Behind the scenes on the project titled:

UX for a Repurposed Vending Machine

For the course International UX and Communication Course (HCDE 512)

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Process Flow for Design:

1. Payton comes out of the club and sees the vending machine.

2. *Screen 1*:
2a. Video of a lady wearing heels with aching legs, goes to the vending machine, selects the shoes, buys them, gets them out of the machine, and then wears them with an expression of contentment/ relief.
2b. There's a button (**Proceed**) on the screen which takes the Payton to *Screen 2*.

3. **Screen 2**:
   The goodies are displayed on the screen, with their respective costs.
    The **Next** button takes the Payton to *Screen 3*.
                   - If the Comfies/ slippers are selected, then it goes to *Screen 3a*.
                   - Else, the Payton is taken directly to *Screen 3*.
    Else, if Payton doesn't do anything for 30 seconds, the transaction times out and *Screen 1* is displayed again.

4. *Screen 3a*:
   The Payton selects the size of the comfies, which can be adjusted by +/- buttons.
    Upon pressing **Next**, the Payton is taken to *Screen 3*.
    The **Back** button takes the Payton back to *Screen 2*.
    Else, if Payton doesn't do anything for 30 seconds, the transaction times out and *Screen 1* is displayed again.

5. *Screen 3*:
   All the items selected are shown here with their costs, and with the total cost.
    The slippers are shown along with their size.
    The **Back** button takes the Payton back to *Screen 3a* if the slippers were selected. Else, it goes back to Screen 2.
    The **Buy** button takes the Payton to *Screen 4* for payment.
     Else, if Payton doesn't do anything for 30 seconds, the transaction times out and *Screen 1* is displayed again.

6. *Screen 4*

Message to enter the credit/debit card in the slot is displayed, along with a picture of the same.
The **Back** button takes the Payton back to *Screen 3a*.
When the Payton inserts the card, if successful, the payment is processed and it goes to *Screen 4a*. The receipt and the goodies are dispersed at this point.
Else, in case of an error, an error message to retry is shown (*Screen 4b*).
Else, if Payton doesn't do anything for 30 seconds, the transaction times out and *Screen 1* is displayed again.

7. *Screen 4a*
The confirmation message is shown along with a message to collect stuff from the below (remains for 10 seconds, and then *Screen 1* is shown. (The transaction ends with the confirmation message).
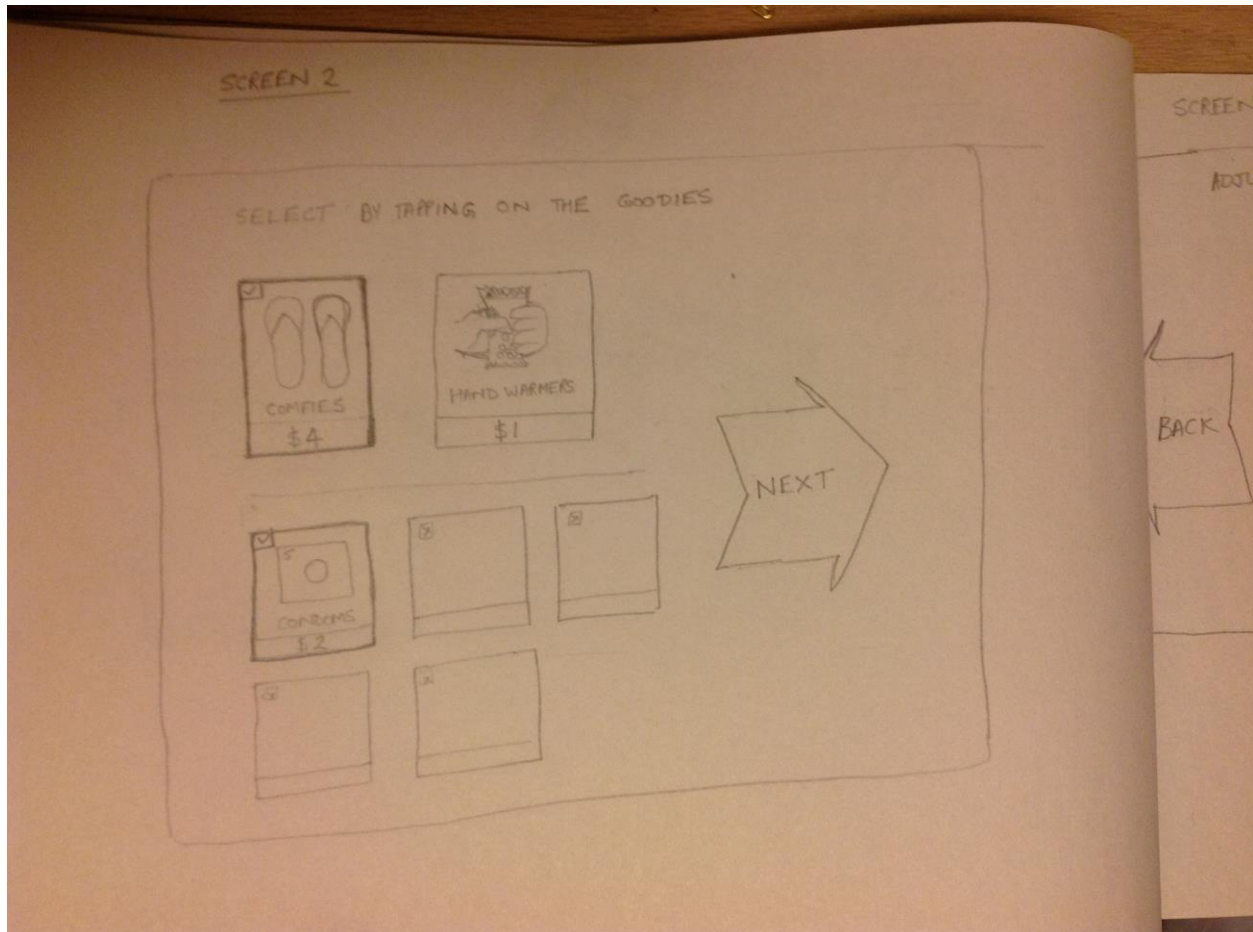
8. *Screen 4b*
The error message remains till successful payment or 45 seconds (whichever happens first), after which *Screen 4* is shown again.

SKETCHING:
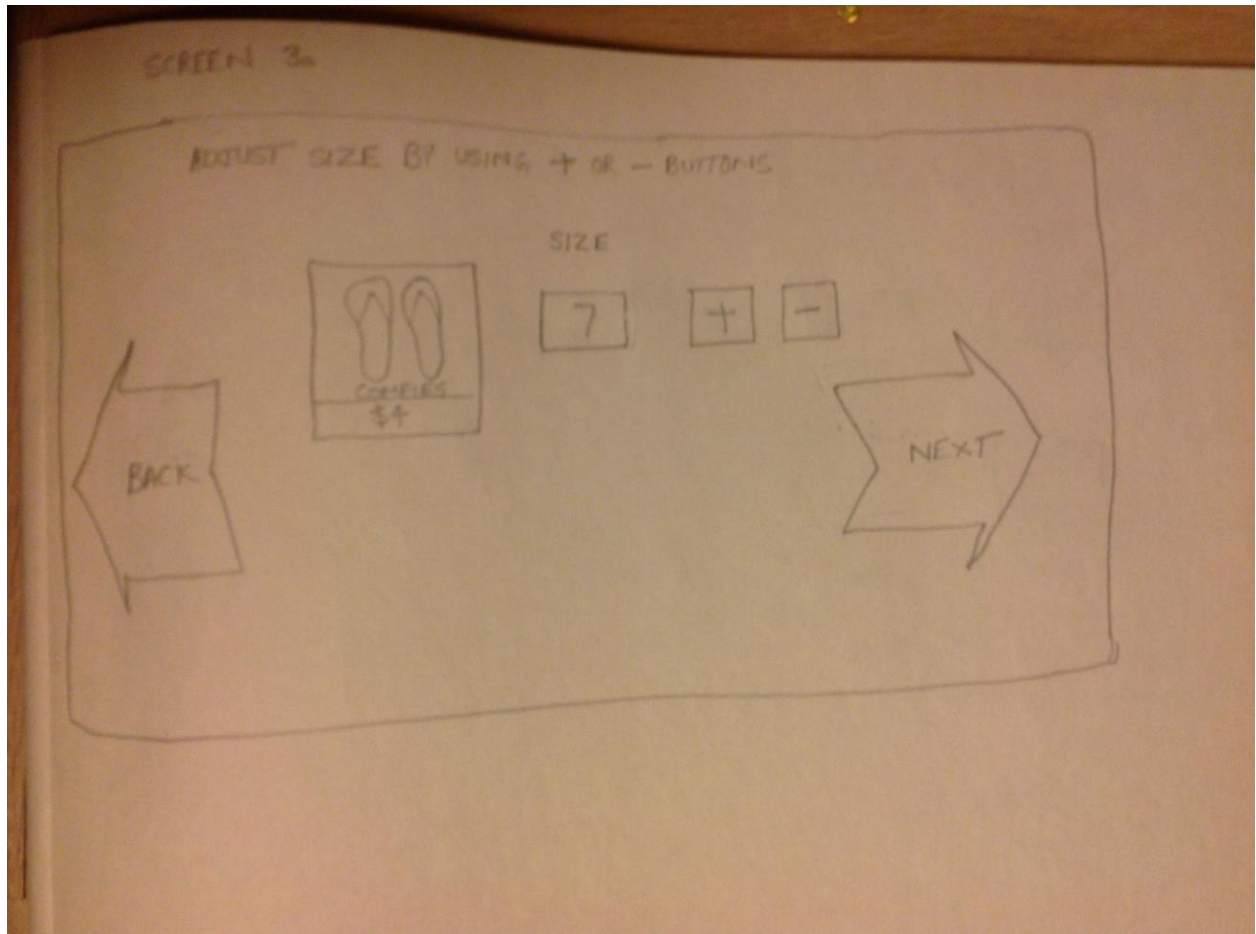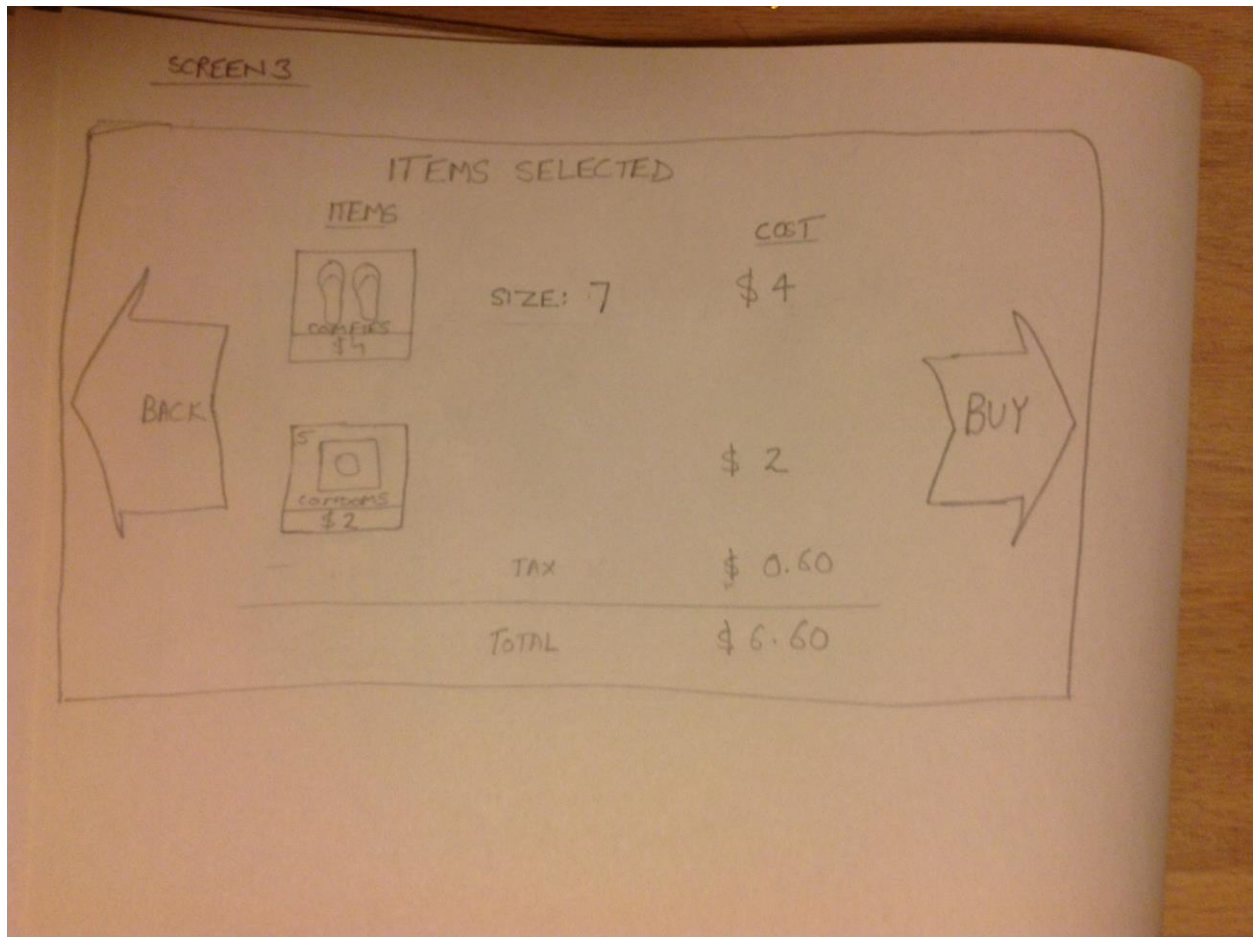
Initial Screen 2

Screen 3a
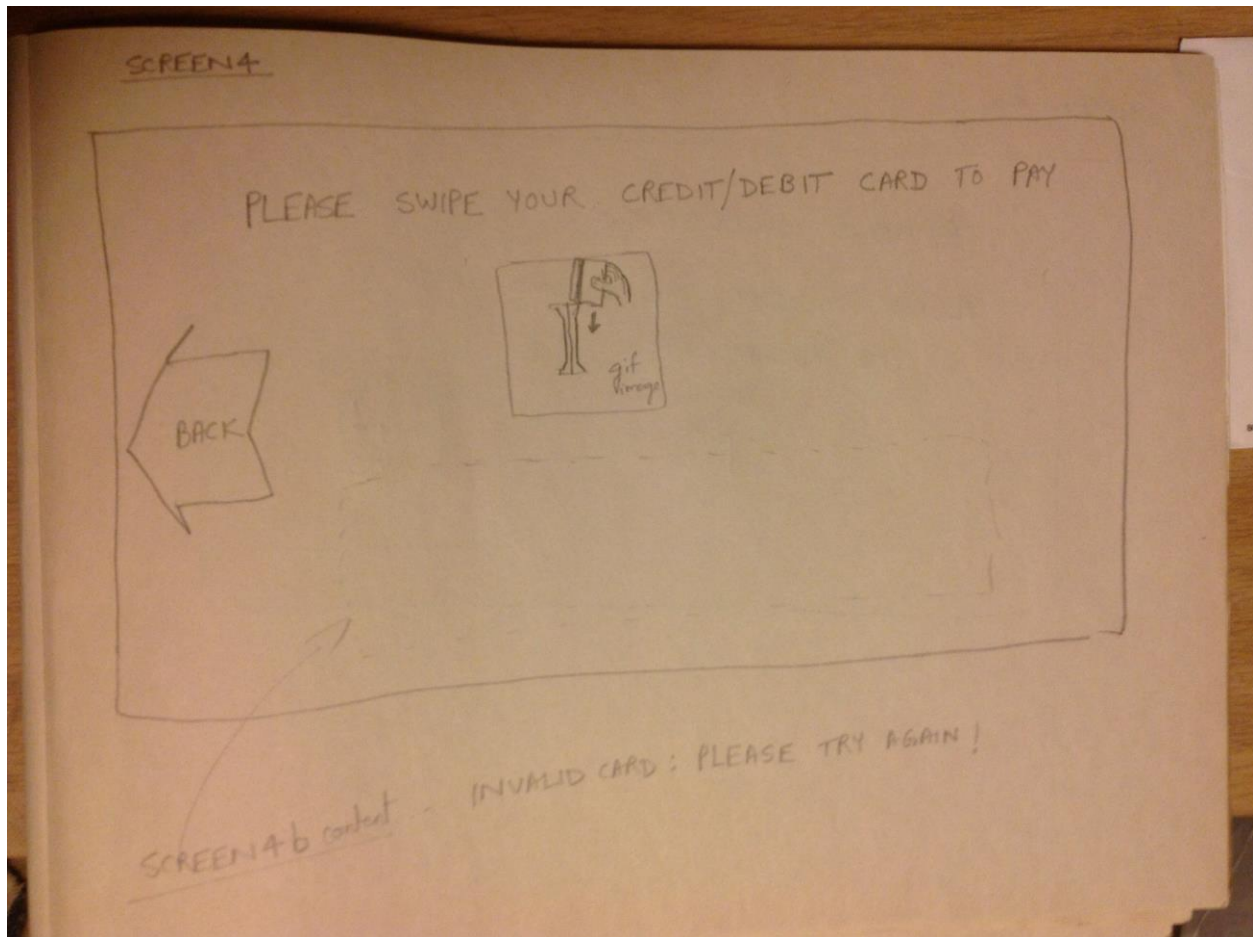
Screen 3

Screen 4

PLEASE SWIPE YOUR CREDIT/DEBIT CARD TO PAY

gif image

BACK

SCREEN 4b content... INVALID CARD : PLEASE TRY AGAIN !
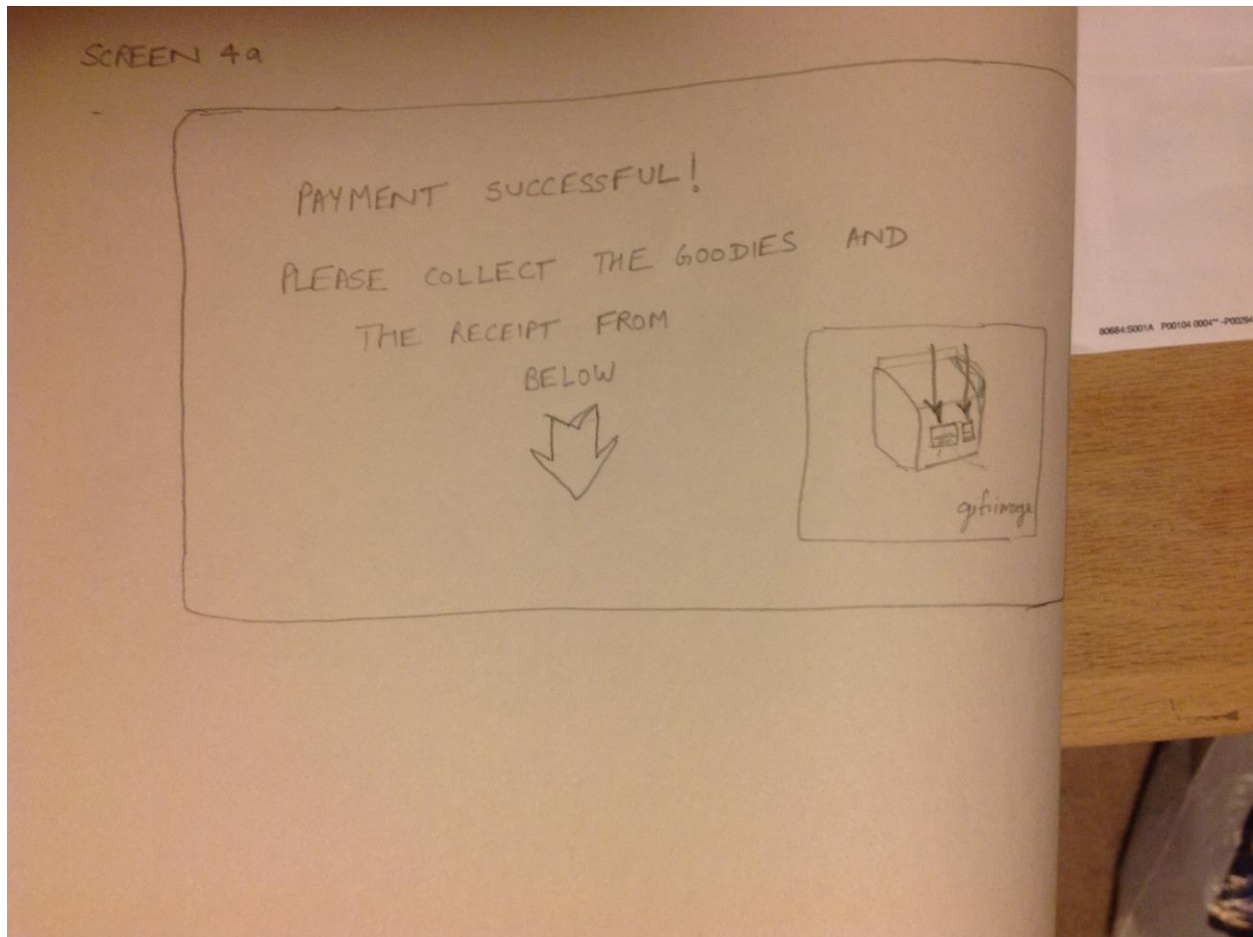
Screen 4a

Screen 2 - Next iteration
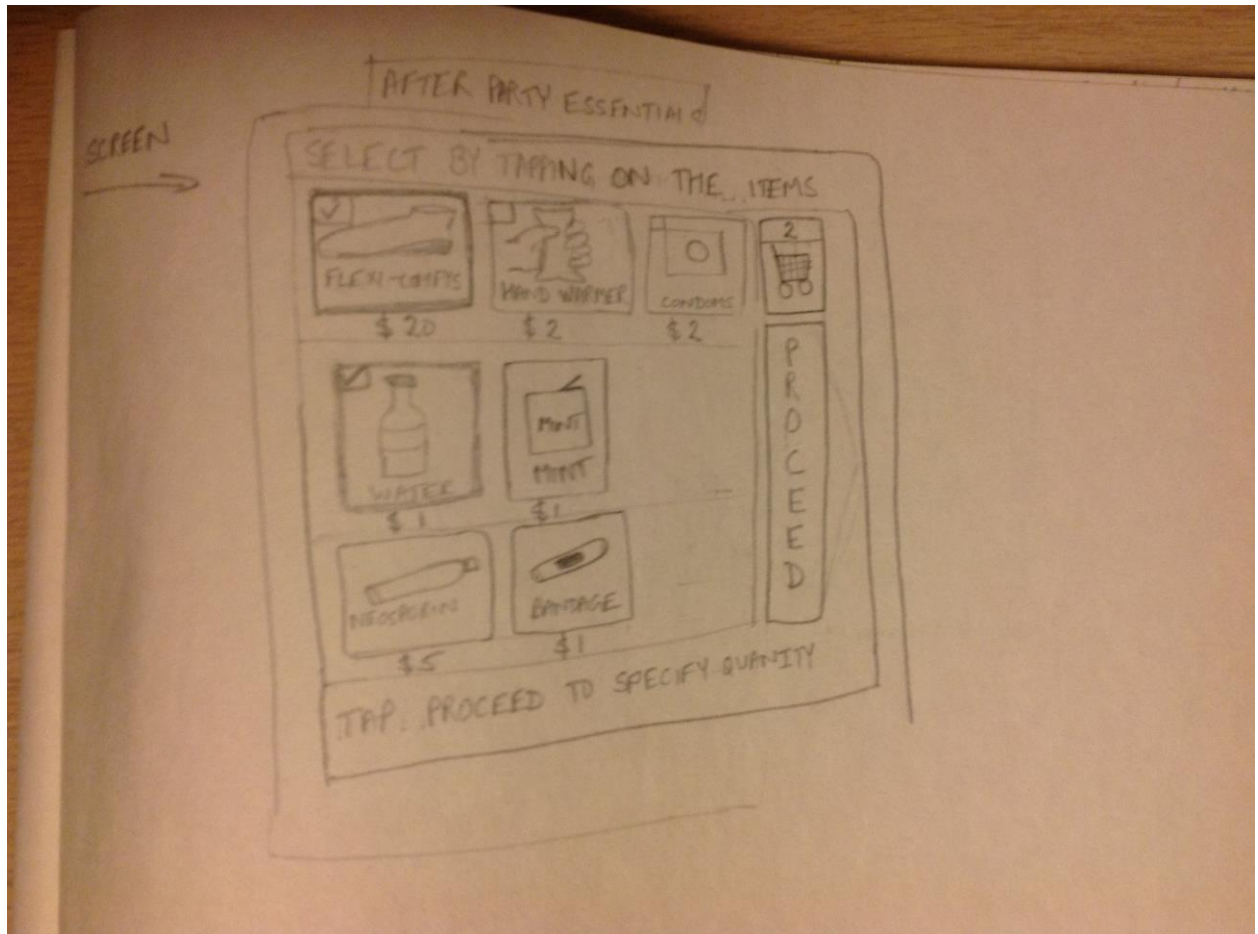
Screen 3 – Another iteration

Display Screen at an incline to be suitable for different heights and to slide away any liquid spills (drinks, vomit, etc.)

Item Dispenser.

These handles are to support the person (Payton) if they happen to be too drunk ☺
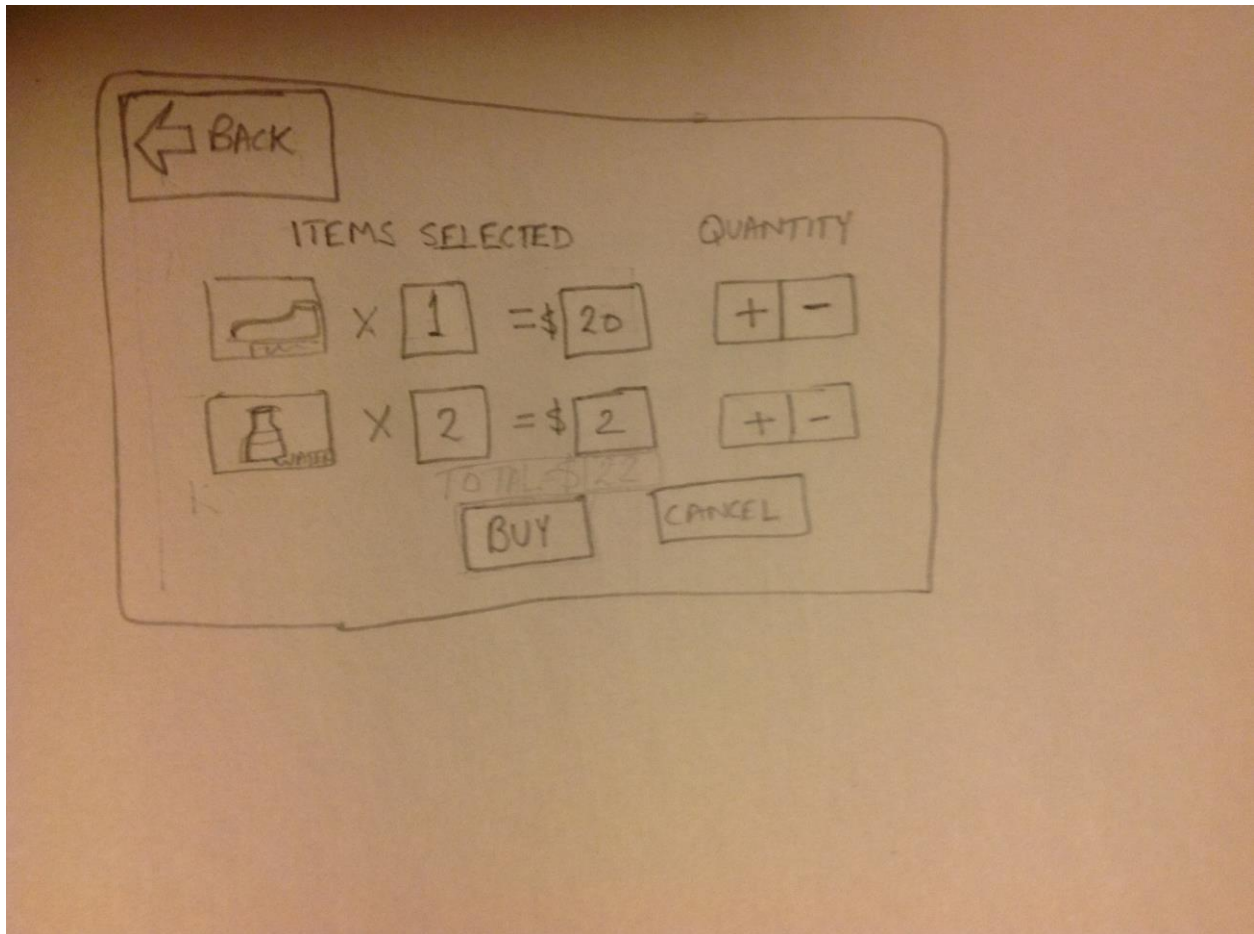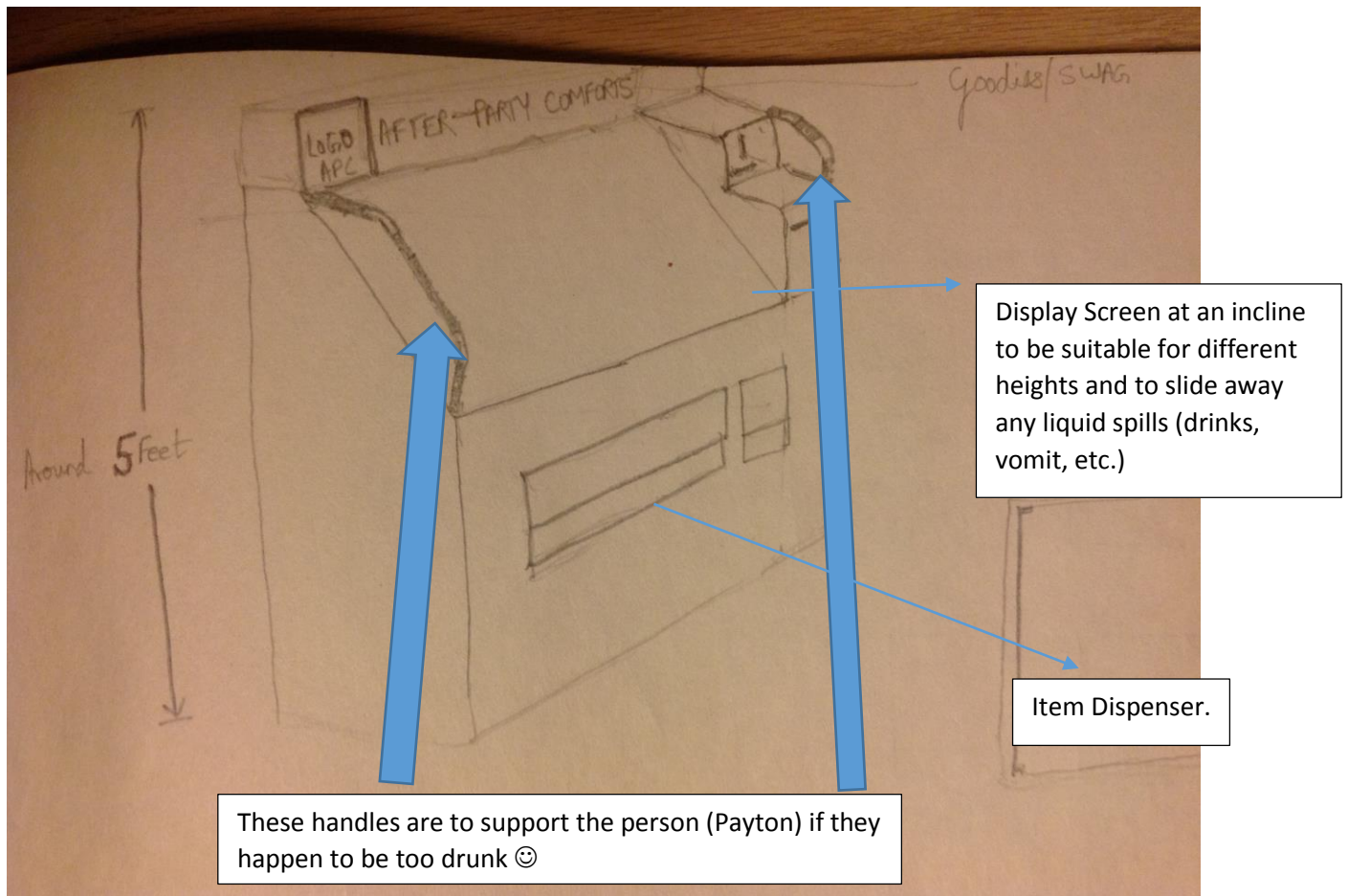
Backside of the vending machine

- Will also have a cable connection for power and for credit card access.
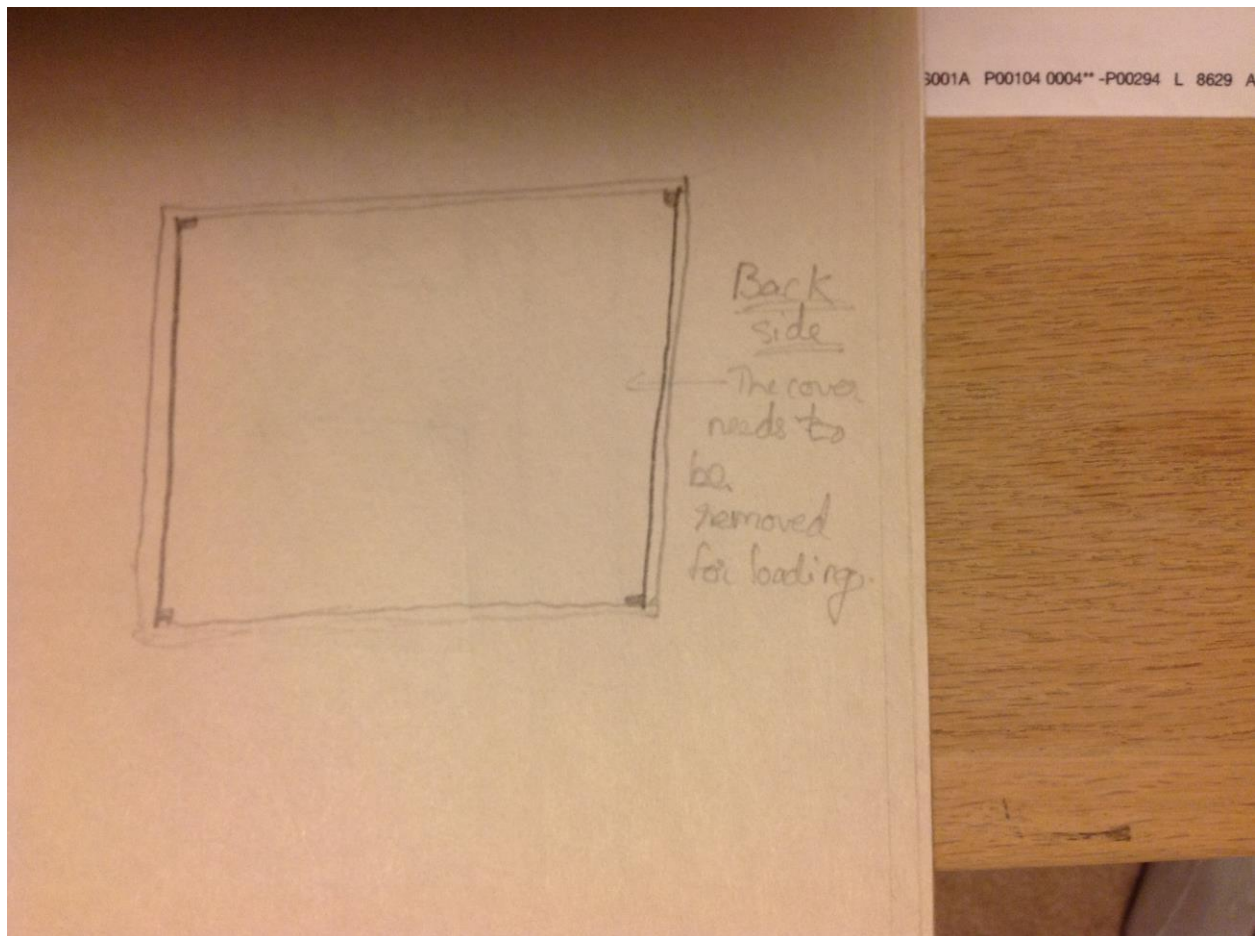
// Appendix – Scratch Paper Stuff

Thought process after arriving at the idea:

User: Meet Payton - who she is, what are her likes/dislikes, etc.
She is planning on going to a party
In a CLUB

Dress code: She knows that she has to wear **heels** (other motivational factors?)
Party is happening
After party tiredness/**issues** - feet swollen, hurts a lot
What does she usually do? -Takes shoes off
What happens? - dirty feet, wet/dirty streets, health issues with potential cuts, etc.

Opportunity
We have vending machines that can be repurposed and remolded thoroughly.
We have a problem and we also have a solution! – comfortable affordable slippers.

Initial Research
We conducted online survey w/ 50 participants
We found:
Footwear patterns + reason
Going out frequency
Concept reception
Conclusion: go forward with idea
Cultural research
Who are our target consumer?
Where these (Vending machines) should be placed?
What would we sell along with the main item?
Other issues with the machine: The level of connectivity your vending machine may have.

Design
Concept Sketching
Show various ideas and utilized the cultural research as a jumping board
Concept Refinement
Locale-specific design choices
Form/visual design choices
Cultural factors
The actual design should focus on **impairments** (big UI buttons/voice over) grabbing attention & easy to access

Back to User: Let's meet Payton, again

Implementation could be:

She (Payton) is currently partying

Then, Payton goes outside the club
She is now tired, sore, etc.
ah-ha! - > Payton sees vending machine

Other considerations:

Explain how Payton got interested in the machine.
How it will change when she comes closer?

*2 screens: vending machine macro, then welcome/"hook" screen
Initial screen of choices
She comes up to it
Show initial screen (choices)
*her choosing slippers
Slipper chosen
Screen for selecting the size.
 - Black or white selection for color??
*show her choosing which ones she likes
Choose other items on display
Confirmation screen
Show how to pay now
Or cancel and continue shopping?

Paying for the slippers and other items
Credit option ONLY – based on the selected location (Las Vagas).
Dispensing of item(s)
Multiple screens of physical machine dispensing item(s)

AND

Progress screen of item(s) being dispensed
Is Payton happy?
Is the vending machine effective in addressing Payton's tiredness/w/e from the club life?

How can we know?
Post evaluation study
How we will evaluate and measure success
Survey info on item