

November 9th, 2020

# CPSC 481

# STAGE 3

# REPORT

*TEAM QUEUE*

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# Project Description:

To help ease the hurdle of meeting new people in both familiar and unfamiliar online gaming environments we intend to create a social networking web application that will make it easier for members of the gaming community to find, and play with one another. Users will be able to search for others based on either personal, or game-related criteria using our automatic matchmaking system. Users may also take full control of the matchmaking process if they prefer to build their group manually. Once grouped, users will be able to communicate with the other members via voice or text chat and begin playing.

## User Tasks

Vertical Tasks	Horizontal Tasks
<ul style="list-style-type: none"><li>• Matchmake Automatically</li><li>• Matchmake Manually</li><li>• Edit Profile Page</li></ul>	<ul style="list-style-type: none"><li>• Login</li><li>• Signup</li><li>• Access About Page</li><li>• Browse Games</li><li>• Change Settings</li><li>• Access FAQ Page</li><li>• Use Support/Report System</li><li>• Text Chat</li><li>• Voice Chat</li><li>• Set Search Criteria</li><li>• Create a Lobby</li></ul>

# StoryBoard



# Cognitive Evaluation

## Discussion:

The process we followed for the task-centered system cognitive walkthrough was to look at each of our tasks we prototyped vertically, being matchmake automatically, matchmake manually and edit profile page, and to evaluate them from start to finish. How we evaluated them was we first split up the overall task into smaller task steps. For example some task steps involved in matchmaking automatically are: a user entering their username, choosing a game from browse, and selecting game specific parameters. Then for each task step we asked questions about if the user would have the needed training or knowledge to perform this step. This proved helpful in uncovering assumptions we had, or issues that we felt users could run into even with the training or knowledge of how to do so. As an example, we initially had it so when browsing games only the logos were displayed, which under our assumption of users looking for games they play and know would not be a problem; however if a user wanted to find a game they were less familiar with this would likely be a problem, as the user might not know what they are looking for. We then asked if it would be believable for our users to be performing this task step, which resulted in a resounding yes for each task step. Many of the task steps we outlined are either essential to our program (eg. login) or are key components to what we are providing and will be utilized if someone uses our program (eg. choosing games, specifying search criterias, queuing/joining lobbies), and thus we found it believable that our users would be performing the task steps. Following this we then asked if the user would be motivated to perform each of the task steps, which again resulted in a resounding yes. As the service we are providing is focused and well within our project scope the tasks provided by our application are tasks we would expect the average user to perform. Because of this, we expect that users who will be using our application will fit well into our targeted clientele, and will thus be motivated to perform the tasks we have provided. Lastly, we documented any additional comments, solutions to potential problems with our assumptions or just general improvements for each task step. Some fixes were as simple as including a "Forgot Your Password?" link, or a search bar on the game browsing page. Or these could be brand new ideas for additions to a task step, such as including a section in the FAQ to help users determine what region they are in, having an interactive tutorial for when users first sign up, providing a default bundle of keywords for users, or providing keywords in the search preferences that are either commonly used or being used currently in the application.

# Reflection:

Each component of the entire ideation process we performed proved useful in producing a low-fidelity prototype. Brainstorming was helpful in bringing out many different ideas of different capacities about our system. Some ideas were design and formatting focused, some looked more at our more agreed upon core functionalities and how those may work and look, and some explored new ideas to be considered. Constructing the affinity diagram helped us realize the sorts of approaches we could take for this project and to organize our ideas into these approaches. Creating the storyboard narrowed our multiple ideas into one and gave us a better perception of the context of use of our application. Which in combination with the affinity diagram gave us a baseline for creating our low-fidelity prototype. After constructing our low-fidelity prototype, the last step of our ideation process was performing the task-centered system cognitive walkthrough. In which we challenged our user tasks to see if there were believable and motivated user scenarios we could build, as well as if we could expect users to have the required knowledge to perform each task. This was helpful in uncovering assumptions and issues present with each step of our user tasks, further refining our prototype at each step until completion.

As a group we managed our time very well throughout the duration of stage three. We established meeting times, expectations for meetings and rough timelines early on, and as a team we stuck to these well. Adding to the successes of our time management was our effective communication. We were responsive to one another, and we were transparent about our schedules and workloads, in which we were adaptive in accounting for one another. We were open to each member's ideas and gave good constructive feedback on them, leading to effective discussions and usage of time in meetings, as well as more polished ideas. Something that could have been done better was estimating the time it took to complete some tasks. For example, we had initially thought that creating the Balsamiq pages for our low-fidelity prototype would have taken much more time than it did. This did not cause time pressures because of our effective time management, however had we estimated better we could have seen quicker progress. In addition to this, sometimes we misinterpreted the stage three document about what was expected, which led to some minor delays. Things we would do differently if we were to do this again are, spend more time estimating how much time meeting deliverables would take, and as a group read what we will be doing in our next meeting so we can ask questions about what we will be doing ahead of time.

# Appendix

## Basic Organization:

**Deadline: Nov 7, 11:59PM**

### Meeting Objectives/Dates

First Group Meeting: (**Oct 29th 7-7:30 PM - LATEST 11 PM**)

- Finish brainstorming before meeting
  - Sketch out ideas (minimum 4 per person)
    - Login page
    - Sign up page
    - Profile page
    - Home page
    - Browse page
    - Support page
- During meeting:
  - Affinity Diagram Session (done)
  - Polish ideas
  - Choose storyboard idea
  - Figure out general look and feel for Balsamiq
  - Assign Balsamiq pages to be done before next session

Second Group Meeting (**Nov 3rd) (10pm-11pm**)

- Finish before meeting:
  - Get started on report (Jase)
  - Prototype:
    - Login (Louheed)
    - Sign up (Pragya)
    - Browse (Louheed)
    - Profile (Brian)
    - Support/report (Chuks)
    - Preference (Brian)
    - Manual Search (Brian or Chuks)
    - Lobby (Chuks)
  - Affinity Diagram (Pragya)
  - Storyboard:(Louheed, Jase)
    - Queue Automatically
    - Sign In

- Browse
  - Choose Preferences (add party members?)
  - Lobby Page
- 
- During Meeting
    - Cognitive Evaluation (Lougheed)
    - Reflection (Jase)
    - Start on Task centered walkthrough (assign member to finish)
    - Assign member to finish demo [Chuks]
    - Assign member(s) to finish presentation (Brian)
- 
- Brian:
    - Vertical Profile Page (done)
    - LoL, CSGO, Valorant, Among Us
      - Add more to preferences
    - Presentation
      - Affinity Diagram
      - Scrapped ideas
        - Matchmaking by person
        - Flipping through browse page (horizontally)
        - Recent group played with
      - Refining final idea
        - Progress
        - Combining ideas
      - Storyboard
      - Lessons learned
      - Cognitive walkthrough
        - Changes
        - Things learned
      - Anything else worth sharing
      - Slide show
      - 8-12 min video
      - Focus on clarity
      -

### Lougheed

- Final edit of prototype
- Cognitive Walkthrough

### Jase

- Report / organizing doc
- Reflection

- Good things
  - Time management
  - Communication
- Things to Work on:
  - Understanding the document / expectations
  - Not being afraid to ask for help/questions

Chuks

- Demo

Pragya

- Storyboard
- Polish report

### Mini Meeting (**Nov 5th**)

- Check on progress during/after tutorial
- Ask about affinity diagram
- How affinity diagram becomes a storyboard
- **Make sure affinity diagram and storyboard are on the right track**
- Have Prototype ready for demo and presentation

### Third Group Meeting (**Nov 6th**) (8-10)

- Finish everything up, submit
- Go over presentation
- Polish report



# COGNITIVE WALKTHROUGH DOCUMENTS:

## AFFINITY DIAGRAM ROUGH (First Draft) (revised to fit requirements)

*Basic Idea for pages in system (requirements/ideas for each)*

### Consistent in all Pages:

- Nav bar
  - Login:
    - About page
    - FAQ
  - All other pages
    - Profile
    - Settings
    - Party members
  - Friends Panel on the right
    - Add friends to party
    - Friends online/offline

### Login Page:

- Collage design
- Request:
  - Username
  - Password
- Sign up button
- “Forgot password?” button
- Continue with Google/Facebook
- FAQ page
  - “About” page?

### Sign Up Page:

- Request:
  - Email (Check for unique entry)
  - Username (check availability)
  - Password (Case sensitive) (restrictions: min 8 characters, 1 upper case, 1 special character)
  - Password confirmation

- Age (Date of Birth)
- Region
- Language
- Bio
- Profile Pic
- Optional additional authentication (i.e. Phone number)
- Term and Conditions

### **Browse Page:**

- Left and right scroll (netflix inspired)
- Vertical scroll (twitch)
- Developer updates (probably not xd)
- Nav bar at top (see other topic)
- Image of game is button to proceed to preference page
- Manual Matchmake
- Automatic Matchmake
- Create lobby (choose between browse and manual)

### **Profile Page:**

- Profile Picture
- Email
- Username
- Password
- Age
- Region
- Language
- Phone Number (if applicable)
- Change Option (edit)
- Bio
- Game Statistics
- Pre-Set Preferences (choose between profile and preference)
  - Different preference profiles

### **Support/Report Page:**

- FAQ
- Report (type)
  - Category
  - Email
  - Subject
  - Description

### **Preference Page/Queue Accept:**

- Pre-Set preferences (choose between profile and preference)
  - Check box

- Drop down of several preferences
- General Preferences
  - Casual/Competitive
  - Number of players
  - Age
  - Region (Time Zone)
  - Language
- Game Specific preferences
  - Rank
  - Other game specific preferences (specific to each game integrated with app)
- Queue Accept Button (when match is found)

### **Manual Search Page:**

- Search criteria
- List of existing lobbies
- Short descriptions for lobbies
- Create lobby (choose between browse and manual)

### **Lobby Page:**

- Profile pages of all matchmade users
- Chat bot
- Voice chat bot
- Mute, volume controls

# Affinity Diagram Final

## Automatic Matchmaking

software will automatically match you with people based on your preferences

-choose game preferences and game to play

Login leads to browse which leads to lobby, matchmaking is done by software

Nav bar at top to return to other pages

Can search for players to add to party and friends list

Browse for games includes a bunch of panels which have game titles to be clicked on

Preferences have generalized options, as well as game specific options

## Manual Matchmaking

can filter lobbies or matches based on criteria

Choose which lobby to be in based on your preferences

Login leads to browse which leads to lobby selection

Nav bar at top to return to other pages

Can search for players to add to party and friends list

Lobby has a detailed description about what type of players they want

Browse for games is a list which has a list of lobbies for that game to the right of it.

## Matchmaking by Person

get recommended people to match with and play with

both people being matched with have to accept in order for them to play with each other

people can search each other, and match manually though search

Nav bar at top to return to other pages

you are recommended people to match with

Can search for players to add to party and friends list

## Both Manual and Automatic

you have the choice between letting the software choose your lobby or choosing it yourself

list of lobbies that have a little description what people are looking for and how many

choose game and preferences, then have a choice to choose a lobby or allow the game to matchmaking

Nav bar at top to return to other pages

Can search for players to add to party and friends list

Browse for games includes a bunch of panels which have game titles to be clicked on

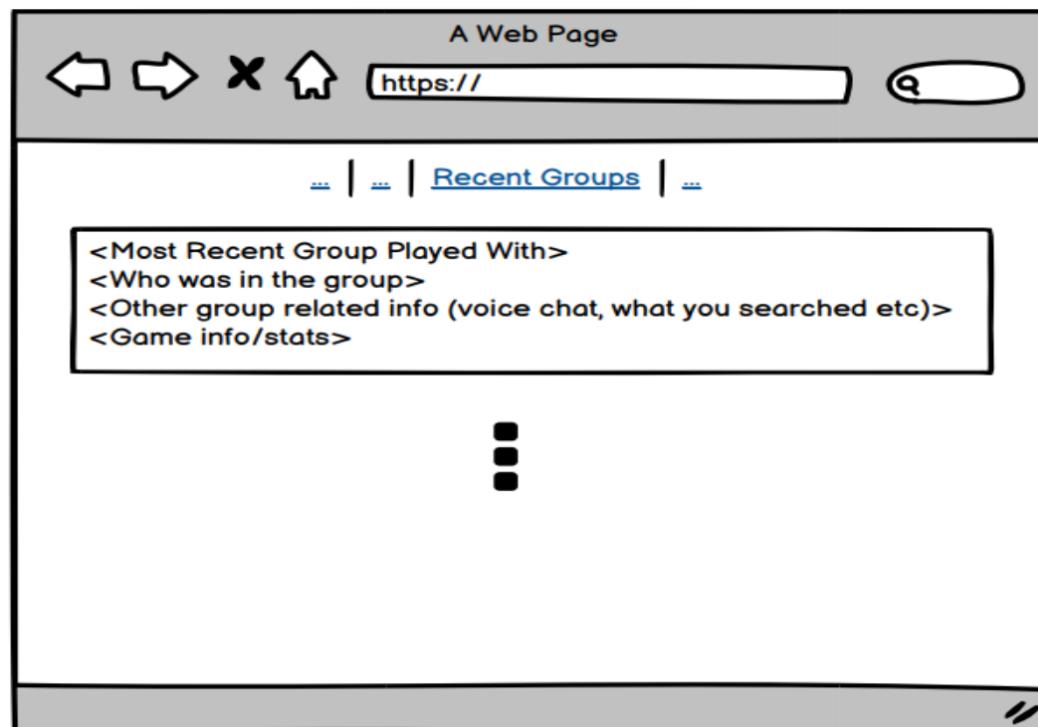
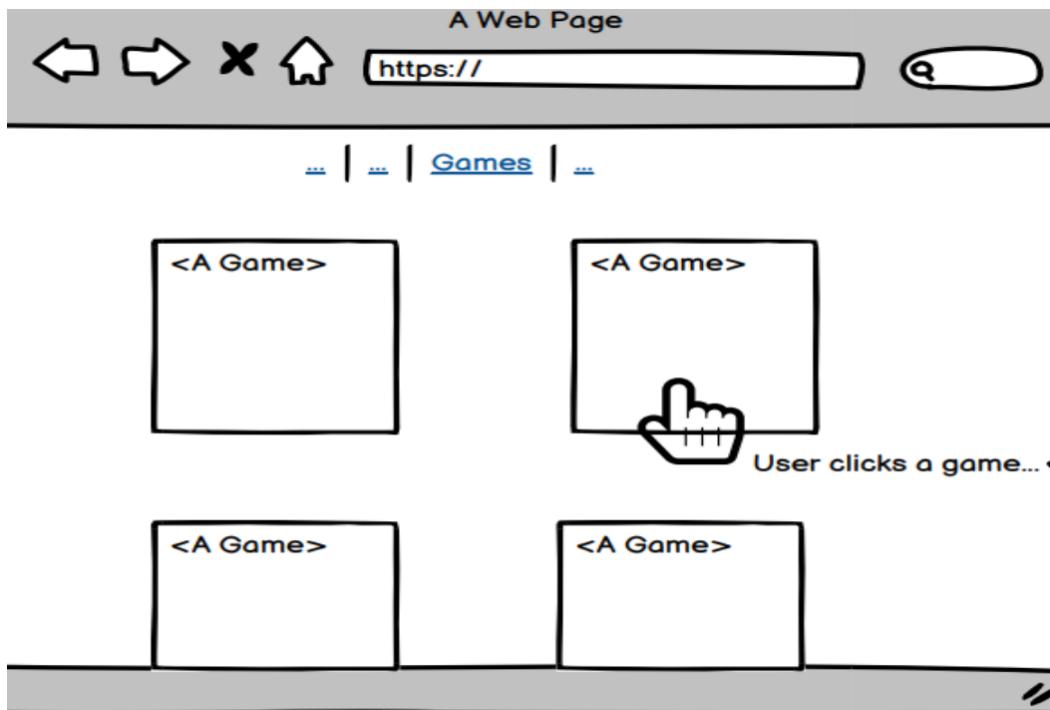
Give the client the choice and freedom of simplicity vs refined search

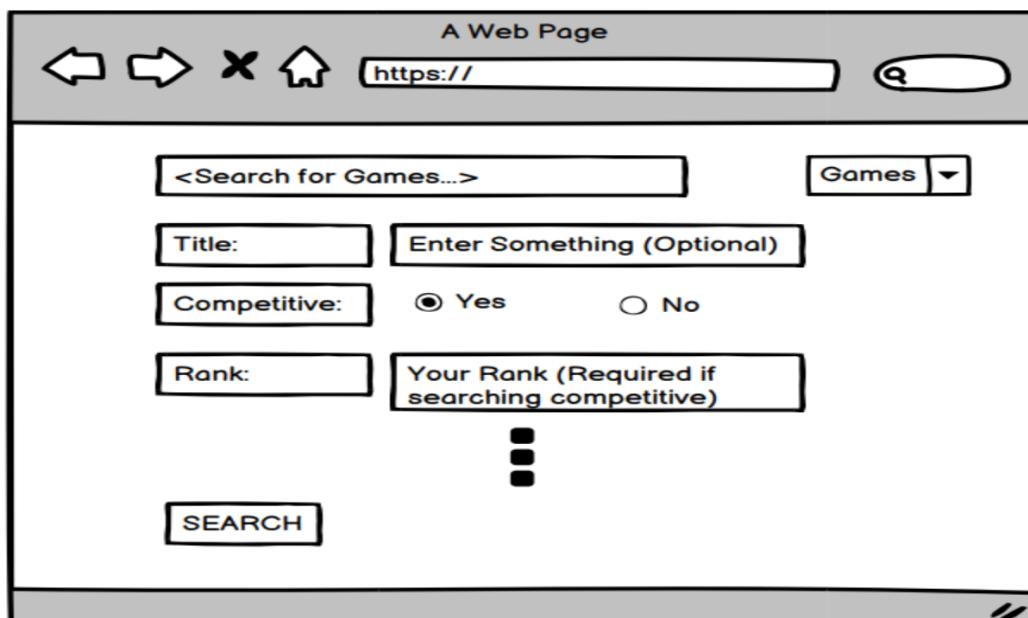
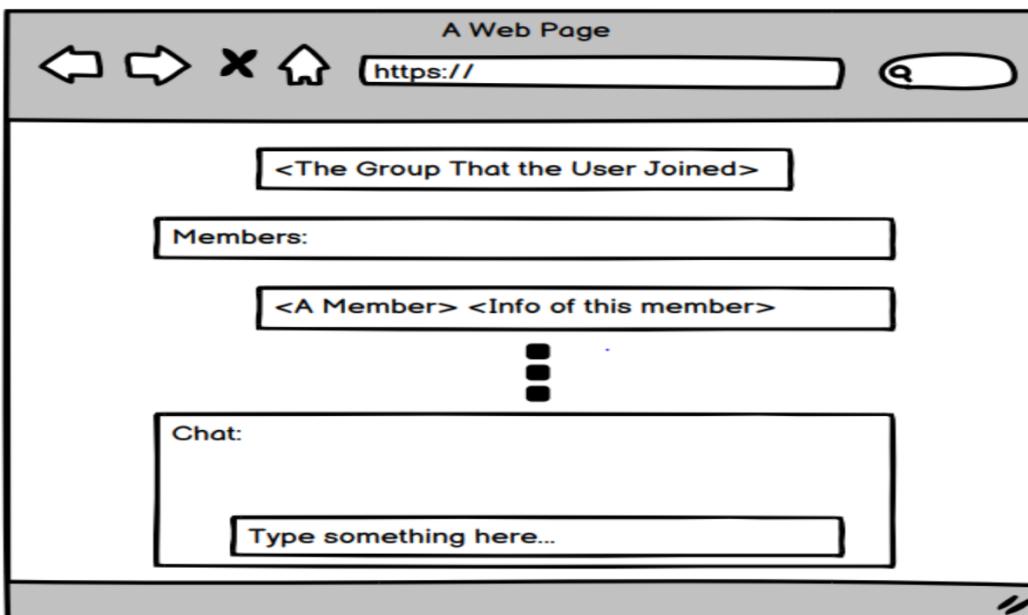
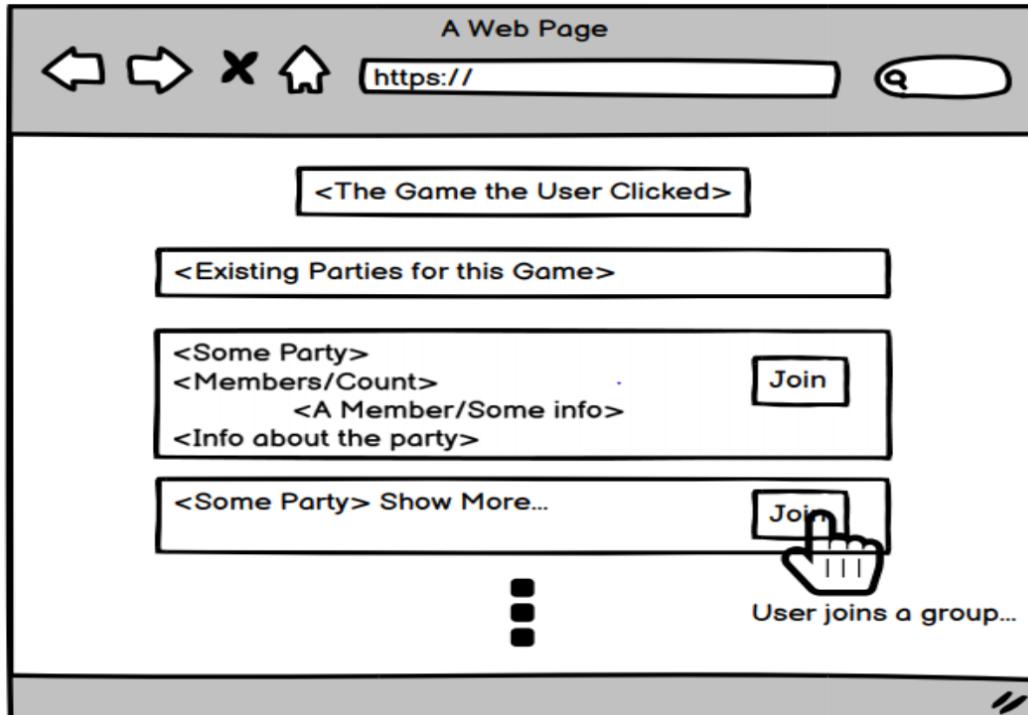
Preferences have generalized options, as well as game specific options

# Sketches/ UI designs (Ideas formatted from the designs)

13

Jase





A Web Page  
https://

<The searched game>

Results:  Groups  People

<Some Party>  
<Members/Count>  
<A Member/Some info>

<Info about the party>

<Some Party> Show More...

⋮

A Web Page  
https://

<Search for People who...>

Gender:  Enter Something (Optional)

Language:  Enter Something (Optional)

⋮

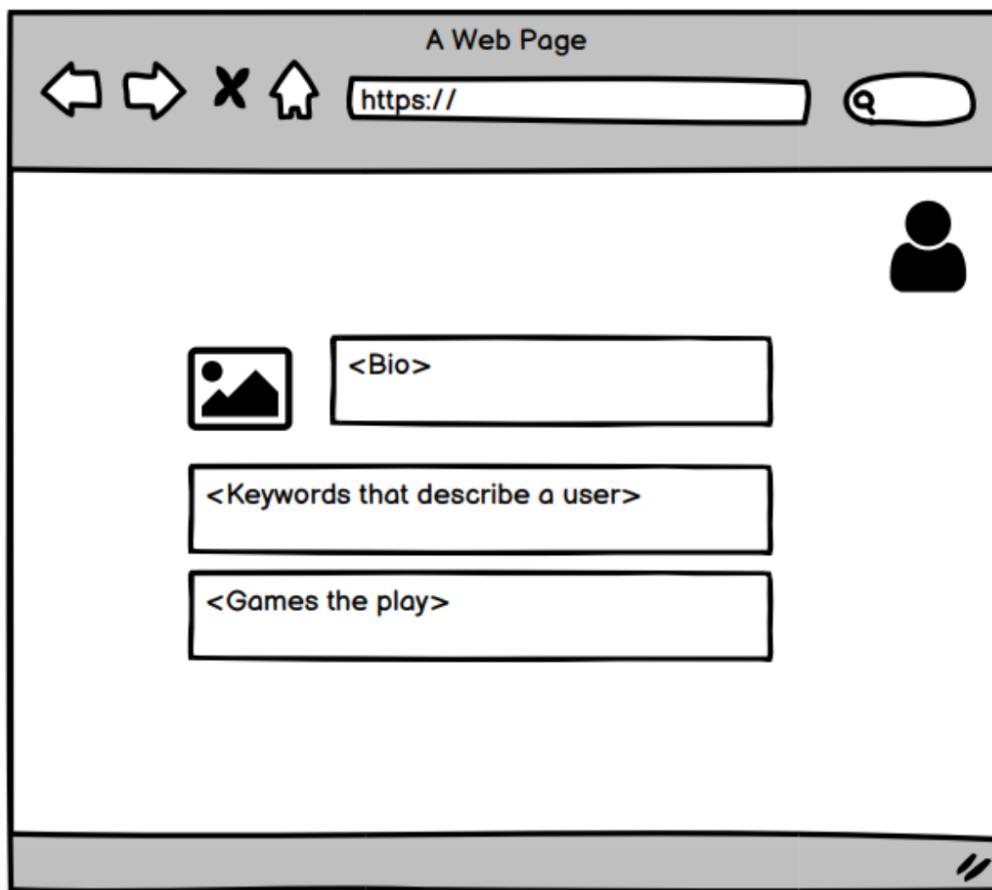
A Web Page  
https://

<The searched users>

<Some Person>  
<Info about the person>

<Some Person> Show More...

⋮



## Pragya

The interface includes a header with "Sign up" and "Login" buttons. On the left, there is placeholder text "{info about the app}". Three points are marked: "Point 1" above the first text input, "Point 2" above the second, and "Point 3" below it. The right side features a "Login" form with "Username" and "Password" inputs, a "Forgot your password?" link, and a "Dont have an account yet?" section with a "Sign Up!" button.

[Name/Logo]

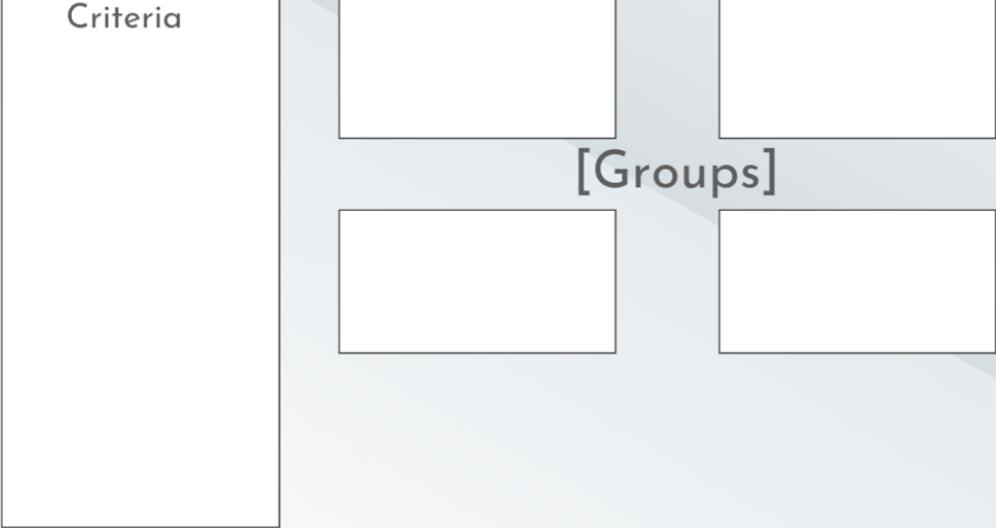
 Profile

Find your Team now!

"Search your interest"

Criteria

[Groups]



[Name/Logo]

Login

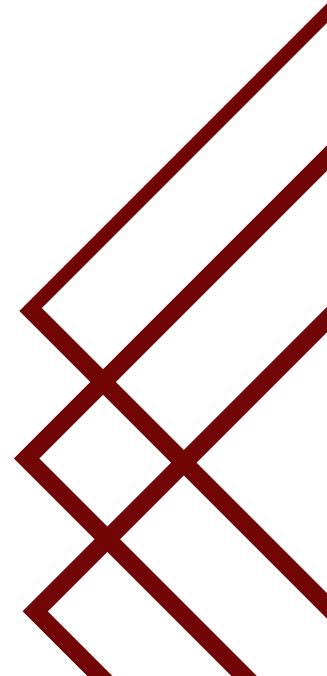
Sign up!

Frequently Asked Questions (FAQs)

**[QUESTIONS  
AND ANSWERS]**

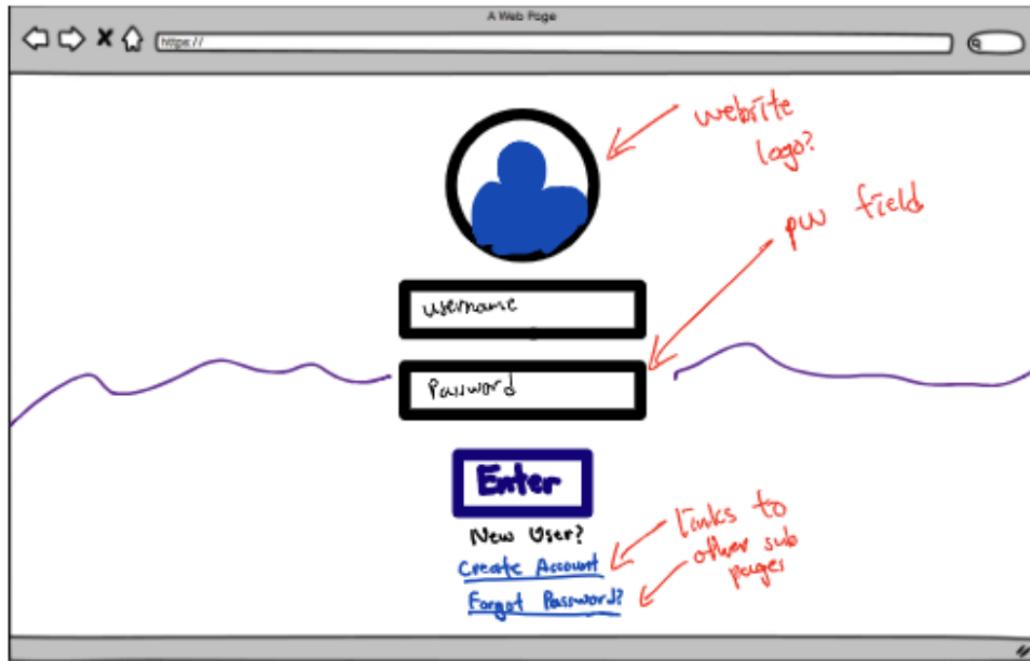
Didn't find what you were looking for? Contact us!

[Email]

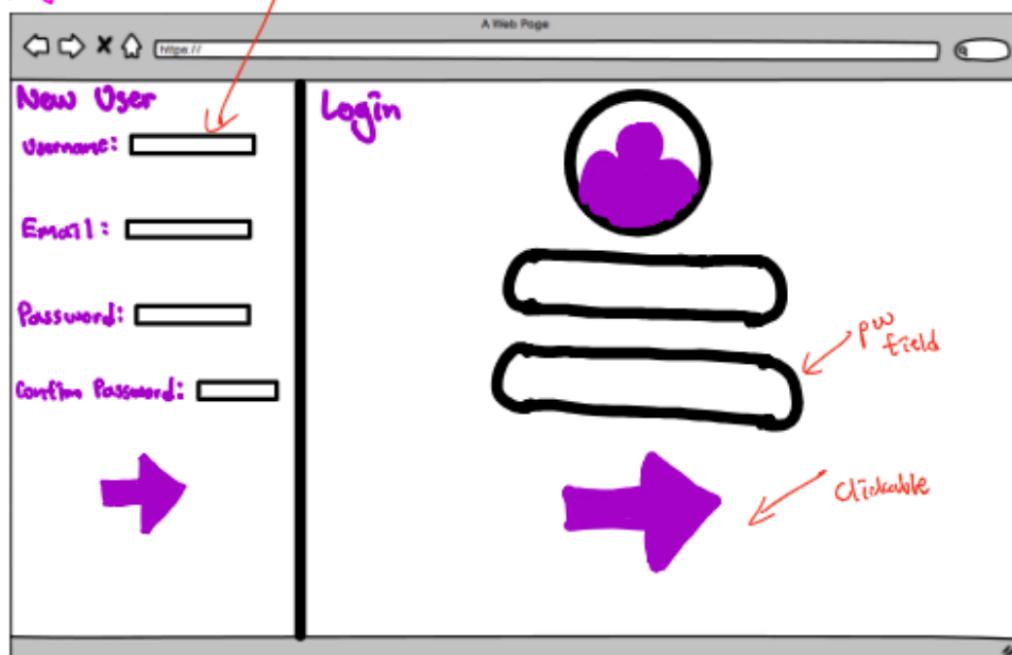


## Lougheed

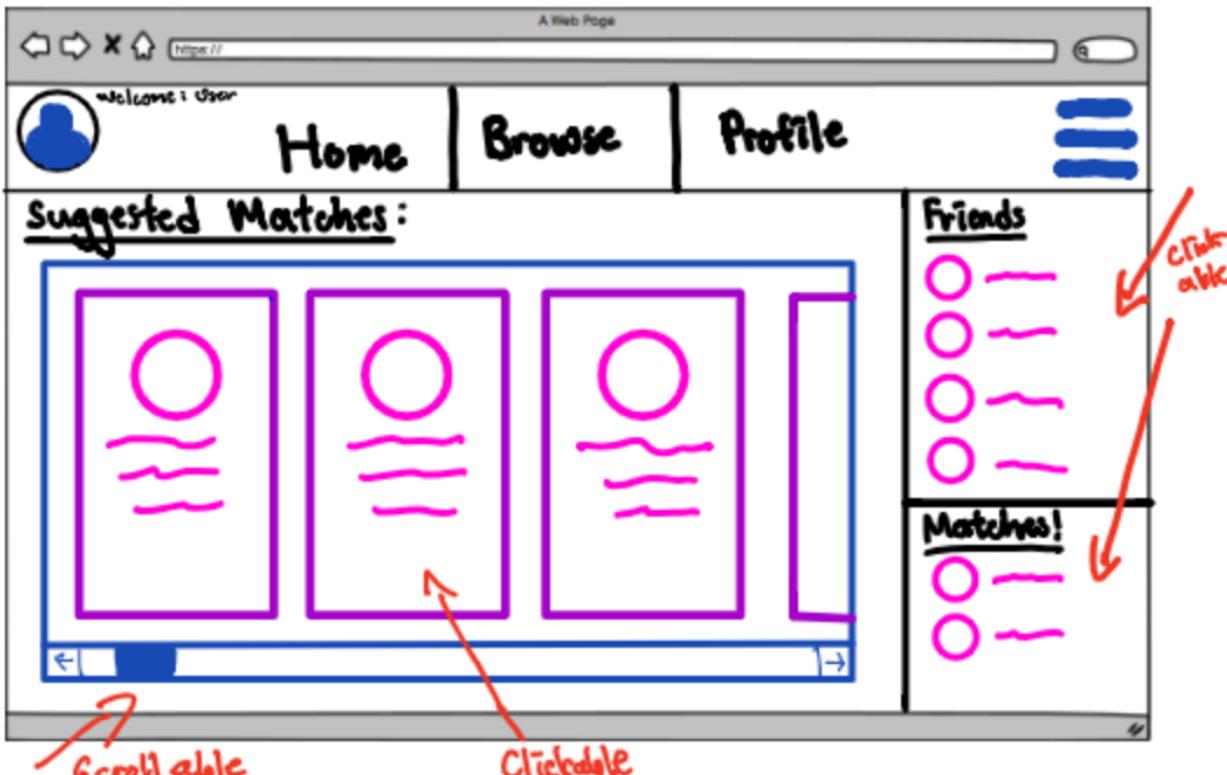
Login 1



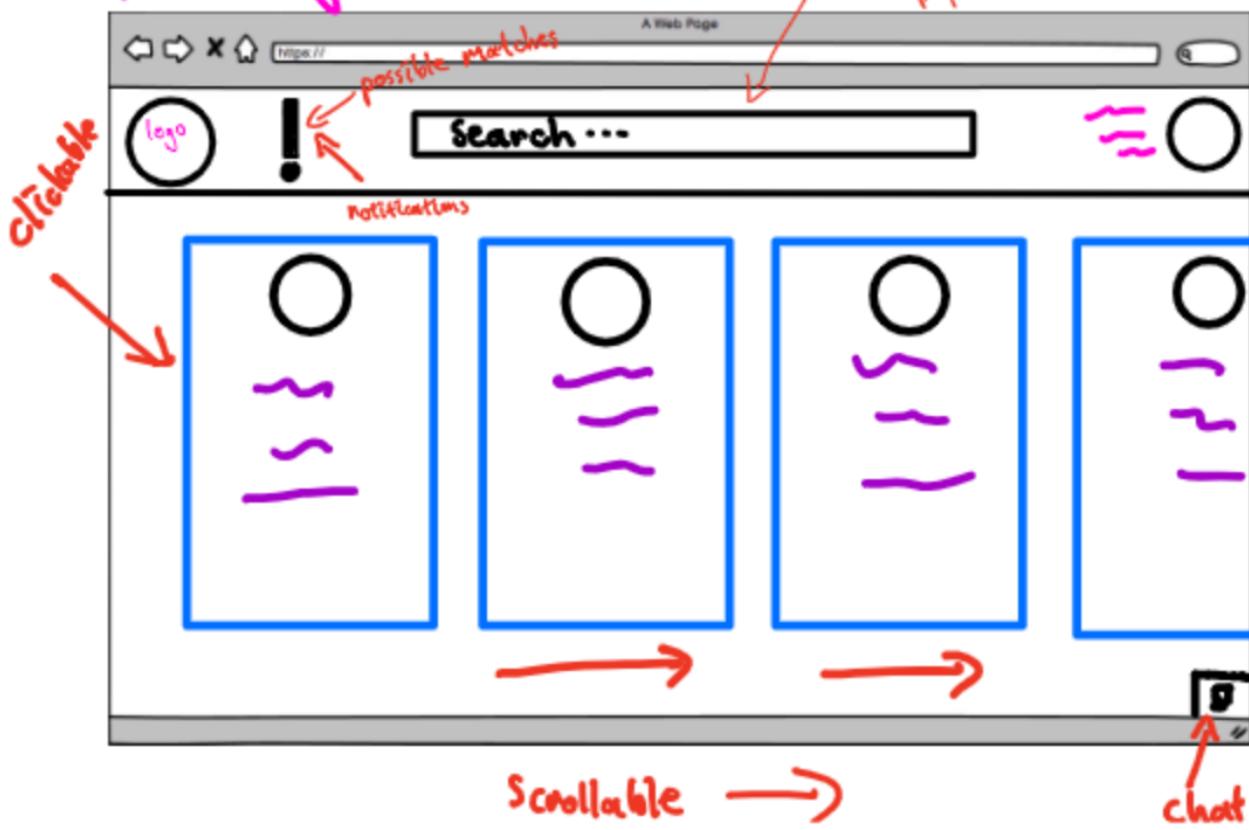
Login 2:

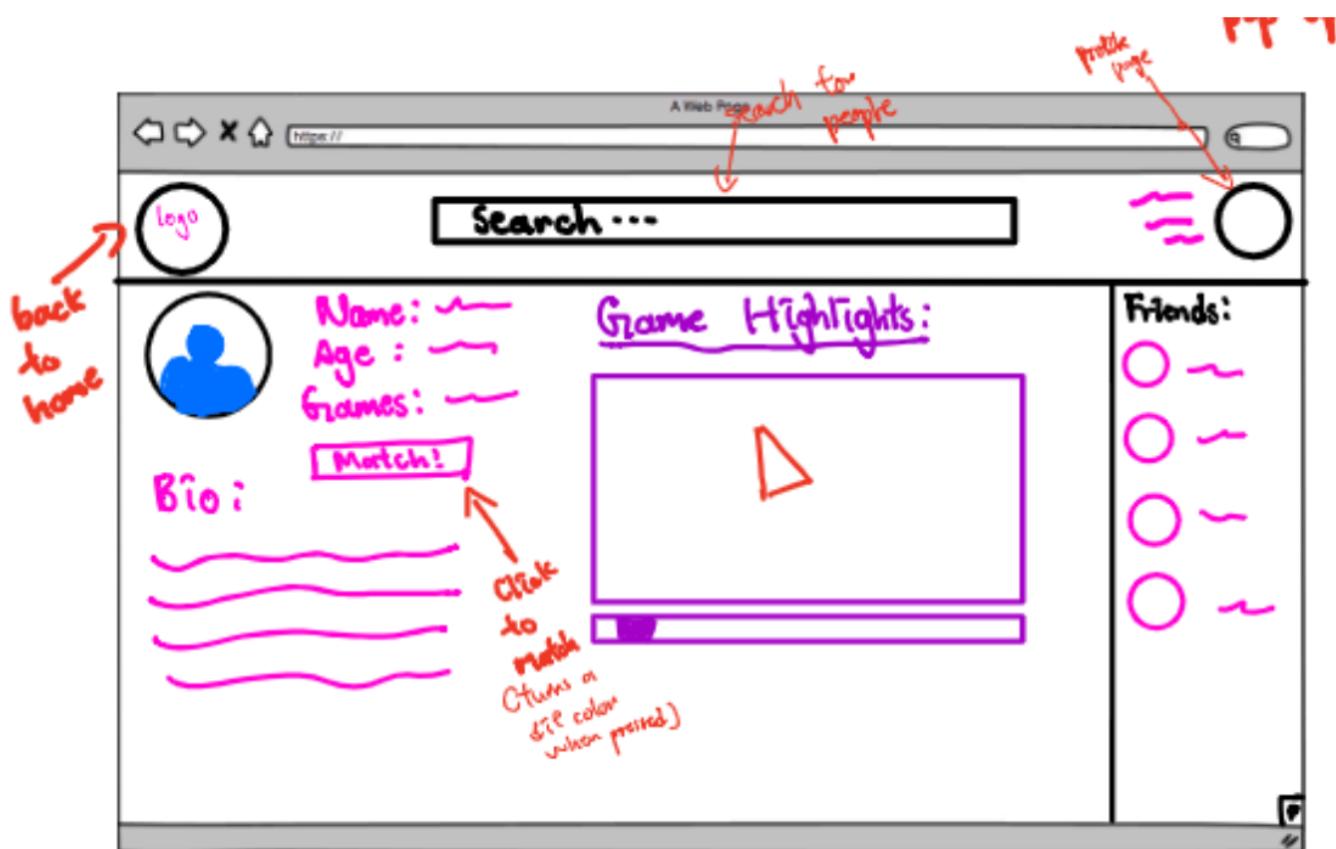


## Main Page 1:



## Main Page 2

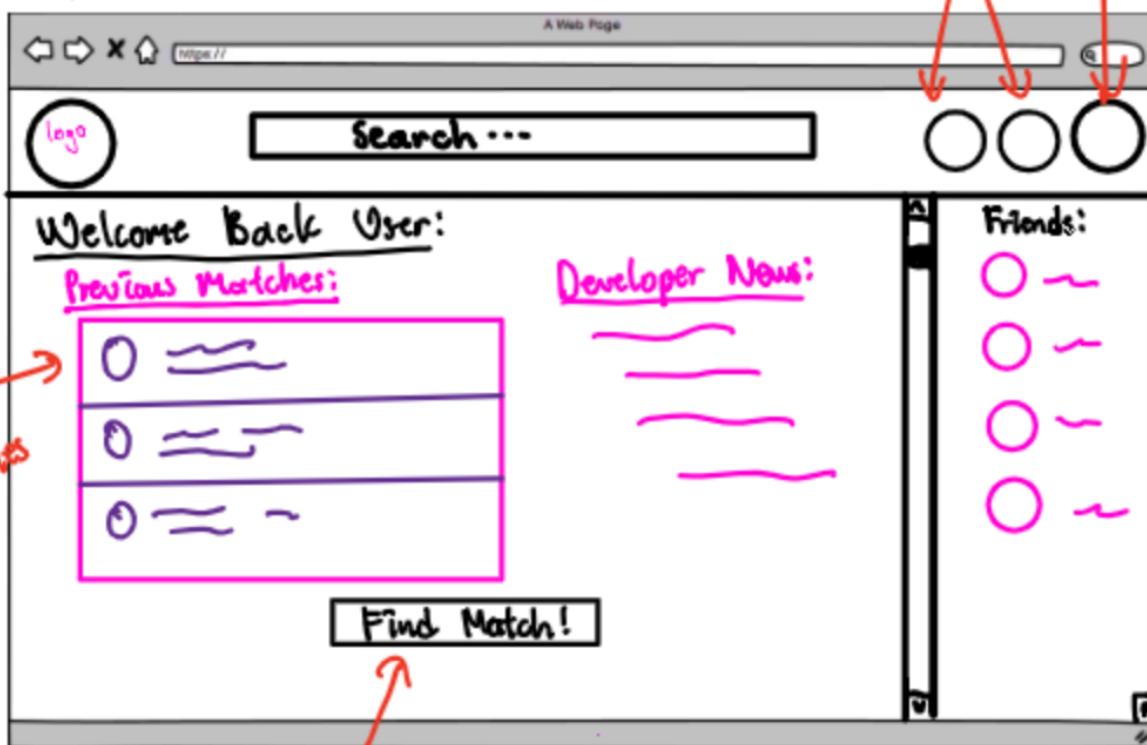
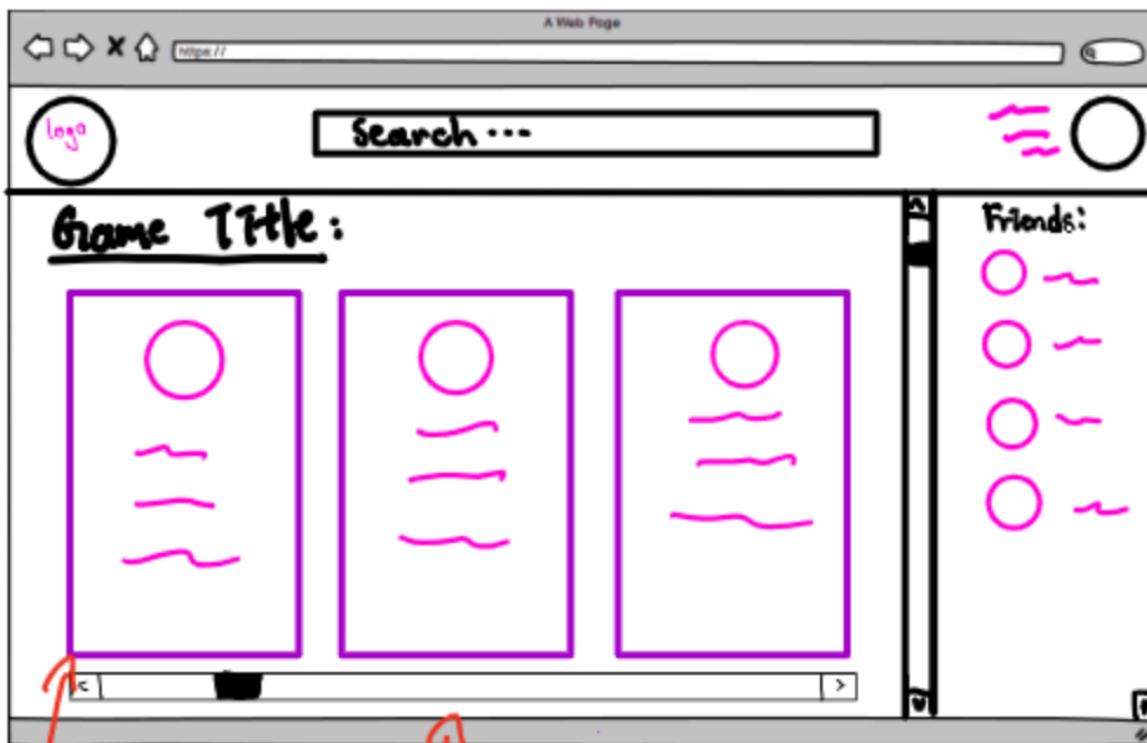


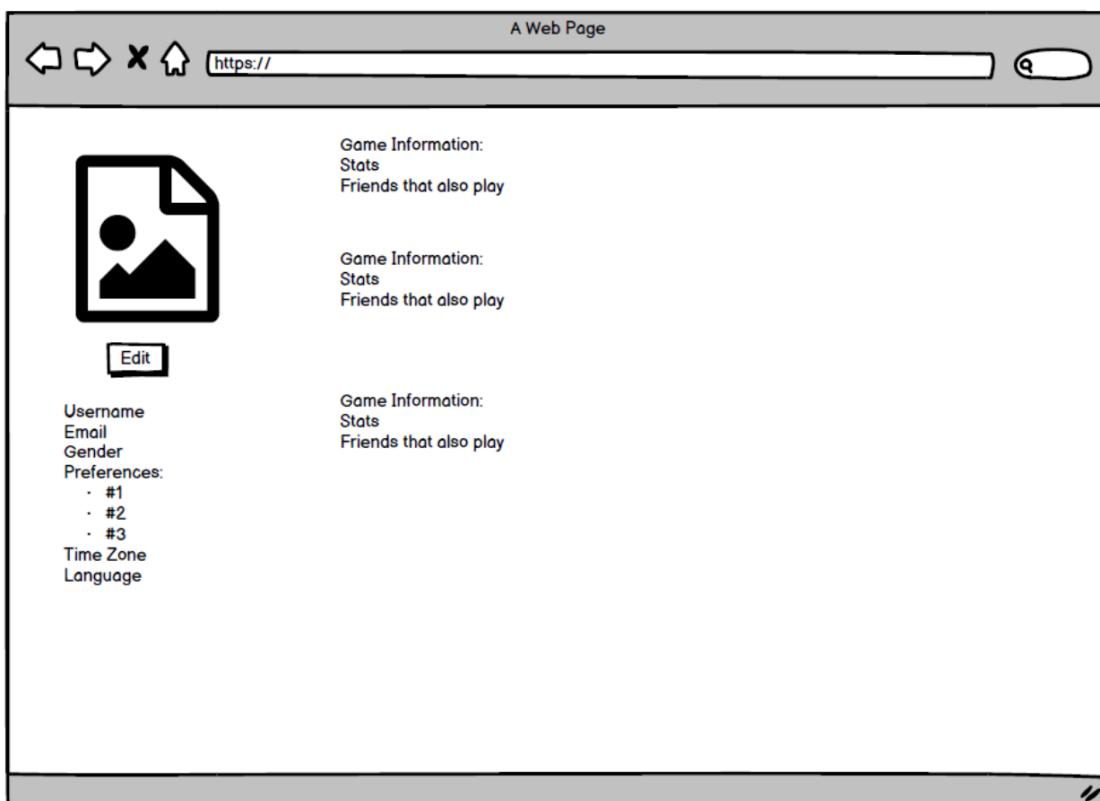
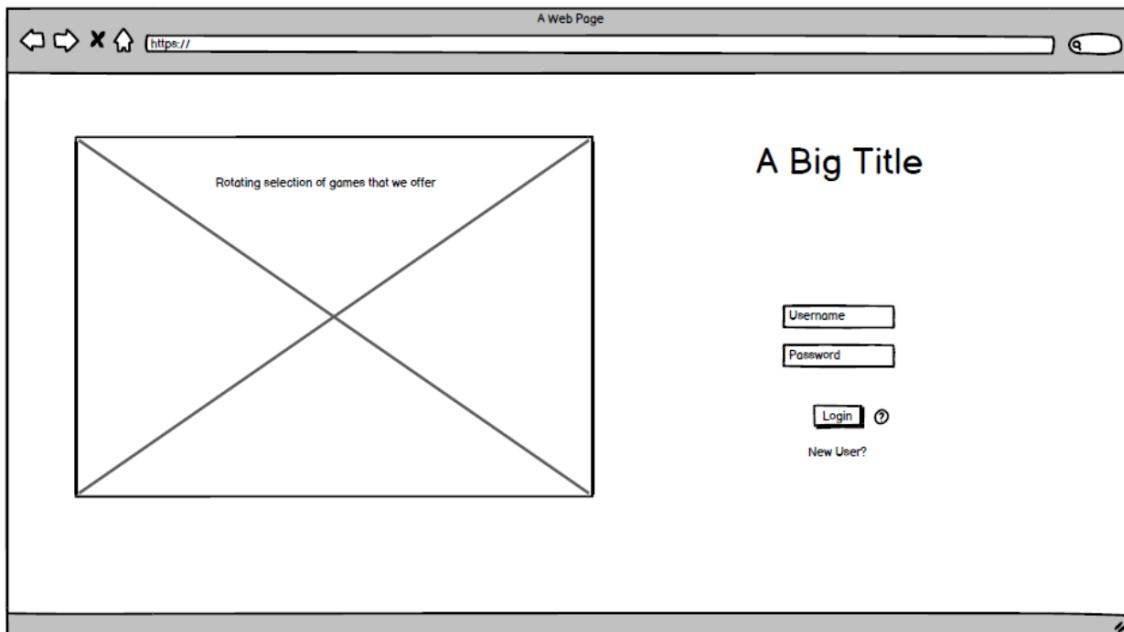


when game clicked

↓      ↓

scrollable    clickable





A Web Page

## Sign Up

Username

Password

Email

Month  Year

Gender

Image with encouraging text

A Web Page

Home 

Different games to choose from

A Web Page



Game Chosen

Number of Players

Competitive     Casual

More Preferences

More Preferences

Interesting Statistics

- Time played
- Accomplishments

A Web Page

## Sign Up

Username

Password

Email

Month  Year

Gender

Image with encouraging text

A Web Page

Home 

Different games to choose from

A Web Page

  
Game Chosen

Number of Players

Competitive     Casual

More Preferences

More Preferences

Interesting Statistics

- Time played
- Accomplishments

# Chuks

Team Queue - Register

<https://teamqueue.com/register>

Find a Group   Lobbies   Support   Team Queue   Login   Sign Up

We'll just need a few details to get you setup.

Account Info

Email Address: Enter your email address

Display Name: Enter your display name

Password: Enter your password

Confirm Password: Confirm your password

Date of Birth: / /

Region

Language

I accept the [Terms & Conditions](#)

Team Queue - Game Lobbies

<https://teamqueue.com/lobbies>

Find a Group   Lobbies   Support   Team Queue   Login   Sign Up

Browse for a Game

Counter Strike : Global Offensive (CS:GO)  
119 Users Online

League of Legends (LOL)  
412 Users Online

DOTA 2  
92 Users Online

Overwatch  
212 Users Online

Rocket League  
161 Users Online

Among US

Casual Group  
Any rank welcomed, playing for fun 4/5

Competitive Group  
Climbing to Master Guardian Elite 5/5

Casual Group  
Messing around, join in 2/5

Competitive Group  
Looking for a group to grind ranked games 3/5

Team Queue - Login  
<https://teamqueue.com/login>

[Find a Group](#) [Lobbies](#) [Support](#)  Team Queue [Login](#) [Sign Up](#)

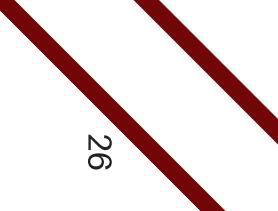
Login

**Username**

**Password**

[Sign Up for an Account](#)  
[Forgot your Password?](#)

**Login**



Team Queue - Game Lobbies  
<https://teamqueue.com/lobbies>

[Find a Group](#) [Lobbies](#) [Support](#)  Team Queue [Login](#) [Sign Up](#)

**Find a Group**

Selected Game: League of Legends (LOL)

Game Mode:  
 Normals / Draft  
 Ranked (Duo)  
 ARAM  
 Event Game Mode

What are you looking for in your Duo?

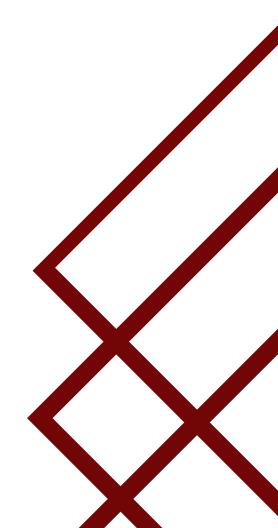
Criteria 1:	██████████
Criteria 2:	██████████
Criteria 3:	██████████
Criteria 4:	██████████
Criteria 5:	██████████

**Search**

**Matching In Progress**

**Friends List** 

	Brian	Online
	Lougehd	Online
	Jase	Online
	Pragya	Online



Team Queue - Support  
<https://teamqueue.com/support>

Find a Group Lobbies Support Team Queue Login Sign Up

Welcome to the support page, what do you need help with?

**Subject**

Report a Player  
Account Issues  
Bug Report  
Feedback  
Other

---

**Email Address**

Enter your account Email Address

---

**Detail Description**

Please provide any relevant details

**Optional**  
Upload a file

**Submit**