

Evaluation

User testing “Rubik” platform



MAGICLINE



MYSPO RTS



SPORTALLIANCE



FINION



BEDARF.DE

EXECUTIVE SUMMARY

Object of evaluation

During the usability test with potential users, a prototype of a new Magicline design created in Figma was evaluated. The aim of the new design is to streamline complicated processes to support a studio and its employees in their daily tasks.

Data

A total of **21 tests/talks** were conducted (**7 semistructured Testings, 11 Deep Dive “Flashlight-Testings”, 4 Interviews**)

Approach

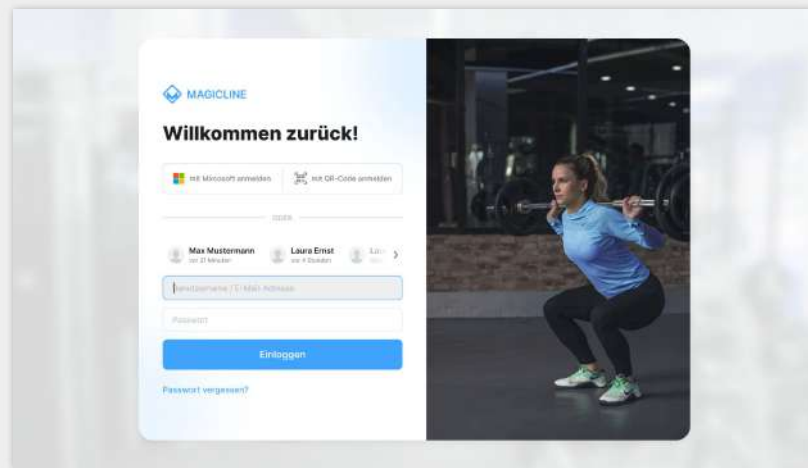
Testing Participants received a link to a clickable prototype from our design. They had the task of performing 4 specific Scenarios within the application to assess its feasibility in the project. During the deep dive flashlight tests, users were asked specific questions on points such as navigation and customizability using A-B testing. During the interviews, the users go through a semi-structured interview guide with questions about their usage behaviour and work context

Results

The evaluations revealed very positive customer feedback and the absence of significant obstacles or critical issues. The results mainly concern minor errors in deciphering individual details and finding information.

Further approach

Errors that can be rectified quickly are dealt with immediately. Requests and significant changes are categorized according to their scope and the development effort required.



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Approach



Approach

Overview

Objective

The aim of this project is to develop a contemporary, modular Magicline design that is characterized by configurable basic functions and the possibility of integrating additional modules and features. While retaining the core functionality and interaction concept, the aim is to improve comprehensibility by presenting these concepts in a new design that incorporates modern, user-friendly approaches.

Conduction

The participants navigate independently through the tasks of the prototype. As the users interact with the system, we observe their behavior and ask targeted questions to find out the causes of any malfunctions or problems. Maintaining the flow of conversation with the user is crucial for us to gain a comprehensive insight into their requirements. At the same time, we document the results for analysis.

Result

Following the user test, we analyze the results and prepare a test report. In this report, we evaluate the results and formulate possible recommendations for action based on our evaluations.

Approach

Tools

Moderation scripts

The procedure of the session is described in detail in a moderation script. To replicate natural usage scenarios, we create test tasks as detailed scenarios, including contextual information and motivation.

Verbalized thinking

Throughout the user test, we encourage participants to express their thoughts openly in order to gain deeper insights into their processes and thought patterns. We ask participants to continuously articulate their thoughts and not be afraid to ask for more information.

Survey instruments

To support our research with objective data and reduce subjective bias, we use standardized questionnaires to collect data.



Approach

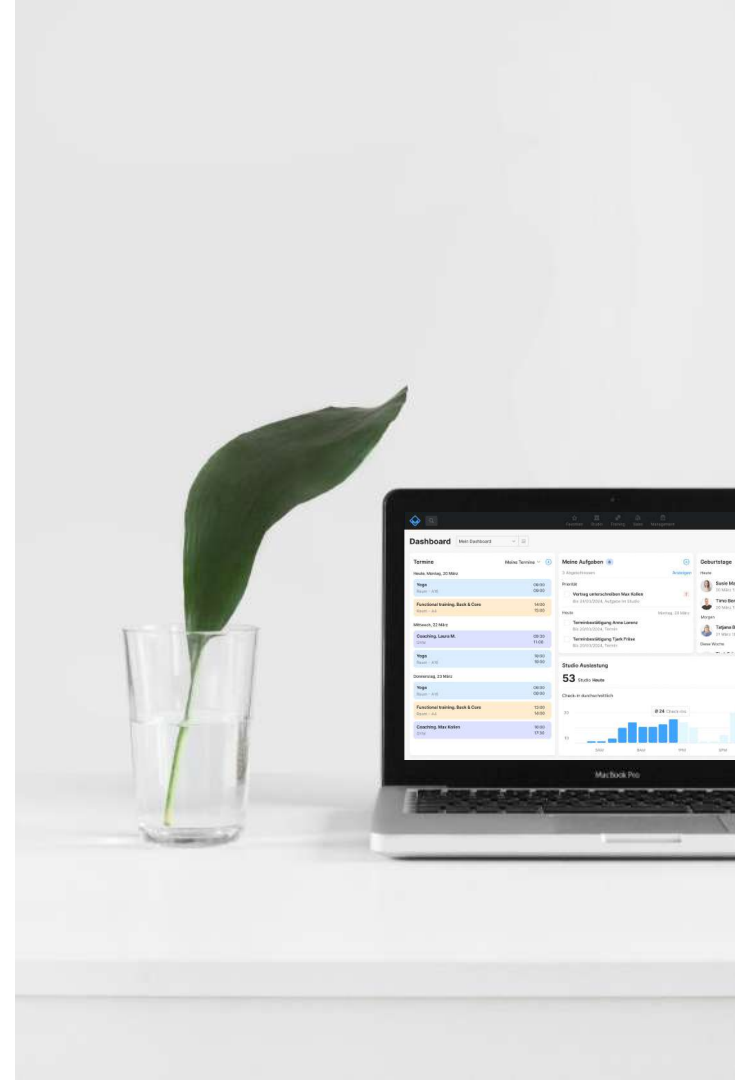
Object of evaluation

In this test, the design concept for a new version of the Magiclino desktop application was examined. The concept focuses on improving UX and usability. It emphasizes simplicity and accessibility, resulting in an optimized user interface that increases efficiency.

As part of a human-centered design process, the interface was created as a high-fidelity prototype with Figma and then tested with potential users.

The following features were implemented in the prototype:

- Login
- Changing a member's payment method
- Checking in and selling products to a member
- Creating an appointment



Approach

Execution

General conditions

The user tests lasted an average of 60 minutes, with each session being conducted remotely. This remote setup allowed for convenient participation from different locations. Overall, the testing process was efficient and met the needs of our participants.

Setup

For testing, we used a prototype created in Figma, which enabled efficient evaluation. Participants accessed the prototype via a shared link, which allowed for seamless interaction. Throughout the testing process, users shared their desktops to provide real-time feedback. Using Google Meet, we recorded each session, enabling in-depth analysis and insight gathering.

Procedure

To gain insights into the user's persona, we began by asking a series of interview questions aimed at understanding their profession and work background. Once we had a clear understanding, we provided them with a link to the prototype and guided them through a series of tasks to solve. Following the interaction with the prototype, participants were asked to complete the User Experience Questionnaire (UEQ) to provide structured feedback on their experience. Throughout the process, detailed notes were taken and documented in Miro.



A black and white photograph of a person's hands and arms working on a desk. The person is wearing a light-colored, patterned shirt. They are holding a pen over a document that contains a bar chart and some handwritten notes. A laptop is open in front of them, and another laptop is visible in the background. The word "Metrics" is overlaid in the center of the image.

Metrics

Metrics

UEQ-S

User Experience Questionnaire Short (DE)

With the User Experience Questionnaire, a questionnaire was developed that allows a quick measurement of various criteria of software quality. With its 26 items, the UEQ measures the six factors of attactivity, transparency, efficiency, predictability, stimulation and originality.

Bitte geben Sie nun Ihre Einschätzung des Produkts ab. Kreuzen Sie bitte nur einen Kreis pro Zeile an.

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kompliziert	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	einfach	13
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aktivierend	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	einschläfernd	18
erwartungskonform	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	nicht erwartungskonform	19
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übersichtlich	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	verwirrend	21
unpragmatisch	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	pragmatisch	22
aufgeräumt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	überladen	23
attraktiv	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	unattraktiv	24
sympathisch	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	unsympathisch	25
konservativ	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	innovativ	26

Metrics

UEQ-Results

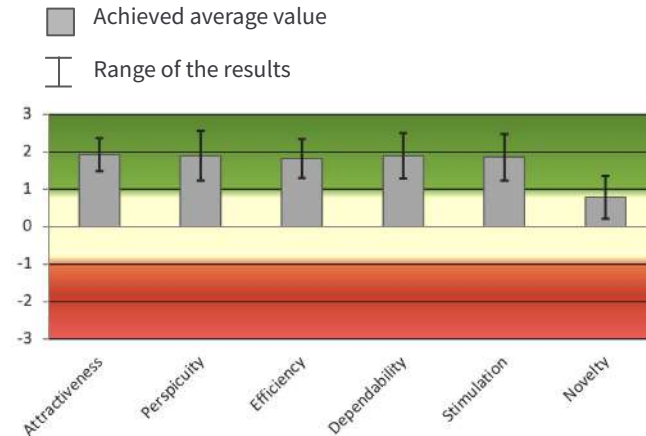
The evaluation of the **7 UEQs** gave a clearly positive picture. there is potential for improvement in novelty alone. it is important to understand that there were no negative values and therefore the application can most likely be declared as state of the art.

Scala:

- 3,0 (extremely good)*
- > 0,8 positive
- 0,8 and 0,8 neural
- < -0,8 negative
- 3,0 (horribly bad)

*Due to the calculation of means over a range of different persons with different opinions and answer tendencies (for example the avoidance of extreme answer categories) it is extremely unlikely to observe values above +2 or below -2.

UEQ Scales (Mean and Variance)		
Attractiveness	↑ 1,929	0,36
Perspicuity	↑ 1,893	0,81
Efficiency	↑ 1,821	0,49
Dependability	↑ 1,893	0,66
Stimulation	↑ 1,857	0,71
Novelty	→ 0,786	0,59



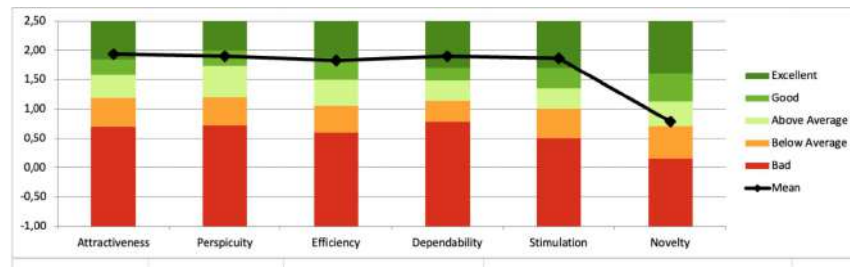
Metrics

UEQ-Benchmark

The measured scale means are set in relation to existing values from a benchmark data set. This data set contains data from **21175 persons from 468 studies** concerning different products (business software, web pages, web shops, social networks).

In most scores our design shows that we are well above the average (between Excellent and Good). Only in novelty we have achieved an "Above average".

Scale	Mean	Comparison to benchmark	Interpretation
Attractiveness	1,93	Excellent	In the range of the 10% best results
Perspicuity	1,89	Good	10% of results better, 75% of results worse
Efficiency	1,82	Good	10% of results better, 75% of results worse
Dependability	1,89	Excellent	In the range of the 10% best results
Stimulation	1,86	Excellent	In the range of the 10% best results
Novelty	0,79	Above Average	25% of results better, 50% of results worse





Personas

Personas

Fictional personas based on the information of our participants



Name: Christopher Owner
Age: 47
Job: Owner
Devices: Computer
Studio size: Single studio

Bio: Christopher follows in the footsteps of his father as the owner of a single studio established 25 years ago. He passionately oversees every aspect of the studio's operations, ensuring its continued success and growth in the ever-evolving industry landscape.

Responsibilities: Coordination & Operational Management

Pain Points: Coordinating employees, unnecessary complexity

Wants & Needs: Direct and uncomplicated overview of the development of his studio (finances, members,...)

Tools & Aids: Microsoft Office, WhatsApp, Email, Printed notes, Magicline Dashboard / Analytics



Name: Esther Trainer
Age: 35
Job: Fitness trainer
Devices: Computer, Tablet and Phone
Studio size: Medium

Bio: Esther is a dynamic fitness coach with a background in physiotherapy, dedicated to helping clients achieve their health goals. She utilizes cutting-edge technology to deliver personalized training programs and support.

Responsibilities: Training plan creation and member care/support

Pain Points: High administrative workload (coordinating training, courses), technical problems with the applications

Wants & Needs: Fast and uncomplicated appointment/course coordination

Tools & Aids: Magicline Calendar & Training plan, ML App, Slack



Findings

Findings

Quotes

**“Dashboard gefällt mir sehr.
Optisch spricht es mich an.”**

**“Navigationsleiste ist deutlich
angenehmer.”**

**“Grundsätzliche finde ich ALLES
deutlich übersichtlicher.”**

**"Wirkt ansehnlicher und
aufgeräumter."**

Navigation

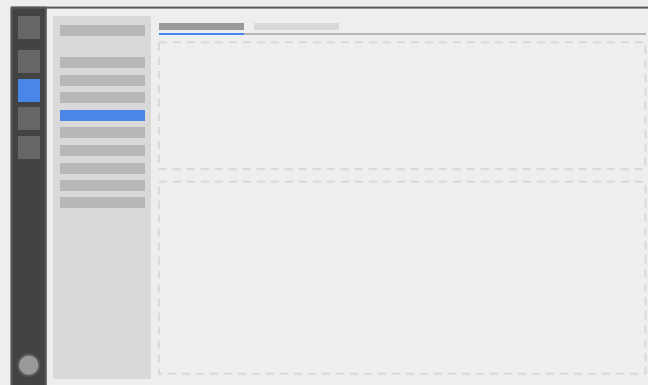
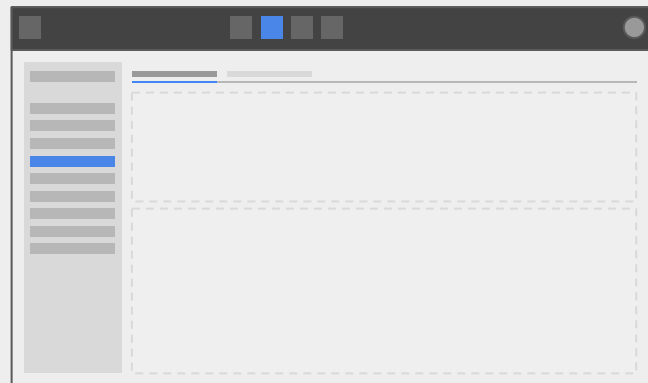
Navigation: Top or Sidebar

Part 1 of 2

In the first part, participants are asked to express their preference for a top or sidebar navigation layout.

The top navigation option, a new idea, offers a wider width, ideal for responsive screens, but limits the number of navigation elements and reduces the screen height.

In contrast, sidebar navigation, similar to our current layout, facilitates left-to-right readability and provides ample height space; however, it comes at the expense of width and requires scrolling to access additional content.



Navigation: Direct or Flyout

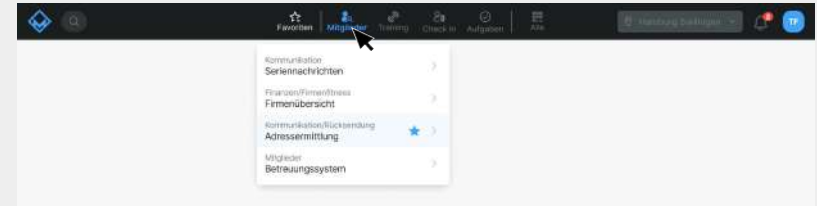
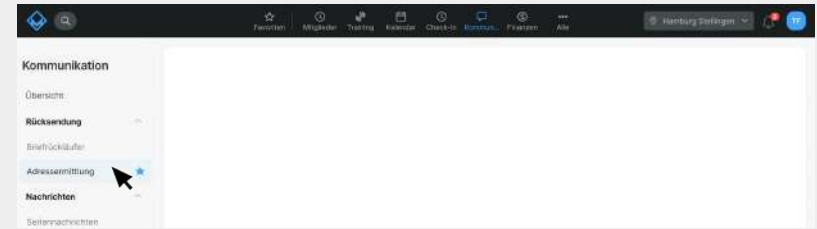
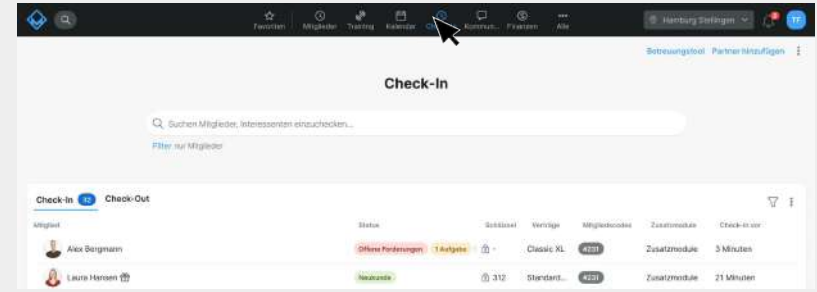
Part 2 of 2

The direct navigation largely corresponds to our current system, with the navigation bar displaying the main modules. Clicking on any module immediately redirects the user to its overview page, while the subpages are only accessible within the module or via saved favorites. This approach is characterized by simple implementation, high consistency and scalability, which makes it particularly attractive for new users.

The disadvantages, however, include the fact that an additional click is required to access subsections without having previously bookmarked them and that prior knowledge of the subsections contained in the individual modules is required.

The flyout navigation function offers flexibility by allowing the user to configure directly visible main modules via the "More" function. By hovering over the modules, all sub-modules are displayed, allowing direct access.

Although this saves a click, it also presents challenges. It does not fit well with the current system architecture, leading to inconsistencies in navigation behavior and potential confusion. In addition, the large number of sub-navigation elements can negate the speed advantage as users struggle to recognize them quickly.



Metrics

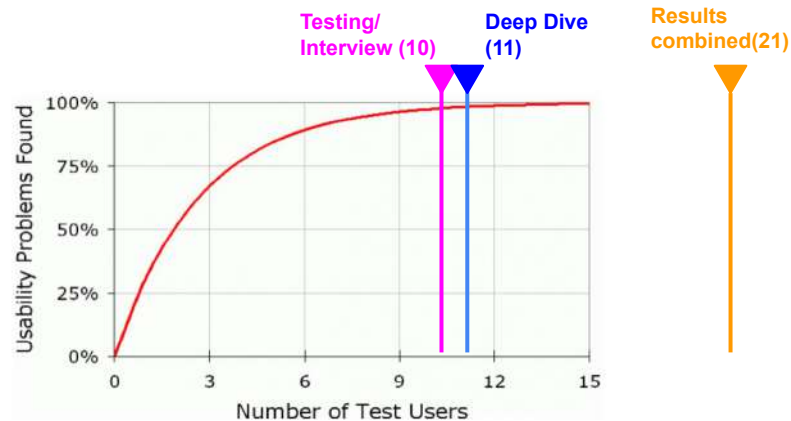
Usability testing

Validity of the data

The Nielsen-Norman Group Usability Testing guideline suggests that the number of issues discovered in user surveys and tests tends to decrease as the number of users tested increases. As a general rule, it is recommended to test with approximately **8 to 12 users**. This range is considered optimal because it typically allows for the identification of most significant usability issues without overly consuming resources. It's important to note that the specific number of test users may also depend on factors such as the complexity of the application and the available resources.

Description

During the survey we were able to speak to **21** Subjects (the three non-evaluable interviews excluded) regarding navigation, which gave us generally good information that allowed us to make a general statement



7 testing (ueq)

4 Interview



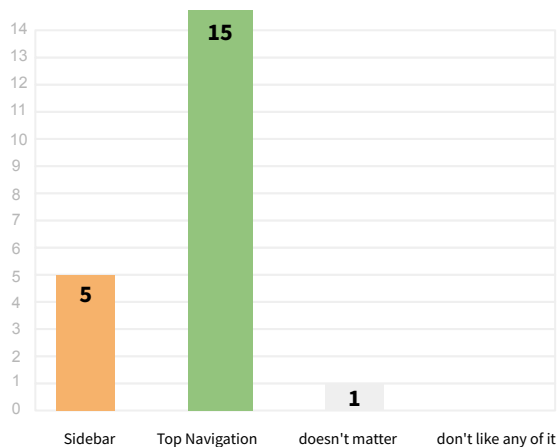
11 Results from Deep Dive “Flashlight” Testing

21 Results combined

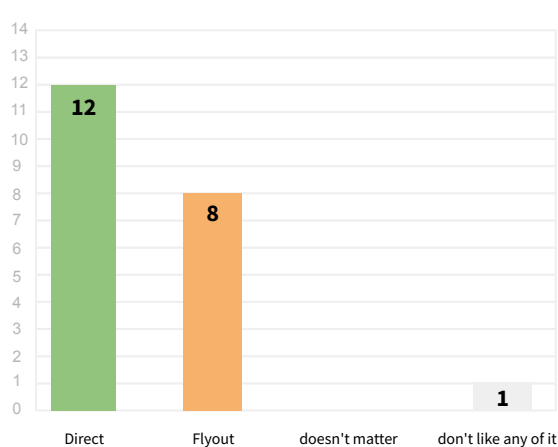
Validation 1 of 2

21 results combined

Preferred position of the navigation top or sidebar



Preferred position of the navigation direct or flyout



Quotes from the test subjects:

"I find the navigation on the left side (sidebar) more intuitive, because if you move very quickly in Crom, it's easy to accidentally click into the tabs or search."

"I prefer dock navigation (direct navigation) which I think is easier to learn"

The B variant (direct navigation) seems less complicated

I don't like any of that, just make the navigation alphabetical

"In general i like the new navigation bar but i need a bit more time to find my navigation what i want to navigation. I would prefer a list in the Flyout menu"

"But people are used to menus at the top." (top navigation) (e.g. browser etc)

Validation 2 of 2

21 results combined

Disclaimer

During the navigation editing, it is challenging to derive meaningful data as the focus was on testing how easy it is to use and whether the general functionality was understood, rather than collecting quantifiable metrics.

First insights

The personalization should be preset on the user roles

The edit function is too easily overlooked

Very useful!

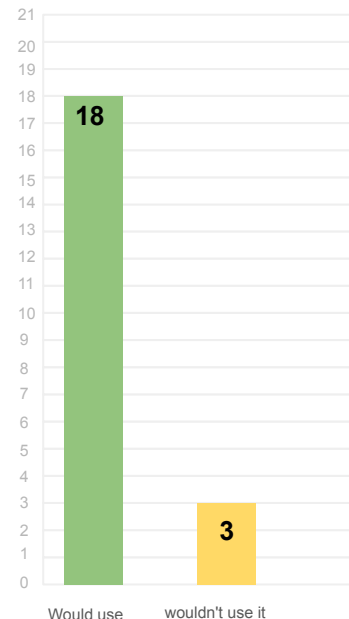
The affordance of the objects is too high. Users want to drag elements directly into the navigation without being in edit mode

The in the column layout it is hard to find my specific navigation item

User-specific configuration would be very helpful.

I really liked the idea that is possible to individualize my navigation bar.

The option to favor items and sub-navigation points is good.



Feedback

Findings

SEVERITY RATING

1

Minor or cosmetic problems

Minor user problems that are mainly of a visual nature and do not restrict the user's ability to operate the software.

2

Moderate user problems

The user is able to use the software, but there are obstacles that reduce the user's enjoyment or complicate the use of the software.

3

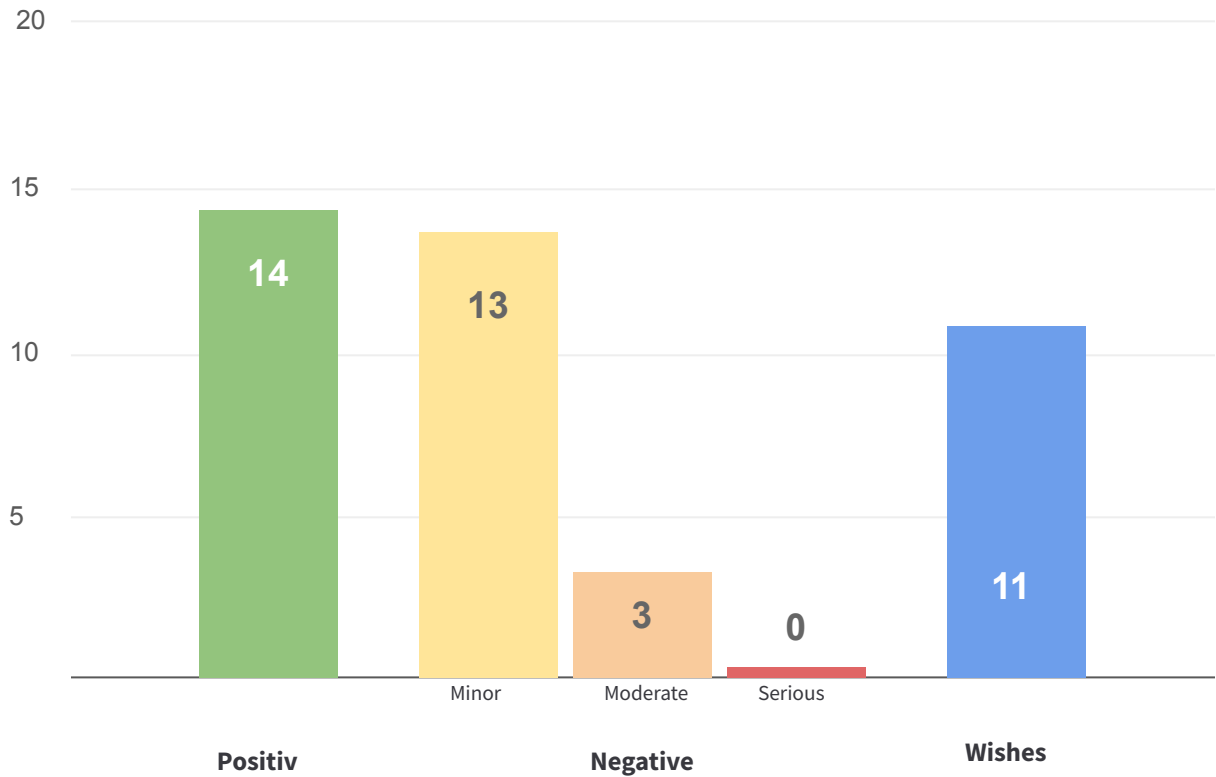
Serious user problems

Serious show stoppers that can lead to serious errors or prevent you from using the system.



Findings summarized

Numbers



Positive

Positive

User Experience

- Users are pleased with the new login function and found it engaging.
- The redesigned dashboard was praised for its enhanced intuitiveness and clarity, with users appreciating the concept of a customizable dashboard.
- Both top and direct navigation were preferred for their respective benefits: top navigation was favored for its clarity and visual appeal, while direct navigation was preferred for its efficiency in saving clicks and time.

Functionality and Usability

- Users found it effortless to search for members using both general and member search options, indicating smooth functionality.
- Member check-in was straightforward and easily accessible, simplifying the process.
- Changing the payment method is straightforward and easily comprehensible.
- Users could easily navigate back to the dashboard using the designated icon.
- Finding the required products was easy - additionally, users expressed a desire for products to have pictures for better visualization.
- The checkout process was straightforward and clear, contributing to a seamless shopping experience.
- Users efficiently identified and understood outstanding payments, indicating effective financial management practices.
- Booking appointments was immediately comprehensible and promptly executed, reflecting streamlined scheduling processes.

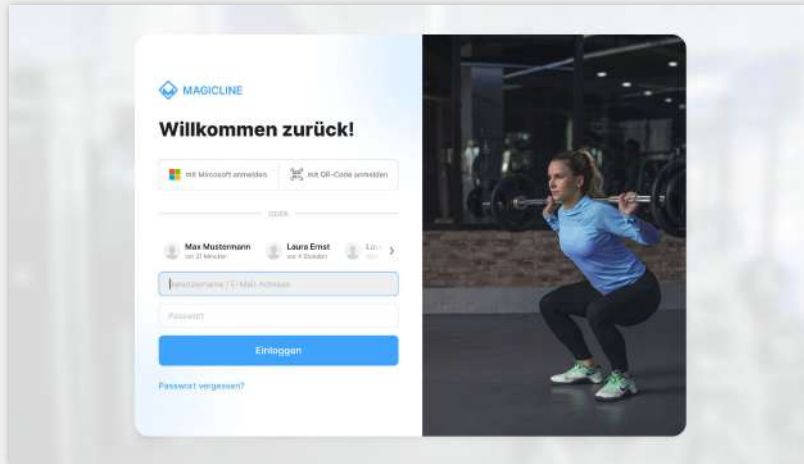
Additional Feedback

- Collaboration with MySports app was noted to work well.
- Creating training plans was reported to work well.
- The loading times for an average-sized gym were fast.

Login

Description

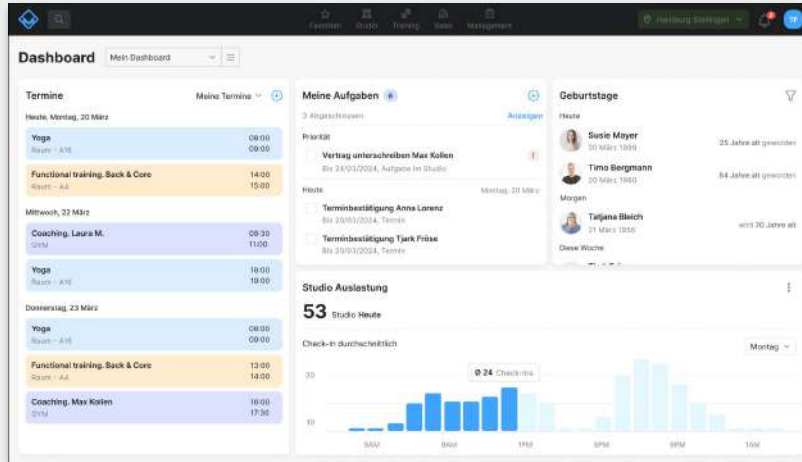
- Users are pleased with the new login function and found it engaging.



Dashboard

Description

- The redesigned dashboard is praised for its enhanced intuitiveness and clarity, with users appreciating the concept of a customizable dashboard.



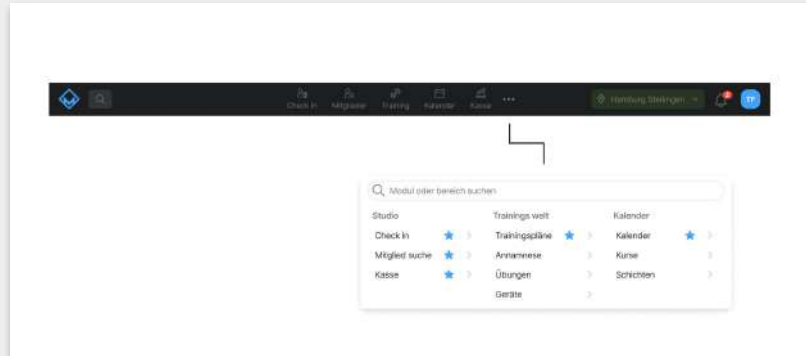
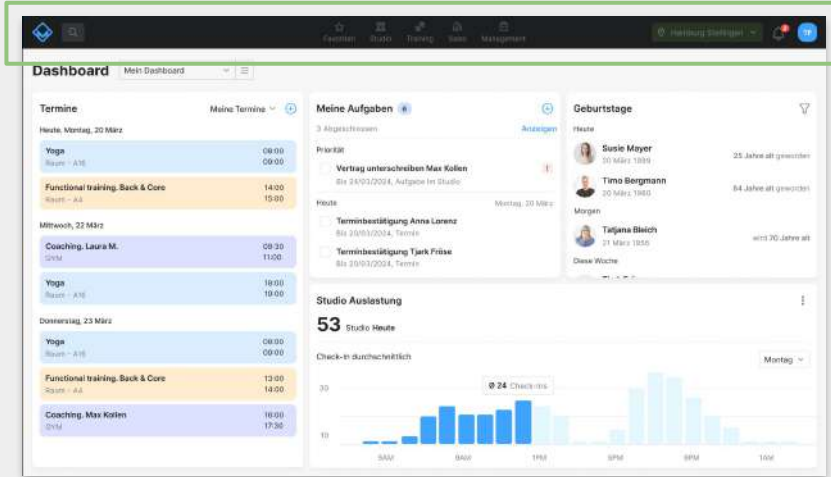
Positive

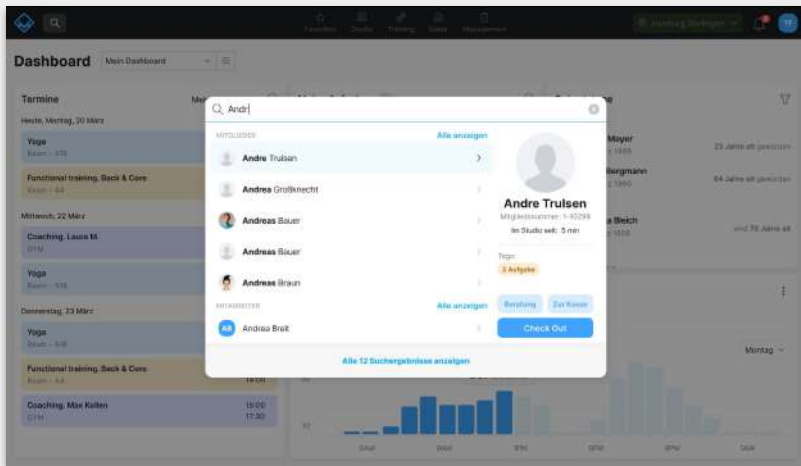
5/7

Navigation

Description

- Both top and direct navigation are preferred for their respective benefits: Top navigation is favored for its clarity and visual appeal, while direct navigation is preferred for its efficiency in saving clicks and time.





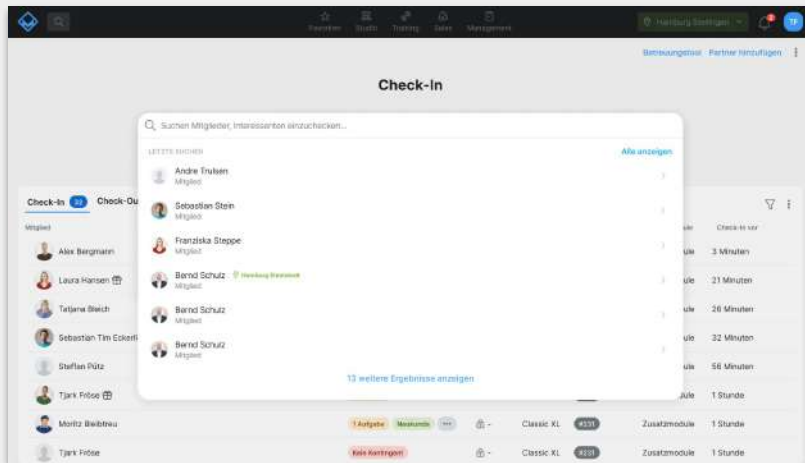
Positive

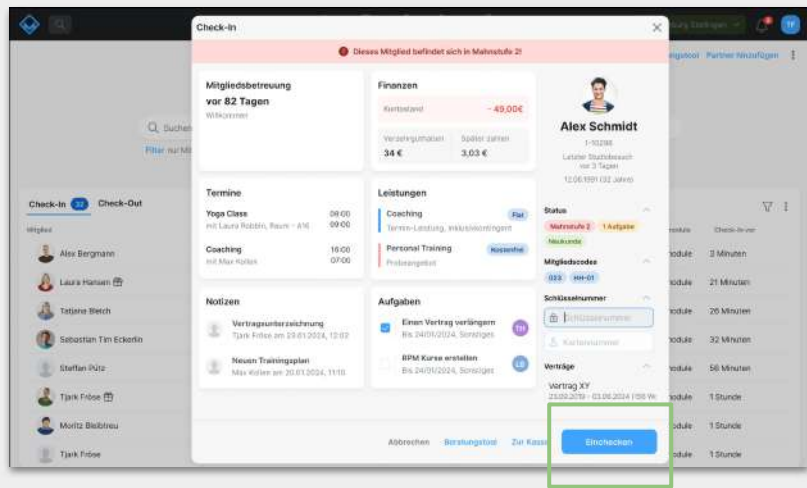
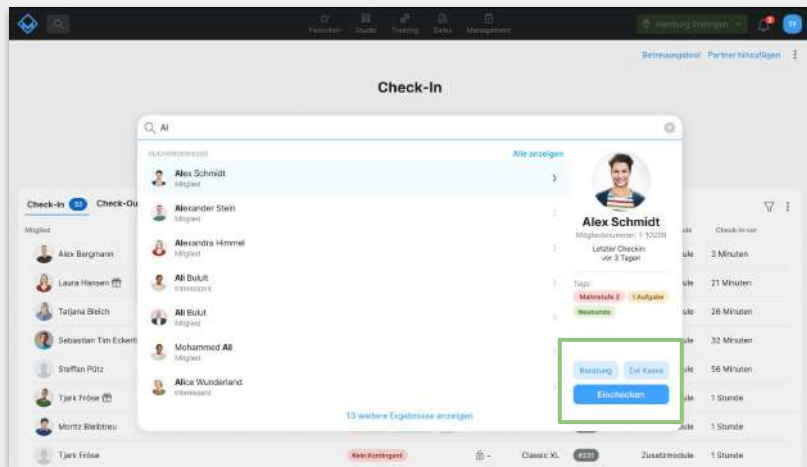
7/7

Member search

Description

- Users find it effortless to search for members using both general and member search options, indicating smooth functionality.





Positive

Member check-in

Description

- Member check-in is straightforward and easily accessible, simplifying the process.

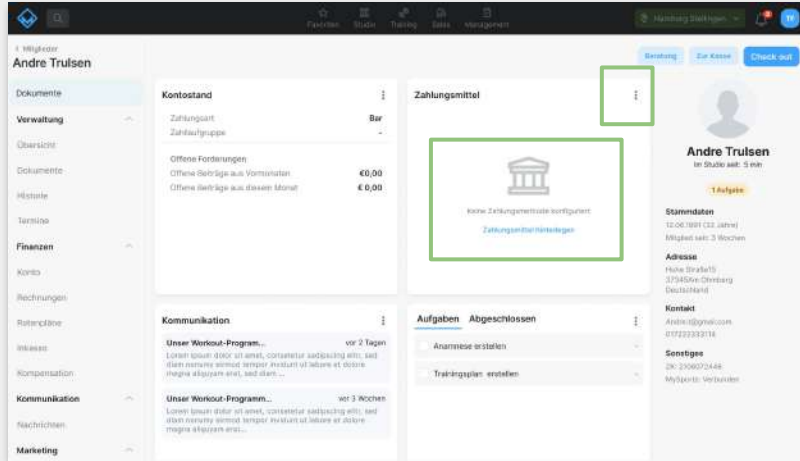
Positive

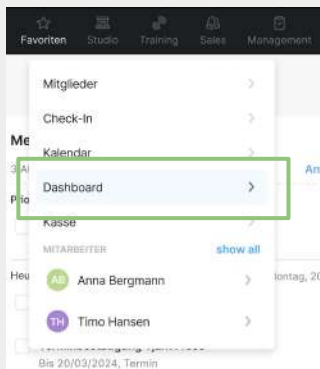
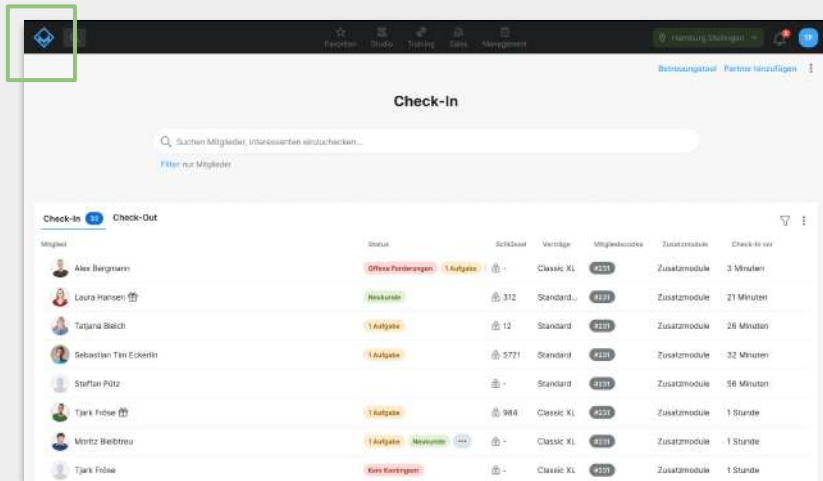
3/7

Member check-in

Description

- Changing the payment method is clear and easy to understand.
 - Participants found the option to change the payment method very quickly. Either via the button or the 3-dot menu.





Positive

Back navigation to dashboard

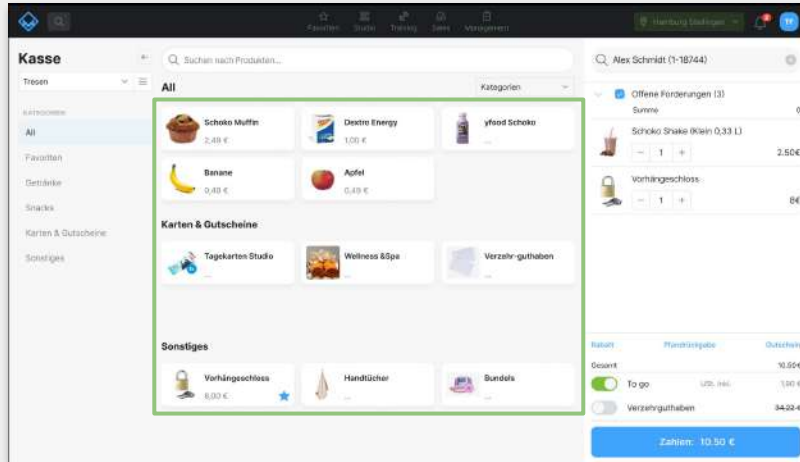
Description

- Users can easily navigate back to the dashboard using the designated icon or submenu (favourites).

Cash register

Description

- Finding the required products is easy - additionally, users express a desire for products to have pictures for better visualization.



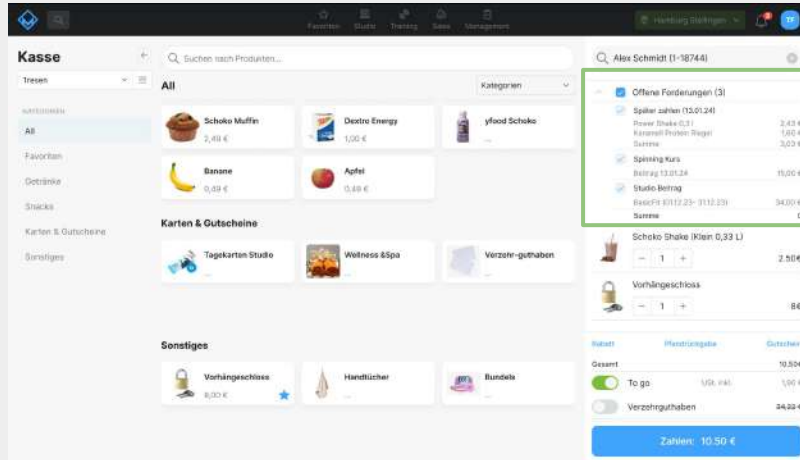
Positive

3/7

Cash register: Outstanding payments

Description

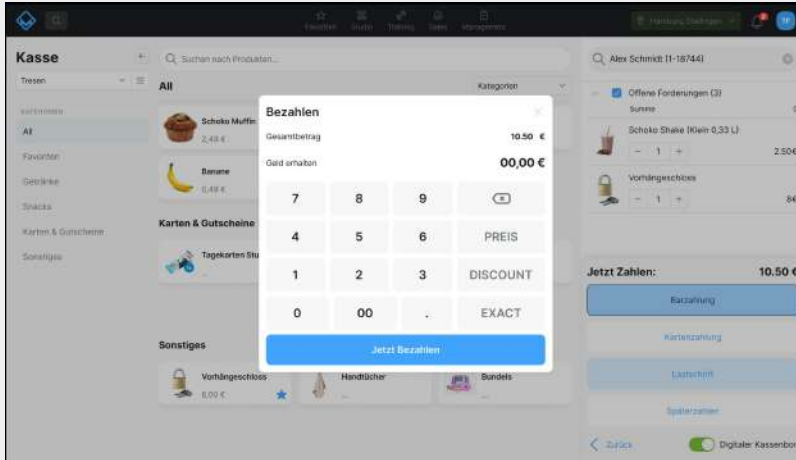
- Users efficiently identify and understand outstanding payments, indicating effective financial management practices.



Cash register: Checkout process

Description

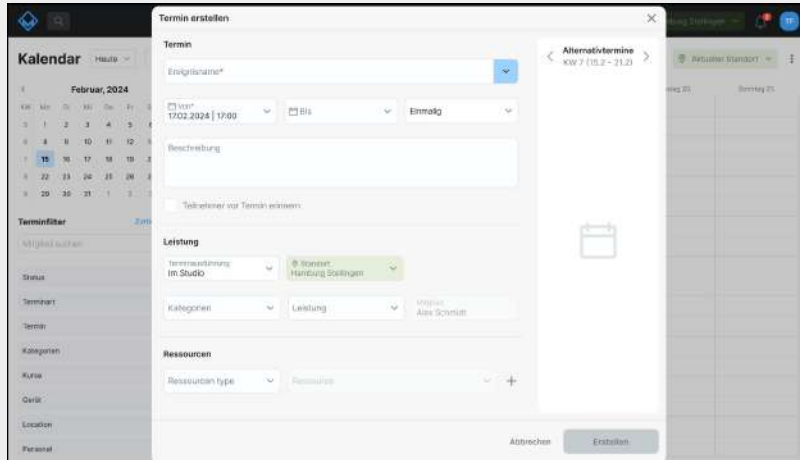
- The checkout process is straightforward and clear, contributing to a seamless shopping experience.



Booking appointment

Description

- Booking appointments is immediately comprehensible and promptly executed, reflecting streamlined scheduling processes.



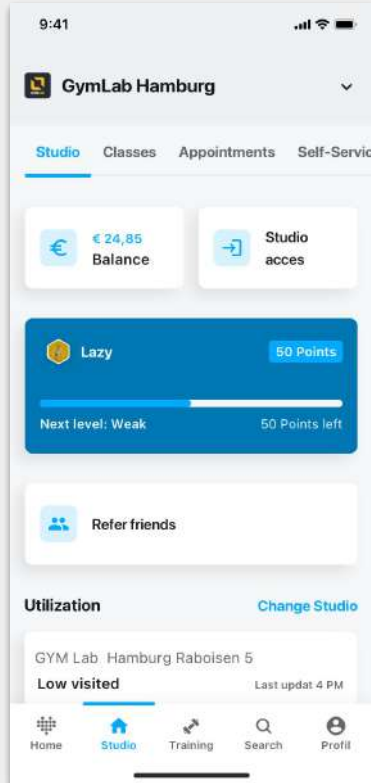
Positive

1/7

General: MySports App

Description

- Collaboration with MySports app is effective.

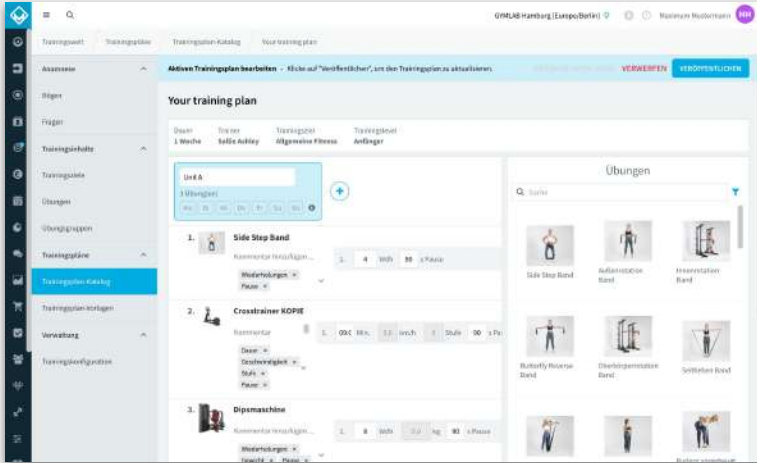


Positive

General: Training plan

Description

- Creating training is easy and successful.



General: Loading times

Description

- The loading times for an average-sized gym are fast.

Negative

Moderate Findings

Menu Navigation

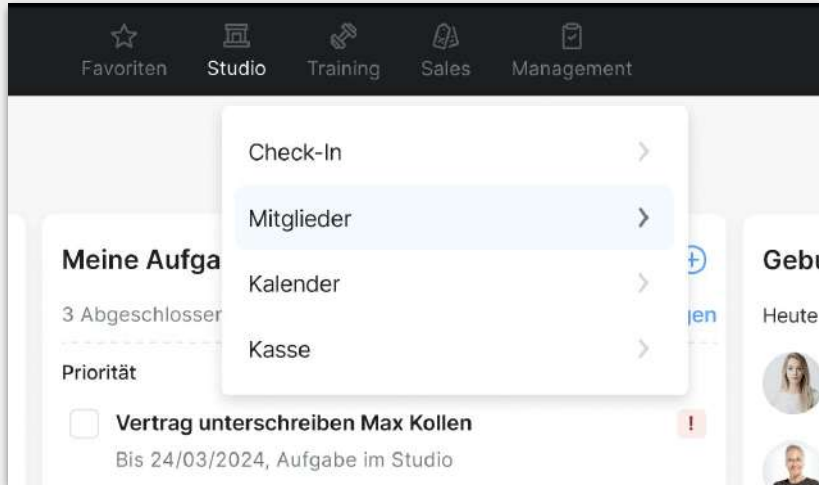
- Participants note that it's not immediately recognizable that "member" is in the submenu instead of the main menu, suggesting a need for clearer menu navigation cues. Which is a sign of why the majority votes for direct navigation.

Dashboard Features

- Users observe that a financial assessment is missing on the dashboard, indicating a desire for comprehensive financial insights within the interface.

Member Data Display

- Participants encounter personal member data (in the member detail page) unexpectedly shifted to the right, with unclear editing possibilities, highlighting a need for improved clarity and usability in displaying and editing member information.



Navigation

Description

- Participants note that it's not immediately recognizable that "member" is in the submenu instead of the main menu, suggesting a need for clearer menu navigation cues.

Quick Solution

Will be solved by using the navigation with the direct navigation

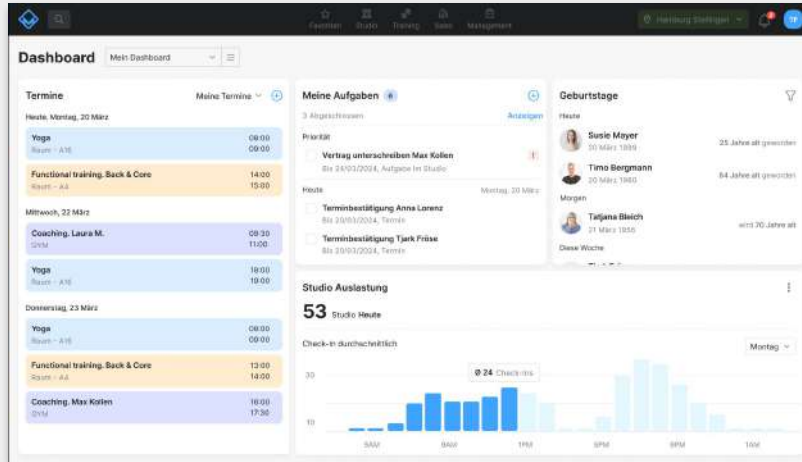
Dashboard

Description

- Users observe that a financial assessment is missing on the dashboard, indicating a desire for comprehensive financial insights within the interface.

Quick Solution

When customizing the dashboard, a module can be selected that provides an overview of inputs and outputs



Negative

2

1/7

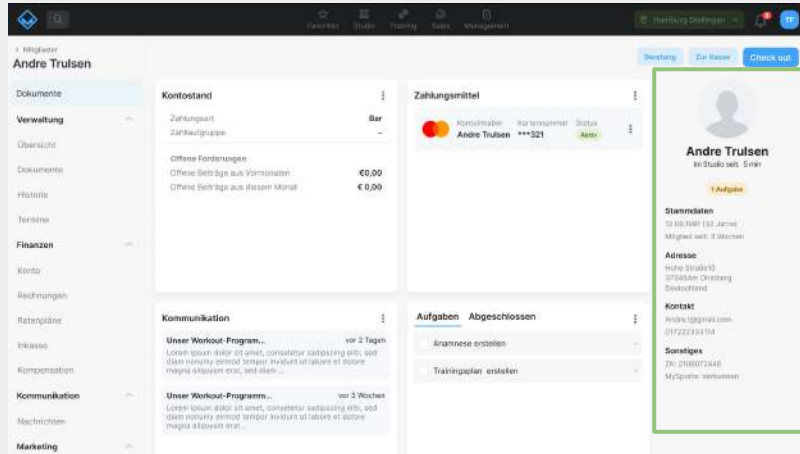
Member profile

Description

- Participants encounter personal member data (in the member detail page) unexpectedly shifted to the right, with unclear editing possibilities, highlighting a need for improved clarity and usability in displaying and editing member information.

Quick Solution

Clearer communication about the editability of the member's personal data



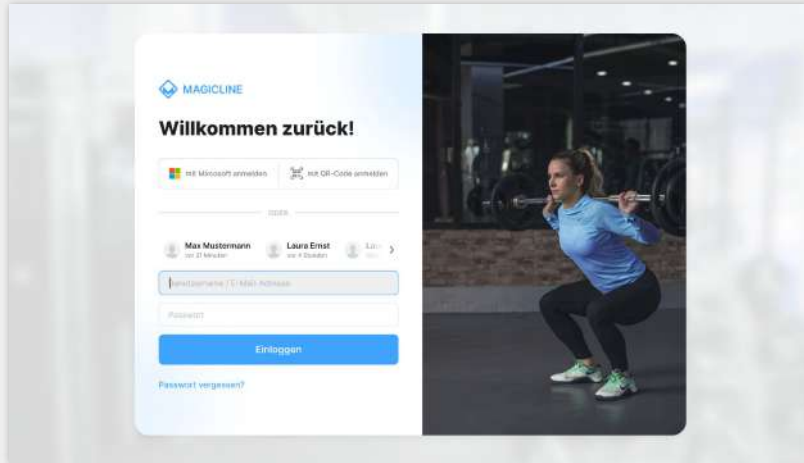
Minor Findings

Prototype

- Security concerns regarding public access PCs with the preselection of recent logins.
- The dropdown and icon for adding a new dashboard aren't obvious to the users.
- Indication of birthdays on the dashboard lacks clarity, requiring explanation whether they relate to employees or members.
- During check-in, members with outstanding balances should be filtered out.
- Modal for check-in should only open if the member has outstanding balances. Otherwise, direct check-in should be possible.
- Accessing outstanding payments via the icon is not immediately intuitive; users suggest a more prominent option for improved accessibility.
- Navigation for actions, such as buttons, is not consistently straightforward in terms of hierarchy, visibility, and consistency, highlighting the need for improved user experience.

General feedback regarding Magicline that came up during testing

- The displayed information on a detail page often lacks depth and detail, particularly in the payment area, necessitating simplification and explanation of features.
- The editor's capabilities (e.g. in the menu "communication") and templates are limited, with inconsistencies noted in font sizes, paragraph styles, and page breaks.
- Linking membership codes with corresponding tariffs.
- Duplication of key numbers is possible, prompting the need for restrictions to avoid confusion.
- Repetitive processes during idle periods require streamlining, particularly in managing fees and duration entries.
- Incorrect member data, such as emails or incorrect addresses, should be more visibly flagged to users within the communication section.



Dashboard

Description

- Security concerns regarding public access PCs with the preselection of recent logins.

Quick Solution

A timeout, which makes the last users "disappear" after some time.

Negative

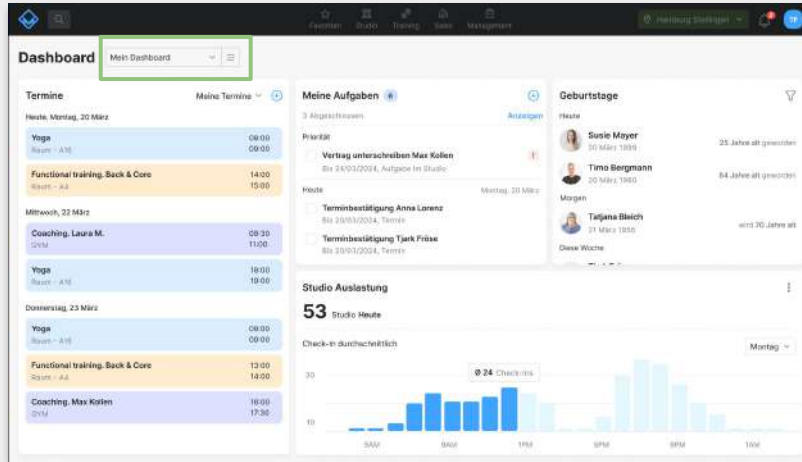
1

1/7

Dashboard

Description

- The dropdown and icon for adding a new dashboard aren't obvious to the users.



Quick Solution

Changing it into a visible action, neither by colour or by changing the icon.

Negative

1

2/7

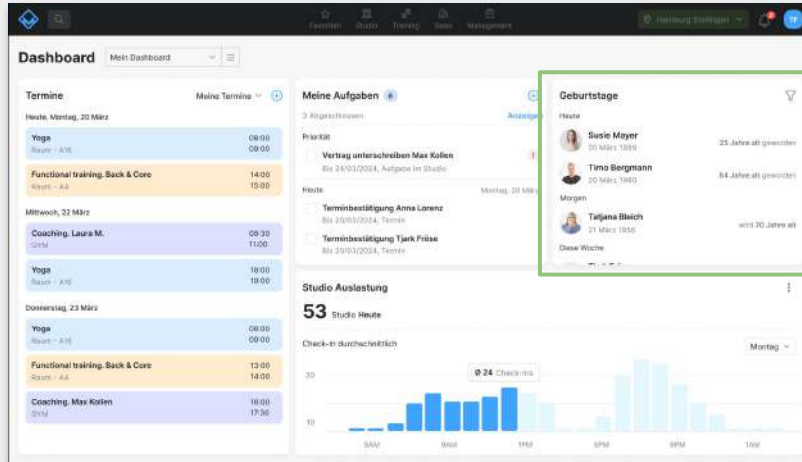
Dashboard

Description

- Indication of birthdays on the dashboard lacks clarity, requiring explanation whether they relate to employees or members.

Quick Solution

Improve wording, e.g. “Birthdays of members”



Negative

1

1/7

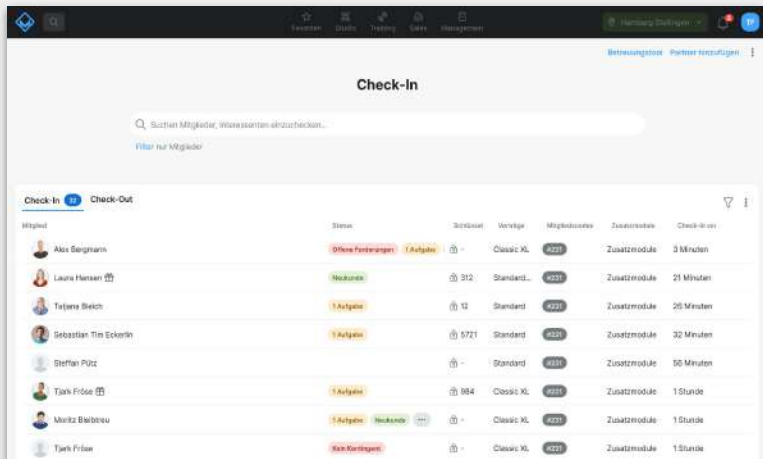
Member check-in

Description

- During check-in, members with outstanding balances should be filtered out.

Quick Solution

Adding additional filter



The screenshot shows a 'Check-In' interface with a search bar and a table of members. The table has columns for 'Mitglied', 'Status', 'Stichtag', 'Vertrag', 'Mitgliedsnummer', 'Zusatzmodule', and 'Check-In-Verfahren'. The 'Status' column contains labels like 'Offener Posten', 'Neukunde', and 'Kann-Kontingent'. The 'Check-In-Verfahren' column shows the time taken for check-in, such as '3 Minuten' or '1 Stunde'.

Mitglied	Status	Stichtag	Vertrag	Mitgliedsnummer	Zusatzmodule	Check-In-Verfahren
Alex Bergmann	Offener Posten (1 Aufgabe)	-	Classic XL	8031	Zusatzmodule	3 Minuten
Laura Hansen	Neukunde	312	Standard...	8031	Zusatzmodule	21 Minuten
Tajana Bleich	1 Aufgabe	12	Standard	8031	Zusatzmodule	25 Minuten
Sebastian Tim Eckerlin	1 Aufgabe	5721	Standard	8031	Zusatzmodule	32 Minuten
Stefan Pütz	-	-	Standard	8031	Zusatzmodule	50 Minuten
Tjark Fröde	1 Aufgabe	984	Classic XL	8031	Zusatzmodule	1 Stunde
Markus Böhme	1 Aufgabe (Neukunde)	-	Classic XL	8031	Zusatzmodule	1 Stunde
Tjark Fröde	Kann-Kontingent	-	Classic XL	8031	Zusatzmodule	1 Stunde

Negative

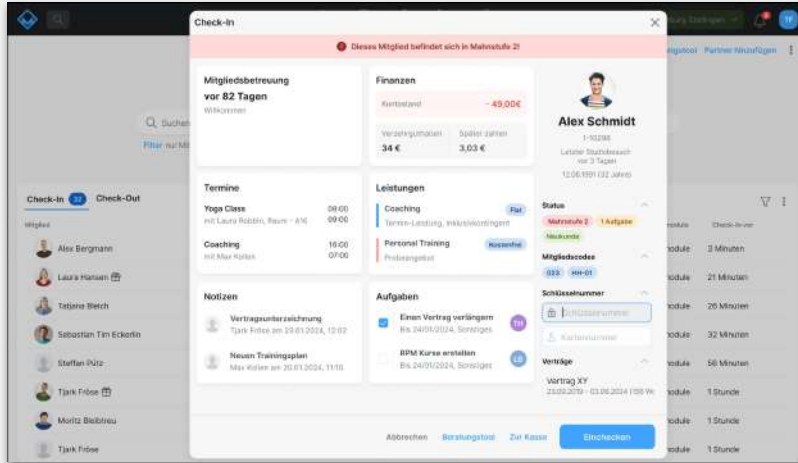
1

2/7

Member check-in

Description

- Modal for check-in should only open if the member has outstanding balances. Otherwise, direct check-in should be possible, suggesting integration within the table for enhanced efficiency.



Negative

1

3/7

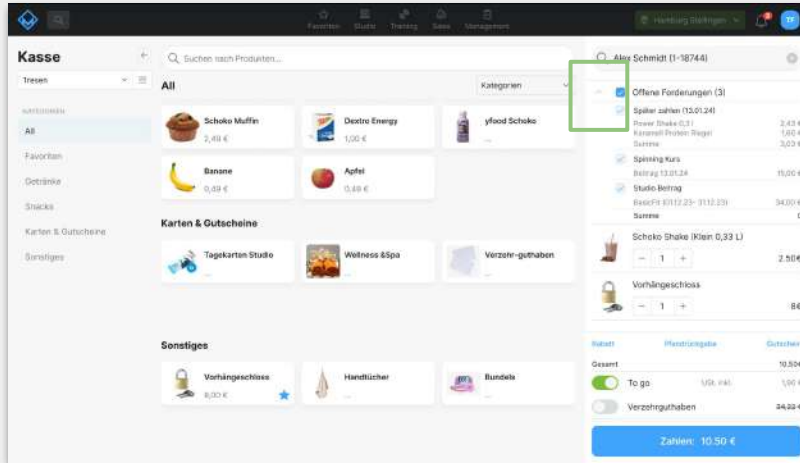
Outstanding payments

Description

- Accessing outstanding payments via the icon is not immediately intuitive; users suggest a more prominent option for improved accessibility.

Quick Solution

The action to open the open claims must be emphasized more clearly. Either by using an action color, such as the primary color, or with the small text button to communicate more clearly to the user that the area can be opened and closed.



Negative

1

1/7

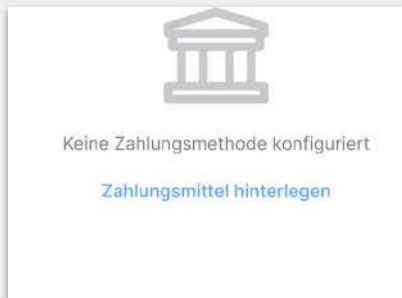
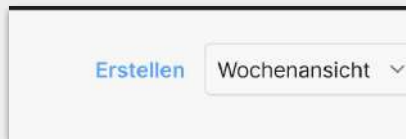
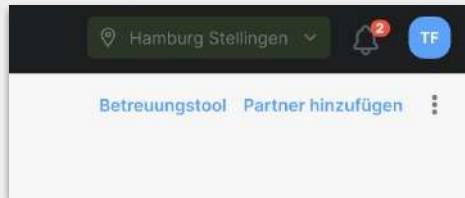
Actions

Description

- Navigation for actions, such as buttons, is not consistently straightforward in terms of hierarchy, visibility, and consistency, highlighting the need for improved user experience.

Quick Solution

The hierarchy must be clearly documented and applied to answer questions such as: *Am I using text or primary buttons here? How do I structure a group of buttons?*



Negative

1

4/7

Detail pages

Description

- The displayed information on a detail page often lacks depth and detail, particularly in the payment area, necessitating simplification and explanation of features.

Quick Solution

A detail page should always be equipped with a headline + explanatory text in order to provide at least the basic information to the user.

The screenshot shows the MAGICLINE software interface. The left sidebar contains navigation icons for 'Check-in', 'Mitglieder', 'Finanzen', 'Analyse', 'Verkauf', 'Aufgaben', 'Ressourcen', 'MySports', 'Trainingswelt', and 'Einstellungen'. The main area displays a table titled 'Zahläufe' (Payments) with columns for 'Kontenbezug', 'Datum', 'Betrag', 'Status', and 'Bezeichnung'. The table lists several payment entries, some with 'Negativ' (Negative) status, indicating a lack of detail in the payment area.

Kontenbezug	Datum	Betrag	Status	Bezeichnung
11.02.2024, 10.22	11.02.2024	23.22.2024	Kreditkarte	0,89 €
20.02.2024, 10.45	21.02.2024	18.09.2024	Kreditkarte	159.343,42 €
07.03.2024, 10.13	07.03.2024	09.03.2024	Kreditkarte	90.211,00 €
26.03.2024, 17.23	26.03.2024	26.03.2024	Kreditkarte	117.037,20 €
29.11.2023, 10.45	01.11.2023	01.11.2023	Kreditkarte	7.737,35 €
20.11.2023, 10.39	20.11.2023	20.11.2023	Kreditkarte	7.935,59 €
07.11.2023, 10.39	07.11.2023	07.11.2023	Kreditkarte	145.009,00 €
24.08.2023, 10.38	24.08.2023	24.08.2023	Kreditkarte	127.827,21 €
17.10.2023, 10.27	17.10.2023	17.10.2023	Kreditkarte	46.780,00 €
10.10.2023, 10.58	10.10.2023	10.10.2023	Kreditkarte	55,91 €
24.08.2023, 17.47	24.08.2023	24.08.2023	Kreditkarte	18.044,10 €
09.07.2023, 10.01	09.07.2023	09.07.2023	Kreditkarte	18.770,41 €

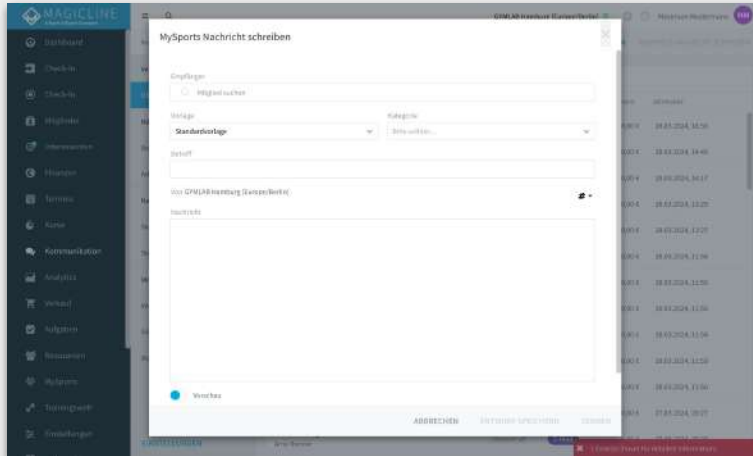
Editor

Description

- The editor's capabilities (e.g. in the menu “communication”) and templates are limited, with inconsistencies noted in font sizes, paragraph styles, and page breaks.

Quick Solution

Give the user the option of inserting the text in its original form or without formatting



Membership codes

Description

- Linking membership codes with corresponding tariffs.

Quick Solution

Give the user the option of inserting the text in its original form or without formatting

Key numbers

Description

- Duplication of key numbers is possible, prompting the need for restrictions to avoid confusion.

Quick Solution

Give the user the option of inserting the text in its original form or without formatting

Idle periods

Description

- Repetitive processes during idle periods require streamlining, particularly in managing fees and duration entries.
 - A fee of X € per month will be charged for existing members who request an unjustified idle period. When entering several months, only the total amount due at the start of the blocking period can be entered, not X € for each month. The process must therefore be repeated for each month.

Quick Solution

Text

Member data

Description

- Incorrect member data, such as emails or incorrect addresses, should be more visibly flagged to users within the communication section.

Quick Solution

Text

Wishes

Wishes

Functionalities

- The prototype suggests the need for a customizable dashboard with restricted access based on specific roles. Additionally, the dashboard should offer more modules like device management or general shortcuts (as deeplinks).
- The ability to designate a primary studio location or a headquarter.
- Users also highlight the importance of expanded filtering and sorting capabilities across pages and tables.
- Implementation of limitations on appointment scheduling - No more appointments should be made if no employee can fill certain positions.
- Further, there is a call for the inclusion of an administrative section dedicated to managing settings for studio chains.
- Users suggest that automating the deduction of outstanding payments at the end of the month would be beneficial.
- Being able to favourite products in the cash register based on individual user / roles preferences.
- Furthermore, users emphasize the need for the inclusion of key member numbers in search functionality.
- And, ability to book vouchers by direct debit.

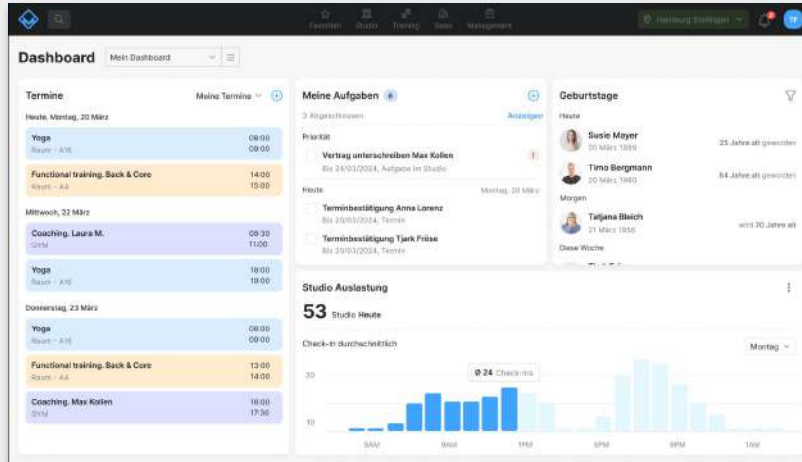
Experience

- Users advocate for adopting a casual, direct communication style without formal addresses and with clear statements within the interface.
- Users also express the desire for customizability of the analytics area akin to the dashboard, allowing for tailored insights and analysis.

Dashboard

Description

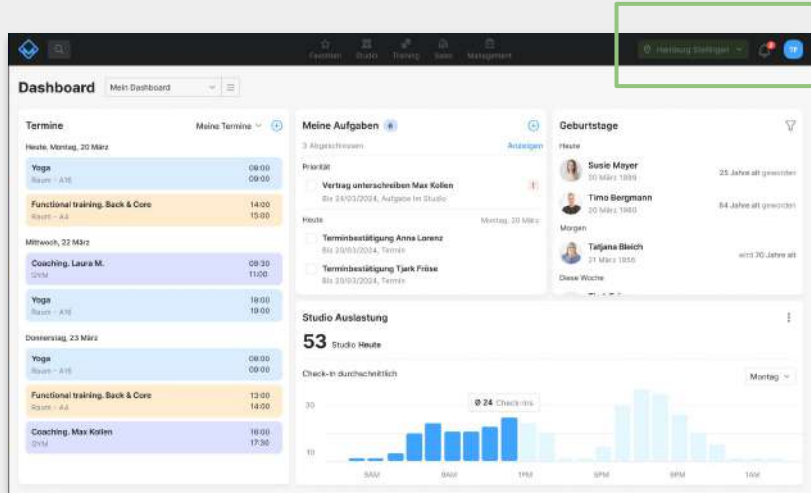
- The prototype suggests the need for a customizable dashboard with restricted access based on specific roles. Additionally, the dashboard should offer more modules like device management or general shortcuts (as deeplinks).



Studio picker

Description

- The ability to designate a primary studio location or a headquarter.



Description

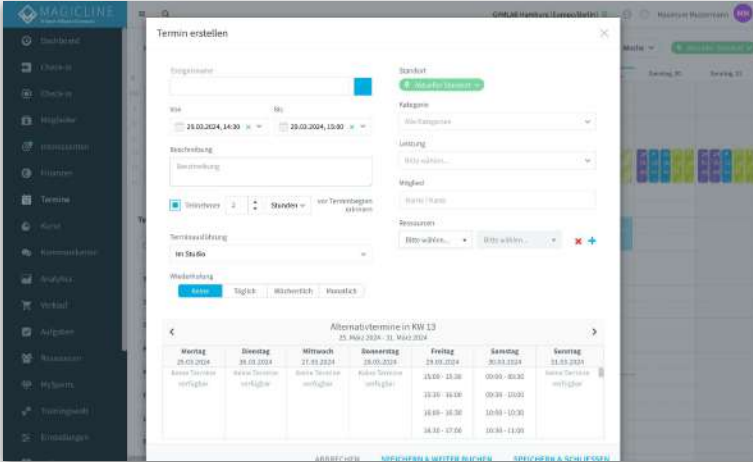
- Users also highlight the importance of expanded filtering and sorting capabilities across pages and tables.

[illegible][illegible]

Appointments

Description

- Implementation of limitations on appointment scheduling - No more appointments should be made if no employee can fill certain positions.



Termin erstellen

Terminname:

Von: 25.03.2024, 14:30 - Bis: 25.03.2024, 15:00

Beschreibung:

☒ Einzeltermin ☐ Stunden ☐ von Terminplan ablesen

Terminanforderung:

Wahlbarkeit:

Status:

Kategorie:

Ort:

Wahlbarkeit:

Personen:

Alternativtermine in KW 13
25. März 2024 - 31. März 2024

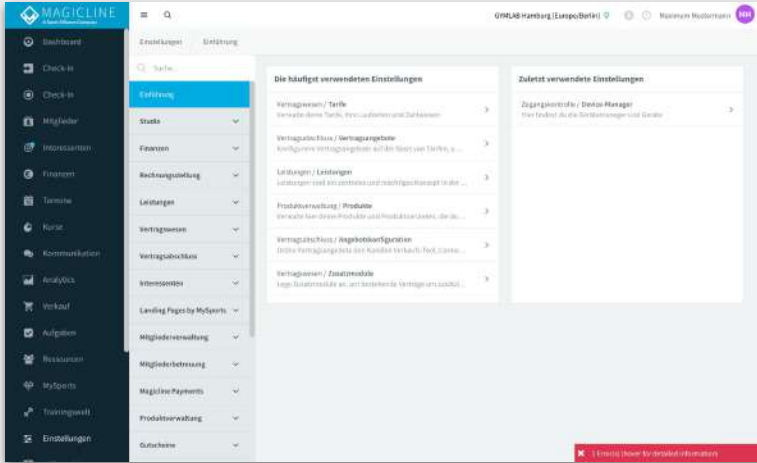
Montag 25.03.2024	Dienstag 26.03.2024	Mittwoch 27.03.2024	Donnerstag 28.03.2024	Freitag 29.03.2024	Samstag 30.03.2024	Sonntag 31.03.2024
Keine Termine verfügbar	Keine Termine verfügbar	Keine Termine verfügbar	Keine Termine verfügbar	23:00 - 00:00 00:00 - 01:00 01:00 - 02:00 02:00 - 03:00 03:00 - 04:00 04:00 - 05:00 05:00 - 06:00 06:00 - 07:00 07:00 - 08:00 08:00 - 09:00 09:00 - 10:00 10:00 - 11:00 11:00 - 12:00 12:00 - 13:00 13:00 - 14:00 14:00 - 15:00 15:00 - 16:00 16:00 - 17:00 17:00 - 18:00 18:00 - 19:00 19:00 - 20:00 20:00 - 21:00 21:00 - 22:00 22:00 - 23:00 23:00 - 24:00	Keine Termine verfügbar	

PERSONEN:

Admin section

Description

- There is a call for the inclusion of an administrative section dedicated to managing settings for studio chains.



Payment

Description

- Users suggest that automating the deduction of outstanding payments at the end of the month would be beneficial.

MAGICLINE

Hotel Management

Dashboard

Check-In

Check-Out

Mitarbeiter

Interaktionen

Finanzen

Termine

Karte

Kommunikation

Analytics

Verkauf

Aufgaben

Ressourcen

MySports

Trainingswelt

Einstellungen

Finanzen

Zahläufe

Zahläufe

Kontobewegungen

Zahlungse

Mehrfache

Wiederholende

Auszahlungsbilanz

Online-Terminbuchung

Karten

Kasse

Kompensation

Handelsbeteiligungsverkauf

Fremdwährung

Fremdwährung

Fremdwährung

Zahläufe

12.02.2024, 18.22

11.02.2024

11.02.2024

Kreditkarte

Wichtig

0

100000

0.00 €

12.02.2024, 10.45

21.02.2024

21.02.2024

SEPA (GIR)

Wichtig

678

100000

159.343,42 €

07.03.2024, 14.13

07.03.2024

09.03.2024

SEPA (GIR)

Wichtig

120

100000

98.211,00 €

26.03.2024, 17.23

26.03.2024

26.03.2024

SEPA (GIR)

Wichtig

192

100000

117.037,20 €

29.11.2023, 10.45

01.11.2023

01.11.2023

Kreditkarte

Wichtig

74

100000

7.737,35 €

20.11.2023, 10.39

20.11.2023

20.11.2023

Kreditkarte

Wichtig

77

100000

7.975,58 €

07.11.2023, 14.39

07.11.2023

07.11.2023

SEPA (GIR)

Wichtig

1019

100000

145.009,40 €

24.10.2023, 14.38

24.10.2023

26.10.2023

SEPA (GIR)

Wichtig

100

100000

127.827,21 €

17.10.2023, 10.27

17.10.2023

19.10.2023

Kreditkarte

Wichtig

86

100000

46.780,00 €

10.10.2023, 11.58

10.10.2023

10.10.2023

Kreditkarte

Wichtig

2

100000

58,91 €

24.09.2023, 07.47

24.09.2023

24.09.2023

Kreditkarte

Wichtig

87

100000

10.044,10 €

09.07.2023, 11.01

09.07.2023

09.07.2023

SEPA (GIR)

Wichtig

120

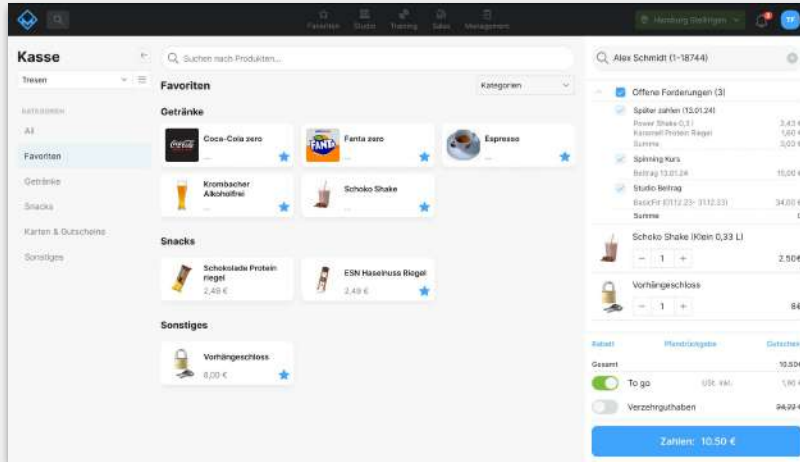
100000

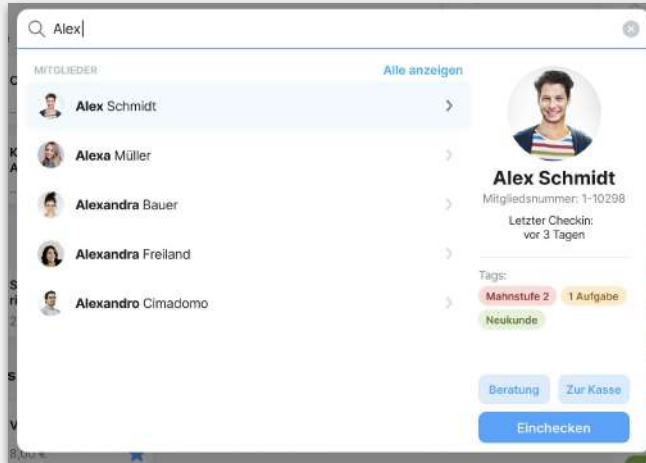
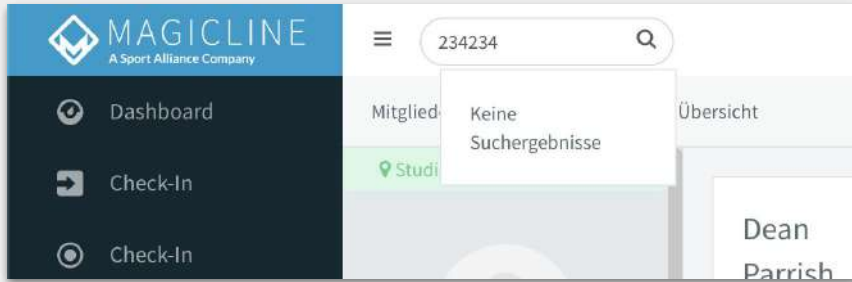
98.770,41 €

Cash register

Description

- Being able to favourite products in the cash register based on individual user / roles preferences.





Wish

Key numbers

Description

- Users emphasize the need for the inclusion of key member numbers in search functionality.

Vouchers

Description

- Ability to book vouchers by direct debit.

Tone of voice

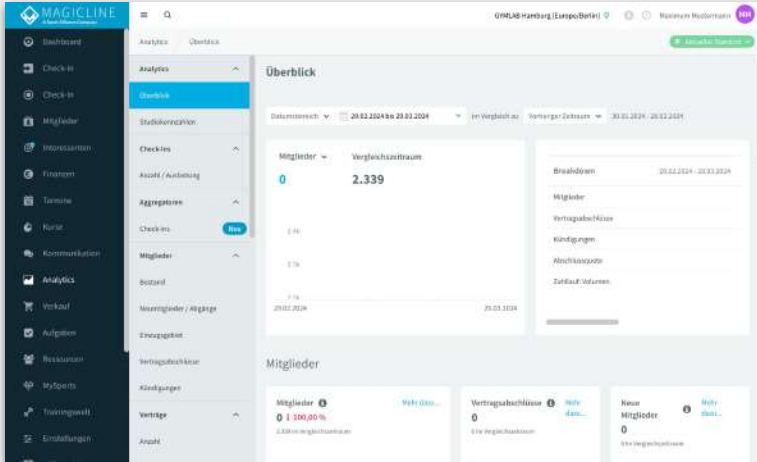
Description

- Users advocate for adopting a casual, direct communication style without formal addresses and with clear statements within the interface.

Analytics

Description

- Users also express the desire for customizability of the analytics area akin to the dashboard, allowing for tailored insights and analysis.



Summary

Nowhere in the World, Nowhere Signature

...we were not poor...
...we had this...
...and red wine with...
...like nowhere else.

134

135

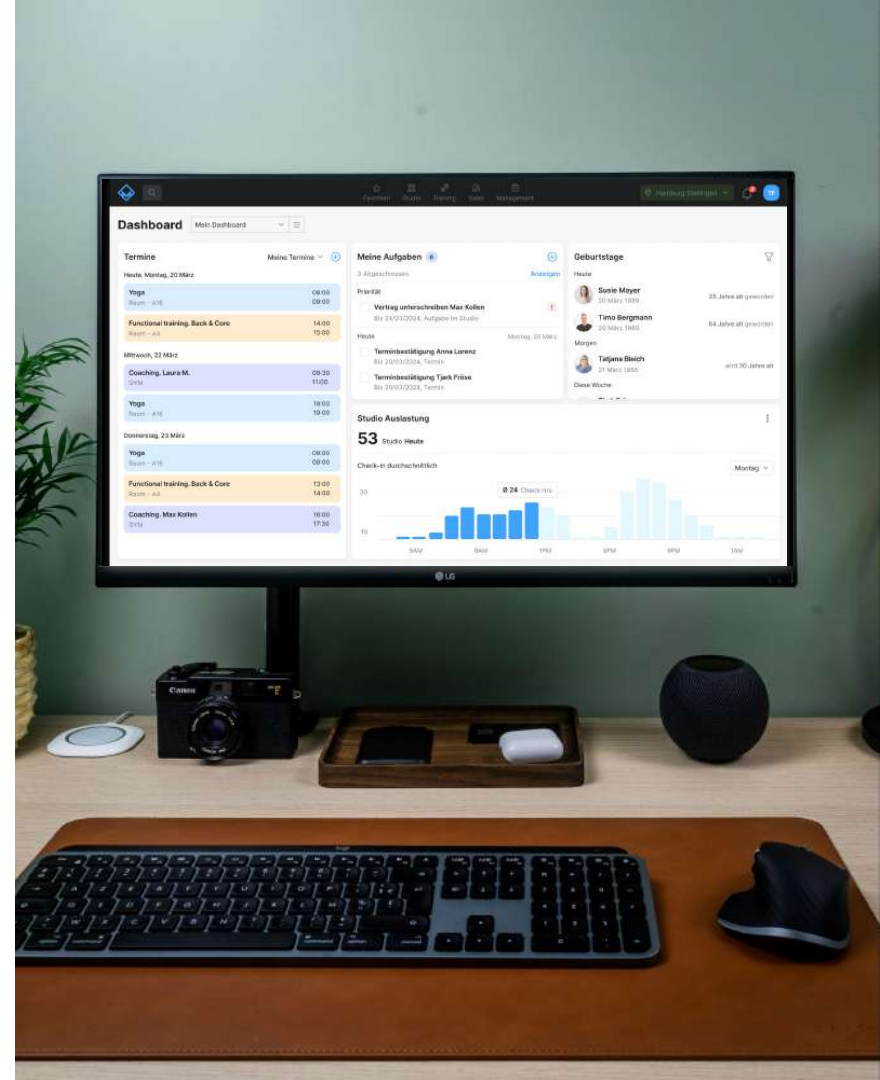
Summary

The participants showed a keen interest in testing the prototype and providing feedback, demonstrating their enthusiasm for improving the software. Alongside testing, they also shared insightful ideas for enhancing the existing software, showcasing their commitment. Overall, the feedback leaned towards the positive side, with a majority of participants expressing satisfaction with the prototype and its potential for improvement.

While the positive feedback was predominant, constructive criticism highlighted areas for refinement. Suggestions were made to bring more clarity to the design language and ensure consistency throughout the software. Additionally, users emphasized the need for increased flexibility through more filter and sorting options, aiming to enhance usability and functionality.

Participants also expressed a desire for more detailed information on specific pages to improve user clarity and understanding of available features and functionalities. Their eagerness to make suggestions for improvement underscored their enthusiasm for the new UI and UX elements introduced during testing.

Despite the overall positive reception of the design and ideas presented, participants acknowledged that there is still room for improvement to fully optimize the new design. This recognition of areas for enhancement reflects a commitment to continuous improvement and ensuring the software meets user needs and expectations effectively.



Thank you very much

SUBLINE IF NECESSARY



MAGICLINE



MYSPO RTS



SPORTALLIANCE



FINION



BEDARF.DE