Course name: CPSC 5220 User Experience Design

Assignment name: Thinking about design

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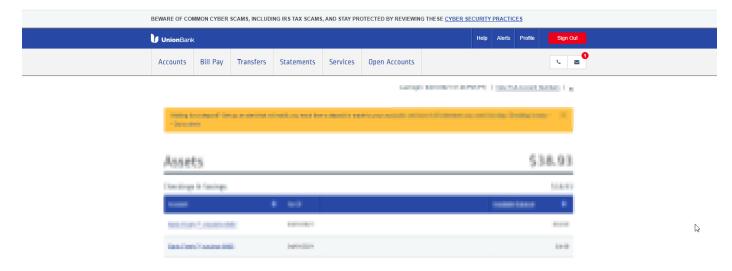
Date: 3/30/2021

## **Good User Interface Experience:**

#### **EXAMPLE 1: Union Bank website:**

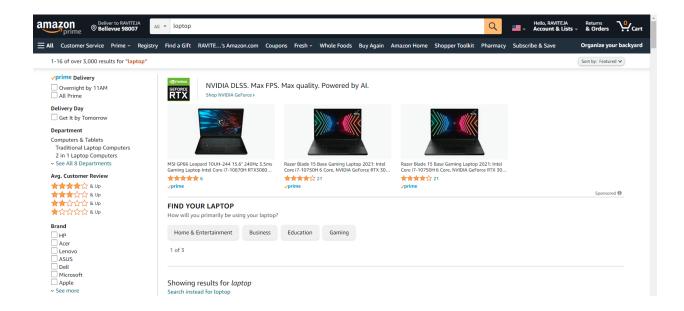
From my experience as a user using this bank it provides me a friendly navigation to different services within the home page. Based on set of services the color coding is designed which makes me easy to find the options that I am looking for. It also Offers an obvious link to Customer Services and Contact Us pages. Offer Live Chat and phone number information so I can get answers right away. The FAQ page that answers general questions briefly. This is another way to provide an excellent user design.

It also Offers an obvious link to Customer Services and Contact Us pages. Offer Live Chat and phone number information so I can get answers right away. The FAQ page that answers general questions at a glance. This is another way to provide an excellent user design. Additionally, the web layout is consistent in the way it displays information. I can easily able to find where certain information each time I need each time I visit the site. It saves my time in locating pertinent material.



### **EXAMPLE 2 : Avoid Unexpected Typo Issues:**

While searching in the search bar for an item, keep in mind that people often make typos mistakes. For example, when user search for a laptop in e-commerce site Amazon. In a hurry, a user may type "loptop" instead of "laptop". — it must recognize the query and generate the necessary result: "loptop"  $\rightarrow$  "laptop"  $\rightarrow$  list of available laptop models. Besides customers can able easily anle to use filters to sort for proper item.



However for other C2C sites like Flipchart, the interface is complex and it does not shows results for relevant item when customer searches for item with wrong spellings. Its always good practice to design a interface to show the results even when customer types wrong spell which helps customers to do online shopping effectively. The product reviews are easily visible to customers who are doing amazon shopping which I feel hard to find in Flipchart. Support feature is also easily accessible in Amazon and the important highlight of this interface is that there is no chance of this interface in other platforms it is compatible on different screen sizes.

# **Bad Interface Design:**

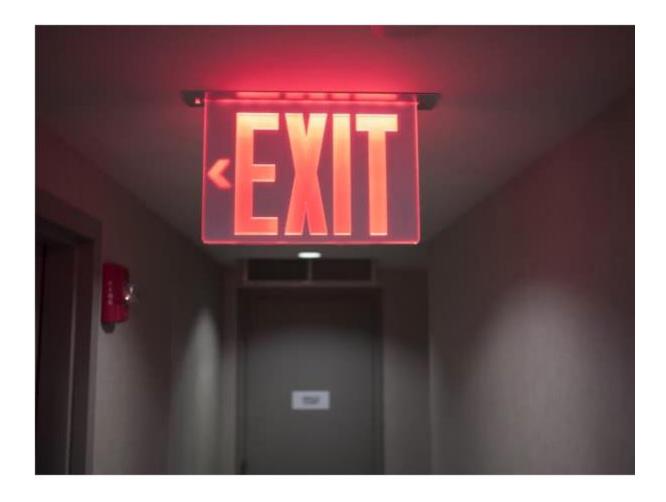
#### **EXAMPLE 1:**

## An ineffectively planned fire exit:

This is an interesting object I found in a community. The object here is a fire exit door and people use this door to save their lives from fire accidents. However, the content written on the door is awful. The architecture of the building needs to know what messages can be placed on fire exit doors.



The below Exit door has major differences from the above emergency exit. Exit signs and emergency lighting make even the most difficult buildings easy to evacuate. When a building loses control due to a fire or natural disaster, these signs remain intact and illuminated, leading those inside to safety. The digital sign "EXIT" can be visible to the people easily as it is in RED color which can be easily visible from a far distance

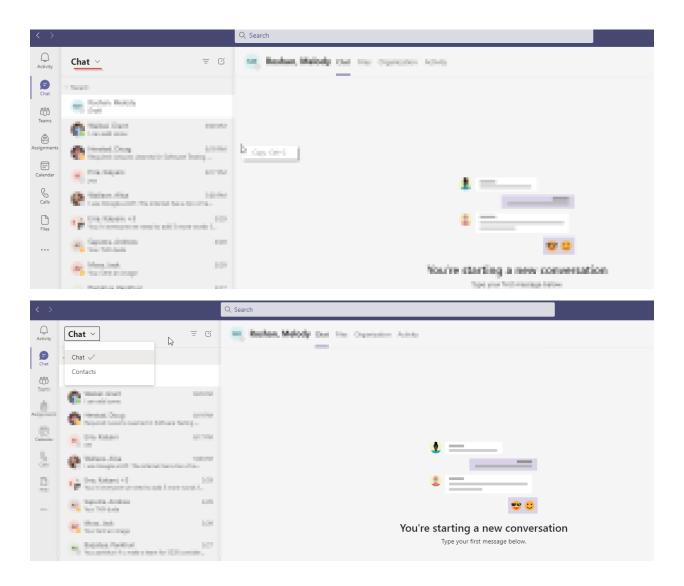


### **EXAMPLE 2:**

## **Group Creation Issues in Community platform:**

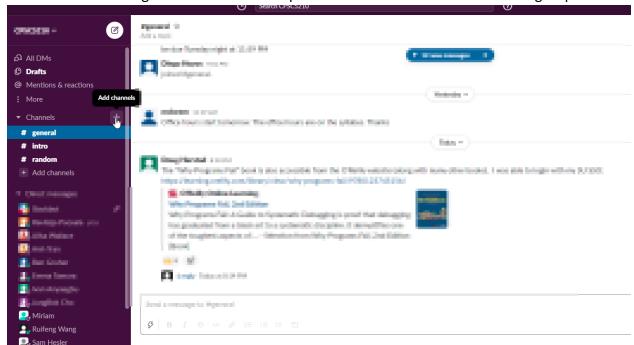
I felt very bad to create a group in MS Teams when I switched from Skype to Teams. In a community platform like Teams, Slack and others creating groups are most common to work and share files. However, in Teams, it's a bit confusing, and if we ask a person who is not aware of using Teams before, he has to either search for creating the group in Teams platform from Microsoft public document or asking others.

To create a group in teams we have to click on the drop-down box which is right to chat option we can then able to see Contacts the dropdown which is very hard to find on the white color background



However, in Slack which is also a community platform, it is very easy to create a group for a new person who is using this platform for the first time. It's very straight forward we can easily.see

add icon which is right to the channels option with the "+" icon to create a group in Slack



If I get a chance to add a group icon for the MS Teams platform to make users comfortable to find the option to create a group I will add another icon separately just below to the files with the name **Group and a + sign** which helps users to create a group