UI Project : EOCG Insurance Company

# Preliminary notes:

Dynamic web application, claim filling, adapted to the device used: PC, tablet, smartphone. Layout adapted to the screen size. Presentation of functionalities changes from a support to another. Choice between “quick claim filling” and “full claim filling”.

# Steps :

## Define users

### User characteristics

* Age : 18 +
* Sex : any.
* Culture : west-european.
* Education: reads/writes, basic math skills.
* Profession : any.
* Knowledge of task: personal use because we all need insurance.
* Motivation and attitude towards the system: important activity needs to succeed. May be either calm and focused (PC user) either hurried and panicked (Tablet, smartphone user).
* Computer/IT experience: novice.
* Application familiarity: novice.
* Primary user: always.
* Secondary user: none.

## Usability requirements

Quick claim filling :

* Users should be able to fill a claim easily on a tablet, the system should provide a very short claim dialog, pre-fill all possible fields (gps location, timestamp, name and other user informations).
* Motivation : Task must succeed, important activity
* User Classes : ALL
* Measuring Concept : Time taken to fill a quick claim + activity success
* Measuring Method : The claiming process should be as fast as possible, and the claim must be saved

Full claim filling :

* Users should be able to fill a full claim, allowing them to edit all possible fields, while the system should still pre-fill as much fields as possible (gps location, timestamp, name and other user informations). If he is using a tablet/phone, the user will be asked to take pictures of the problem.
* Motivation : Task must succeed, important activity
* User Classes : ALL
* Measuring Concept : Correctness and precision of the claim / Time taken to fill a claim
* Measuring Method : The precision/time ratio

Claim saving :

* Users should be able to save a claim, in order to review it and access it later.
* Motivation : Task must succeed, important activity
* User Classes : ALL
* Measuring Concept : The time to find the save/load button ?
* Measuring Method : The faster, the better.

Informations :

* Users should be able to retrieve general information about the company and offered insurances.
* Motivation : Task must succeed, important activity
* User Classes : ALL
* Measuring Concept : The time to find the correct information ?
* Measuring Method : The faster, the better.

Quick login :

* Users are identified with a login and a password, but an auto-login must also exist, in order to let the clients use the application efficiently, while in a hurry.
* Motivation : Task must succeed, important activity
* User Classes : ALL
* Measuring Concept :
* Measuring Method :

Car accident :

* In case of car accidents, the user will be asked to take pictures, enter coordinates manually, or via gps localization, the license plate of the vehicle (if it cannot be automatically found via the account), and a description.
* Motivation : Task must succeed, important activity
* User Classes : ALL
* Measuring Concept : Ease to find all the options
* Measuring Method : The options must be visible, but they should not bother the user, demanding information he cannot give.

Car accident, other than theft :

* The application will ask the user for a sketch or pictures of the scene (select from file, or take from the camera), as well as the towing or repair(preferred) service identification.
* Motivation : Task must succeed, important activity
* User Classes : ALL
* Measuring Concept : Ease to find all the options
* Measuring Method : The options must be visible, but they should not bother the user, demanding information he cannot give.

Claims information for car accidents :

* The user will specify the PV number, and be allowed to upload a copy of it. It should store information about the persons (role, contact info, injuries, repatriation) / vehicles involved, and be able to show them.
* Motivation : Task must succeed, important activity
* User Classes : ALL
* Measuring Concept : Ease to find all the options
* Measuring Method : The options must be visible, but they should not bother the user, demanding information he cannot give.

Home accidents :

* The user can specifiy his residential coordinates, pictures or description of the damage (from file or phone camera), repair cost estimate, preferred repairing service. If some goods were lost (burglary, natural disaster), he will be able to provide an inventory (description, value, and picture if possible). He will be able to pick from a list of items made beforehand, or create some new. He will also be able to enter the cause of the loss.
* Motivation : Task must succeed, important activity
* User Classes : ALL
* Measuring Concept : Ease to find all the options
* Measuring Method : The options must be visible, but they should not bother the user, demanding information he cannot give.

Home inventory :

* The user will be able to store a full inventory of his house on his account, including description, estimated costs and pictures of an item.
* Motivation : User is more relaxed
* User Classes : ALL
* Measuring Concept : Speed at which this can be achieved
* Measuring Method : There shouldn’t be too many forms per item, but they should include all the options.

Burglary and theft :

* In case of burglary and theft, the PV number should be given, and a copy should be uploaded. For other official disaster, the application will require an official statement of the local community.
* Motivation : Task must succeed, important activity
* User Classes : ALL
* Measuring Concept : Ease to find all the options
* Measuring Method : The options must be visible, but they should not bother the user, demanding information he cannot give.

## User classes

* PC users: calm and focused. Primary user. Novice / advanced beginner.
* Tablet/Smartphone users: hurried and panicked. Primary user. Novice / advanced beginner.
* Loyal customer: experienced with the task, intermittent user. Primary user. Advanced beginner.
* New customer: inexperienced with the task and unfamiliar with the system. Primary user. Novice.