FACULDADE DE CIÊNCIAS E TECNOLOGIA
UNIVERSIDADE NOVA DE LISBOA

Interacção Pessoa-Máquina

2020/2021

Bubbles Express

Stage n: 3

Realizado por:

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Lab class Nº P1

Group Nº 8

Professor:

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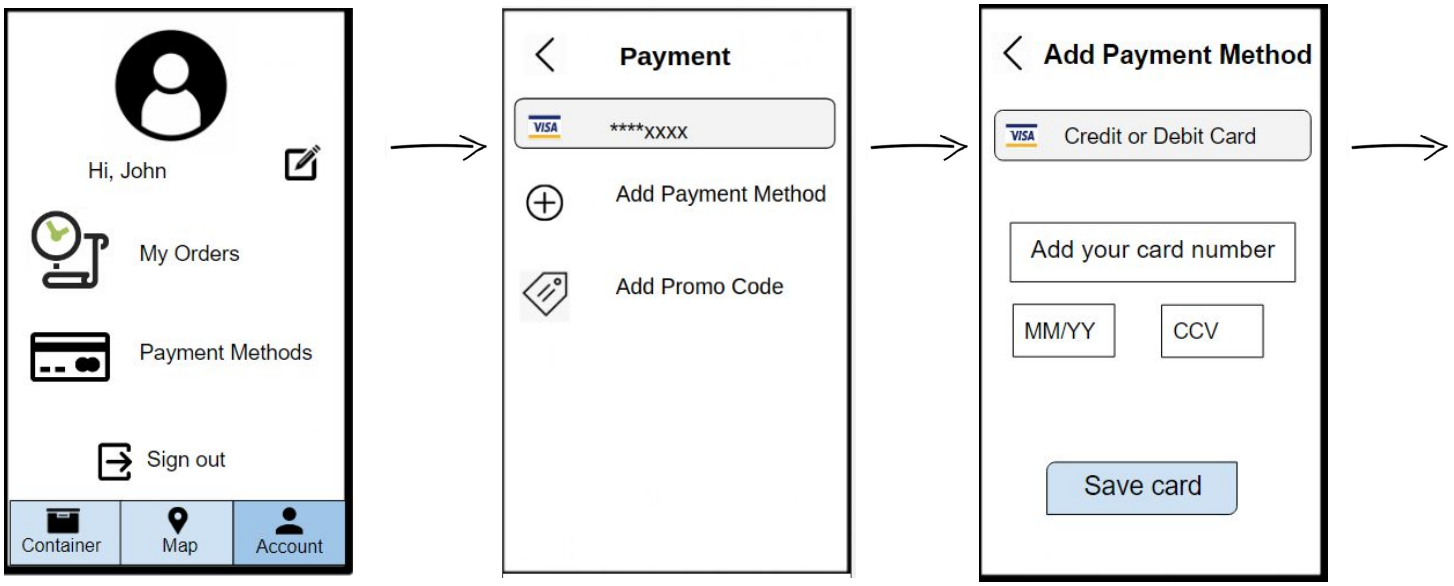
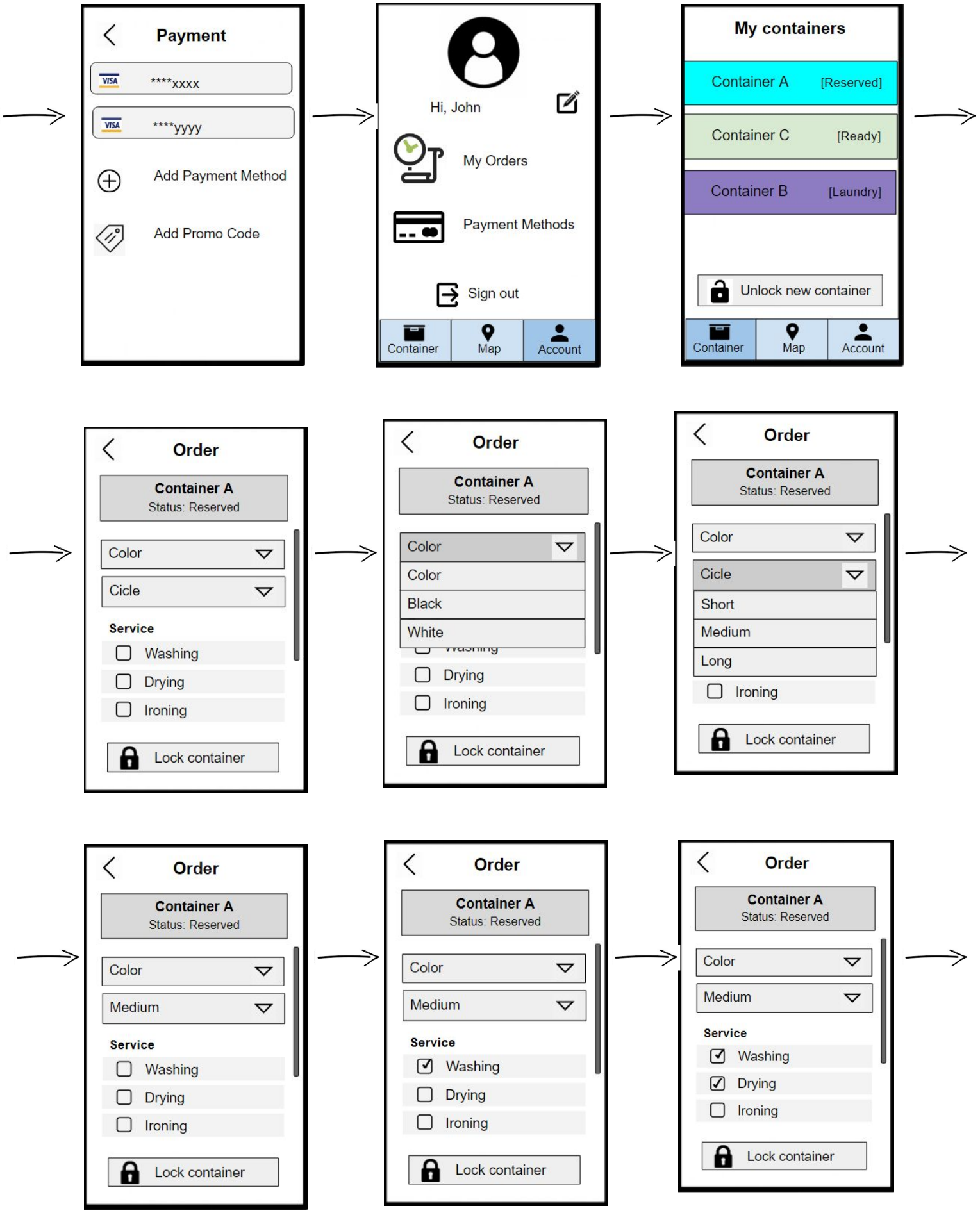
Briefing

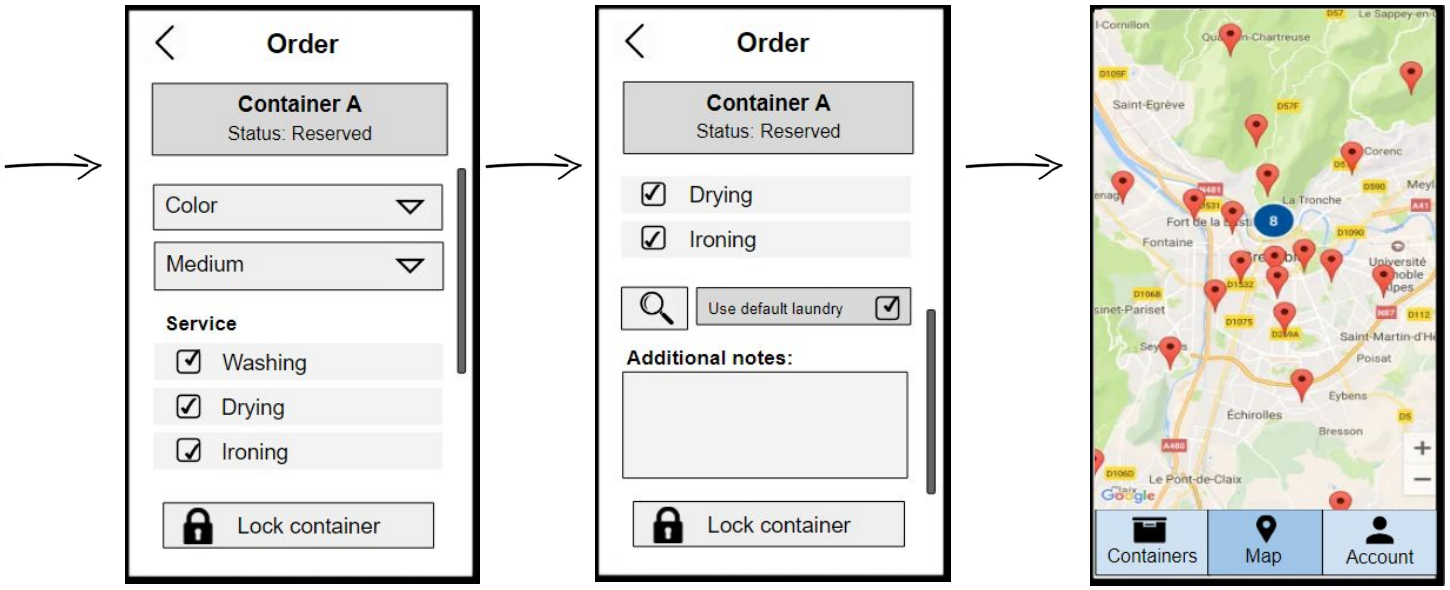
We start our sessions by providing the users a brief sum of our project.
Our project consists of an “uber like” drycleaning service. The service contains structures around the city where you can rent “drawer-like” containers where you put your dirty laundry. After that, a distributor will pick up your containers and drop them off at the designated dry cleaner. The dry cleaner will then receive your clothes and do the treatment you requested. After that the process is reversed and you will be notified when your laundry is available for pickup at your prefered structure.

Sketches and storyboards

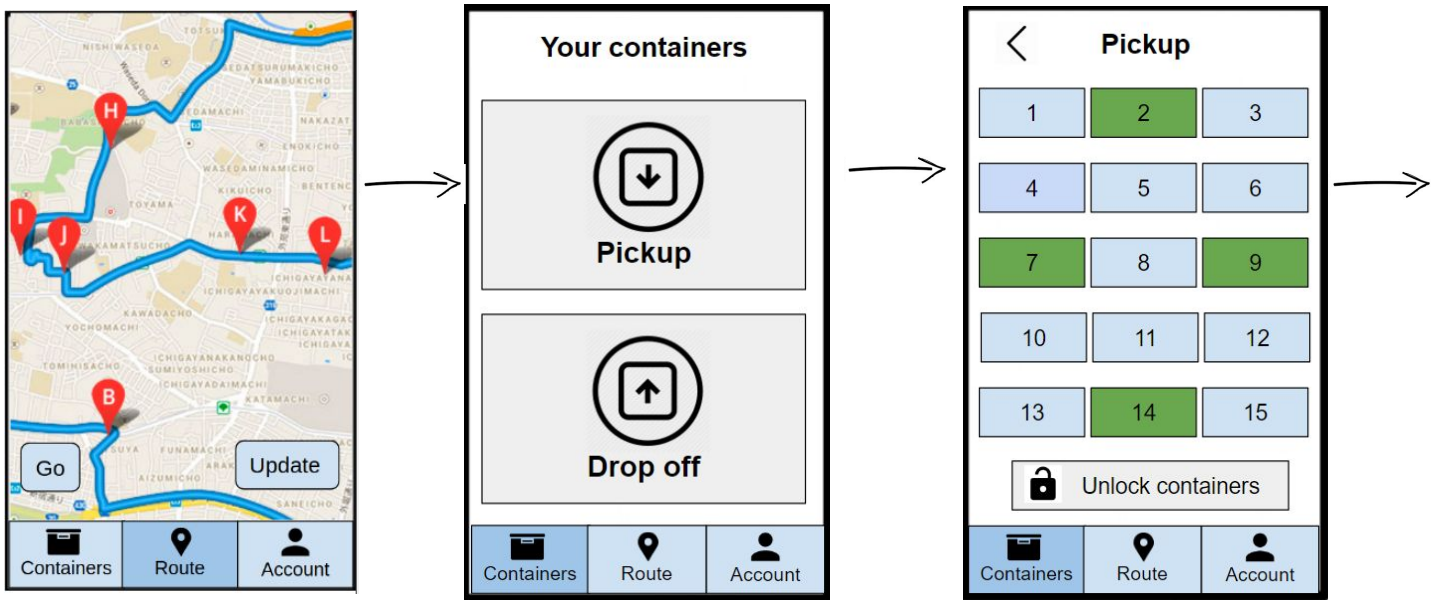
First Scenario:



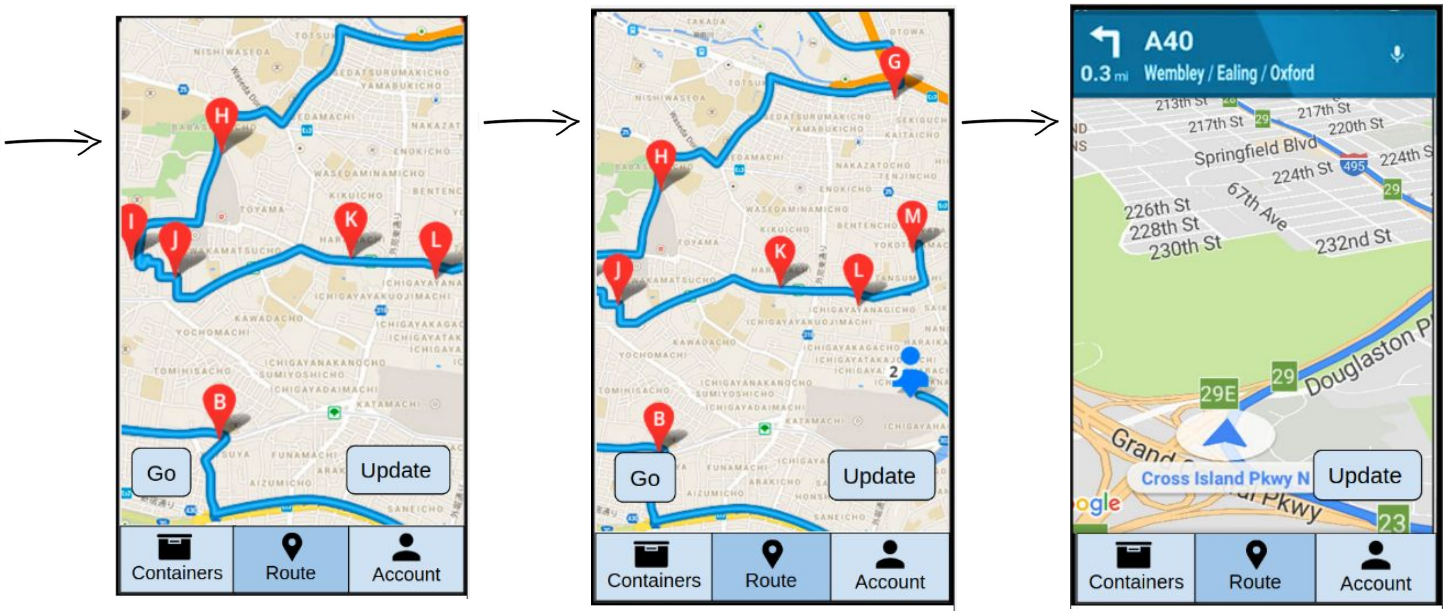

Payment
****xxxx
****yyyy
Add Payment Method
Add Promo Code
Hi, John
My Orders
Payment Methods
Sign out
Container
Map
Account
My containers
Container A [Reserved]
Container C [Ready]
Container B [Laundry]
Unlock new container
Container
Map
Account
Order
Container A
Status: Reserved
Color
Cicle
Service
Washing
Drying
Ironing
Lock container
Order
Container A
Status: Reserved
Color
Color
Black
White
Drying
Ironing
Lock container
Order
Container A
Status: Reserved
Color
Cicle
Short
Medium
Long
Ironing
Lock container
Order
Container A
Status: Reserved
Color
Medium
Service
Washing
Drying
Ironing
Lock container
Order
Container A
Status: Reserved
Color
Medium
Service
Washing
Drying
Ironing
Lock container
Order
Container A
Status: Reserved
Color
Medium
Service
Washing
Drying
Ironing
Lock container



Second Scenario:



Your containers
Pickup
Drop off
Containers
Route
Account
Drop off
1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
Unlock containers
Containers
Route
Account
Your containers
Pickup
Drop off
Containers
Route
Account


H
I
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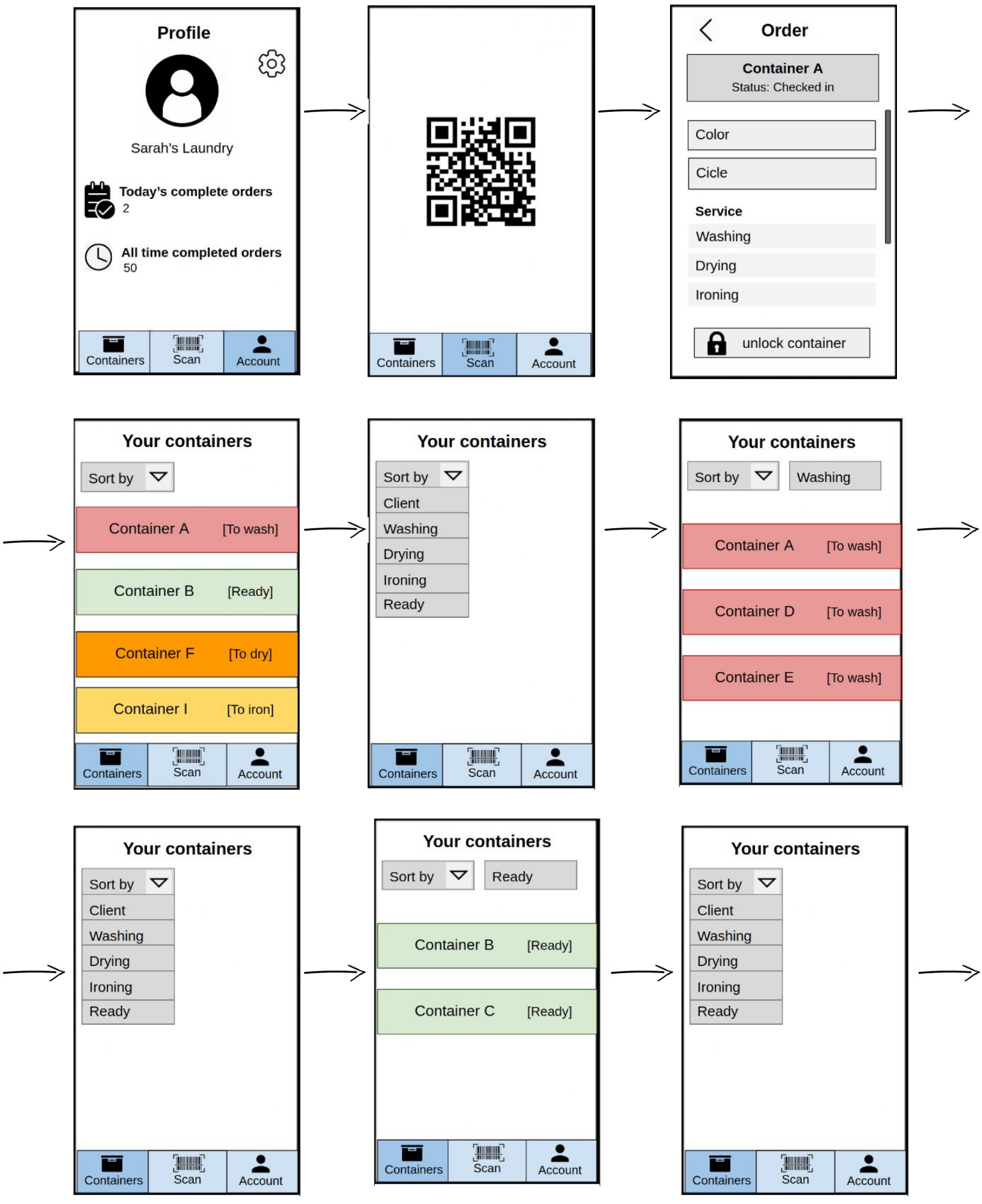
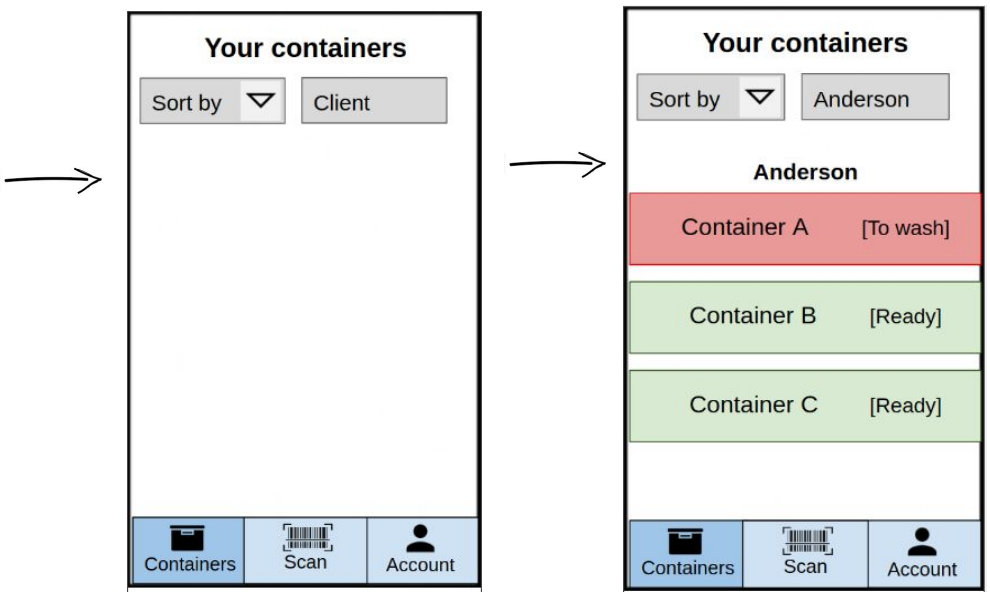
K
L
B
Go
Update
Containers
Route
Account
G
H
M
K
J
L
B
Go
Update
Containers
Route
Account
A40
0.3 mi
Wembley / Ealing / Oxford
Springfield Blvd
67th Ave
232nd St
29E
29
Cross Island Pkwy N
Update
Containers
Route
Account

Third Scenario:





Prototype photos and link

Relevant pieces of our prototype are the tangible assets i.e the containers and we haven't designed them at this point. Regarding the app prototype all of the screens have been shown before and we don't have any additional features besides our core functionalities so we don't think it is relevant to include repeated screens.

Links to our prototype on Marvel:

- First Scenario: https://marvelapp.com/prototype/529jf8a
- Second scenario: https://marvelapp.com/prototype/529jf8a/screen/73921748
- Third Scenario: https://marvelapp.com/prototype/529jf8a/screen/73929365

Scenarios

First Scenario – Client

Mr. John needs to wash his clothes, but he is very busy today. He has just acquired a new credit card and wishes to use it in the app.
Then, he chose the previously reserved container and next he decided to do an order to wash his colored clothes with a medium cycle, drying and ironing.
He didn’t have a preference for any dry cleaner.

Second Scenario – Distributor

Mr. Anthony is a distributor and he has just arrived at Lisbon's pickup structure.
He needs to know which containers are supposed to unlock to pick up, put them in his car and deliver them to the laundry.
He also needs to leave the container 4, 6 and 12 in the structures so the clients can get their clothes.
After doing that he needs to update the route and go to the new destination.

Third Scenario – Laundry

Mrs. Sarah has laundry. She received a new container and needs to check it in the container A in the app so she can open it.
Then she wants to wash the clothes and needs to know which containers have clothes to wash.
While she waits for the clothes to finish washing, she needs to know what containers are ready to go, because she wants to put them in the proper place at the laundry, waiting for the distributor to arrive.
After that she wants to see if Mr. Anderson, her favorite client, has all his containers ready to go.

Observation

In general, all the users that tested our prototype found similar difficulties.

One of them was when a customer is wrapping up a request they found that the intended action wasn't the one they were trying to do. We needed them to scroll all the way down and make sure they saw all the available options before locking the container. We found them trying to lock the container before seeing all the options. We think that moving the "lock container" to the bottom of the screen and, once the client reaches the end of the page this button becomes sticky will be a better approach.

We also discovered in our testing that it wasn't evident which card was selected for payment wasn't obvious. We are considering reducing all inserted cards to a dropdown list in order to make it visually more obvious.

The Go and Update button on the drivers app is one step too many. It would be easier just having one button that did both of the tasks.

We received some feedback regarding the positioning of our sort button in the Dry Cleaners side. We concluded it was best to add another sub-menu with only the filters. Each time a filter would be applied the "containers" submenu would appear on screen.

Another feedback we received and, although it wasn't possible to test on the app, was including visual feedback when a laundry basket was delivered (whether it be on the dry cleaners side or the customer) apart from the push notification. This would take the form of a dot or an exclamation mark on the "scan" bottom menu widget.