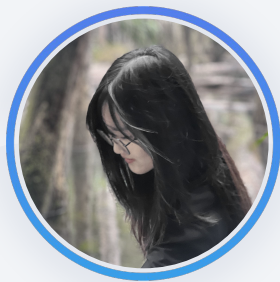# Laundry Savior

Team #2

Outline

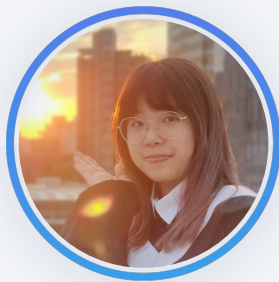- **Introduction to Problem & Solution**

- **Heuristic Evaluation Results**

- **Revised Design**

  - Changes

  - Live Demo

- **Summary**

Team Members

Jia Wen Foo

R10944057

Silver Lui
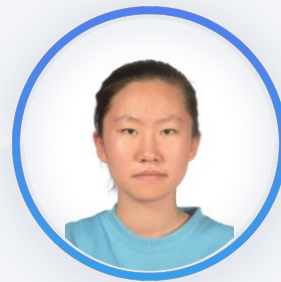
R11944056

Jia Yin Foo

R10944056

Yen Yu Tung

B09902031

Value Proposition

Laundry Savior

Chores made easy!

Problems/Solution

Problems

Washing machines are always occupied in the dormitory. Some users may be late to collect their laundry.

Solutions

Laundry Savior provide a dashboard to **check availability of the washing machine**, and **remind users** to collect laundry immediately as well as allow **e-payment** during the laundry.
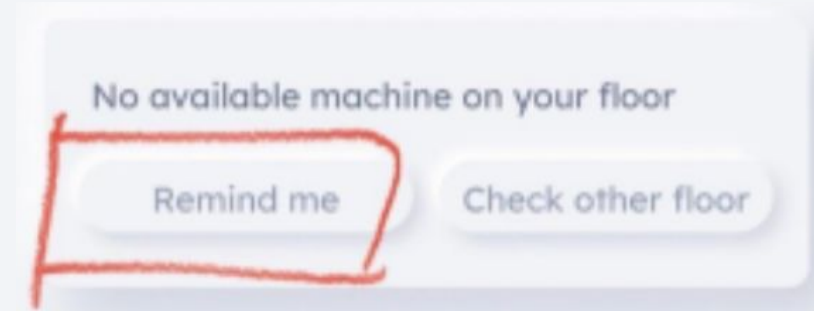
Heuristic Evaluation Results

Severity 3

Problem 1: H7 Flexibility and efficiency of use

Description

Does Remind me only apply to washing machines, not sure which laundry equipment the available machine will be assigned to.

Suggestion

Add a block for the dryer, or more precisely express what the machine to remind is.

Revised design - Problem 1

We revised the description, enable the users to be reminded when there is a washing machine available on their default floor they chosen.

Washing machine on your floor are busy.
Remind when any washing machine available on 8F?

Remind me ›

Problem 2: H2 Match between system and the real world

Description

At the washing machine interface, it doesn't have the option for users to change the time of wash. Users who pay with coins cannot change the washing time.
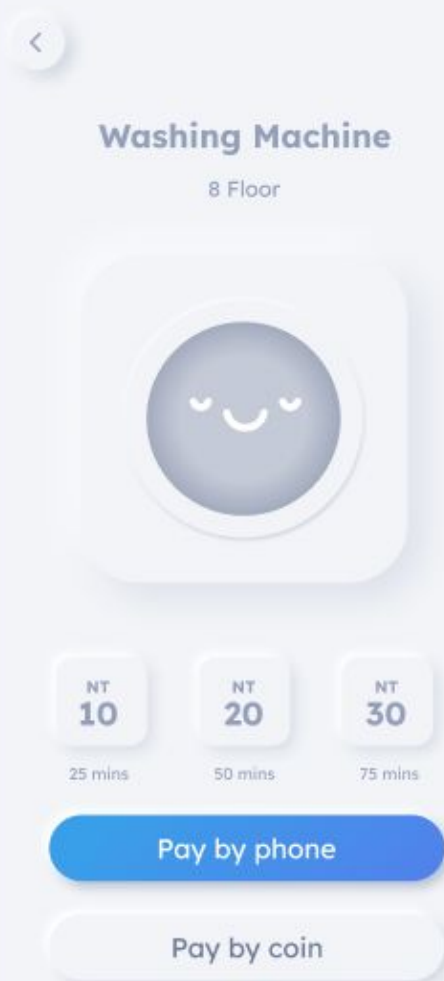
Suggestion

Have to add the feature of letting the users change their washing time just in case some users pay more to have a longer washing time.

Washing Machine
8 Floor

40 mins left

You'll be reminded if when laundry is done.
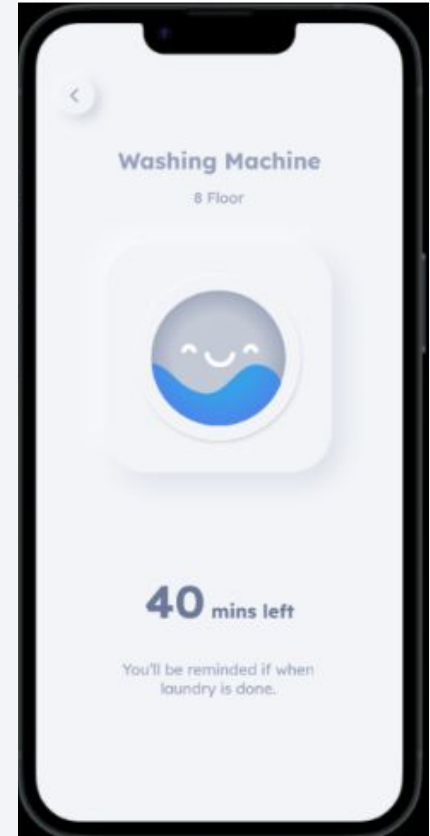
Revised design - Problem 2

We add the buttons with NT 10, 20, 30 dollars and with each execution time of the washing machine , enable the users to pay by one time if they want to wash their clothes for longer time.

Washing Machine

8 Floor

| NT 10	NT 20	NT 30
25 mins	50 mins	75 mins

Pay by phone

Pay by coin

Problem 3: H2 Match between system and the real world

Description

Since there might be more than 3 washing/dryer machines on each floor, it's unclear how 4+ washing/dryer machines will be displayed on the app.

Suggestion

Add a bar or some dots beneath the status of washing machines to suggest that users can scroll left/right to see other washing machines' status.
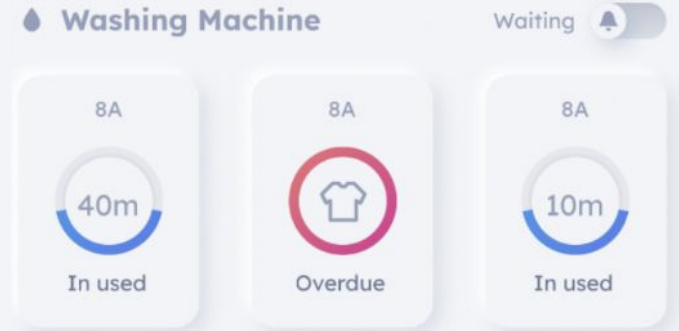
Revised design - Problem 3

We add one more washing machine status in the prototype to show more clearly if there are 3+ machines on the same floor.

Problem 4: H2 Match between system and the real world

Description

When the "washing machine available" notification pops out, can we know which specific washing machine is available?

Suggestion

Specify the washing machine that is available(maybe an id for every washing machine is needed).

Wash Machine available!
on 8F, Guo Ching Dorm

Use Now >

Revised design - Problem 4

We add more detail description about the area where the available washing machine at, to reduce the time for users finding the position of the available washing machine .

Wash Machine available!

ot 8A, hurry up before it used by other!

Use Now ›

Severity 4

Problem 5: H5 Error Prevention

Description

There should be some gap between "washing machine available" and "use now", because it is very likely that people are not close to the machine when the machine is available, and what if somebody near the machine occupy it before people reach it?
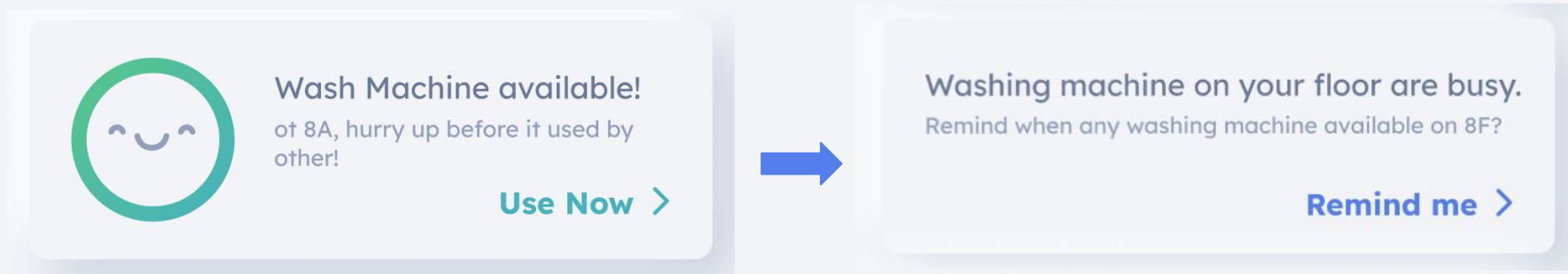
Suggestion

Add a "reserve now" feature instead of use now when available. Otherwise the app should remind the user when the machine is occupied again.
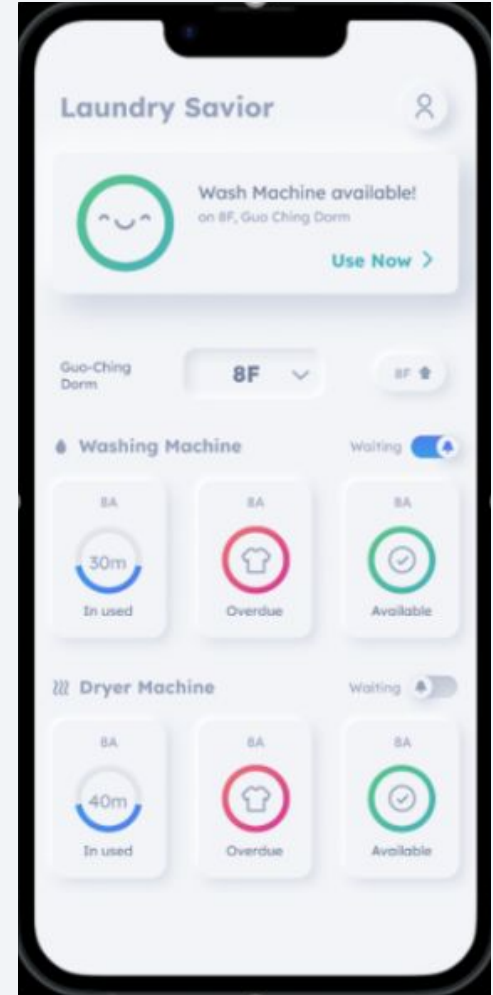
Revised design - Problem 5

We can't solve the unfair condition if someone else is closer to the machine, so we add more description on the reminder for users to hurry up, and the content in the reminder would change if there is someone else uses the washing machine first.

Wash Machine available!
ot 8A, hurry up before it used by other!

Use Now ›

Washing machine on your floor are busy.
Remind when any washing machine available on 8F?

Remind me ›

Problem 6: H9 Help Users with Errors

Description

The washing mode selection page directly appears after pressing the "pay by coin" button, but does not give options for users to undo their action if something goes wrong.
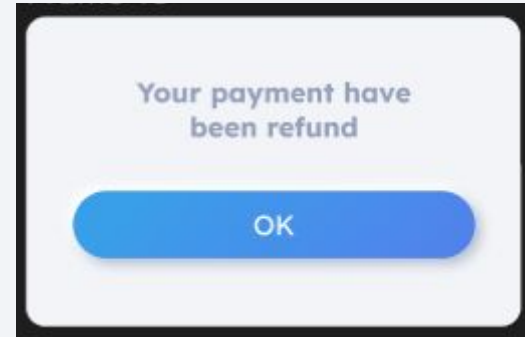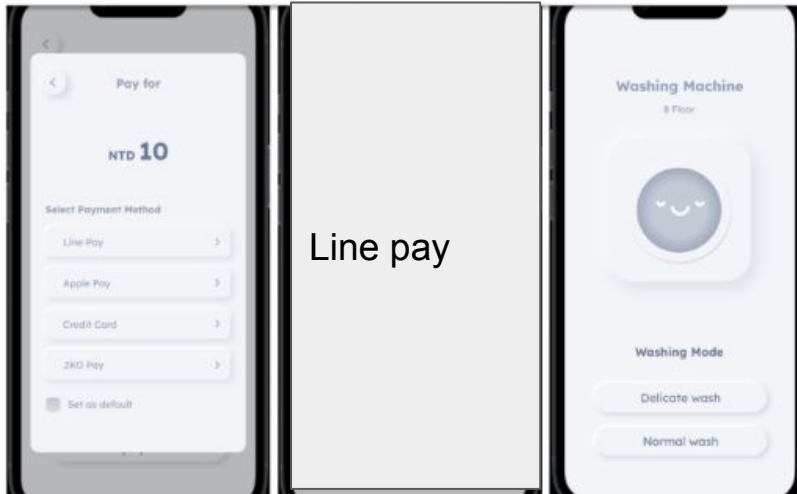
Suggestion

Users surely need some cancel/refund functions. And it may be helpful to insert some successfully-paid / confirmation pages before entering the washing mode selection page in case people fail to pay.
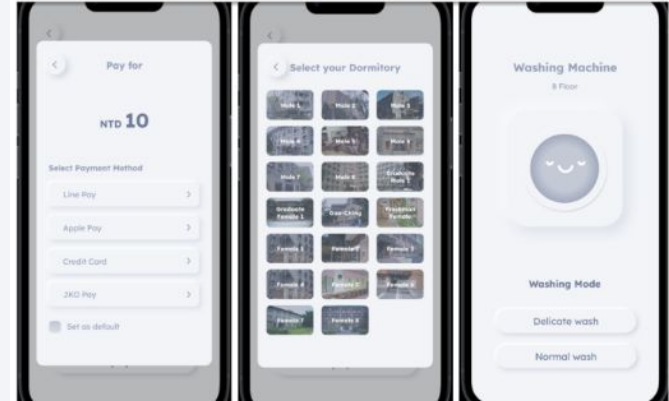
Revised design - Problem 6

After selecting the e-payment method, will leads to each method pages to pay the fee, if the user wants to cancel the process after finish the payment, it will ends at the reminder of "Your payment have been refund".

Revised Design
Live demo

https://www.figma.com/proto/auqlvMY5huC1DTf8bRDQeu/Laundry-Savior?node-id=102%3A3&scaling=scale-down&page-id=102%3A2&starting-point-node-id=102%3A3&show-proto-sidebar=1&hide-ui=1

Summary

- Revised the description of reminder, including detail information about where the available washing machine at, messages for users to hurry up for the available machine, and the content in the reminder would change if there is someone else uses the washing machine first. (H2, 5, 7)

- Add the buttons with NT 10, 20, 30 dollars and with each execution time of the washing machine. (H2)

- Add one more washing machine status in the prototype to show more clearly if there are 3+ machines on the same floor. (H2)

- If the user wants to cancel the process after finish the payment, it will ends at the reminder of "Your payment have been refund". (H9)