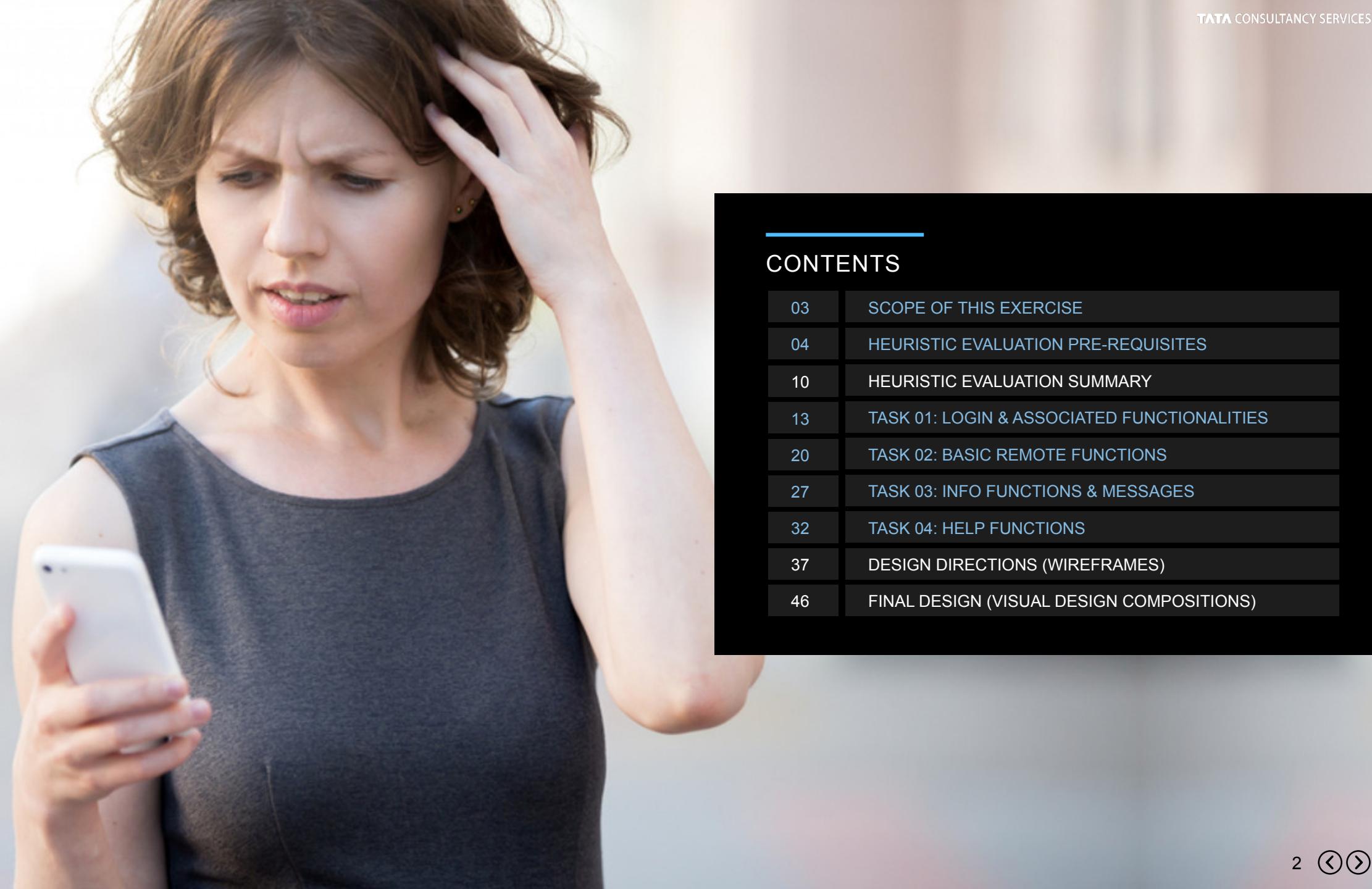


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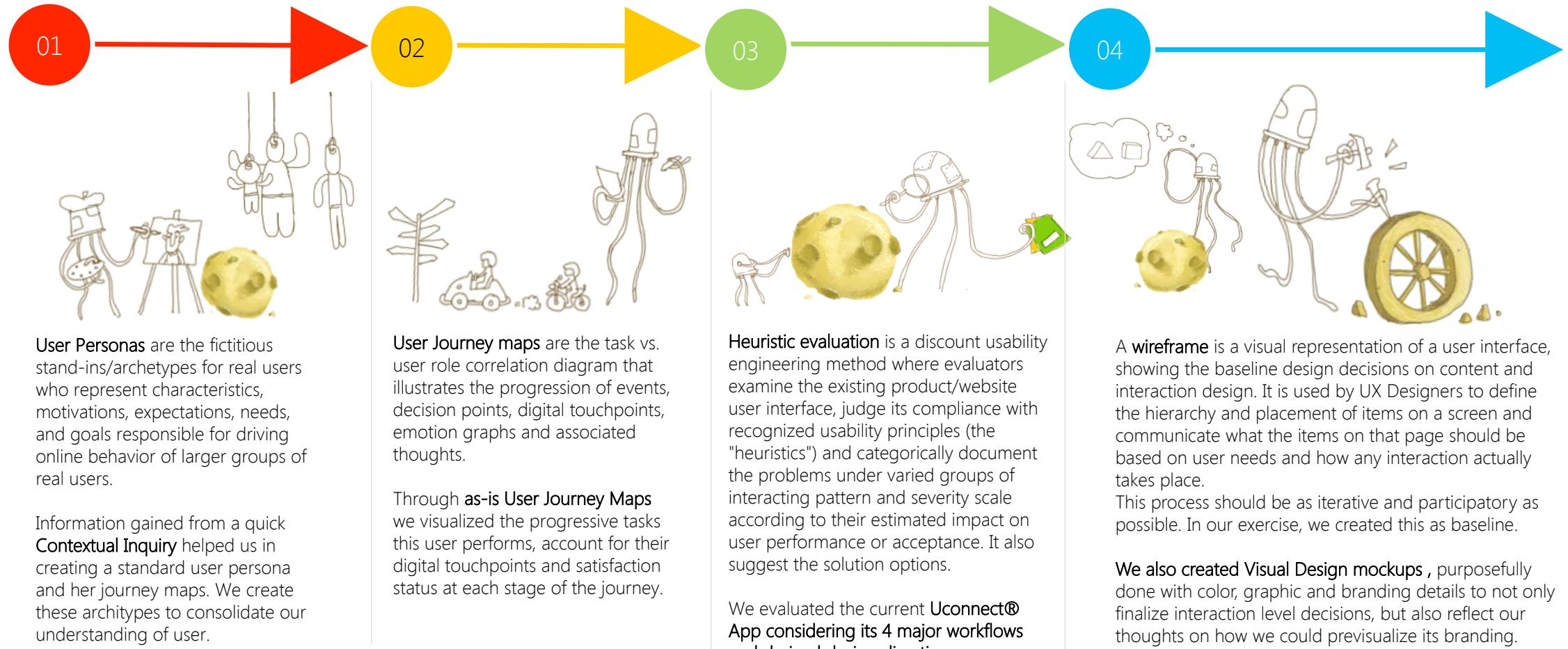
HEURISTIC EVALUATION  
& RECOMMENDATIONS FOR  
FCA <sup>U</sup>connect APP  
DALLAS, TX | JULY 2018



## CONTENTS

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## SCOPE OF THIS EXERCISE



## HEURISTIC EVALUATION PRE-REQUISITES

This section talks about Heuristic Evaluation process, 10 laws of usability Heuristics, common UX problem categories and problem severity types. It also provides a brief introduction to Uconnect® App and a typical user persona.

## ABOUT HEURISTIC EVALUATION



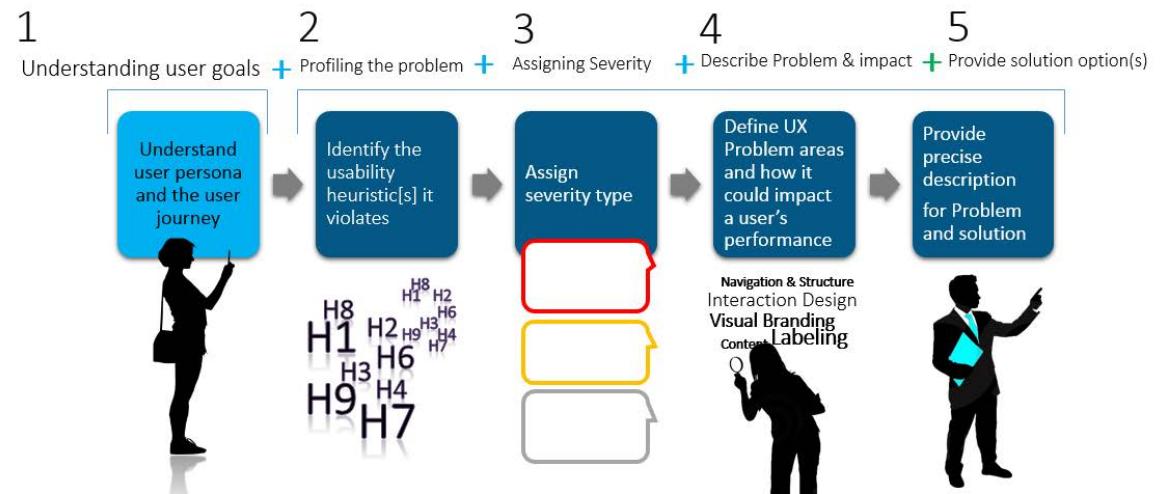
Today, the average life span of a digital product is extremely limited and UIs are often designed in a short space of time and limited budget insufficient to organize any other types of interface testing (e.g. Usability testing).



A heuristic evaluation is a usability inspection method for any digital property that helps to identify usability problems in the user interface (UI) design.

It specifically involves expert UX evaluators examining the interface and judging its compliance with recognized usability principles (the "heuristics").

Heuristic Evaluation of the existing digital property, especially at the beginning of a redesign exercise, can form a very meaningful stepping stone because :



Categorical documentation of the Violated Heuristics can provide Quick, meaningful and relatively inexpensive feedback to designers early in the design process and help them orient towards the best corrective measures.

Assigning the severity count provides choices to clients and stakeholders. They may chose to solve the showstoppers first !

Descriptions of the solution options create a very productive discussion and idea sharing platform even before the redesign process has started.

If there is no access to real users during a heuristic evaluation, representative users should use the digital property from the perspective of real users

## HEURISTIC EVALUATION PREREQUISITES: 10 USABILITY HEURISTICS



These ten general principles for user interface design are developed by Jacob Nielsen and Rolf Molich in 1990. They are more in the nature of rules of thumb than specific usability guidelines. Thus, they are called "heuristics". These are followed world over and considered as the most frequently used KPI in any UX exercise.

### FEEDBACK

#### H1: Visibility of system status

The system should always keep users informed about what is going on, through appropriate feedback within reasonable time.

### MENTAL MODEL

#### H2: Match between system and the real world

The system should speak the users' language, with words, phrases and concepts familiar to the user, rather than system-oriented terms. Follow real-world conventions, making information appear in a natural and logical order.

### USER CONTROL

#### H3: User control and freedom

Users often choose system functions by mistake and will need a clearly marked "emergency exit" to leave the unwanted state without having to go through an extended dialogue. Support undo and redo.

### CONSISTANCY

#### H4: Consistency and standards

Users should not have to wonder whether different words, situations, or actions mean the same thing. Follow platform conventions.

### MISTAKE-PROOFING

#### H5: Error prevention

Even better than good error messages is a careful design which prevents a problem from occurring in the first place. Either eliminate error-prone conditions or check for them and present users with a confirmation option before they commit to the action.

### VISIBILITY

#### H6: Recognition rather than recall

Minimize the user's memory load by making objects, actions, and options visible. The user should not have to remember information from one part of the dialogue to another. Instructions for use of the system should be visible or easily retrievable whenever appropriate.

### EFFICIENCY

#### H7: Flexibility and efficiency of use

Accelerators -- unseen by the novice user -- may often speed up the interaction for the expert user such that the system can cater to both inexperienced and experienced users. Allow users to tailor frequent actions.

### AESTHETICS

#### H8: Aesthetic and minimalist design

Dialogues should not contain information which is irrelevant or rarely needed. Every extra unit of information in a dialogue competes with the relevant units of information and diminishes their relative visibility.

### ERROR

#### H9: Help users recognize, diagnose, and recover from errors

Error messages should be expressed in plain language (no codes), precisely indicate the problem, and constructively suggest a solution.

### DOCUMENTATION

#### H10: Help and documentation

Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation.

Any such information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.

## HEURISTIC EVALUATION PREREQUISITES: COMMON UX PROBLEM CATEGORIES | PROBLEM SEVERITY TYPES

Problem category	Scope (What each category covers)
Navigation & Structure	Information Hierarchy   Information Grouping   Information Architecture   Navigation   Links   Pagination   Menus   Task Flows   Secondary / Pop Up Windows   Sitemap   New window indication
Interaction Design	Any aspect related to how user performs an action. Accessibility   Functionality   Consistency   Web Standards   User Expectations   Affordances   User Autonomy   Status Information   Color Blindness   UI Defaults   Efficiency   Learnability   user Engagement   Explorability   Fitts' Law   Human Interface Objects   Mental Models   Metaphors   Latency   Readability   Error Handling   Cross Browser Compatibility   Widgets   Devices   Browsers
Visual Design	Brand theme : Brand Image   Brand Identity   Brand Message   Color family  Metaphors Internationalization & Localization Visual Elements : Semantics   visual accentuation   Graphic Icons   Legends   Animation   Fonts   Instructions   Body text   Visual Styles
Layout	Page layout and structure: Page Header   Responsive Design   Alignment   Grouping   Hierarchy   Sequence   Placement   Scrolls
Labeling	Labels on Links   buttons   widgets   icons   menu items   forms Titles and Subtitles on pages   tables   graphics etc.
Content & Functionalities	Wording   Instructions   Body Text   tone   Internationalization   Localization   Accessibility   Search   Sort   Filter   Data SCRUD patterns ( <i>Search, Create, Read, Update and Delete.</i> )   Multi-channel Communication
Personalization	Content Segregation   Content Grouping   Information Presentation   Track State   Localization   Login/logout   Defining favorites
Error Handling & Prevention	System feedbacks like Information Messages  Confirmation Messages   Warning messages   Error Messages , Error conditions, Potential errors areas, Error prone conditions

### Showstopper

- Problems with high severity that seriously impairs use of product and cannot be overcome by users.
- Causes major task failures (make users quit the current activity or task) Task disruption and/or extreme user anxiety and frustration.
- Should be first priority to fix.

### Major:

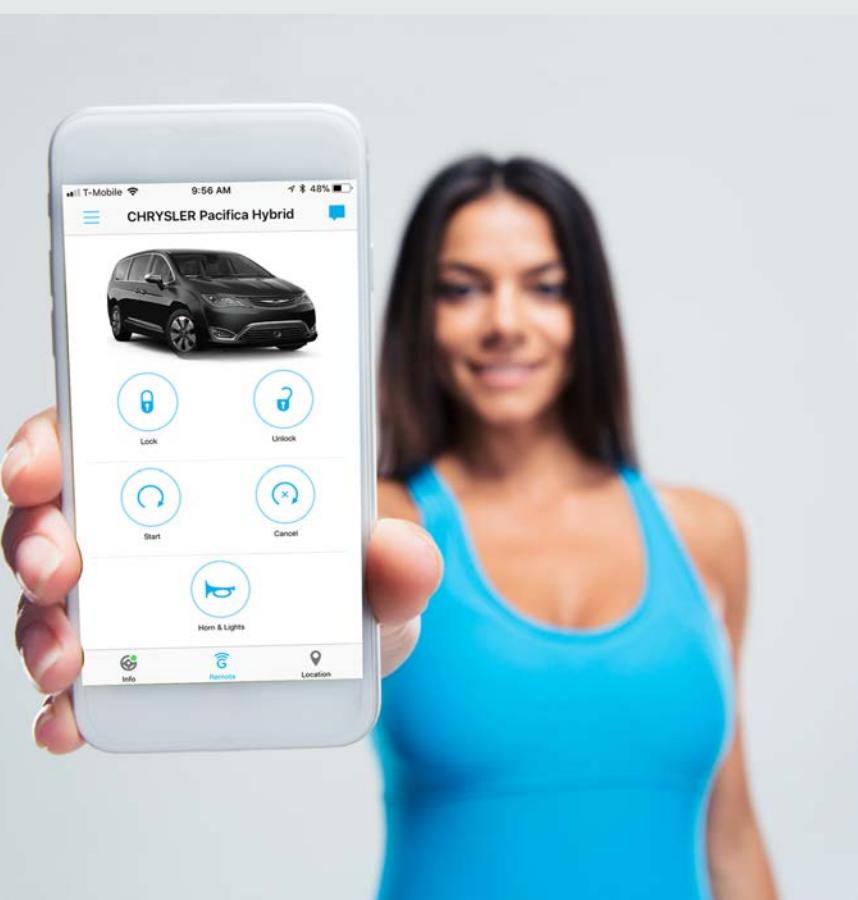
- Problems with medium level severity that increases learning time and error frequency and allows users to complete tasks with difficulty and wastage of time.
- Causes occasional breaks or delays in task, and moderate user anxiety and frustration.
- Important to fix, but application is still usable if they are only a few. Should not take priority over Showstopper issues.

### Irritant :

- Minor cosmetic issues which slow down the user's activity or violate industry standards, but allow users to complete their tasks.
- May occur more frequently or be more difficult to overcome. Fixing this should be given low priority for next release.
- Effects usability, but most users wouldn't notice or can't explain why it's a nuisance.

## WHAT IS Uconnect®?

Uconnect® is the award-winning connected vehicle platform that is built into Chrysler, Dodge, Jeep®, Ram and FIAT® Brand vehicles. It delivers available advanced connectivity, entertainment, navigation and powerful communication features.



### Uconnect® features:

#### 1. CONNECTED PERFORMANCE

Get real-time stats—from engine performance and handling to the actual exerted g-force of vehicle at Performance Pages.

#### 2. REMOTE VEHICLE START

Use smartphone to start engine and lock or unlock vehicle from the comfort of home for extra convenience on cold days

#### 3. VEHICLE FINDER

Use Vehicle Finder to locate vehicle in a crowded parking lot; it will pinpoint the location on a map and even provide directions.

#### 4. SEND 'N GO™

Send 'n Go™ lets search for locations and points of interest on smartphone, then send those locations to Uconnect touchscreen with distance estimates and route maps.

#### 5. COMMANDS THAT GO THE DISTANCE

Start engine, unlock door or flash headlamps from almost anywhere. Just send a remote command from computer or the available Uconnect® app

#### 1. VEHICLE HEALTH REPORT AND VEHICLE HEALTH ALERT

Stay up to date with the health of vehicle using the available monthly Vehicle Health Report, which summarizes the performance of vehicle's key systems so can stay on top of maintenance needs. The vehicle will also send a Vehicle Health Alert when it detects issues with key systems that need attention.

#### 2. TURN VEHICLE INTO UNLIMITED 3G WI-FI HOTSPOT

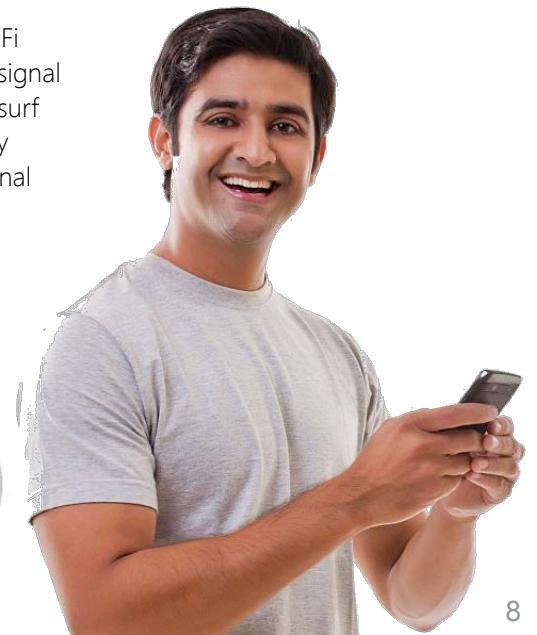
By adding an available 3G Wi-Fi Hotspot subscription, turn on signal and connect devices to shop, surf the web, check emails and stay connected wirelessly on personal devices.



#### 1. EMERGENCY ASSISTANCE

Press a button to connect to a 9-1-1 operator. Uconnect®Care will help the police track down a Stolen vehicle.

Get notifications by text or email to know when theft alarm goes off.



## THE SOCCER MOM: A TYPICAL Uconnect USER



### Anna Rodriguez-Dawson

**Age :** 36  
**Job Title :** Full-time mom, part-time Soccer coach  
**Location :** Arlington, TX  
**Married :** Yes  
**Have Kids :** Yes  
**Lives with :** Husband, 3 teenage boys, 2 Large dogs.

Anna Rodriguez-Dawson is a stay-at-home mom and soccer coach with two active boys, a husband who is an executive with an FMCG multinational and two large dogs.

Anna's busy lifestyle has her in their van, and thus on her mobile phone, quite a bit. She's a bit scattered and has been known to lock herself out of the van or forget where she parked it.

On cold North Texas mornings, she likes to start the van up and get it heated remotely, before the school run. And, during blistering Texan Summertime, she hates to get her long-haired dogs into a hot van. So, it is a very important for her to be able to cool the van down remotely before getting in.

Anna has a low tolerance for cars and technology that don't work. She is a "tech-no" that has zero tolerance for a car app that is not easy to use.

### Personality Tags

Observant	Achiever
Creative	Friendly
Athletic	Disorganized
Perfectionist	Technology averse
Impatient	

### CUSTOMER BEHAVIOR :

- Wants easy to use and functional product
- Has no brand loyalty.
- Mostly uses product while on the move (even inside home).

### GOALS :

- Make life simpler, add some real value.
- Technology fills in personal skill gaps
- Enhanced experience of vehicle for self, family and pets.

### WHY UCONNECT?

- Wouldn't have to carry car remote as an extra item
- Would be able to accomplish in-car experience elements remotely

### FRUSTRATIONS :

- Technology that is not easy to use or simply doesn't work.
- Forgetfulness that leads to being locked out of vehicle
- Can't find car when out shopping

### Trait

Human minds should drive technology and it should not be the other way round.  
Life means more than screens.

### DEVICE USED: CHANNELS :

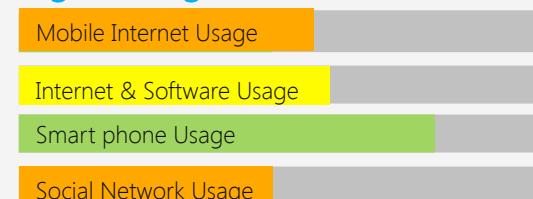
- Smartwatch
- Smartphone
- Laptop

- Uconnect® APP

### EXPECTED FEATURES:

- Should be downloadable app remote and not another physical device.
- Should be able to store proof of insurance
- Heat and cool vehicle and start/stop defroster remotely; Lock & Unlock the vehicle remotely.
- Open/close windows, sunroof, doors, trunk and hood remotely. Locate vehicle remotely (both stationary and moving)
- Monitor usage of vehicle, fuel status and air pressure in tires : Push notifications via synchronization
- Get maintenance alerts , service alerts /next service instructions when needed
- Request emergency roadside assistance and 911

### Digital Usage



## HEURISTIC EVALUATION SUMMARY

This section talks about Heuristic Evaluation process, 10 laws of usability Heuristics, common UX problem categories and problem severity types. It also provides a brief introduction to Uconnect® App and a typical user persona.

# Uconnect®: HEURISTIC EVALUATION SUMMARY

## 1. OVERALL COLOR SCHEME & TYPOGRAPHY

A first time user experiences persistent readability problems in menu, full page selection panel, help and terms & conditions content etc. Bright blue background with thin, white text makes reading difficult.

## 2. LOGIN

- Currently, the Uconnect® landing screen has just one login button which, is redundant and wastes his effort and time.
- Many fields are just scattered around login screen and the layout lacks effective visual grouping.
- User cannot register from login screen.

## 3. TERMS OF AGREEMENT

User takes some time to understand that he/she is actually seeing only a part of the page and he/she needs to scroll down till the end of the page to activate the "Agree" button.

## 4. NAVIGATION MENU

- Currently, navigation menu items are available in 3 different places : Global navigation menu at top left, Alerts at top right and Most commonly used functionalities at the bottom. Because of this, user is forced to follow a L-shaped navigational model which is not optimum for a great mobile experience. It delays user's understanding of the width and depth of information and functionalities Uconnect® currently captures.
- 4 or 5 tier navigation menu is inappropriate for a specific mobile app. It must be contained within 3 tiers.
- The section header "device notifications" is misleading. These are Remote functions and should be named so.
- User doesn't expect the global hamburger menu to be termed as "Settings" and sections like Help, Legal and Log out to be part of it.
- Most frequently used remote functions reside at the 5<sup>th</sup> level of information Architecture which, is not a good design decision.

## 5. REMOTE FUNCTIONS LANDING PAGE

- If an user is logged in, it means he/she is already authenticated. Still, each remote function requires 4-digit PIN even if the user is already logged in. This security feature delays the user in accomplishing these tasks each time by 5 seconds.
- Even after entering 4-Digit password, the Remote Lock takes a lot of time which defeats the whole nature of the functionality!
- Each toggle function has both ON and OFF instances of all remote functions. It actually needs to highlight only one instance.
- The climate comfort doesn't explicitly mention whether user is cooling the vehicle or heating it. Is no temperature selection tool.
- Important remote functions such as : start/stop defroster, open/close windows, sunroof, doors, trunk and hood aren't displayed
- When user tries to use remote functions on a vehicle parked at low internet signal zone like basement , he/she gets "Service not available" message. That could be very confusing for a user who has subscribed to this service and paying a monthly fee.



## Uconnect®: HEURISTIC EVALUATION SUMMARY

### 6. INFO FUNCTION LANDING PAGE

- Once user goes to My Dealer page, the navigation menu goes missing leaving user no choice but closing the app window and then relaunching the application.
- Only 3 out of 9 information areas could be seen above the first page fold
- There is very little visual segregation between these sections which, makes the page look cluttered.
- Most frequently sought-after everyday information areas such as Tire pressure and Oil life are interestingly, the last two areas!
- This icon  has no functionalities associated to it but still used in most information areas.

### 7. ALERTS

- Mobile locked screen doesn't get any noticeable system feedbacks/alerts.
- User expects a prompt alert/feedback of any action taken using remote function. But, many of these feedbacks & alerts are outdated!
- None of the alert messages are clickable which means, user has no way to know beyond what that one line status communicates. E.g. When user gets a message like "Vehicle report available for your car.", it'd be natural for user to want to click that status line and know more.

---

### 8. HELP FUNCTIONS

- The path to start a call is much shorter than that of finding a help topic, this design deviates from instilling self-help and increases the call volume.  
80% users will straightaway call up for issues which, they could have resolved by reading the sub-topic description anyways.
- In the Developer Feedback section, it's mentioned that "we read, but don't reply to feedback about the app". This statement would potentially discourage developers to provide feedback which, defeats the whole purpose of this functionality.

## TASK 01: LOGIN & ASSOCIATED FUNCTIONALITIES

A user who has subscribed for a package on the web application downloads the Uconnect® application, installs it and logs in to the app.

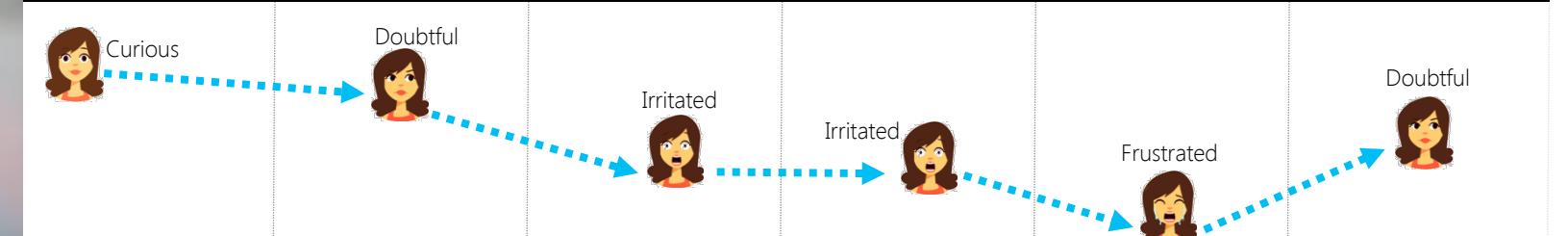
## THE SOCCER MOM: LOGIN EXPERIENCE for Uconnect®



**Anna Rodriguez-Dawson**

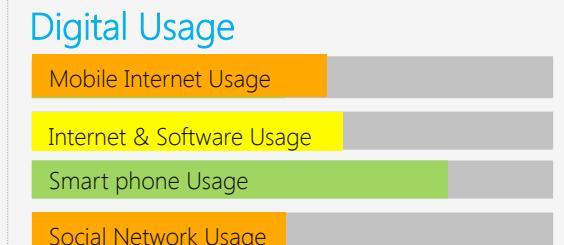
Age : 36  
 Job Title : Full-time mom, part-time Soccer coach  
 Location : Arlington, TX  
 Married : Yes  
 Have Kids : Yes  
 Lives with : Husband, 3 teenage boys, 2 Large dogs.

CHANNEL	In-Person Communication	Using Mobile app	Using Mobile app	Using Mobile app	Using Mobile app	Using Mobile app
APP ELEMENTS & INITIAL EXPERIENCE						
<b>Awareness</b> I liked the features of Chrysler van and Uconnect looked like an easy and useful car remote experience. I subscribed for a package, downloaded the App in my smartwatch and phone and tried to log in	<b>Launch</b> When I launch the app as a new user, I see a Uconnect® landing screen with just one login button. A click at the button takes me to next screen with login panels. This screen is redundant and wastes my time.	<b>Login</b> Many fields are just scattered around the login screen and too thin white font on bright blue background causes readability problems. A New User should ideally be able to register from this screen but there is no Register button !	<b>Terms &amp; Conditions page</b> After successful login, I am taken to a Terms of use agreement screen where the Agree button is not active!	<b>Terms &amp; Conditions page</b> It took some time for me to understand that I am actually seeing only a part of the page and hence, need to scroll down till the end of the page to activate the "Agree" button.	<b>First Impression</b> I reached the remote functions page after agreeing to the terms and conditions. At first impression, I felt that the scattered navigation delays my understanding of the width and depth of the app. Additionally, white text on top of blue background causes persistent readability problems.	
USER EMOTION GRAPH						



**Personality Tags**  
 Observant Achiever  
 Creative Friendly  
 Athletic Disorganized  
 Perfectionist Technology averse  
 Impatient

**Trait**  
 Human minds should drive technology and it should not be the other way round.  
 Life means more than screens.



1.1

## LOGIN SCREEN(S)

### Finding(s) :

Currently, the Uconnect® landing screen (screen 01) has just one login button. A click at the button takes authenticated user straight to the Application.

But, it takes a new user to screen 2, with login panels. On screen 02 , a click at the back button takes him back to the previous screen!

For the first time user, Screen 01 is redundant and wastes his effort and time.

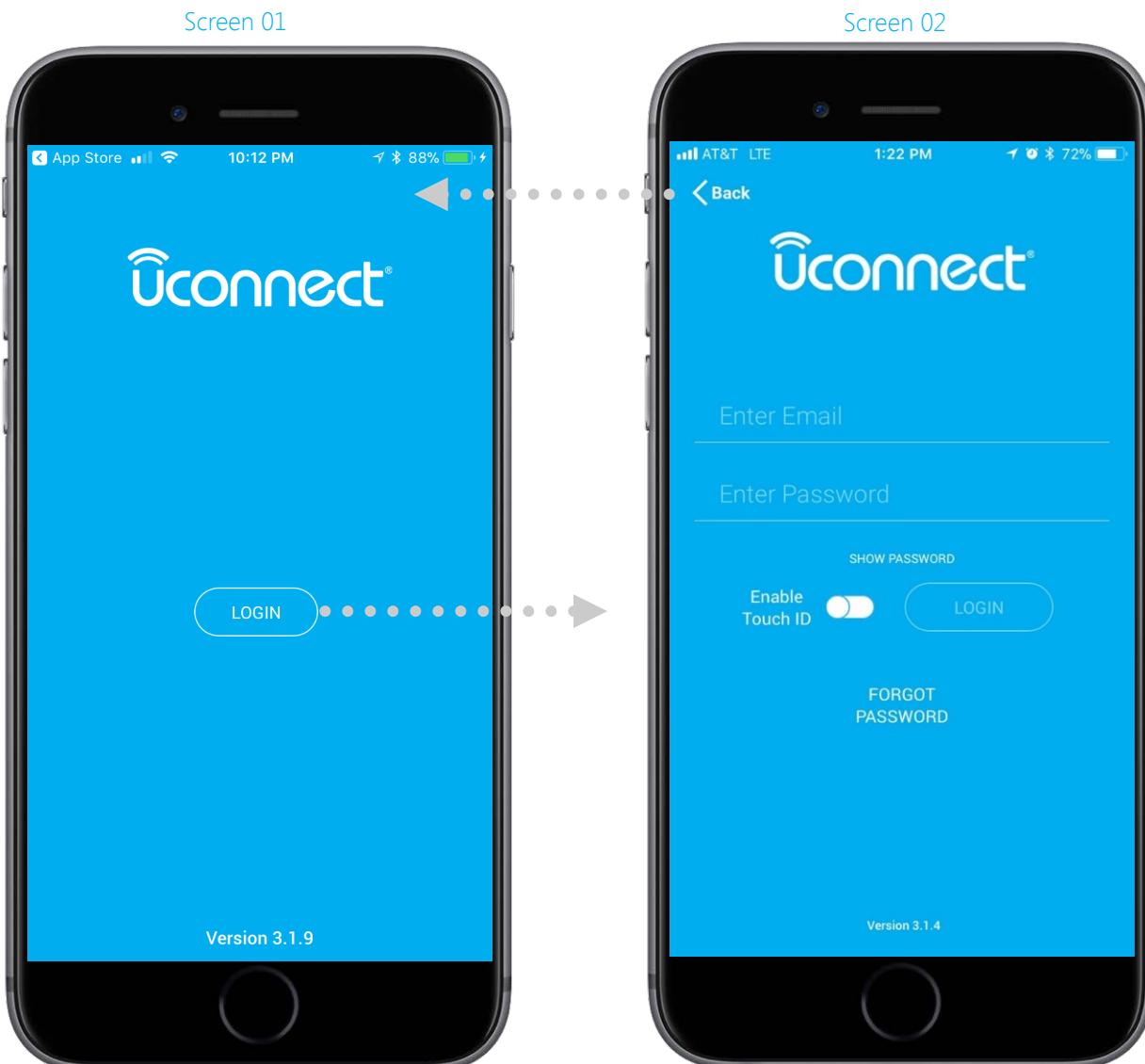
**Heuristic Concerns :** Mental Model

**Problem Category :** Interaction Design

**Impact:** Showstopper

### Recommendations:

1. Screen 01 should not even feature in the workflow. Screen 2 should be the default landing page.
2. There should not be any Back button in screen 2 because this is the first screen presented to the user
3. For authenticated user, username & \*\*\* as password should be omnipresent and login button should be activated. This will retain his/her one click entry to the app.



## 1.2

## LOGIN SCREEN

### Finding(s) :

The login screen has the following problems :

1. It's difficult to relate App name (Uconnect®) and the version number below.
2. Many fields are just scattered around this screen and the layout lacks effective visual grouping.
3. Too thin white font on bright blue background may cause reading difficulty
4. User should ideally be able to register from this screen but there is no Register button

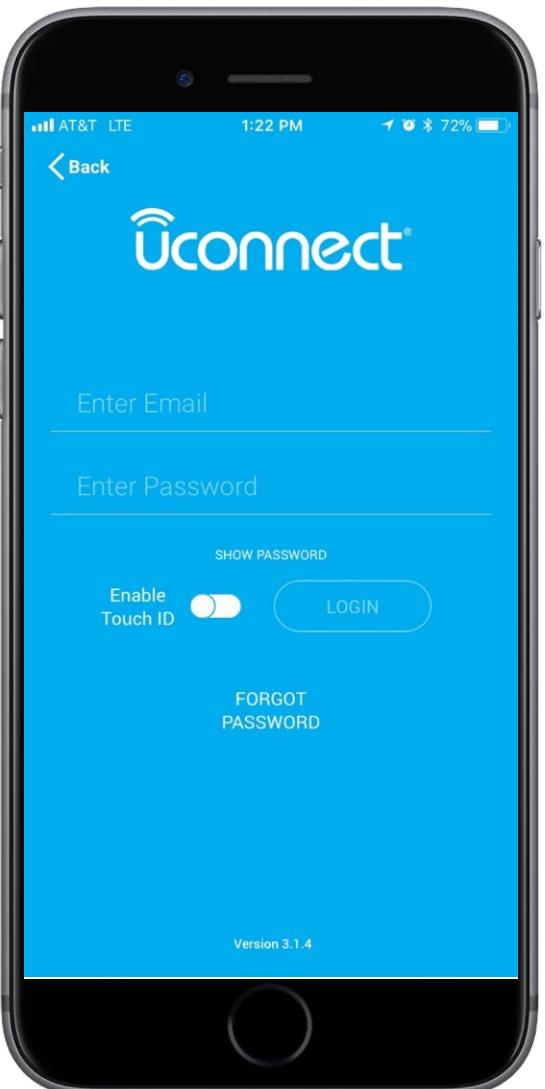
**Heuristic Concerns :** Aesthetics, user control

**Problem Category :** Layout, Interaction Design, Visual Design

**Impact:** Major

### Recommendation :

Complete redesign required suggesting more usable grouping of content and functionalities.



1.3

## AGREEMENT PAGE

### Finding(s) :

When user logs in for the first time, by default he/she is taken to a Terms of use agreement screen ( screen 02). The Agree button in screen 02 is not active and the page also does not have a visible scroller.

It takes some time for the user to understand that he/she is actually seeing only a part of the page and he/she needs to scroll down till the end of the page to activate the "Agree" button.

*Though it is a best practice to scroll down the agreement page to get Agree button activated, 99% of the users hardly read anything. And even though it is explicitly written here that user needs to scroll down, 75% users do not read such small instructions.*

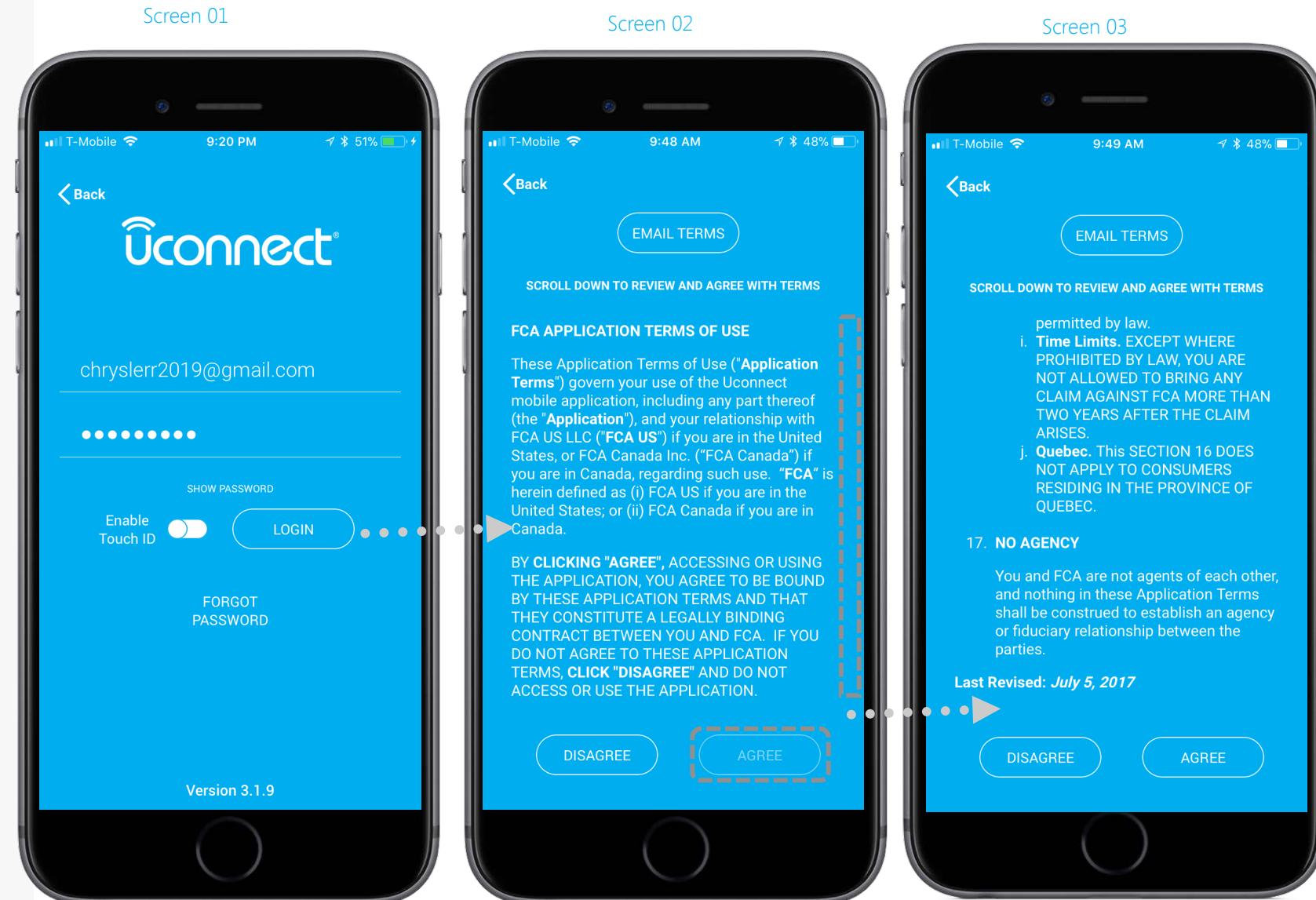
**Heuristic Concerns :** Feedback, Mistake-Proofing

**Problem Category :** Layout, Visual Design

**Impact:** Major

### Recommendation(s):

This is a perfect example of a an affordance problem. The agreement page must have visible scroll bar to indicate that what user is currently seeing is, only a part of the page. Introducing a scroll bar would help him/her realize that the page needs to be scrolled down till the end to activate the "Agree" button.



## 1.4

## READABILITY ISSUES

### Finding(s) :

Bright blue background with thin, white text makes reading more difficult. A first time user experiences persistent readability problems in menu, full page selection panel, help and terms & conditions content etc. For example, let's look at the screens in this entire workflow.

This constant delay in reading the content slows the user down.

**Heuristic Concerns :** Efficiency and Aesthetics

**Problem Category :** Layout, Interaction Design, Visual Design

**Impact:** Major

### Recommendation(s):

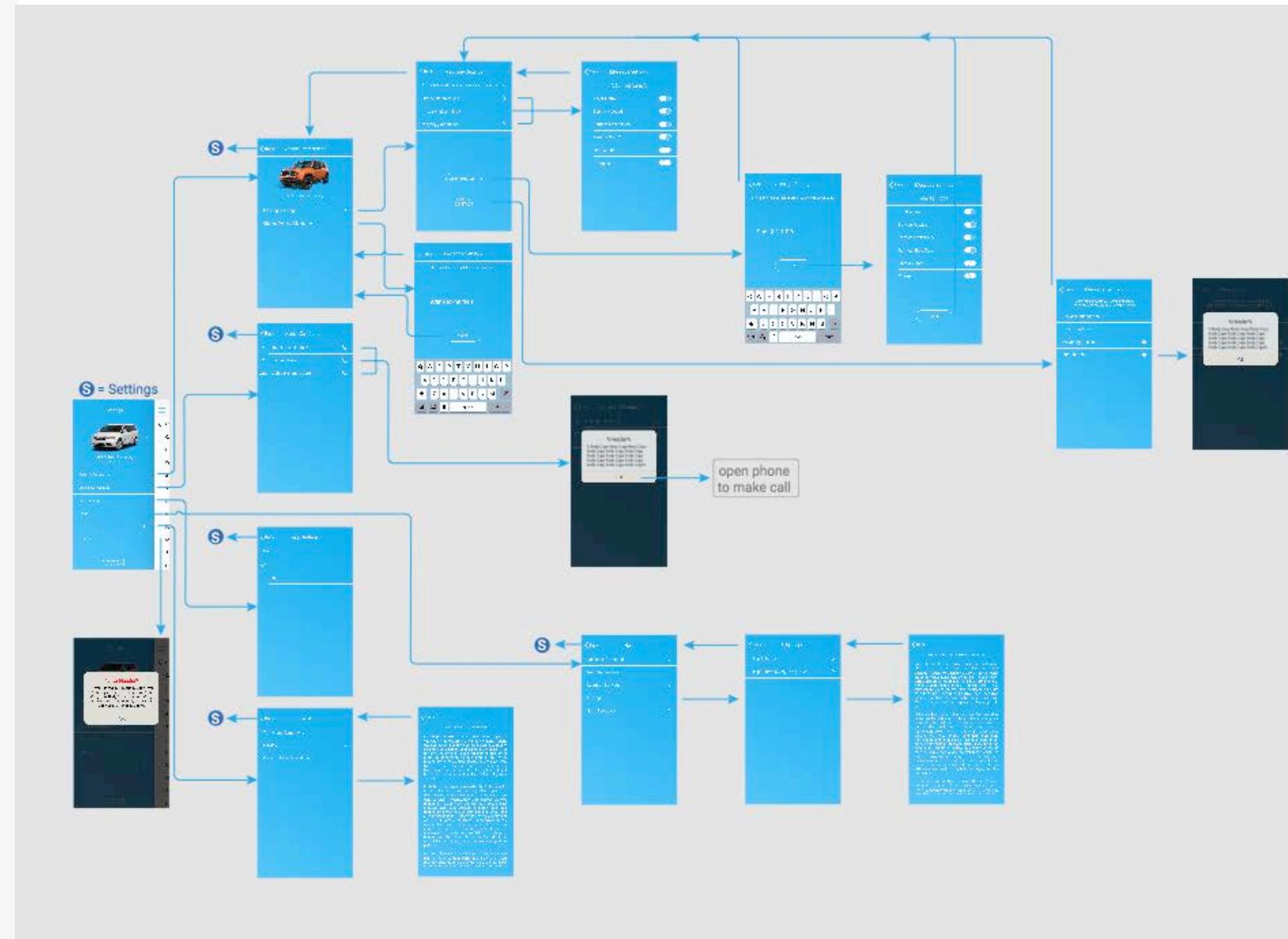
Be it menu or page, the combination of blue background and white text must be changed to afford more readability.

Visual design must be based on contrasting color scheme and as much white background as possible should be provisioned for text and controls on top. Blue could be used for highlighting and/or task controls.

*In United States alone , about 7% male population [~10.5 million]and 0.4% female population either cannot distinguish red from green, or see red and green differently from how others do.*

*95% of all variations in human color vision involve the red and green receptors in male eyes. It is very rare for males or females to be "blind" to the blue end of the spectrum.*

*The 8% of color blind men can be divided approximately into 1% deutanopes, 1% protanopes, 1% protanomalous and 5% deutanomalous. Approximately half of color blind people will have a mild anomalous deficiency, the other 50% have moderate or severe anomalous conditions.*



1.5

## NAVIGATION MENU

### Finding(s) :

Currently, navigation menu items are available in 3 different places :

1. Global navigation menu at top left
2. Alerts at top right
3. Most commonly used functionalities at the bottom

Because of this, user is forced to follow a L-shaped navigational model which is not optimum for a great mobile experience. It takes a lot of time for user to understand the width and depth of navigation menu.

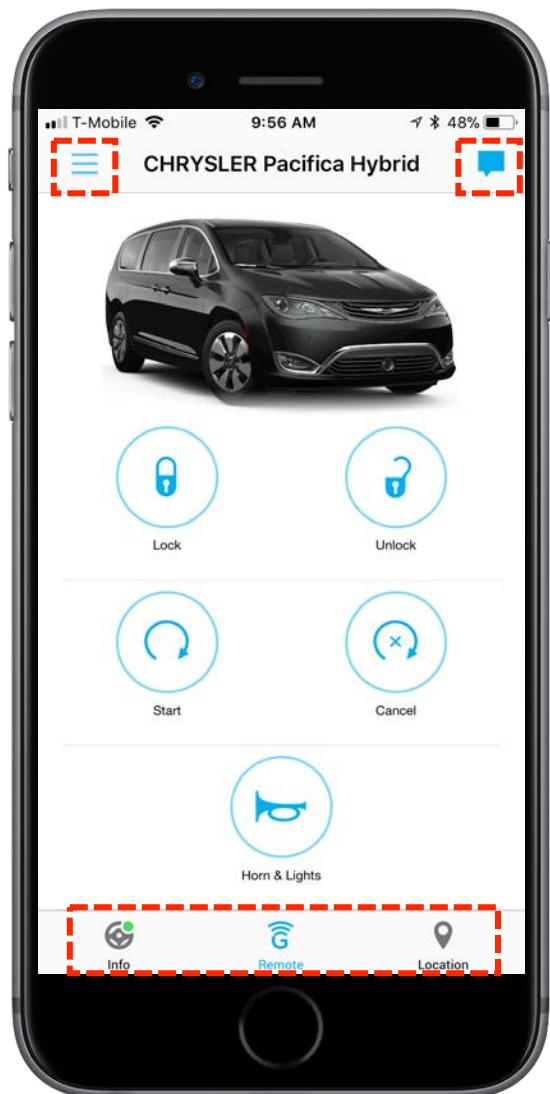
**Heuristic Concerns :** Efficiency and Aesthetics

**Problem Category :** Interaction Design, Navigation & Structure

**Impact:** Showstopper

### Recommendation(s):

There should be one layer menu structure. The information architecture should not have more than 3 layers.



## TASK 02: BASIC REMOTE FUNCTIONS

A user who has subscribed for a package on the web application logs in the Uconnect® and Lock / Unlock , Start / Stop the Vehicle.

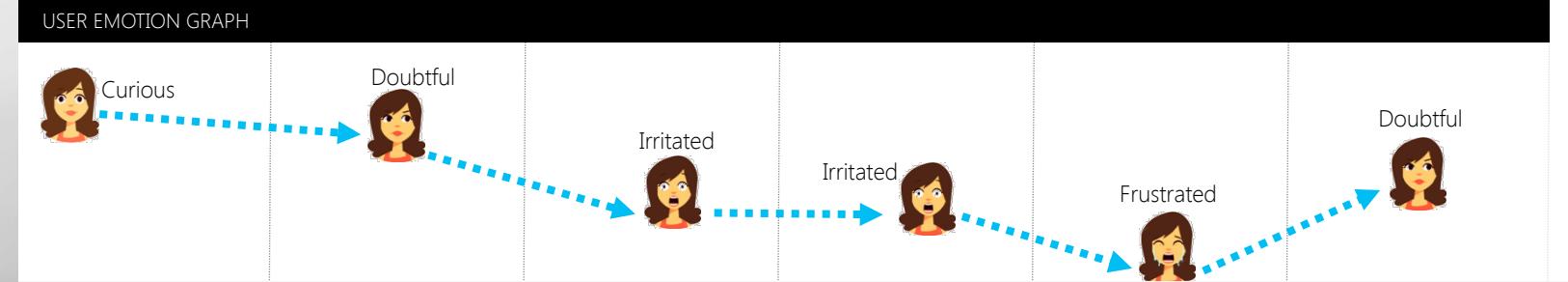
## THE SOCCER MOM: EXPERIENCE WITH REMOTE FUNCTIONS IN UCONNECT®



### Anna Rodriguez-Dawson

Age : 36  
 Job Title : Full-time mom, part-time Soccer coach  
 Location : Arlington, TX  
 Married : Yes  
 Have Kids : Yes  
 Lives with : Husband, 3 teenage boys, 2 Large dogs.

CHANNEL					
 In-Person Communication	 Using Mobile app	 Using Mobile app	 Using Mobile app	 Using Mobile app	 Using Mobile app
APP ELEMENTS & INITIAL EXPERIENCE					
<b>Awareness</b> After a fairly eventful login experience, I landed up into the Remote functions page.	<b>Remote Functions</b> Providing both instances of a toggle function in an interactive product is kind of funny. But, on a serious note, I felt many important remote functions such as : start/stop defroster, open/close windows, sunroof, doors, trunk and hood are missing.	<b>PIN for each task</b> If I am logged in, it means I am already authenticated. Still, each remote function requires me to enter 4-digit and delays me in accomplishing these tasks by 5 seconds.	<b>Service Availability</b> When my vehicle is parked at low internet signal zone like basement and I try to use remote functions, I get "Service not available" message. It indeed is very confusing because I just have subscribed to this service and paying a monthly fee.	<b>Remote function performance</b> Even after entering 4-Digit password, the Remote Lock takes a lot of time which defeats the whole nature of the functionality!	<b>Remote Functions</b> Interestingly, the most frequently used remote functions reside at the 5 <sup>th</sup> level of menu! .



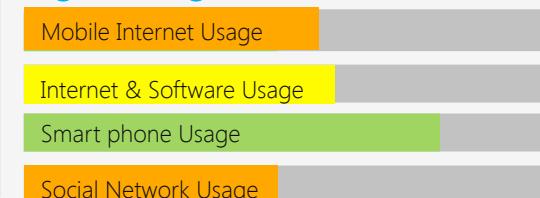
### Personality Tags

Observant	Achiever
Creative	Friendly
Athletic	Disorganized
Perfectionist	Technology averse
Impatient	

### Trait

Human minds should drive technology and it should not be the other way round.  
Life means more than screens.

### Digital Usage



## 2.1

## REMOTE FUNCTIONS

### Finding(s) :

The Remote screen has the following problems :

1. The controls such as Door lock/unlock, climate control and start/stop are actually toggles. That means either user use the their "ON" instance or "OFF" instance and has no need to see both instances. **Providing both instances is a must-have in physical/qwerty car remote but not in any interactive product that can change its instance.**

2. The climate comfort **doesn't explicitly mention whether user is cooling the vehicle or heating it.** There should be a temperature selection tool.

4 . Many other **important remote functions** such as : start/stop defroster, open/close windows, sunroof, doors, trunk and hood **aren't displayed**

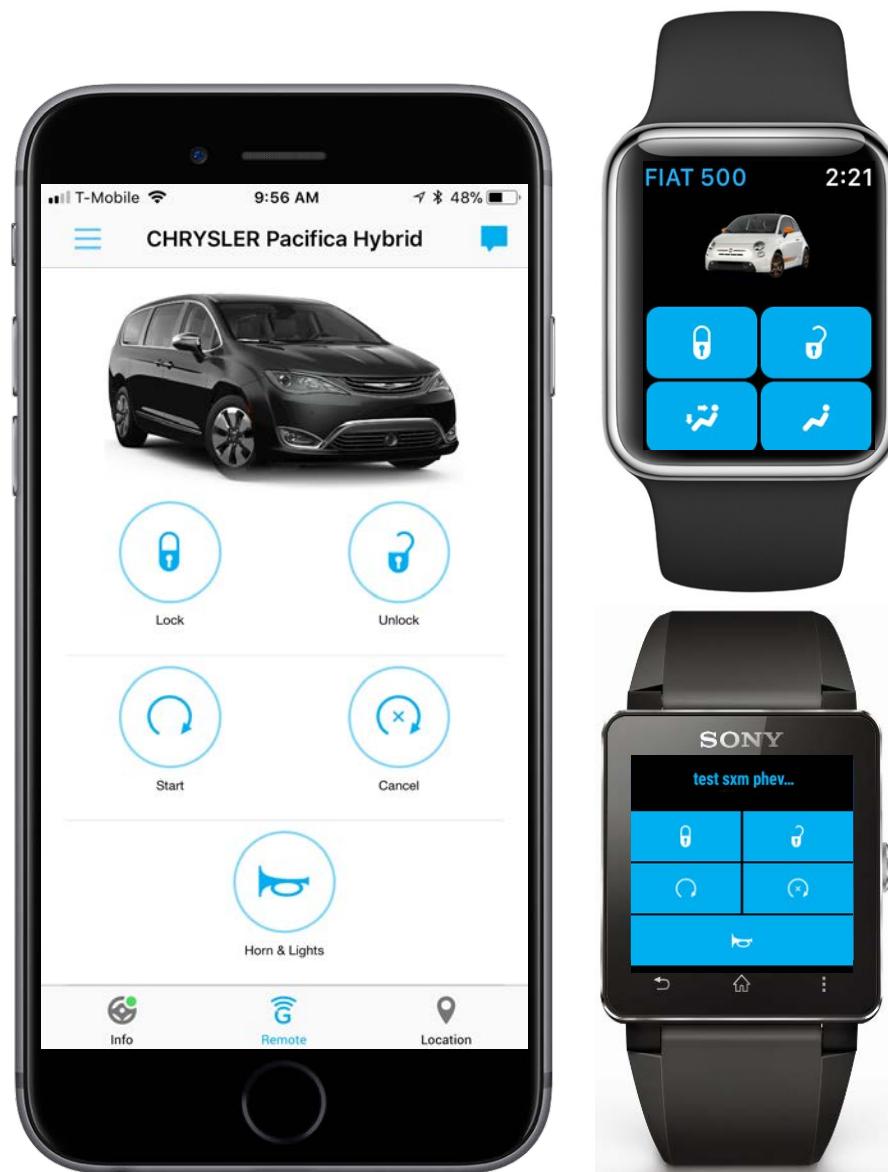
**Heuristic Concerns :** Efficiency

**Problem Category :** Content & Functionalities

**Impact:** Major

### Recommendation(s):

Remote functions shouldn't ask for another set of passwords if he/she is already logged in. Even if it has to, we should explore bio authentication methods such as thumb/face recognition.



2.4

## REMOTE FUNCTIONS

### Finding(s) :

If an user is logged in, it means he/she is already authenticated. Still, each remote function requires 4-digit PIN even if the user is already logged in. This security feature delays the user in accomplishing these tasks each time by 5 seconds.

Heuristic Concerns : Efficiency

Problem Category : Personalization

Impact: Major

### Recommendation(s):

Remote functions shouldn't ask for another set of passwords if he/she is already logged in. Even if it has to, we should explore bio authentication methods such as thumb/face recognition.



2.3

## SYSTEM FEEDBACK ISSUE

### Finding(s) :

When user tries to use remote functions on a vehicle parked at low internet signal zone like basement , he/she gets "Service not available" message. That could be very confusing for a user who has subscribed to this service and paying a monthly fee.

**Heuristic Concerns :** Feedback, Mental model

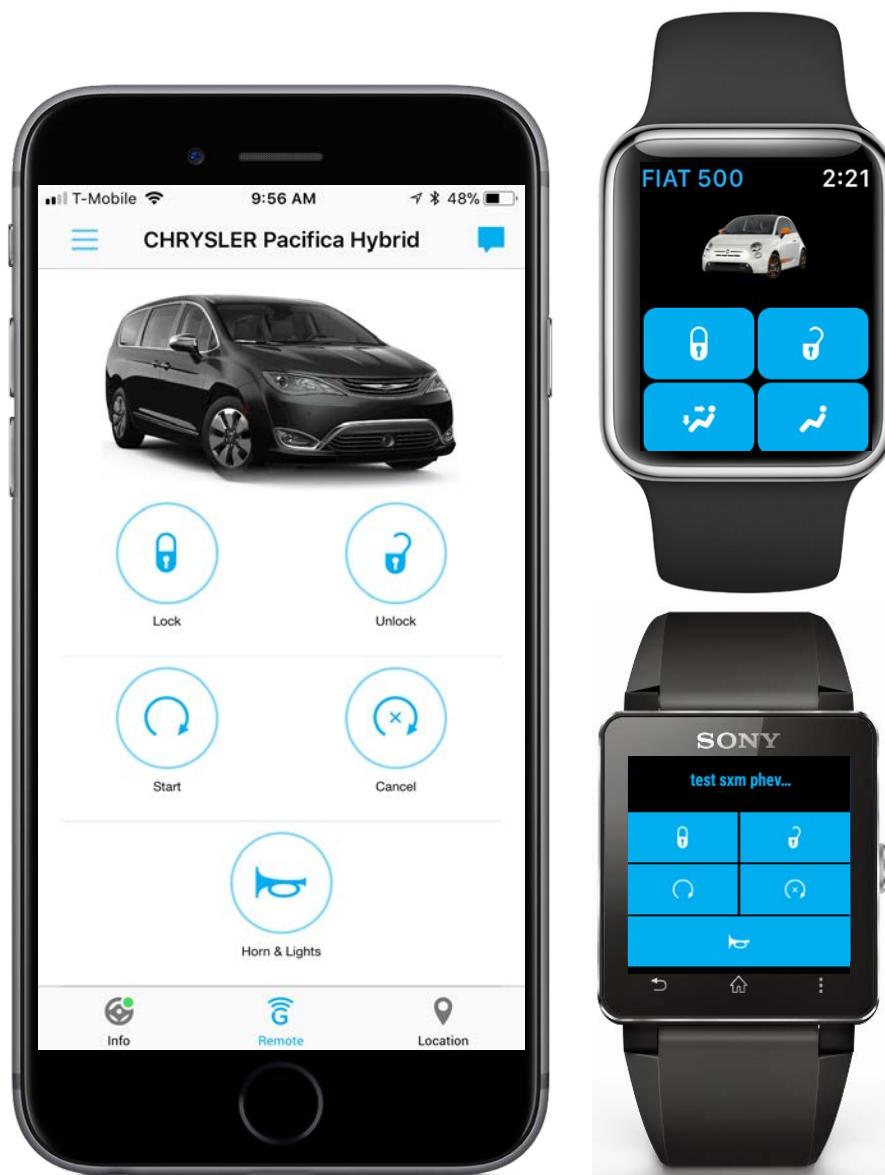
**Problem Category :** Error Handling & Prevention

**Impact:** Major

### Recommendation(s) :

If internet strength is low, the system must mention that to the user to set the right expectation.

In addition to that, the system should ideally track the last known location and indicate where the same vehicle could be.



2.5

## SYSTEM FEEDBACK ISSUE

### Finding(s) :

Even after entering 4-Digit password, the Remote Lock takes a lot of time which defeats the whole nature of the functionality!

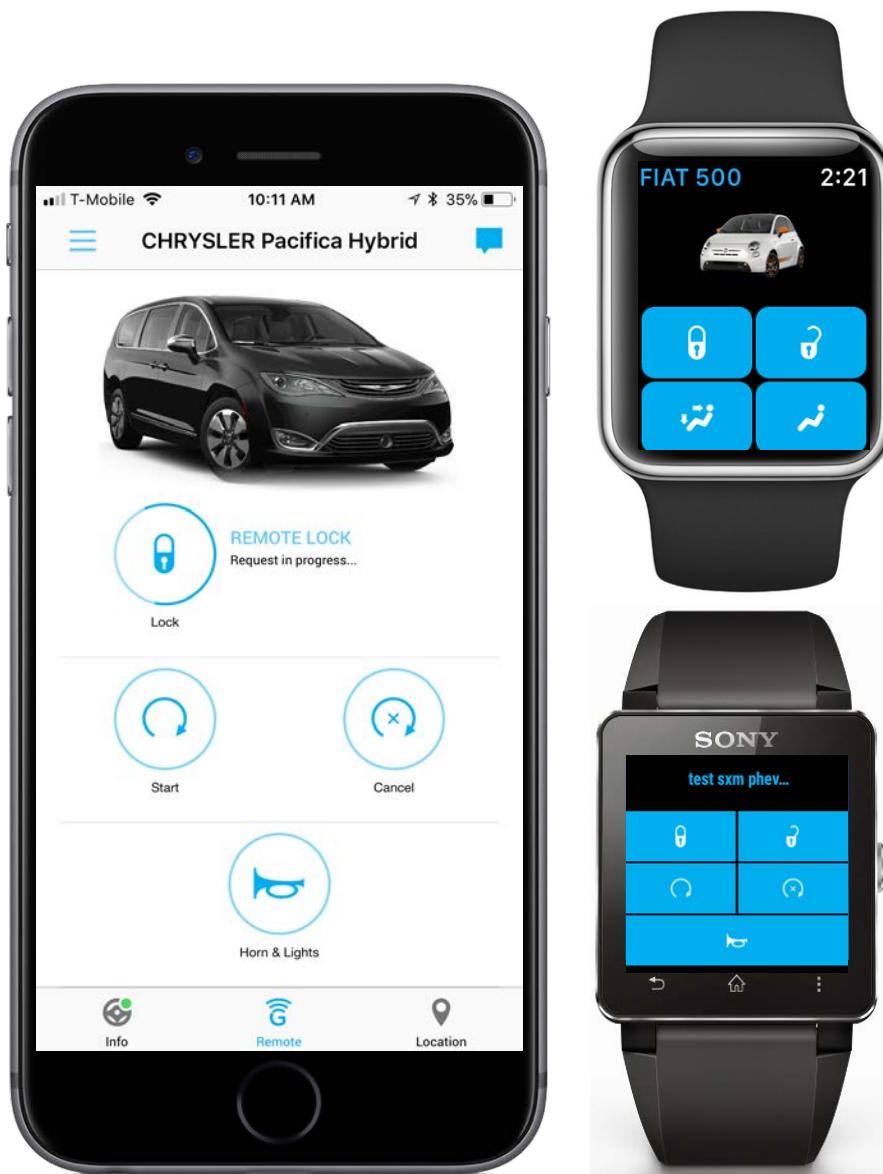
Heuristic Concerns : Efficiency, User Control

Problem Category : Interaction Design

Impact: Major

### Recommendation(s):

Remote lock off/on must be instantaneous.



## 2.6

## PLACE IN NAVIGATION STRUCTURE

**Finding(s) :**

1. 4 or 5 tier navigation menu may not be appropriate for such a specific mobile app. Interestingly, the most frequently used remote functions reside at the 5<sup>th</sup> level of information Architecture which, is not a good design decision.
2. Many users also felt that the section header "device notifications" is misleading. These are Remote functions and should be named so.

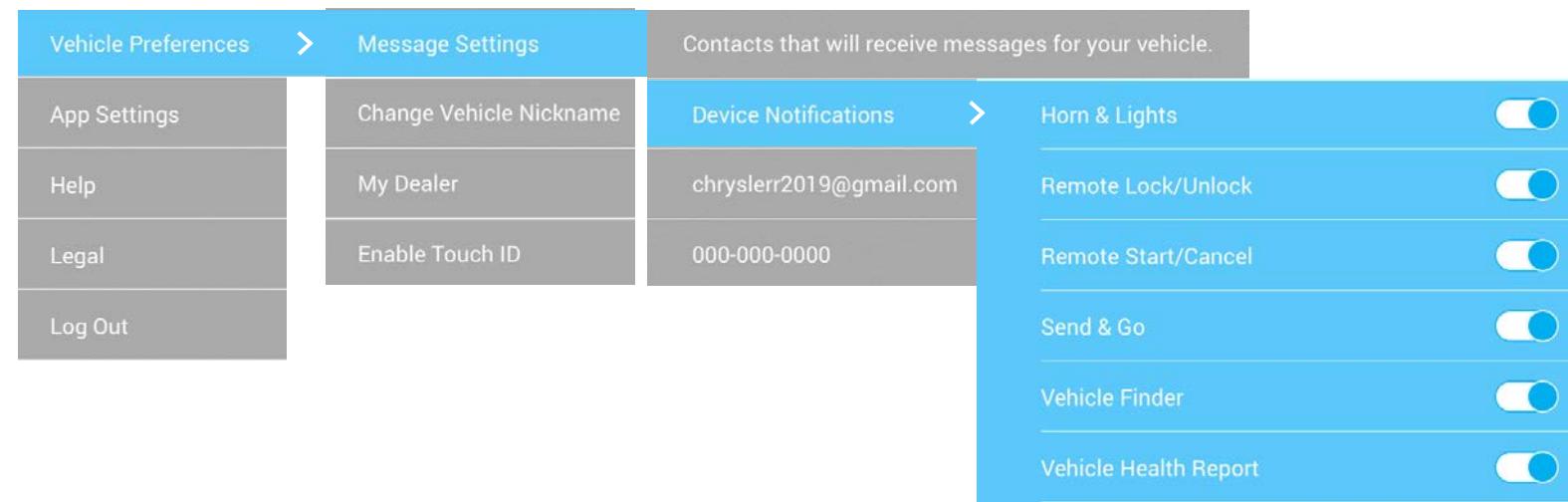
**Heuristic Concerns :** Mental Model

**Problem Category :** Navigation & Structure, labeling

**Impact:** Major

**Recommendation(s) :**

1. The information architecture should not have more than 3 layers and the most frequently used remote functions must reside at fairly higher level at information Architecture.
  2. The section header "device notifications" should be changed to "Remote functions".
- Vehicle preferences > Message Settings > device notifications



### TASK 03: INFO FUNCTIONS & MESSAGES

A user taps on the information icon to view the vehicle info.

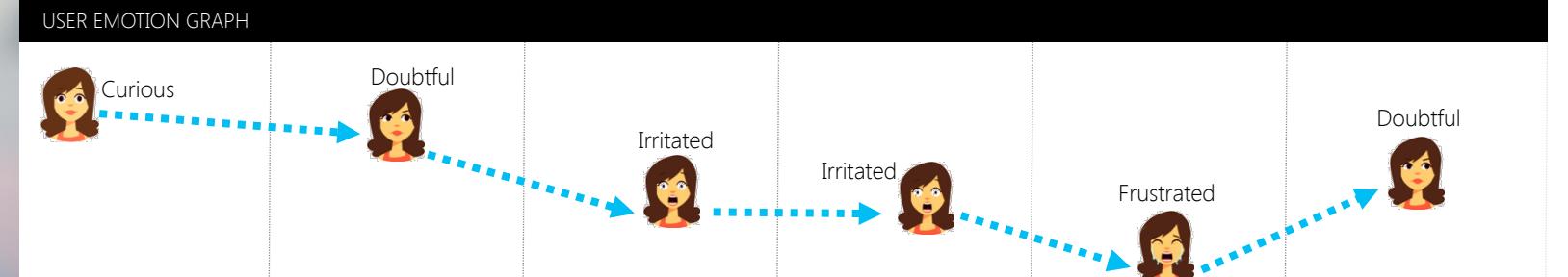
## THE SOCCER MOM: EXPERIENCE WITH INFO FUNCTIONS IN UCONNECT®



**Anna Rodriguez-Dawson**

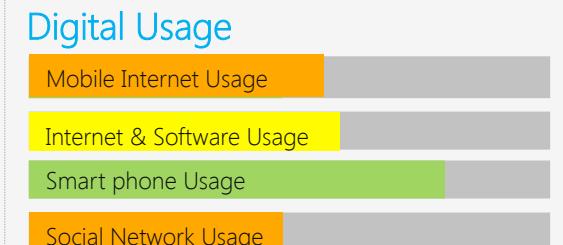
Age : 36  
 Job Title : Full-time mom, part-time Soccer coach  
 Location : Arlington, TX  
 Married : Yes  
 Have Kids : Yes  
 Lives with : Husband, 3 teenage boys, 2 Large dogs.

CHANNEL	In-Person Communication	Using Mobile app	Using Mobile app	Using Mobile app	Using Mobile app	Using Mobile app
APP ELEMENTS & INITIAL EXPERIENCE						
<b>Awareness</b> After checking out the Remote functions in the Uconnect® app, it's now time to experience the Info functions!	<b>Info Functions</b> This Info Function screen has 9 different information areas. Out of which, only 3 information areas could be seen above the first page fold. But there is very little visual segregation between these sections which, makes the page look cluttered.	<b>Info Functions</b> Most frequently sought-after everyday information areas such as Tire pressure and Oil life are interestingly, the last two areas!  This  icon has no functionalities associated to it but still used in most information areas !	<b>Alerts</b> These alert/feedback of actions taken using remote are mostly outdated! In addition, these messages aren't clickable and I have no way to know beyond that one line status communicated here.	<b>Dealer page</b> Once user goes to My Dealer page, the navigation menu goes missing leaving user no choice but closing the app window and the, relaunching the application. This is an absolute showstopper!	<b>In Retrospect</b> There are important Info functions in this app but the usability problems are so glaring that I still have my reservations on using this app frequently.	



**Personality Tags**  
 Observant Achiever  
 Creative Friendly  
 Athletic Disorganized  
 Perfectionist Technology averse  
 Impatient

**Trait**  
 Human minds should drive technology and it should not be the other way round.  
 Life means more than screens.



## 3.1

## INFO FUNCTIONS

### Finding(s) :

1. This screen has 9 different information areas. Out of which, only 3 information areas could be seen above the first page fold. But there is very little visual segregation between these sections which, makes the page look cluttered.
2. Most frequently sought-after everyday information areas such as Tire pressure and Oil life are interestingly, the last two areas!
3. This icon  has no functionalities associated to it but still used in most information areas.

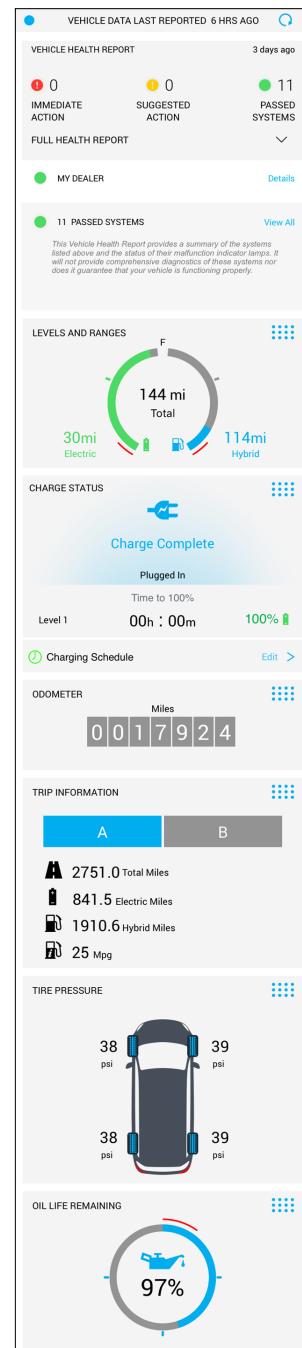
**Heuristic Concerns :** Mental Model

**Problem Category :** Layout, Visual Design

**Impact:** Major

### Recommendation(s) [Contd.]:

1. This page must give an indication of all information areas without user having to scroll down. We can convert these info sections as accordions and the height of each collapsed section should be optimized such that the user should be able to see all information sections without scrolling down.
2. Most frequently sought-after everyday information areas must be prioritized above others
3. Icons with no functionalities associated must not be used.



1. Vehicle data last reported time

2. Vehicle Health Report

- a. Immediate action
- b. Suggested action
- c. Passed Systems [ further opens a list] ••••• →
- d. My Dealer details

3. Levels & Ranges

- a. Electric
- b. Gas/hybrid

4. Charge Status

- a. Status
- b. Time to 100%

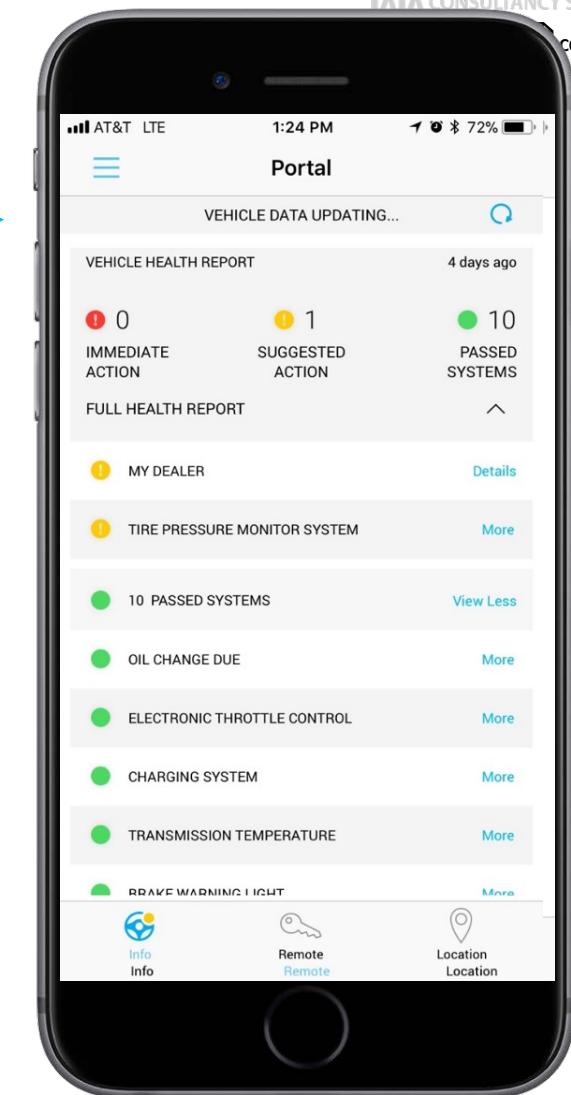
5. Charging Schedule

6. Odometer

7. Trip Information

8. Tire Pressure

9. Oil Life Remaining



## 3.3

## ALERTS

## Finding(s) :

All system feedbacks/alerts gets stored here but,

1. Mobile locked screen doesn't get any noticeable feedback.
2. User expects a prompt alert/feedback of any action taken using remote function. But, these feedbacks & alerts are outdated!
3. NONE of the messages are clickable which means, user has no way to know beyond that one line status communicated here.

E.g. When user gets a message like "Vehicle report available for your car..", it'd be natural for user to want to click that status line and know more.

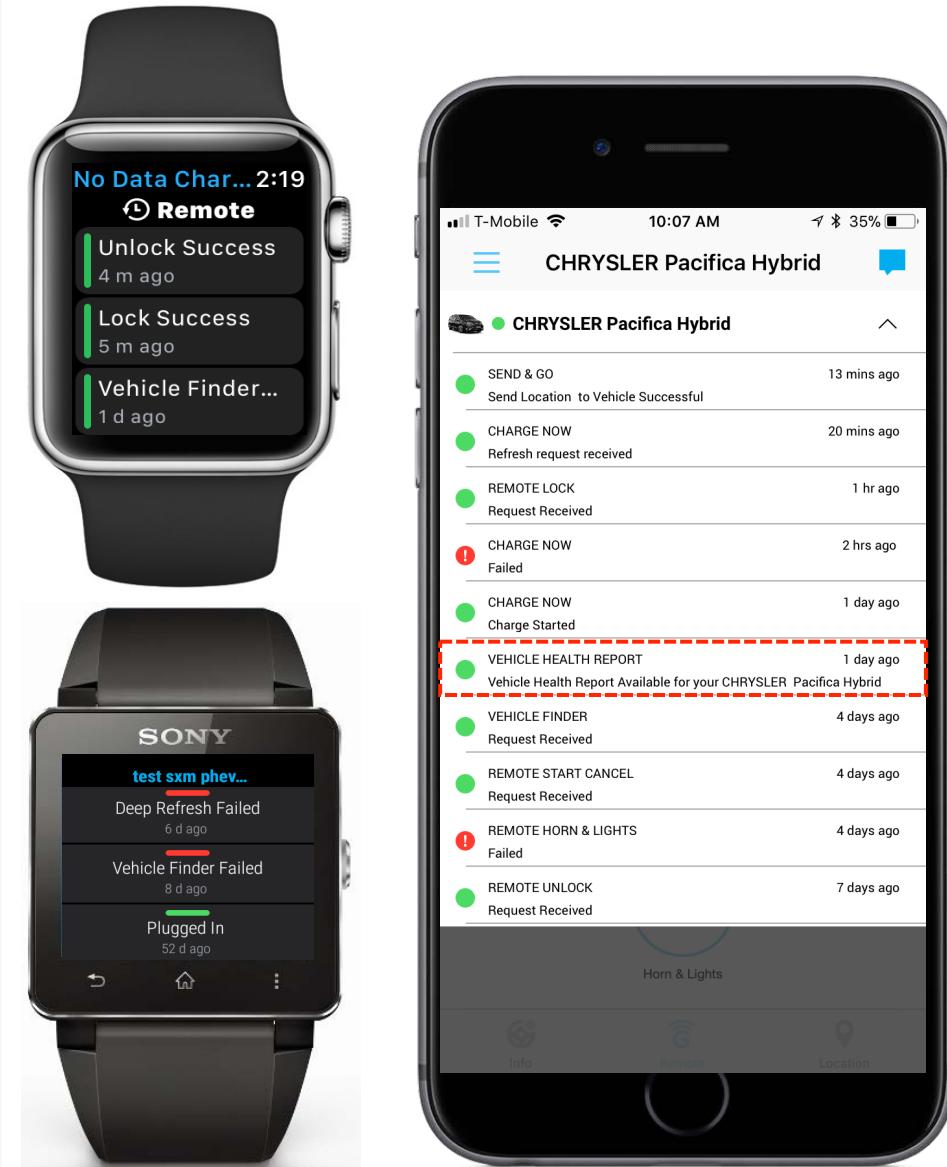
**Heuristic Concerns :** Mental Model

**Problem Category :** Interaction Design

**Impact:** Major

## Recommendation(s) :

- Alert/feedback of any action taken using remote function must be prompt.
- Mobile locked screens should also get any noticeable feedback.
- User should be able to go one more level down in applicable scenarios to view the message in more detail.



3.2

## INFO FUNCTIONS

### Finding(s) :

Once user goes to My Dealer page, the navigation menu goes missing leaving user no choice but closing the app window and then relaunching the application.

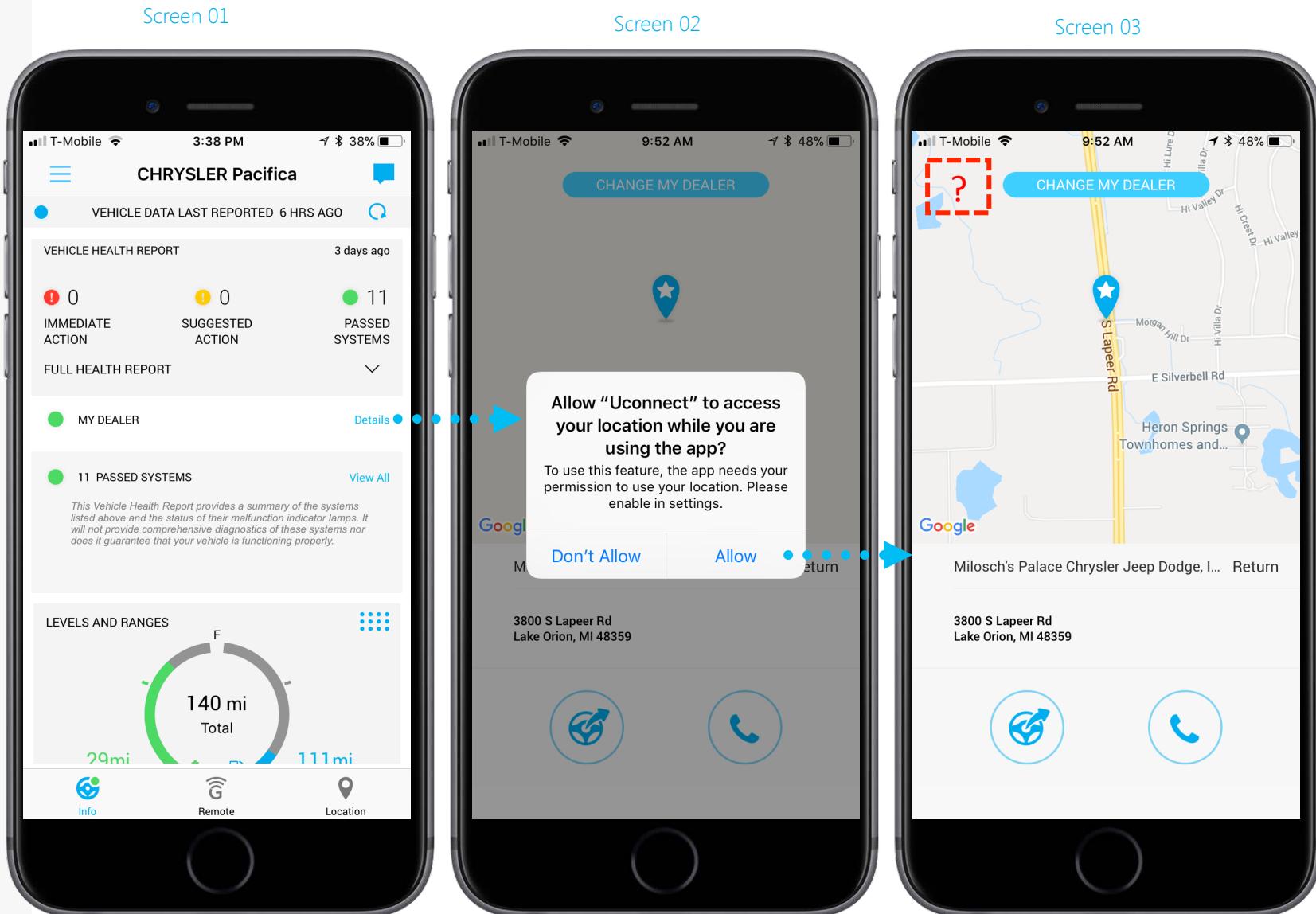
**Heuristic Concerns :** Consistency, User Control

**Problem Category :** Interaction Design

**Impact:** Showstopper

### Recommendation(s) [Contd.]:

The navigation menu must be present at every page of the application.



## TASK 04: HELP FUNCTIONS

Enabling a user to create and manage Uconnect® settings for application preferences, vehicle preferences, messaging, and assistance calls. Review help topics and legal

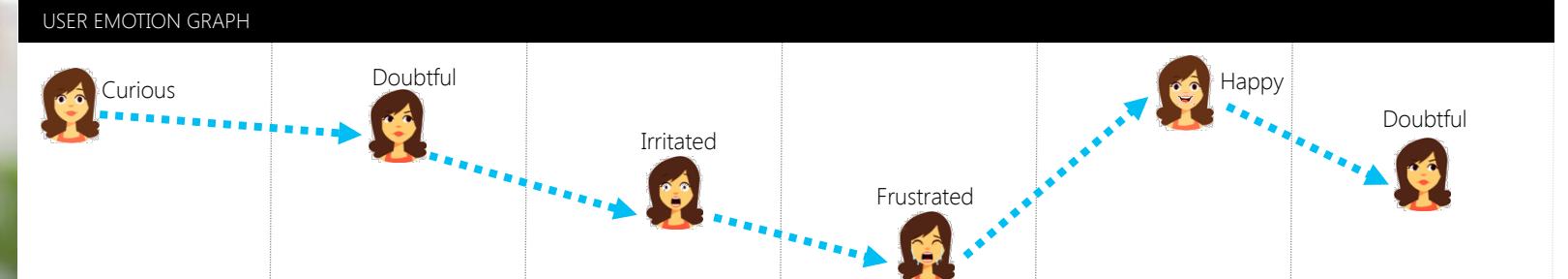
## THE SOCCER MOM: EXPERIENCE WITH HELP FUNCTIONS IN Uconnect®



**Anna Rodriguez-Dawson**

Age : 36  
 Job Title : Full-time mom, part-time Soccer coach  
 Location : Arlington, TX  
 Married : Yes  
 Have Kids : Yes  
 Lives with : Husband, 3 teenage boys, 2 Large dogs.

CHANNEL	In-Person Communication	Using Mobile app	Using Mobile app	Using Mobile app	Call using smartphone	Using Mobile app
APP ELEMENTS & INITIAL EXPERIENCE						
<b>Awareness</b> After having quite eventful experience in remote and Info sections, I decided to see how the help functions work in this app	<b>Navigation Menu</b> I didn't quite expect the global hamburger menu to be termed as "Settings" and sections like Help, Legal and Log out to be part of it.	<b>Navigating for Help topics</b> I had to reach a particular help topic by following this long path: Help (in menu) > How To > Help Sub Topic > Help sub topic description. And, I am surprised to see that there is no keyword search for help topics!!!	<b>A help topic page</b> When I finally reach a help topic page after navigating though so many level, the bright blue background with thin, white text makes reading very difficult.	<b>Calling up Helpdesk</b> It took some time for me to understand that the path to start a call with helpdesk is much shorter than that of finding a help topic! So, I had a chat, raised my query and resolved the issue in No time!!!	<b>Remote Functions</b> I feel Uconnect is designed in such a way that it deviates from instilling self-help and increases dependency on helpdesk calls!	<b>Remote Functions</b> On a busier day, I know that I'd need to wait longer in the call queue to get answer!



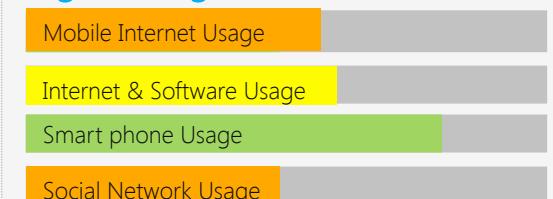
### Personality Tags

Observant	Achiever
Creative	Friendly
Athletic	Disorganized
Perfectionist	Technology averse
Impatient	

### Trait

Human minds should drive technology and it should not be the other way round.  
 Life means more than screens.

### Digital Usage



4.1

## “SETTINGS’ MENU

### Finding(s) :

User doesn't expect the global hamburger menu to be termed as “Settings” and sections like Help, Legal and Log out to be part of it.

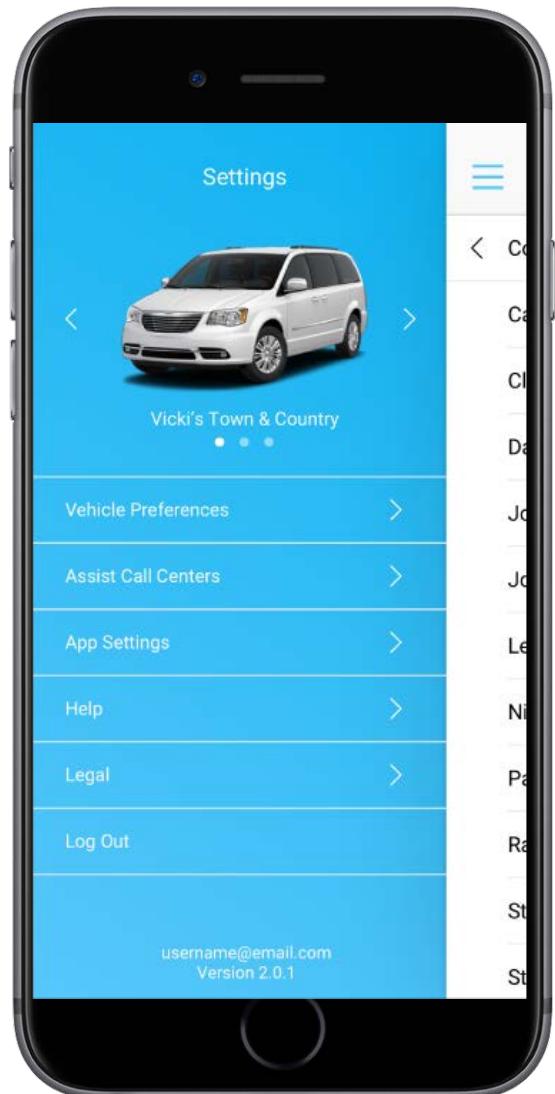
Heuristic Concerns : Mental Model

Problem Category : Labeling

Impact: irritant

### Recommendation(s):

Appropriate labeling and classification to be exercised in navigation menu.



## 4.2

## HELP FUNCTIONS

### Finding(s) :

1. This workflow shows user can either call up to get assistance by following this path:

Help (in menu)>Uconnect® care>number>call  
OR

Reach a particular help topic by following this path:  
Help (in menu)> How To>Help Sub Topic >Help sub topic description

Here, the path to start a call is much shorter than that of finding a help topic and this design deviates from instilling self-help and increases the call volume. 80% users will straightaway call up for issues which, they could have resolved by reading the sub-topic description anyways.

And, for most users, it'd be outright surprising that there is no keyword search for help topics!

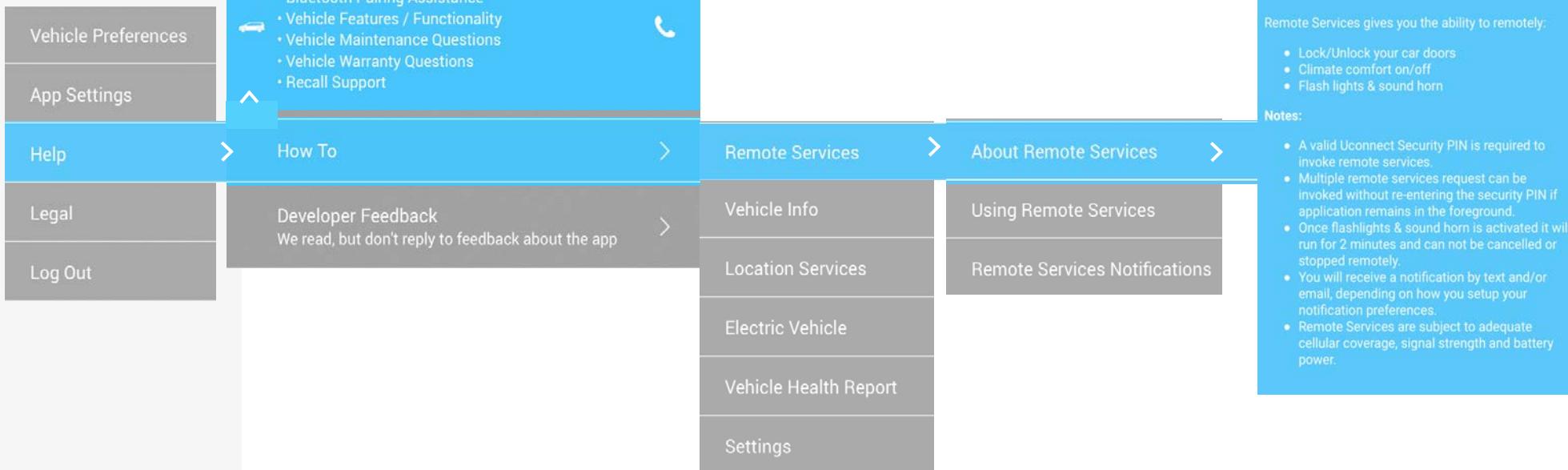
### Heuristic Concerns :

Mental Model, Documentation

### Problem Category :

Navigation & Structure

Impact: Major



## 4.3

## HELP FUNCTIONS

### Finding(s) :

In the Developer Feedback section, it's mentioned that "we read, but don't reply to feedback about the app" This statement would potentially discourage developers to provide feedback which, defeats the whole purpose of this functionality.

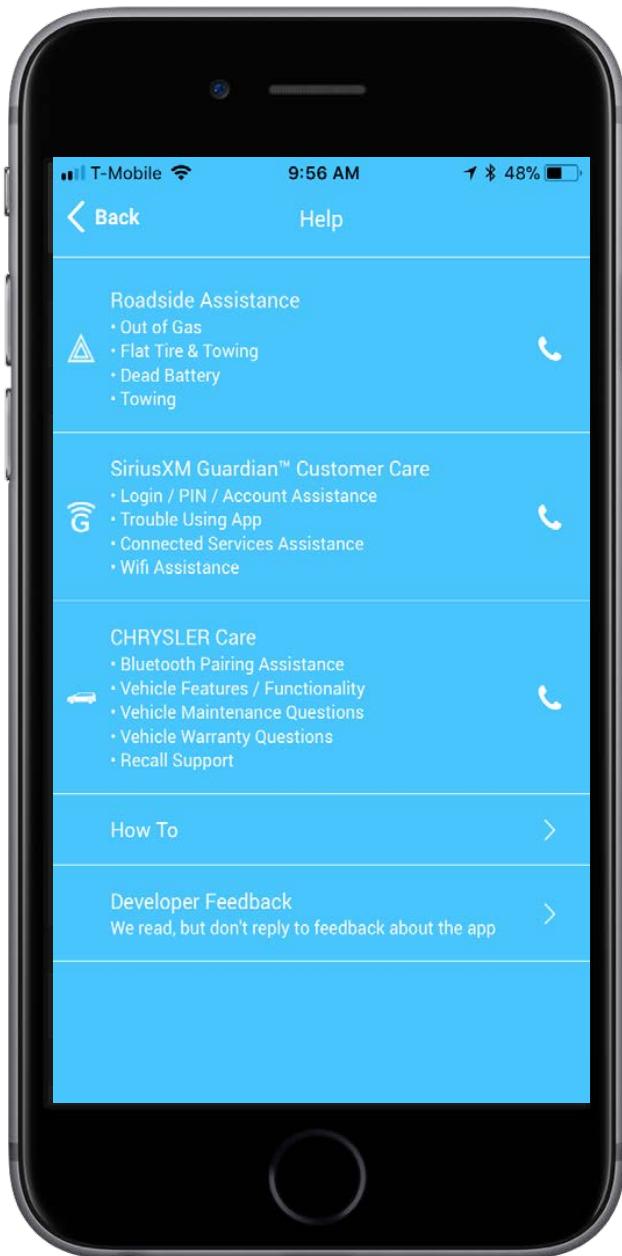
**Heuristic Concerns :** Mental Model, Documentation

**Problem Category :** Navigation & Structure

**Impact:** Major

### Recommendation(s):

This statement should be removed altogether.



## DESIGN DIRECTIONS (WIREFRAMES & VISUAL DESIGNS)

We created these initial version of screens to define the Recommended UX REDESIGN MEASURES for few important screens in Uconnect®.

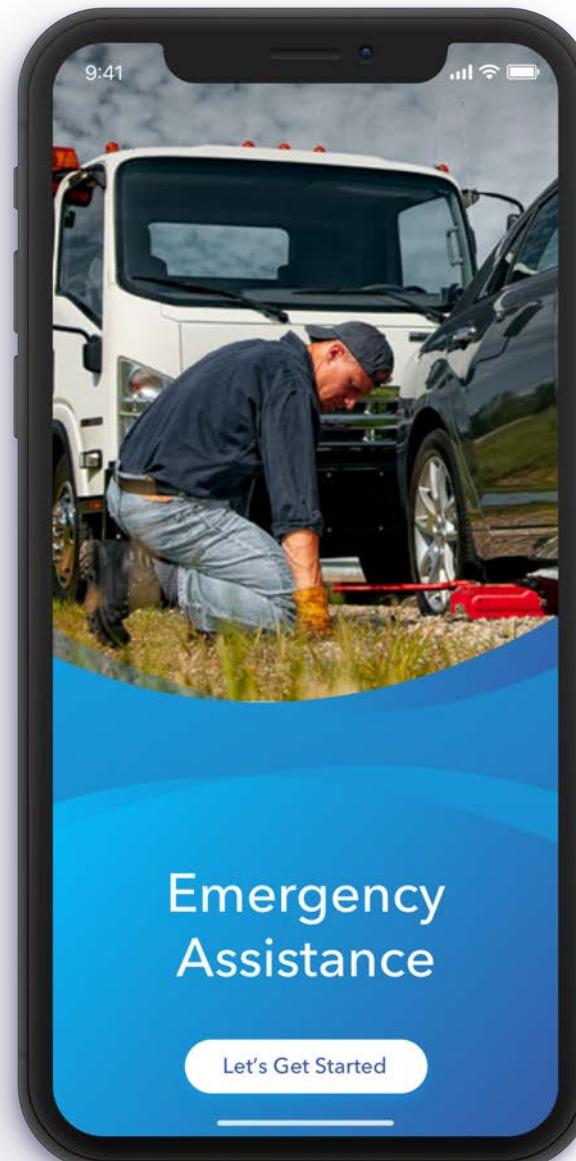
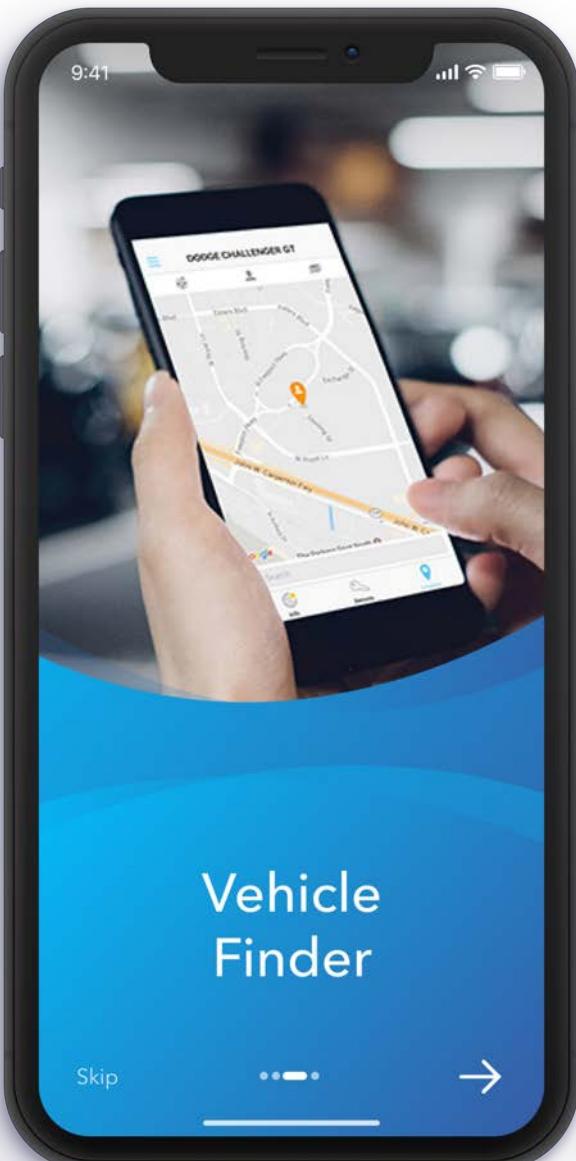
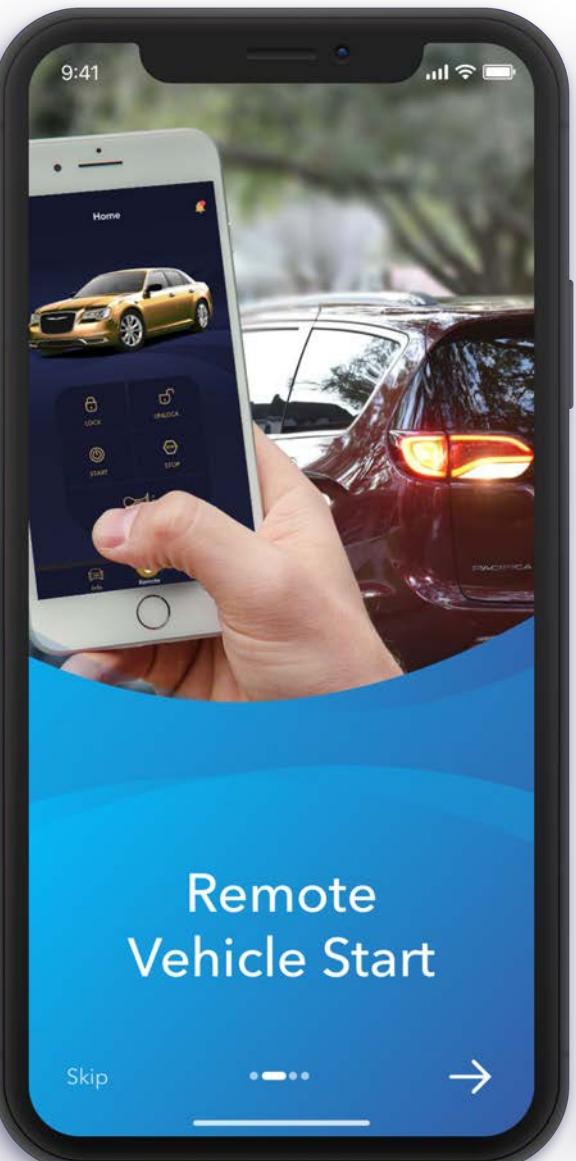
## DESIGN DIRECTION

Design Decision	How does it help in Re-imagination?
<b>Branding</b> <ul style="list-style-type: none"> <li>More memorable branding is required.</li> <li>White background and darker text/call to actions are easily understood by busy users.</li> <li>Visual design howlers such as white text on blue background must be avoided.</li> </ul>	<ul style="list-style-type: none"> <li><b>Better brand recall, readability and performance.</b></li> </ul>
<b>Navigation &amp; Information Architecture</b> <ul style="list-style-type: none"> <li>We propose a defined, one stack menu structure. The information architecture should not be deeper than 3 layers.</li> <li>This navigation menu is based on a particular car. So, User starts with selecting a particular car. User may use the same application for multiple cars.</li> <li>Most critical &amp; frequently used functionalities form the first 5 sections of this menu.</li> <li>Anything apart from these above-mentioned 5 categories would form a user role/preference based predictive menu called MyConnect. MyConnect which would definitely have Vehicle preferences, System Preference, App settings, Legal and Logout . But, an Information Architecture design exercise is strongly recommended to determine exact content and structure under this menu.</li> <li>A click on MyConnect will open a pop-up menu. But, other sections in the navigation menu would open specific pages.</li> </ul>	<ul style="list-style-type: none"> <li><b>Better information classification and access in lesser number of clicks make the app more intuitive.</b></li> <li><b>Provisions user role/preference based predictive menu makes the app more scalable.</b></li> </ul>
<b>Remote</b> <ul style="list-style-type: none"> <li>All 9 Remote functions should be nested under Remote and that'd be the first section of shortcuts.</li> <li>We should not show both instances for all toggle controls such as Door lock/unlock, climate control and start/stop Engine. We should show their "ON" instance OR "OFF" instance to denote that either user can "switch on" or "switch off" these functions.</li> <li>User can determine the exact temperature from a slider. Extreme ends of the slider denote extreme cooling and extreme heating. As soon as the engine is started, the position of the slider would reflect the current temperature inside the vehicle.</li> <li>Locate Vehicle should feature under Remote.</li> </ul>	<ul style="list-style-type: none"> <li><b>A wider array of remote functionalities, all in one place, makes the app more useful.</b></li> <li><b>The decision to not to show both instances for all toggle controls puts less cognitive load on users.</b></li> </ul>
<b>Car info</b> <ul style="list-style-type: none"> <li>This section should have all sub-information areas stacked and visually segregated better</li> <li>More frequently accessed information areas will feature at the top of the page</li> <li>Should use more effective information visualization techniques</li> </ul>	<ul style="list-style-type: none"> <li><b>All sub-information areas stacked and visually segregated better makes the app more usable.</b></li> </ul>
<b>eDocuments</b> <ul style="list-style-type: none"> <li>This does not exist today. We are proposing this section to hold important roadside documents such as driving license, address proof, insurance card etc.</li> <li>The objective is harnessing the power of this app even more to free user from carrying any physical documents.</li> </ul>	<ul style="list-style-type: none"> <li><b>Harnessing the power of this app to free user from carrying any physical documents make it more useful.</b></li> </ul>
<b>Assistance</b> <ul style="list-style-type: none"> <li>The topics "how to", Roadside assistance, SiriusXM Guardian and FCA care must be made available on the screen itself to cut down one level in the menu and hence, an extra click. The last two may appear inside an accordion because these are less frequently used.</li> <li>To instill self-help and reduce help calls, the "how to" topics must have a keyword search and it'd be made available in minimum number of clicks.</li> <li>User should also be able to actually start the process of requesting for assistance from this page [ e.g. Out of Gas assistance]</li> <li>After user successfully request , he/she also be able to track the request fulfillment status Realtime. [ e.g. user sees where the help car is and how much more time it'd take to fulfill this Out of Gas assistance]</li> </ul>	<ul style="list-style-type: none"> <li><b>Addition of keyword search and the controls to actually start the process of requesting for assistance makes it more useful.</b></li> <li><b>Cutting down a level in navigation menu to reduce clicks makes it more intuitive.</b></li> </ul>
<b>Alerts</b> <ul style="list-style-type: none"> <li>All should chronologically contain all system alerts and alerts based on user data [ e.g. License renewal]</li> <li>User should be able to click certain alerts to see its details</li> </ul>	<ul style="list-style-type: none"> <li><b>Possibility of extending it to a two-way communication makes the app more useful.</b></li> </ul>

4

## ORIENTATION ON KEY FUNCTIONALITIES

A FIRST TIME USER GETS THESE ORIENTATION PAGES WHICH TALKS ABOUT THE KEY FUNCTIONALITIES OFFERED BY UCONNECT.  
THESE AREN'T MANDATORY PAGES SO, USER CAN SKIP THESE IF THEY WANT.  
THE LAST PAGE SAYS [GET STARTED](#) TO PREPARE USER USE THE APP FOR THE FIRST TIME.



## 1.2

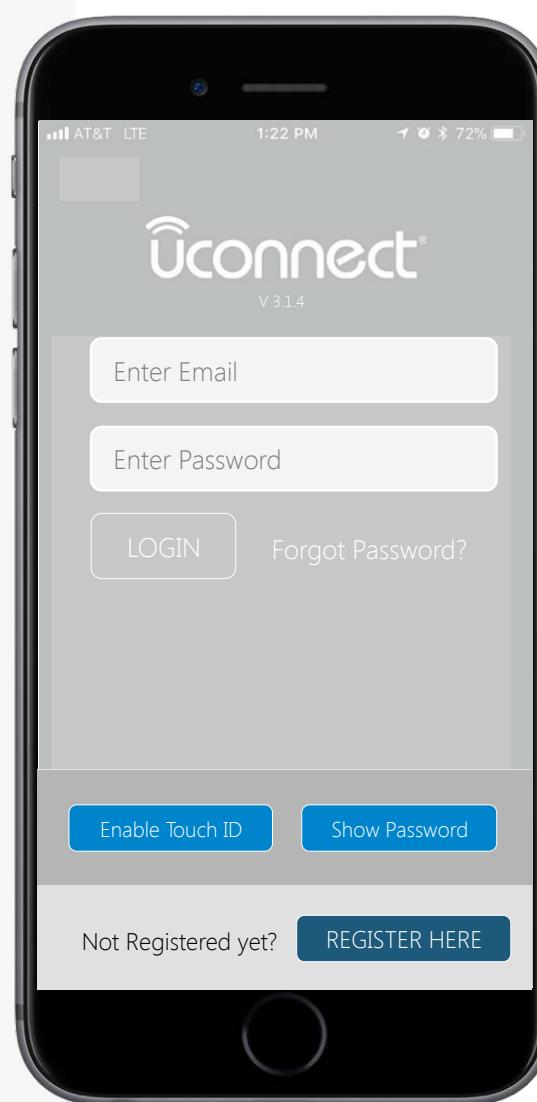
## LOGIN SCREEN

User would see the screen with login panels as the first screen in the workflow.

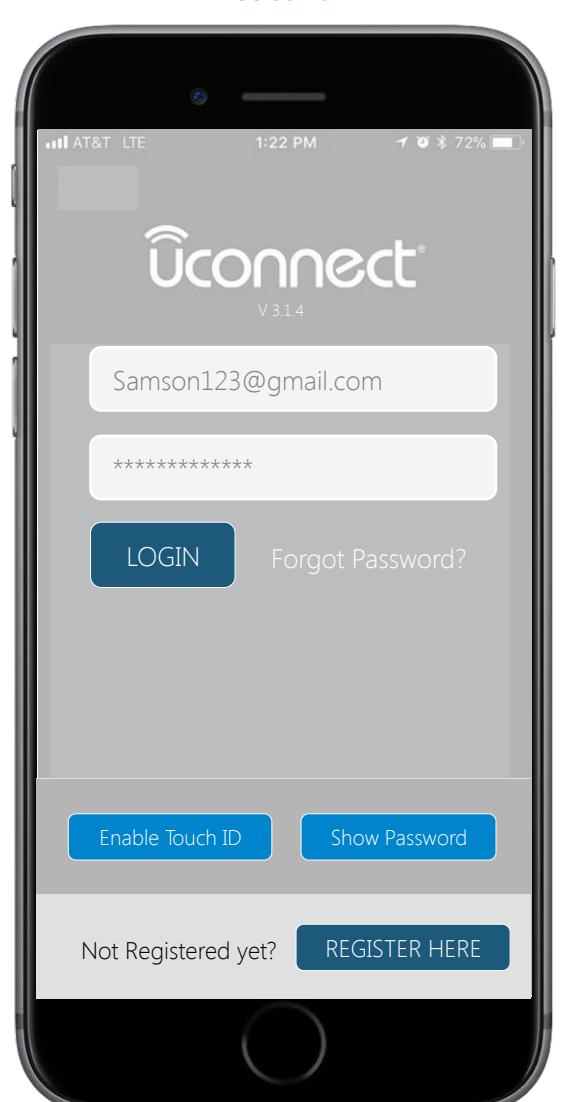
### Recommendations:

1. There should not be any Back button because this is the first screen presented to the user.
2. Uconnect® logo and version number must appear together
3. Login panels should have the affordance of input box
4. Login button should be in inactive state till both username and password fields are filled in. As a standard UI practice, forgot password link should be presented right next to it.
5. Wrong username/password entry would furnish appropriate message to the user. Usage of red color invokes the feeling that there is something wrong.
6. User preferences like enabling touch ID and/or being able to see the password should be nested under a separate group.
7. User should have REGISTER button to start the registration process from this screen if he/she hasn't done so already.

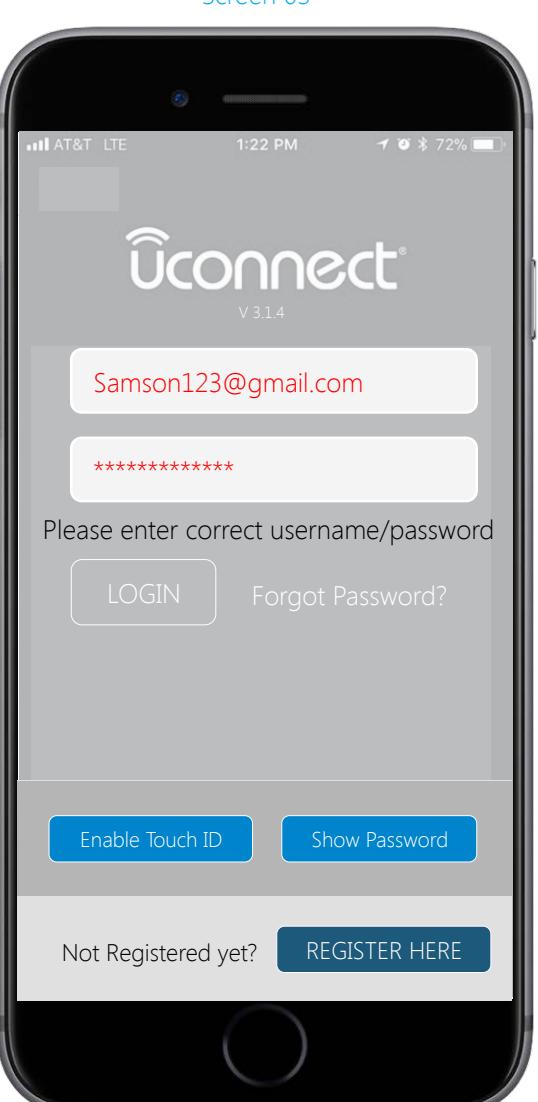
Screen 01



Screen 02



Screen 03



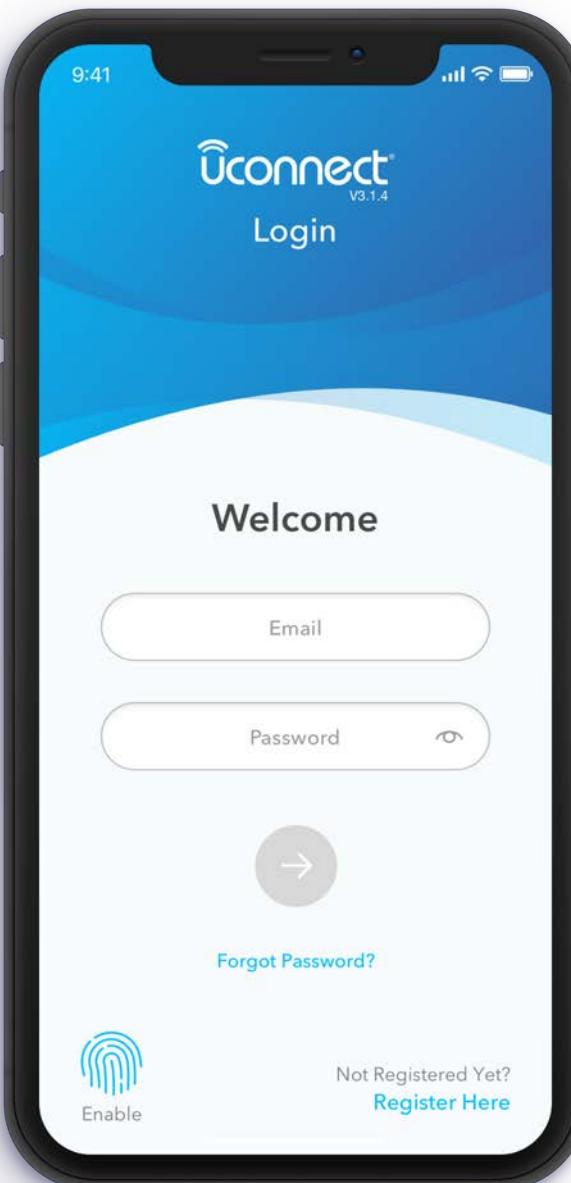
## 1 LANDING PAGE

THE LANDING PAGE SETS THE THEME OF THE APP. USER STAYS HERE FOR FEW SECONDS AND THEN GETS REDIRECTED TO LOGIN SCREEN.



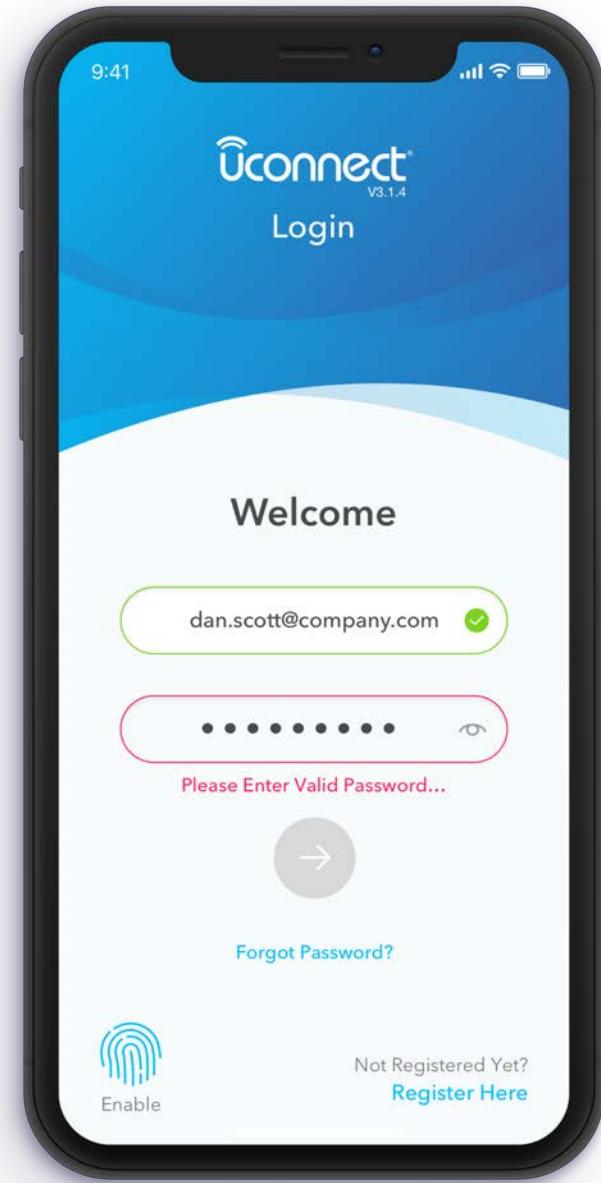
## 2 LOGIN PAGE

USER MUST LOGIN, RETRIEVE PASSWORD AND REGISTER FROM THIS SCREEN. **LOGIN** BUTTON DOESN'T GET ACTIVATED TILL BOTH USERNAME AND PASSWORD ARE ENTERED



## 2 LOGIN ERROR

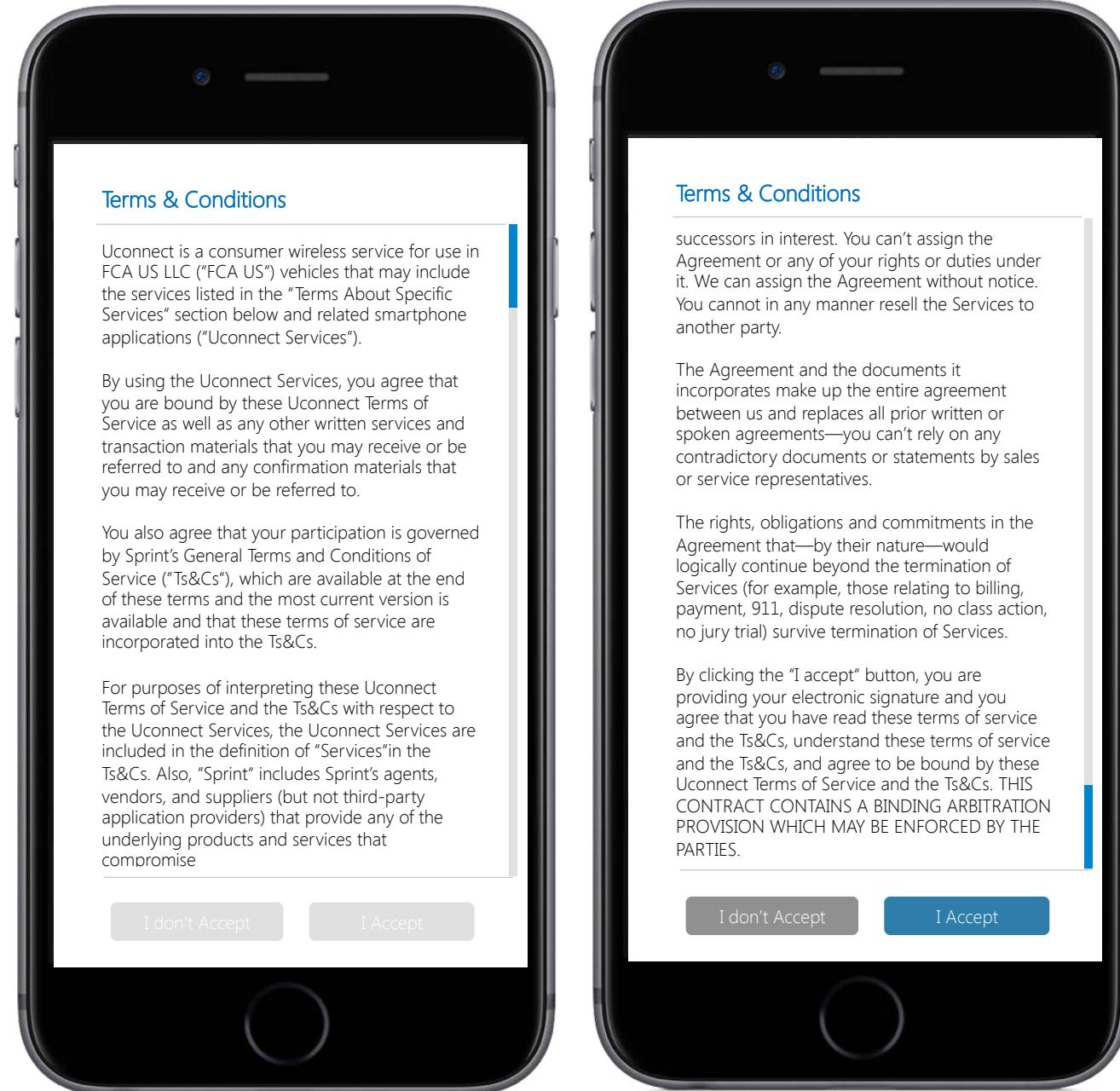
USER COMES TO KNOW AT ONCE IF HE/SHE HAS MADE AN ERROR IN ENTERING USERNAME AND/OR PASSWORD.



1.3

## AGREEMENT PAGE

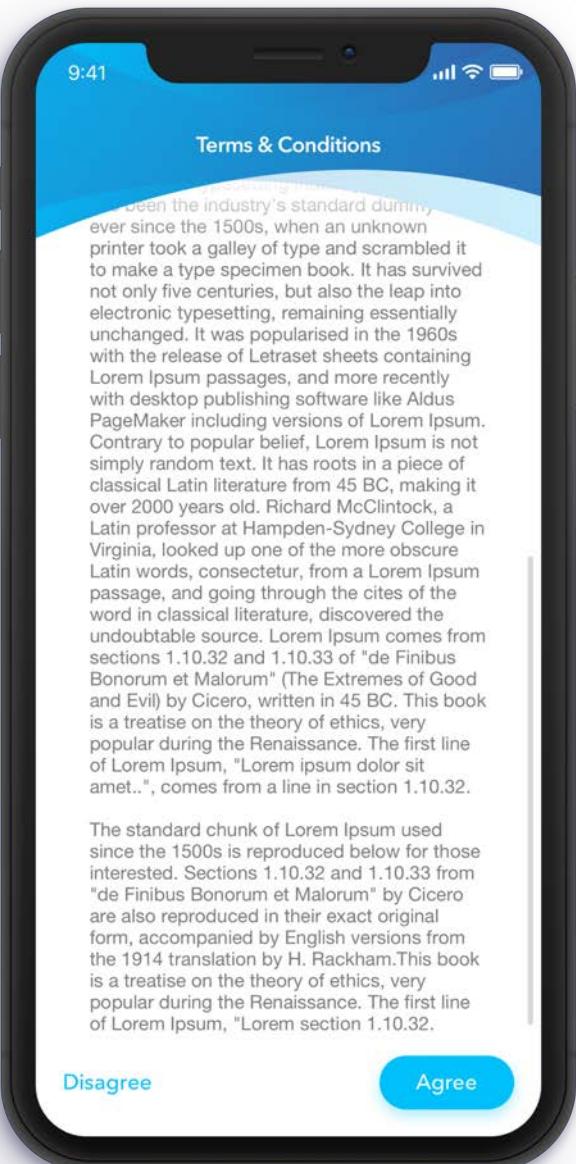
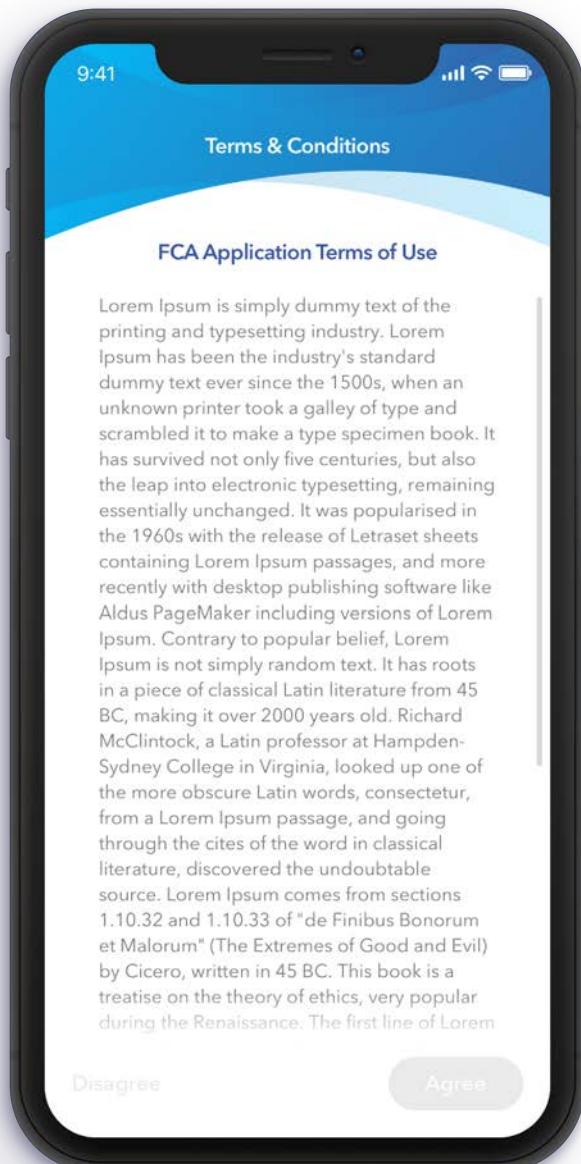
The agreement page must have visible scroll bar to indicate that what user is currently seeing is, only a part of the page. Introducing a scroll bar would help him/her realize that the page needs to be scrolled down till the end to activate the "Agree" button.



3

## TERMS & CONDITIONS PAGE

USER NEEDS TO SCROLL DOWN TILL THE END OF THE PAGE TO ACTIVATE BOTH [DISAGREE](#) LINK AND [AGREE](#) BUTTON.



1.5

## NAVIGATION MENU

### Recommendation(s):

We propose one stack menu structure. The information architecture should not be deeper than 3 layers.

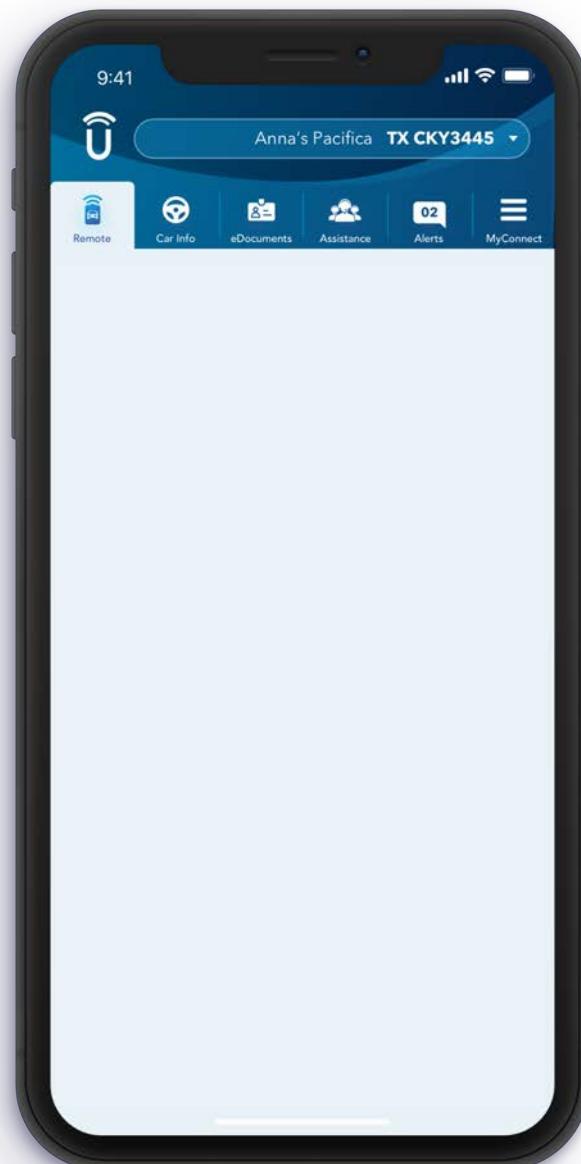
1. This navigation menu is based on a particular car. So, User starts with selecting a particular car. User may use the same application for multiple cars.
2. Most critical & frequently used functionalities form the first 5 sections of this menu : Remote, car Info, eDocuments , Assistance and alerts.
  1. The section header "Device Notifications" should be changed to "Remote functions".
  2. The section eDocuments would hold important roadside info such as driving license, address proof, insurance card etc.
  3. Assistance section will have FAQ and all other help functions. User should actually request help from this screen.
  4. Alerts should chronologically contain all system alerts and alerts based on user data [ e.g. License renewal]
3. Anything apart from the above-mentioned 5 categories would reside under the global hamburger menu. We'd term it MyConnect to suggest that it could emerge as user role/preference based predictive menu. It would definitely have Vehicle preferences, My Requests, System Preference, App settings, Legal and Logout .  
**But, an Information Architecture design exercise is strongly recommended to determine exact content and structure under this menu.**
4. A click on MyConnect will open a pop-up menu. But, other sections in the navigation menu would open specific pages.



5A

## NAVIGATION: LANDING PAGE

USER STARTS WITH SELECTING A PARTICULAR CAR. 5 MOST CRITICAL & FREQUENTLY USED FUNCTIONALITIES FORM THE FIRST 5 SECTIONS OF THIS MENU. ANYTHING OUTSIDE THAT LIES WITHIN MYCONNECT.



5B

## NAVIGATION: A SECTION

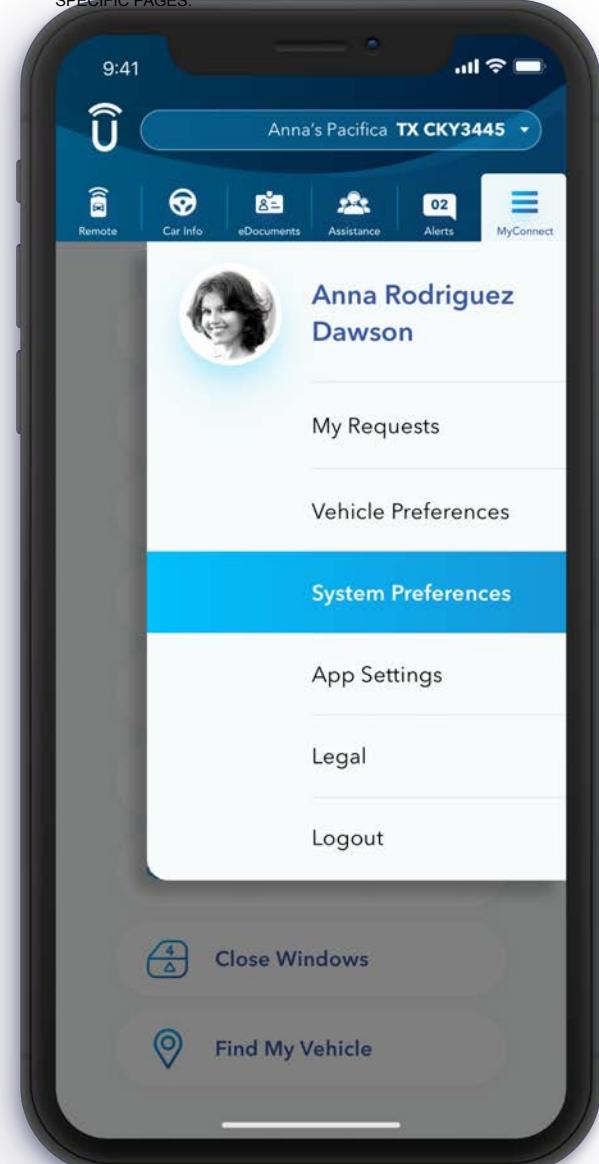
USER NAVIGATES TO ASSISTANT, ANOTHER SECTION IN THIS NAVIGATION MENU.



5C

## NAVIGATION: MYCONNECT

A CLICK ON MYCONNECT WILL OPEN A POP-UP MENU. BUT, OTHER SECTIONS IN THE NAVIGATION MENU WOULD OPEN SPECIFIC PAGES.



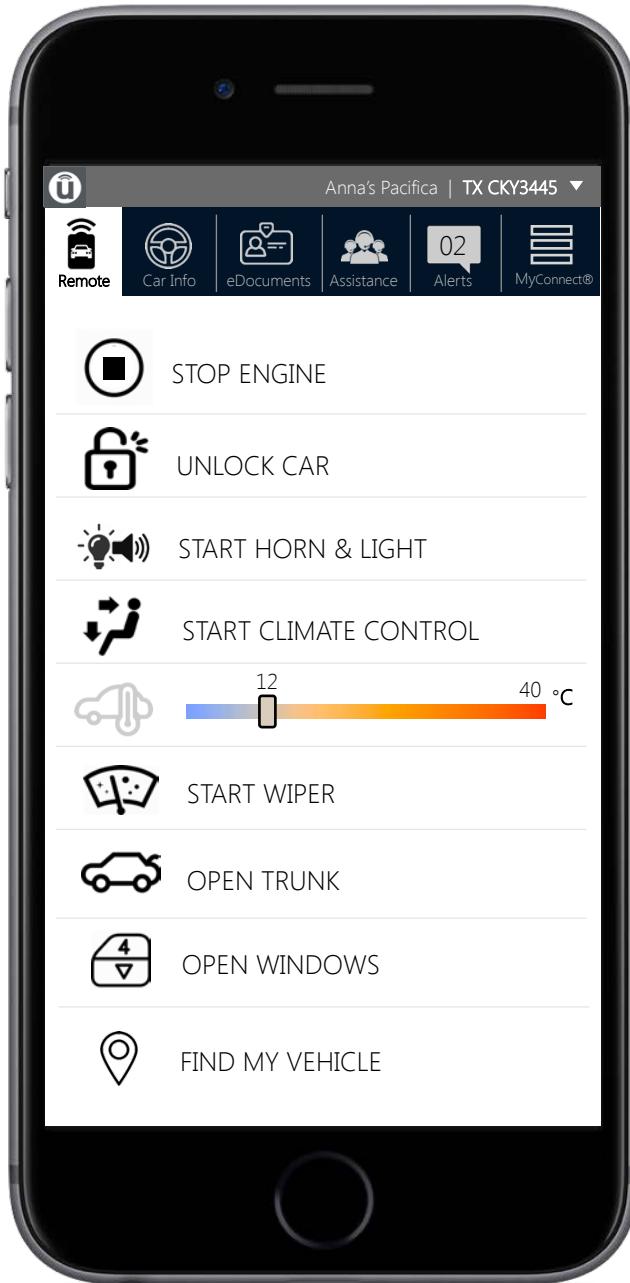
## 2.1

## REMOTE FUNCTIONS

### Generic Recommendation(s) :

The Remote screen needs to be redesigned keeping following in mind:

1. All Remote functions should be nested under Remote and that'd be the first section of shortcuts.
2. Locate Vehicle should feature under Remote
3. For all functions, we should show only the option user has at this point. So, we'd show only on or off instance. Not both of these.
4. Start Engine should be the first function because that determines the availability of few other functions.
5. For all toggle controls such as Door lock/unlock, climate control and start/stop Engine, we should show their "ON" instance OR "OFF" instance to denote that either user can "switch on" or "switch off" these functions. We should not show both instances.
6. If user doesn't switch climate control on, he/she wouldn't be able to change temperature inside car.
7. User can determine the exact temperature from a slider. Extreme ends of the slider denote extreme cooling and extreme heating. As soon as the engine is started, the position of the slider would reflect the current temperature inside the vehicle.



\* This solution also proposes substantial change in navigation menu

### Toggle functions

We should show only the option user has at this point. So, we'd show only on or off instance. Not both of these.

OFF	ON

2.1

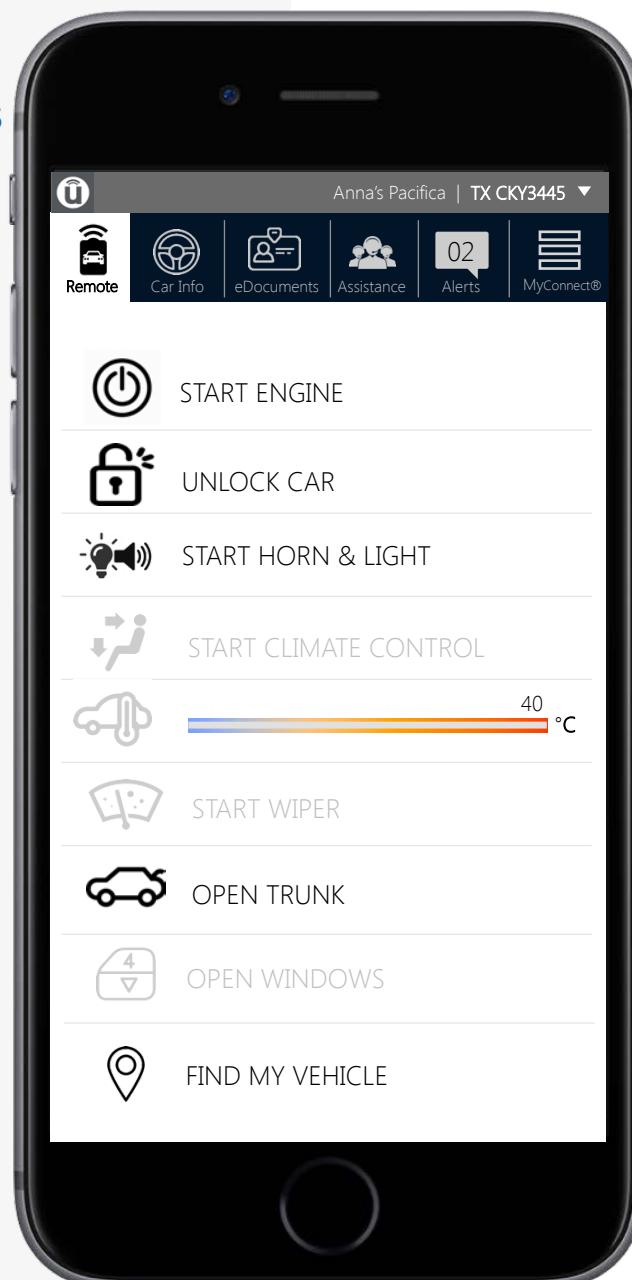
## REMOTE FUNCTIONS

### Recommend(s) for Smartphone

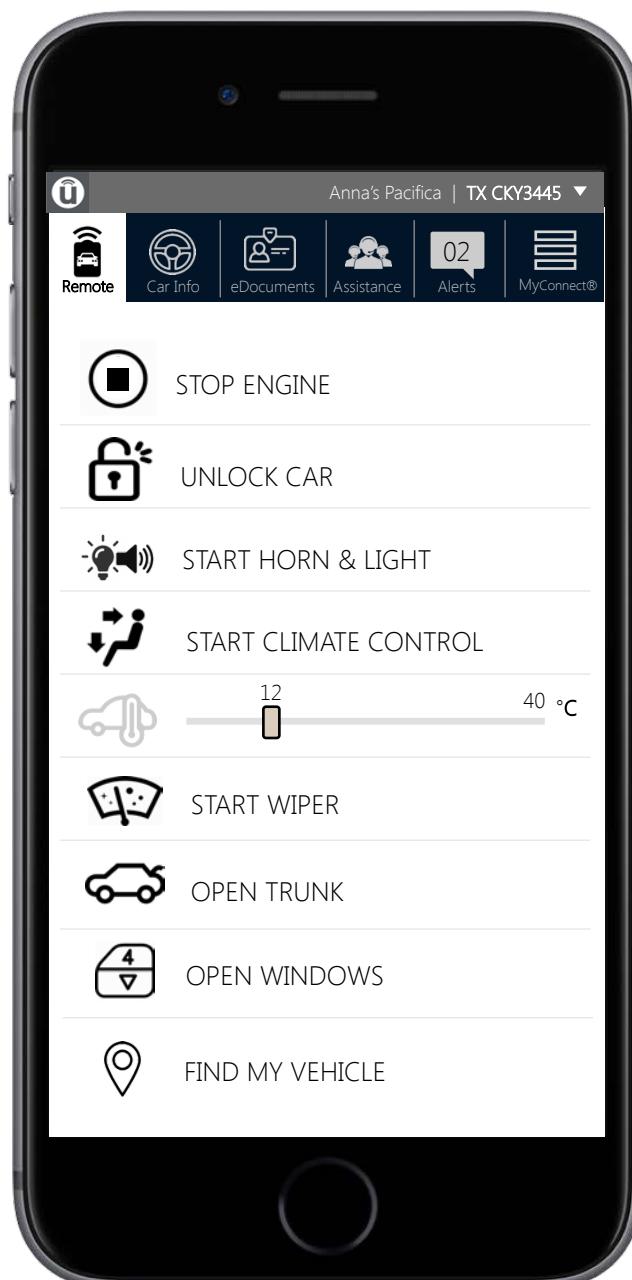
Here we see 3 different instances of the remote function panel in smartphone:

1. In screen 01, Engine isn't switched on and hence, functionalities that require engine to be on, is not available.
2. In screen 02, Engine switched on and hence, functionalities that require engine to be on, is available. Here, user hasn't switched on climate control. So, he/she sees current temperature only and, cannot change it.
3. In screen 03, Climate control is switched on and user can change temperature inside car.

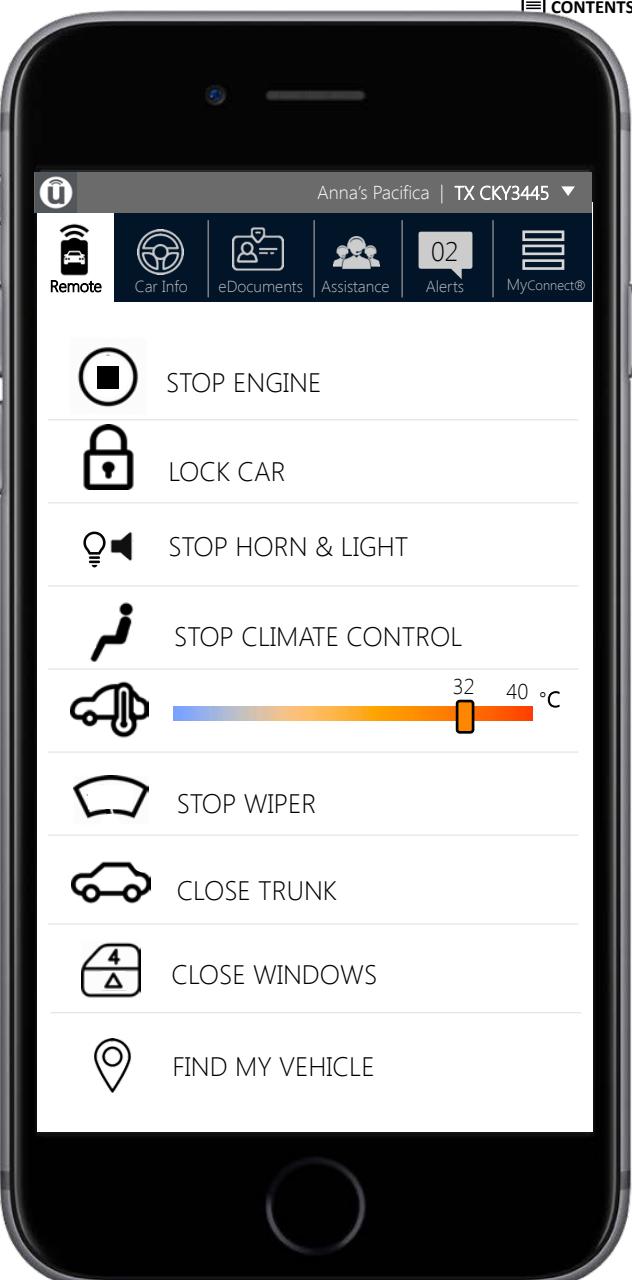
Screen 01



Screen 02



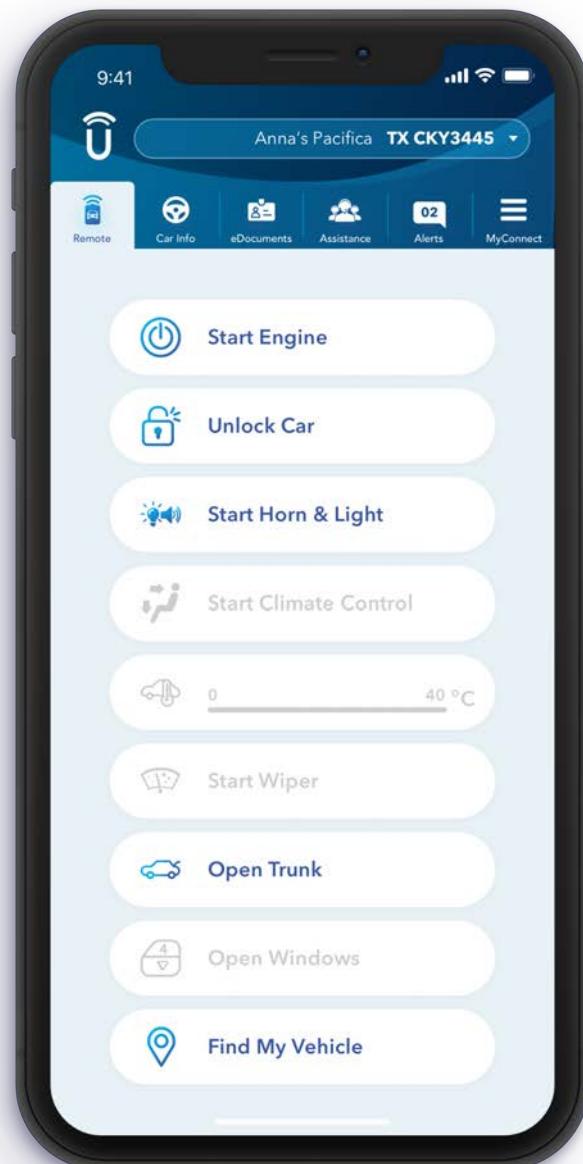
Screen 03



6A

**REMOTE FUNCTIONS : OFF**

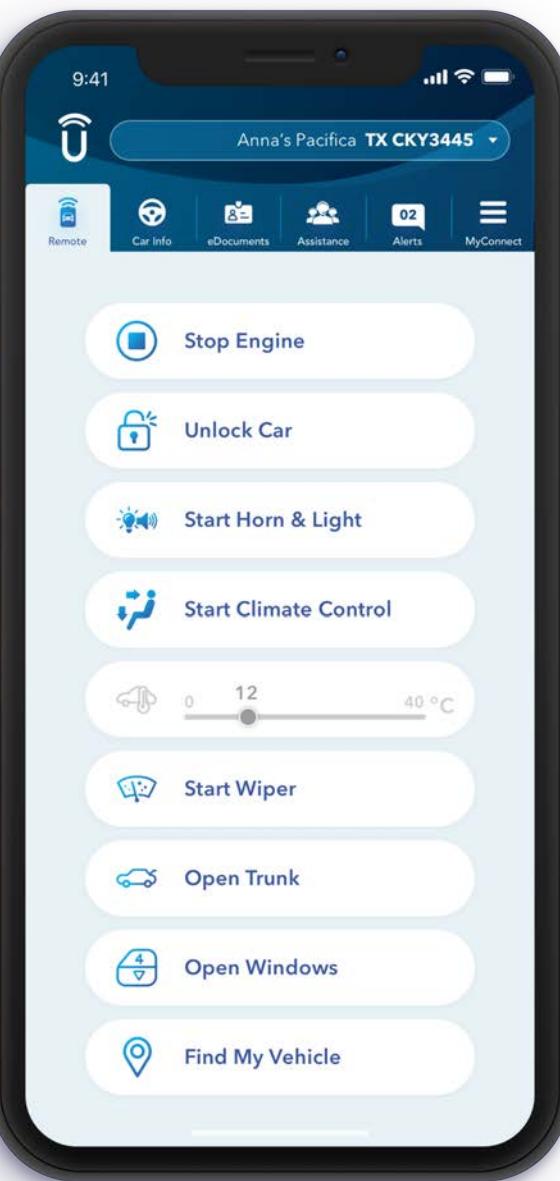
THUS LANDING PAGE SHOWS 9 FUNCTIONS INCLUDING VEHICLE FINDER. FUNCTIONS THAT NEED ENGINE TO START, ARE SHOWN INERT BECAUSE USER HASN'T STARTED THE ENGINE.



6B

**CLIMATE CONTROL : OFF**

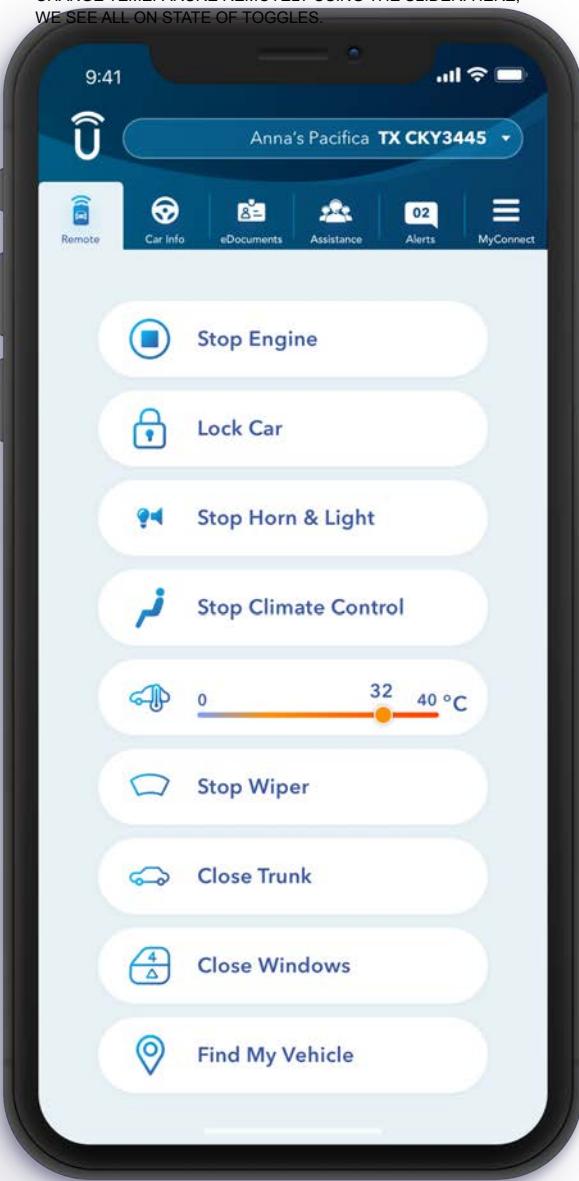
USER HAS STARTED THE ENGINE BUT NOT THE CLIMATE CONTROL. SO, HE/SHE CAN JUST SEE THE CURRENT TEMPERATURE BUT NOT CHANGE IT. SLIDER NOT ACTIVE.



6C

**REMOTE FUNCTIONS : ON**

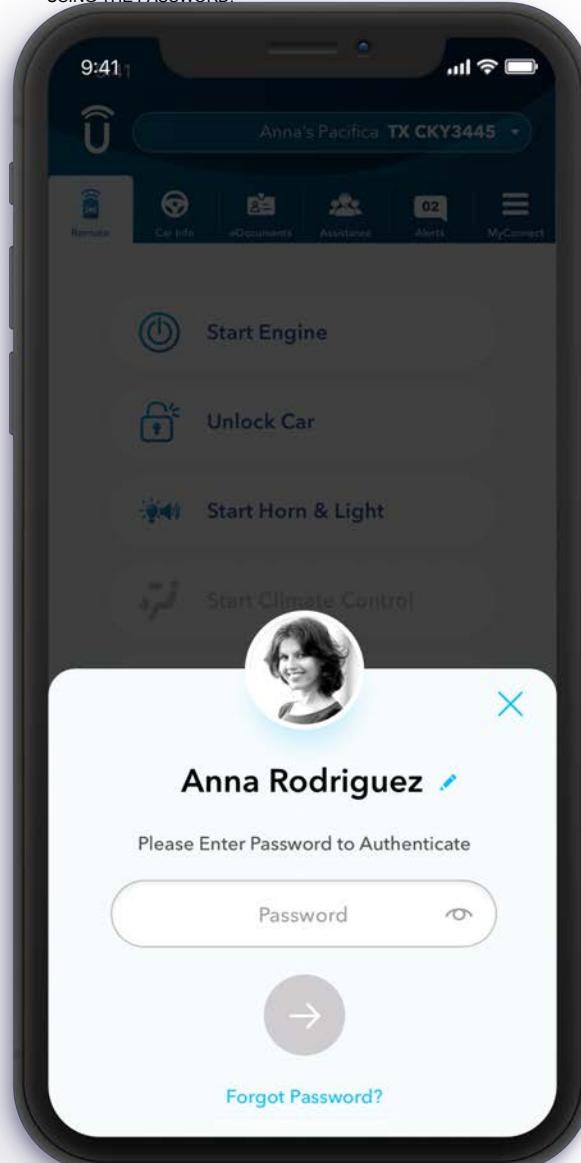
USER STARTED CLIMATE CONTROL AND NOW HE/SHE CAN CHANGE TEMEPARURE REMOTELY USING THE SLIDER. HERE, WE SEE ALL ON STATE OF TOGGLES.



7A

## AUTHENTICATION: PASSWORD

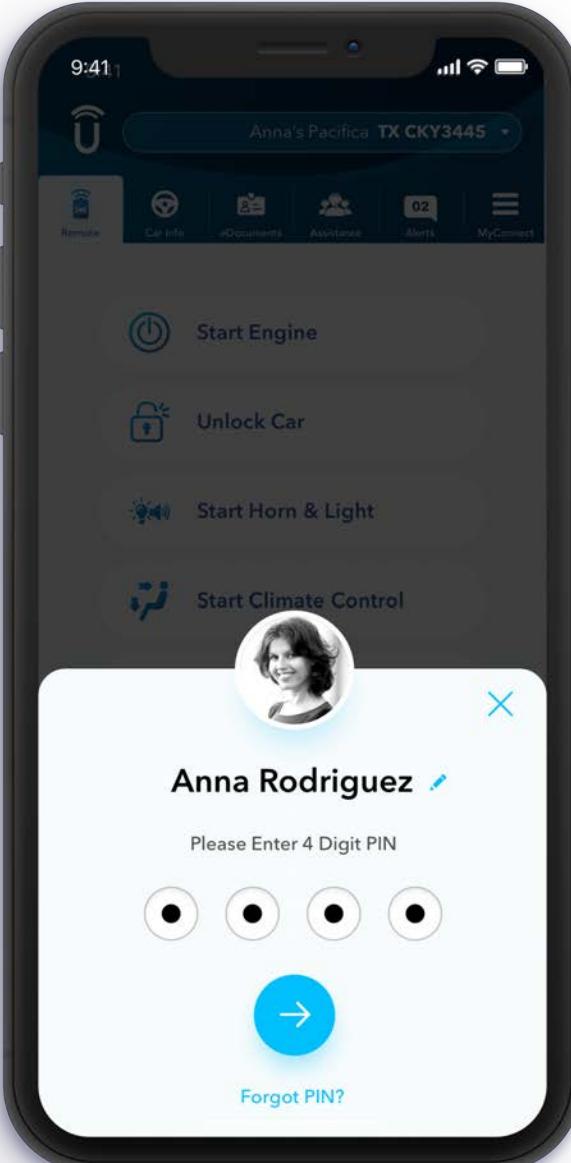
BEFORE USING ANY REMOTE FUNCTIONALITY, USER NEEDS TO AUTHENTICATE HIMSELF/HERSELF. HERE HE/SHE IS AUTHENTICATING USING THE PASSWORD.



7B

## AUTHENTICATION: PIN

HERE HE/SHE IS AUTHENTICATING USING THE 4 DIGIT PIN WHICH IS A LITTLE SIMPLER. IF USER HAS FORGOTTEN HIS/HER PIN/PASSWORD, THE RETRIEVAL CAN ALSO START HERE.



7C

## AUTHENTICATION: FINGERPRINT

WE'D RECOMMEND AUTHENTICATION BY FINGERPRINT SCANNING BECAUSE IT'S ACCURATE, LESS TIME CONSUMING AND SECURE.



## 2.1

## REMOTE FUNCTIONS

### Recommendation(s) for smartwatch:

Here we see 3 different instances of the remote function panel in smartwatch:

1. In screen 01, Engine isn't switched on and hence, functionalities that require engine to be on, is not available.
2. In screen 02, Engine switched on and hence, functionalities that require engine to be on, is available. Here, user hasn't switched on climate control. So, he/she sees current temperature only and, cannot change it.
3. In screen 03, Climate control is switched on and user can change temperature inside car.

Screen 01



Engine isn't  
switched on ; not  
all functionalities  
available

Screen 02



Engine switched  
on ; climate control  
isn't. user sees  
current temp. only

Screen 03



Climate control  
switched on, user  
can change temp.

## 6A REMOTE FUNCTIONS : OFF

THUS LANDING PAGE SHOWS 9 FUNCTIONS INCLUDING VEHICLE FINDER. FUNCTIONS THAT NEED ENGINE TO START, ARE SHOWN INERT BECAUSE USER HASN'T STARTED THE ENGINE.



## 6B CLIMATE CONTROL : OFF

USER HAS STARTED THE ENGINE BUT NOT THE CLIMATE CONTROL. SO, HE/SHE CAN JUST SEE THE CURRENT TEMPERATURE BUT NOT CHANGE IT. SLIDER NOT ACTIVE.



## 6C REMOTE FUNCTIONS : ON

USER STARTED CLIMATE CONTROL AND NOW HE/SHE CAN CHANGE TEMEPARURE REMOTELY USING THE SLIDER. HERE, WE SEE ALL ON STATE OF TOGGLES.



## 4.2

## ASSISTANCE FUNCTIONS

### Recommendations:

Assistance should be an omnipresent section in the navigation menu. The how to topics must be made available to user in minimum number of clicks to instill self-help and decrease help call volumes.

[Screen 01]

1. User should be able to Enter Keyword & Search Assistance area/topic
2. The topics "how to", Roadside assistance, SiriusXM Guardian and FCA care must be made available on the screen itself to cut down one level in the menu and hence, an extra click. The last two may appear inside an accordion because these are less frequently used.

[Screen 2 ]

1. When user reaches to sub items for all three Call center items, he/she should get the "phone" icon there to initiate calls. This will create call center deflection instead and create a more self-service type of experience for users.
2. User should also be able to actually start the process of requesting for assistance from this page [ e.g. Out of Gas assistance]

[Screen 3 ]

1. After user successfully request , he/she also be able to track the request fulfillment status Realtime. [ e.g. user sees where the help car is and how much more time it'd take to fulfill this Out of Gas assistance]

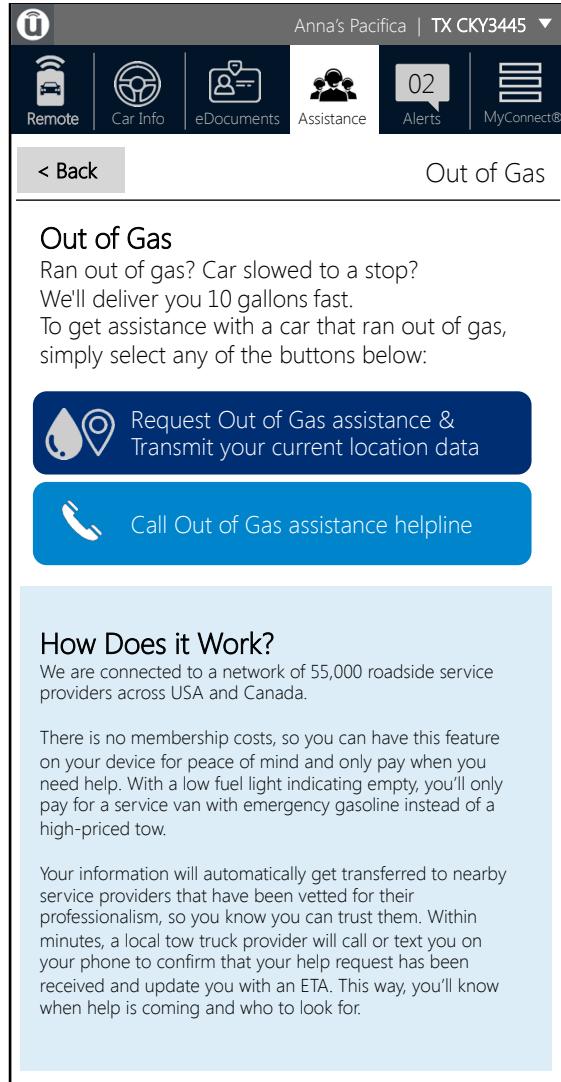
### Screen 01

Revised Help menu shows Sub menu, Roadside Assistance on landing screen



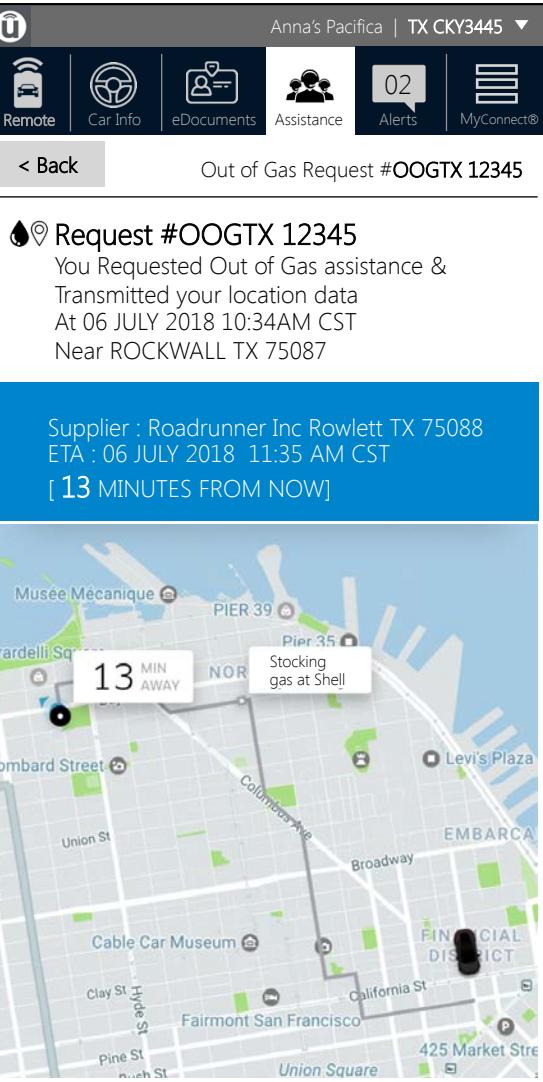
### Screen 02

One click to exact help area; explains how it works and offers One click request/call



### Screen 03

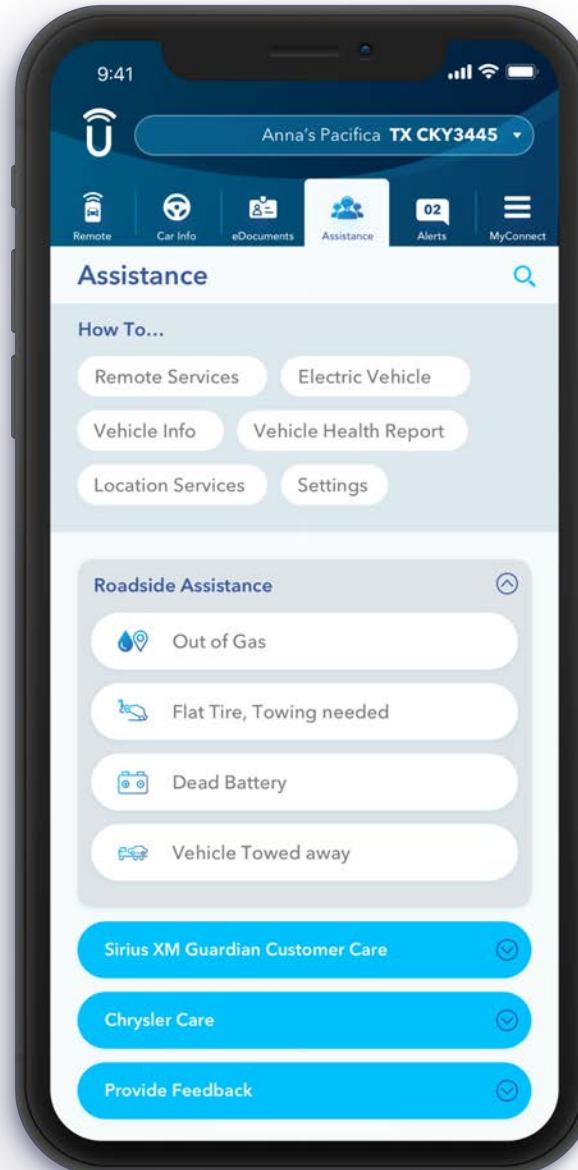
The app offers real-time request fulfillment process updates to user



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## ASSISTANCE : LANDING

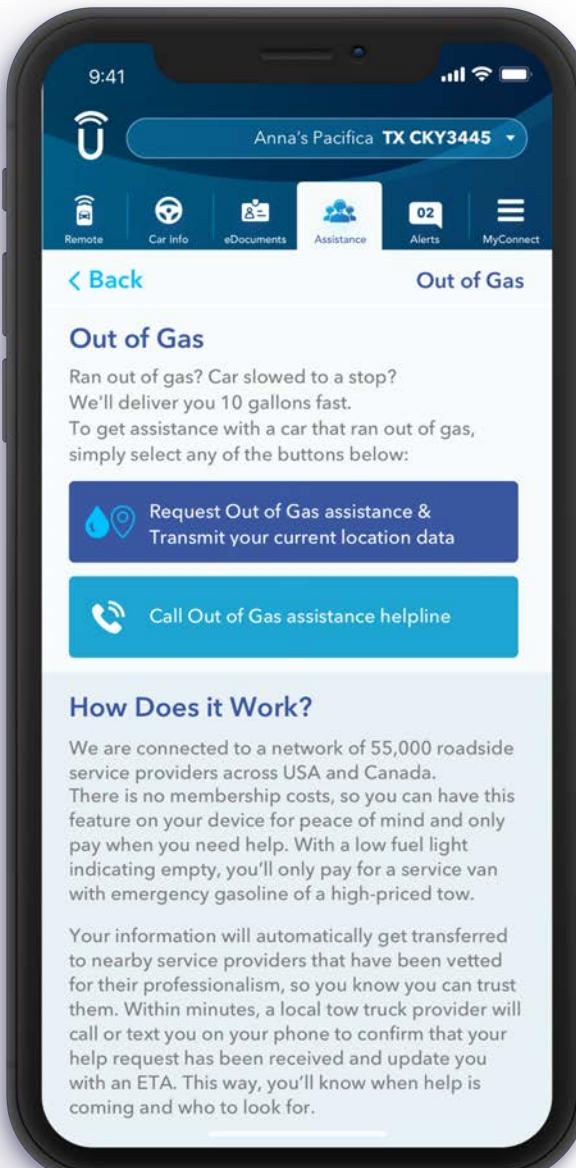
USER CAN KEYWORD SEARCH ASSISTANCE AREA/TOPIC  
ALL ASSISTANCE TOPICS ARE MADE AVAILABLE ON THIS SCREEN UNDER ACCORDIONS TO CUT DOWN NAVIGATION LEVEL AND EXTRA CLICK.



9

## OUT OF GAS

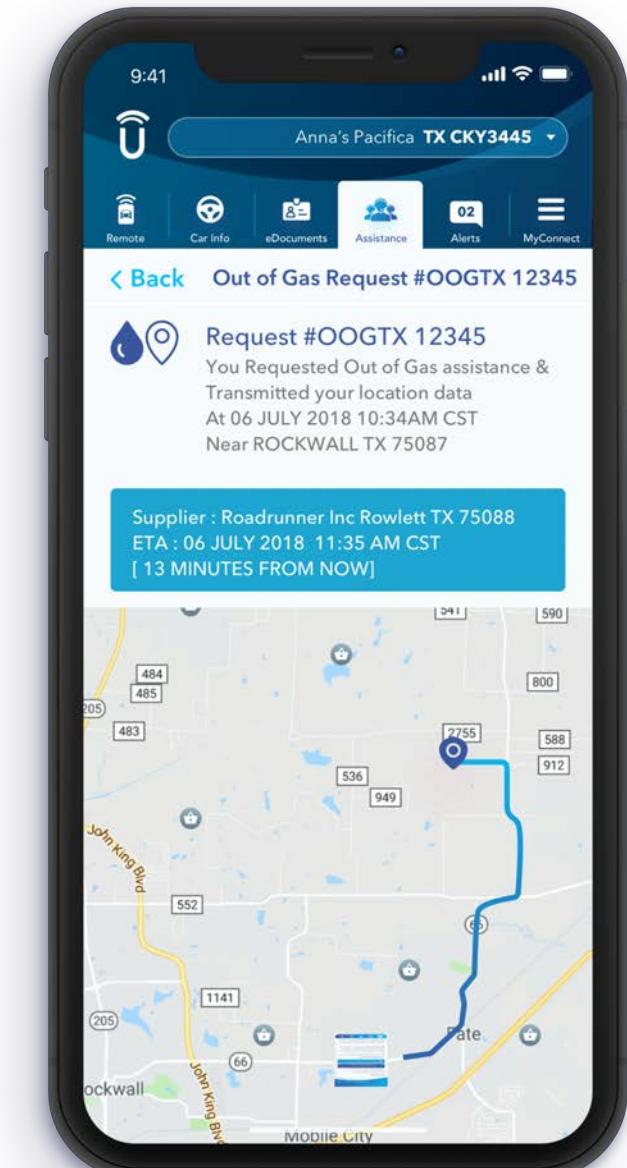
USER SHOULD BE ABLE TO START THE PROCESS OF REQUESTING FOR ASSISTANCE FROM ANY OF THESE SUB ITEMS PAGE AND TRANSMIT LOCATION DATA FOR BETTER RESPONSE.



10

## OUT OF GAS REQUEST

AFTER USER SUCCESSFULLY REQUEST , HE/SHE ALSO BE ABLE TO TRACK THE REQUEST FULFILLMENT STATUS REALTIME. [ [DETAIL MAP AND CAR MORE](#) ]





A close-up photograph of the front grille of a Chrysler car. The grille is made of a black hexagonal mesh and features a silver horizontal bar with the word "CHRYSLER" and a winged logo in the center. The car's hood is visible above the grille, and the background shows a bright, cloudy sky. A black rectangular overlay on the right side of the image contains the text "THANK YOU!" in white capital letters.

THANK YOU!