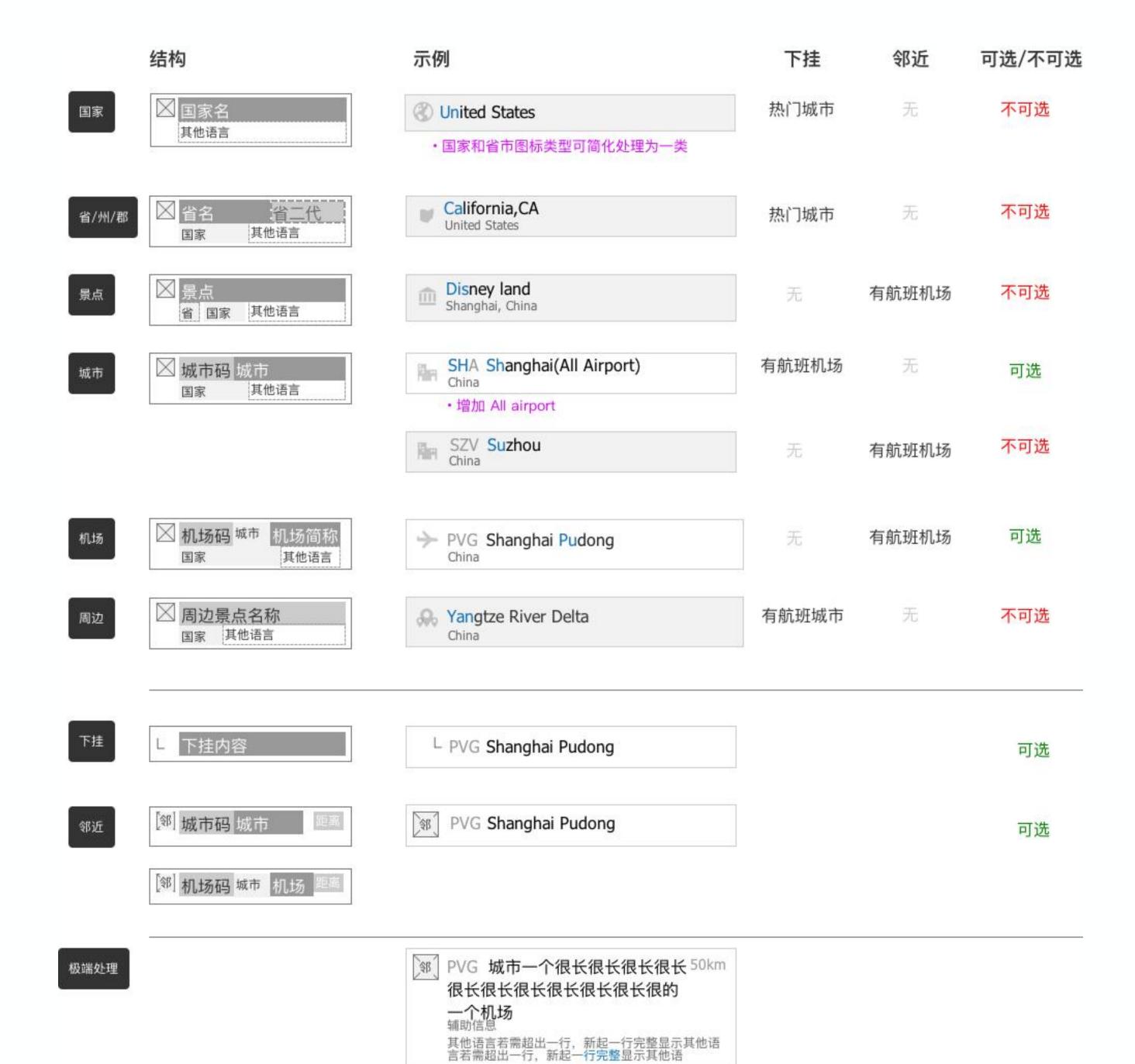


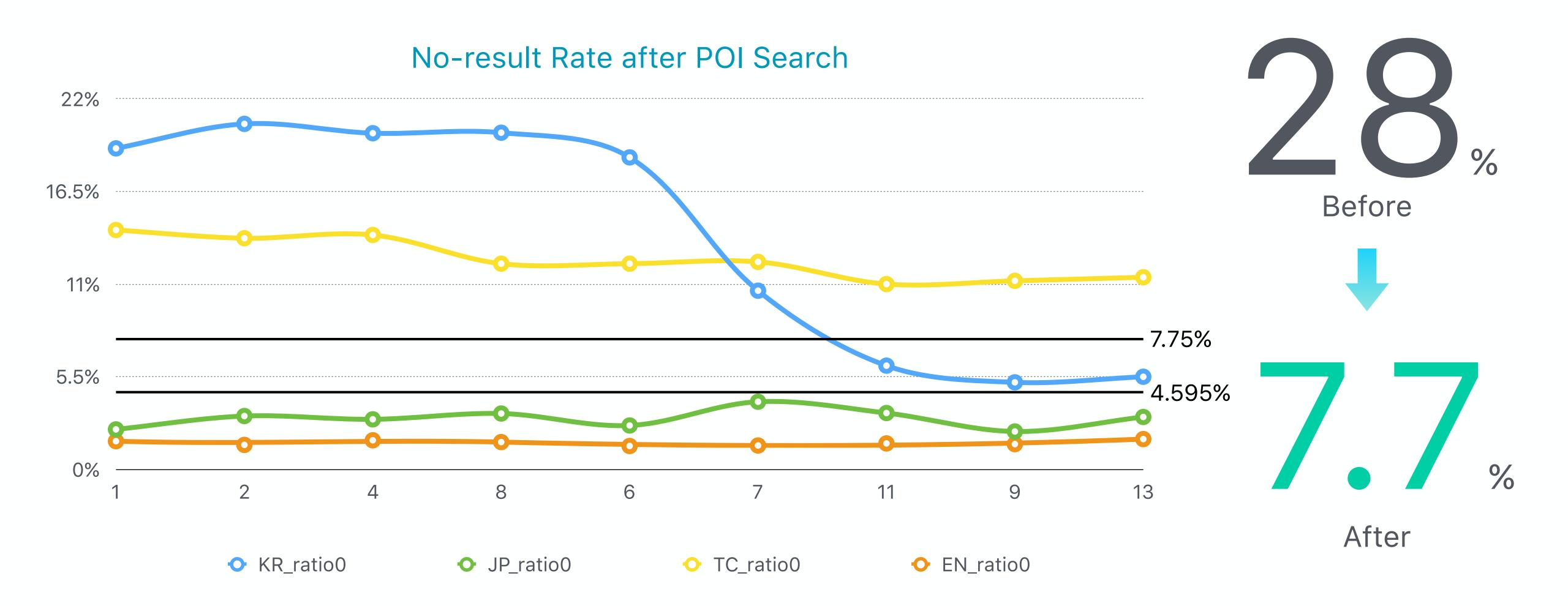


#### Engineers are users

This privilege only works for development!

High structured and reflected docs help them be more efficient and less buggy!





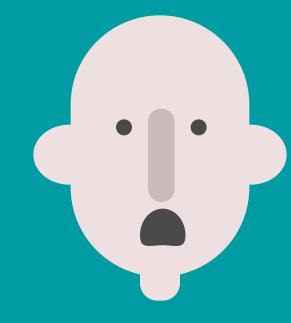


Project
Revamp on Booking Detail

Time 2016. 10

Platform App

Where is my VIP Lounge, I can't check it through my Ctrip App!

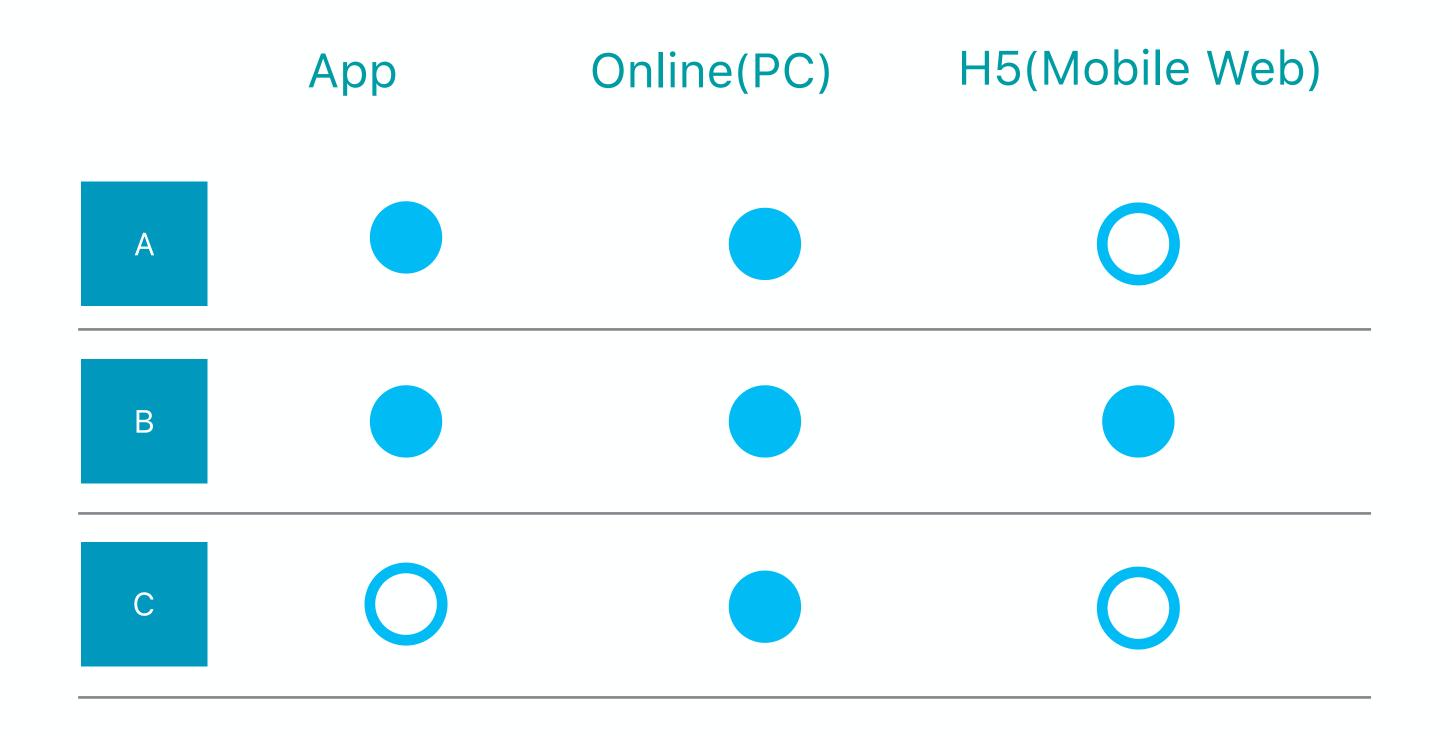


Dear Guest, You've booked it through PC, you can only check it on Web.



#### Sort the scope

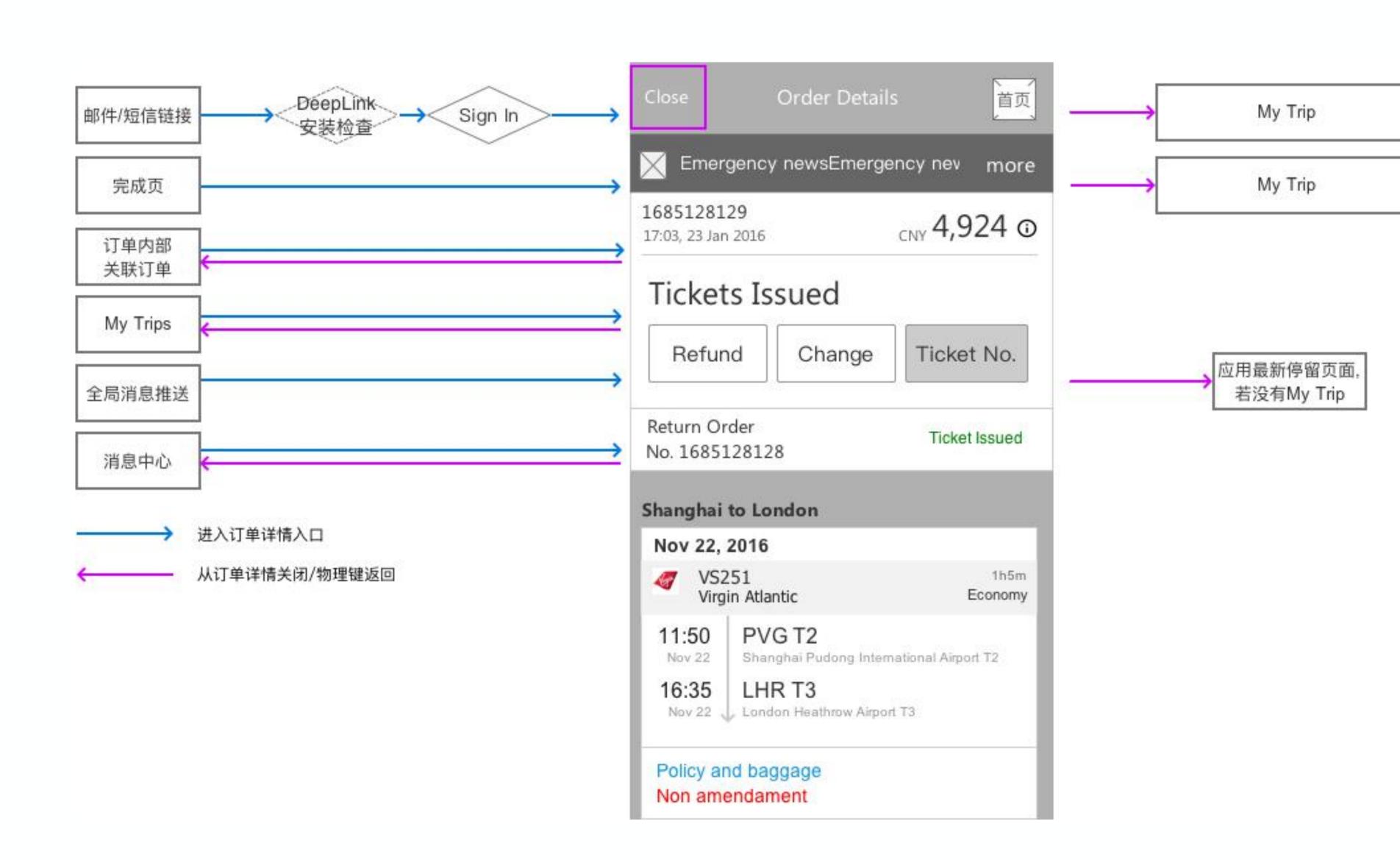
What features comes from other platform?





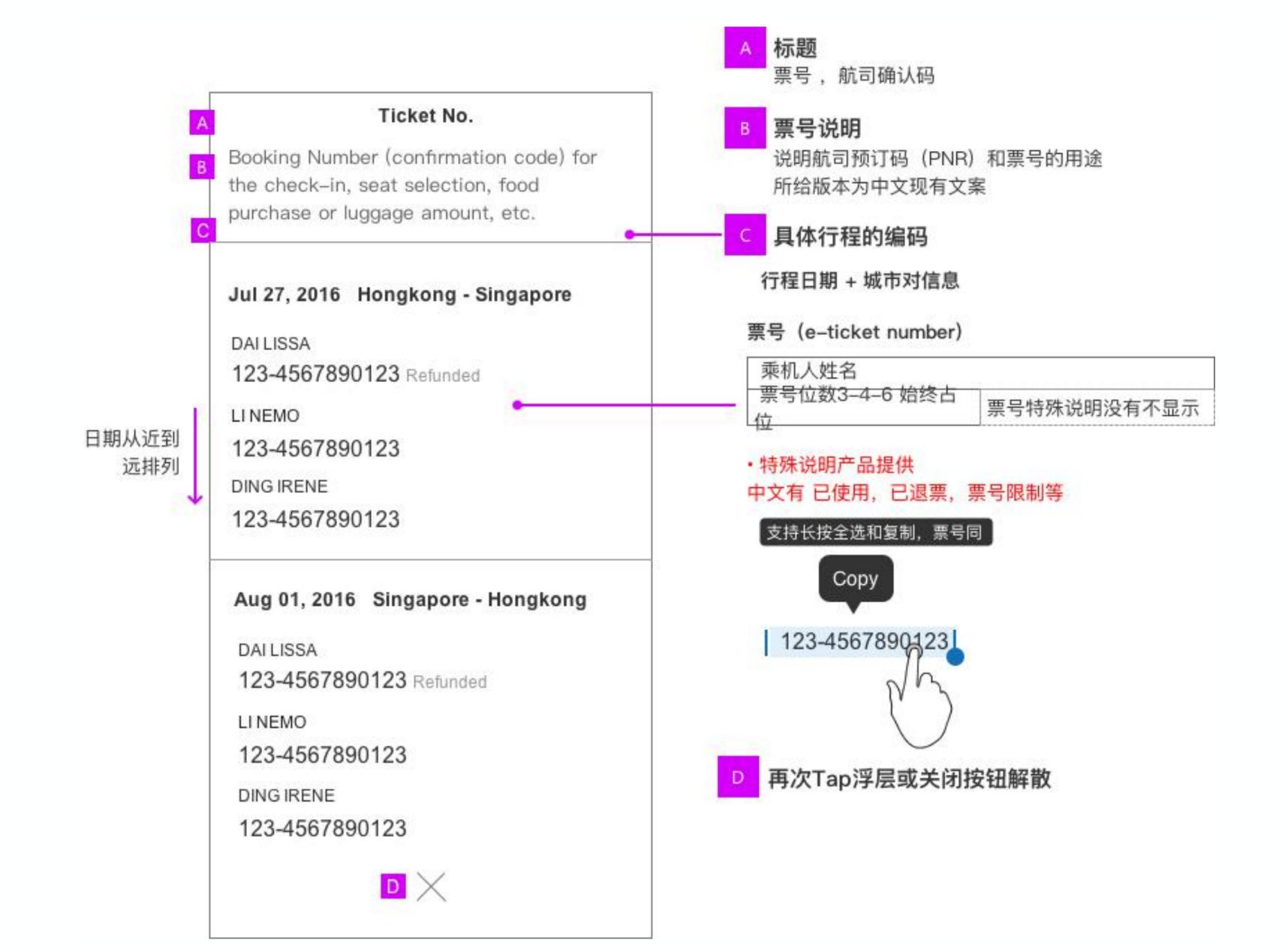
#### Close or back

There were more entrances than I thought.



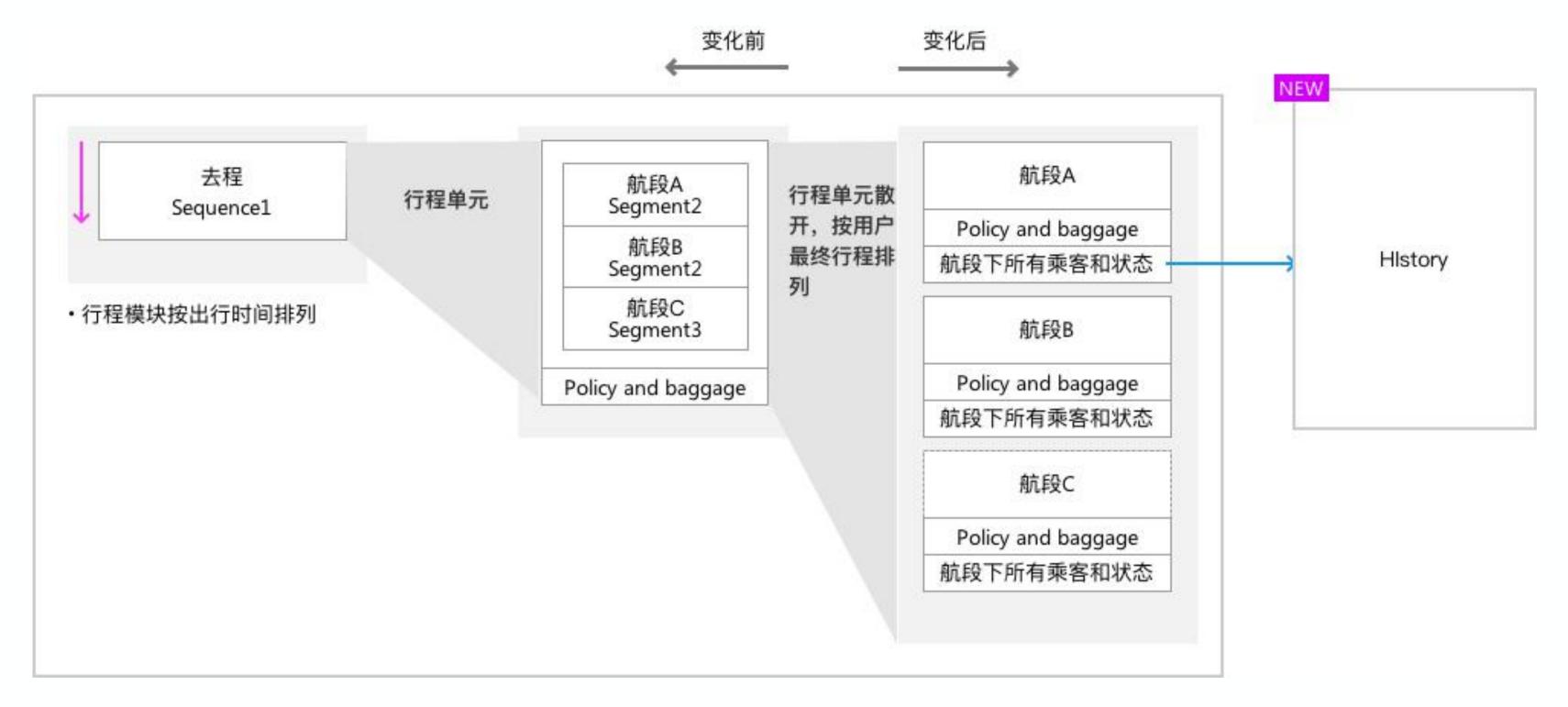
#### Read-only

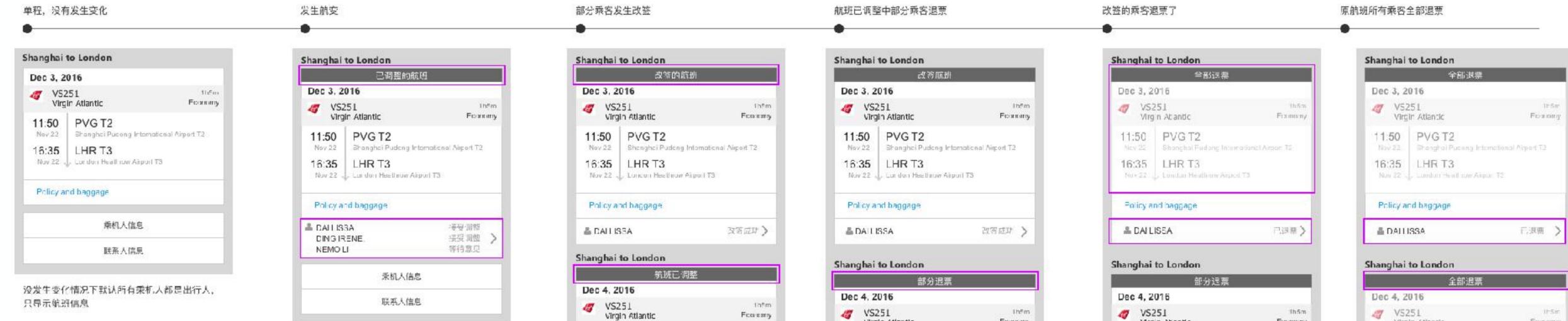
Play an vital role on reducing complaint calls.



#### Dealing with Changes

How to display time in a 2-D world?





## 2.INNOVATION Dilemma

Degrade to the past or progress to the future,
That's the question.

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Degrade to the past or progress to the future,
That's the question.



Find the Pivot Point

## 2.INNOVATION Dilemma

Degrade to the past or progress to the future, That's the question.



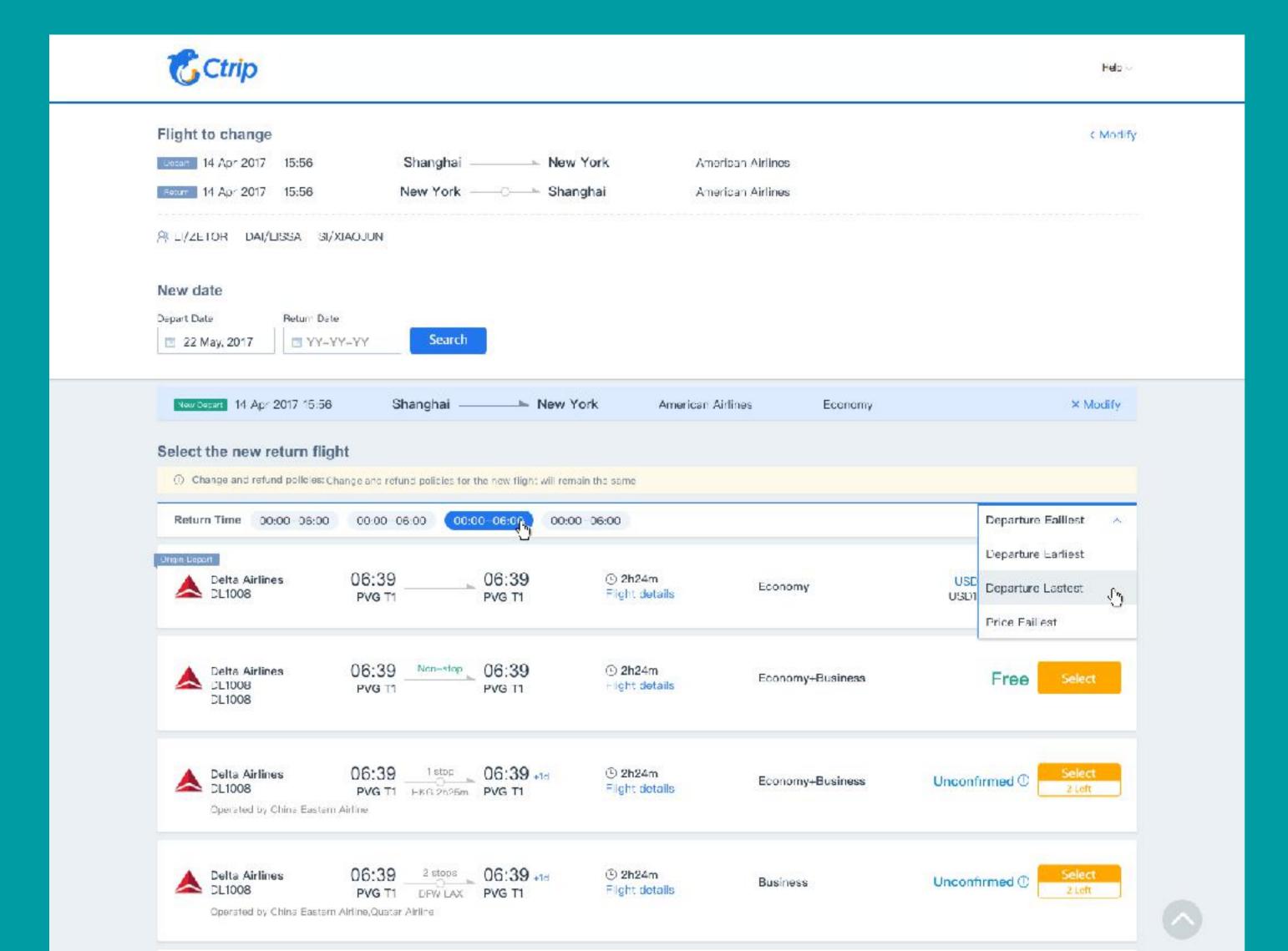
Find the Pivot Point



Grab the Right Slot



#### Find the Pivot Point

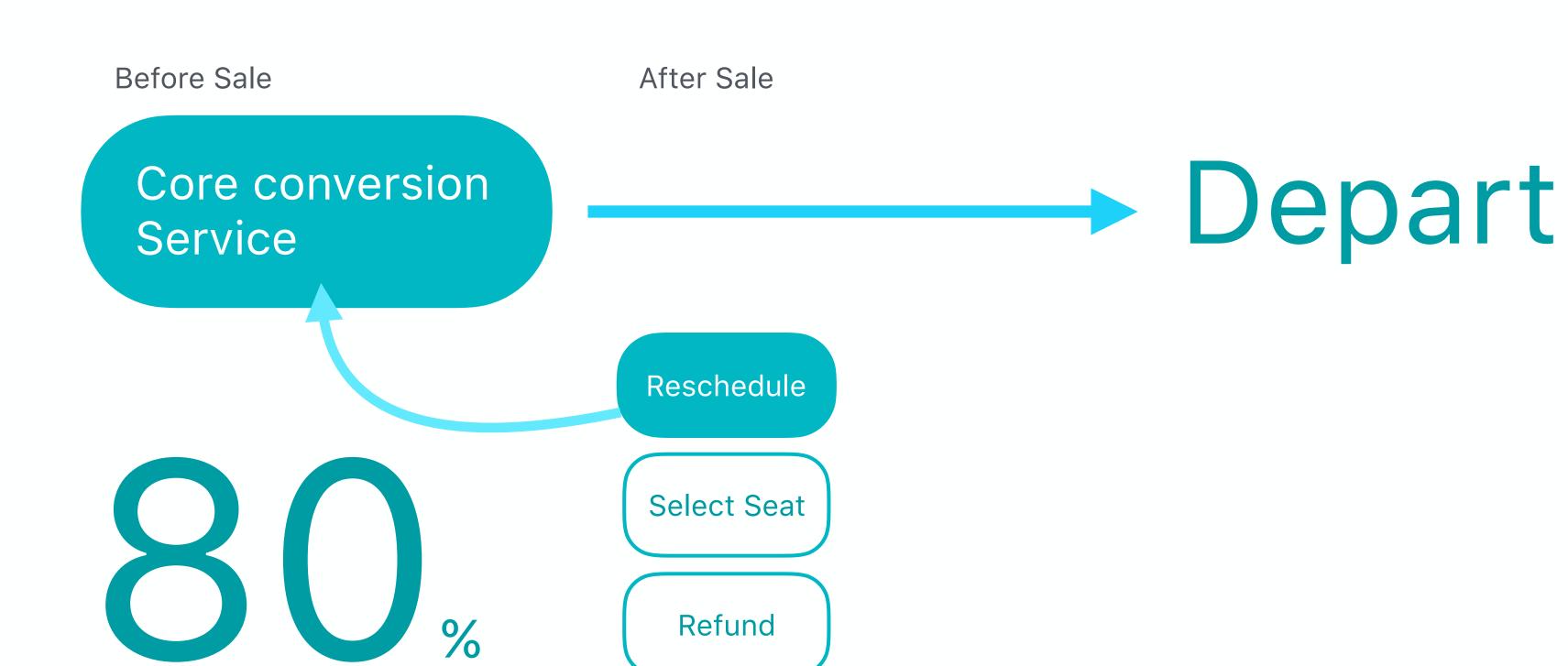


Project
Flight Reschedule

Time 2017. 1

Platform Online

## Consistency is misleading



Similarity

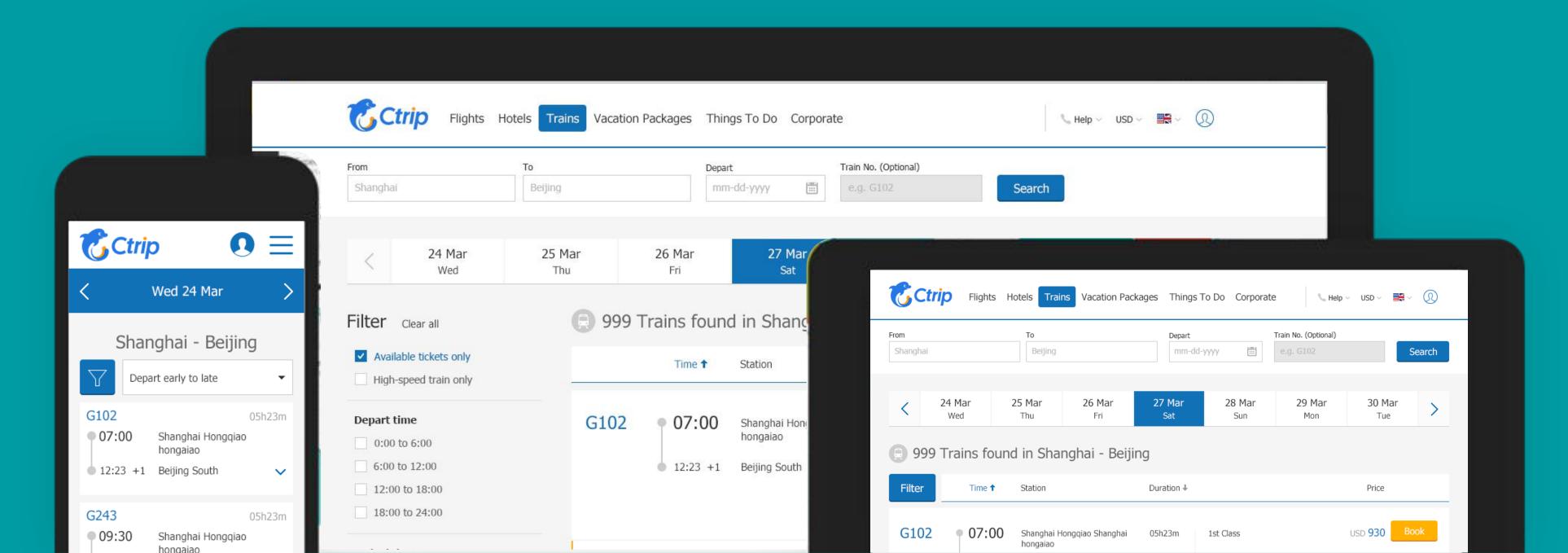
## Grab the Right Slot

Project
Responsive Web Design for Train

Time 2015.12

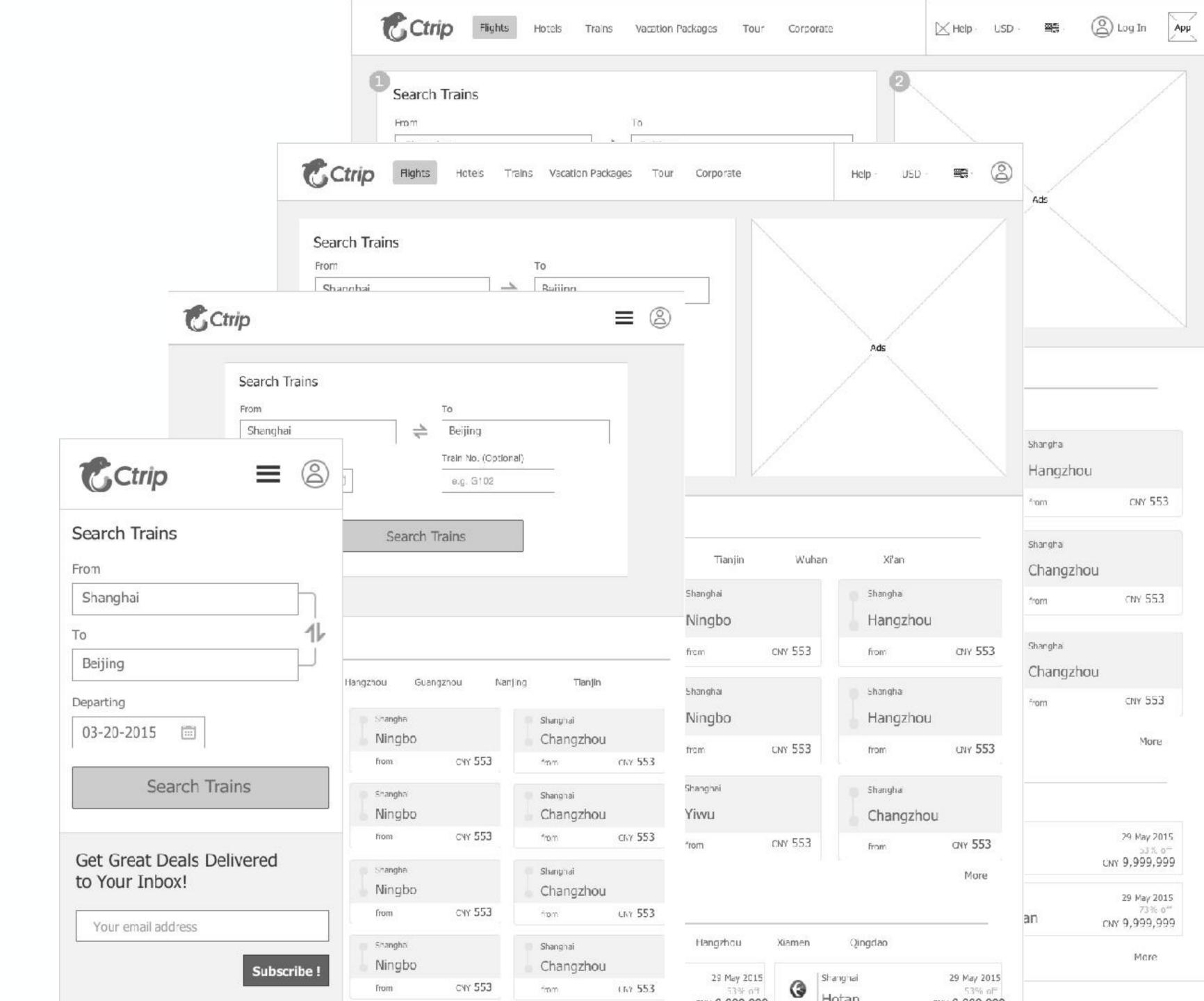
Platform
Online H5

Net Profit / year 5.547,200



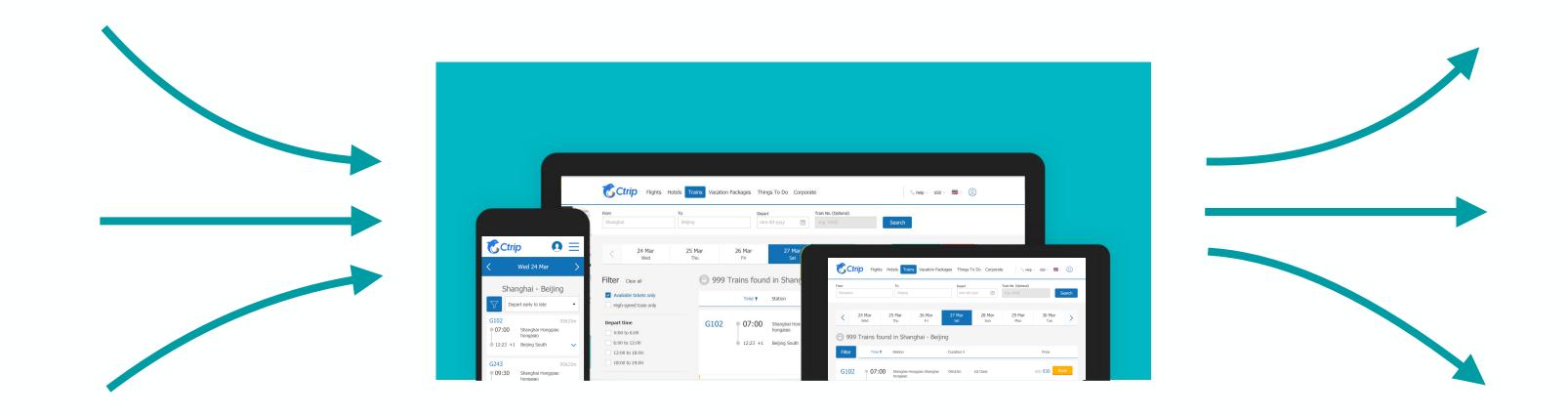
### The Biggest Challenge is to make this decision

Trade-off under constraints



## Least Challenge is for the New Pages

How to deal with the existing non-responsive pages?



SEO

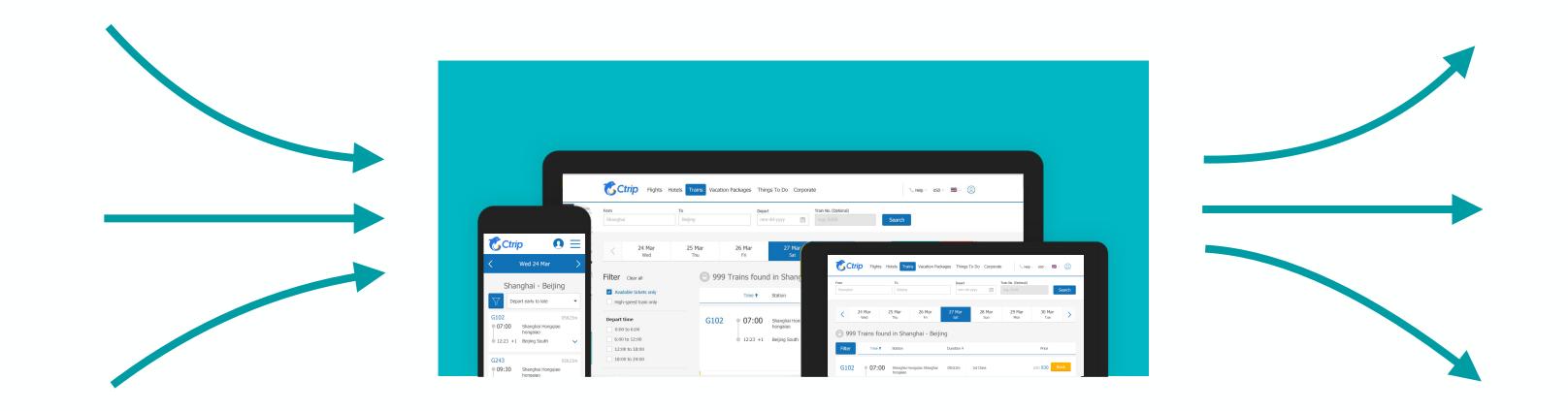
FAQ

Payment

Navigation

## Least Challenge is for the New Pages

How to deal with the existing non-responsive pages?





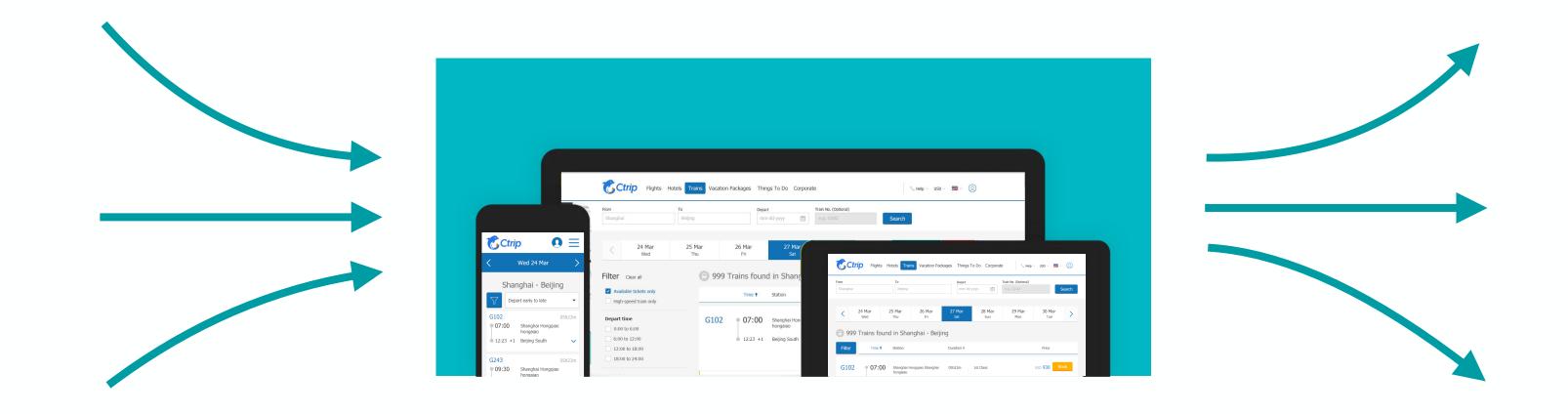
FAQ

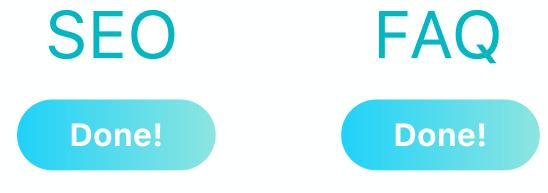
Payment

Navigation

# Least Challenge is for the New Pages

How to deal with the existing non-responsive pages?



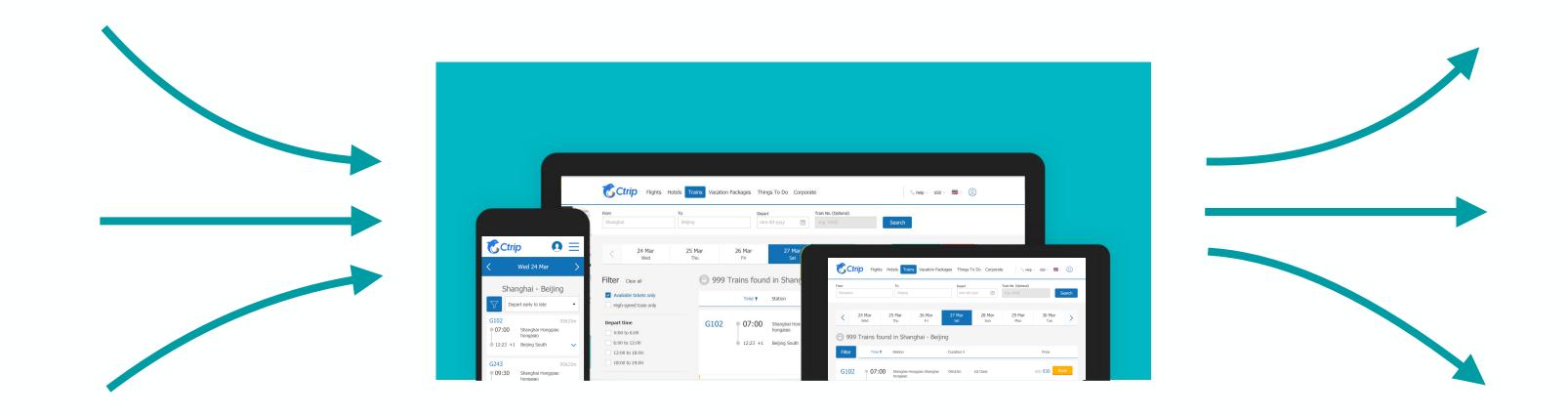


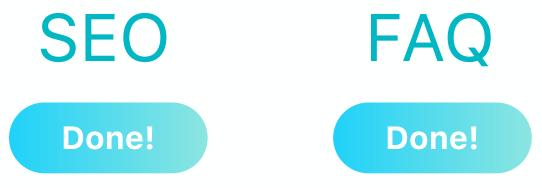
Payment

Navigation

# Least Challenge is for the New Pages

How to deal with the existing non-responsive pages?



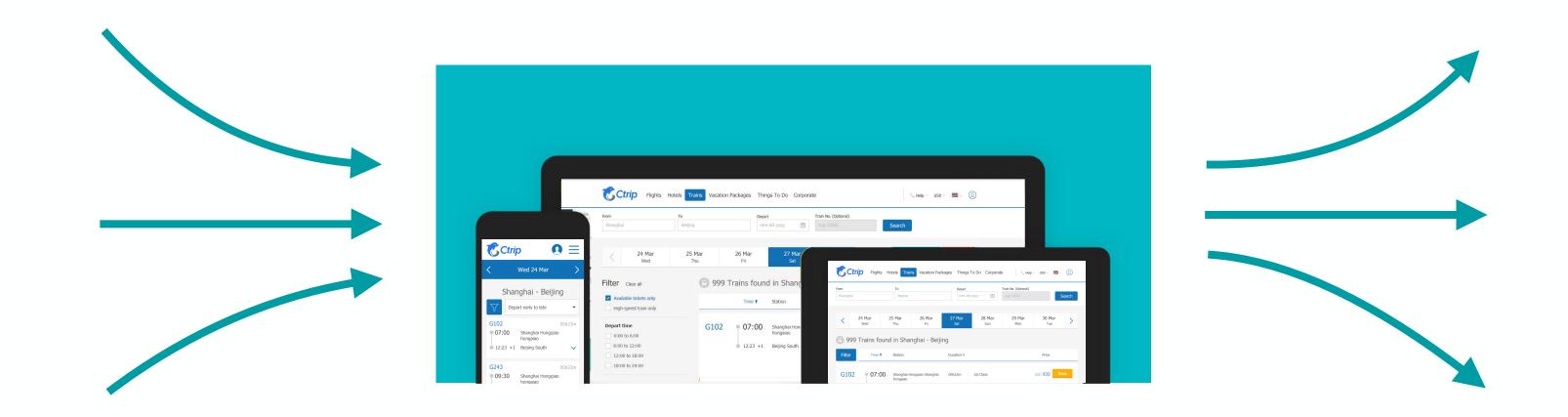


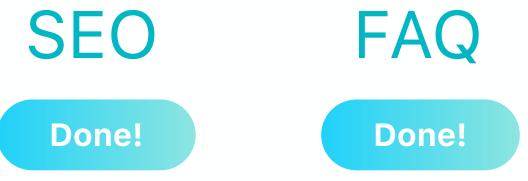


Navigation

# Least Challenge is for the New Pages

How to deal with the existing non-responsive pages?



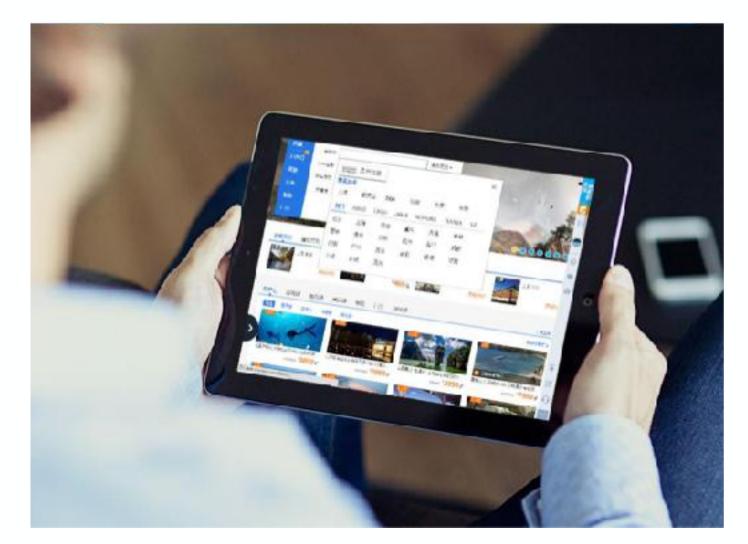




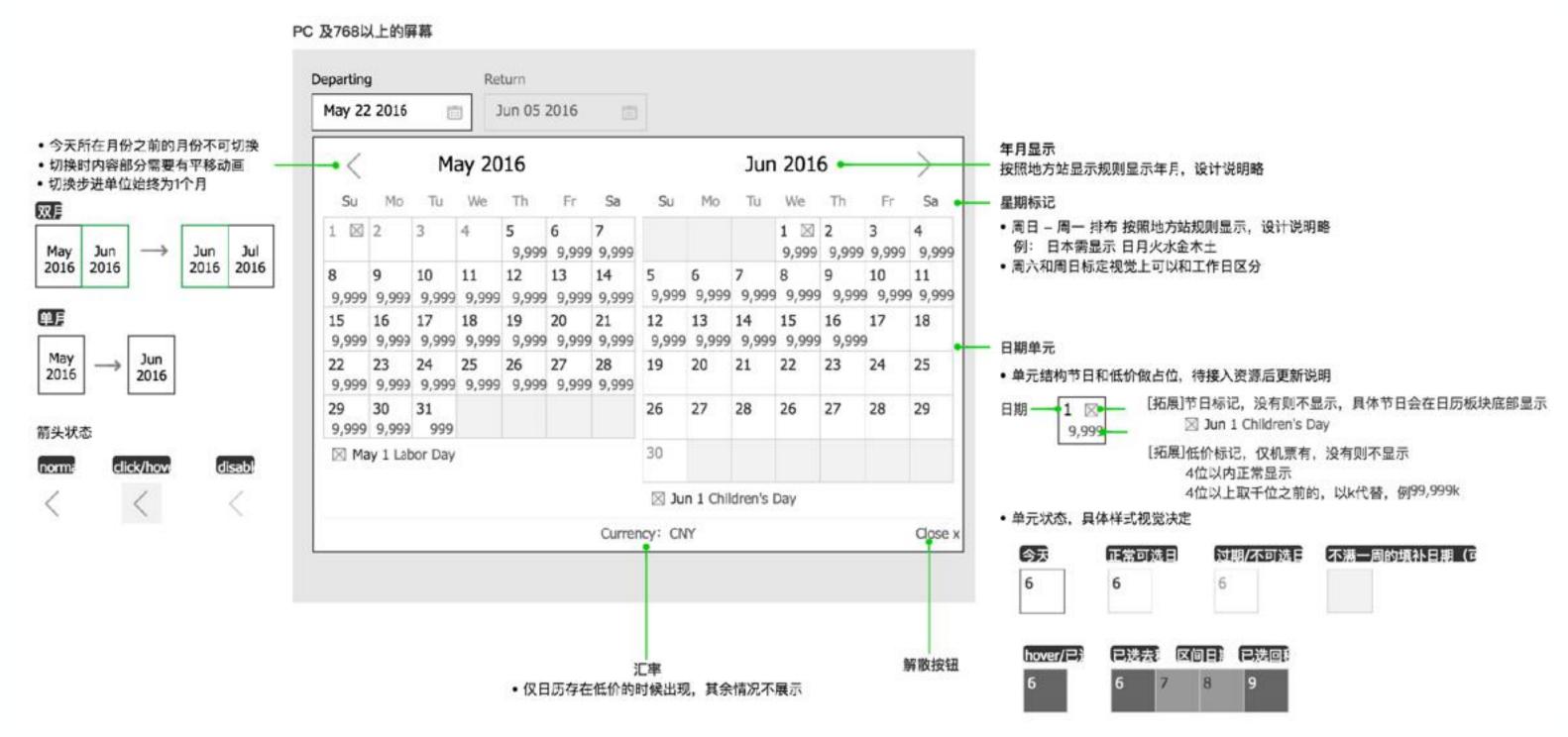


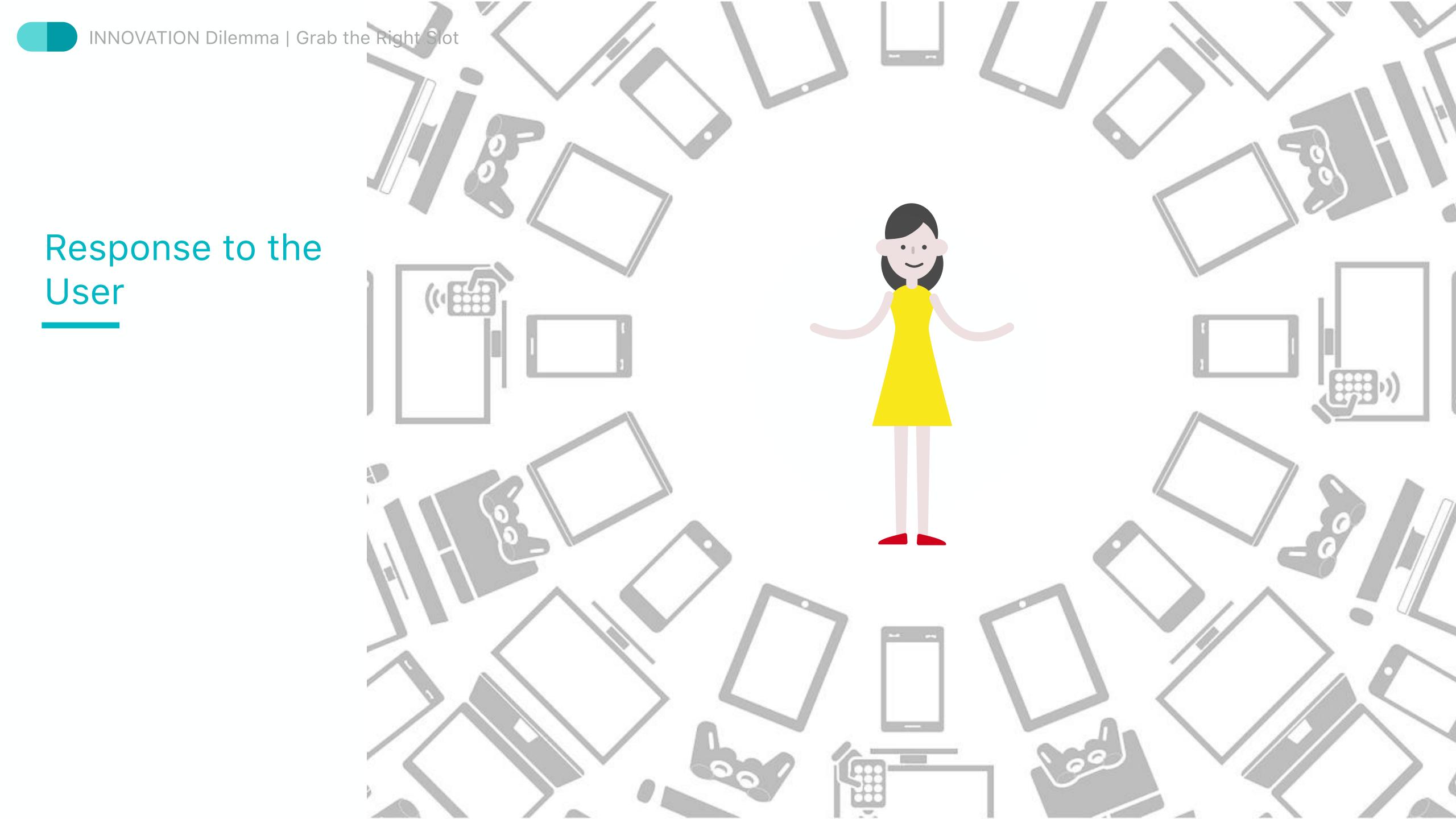
#### Responsive Controllers

When touch and screen size become the new constraints,
Guide for responsive controllers need to be updated.

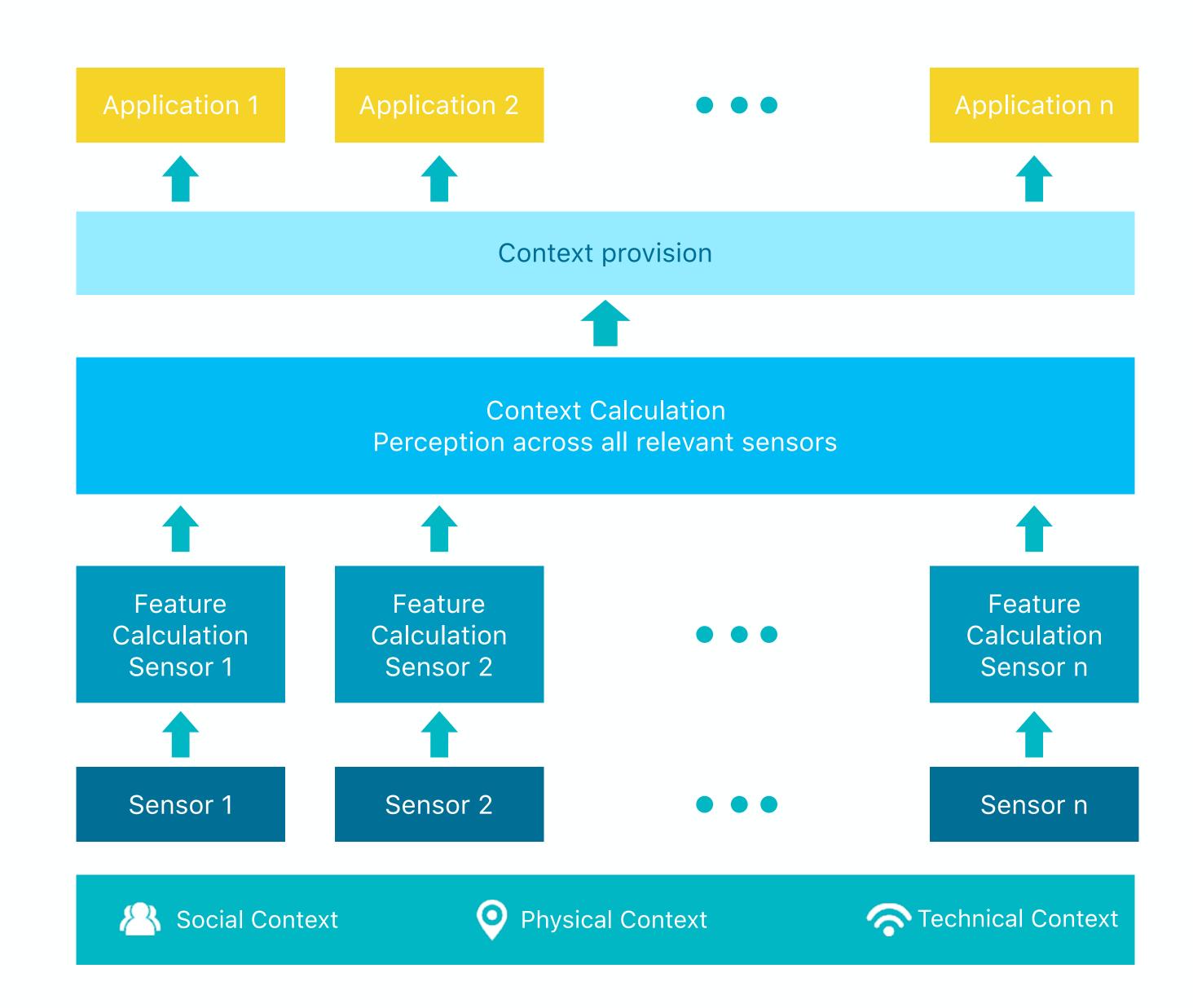




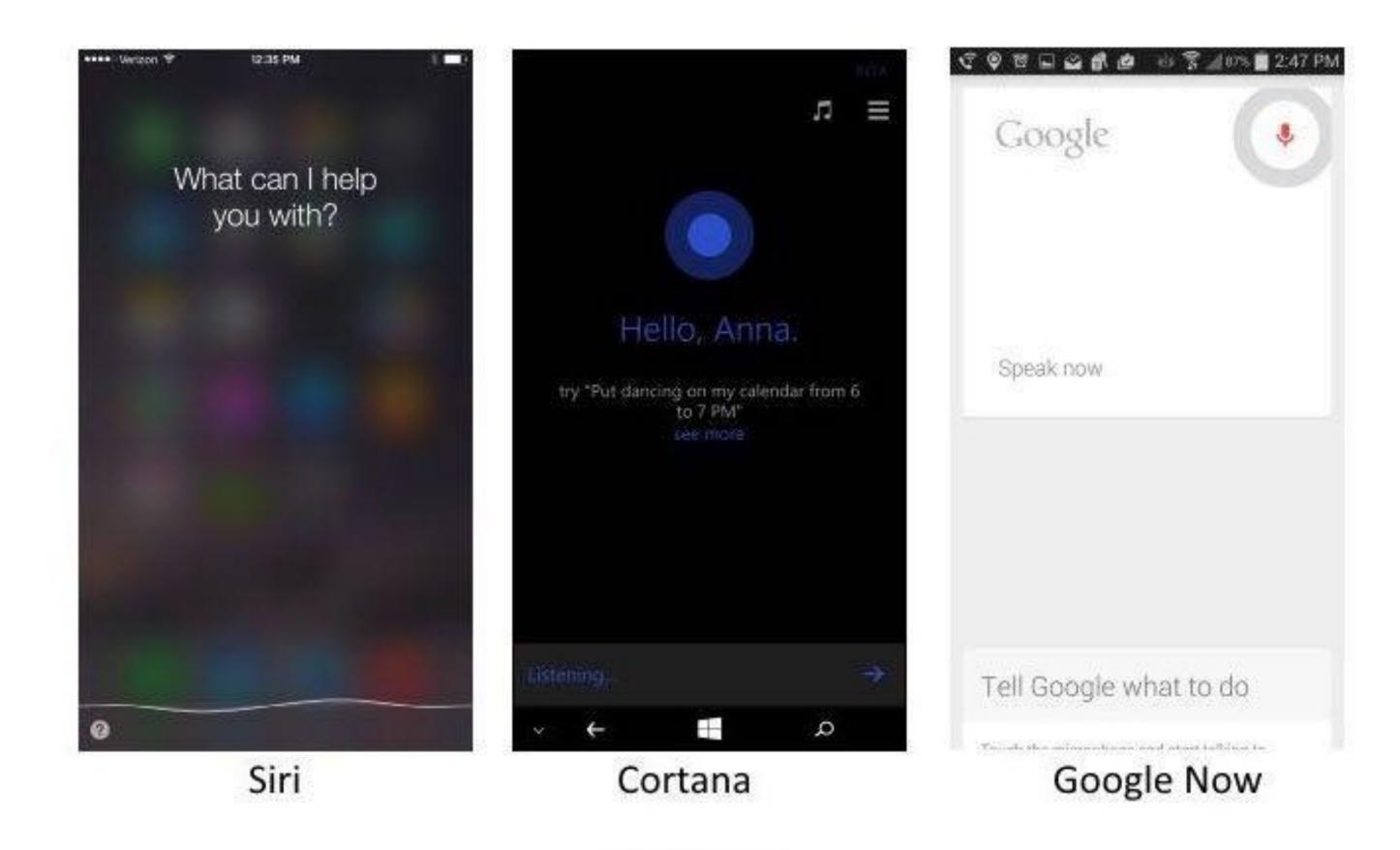


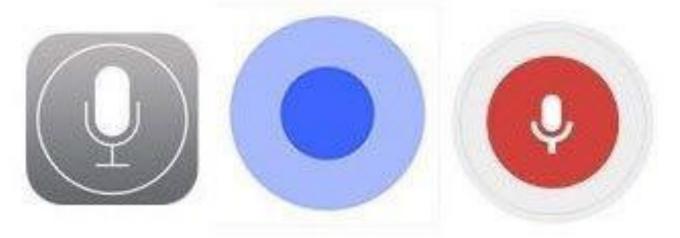


## Contextual Design



## Contextual Design Application





It is not the most intellectual of the species that survives; it is not the strongest that survives; but the species that survives is the one that is able best to adapt and adjust to the changing environment in which it finds itself.

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—— Charles Darwin

## 3.EGOCENTIRIC Bias

From eager solo to lazy chorus!

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From eager solo to lazy chorus!



Lazy by Process

# 3.EGOCENTIRIC Bias

From eager solo to lazy chorus!

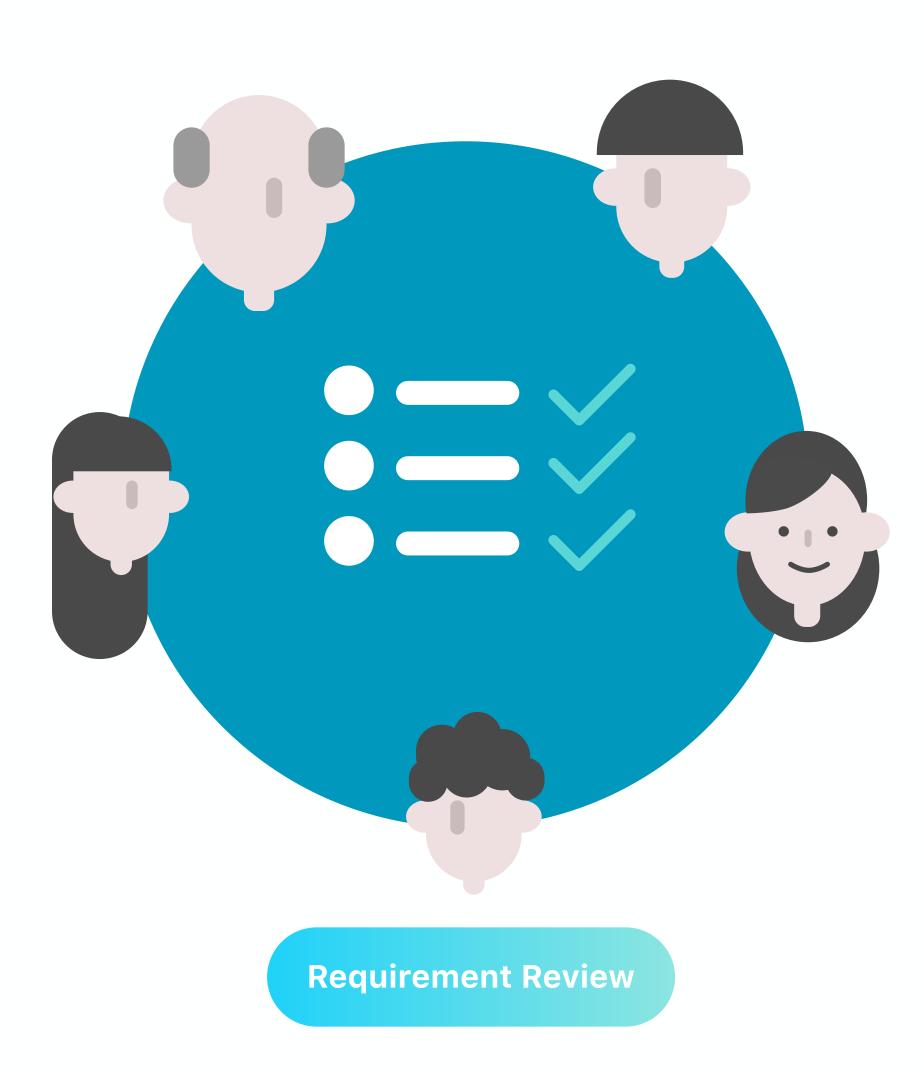


Lazy by Process

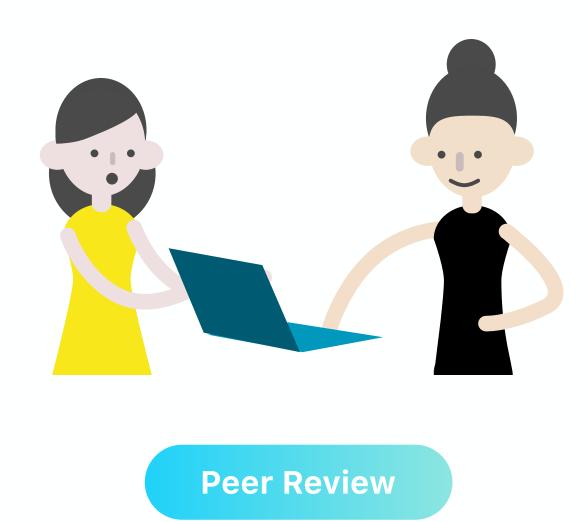


Lazy by Deliverables

## Requirement Review



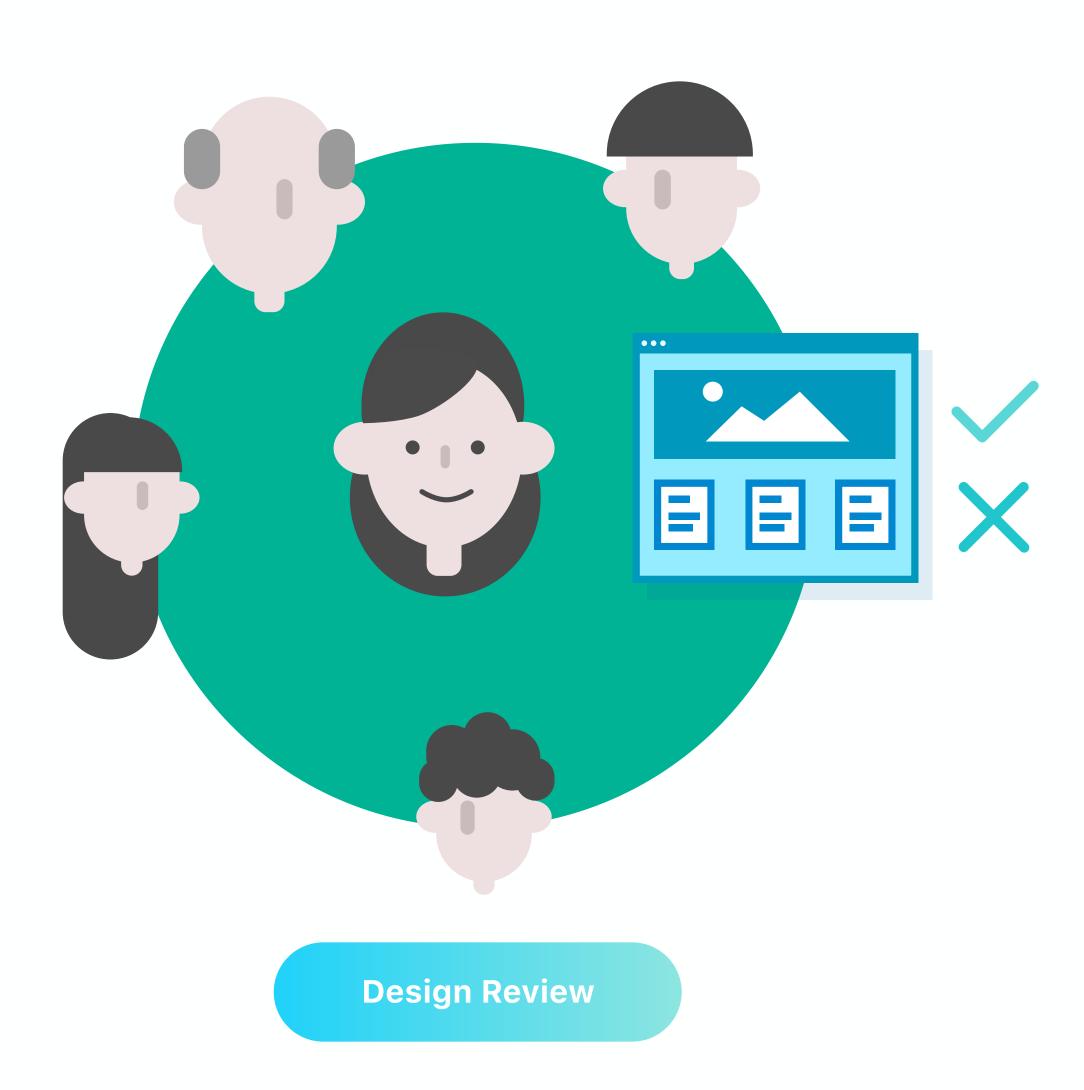
### Inside UED Review





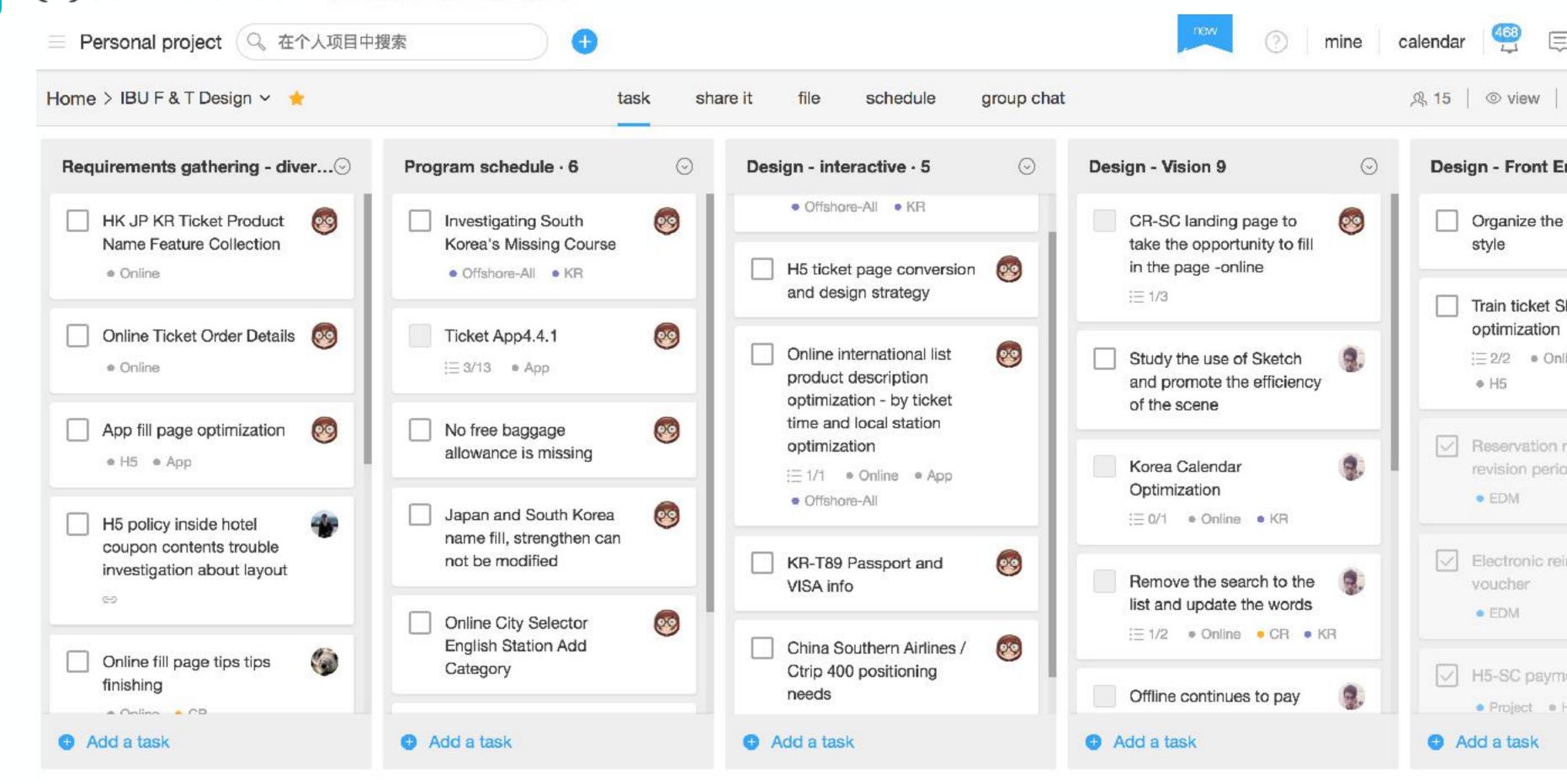
**UED Discuss** 

## Design Review



## Live Project Tracking & Confluence teambition

Designers are real Awkward at reading and project management.

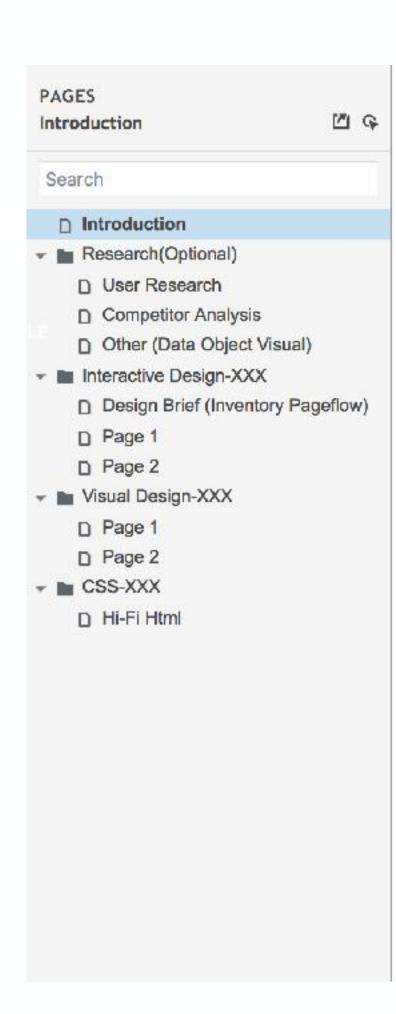


## Lazy by Deliverables

## One-stop Deliverable template

Automized redundant and repetitive works

Version Control



#### Project Introduction

This is the UED deliverable template.

The template include 5 parts: Introduction, Research, Interactive Design, Visual Design and CSS.

Please delete the blue text after finish the documentation.

#### Here wrotes the name for the project

Project should take the following items into account: 1. Service 2. Platform 3. Scope of the project

e.g. PRJ\_App\_Domestic Flights add Insurance

#### Project Team

Role	Name	
Project Manager		
Product Manager		
Interactive		
Visual Designer		
CSS Engineer		
Developer		
Tester		
Operator		

Roles could be added by kinds of projects

#### Project Schedule

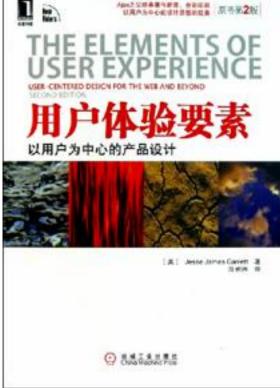
Stage	Date
Design	mm/dd-mm/dd
Developme	mm/dd-mm/dd
Testing	mm/dd-mm/dd
Release	yyyy/mm/dd

In order to track the prgress and

#### Related Projects

Document Link	
PRD	
Related Project Link1	
Related Project Link2	

List the related docs, include: PRD, Previous projects, data from operation teams etc.



Change I

yyyy/mn

## Lazy by Deliverables

One-stop Deliverable template



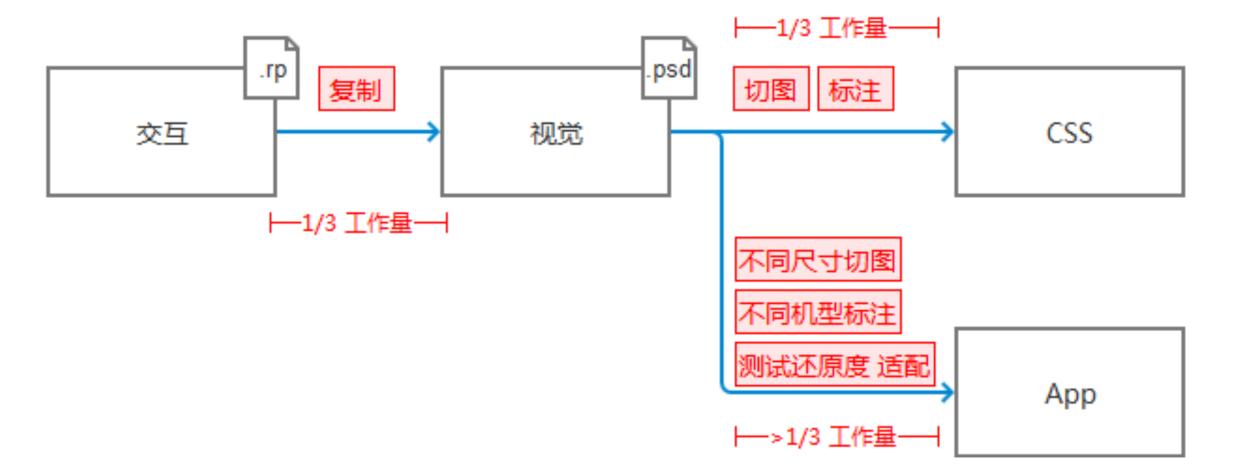
Version Control



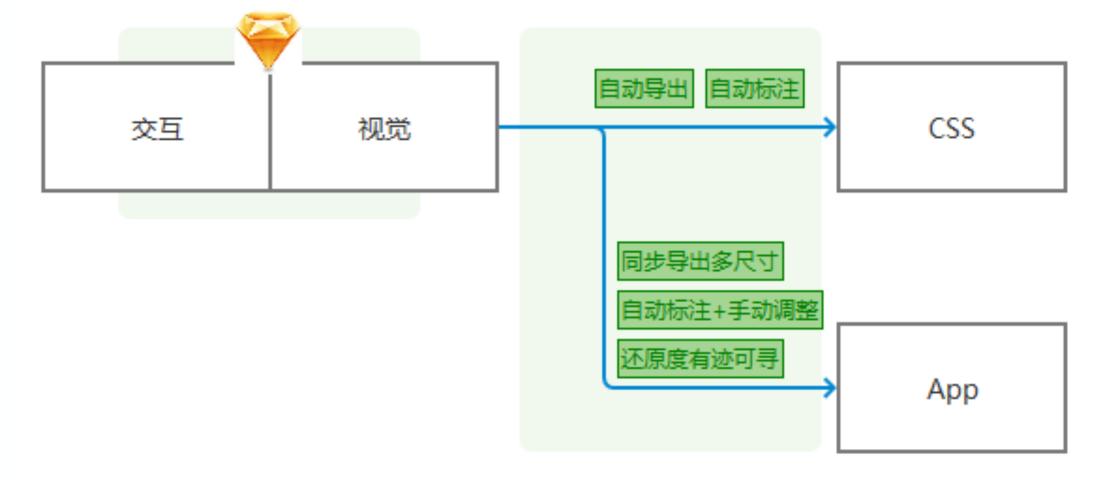




#### 现有流程



#### 改进后的流程

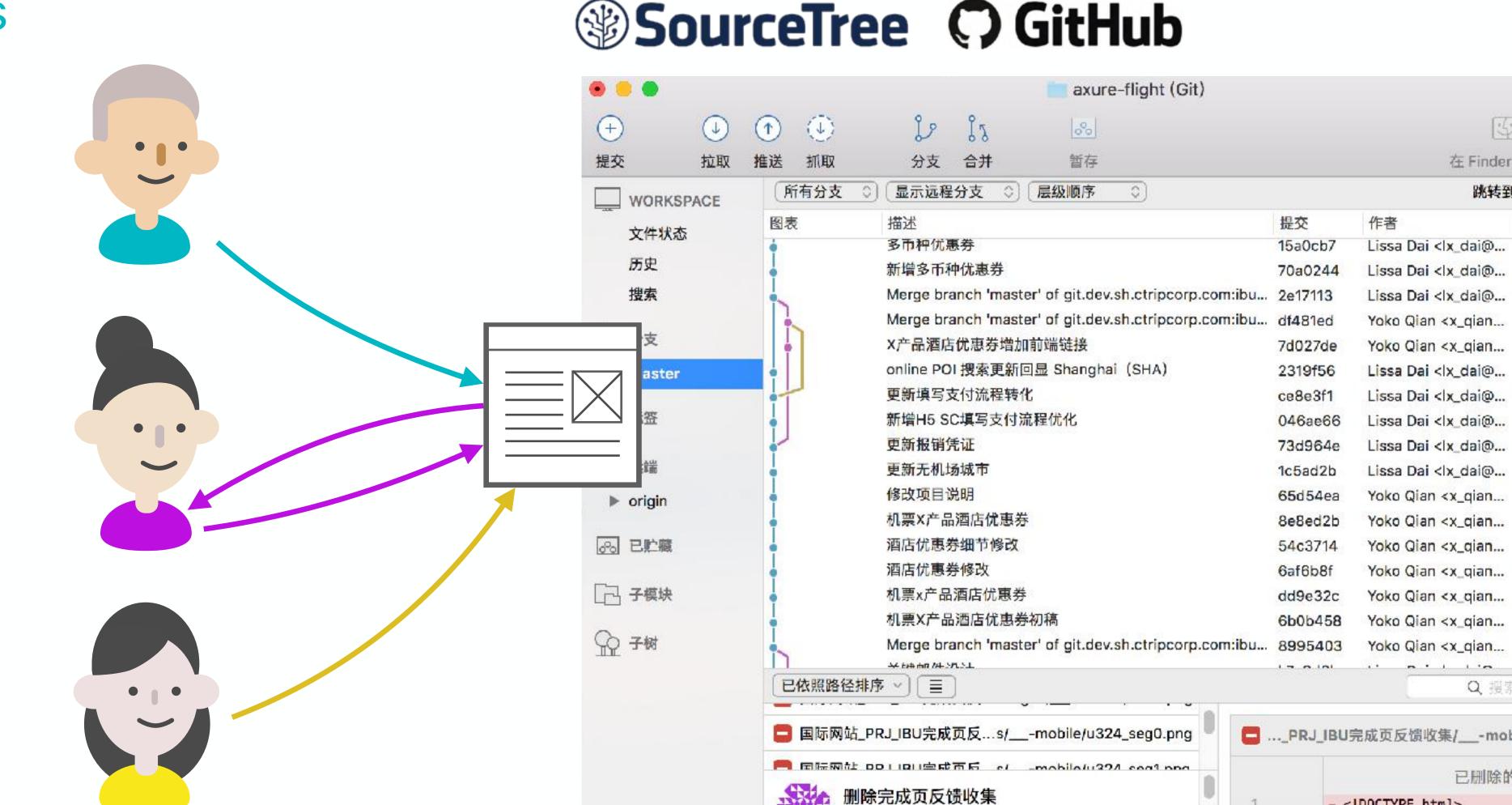


## Lazy by Deliverables

One-stop Deliverable template

Automized redundant and repetitive works

Version Control



<!DOCTYPE html>

<html>

## SHORT-SIGHTED Syndrome



Solve Ahead Think Wide



## INNOVATION Dilemma





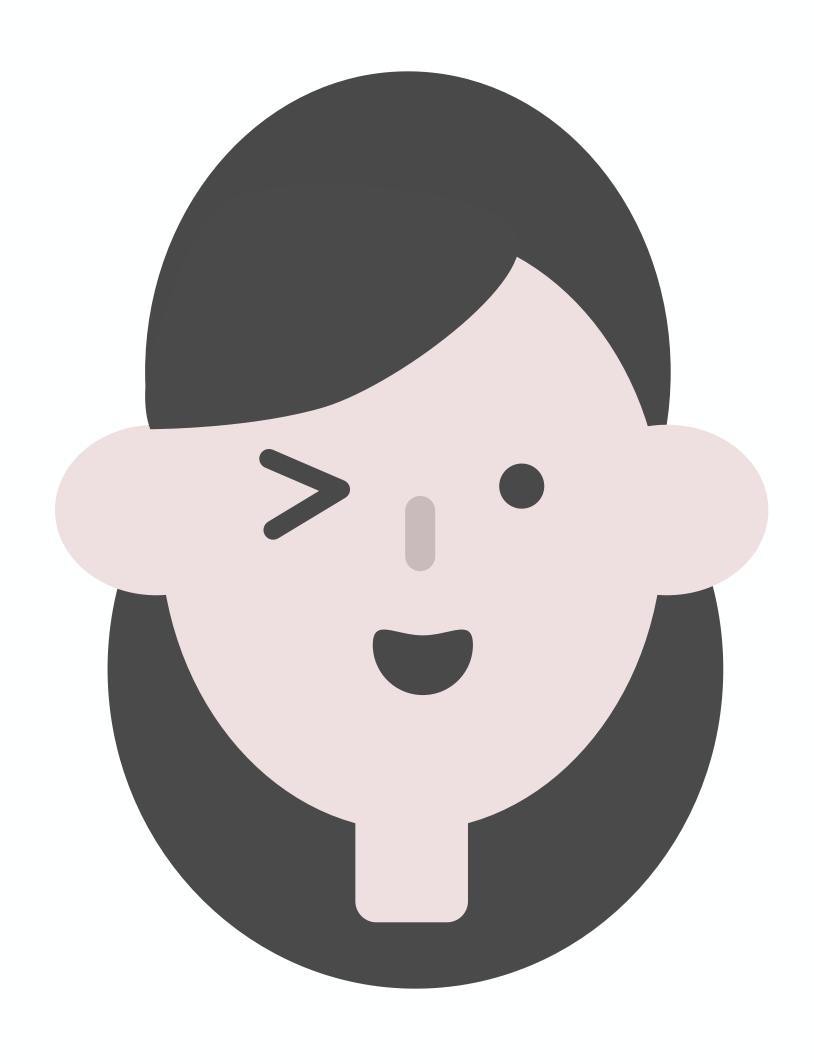
Find the Pivot Grab the Slot

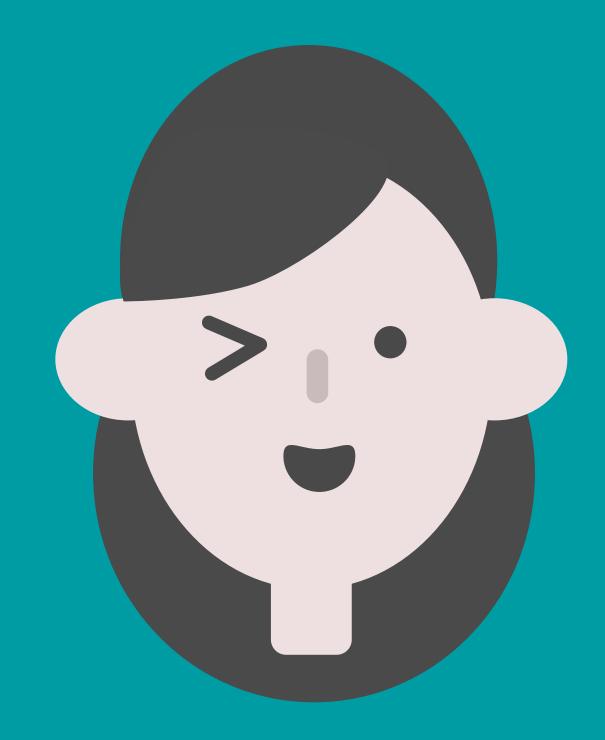
## EGOCENTRIC Bias





Process Deliverable

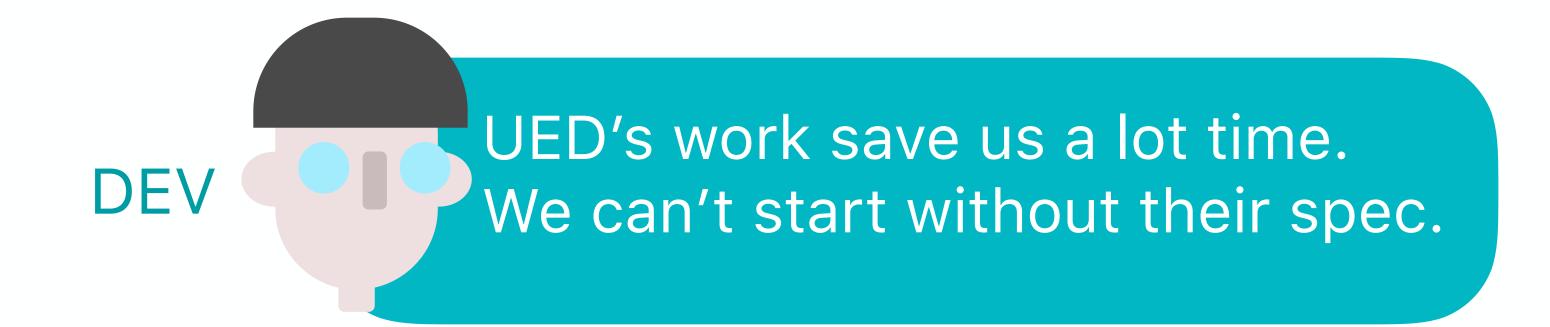




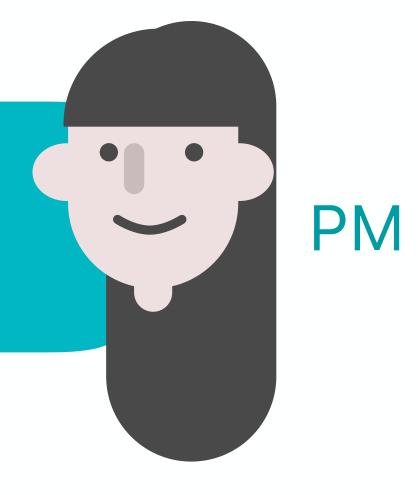
# Laziness - 36 do work!



## Surprisingly get popular and respect by getting lazy...



I'd like to ask UED's opinions first.

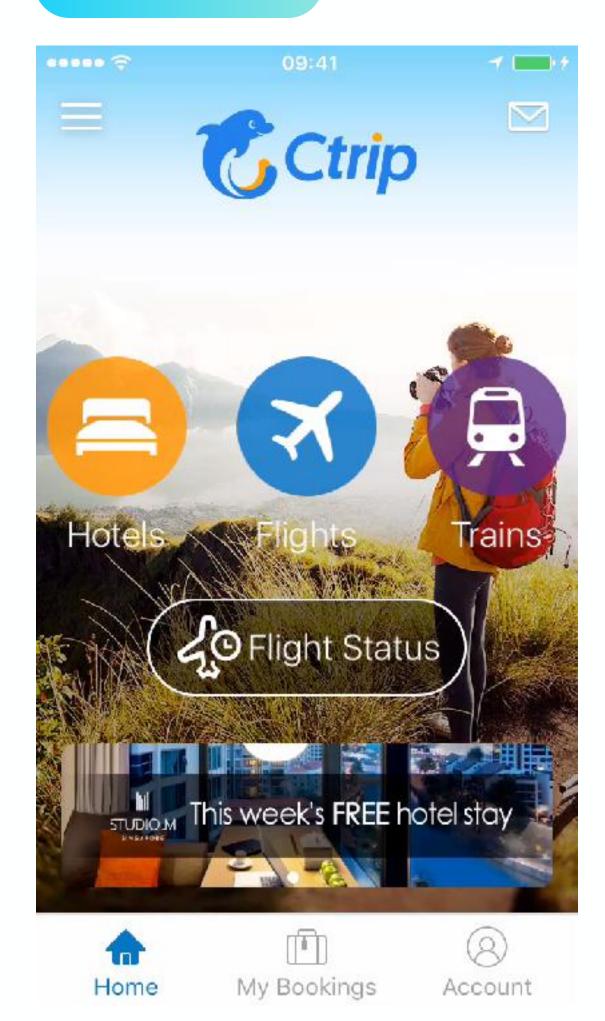




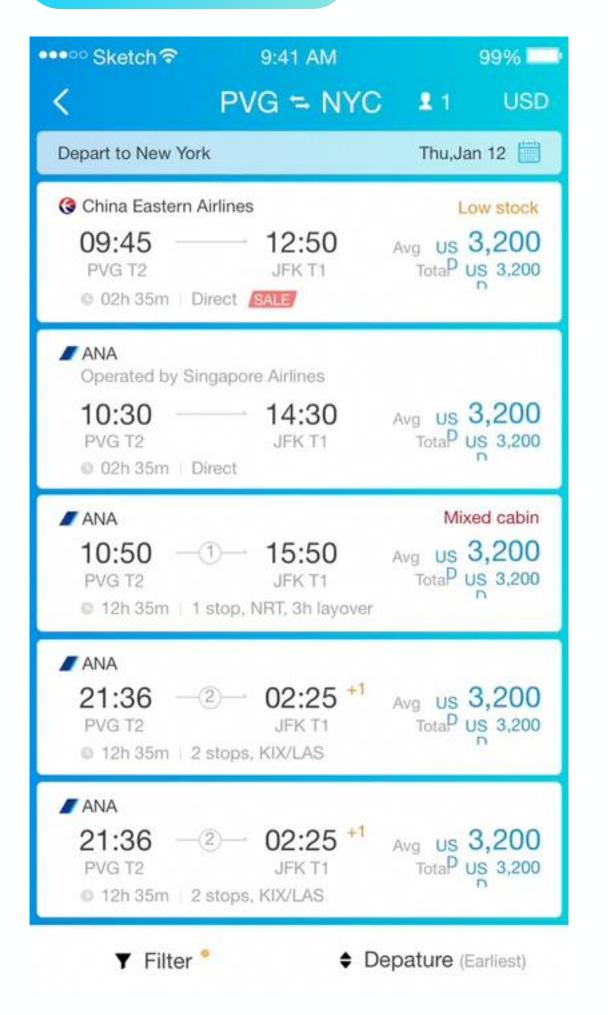
Go to UED, that is the fastest way.

## Spare more time to be lazy crazy...

#### **App Preview**

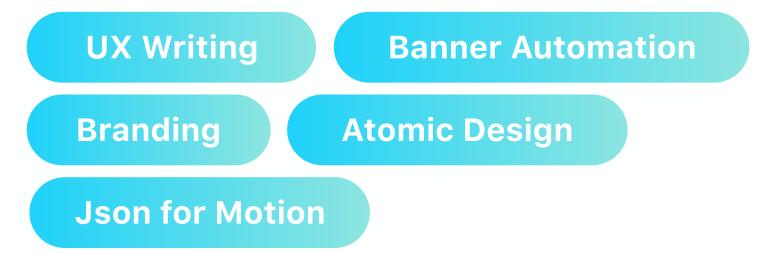


#### **Motion Design**



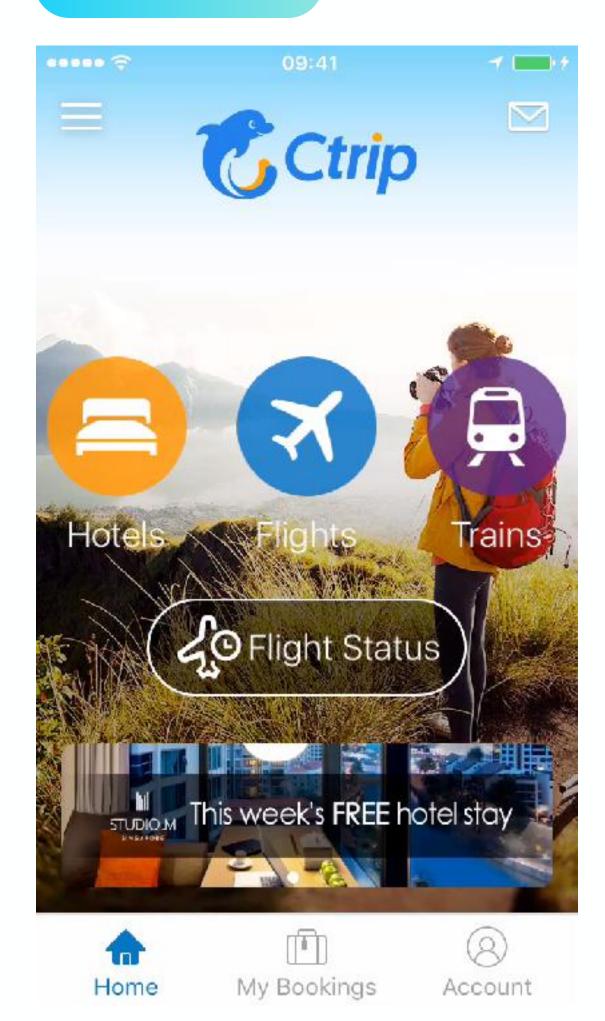
#### **Multi-Lingual Translator**

I love Microsoft			
Α	В	C 4	<b>▶</b> E
	Phrase	Length	Language Codes
Original	I love Microsoft	16	en
Chinese Simplified	我喜欢微软	5	zh-CN
Chinese Traditional	我喜歡微軟	5	zh-TW
English	I love Microsoft	16	en
Esperanto	Mi amas Microsoft	17	eo
French	J'adore Microsoft	17	fr
German	Ich liebe Microsoft	19	de
Japanese	私はマイクロソフトが大好き	13	ja
Korean	나는 마이크로 소프트를 사랑	15	ko
Russian	Я люблю Microsoft	17	ru
Spanish	Me encanta Microsoft	20	es

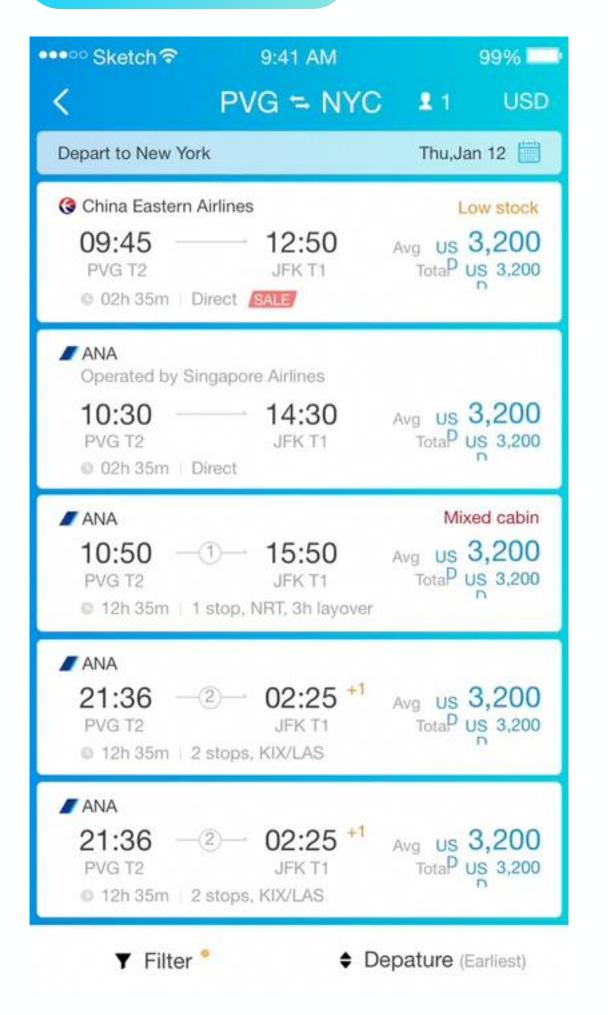


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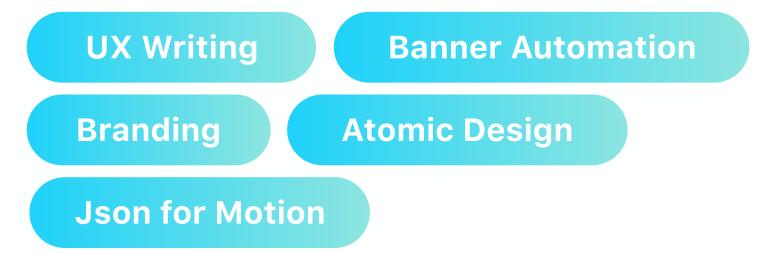


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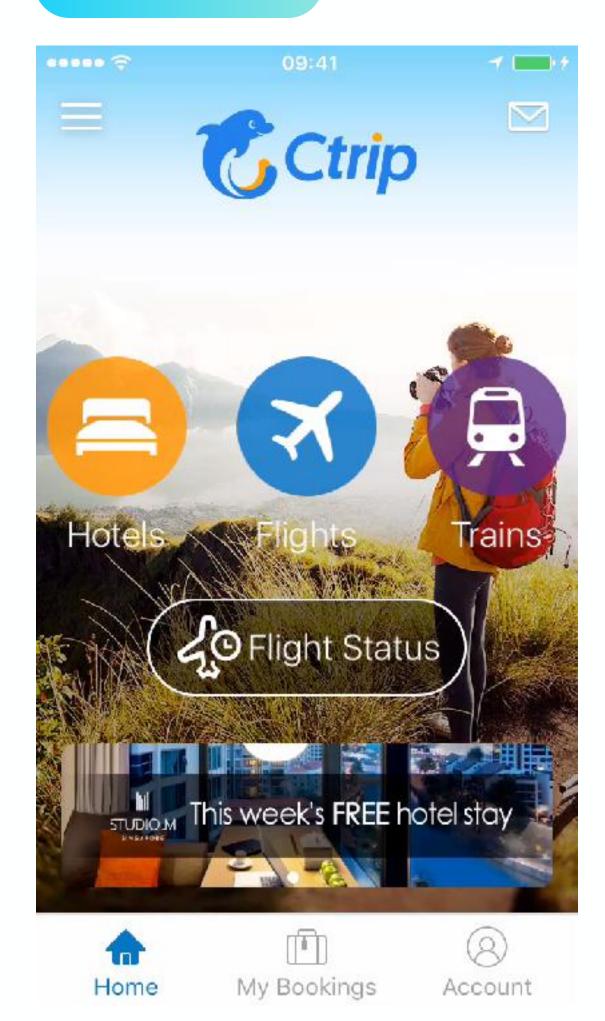
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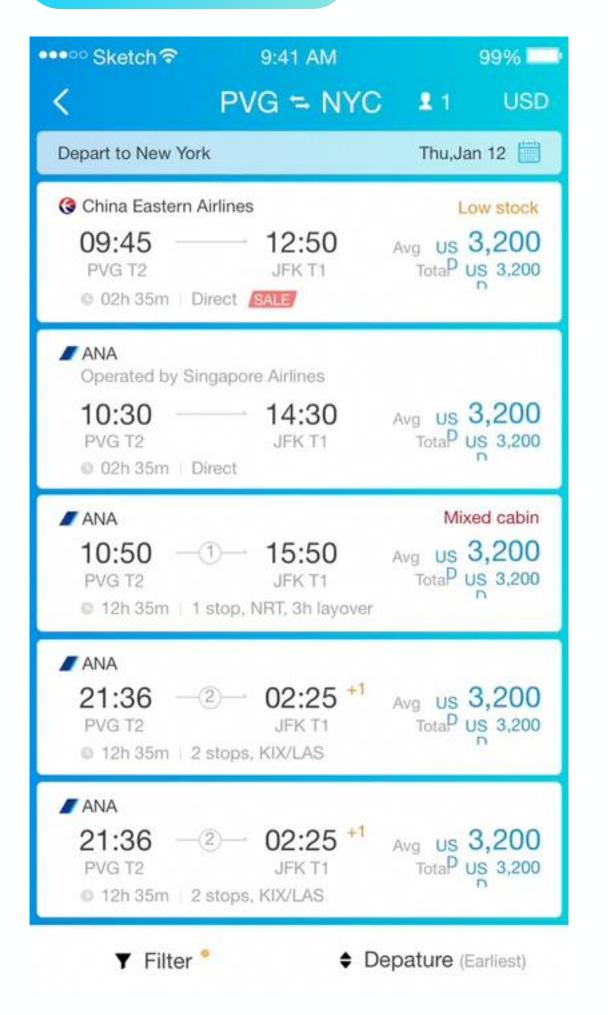


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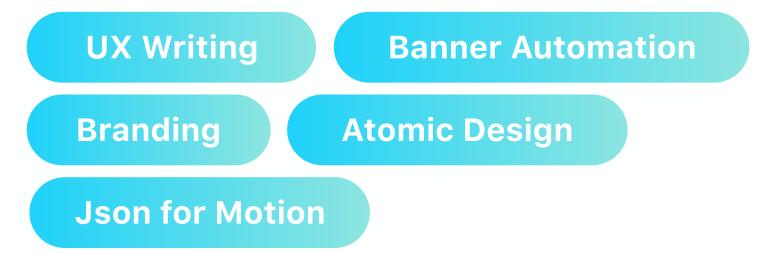


#### **Motion Design**



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Korean	나는 마이크로 소프트를 사랑	15	ko
Russian	Я люблю Microsoft	17	ru
Spanish	Me encanta Microsoft	20	es











Also, I have spare time to think as a designer...

Eager Lissa Lazy Lissa

Simple — Complex

Skill sets - Methodology

Individual — Group

Also, I have spare time to think as a designer...

Eager Lissa

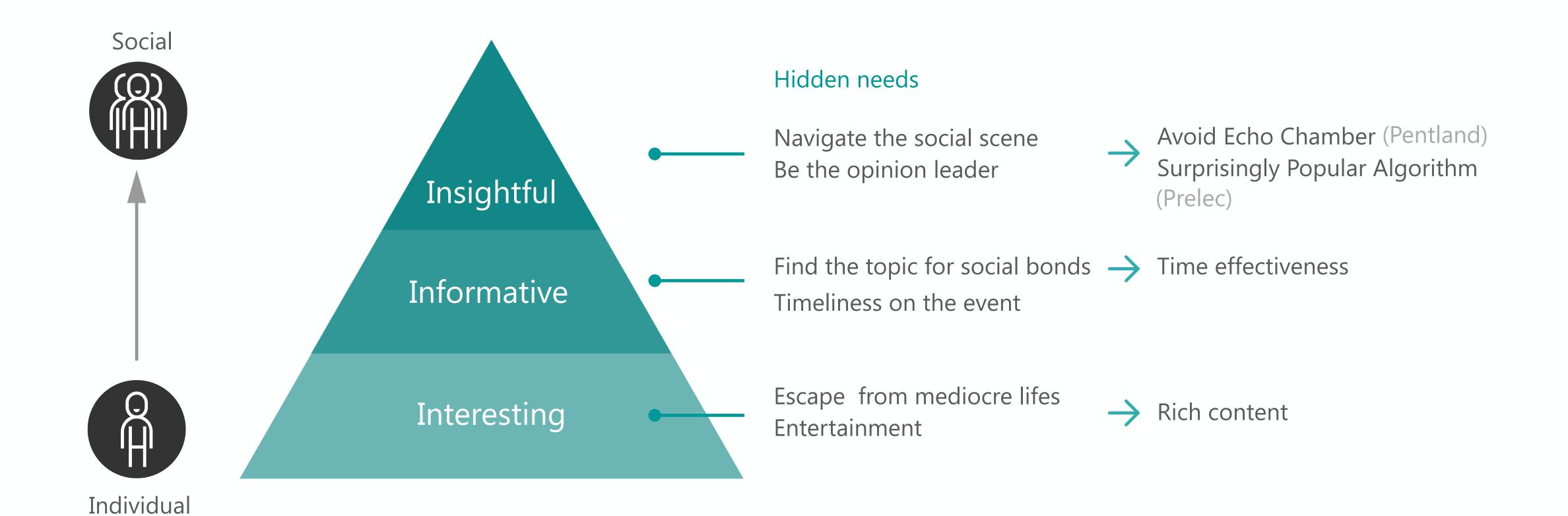
Simple — Complex

Skill sets - Methodology

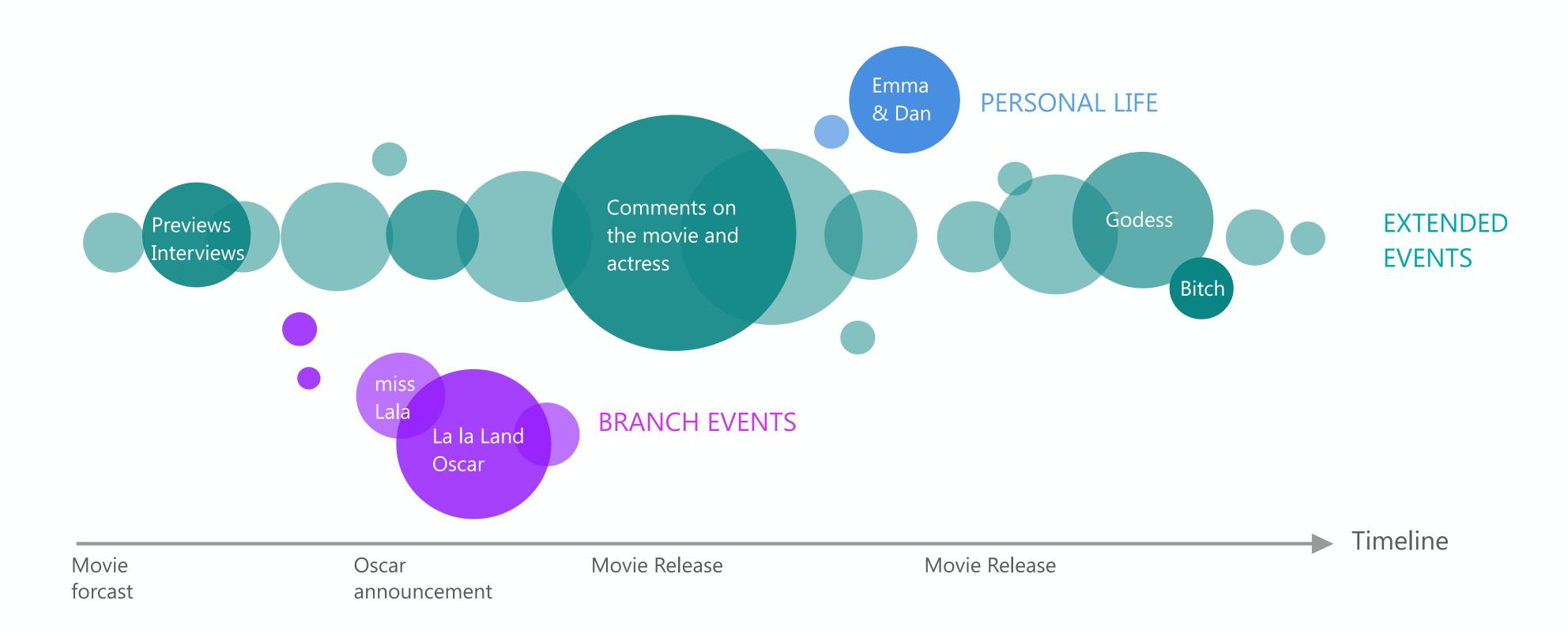
Individual -- Group

Productivity?

## Why People search for Celebrities?



## A typical scenario for event-base searching



#### A simulation model of an event-based search on Emma Watson

The accumulated dots are key topics for a series of events.

The darkness and the size reflect the mentioned volume and frequency accordingly.

People are more curious for the bigger and darker points, which can be predicted and displayed in the design.

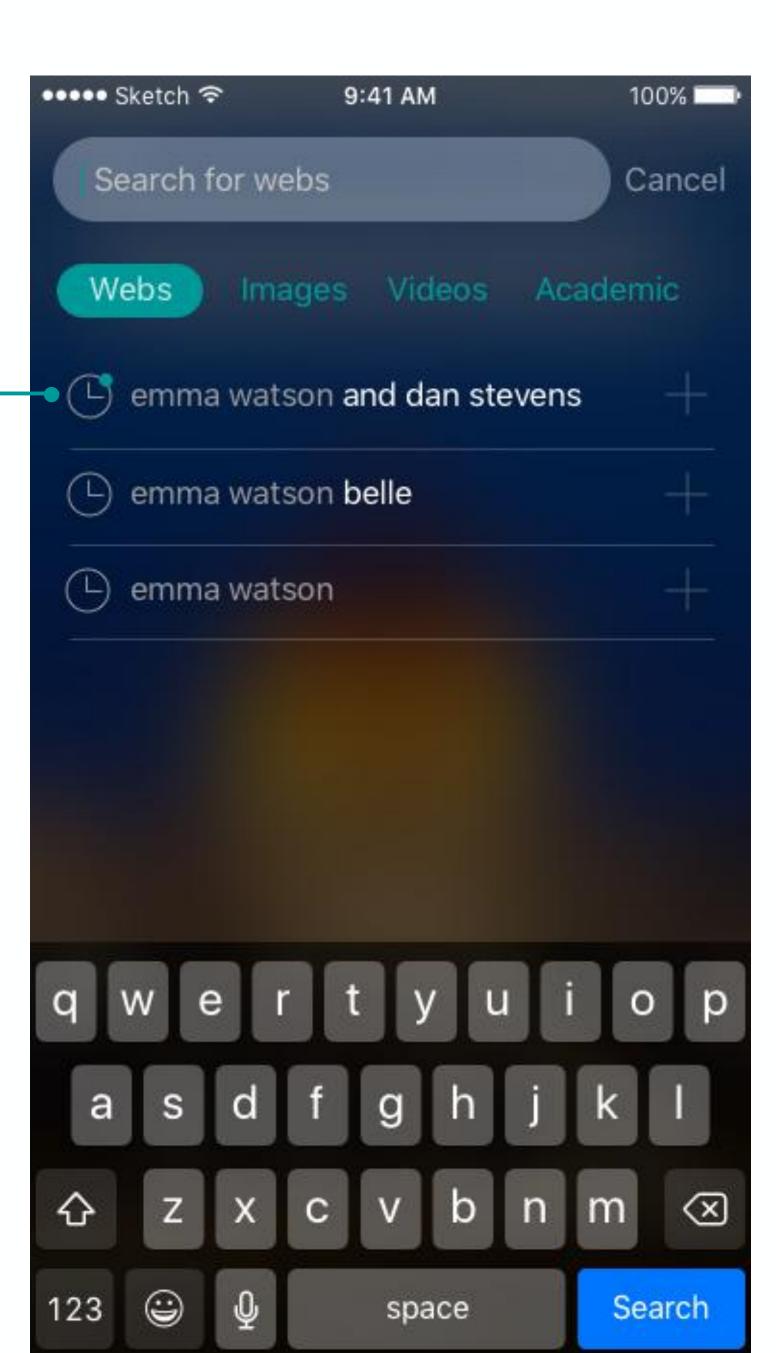
# Create a live experience with less repetitive search for mobile users

#### Search Page

#### new FUTURE HISTORY

If a user searches for some repetitive queries often than normal frequent. He/she can be deterred as the followers, monitors for the event.

When the user enters the search box again, if there is some big updates rely on his previous repetitive search, there will be a new suggestion on the basis of his history contain the most repetitive words and the topic keywords.



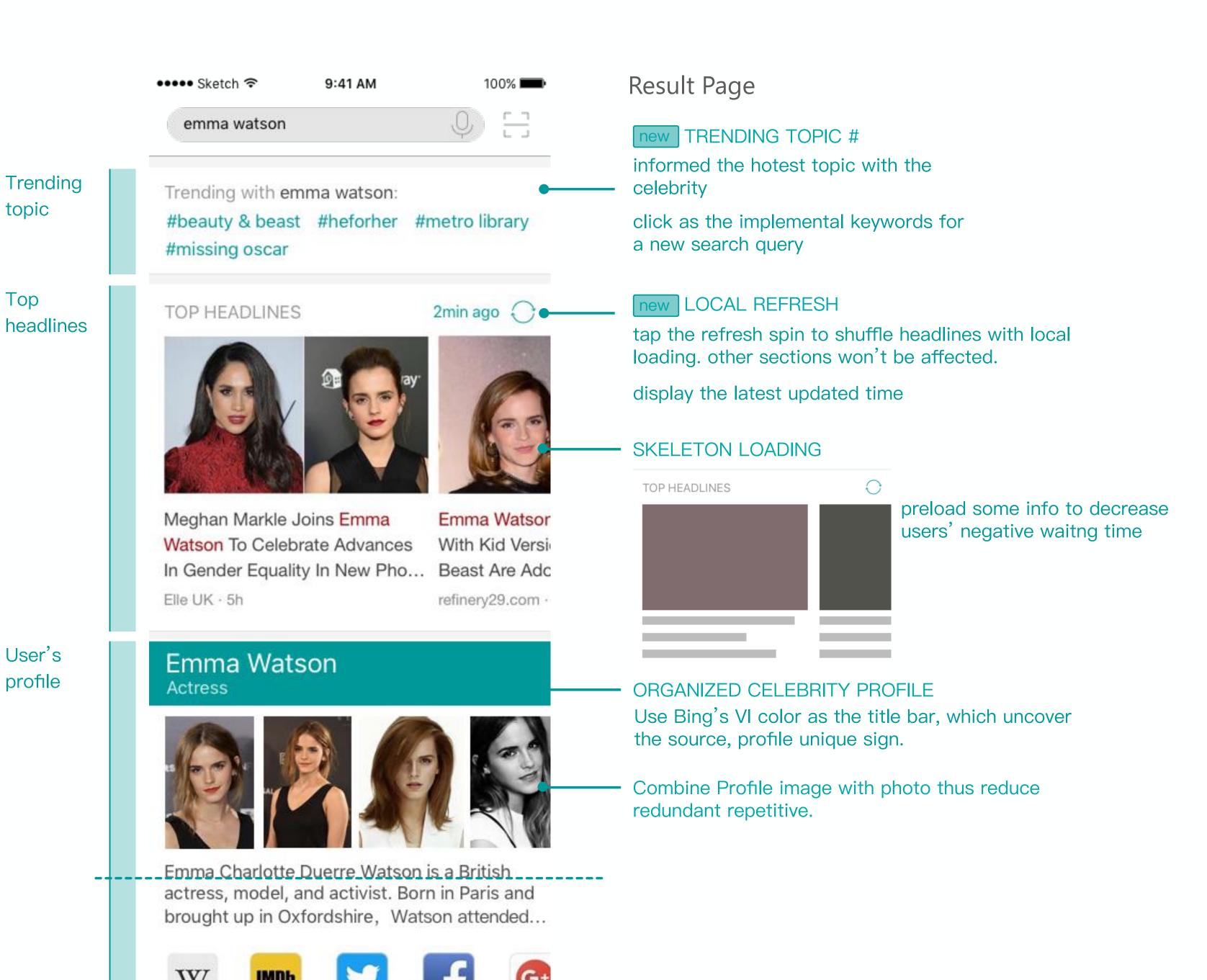
## Create a live experience with less repetitive search for mobile users

topic

Top

User's

profile





What else to think except productivity?

Democratizing
Human Value
Design Conscience
Inclusive

• • •

