

Email Client Workflow and Design Analysis

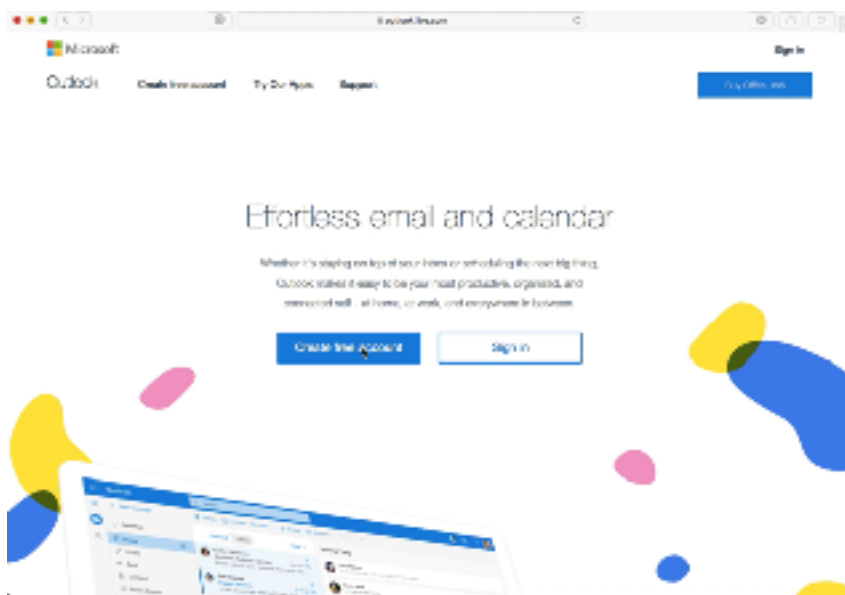
Project 3.1

YUJUN WANG
INFO-I300
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Overview

For this project, we were asking to analysis the workflow of the process that a email client send out a email with attachment. Our group choose the outlook as our email client, and the platform I work with is the Safari of MAC OS. We will assume that we are a new user, therefore we will start from sign up and then send out the email.

Case Study



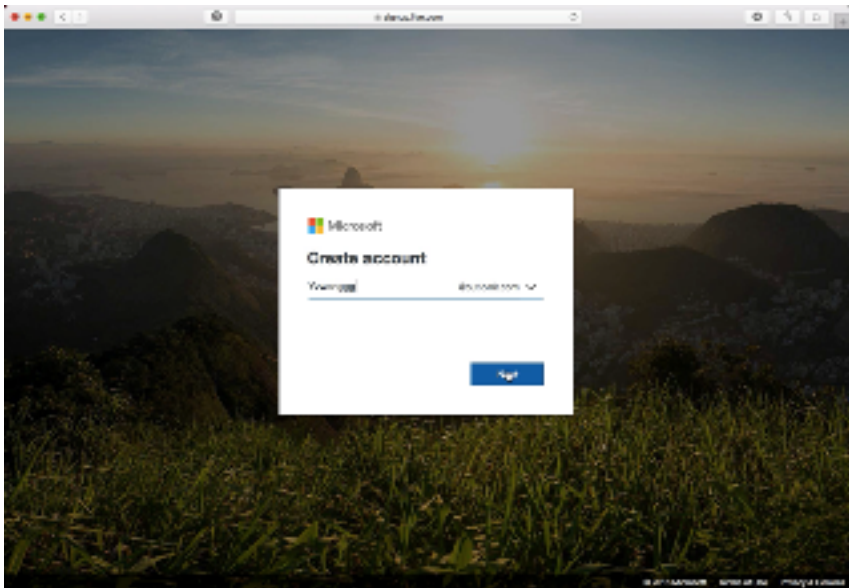
Step1: First we need to inter the website of the outlook, and click on the "Create free account".

In this page, there are two major affordance and, in my opinion, both of them are effective

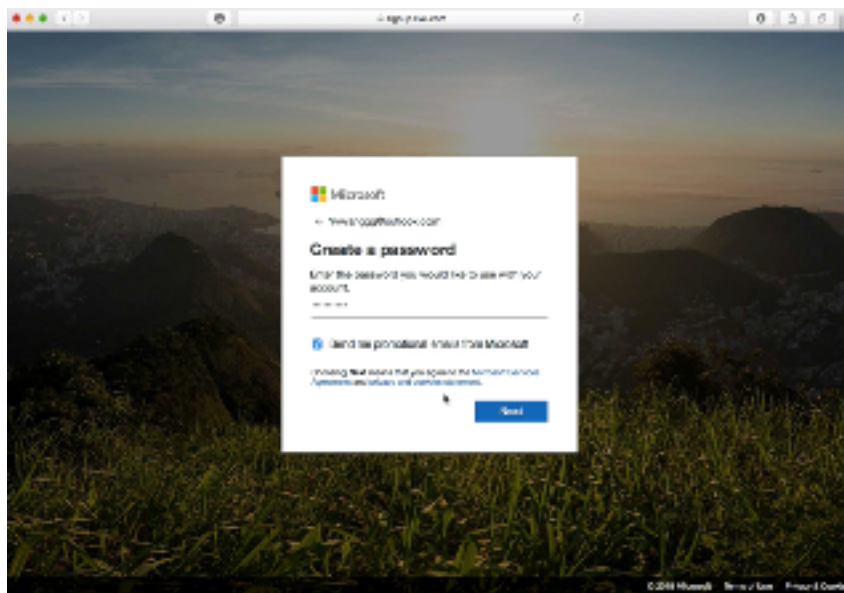
affordances. The first one is the on "Create free account", it give the user instruction clearly, that if people do not have the account, then they could create a account for free. The other on is "Sign in", is for the people who already have a account, people could easily know that by clicking on this button, they could sign in to their account.

Step2: Then we will go to a new pages which ask people to enter their email name.

In this page, there is one effective affordance that tell people when they finish typing in their email name , they could go to the next page by clicking the button which have "Next" on it.



Moreover, for this page, there is a visual feedback from first page that after click the create button, the whole background will change.



Step 3: On this step, people are asking to create a password for their account.

On this page, the main affordance have the same content with last one that people need to click next to go on next

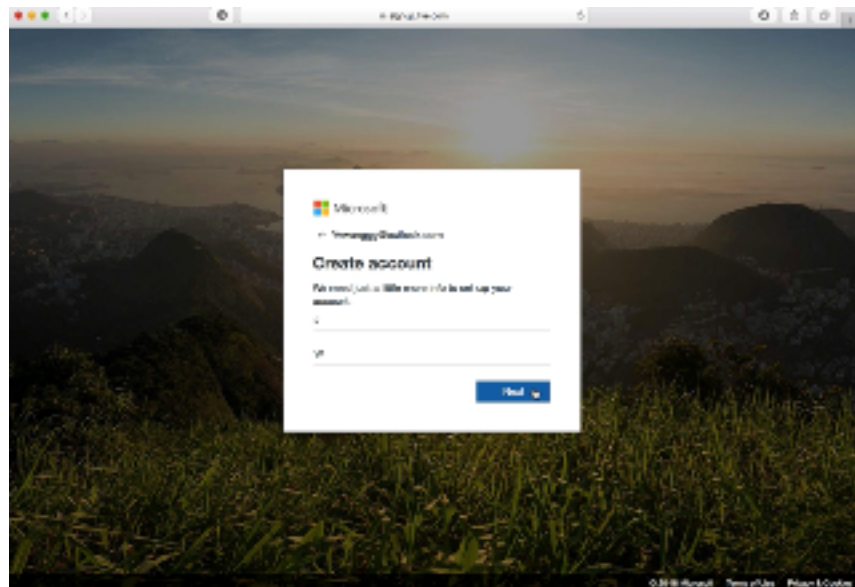
page after they setting up their password. There is also a metaphors on

this page. Next to the name of the email, there is a small arrow face to left which could lead people back to the second step to change the name they set up earlier.

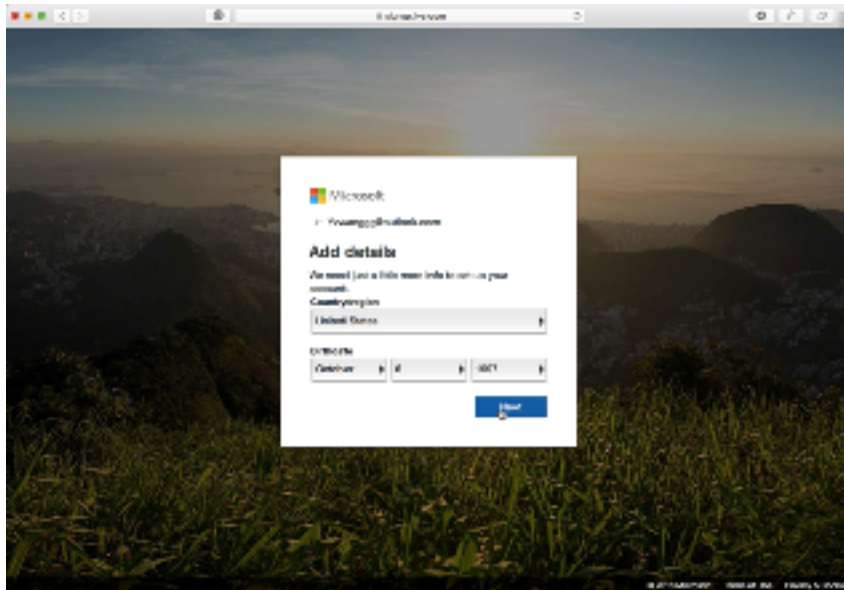
And by clicking on the pervious button, there is a small visual change, the text of the small window in the middle of the page has changed into the different content.

Step4: After set up the password, people need to type in their name.

There is also a “Next” button to tell people to go on to next step. Next to the email name, there is also a small arrow face to the left which allow people to go back to pervious step.



For this step, only the visual of the page had been changed, the background of the website stay the same but the content of the small window changed.



Step5: Then, People need enter there country and birth date.

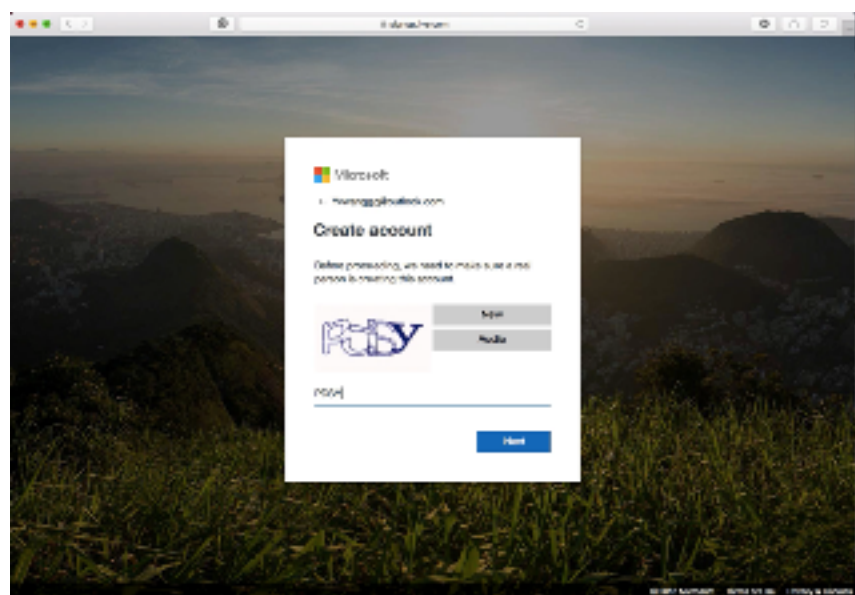
There are few more metaphors than before. The small arrow next to the email name which allow people to go back are still on the

page. What's more, there are two arrows that face up and down, which tell people that they could choose other countries and dates which match them. After doing all of this, a button that have "Next" on it will lead people to next step.

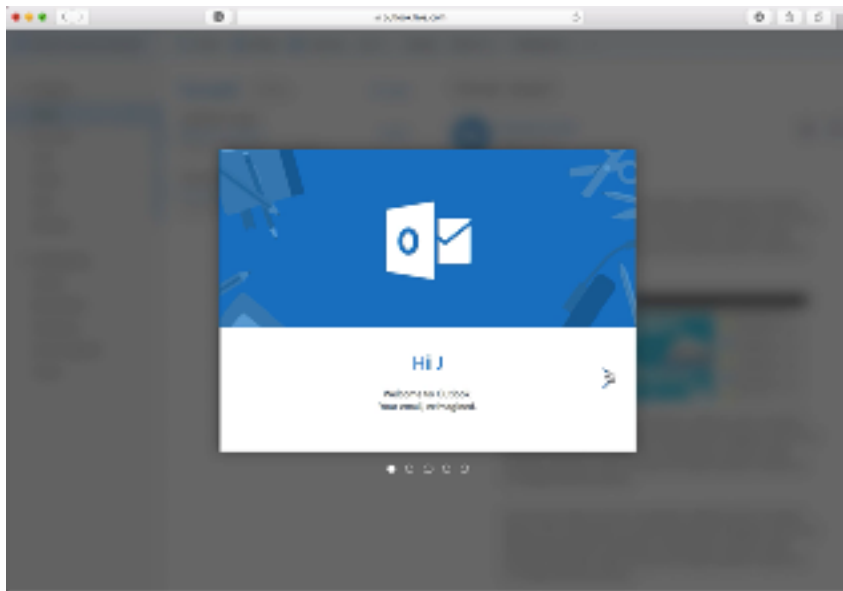
Step6: This is last step for create account. People need to verify that they were not robot.

Beside the picture, there is two button, one is "New" and the other is "Audio". I think both of them are easy for

people to understand. By clicking on "New", the website will give people



a new verified picture, and by clicking on the "Audio", people will choose to use a different way to verified their identity. Therefore, for me, they are effective affordance.



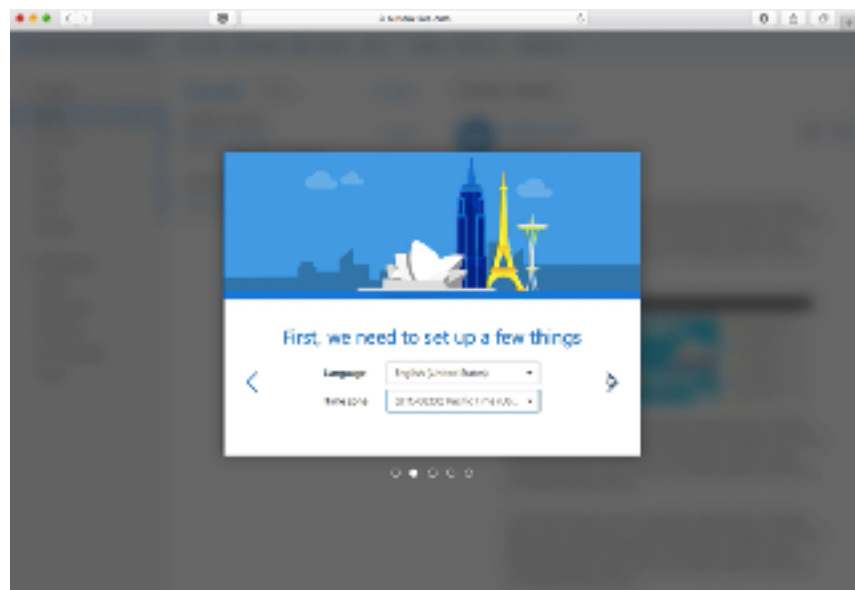
Step7: This step is a greeting from outlook.

On this page, there is a arrow face to right on the right side of the small window. Even though there is no text indicate what to do next, people could still understand

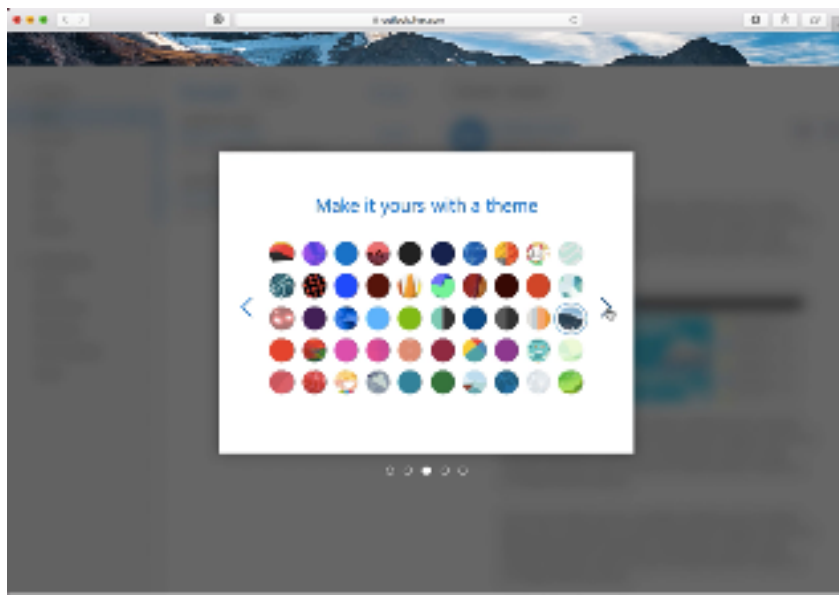
how to go on to next step.

Step8: People could set up their time and language for whatever they like.

On the left and right side of the small window, there are two arrows face to each side, therefore, people could swipe to pervious or later



pages whatever they want. That also the affordance of this page, even there is no text to guide people, it still easy for people to understand.



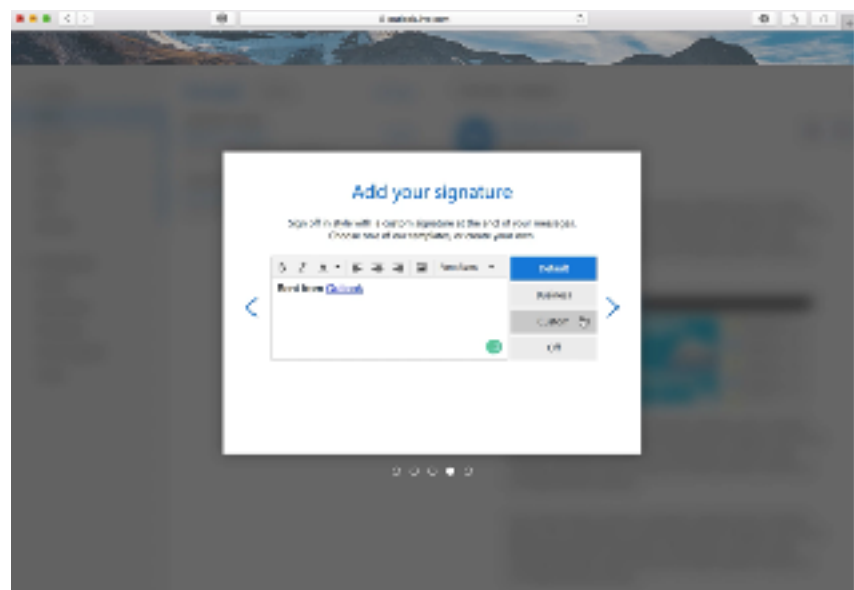
Step9: In this step people could choose any theme they like to make their email become more fancy.

On this page, there are arrows on each side of the small window which allow people to swipe from each side.

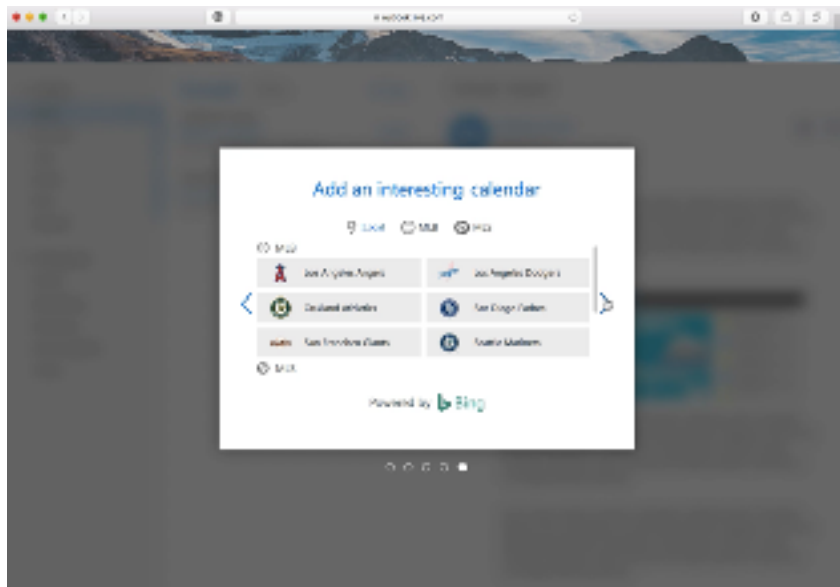
There is will change the background of the main page of the email.

Step10: For this step, people could edit their signature.

on the side of the text box, outlook provide 4 type of the signature. People could choose any type they want. These are four affordances in this



page. For each of them, people could easily understand it and could do what they want to do.

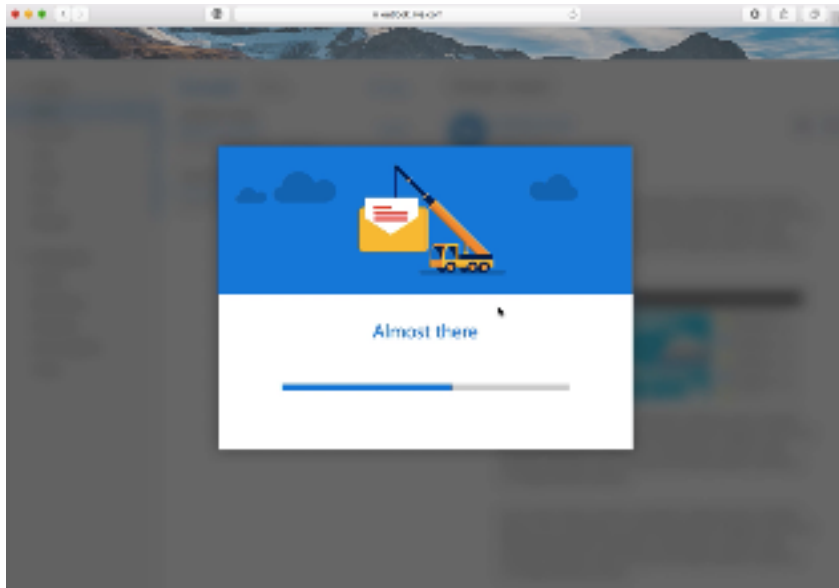


Step11: This is the last step before people get into their email.

There are many affordances in this page such as the logo of each team. Also, the bar at right side of the window

allow people find more team.

There are also many metaphors in this page. The small ball beside each kind of game indicate the type of the game. And the small pin next to the local let people know the other kind of activities they could choose. And as always, two arrows on each side that allow people to swipe between each page.



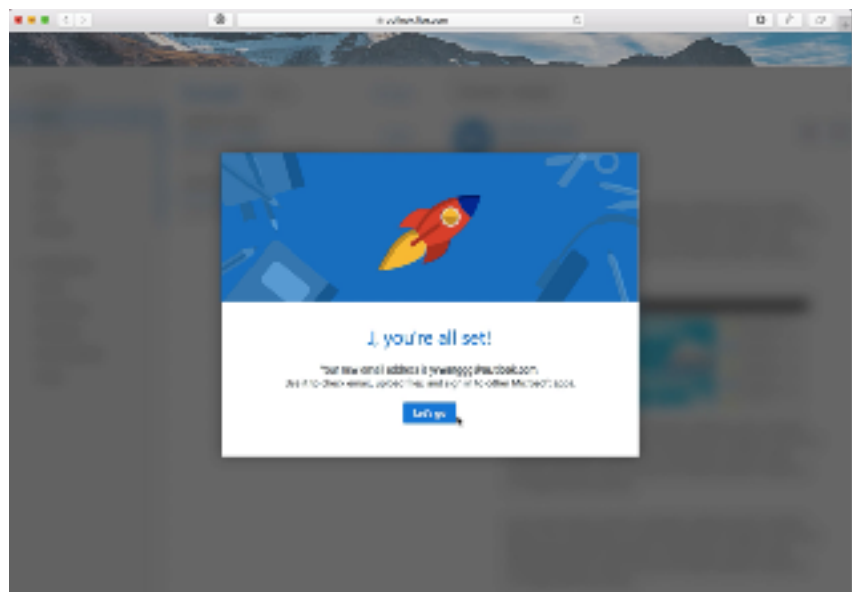
Step12: This page is just a reminder while people try to enter their email after setting up all the things.

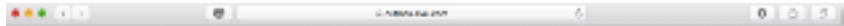
There is the bar at the bottom of the small window which represent the progress that the

system prepare for the email. This give people a estimate time that they need to wait. I think this bar potentially increase people's patience.

Step13: After the system prepared for the email. People could get into their email by clicking on the "Let's go" button.

This button is a effective affordance which lead people to next step.





Step14: Wait to get in the email.

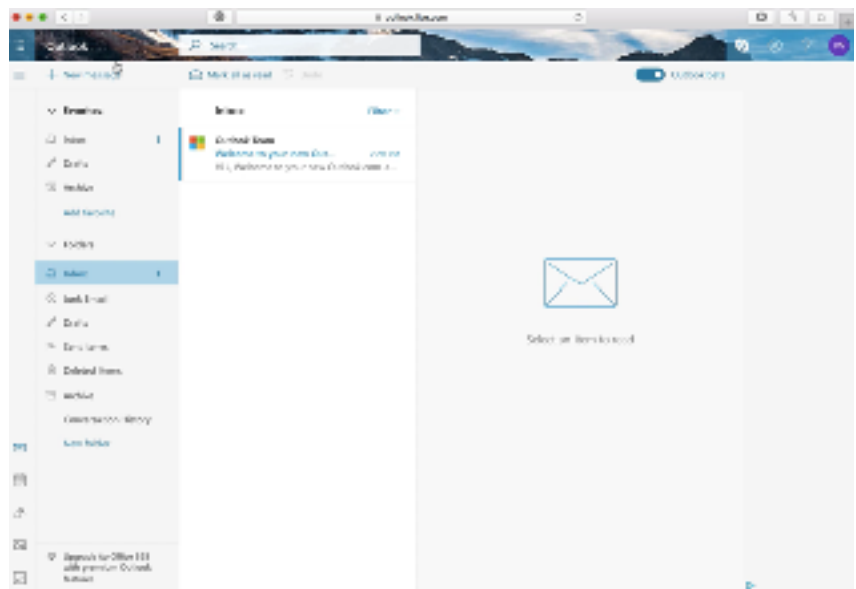
I think the circle could be a metaphor in this page, There will be a darker line that go around the circle round by round

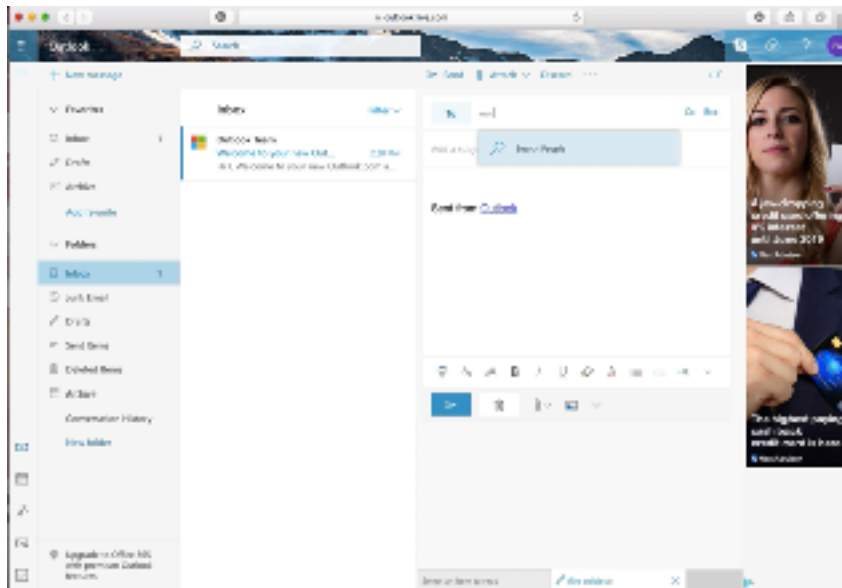
which imply the process that it going into the home page of the email.

Step15: Click on the new message to start edit the new email.

For this step, the plus image next to the new message indicate that add new message, therefore it could be a metaphor.

There are many affordances in this page. The label that lay out on the left side of the page, each of them could lead people to a new page and they all give people clear direct by having both the logo and the text.





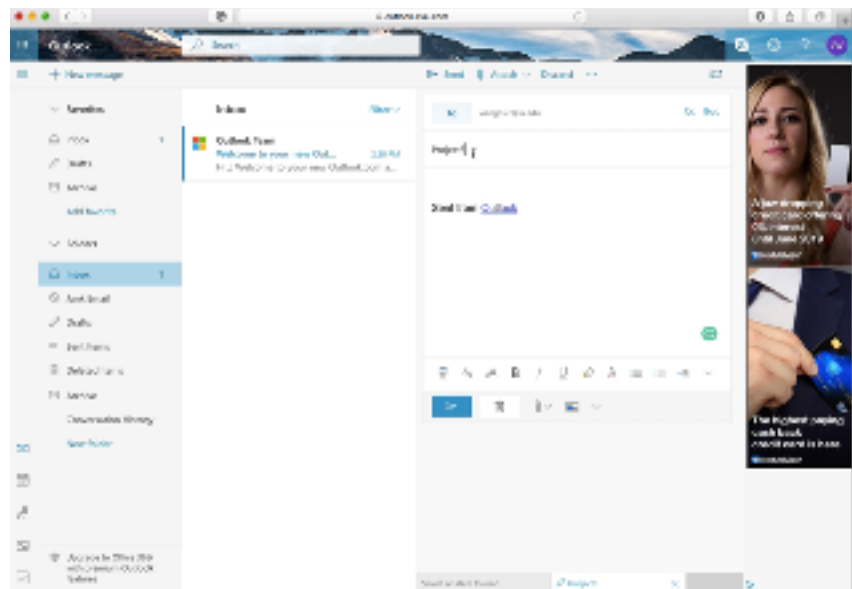
Step16: Type in the receiver of the email.

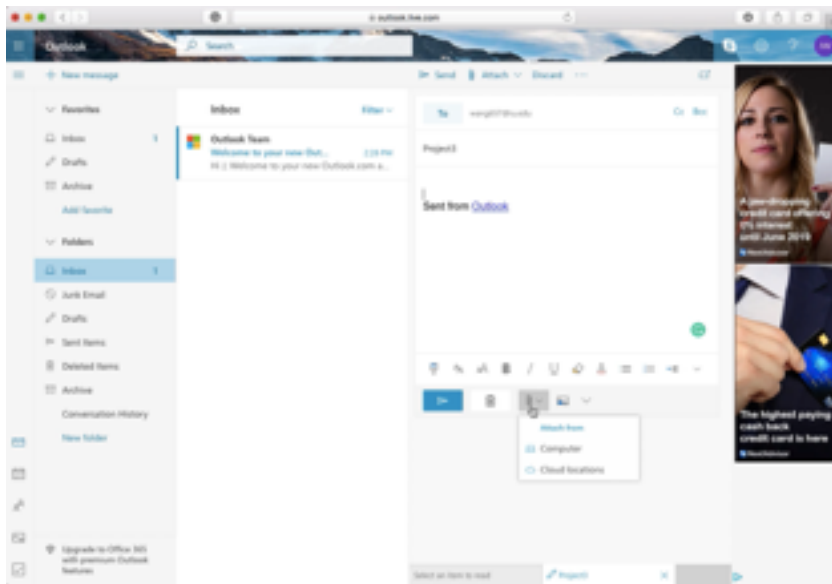
After people put their mouse on the bar, there will be another bar coming out that told people they could search people. In this bar, there is a new metaphor which is a image of a

magnifier.

Step17: Type in the subject of the email

On this page, there is a clearly instruction told people where to enter there subject title. and same with pervious page, this page contain many affordances and the metaphors that lead people to different pages.





Step18: Add the attachment of the email.

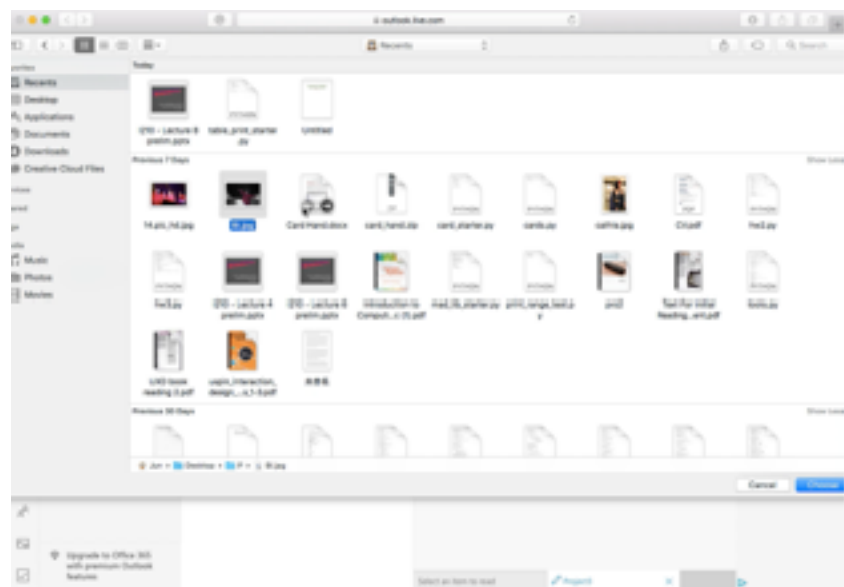
For this step, there is a clip at the bottom of the editor window.

This is the most important metaphor for this step. And there is also a clip

sign on the top of the window, people could choose neither of them to add attachment for their email. After clicking on the clip sign, people got more choice which they could choose from the computer or cloud, and there is also a logo to indicate each of them next to the text instruction.

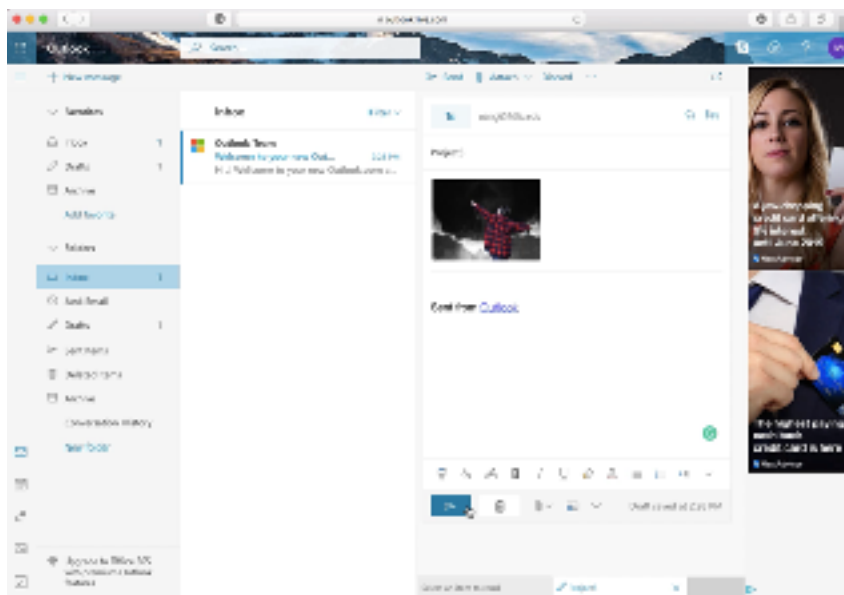
step19: choose the attachment from the computer

When people choose one of the file from their computer, the file will be highlighted. I think this is a visual feedback to let people know that they already choose the file they need. Then there will be a "Choose" button



that told people to go on for next step. If people decided not to have attachment in the email, they could go back by click on “Cancel”. For me, both of the button given me the clearly instruction, I could understand the use of these button without help, so I think they are effective affordances.

There are many metaphors in this page, and most of them coming with the literal description. Most of them are located at the left side of the window, so people could find their file more convenient.



Step20: Upload the attachment and send the email

For this step, there will be small image of the file when is upload successfully, this is a visual feedback to people.

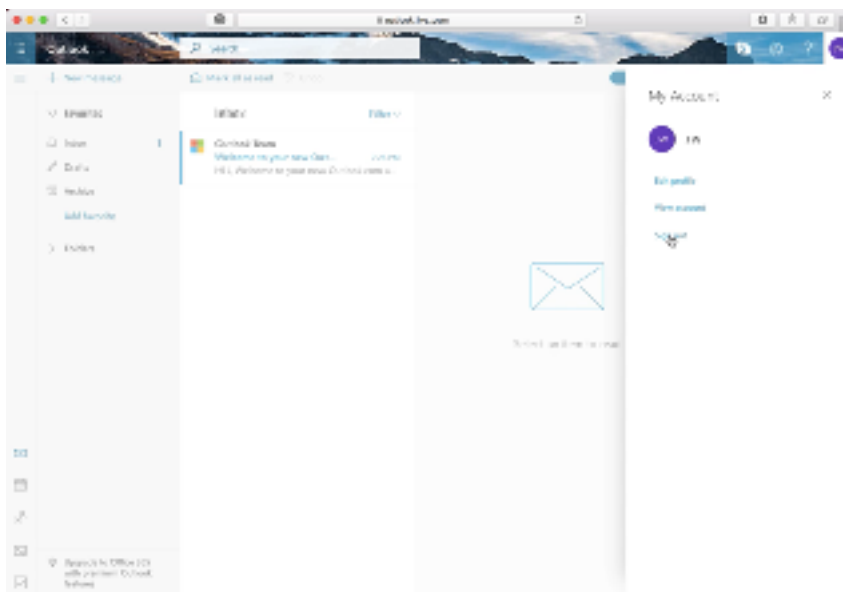
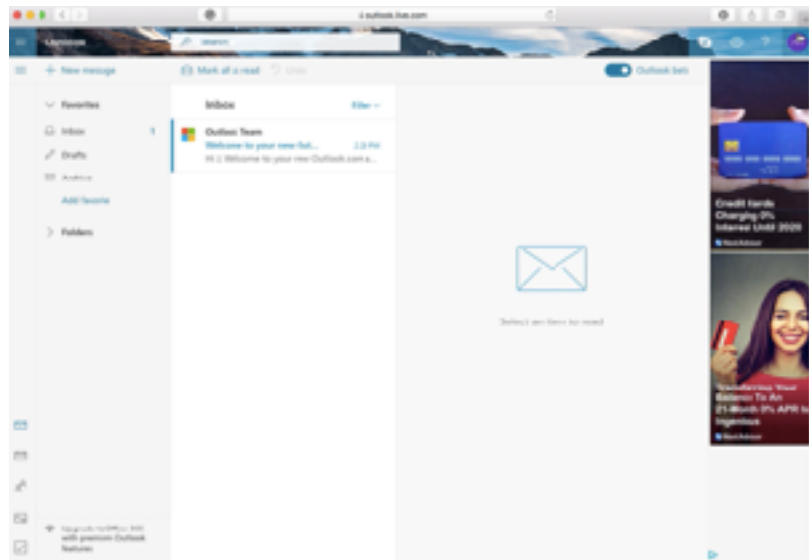
Then on metaphor for people is the small

paper airplane indicate “send”. And on the top of the window, there is same logo with the wordy description, therefore, even for people who can not understand the meaning of the logo.

Step21: Click on the logo on the up right conner.

There is a visual feedback that when the email send out, the right side of page will turn to blank. When people get that feedback, they could click on the small

circle content their initial at right conner. I think for people who nerve use the email before, it might be difficult for them to find out the sign out button.



Step22: Sign out.

For this step, there is a directly text instruction that told people what to do next. I think is a effective affordance cause the clearly direction it give to people. And there is a small "X" at the right

conner which implies that people could go back to there email by clicking on it.

Conclusion

As a conclusion, most of the part of the outlook are fine for a people who nerve use this email before. Especially the background of the register part, I think it is kind of attractive for me. However, the major defect I found out it that, outlook rarely given people other kinds of feedback besides the visual one. I think that could be one thing they need to change.

Reference

<https://youtu.be/yaWKVNd42cM>