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华中科技大学 / 交互设计 / 追求更简洁自然的用户体验 / 具基本视觉设计能力 /
有前端开发基础 / 持续更新博客文章 / 爱折腾的好奇喵

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➤ 交互设计

➤ 视觉设计

➤ 前端&文字

「Self Service」网页 UX 设计

Introduction

Our ability to scale our ticketing workflow has reached its limit. Customers have become frustrated waiting for their tickets to be resolved – or even acknowledged. Many of the tasks could readily be handled by automation. According to existing data, we know that there are about 6,000 tickets each month.

Self Service system is to empower PnT Personnel to get their common request resolved quickly via automation. This is a product doing during interning time at Red Hat.

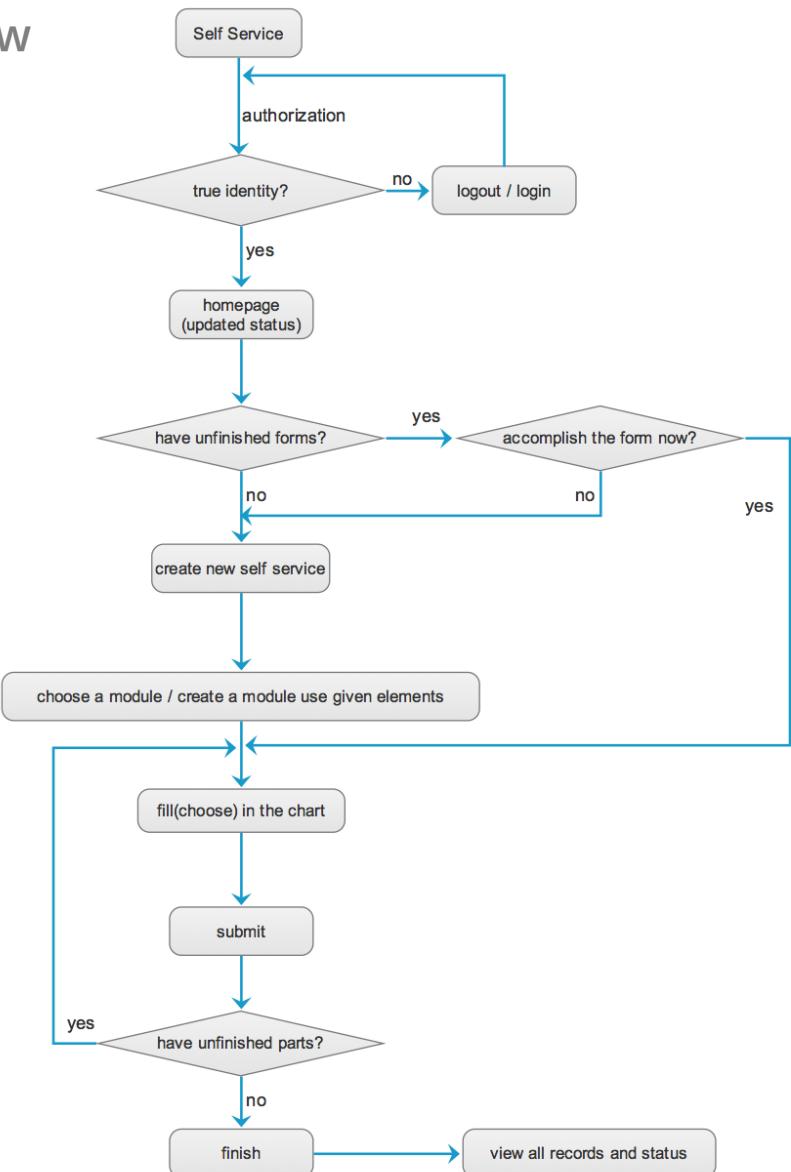
Main function

Choosing a module and then filling in, submitting, this is a ordinary self service workflow. We can find out records and requests that are in process.

User scenario

This web application is for internal use, most of whom are engineers, with a small proportion of managers. As engineers are known for absorbing on keyboards, so a search box is needed, which gives more convenience for entering ideal module. For managers, grid view is more appropriate.

User Workflow



Designing Goal

In order to maintain the interaction consistent with our other products, I use **Patternfly** to develop mockups (Prototyping tool made by Red Hat UX Team). Meanwhile, most of visual designing works are no longer need in the flowing process, so that the developing process are much more efficient.

Dealing with Crushes

When the form was closed before submitted, auto save is available. We can find it later in records, and edit it freely.

While the form is canceled by users, it's been deleted.

交互设计

— 「Self Service」网页UX设计

Page 1 - Homepage

REDHAT Customer Self service portal

Xiaoyu Ni About Self Service

Quick Search

My Latest Status: Signing Privileges --- in process

Add an SCL

Change Component Owner

Dist-Git Repository Change

Contact Us

About

Pnt DevOps

Report an Issue

Release Note

- ① Search for modules
- ② Display latest status (2 rows most), while click “more”, lead to Page 4
- ③ If don’t exist proper module, just click “Others”, lead to Page 5
- ④ On hovering, appear S1
- ⑤ When the chart is finished (all required parts), user can submit it
- ⑥ When click, pop-up window, appear S2

Page 2 – Fill in modules

REDHAT Customer Self service portal

Xiaoyu Ni About Self Service

Dist-Git Repository Change

This form accommodate dist-git repository change requests for RPM builds. A requester need only know the package names that are affected, the product version(s), and whether they belong to a Software Collection or not.

This is NOT the correct form to use for requesting a new RHEL package.
This is NOT the form to use for requesting a repository for docker files.

The SOP explanation document for this form is here: <https://mojo.redhat.com/docs/DOC-1077623>

Package Names *

List out the package names that are involved, 1 per line. The name is the SRPM name, which usually excludes any versioning information. If packages are part of a software collection (SCL), remember to include the prefix.

Product *

Indicate which product and version this is for. If you need multiple branches, then you need to fill out multiple forms. If you do not see the product you work on, send a request to release-engineering@redhat.com to have it added.

select a product and its version

Submit Cancel

S1

Change Component Owner

requesting a change to a component owner for one or more versions of RHEL

icon

S2

Are you sure to delete?

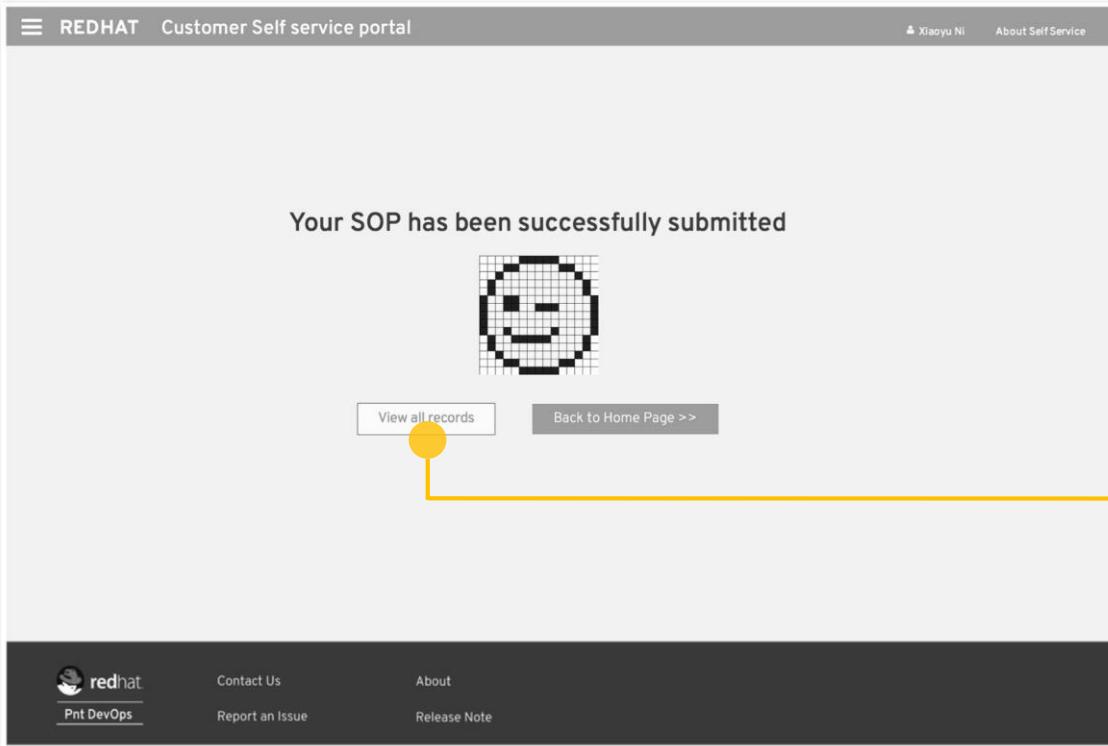
sure cancel

back to home page

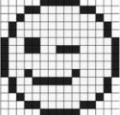
continue to the current page

交互设计 —— 「Self Service」网页UX设计

Page 3 - Submitted



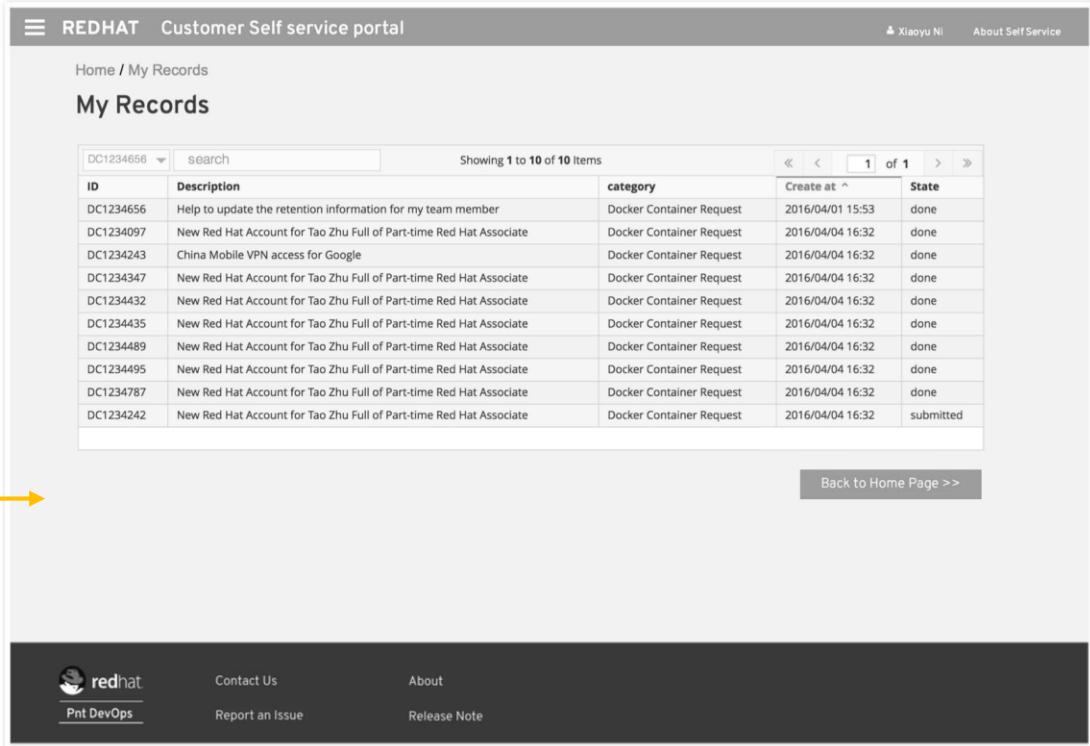
Your SOP has been successfully submitted



[View all records](#) [Back to Home Page >>](#)

A yellow arrow points from the 'View all records' button on this page to the 'My Records' section on Page 4.

Page 4 – My records



Home / My Records

My Records

ID	Description	category	Create at	State
DC1234656	Help to update the retention information for my team member	Docker Container Request	2016/04/01 15:53	done
DC1234097	New Red Hat Account for Tao Zhu Full of Part-time Red Hat Associate	Docker Container Request	2016/04/04 16:32	done
DC1234243	China Mobile VPN access for Google	Docker Container Request	2016/04/04 16:32	done
DC1234347	New Red Hat Account for Tao Zhu Full of Part-time Red Hat Associate	Docker Container Request	2016/04/04 16:32	done
DC1234432	New Red Hat Account for Tao Zhu Full of Part-time Red Hat Associate	Docker Container Request	2016/04/04 16:32	done
DC1234435	New Red Hat Account for Tao Zhu Full of Part-time Red Hat Associate	Docker Container Request	2016/04/04 16:32	done
DC1234489	New Red Hat Account for Tao Zhu Full of Part-time Red Hat Associate	Docker Container Request	2016/04/04 16:32	done
DC1234495	New Red Hat Account for Tao Zhu Full of Part-time Red Hat Associate	Docker Container Request	2016/04/04 16:32	done
DC1234787	New Red Hat Account for Tao Zhu Full of Part-time Red Hat Associate	Docker Container Request	2016/04/04 16:32	done
DC1234242	New Red Hat Account for Tao Zhu Full of Part-time Red Hat Associate	Docker Container Request	2016/04/04 16:32	submitted

[Back to Home Page >>](#)

Considering for the tables on Page4

In order to improve efficiency of this service process, we finally decided to remove *Description* from the table, while it's still exist in the recorded details. For engineers, searching is ready for each column.

Additionally, *State* is indicated specially in different kinds of color. Users are more concentrated on State changes, after all.

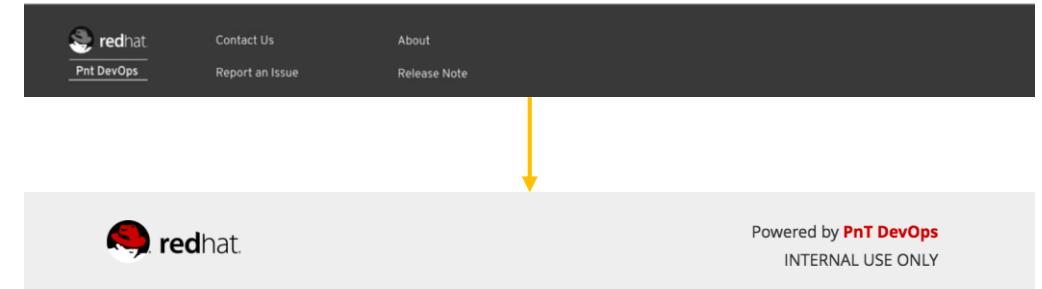
ID ^	category	Create at	State
DC1234097	Add an SCL	2016/04/04 16:32	CANCELED
DC1234242	Docker Container Request	2016/04/29 15:02	IN PROGRESS
DC1234243	Docker Container Request	2016/04/04 10:22	SUBMITTED
DC1234347	Change Component Owner	2016/04/04 16:32	DONE
DC1234432	Docker Container Request	2016/05/18 15:51	SUBMITTED
DC1234435	Docker Container Request	2016/04/04 17:13	DONE
DC1234489	Others	2016/04/07 16:32	DONE
DC1234495	Docker Container Request	2016/04/04 17:32	DONE
DC1234656	Add an SCL	2016/04/01 15:53	DONE
DC1234787	Signing Privileges	2016/05/04 12:05	DONE

patternfly mockup for this table

交互设计 —— 「Self Service」网页UX设计

More thinking

Considering the Brand team's style, the footer is in dark color, so the prototype's footer looks more obviously, however, we use more lighter grey instead of it in later developing... since footer shouldn't be visual focus of the page. As is shown in the right side.



Brief Summary

Prototyping from Axure app to HTML files based on Patternfly, I find out that there's much more details than I had thought before. Designing towards business is a little bit different from that of design towards ordinary customers. We focus more of our attention on how to make it works more efficiency, in order to provide more friendly services for our users, and support better product lines. Related to properties of the product, we don't have to considering how to draw peoples attention, instead, efficiency is every thing!

During these days of desigining and learning front-end developing, a strong sense came to me that knowing of HTML / CSS is of great importance for designers. For more vivid animation effect, JavaScript is also needed.

[View Demo on Github](#)

「心情日记」iOS 客户端 交互设计

产品背景： 这是一款为高校大学生开发的匿名心情应用，目前 Android 和 iOS 版本均已上线。由我担任 iOS 新版客户端的交互和 UI 设计。

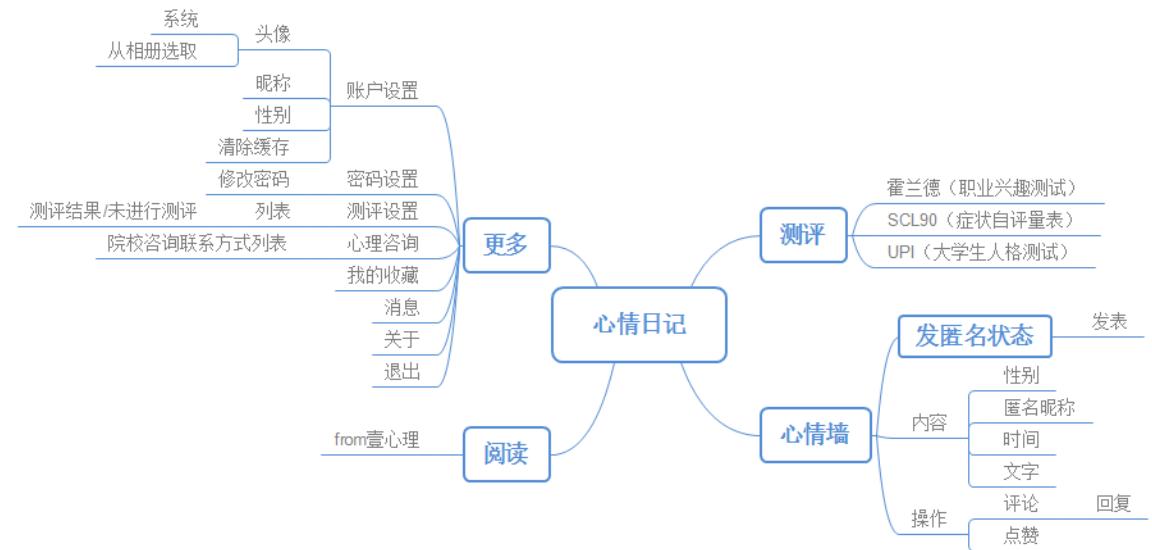
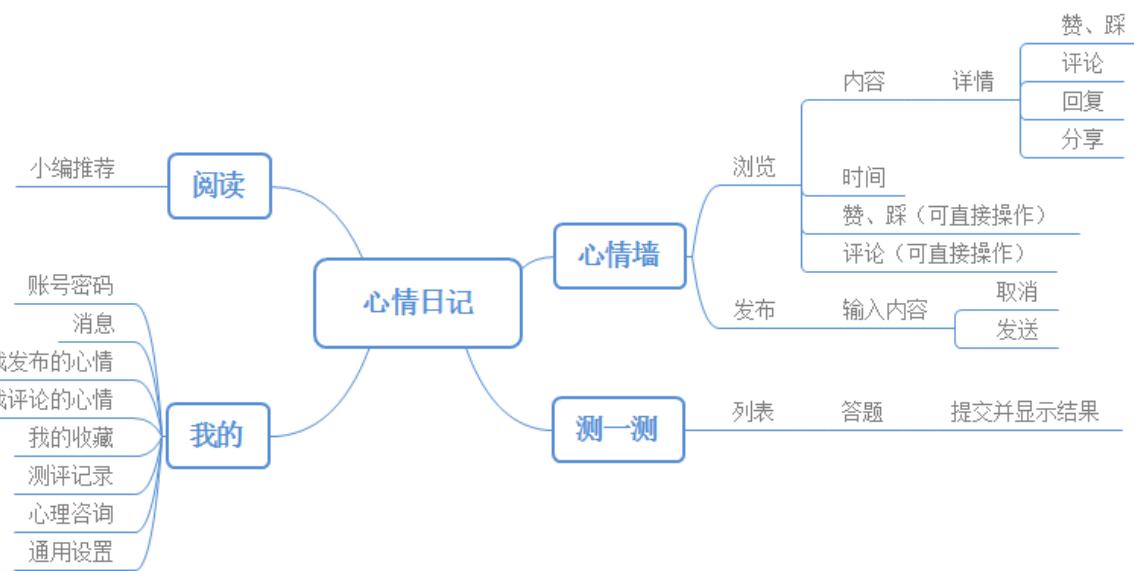
需求分析： 随着用户数量的增长，1.0 版本有很多地方需要被优化。

功能概要： 主要功能是匿名心情墙、辅助是有权威性的心理「测一测」以及文章推荐。

用户场景： 切合高校学生，减少不重要的功能，并使用更多 UI kit 中的模块，提高交互一致性，降低新用户使用门槛。

竞品分析： 拆分功能，分别与市场上匿名心情、测试等类似功能的 App 进行对比分析。

信息架构



交互设计

——「心情日记」iOS 客户端交互设计

改进清单

登录

- 优化登录流程，首次使用 App 不必登录
- 未登录用户可进行心情墙和文章的浏览

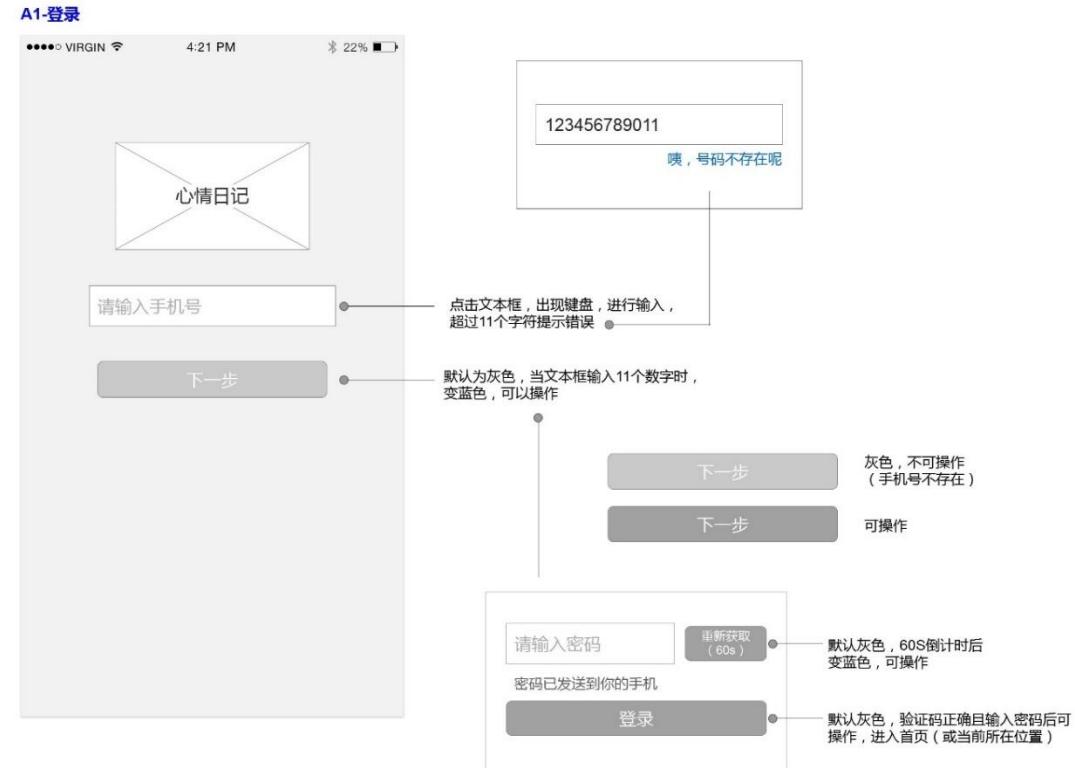
心情墙

- 发布按钮移至底部标签正中
- 删 除 头像、性别、昵称
- 放大赞踩按钮，便于操作
- 首页可直接回复
- 导航栏添加消息提醒
- 评论区随机颜色头像区分用户，标记楼主

测一测

- 列表由标题，改为图+标题+简短文字说明
- 若已测试过，列表此栏右上角出现标记，点击出现提示，并可跳转至测评结果
- 取消左右滑动选题，提高测试准确度
- 测评时，显示当前进度

登录交互改进

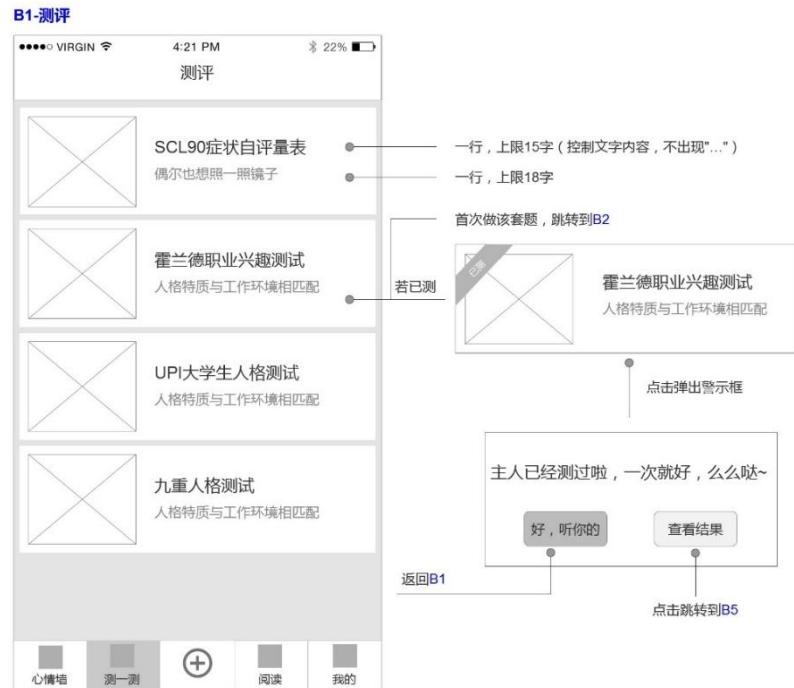


思考1：

修改登录形式为发送密码到手机，在一定程度上提高了账号安全性，并简化了登录流程，最近会有篇文章来讨论登录的几种交互方式。

交互设计 —— 「心情日记」iOS 客户端交互设计

测评部分交互改进



思考2:

对于已测试项目左上角做标记，与未测试项目区分开，并且在用户再次选择题目时直接引导至结果页。

注：自己最初的想法是点击已做过的项目就直接跳转到结果页，但用户不一定想要看测评结果，这样还是得返回。相比较之下，弹框的形式给用户选择的余地，返回速度也更快。

思考3:

之前的答题页无进度条，且能跳跃答题，易漏题，现在底部加上进度条，更直观，点击选项直接跳转下一题，能很好地避免漏题，同时也能提高测评结果的科学性。

测试中途若返回，弹出的警示窗「取消」按钮相对「确定」在视觉上更为突出，同时将其放在右边，降低用户出错概率。

交互设计

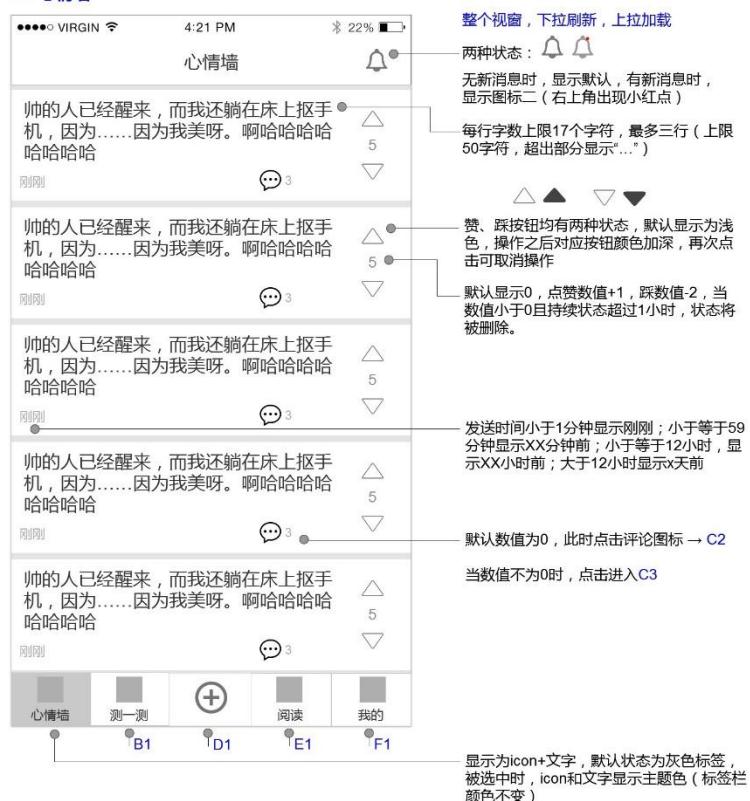
— 「心情日记」iOS 客户端交互设计

测评部分交互改进

C2-评论



C1-心情墙



思考4：

心情墙评论方式改进：当评论数量为0时，点击icon就是添加评论，当数量不为0时，点击进入详情页。

小结：

由于是学生团队，且 1.0 版本界面存在很多不规范的地方。

我和产品经理讨论后决定在这次改进中使用更多 UI kit 中的模块，先让产品更符合规范，提高和 iOS 平台的交互一致性，使新用户使用门槛降低；在下次更新中，再来考虑产品「个性」。

就自己而言，这次正好在仔细读一遍 iOS 9 人机界面指南。这是自己第一次仔细考虑在功能上做减法，每做一项改动，尽量去寻找理论依据，和团队其他成员的讨论也变得更高效。

查看更多

「Dian团队」官网主页& 后台 [交互设计](#)

背景：为了方便团队日常管理，以及网上招新报名需要，此次在原官网的基础上，对网站信息架构做微调，并完善后台管理功能。由我担任交互和视觉设计。

需求分析：随 Dian 团队在校内外影响力和知名度的提升，官网的访问量也随之增加，考虑到让初次访问网站的用户在短时间内以尽量少的点击次数对团队有更多的了解，首页需要有适当的介绍。

随官网的改版，后台也需相应调整。同时在后台管理人员进行任务交接时，尽量降低学习门槛。

小结：初次进行 Web 端设计，从列信息架构和画纸面原型开始，还有很多需要被完善的地方，感谢《Web 信息架构》让我对网站交互设计有了新的认识，向我打开了新世界的大门。

信息架构



新

团队官网后台管理系统

旧



交互设计

——「Dian 团队」官网主页& 后台交互设计

The screenshot shows the 'Dian Team Main Page Back-end Management' interface. On the left is a sidebar with a '新闻管理' (News Management) section containing links for '我的新闻' (My News), '发表新闻' (Post News), '全部新闻' (All News), '审核' (Review), and '新闻管理' (News Management). The main area displays a table titled '查看新闻列表' (View News List) with columns: 序号 (Index), 题纲类型 (Title Type), 所属栏目 (Category), 作者 (Author), 发表时间 (Published Time), and 状态 (Status). The status column for the first row is highlighted in blue. Below the table are page navigation buttons.

状态
对外隐藏

This screenshot shows a more detailed view of the back-end management system. It includes a '状态' (Status) panel with '对外显示' (External Display) and '对外隐藏' (External Hide) buttons. A '写' (Write) button is highlighted in blue. To the right is a circular '写' (Write) button with three smaller buttons below it: '写' (Write), '审' (Review), and '管' (Manage). The main area shows a news list table with columns: 序号 (Index), 标题 (Title), 栏目 (Category), 作者 (Author), 时间 (Time), and 状态 (Status). The status column for the first row is also highlighted in blue. The bottom of the screen has a note about character limits and a footer with copyright information.

后台管理系统 - 改进清单

- 从旧版的以「管理」类别为分类依据改为以“操作目的”为分类依据，以减少达到相同目的下的点击次数。
- 旧版「查看」和「操作」放在不同标签下，十分不便，新版将其集中在一起，更便于操作。
- 写（发布）、审核、管理（批量操作）按钮置于全局状态，方便使用。

交互设计

— 「Dian 团队」官网主页& 后台交互设计

团队官网 - 改进举例

- 在旧版的基础上，修改了简介形式，从比较官方的介绍改为较为有诗意的形式，并在下滑时能看见部分团队成员的照片，给访问者一种「团队的力量」的感觉。
- “简介”标签下的二级标签调整了顺序，并将分站移动到「加入/联系」

- 标签下团队 → 导师 → 组织结构 → 项目组 → 明星墙。对学生团队来说，相较于组织结构，来访者往往更关心导师，因此将其排至第二位；添加必要的标签：项目组、明星墙（优秀队员）。

- 取消标签栏橙色背景，选择二级标签后，对应二级标签变橙色，使用户注意力更多集中在简介对应的二级标签。

查看更多



「歌词的故事」 交互设计

交互设计

——「歌词的故事」交互设计

产品背景：

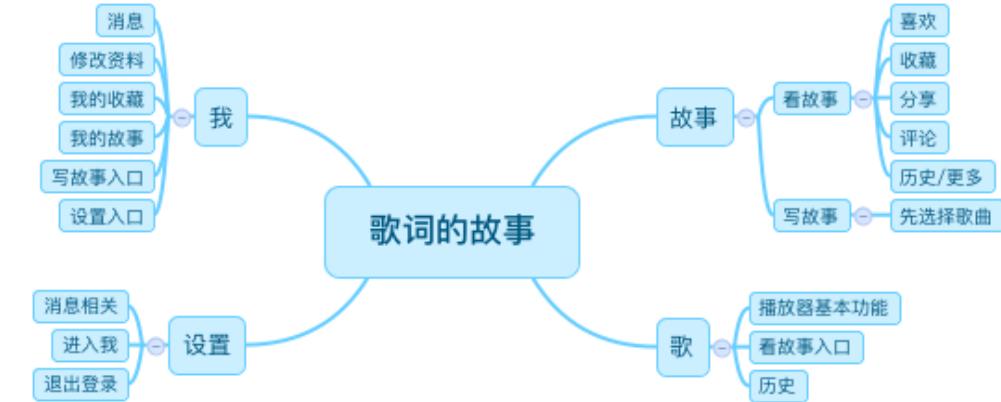
一千个读者，就会有一千个哈姆雷特；一千个听众也会有一千个不同的故事。这是一款分享歌词背后故事的 APP，主要功能是看故事、听歌。这是自己的一项交互设计小练习。

需求分析：

让用户方便在首页选择想看的故事，也可以直接查看历史推荐和歌曲收藏，此外，在歌词/故事界面之间能自如切换。写故事功能应在首页较为醒目的位置，写故事前先选择歌曲。

用户场景分析：

目标用户是热爱音乐/文字的年轻人，能边听歌边看这首歌背后的故事，并能方便地在看故事的页面进行歌曲播放/暂停操作。结合周围同学的习惯发现，睡前经常躺在床上听歌看文章，因此很必要有夜间模式。



用文字记下了当时对首页设计的思考：

[查看更多交互设计作品](#)

视觉设计

—— Red Hat 日常文化设计

前PnT DevOps UX Team 主页。

页面主要用来展示三个内容入口：Project, Design, Resource.

正中的三块分别是图形状的 U C D 三个字母，背景是Red Hat相关产品和项目 icon，右上角引导到UX 团队社区主页。UCD 三张图和Mojo 按钮分别添加了hover 动效。



记录第一次写网页的心路历程

视觉设计

—— Red Hat 日常文化设计



SAN FRANCISCO, CA
JUNE 27-30, 2016

SUMMIT 2016 t-shirt design

No.2



1. I add a thread to link each element. Now the shape is like a Chinese knot, which means every one join in together to make a big one.

2. Each cell's corner is rounded by 1mm, which looks more comfortable. 26 cells in total, which stands for 26 letters. We cannot communicate without any of them.

3. We are open source company, and we are open minded, so we welcome every one to join us, so it's an open circle.

idea



FRONT



BACK



LEFT SIDE

BREW 10 YEARS - Tshirt



FRONT



BACK

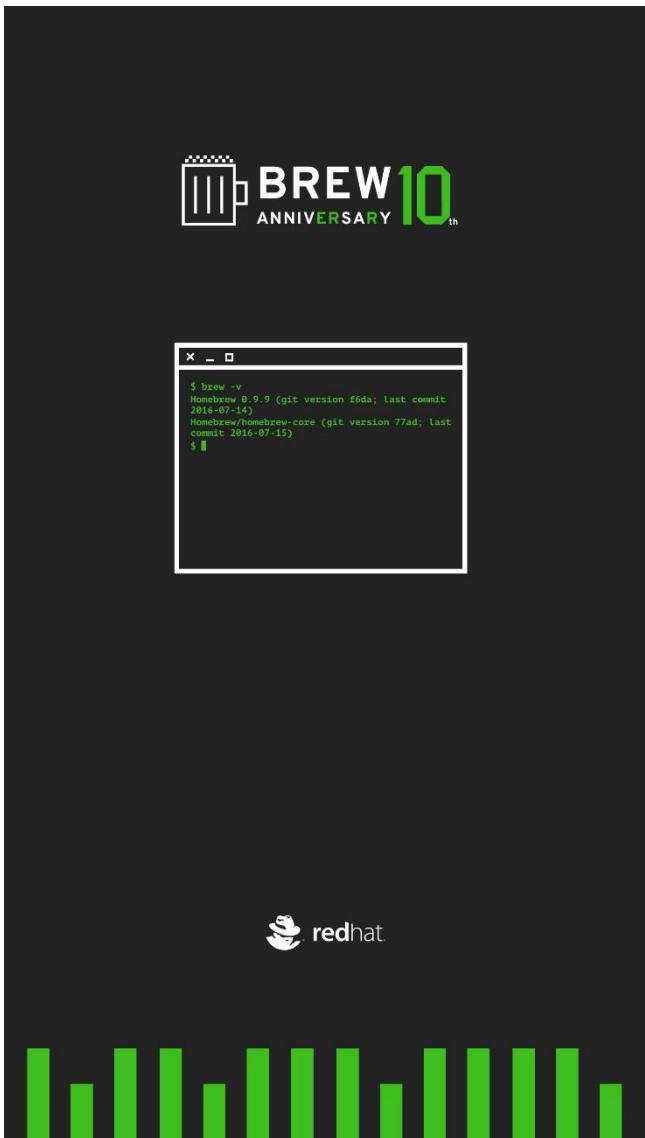


LEFT SIDE

BREW 10 YEARS - Tshirt

视觉设计

—— Red Hat 日常文化设计



视觉设计

—— 心情日记iOS 客户端视觉设计

在交互设计的基础上，我参与了心情日记 iOS 客户端的视觉设计。



视觉设计

——「录取通知书」H5 页面设计



为宣传推广「点亮未来」微信公众平台，在高考结束后推出H5应用「录取通知书」。由我策划和设计并配合前端实现。

输入姓名，点击生成恶搞版的「录取通知书」。



← 玩一玩

前端

—— HTML5 / CSS3 / JavaScript

The screenshot shows a web application interface for managing service requests. At the top, there's a navigation bar with tabs like 'RED HAT Customer Self Service Portal', 'Quick Search', and 'About Self Service'. Below the navigation, there's a section for 'Dist-Git Repository Change' with several cards showing status like 'in process' and dates. A central modal dialog asks 'Are you sure to cancel?' with 'Sure' and 'Cancel' buttons. Another modal at the bottom asks if changes will be saved. At the bottom, there's a table titled 'My Records' showing 10 items with columns for ID, category, Create at, and State (e.g., CANCELED, IN PROGRESS, SUBMITTED, DONE). The footer includes the Red Hat logo and 'Powered by PnT DevOps INTERNAL USE ONLY'.

ID	category	Create at	State
DC1234097	Add an SCL	2016/04/04 16:32	CANCELED
DC1234242	Docker Container Request	2016/04/29 15:02	IN PROGRESS
DC1234243	Docker Container Request	2016/04/04 10:22	SUBMITTED
DC1234347	Change Component Owner	2016/04/04 16:32	DONE
DC1234432	Docker Container Request	2016/05/18 15:51	SUBMITTED
DC1234435	Docker Container Request	2016/04/04 17:13	DONE
DC1234489	Others	2016/04/07 16:32	DONE
DC1234495	Docker Container Request	2016/04/04 17:32	DONE
DC1234656	Add an SCL	2016/04/01 15:53	DONE
DC1234787	Sigining Privileges	2016/05/04 12:05	DONE

The screenshot shows a code editor with four tabs: 'index.html', 'sssstyle.css', 'mystyle.css', and 'canvas.html'. The 'index.html' tab contains the basic structure of an HTML page. The 'sssstyle.css' and 'mystyle.css' tabs contain CSS styles for the application's UI, including font faces, colors, and layout rules. The 'canvas.html' tab contains a script that uses the canvas element and JavaScript to draw a gradient background.

```
index.html
sssstyle.css
mystyle.css
canvas.html
```

GitHub主页



文字

写博客：

为了记录和整理自己平时的想法和脑洞，以「粥一」为名，从2015年底至今在简书上写产品设计相关文章3w字，文字被「今日头条」、「人人都是产品经理」、「互联网er的早读课」等平台转载数次。

工科生转交互设计之心路历程：

作为工科大学的工科生，一进校，我学起了编程做起了硬件，也学了点 Photoshop，直至偶然一次做 UI 的机会，什么基础都没有的我喜欢上了界面设计。大二那年的寒假，一本《UCD火花集》让我决定，要做交互设计。

有点小Geek，也享受在安静的角落打坐，发呆，码字，或者反复思考之前的脑洞，往往会有意外收获。在团队中经常负责组织一些小活动，被认为是很靠谱的人。

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