TagNText(MVP)

Visit Tracking and Communication

Your role
UX/UI Designer

Project Summary
TagNText is a web application designed to address the challenge of tracking security officer visits to assigned locations and improving communication between officers and place owners. The application allows security officers, such as patrolling personnel, to efficiently log their visits by scanning location-specific tags, entering credentials, and sending messages to place owners. This ensures that both supervisors and owners are informed about the officer's presence, enhancing overall security management.

The challenge
The primary challenge was the lack of a reliable system to track security officer visits, leading to inefficiencies in communication and accountability. The supervisor couldn't verify if the officer attended the assigned place, and place owners were unaware of officer visits. The key user needs were efficient visit tracking, seamless communication between officers and owners, and supervisor oversight. Technical constraints included the need for a user-friendly interface accessible to users working in diverse locations.

Solution
- Location-specific Tag Scanning: Implemented a tag scanning feature for officers to log their visits accurately.
- User Authentication: Created a secure authentication system to verify officer credentials and ensure data integrity.
- Communication Module: Integrated a messaging system allowing officers to send notifications to place owners, keeping them informed about visits.
- Supervisor Dashboard: Developed a dashboard for supervisors to track officer attendance and ensure accountability.

Wireframe

TagNText

Justin Greene

Log Action

TagNText

Please Enter Your PIN

Enter PIN

Login

TagNText

Justin Greene

Bin Tag ID: **133D028A3B**

Empty Bin

Better Bin

Tags ▸	Tags
Tag Logs	
Users	
Reports	

Tags

Tag NFC Code	Location Business Name	Contact Person	Phone	Address	Zone	Actions
A1B2C3D4E5A6B7C8	ABC Developer	John Doe	123-456-7890	Riverbend Dr.	East	Edit
A1B2C3D4E5A6B7C1	XYZ Builder	Bob C	123-456-7890	Riverbend Dr.	North	Edit
A1B2C3D4E5A6B7C2	MNO Inc	Charlie W	123-456-7890	-	-	Edit
A1B2C3D4E5A6B7C3	-	-	-	-	-	Edit
A1B2C3D4E5A6B7C4	-	-	-	-	-	Edit
A1B2C3D4E5A6B7C5	-	-	-	-	-	Edit
A1B2C3D4E5A6B7C6	-	-	-	-	-	Edit
A1B2C3D4E5A6B7C7	-	-	-	-	-	Edit
A1B2C3D4E5A6B7C9	-	-	-	-	-	Edit
A1B2C3D4E5A6B7C0	-	-	-	-	-	Edit

Prototype

Hugh Smith

(Prestige Cleaning Services)

Action:

Nothing selected ▾

Done

Tag Number: A1B2C3D4E5A6B7D1

PIN

Enter PIN

Log In

TagNText

Justin Greene

Bin Tag ID: **133D028A3B**

Results

- Increased Accountability: Owners now receive notifications about officer visits, promoting transparency and accountability.
- Efficient Supervisor Oversight: The dashboard enables supervisors to monitor officer attendance, streamlining management.
- User Satisfaction: Positive feedback from security officers, owners, and supervisors indicates improved communication and efficiency.

Reflections and Next Steps

The project successfully addressed the initial challenges, but continuous improvement is essential. Future iterations may involve incorporating additional features based on user feedback, enhancing security measures, and exploring mobile application development for increased accessibility.

Lessons Learned

The importance of understanding diverse user needs and creating a seamless, user-friendly interface became evident. Continuous communication with stakeholders and incorporating feedback throughout the development process proved crucial to the project's success.