
Outlook

macOS, IOS and Microsoft



Group 11
Yujun Wang
Yuning Gao
INFO-I300
Summer 2018

Overview

In this project, students in groups of two, were asked to analyze one email client, Outlook, in three aspects: workflow analysis, design analysis and comparative analysis. We analyze and compare Outlook mail in two different systems: iPhone 7 OS and Mac OS.

In workflow analysis, we conclude the steps of login, composing an email, attachment and logout. It's a word description guide for users to lead them using Outlook in iPhone and Mac step by step. And we put these two workflow analysis into one table to compare the difference of steps. In design analysis, we take screenshots of each step and analyze the metaphor, affordance, constraint and feedback in each interface. In the comparative design, we score the using experience of Outlook from A to F.

Background

For the project 3.1 and 3.2, we already analyzed the workflow and the design of the email client of different version. Outlook is an email application and personal information manager affiliated to Microsoft Office suite. In 2002, It's the first time for Outlook to introduce to public and its popularity keeps growing in these years. Until now, Outlook already has its own mature email system and intuitive interactive design which provides service of "Focused Inbox", "Search" and "Calendar". Also, Outlook mail is a responsive design that Outlook could adapt and respond to its users' behavior based on their display devices. In this project, we analyze Outlook on the platform of iPhone 7 OS and Mac OS and compare the features on these two devices. The Outlook version in iPhone 7 OS is an application and its version in Mac OS is web browser.

Email Client: Microsoft Outlook

Platforms: PC, Mac, and Tablet

Versions analyzed: IOS 11.3.1, macOS 10.13.4


Workflow Analysis

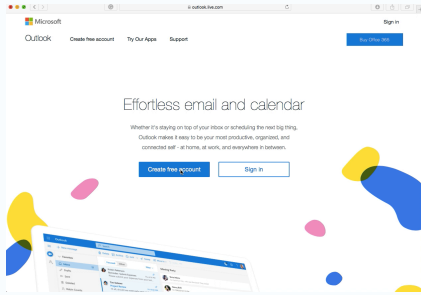
	iPhone 7 IOS 11.3.1	macOS 10.13.4	Microsoft
1. Open the Outlook	1. Click on Outlook logo to access Outlook app	1. Open Safari 2. Type in the address of Outlook	
2. Log in to the email	1. Outlook doesn't require users to sign in again 2.	1. Click on the "sign in". 2. Enter the password 3. Get into the email	
3. Compose an email	1. The system automatically transfers users to "Inbox" page. 2. Click "write a message" button at top right to compose an email 3. A "New Message" page pop out. 4. Enter recipient and subject.	1. Click on the "New Message" at left corner to start a blank mail 2. Type in the receiver of this mail 3. Type in subject of the mail	

	iPhone 7 IOS 11.3.1	macOS 10.13.4	Microsoft
4. Attach file	<ol style="list-style-type: none"> 1. Click attachment button at right, it looks like a paper clip 2. A small window pop out and there are four attachment options: attach file, take photo, use last photo taken and choose photo from library. 3. Click choose photo from library 4. Choose a photo to attach 5. This photo is automatically attached into message box 	<ol style="list-style-type: none"> 1. Click on paper clip at the bottom of mail. 2. Choose the file from the computer or cloud 3. Upload file 	
5. Send email	<ol style="list-style-type: none"> 1. Click on the paper airplane button to send the email 	<ol style="list-style-type: none"> 1. Click on the paper-airplane at the bottom. 	

	iPhone 7 IOS 11.3.1	macOS 10.13.4	Microsoft
6. Log out	<ol style="list-style-type: none"> 1. Click Folder button at the top left corner, which is a three-line metaphor. 2. Click wheel icon at bottom left to access Setting page. 3. Click user account under "Accounts". 4. Click "Delete Account". 	<ol style="list-style-type: none"> 1. Click on the color circle that have user's initial. 2. Click on sign out 	

Design Analysis

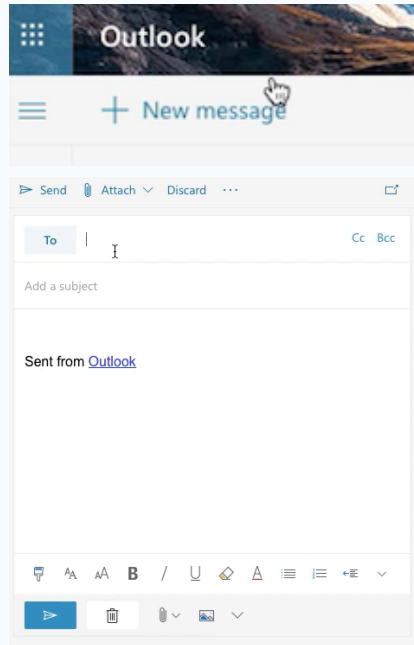
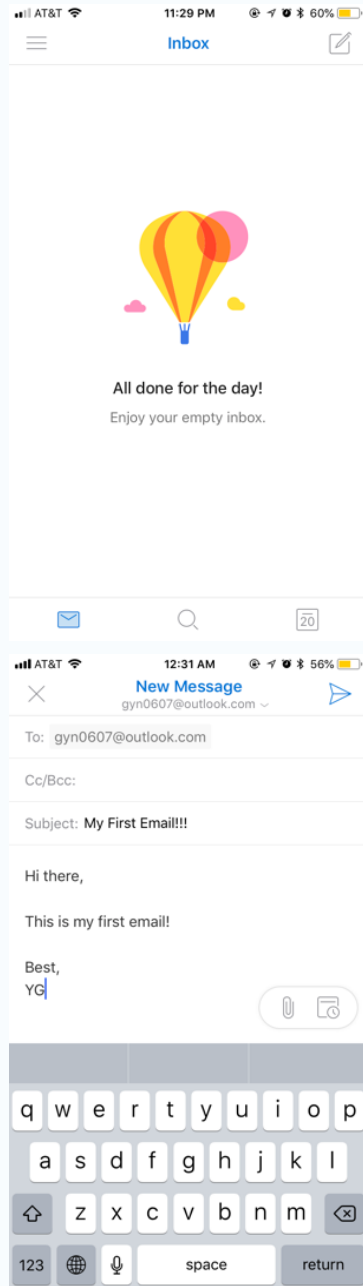
	iPhone 7 IOS 11.3.1	macOS 10.13.4	Microsoft
1.Open	<ol style="list-style-type: none"> 1. It's an effective metaphor that users can easily know what it is . 2. There is "Outlook" below its logo which help users to know the name of the app 	Enter the email through safari. Therefore no design analysis for this step	
			
2.Log on	Not require to sign in again. Therefore no design analysis for this step	<ol style="list-style-type: none"> 1. Sign in button give people a clear direction. 	

	iPhone 7 IOS 11.3.1	macOS 10.13.4	Microsoft
			
3. Compose an email	<ol style="list-style-type: none"> 1. The pencil metaphor at the top right corner is “write message” button 2. Three rows at the top. The first row is enter an recipient and the third row is to enter an subject. A blank space below to type the message 3. When user typing message, there will be sounds as feedback 	<ol style="list-style-type: none"> 1. The plus logo with “New message” at the right top corner give people a clear idea on how to start a new message. 2. On the line where people should enter the receiver and subject there is a text instruction. 	

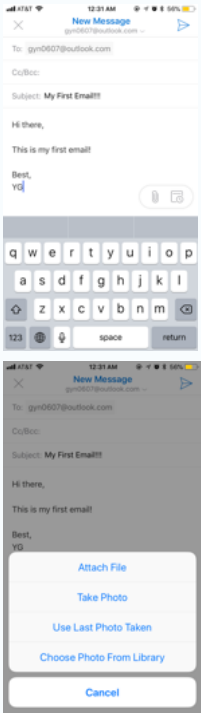
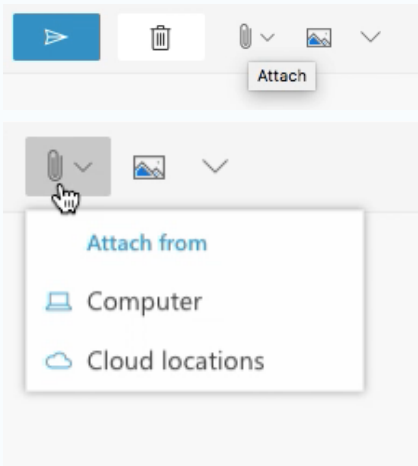
iPhone 7
IOS 11.3.1

macOS 10.13.4

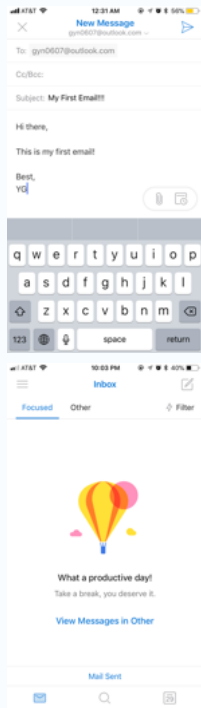
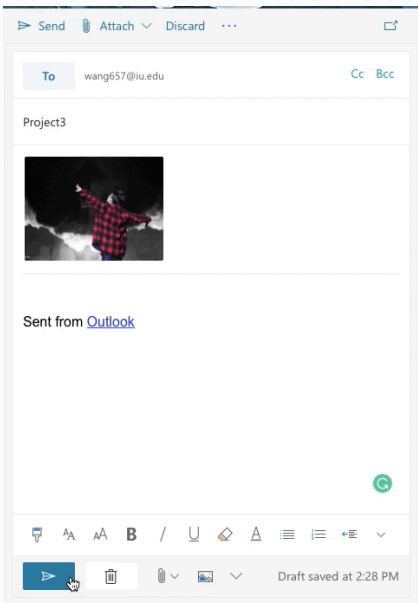
Microsoft



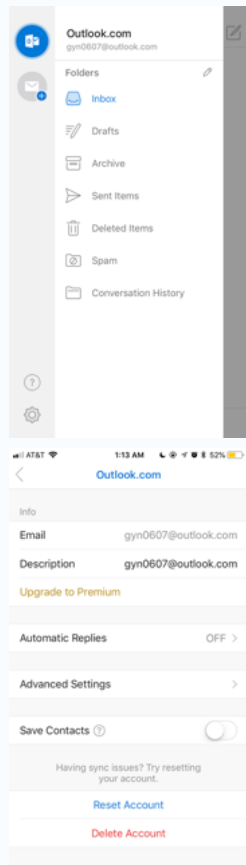
	iPhone 7 IOS 11.3.1	macOS 10.13.4	Microsoft
4. Attach file	<ol style="list-style-type: none"> 1. Attachment button is a paper clip icon which is at right corner above the keyboard. This metaphor helps to signal email features that users could easily identify the metaphor and its representing command 2. The word descriptions are effective affordance to provide users for attachment options. User could choose attach photos or files 	<ol style="list-style-type: none"> 1. The paper-clip metaphor imply people how to put attachment into email. 2. Two more choice for people to choice the file. Both come with metaphors to help people understand 	

iPhone 7 IOS 11.3.1	macOS 10.13.4	Microsoft
		

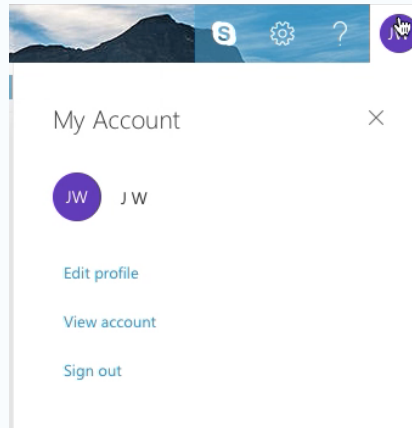
	iPhone 7 IOS 11.3.1	macOS 10.13.4	Microsoft
5.Send email	<ol style="list-style-type: none"> 1. Paper airplane icon at top right is sent email button. When user see this metaphor, they know its function 2. After an email was sent, a notification shows up in the bottom and there is a sound of sending the email 3. if the email was sent without subject, the system won't alter users 4. When users are typing message, there will be a sound of clicking keyboards and sending emails 	<ol style="list-style-type: none"> 1. paper-airplane that give people a instruction at bottom. At top of the mail, there is also a paper-airplane with "Sent" text. 2. No feedback to indicate that the email is sent successfully 	

	iPhone 7 IOS 11.3.1	macOS 10.13.4	Microsoft
			
6.Log out	<ol style="list-style-type: none"> 1. the wheel icon represent “Setting”. It is easy for users to understand its function. 2. “Delete Account” effectively guide users to log out 	<ol style="list-style-type: none"> 1. No direct sign out button at main page, user need to sign out by click on the colored circle with their initial 2. After click on the circle, there is a direct text instruction “Sign out” to give people a instruction 	

iPhone 7 IOS 11.3.1



macOS 10.13.4



Microsoft

Comparative Analysis

A: Pretty easy

B: Easy

C: Moderate

D: Confused

F: Hard

	iPhone 7 IOS 11.3.1	macOS 10.13.4	Microsoft
1.Ease to log in	A User don't need ti type account and password to log in. System automatically remember user's login information	A Give people clearly direction	
2. Attach file	A One step needed to attach photos or files	B People may be confused since there is only a paper clip at bottom. The text instruction is not that conspicuous for people to notice.	

	iPhone 7 IOS 11.3.1	macOS 10.13.4	Microsoft
3. Feedback	A There are sounds of clicking keyboards and sending emails.	B After sending the email, not visual or auditory feedback. Hard for people to figure out id the email if send out successfully or not	
4. Ease to log out	F There steps needed to log out and there is no guide to lead to log out	D No log out choice on main page of the email. people might need to spend time to find out how to log out	
5. Affordance	A Effective guide leads users to use the app.	A Give users clear guide on each step	
6. Metaphor	A Effective metaphors navigate users further actions	A The metaphors could help users understand the functions of the button in the email .	

Conclusion

Similarities:

For effective metaphor, in the both systems of Mac OS and iPhone 7 OS, they have the same metaphor representing commands. Both of them use paper plane icon to represent sending an email, use paper clip icon to represent attachment.

For ineffective affordance, there is no direct guide for users to log out. Users need to go through a few steps to find log out button.

For effective affordance, two or more attachment options are provided for users, like uploading attachment from device or cloud.

For ineffective constraint, the system doesn't alert users to title the message when users are trying to send it without subject

Differences:

For ineffective affordance, in iPhone 7 OS, there is a sound of sending an email and a notification "Mail Sent" shows in the screen. But in Mac OS, there is no feedback to acknowledge the action of sending an email has occurred. Also, users don't need to log in while using Outlook app, however, users of Mac OS need.

For responsive design, because of the difference of display size, position of each metaphor is different. Also there are more commands on the "New Message" page of Mac OS, users could choose functions like highlight, underscore or bold words

For all metaphor, new message button in iPhone 7 OS is a pencil icon. For Mac OS, the word description "+ New Message" represents the command of writing a message.

Responsive design:

Overall, the design of iPhone 7 OS and Mac OS are responsive. Outlook change the orders of metaphor and rescale the interface to respond and adapt to different devices. Although Outlook create different version on iPhone and Mac, users' action could still move smoothly.

Comparison:

The interface in iPhone 7 OS is the easiest version to use, because:

1. Because of the screen size, Outlook adjust the “Inbox” page, “New Message” page and “Logout” page as simple as possible.
2. No login required for Outlook app.
3. Compared to the process of login, sending an email with attachment and logout, iPhone version works more smoothly and effectively.

The interface in Mac OS is the most difficult to use, because:

1. The interface is not well-organized. All the metaphors, Inbox emails and “new message” page are crowded together.
2. No effective feedback to notify users when an email is sent.

Reference

Outlook Logo [Photograph]. (2017, November 11). In L. Klint (Ed.).

Microsoft Outlook. (2018, May 25). Retrieved from https://en.wikipedia.org/wiki/Microsoft_Outlook