

UX/UCD

EXERCISE 1



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FONTY'S ICT MEDIA & DESIGN

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SUMUP AIR ATM

WHAT IS SUMUP AIR ATM ?

The SumUp Air connects to your smart device, allowing you to accept card payments quickly. Its small size allows you to accept card payments wherever you are

Goal:

This machine is portable, so you can be used no matter where you are. It charges the amount the machine's owner can charge and includes the option to send the invoice for what you are purchasing via email or telephone. This machine employs the NFC / Bluetooth method, and payment can be made by approaching the card or introducing the card to the machine.

Who:

A person who possesses a phone, a smartwatch with NFC enabled, or another method such as a card. Can pay and receive the receipt.

Context:

People who pay for this machine's service are doing so because they own a business and want to charge for one's products. Additionally, the service of this machine includes an application for any device that connects to this machine and allows you to inventory your products for sale. with a history of your sales, products sold, and what type of card the person used.

Time:

24/7

Location:

Everywhere that the person holds the machine and that the application connected to it may charge.

Effectiveness:

This machine is highly effective because it can charge for 24 hours if you follow the steps I've already mentioned. It is quick and secure. You have your own account in the application, and the machine has a serial number that is linked to the account that you register. With this machine, charging takes only a few seconds.

Satisfaction:

It gives a lot of satisfaction to a business owner to have a portable machine with an easy payment method. Also, the payment method is very secure, and you can refund the person's card again via the application if the amount was collected by mistake. It is also gratifying that it has an inventory of all its products and a history of the collection that it made for the individual.

In addition, customers using this machine can pay quickly with their phone or credit card.

Accessibility:

This machine is very accessible because you can use it 24 hours a day and charge any amount of money. The application has a variety of functions, it is very comprehensive, and there is help support in the application that can assist you if you have a problem with the machine or the application. When it comes to charging, there aren't many issues because it's safe and quick. You can access all of the functionalities and charge the machine from anywhere you have internet access to the application.