INTRODUCTION TO HCI

# PERSONAL
# कर्मचारी

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GROUP NUMBER 13

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“The design is not just what it looks like and feels like. The design is how it works”

STEVE JOBS

# PROBLEM STATEMENT

In our day-to-day lives, we face lots of problems in our homes, society, and locality that need the attention of a higher authority (like Municipal Corporations, etc.) or essential services (like plumbing, gardener, etc.). It is challenging for ordinary people to put forth and make them aware of the extent of their issues and get them resolved efficiently. The various problems encountered are electricity issues, plumbing issues in apartments, faulty street lights, vandalism in streets, garbage in society, poor maintenance of roads, parks, etc., but no proper and efficient fix exists.

# PERSONAS

# Akshay Singh

Entrepreneur

"I want a comfortable drive to my office that does not damage my BMW"

IMAGE BY GENERATED.PHOTOS

## ABOUT

Age - 27
Annual Income - 3M INR

## DESCRIPTION

Akshay is a young and ambitious entrepreneur who has a tech startup which he started recently and doing well for himself. He goes to his office daily by travelling 30 km using the elevated road in his city. He also recently bought a brand new BMW X1 Car worth 4M INR for his daily commute.

## BRANDS

BMW, Apple, MICHELIN

## PERSONALITY

CONFIDENT • SPONTANEOUS • METICULOUS
TAKES RISKS • AMBITIOUS • HARDWORKER

## GOALS

He wants his startup to grow for which he wants to work hard. He also wants to have a pleasant and comfortable 60 km round trip to his office daily. He also wants to protect and preserve his car to prolong its life.

## FRUSTRATIONS

The elevated road he takes while going to his office has a large amount of dents and potholes which makes the ride to his office bumpy and tiresome. Also some of these potholes are so big that they cause damage to his expensive new car.

## NEEDS AND EXPECTATIONS

He needs a solution to this problem but does not know how to report this problem or who to approach to get the road fixed. He wants a product or service which he can use to report this issue and get a speedy redressal.

# Vikram Kumar

School Student

"I want a properly maintained, lighted and free from stray dogs neighbourhood"

IMAGE BY GENERATED.PHOTOS

## ABOUT

Age - 15

## DESCRIPTION

He is a talented, smart, intelligent young boy who likes to play in the parks with his friends. He is in 10th standard and has excellent grades and is good in sports. He is in the school badminton team and had won a national medal in under 16 category. He is very hardworking and daily practices in the park. He likes to sing and dance as well. He is naughty and plays quite a few pranks on people. He also loves to talk about cars.

## BRANDS

SWIGGY

PUBG

## PERSONALITY

YOUNG • CARELESS • FREE SPIRIT
INTELLIGENT • ATHLETIC • WEAK AT MATHS

## GOALS

To get good marks in school to enter a good engineering university. He wants to pursue a career in the automobile industry and create cheap electric vehicles for the people in our country. He also wants to win the under 17 badminton championship.

## FRUSTRATIONS

Recently with poor mcd services in his area he has been troubled by the increasing garbage and air pollution in the neighbourhood due to which he has fallen ill various times.At night he goes to practice in the park and faces lots of problems due to poor lighting. There has been an increase in stray dogs which also causes a lot of problem.

## NEEDS AND EXPECTATIONS

Wants a clean, safe and green society. He wants an app that can contact NGOs to help stray dogs and provide them with proper food and shelter. He also wants to report poor maintenance of parks so that he can practice at ease during any time of a day.

# Rakesh Khurana

## Government Official

“ I want proper housekeeping serviced for properly maintaing my home ”

IMAGE BY GENERATED.PHOTOS

### ABOUT

Age - 59
Annual Income - 800K INR

### DESCRIPTION

Mr. Rakesh Khurana comes from a family where both him and his wife go to work in the morning and come back home in the evening and their only son goes to a university in a different country.

### BRANDS

### PERSONALITY

OLD • INACTIVE • PROCRASTINATOR
REPITITIVE • OLD SCHOOL • UNDER THINKER

### GOALS

Now that his tech savy son is gone, he wants to be self sufficient. He wants to do proper maintaing of his garden and house with minimal tension and inconvenience.

### FRUSTRATIONS

Not being able to call housekeeping services due to the absence of people at home during working hours. He also finds it difficult to find various of kinds of services at one place. There is a serperate number for different services.

### NEEDS AND EXPECTATIONS

He needs some kind of service that can call all the necessary housekeeping services like plumbing, washing utensils, gardening, etc using a one simple to use portal on a desired date and time.

# Anjali Sharma

Account Executive

"I want a clean and hygenic neighbourhood free from diseases"

IMAGE BY GENERATED.PHOTOS

## ABOUT

Age - 33
Annual Income - 1M INR

## DESCRIPTION

Anjali is a young & talented account executive and she is currently working at fair deal distributors. She has 7 years of experience in her field. She goes to her office daily by metro since her office is directly connected to her home by the pink line of metro.

## BRANDS

dineout

## PERSONALITY

YOUNG • WITTY • WEAK IMMUNE SYSTEM
INTELLIGENT • HARDWORKER • KIND

## GOALS

She wants to open her own company and wants to have a good and comfortable life. She wants to live in a hygiene and clean environment & breathe fresh air. She also wants to make her area in which she lives clean.

## FRUSTRATIONS

There is a sewage leakage problem in her area. Lot of smell and various kinds of insects are there , so whenever she goes out or to her office she has to go by that route because there is not another route. It also makes her sick sometimes.

## NEEDS AND EXPECTATIONS

She needs some kind of facility that will allow her to report this issue to the relevant authorities so that some action can be taken.

# SCENARIOS

# STORY

# RAKESH KHURANA

## Government Official

Mr Rakesh Khurana is a 59-year-old government official. His family consists of him along with his wife who is also working for the government and their son who has just moved abroad to pursue his higher studies. As he is old, he procrastinates and does not like to overthink and even though he is lazy and inactive, he likes spending time with his wife in nature.

He has been working as a government official for 30 years and wants to get promoted to the position of senior director and he wants to become self-reliant with all the upcoming technology. As for his hobby, he likes reading books.

Now that their son has moved abroad, there is usually no one at home during the day and as a result, the house is not being properly maintained and has various issues like the overgrowth of plants in the garden to various leaks in pipes all around their house. Moreover, they come back home late at night and thus cleanliness has also become an issue.

Mr Khurana's longtime friend has introduced them to an app called Personal-Karmchari. This app has helped them out a great deal as not only can they pick and choose what kind of service they want based on their needs but they can also the time on which they want the worker to come and with the help of the free reschedule feature that is built into the app, they can also reschedule in case of an emergency. They go for late-night walks and since their son is not present with them the lack of lighting and the stray dogs were a major hindrance which they were able to report to the authorities through this app and got resolved.

Now, because of the app their house is cleaner than before and has no issues like leaking or faulty pipes and they themselves are happy as they did not have to go through hectic procedures and now they can have their friends and family over whenever they want. They can also go for a walk anytime they want without any fear.

# USER FLOW

Link to Miro Board: https://miro.com/app/board/uXjVOWQiW3c=/?invite_link_id=919209998844

# SCENARIO MAP

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Steps | Logging into the app | Look available issues | create your own issue | select relevant authorities | register complaint | see details of complaint | Response to complaint | Feedback |
| Doing | login using adhaar/mobile number<br>It will create a dashboard with user details and report of previous/current details | scan through the major issues | create your own issue<br>escalate issue to authority | display of various authorities with their details<br>choose from various authorities | describe the issue<br>provide relevant proofs/photos | display charts of details of complaint<br>reviews of other people | notify and show live status of complaint | give rating<br>report of poor service |
| Thinking | What does this app do?<br>will this app help me? | am i facing same problem?<br>who will resolve this problem?<br>what if my issue is not there? | Will this issue be resolved<br>Will they add this issue into the app in the future? | Are they reliable?<br>Will the authorities even solve the issue? | who else is facing the same problem?<br>what are the charges? | how long will this take to resolve?<br>Are these the actual details or are they fake? | escalate issue to authority<br>Has the issue been taken care of properly? | Will the feedback be of any use? |
| Feeling | frustrated<br>angry | curious | upset | confused<br>not beliving | not positive | impatient | satisfied<br>relief | happy |
| Questions | Should there be email login?<br>Does the app need more user info? | Whould the issues provided be enough for the regular people? | Do i need to add these issues as well? | Will the authorities be able to solve the issue? | How fast will the authorities be able to take action? | Will the details provided to the use be satisfactory? | Will the user be satisfied by the response of the authorities? | Will the user provide any valuable feedback? |

Link to Miro Board: https://miro.com/app/board/uXjVOObjfeo=/?invite_link_id=742931794067

Link to Miro Board: https://miro.com/app/board/uXjVON5IuJw=/?invite_link_id=501042678917

# AFFINITY DIAGRAM

# AFFINITY DIAGRAM

## USER SPACE

- AGE
  8-25: maximum
  50+: medium
  25-49: least
- GENDER
  Male:
  Maximum

## COMMUNITY REVIEWS

- very few people have an excellent community
- Most have a somewhat good experience with minor issues
- other people have a generally pleasant experience with the some critical issues

## FEATURES

- reviews of people with same problems
- live complaint tracking
- add custom issues
- select preferred authority
- supports regional languages

## ISSUES PEOPLE FACE IN THEIR NEIGHBOURHOODS

### HOUSEHOLD

- plumbing issues
- electric faults

### STRAY ANIMALS/PETS

- there are lot of pests and mosquitoes
- there are lot of stray animals in various socities
- lots of stray dogs have bitten people and also create a ruckus everyday

### INCONVINIENCE

- inconvenience due to construction noise
- illegal encroachments
- parking problems in conjusted colonies

### GENERAL

- potholes in road
- cooks and maids not available

### CLEANLINESS

- lots of garbage in streets
- fallen trees and parks not well maintained

### ESSENTIAL SERVICES

- absence of street lights
- frequent electricity cuts in certain areas
- lack of proper hospitals

## TIMELY RESPONSE

- half of the user space have gotten a decent response for their issues
- one third havent recieved timely repairs

## SUGGESTIONS

- make a common app for all the problems
- add custom issues that are not provided by the app
- simple and easy to use UI with adequate help

## EXPECTATIONS

### UI/UX

- simple and minimilistic
- smooth experience
- relevant ads only

### ENGAGEMENT

- timely updates on the progress of the issues
- alternate solution in case issue is cancelled

## SAFETY REVIEWS

- street facing houses might be loud/unsafe
- street lights not working in night

## REVIEWS OF CURRENT APPS

### PROBLEMS OF CURRENT APPS

- services are inadequate
- buggy ui and there is no proper error handeling
- people are not able to see who is attending their problems
- people are not informed about the status of their complaints
- people are not able to choose who solves their issues
- potholes in road

### UNPLEASANT EXPERIENCE

- the complaint was marked as done without the issue being actually resolved
- too much radio promotion of different apps but there no common app to solve the problems
- there should be regular inspections of the society as most people have problems once a month

Link to Miro Board: https://miro.com/app/board/uXjVOIR81nk=/?invite_link_id=146902075782

# STORYBOARD

# INTERFACE CONTEXT

Our storyboard is about an aged Mr Rakesh whose son just went abroad and the problems they faced in the neighbourhood in his absence. He encounters various issues in his society and home, which take a lot of time for repairs and are sometimes left unattended. These unattended issues create a lot of problems in day to day life. Mr Rakesh gets annoyed and frustrated by dealing with these issues like plumbing issues, garbage on streets, potholes in the road etc. He wants to enjoy a peaceful life in his neighbourhood.
Our App provides a reliable, systematic and efficient way to solve these problems in the neighbourhood.

Our App provides a reliable, systematic and efficient way to solve these problems in the neighbourhood.

# INTERFACE TYPE

Our interface type is a 2D graphical interface on smartphones. The touch will be the most common form of input. The user would select his issue or use a virtual keyboard to search for it.

Our app will focus on solving the local neighbourhood problems that people face. Our app will collect all the data from different users, organise it in a meaningful form, and generate statistics and graphs, which will be viewed by the authorities to plan a solution for the issue. The issue progress will be displayed to the user.
Integrating these into our design will help our target users achieve their goals

Rakesh is a government empolyee whose son has gone abroad for higher education. His has tons of chores to do and is confused how to do them. Should he do it himself or call someone. If calling then how to call

Rakesh is sitting in his garden which is his mode of relaxtion but is annoyed by the overgrowth and does not know what to do

Due to poor maintenance of house the roof started leaking but they could not reach the handyman

Rakesh was heading to his office when the car got stuck in a pothole.He got late and was very annoyed.

Link to Miro Board: https://miro.com/app/board/uXjVOHyTC6g=/?invite_link_id=484230761990

In the evening Rakesh stepped out in his neighbourhood and found lots of garbage

He finds it difficult to walk in the park at night because of a broken street light and feels unsafe.

So then he opens the Personal Karamchari App which he was told by a co-worker recently

He was able to call a gardener that tidied up his garden

After looking at complaints from the Personal Karamchari app the handyman came and fixed the roof.

The municipal corporation got the potholes in roads fixed.

The municipal corporation also got the neighbourhood cleaned

Rakesh was very happy after using the Personal Karamchari App. His life became a lot easier and he could enjoy strolling in the park again

# INTERVIEWS

# DATA COLLECTION

# Questionnaire and survey questions

https://forms.gle/jhjCxFVH7NJBcTWDA

# Interview Transcripts

https://docs.google.com/document/d/1g2xd2iVJ2Glt53GVKt5cQffrkZy8zqj3mtj8P_U4Fco/edit? usp=sharing

# Interview Recordings

https://drive.google.com/drive/folders/1WsI-fH3oU-TP1OCvkeBDh2L6oNKGOkGJ?usp=sharing

# DATA ANALYSIS

# SURVEY AND QUESTIONNAIRE ANALYSIS

# Questionnaire and survey responses

https://docs.google.com/spreadsheets/d/15MXaSM0Lnb4HkaSmTIiST9R9QB7z90zabTC981tpWz0/edit?usp=sharing

# Qualitative Analysis

Link to Miro Board: https://miro.com/app/board/uXjVOFhr5wA=/?invite_link_id=699193169499

# Arnav Goel

**Age: 19**
**Male**
**BTech First Year Student in CSAI**

### Do you face any issues in your house or neighbourhood?

Yeah, sometimes, we have basically a colony structure, so we have a one-lane road in front of our house, and sometimes the road breaks down because of heavy rain, or we have like a tree which is blocking sunlight in front of our house or sometimes the streetlights you know, go a little haywire at times. So, we face such problems, but they are occasional not very frequent.

### How do you resolve them? Do you face any issue in that?

We usually either try to solve them on our own if we can, or we try to call the municipal department.
I think it's a government office set up, so that is why the office usually very lags in coming until and unless you know, there is a strong push from a lot of people, they do not really pay a lot of heat to our problems. We need to call them again and again, you know, and ask for dates, again and again, delays and stuff like that.

### do you think the municipal corporation do a good job?

We usually either try to solve them on our own if we can, or we try to call the municipal department.
I think it's a government office set up, so that is why the office usually very lags in coming until and unless you know, there is a strong push from a lot of people, they do not really pay a lot of heat to our problems. We need to call them again and again, you know, and ask for dates, again and again, delays and stuff like that.

### Are there any issues you want your municipal corporation to take up?

This issue of- for example, let's say, these trees blocking the sunlight of houses. Sunlight is very important like we have elder people living in our house they need to get sunlight and all. Also, the issue of for example you know street lamps sometimes flickering at times. These issues need to be worked on

### Do you find this app interesting?

Yes, I think this will be very convenient for a lot of people because right now our setup is manual because the municipal corporation is running from a very old website and the only way of contacting them is only through telephonic conversation. Which is the need of the hour because automation is something happening all around us and that saves time saves money and is more efficient I think this will be good.

### Can you think of any features that should be added?

I think a particular feature could be something like a google street view kind of an API if you could use where the MCD would get a real-time of the setting and it could maybe you know for example get what the particular issue is because for example if it lets you describe an issue over call, that offers only a certain level of clarity but when you are able to see the visual representation of that particular problem that you know makes it much more convenient for the municipal corporation for be able to identify the problem

# Shivam Dwivedi

**Age: 18**
**Male**
**BTech First Year Student in CSD**

### Do you face any issues in your house or neighbourhood?

Yeah definitely, sometimes loud music noises, drunk people walking across the roads, construction noises and random bikes and cars going through the roads and being on the first floor, just seven feet up from the ground it honestly gets scary sometimes.

### How do you resolve them? Do you face any issue in that?

It is actually very hard to resolve them because the only place to approach was an RWA office. The opening times were very limited like 9-2, 9-3 and even in those times no one was in the office. For a normal person, a normal family like ours it was actually very hard to reach the authorities because if we directly go to the government authorities they will say that its an RWA society so you approach the society president. But the fact is the society president himself never actually cares for these matters. They are just in here for their own political reasons or their own financial gains that they are getting from the government they actually don't care about solving those issues. For a personal citizen, it was actually very hard

### do you think the municipal corporation do a good job?

Most of the times we see an issue in the night time at 1am, there is alot of noise coming or there are people walking across the road , you know if you actually complain about it, it will take more of your time than it actually works solving the issue. So you just start living with the issue if there's a broken street light, you know you are going to correct the situation, the time taken correcting the issue will not be worth your time.

### Do you find this app interesting?

I think this would be really helpful as the time you need to commit to actually to complain about a situation would be reduced by a lot , if youre saying something it will take hardly 1-2 minutes for a tech savvy person and 7-8 minutes for a senior person but the fact for a matter is it will take a lot less time and normal issues will get reported and it will get reported directly to the government authorities instead of passing every step of the way, every single person, like the president will transfer to someone else

### Can you think of any features that should be added?

I will say that the main thing that should be added to this app is actually of course the ability to add photo of every single issue should be there in the app and above that there should be a call option can actually solve the issue like sometimes maybe someone is not able to use the app, an actual 24/7 helpline related to this app, for example the user is not able to use the app properly, the user is not able to put forward the complaint as they want to explain it, if there's a number and the support person doesn't need to related to government authority they would be related to the app who can themselves enter the problem in the app itself.

# Harshit

**Age: 18**
**Male**
**MMBS First Year**

### Do you face any issues in your house or neighbourhood?

hat the main problem which I faced is is that of a stray dog in my neighbourhood.there are many incidents that have taken place in our society where people have been bitten by dogs and therefore people are afraid of coming to a locality.

### How do you resolve them? Do you face any issue in that?

Uh, I was thinking of reporting it to authority, but I could not contact them.

### do you think the municipal corporation do a good job?

Uh, I can say that overall they're doing a decent job, we don't get frequent power cuts in our society or any delay in the water supply. But yeah, stray dogs are still a problem in our society.

### Are there any issues you want your municipal corporation to take up?

This issue of- for example, let's say, these trees blocking the sunlight of houses. Sunlight is very important like we have elder people living in our house they need to get sunlight and all. Also, the issue of for example you know street lamps sometimes flickering at times. These issues need to be worked on

### Do you find this app interesting?

Yes, I am looking forward to use this app.

### Can you think of any features that should be added?

:I think voice navigation could be included to make the experience better.People should be able to use voice to register complaints and do its follow up procedure.

# Charu

**Age: 45**
**Female**
**Housewife**

### Do you face any issues in your house or neighbourhood?

otholes and water pipe leakages on roads is a great issue.The leakage of sewer pipes is a serious problem which causes lots of water collection on roads during rainy season.The pothloes further deteriorate the roads.

### How do you resolve them? Do you face any issue in that?

Uh, I was thinking of reporting it to authority, but I could not contact them.

### do you think the municipal corporation do a good job?

I can say that overall they're doing a decent job. Regarding the cleanliness programme during the pandemic, it is appreciable. Also, the roads were garbage free.

### Are there any issues you want your municipal corporation to take up?

Yes the issue of leakage in sewer pipes should be taken up immediately.The potholes should also be repaired.

### Do you find this app interesting?

Yes, I am looking forward to use this app.

### Can you think of any features that should be added?

The date of registering as and when you have stated and the status of the progress of my complaint should be given.I would also like to know the person who is actually handling the complaint.

# INFORMATION ARCHITECTURE

# SYSTEM (BROAD & SHALLOW)

Link to Miro Board: https://miro.com/app/board/uXjVOFr_9xY=/?invite_link_id=687006006506

# TASK (NARROW & DEEP)

Link to Miro Board: https://miro.com/app/board/uXjVOFi_5xA=/?invite_link_id=684432225062

# LOW-FIDELITY PROTOTYPE

## LOGIN PAGE

This is the main login page of our App. Here the user can choose to log in using an existing account or signup if he doesn't have one.

## SIGNUP PAGE

This is the signup page. Here user can create a new account by entering his details like Name, address, date of birth, etc.

## HOMEPAGE

This is the homepage. Here the user can perform various tasks.The user can register complaint,view authorities,check status and use emergency services.

## COMPLAINT SELECTION

On this page, users can select the category of their complaint or they can create a new category of their own if their issue is not listed in the premade categories

## COMPLAINT DETAILS

On this page, the user can specify their issue. What is the category, select the urgency, select relevant authorities, upload images related to the issue, etc

## COMPLAINT DETAILS

On this page, users have to enter other details of their issue with proper proofs.They can save or confirm their draft.

## AUTHORITY SELECTION

On this page, users have to select the authority which they want to solve their issue.

## FINAL DETAILS

On this page, final summary is show of the complaint for approval from user

## CONFIRMATION

On this page, a confirmation is shown

## TRACKING

On this page, users can track the status of their complaints. It will show them the time left for their complaint to get resolved, etc

## FEEDBACK SCREEN

After the complaint has been resolved successfully the user can give feedback on his complaint solution and also rate & give review on it so that improvements can be done in the future.

# MEDIUM-FIDELITY PROTOTYPE

# Scenario Steps

Sign in to the App if account already exists otherwise create a new account using the signup option.

Browse through the list of issues and select the option as required

If the issue is not present in the list shown to the user then they can create one on their own as per their requirments and the issue new issue created will be added to the given list of issues

After selecting the issue, the user is shown the list of relevant authorities as per the issue selected and if the user chooses then, they have the option to select the relevant authoritites manually

The user can then add proceed to register complaint by giving other details like the time and date when the issue first surfaced as well as photos of the issue

After successfully registering the complaint the user can veiw the details of the registered complaint

The user can see the progress in real time and will be notified of the estimated time of completion and if any delay arises

Once the complaint has been tended to the user can give ratings to the personnel which will be reflected in their profiles

LOGIN PAGE

SIGNUP PAGE

HOMEPAGE

COMPLAINT SELECTION

COMPLAINT DETAILS

COMPLAINT DETAILS

AUTHORITY SELECTION

FINAL DETAILS

CONFIRMATION

CONFIRMATION

TRACKING

COMPLAINT SOLVED

# HIGH-FIDELITY PROTOTYPE

# TASK SEQUENCE

On the login page either click on the Sign-In button or click on the Signup button if account does not exists already

If clicked on Signup button, A form needs to be filled to where you have to enter your details and upload an ID by clicking the upload JPG button. Then the user has to click on Sign-up button to reach the Dashboard. User also has the option to go back to the login page.

A support button has been provided on all pages, which can be clicked to access live chat support where there is an option to call the executive too. Other than this the chat can be closed by clicking the end chat button.

On each screen, there is a hamburger button and a navigation bar. The hamburger button can be clicked to access options like Profile, Active complaints, customer support, feedback, etc.
The navigation bar contains buttons to go the home(dashboard), complaints section, search button (search the whole app), notifications button(notification settings), and profile button in the same order.

On the main dashboard, the user can either click on the 'learn to use' button or the 'take a survey' button to take an optional survey of general questions about the user. There are also options to register a new complaint, view various authorities, track status which can be clicked to access the respective options. There is also a button for emergency services

On clicking the register complaint button the user can register a complaint. The user gets the option to choose category of complaints, urgency of the issue by selecting a date, location of the problem by clicking on the map and dragging the pin the desired location, then the user has to enter the details of the action to be taken in detail in the text box, then upload relevant images related to the issue and press next.

On clicking next, the user gets the option to choose the relevant authority for his/her issue. User can either let the app auto-assign (using the auto-select button) the authority or manually select one from the list and press confirm.

On the next screen, a summary is shown showing all the details about the complaint being filed. After checking all the details the user can either choose the save a draft option and complete the complaint on a latter stage or choose the cancel option to delete the complaint. If all is fine user can choose the confirm button and a popup is shown saying 'complaint registered successfully.

On the next screen, the estimated time remaining for the complaint to be resolved is shown and the name of technician is show with a button to call the technician too.

Once the complaint is successfully resolved a screen is shown with a confirmation of the same. Here the user can either submit feedback about the complaint resolution, choose to report something if he/she was unsatisfied or choose the new complaint option to file a new complaint or choose to track another existing complaint

Apart from all this various popups and dialogue boxes open throughout the app from time to time. The same can be closed by either clicking the cross button or clicking in the area outside the box

Upload image buttons can be clicked to upload images from the phone's library. This feature will work only in the actual version of the app.

# Link to Hi-Fi Prototype

Link

# PROTOTYPE EVALUATION

# Prototype evaluation form

https://forms.gle/P7us5vfb8UKNQC7q9

# Evaluation Results

# LOGIN PAGE

Option for dark mode should be there. Many people prefer dark mode

We will add an option to toggle to dark mode for users who do not like the light theme

Sign in with google or other apps option is not present

We wil add an option to sign-in with Google, Facebook, etc

Forgot password option is not present

We wil add a forgot password option for users who forget their password

# SIGNUP PAGE

The term address is confusing as it might refer to email rather than home address.

We will specify that it is residential address

# HOMEPAGE

Function of complaint button in the navigation bar is not clear

We will label the navigation bar buttons

No option to change the profile picture

We will add a change or add a profile photo option to the profiles screen

No logout option on profiles page. Will be very useful

We will add a logout option so that users can logout from the profile page as well

# PROFILE PAGE

It is asking us to enter our old name while changing name

We will instead ask for user's password to authenticate the name change instead of old name.

# PROFILE PAGE

On clicking the back to the home button on the view authorities page, the user should be redirected to the home page. Instead, he is being directed to the summary page. There is an issue with the task flow

Actual

Expected

We will fix this so that on clicking the back to home button, user is directed to home only.

## VIEW AUTHORITIES

# COMPLAINT SELECTION

the tick is misleading as user might think they have to select multiple options.

We will proceed to next page just by clicking on the category.

# FEEDBACK PAGE

This design is bit out of way

We will use some illustrations and designs instead of this design

# EMERGENCY SERVICES

There is no option to specify about the reason why user is calling emergency services

We will add an option to add details about the issue so that the authorities can better prepare too before arriving.

# Link to form responses

https://docs.google.com/spreadsheets/d/1uPEWpiTOnEWU_Fr50LW8wVohyfm9ZW3fs5Bg7MbzGlY/edit?usp=sharing

# Guerrilla Testing in Action

# ADDITIONAL INSIGHTS

## 1

The app could be a little more dynamic and interactive. It is very static

## 2

More illustrations and designs should be used instead of using real-life images for button icons

## 3

Minor problems with the consistency of rounded corners of submit button are present

# SOLUTION TO PROBLEM STATEMENT

The app helps the complaints from people reach the proper authorities with all the details and stats so that action can be taken to resolve them. The app first collects the user details like name, age, address. Then they can register their complaint with details about the issue, starting of the issue, problems they are facing etc. This data is collected and processed for the authorities so that they can pinpoint the critical areas where immediate action is needed and also can be used to optimize existing services so that they can benefit the majority of the people living in the neighbourhood leading to better inclusiveness. The authorities then create a priority for the complaints and can initiate the process to resolve them. The progress and status of complaints are available to the user. The user can track every step of his/her issue. After the issue is resolved the feedback is collected to further improve the services provided by the authorities. Hence the solution to our problem statement was reached.

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# THANK YOU