



NOVA SCHOOL OF  
SCIENCE & TECHNOLOGY

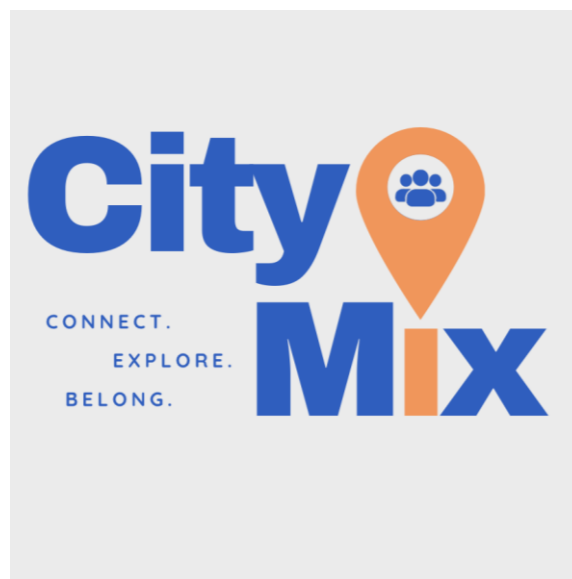
## Interação Pessoa-Máquina

2024/2025

# CityMix

---

## Stage 2: User and task analysis



### Authors:

70411, Beatriz Rosas  
70500, Renata Henriques  
70501, Joana Monteiro  
70572, Catarina Pedroso

Lab class Nº P2

Group Nº 12

**Professor:**  
Teresa Romão

October 2024

## Problem:

When visiting a new city, travelers often feel overwhelmed by the unfamiliar surroundings and face the challenge of exploring on their own. As a result, many look to connect with other fellow travelers or even locals to make their experience more social and enjoyable, and even arrange group meetups for a shared adventure. However, it can be difficult to find a place to communicate with people who are also available and interested in exploring the city together. Additionally, there are also travelers who want to gain a deeper understanding of the local culture by joining guided tours and need a place where they can find reliable, well reviewed guides. This lack of a community space that brings social opportunities to travelers is preventing them from fully enjoying what a city has to offer, missing out on the potential for genuine and fun interactions

## Users:

The target users are adults over the age of 18 who are traveling and eager to explore new places. These users are typically adventurous, open-minded, and interested in meeting new people. This includes not only travelers but also locals who want to showcase their city, whether in an informal way or as professional tour guides. Overall, they can be divided into 3 main categories:

**Travelers:** tourists that want to visit and explore a city with the company of the locals, tour guides or other tourists.

**Tour Guide:** professionals in the tourism industry that want to attract tourists to their service and want to advertise their work through a platform.

**Locals:** people that live in a city and are available to meet new people and explore the city together.

## Tasks:

**Task 1:** Create a profile.

1.1 Objective: Create an account with associated roles where the user can access his chat, joined communities, scheduled visits, save their preferences.

1.2 Preconditions:

- User shouldn't have an account already.

1.3 Sub-tasks:

- Choose a username and a password;
- Choose date of birth and picture;
- Choose the role: normal user or tour guide. (If you are a tour guide, insert a certificate);
- Select preferred activities;
- Choose availability status;
- Choose city of residence.

1.4 Exceptions:

- Username already in use;
- Under 18 years.

**Task 2:** Creation of guided tour packages by the tour guide.

2.1 Objective: Create new guided tour packages with date, time, price, activities, capacity. It also must be indicated whether it has an option for people with reduced mobility or not.

2.2 Preconditions:

- User must have a tour guide account.

2.3 Sub-tasks:

- Click on the New tour package button;
- Enter the name of the tour;
- Enter a brief description of the tour;
- Enter tour's duration and languages;
- Define the date: on the calendar, choose the day and hours;
- Click on the Add images button;
  - Add some images from the places users will visit on the tour;
- Enter tour 's price;
- If the package is suitable for people with reduced mobility, click on the check box;
- Click Create tour button.

2.4 Exceptions:

- User already have a tour for the same date the one he is trying to create.

**Task 3:** Search for available users and initiate conversation.

3.1 Objective: Find other users who are also available and interested in engaging in a specific activity and schedule a meetup.

3.2 Preconditions:

- The user should have an account;
- Profile must be set to "available".

3.3 Sub-tasks:

- Click on the Available Users button;
- Select filter option:
  - Choose location, activities of interest, minimum age, date;
- Click on the Show Results button;
- Select the user you are interested in starting a conversation with;
- In the user's profile, choose the option to send a message to arrange more details about the meeting;
- Send the message by clicking on the Send button;
- Create a private event invitation including the date, time, and place.

3.4 Exceptions:

- The other person does not accept the invitation;
- There are no users available.

#### **Task 4:** Book a tour.

4.1 Objective: Search for a tour guide package and book one.

4.2 Preconditions:

- Tour must exist;
- User must have an account.

4.3 Sub-tasks:

- Click on the search bar;
- Write the name of the city to visit;
- Select filter option:
  - Choose a tour's category, price limit, date;
- Click the Apply filters button;
- Select a tour and check if it's available;
- Pay;
- Receive an alert to verify if the tour was scheduled correctly on my profile's calendar.

4.4 Exceptions:

- Payment error;
- No tour packages available for the chosen filters;
- No availability on the selected date.

#### **Task 5:** Create group chats for a specific area.

5.1 Objective: Arrange a group meeting for a specific area on a given date and time.

5.2 Preconditions:

- The user should have an account.

5.3 Sub-tasks:

- Go to the Create New Group option;
- In the Name field, choose a name for the activity;
- In the Location field, select the meeting area;
- In the Location Details field, choose nearby locations to the meeting area;
- In the Date and Time field, select the start date and time for the activity;
- In the Description field, add a brief description of the intentions of the activity;
- Click on the Save button to create the group.

5.4 Exceptions:

- Try to create a group for a location that does not exist.

#### **Task 6:** Find a meetup group through the map.

6.1 Objective: Facilitate the connection between users interested in participating in group activities in the same area.

## 6.2 Preconditions:

- User must have an account;
- Profile must be set to available;
- Have location enabled.

## 1.3 Sub-tasks:

- Go to the option to view the real-time map;
- Navigate the map and look for available groups;
- Search for a specific location in the search bar;
- Select the group you wish to join;
- Confirm your participation.

## 1.4 Exceptions:

- No group available.

## **Task 7:** Creation of reviews for tour guides.

7.1 Objective: Create a review about one of the tour packages, including positive or negative feedback and a rating between 0 and 5 stars.

## 7.2 Preconditions:

- Have purchased and completed one of the tour guides packages;
- User must have an account.

## 7.3 Sub-tasks:

- Go to the Completed packages tab;
- Select the completed package you wish to review;
- Go to the option Leave a review;
- In the Rating section, select the number of stars from 0 to 5;
- Write a review;
- Click on the Submit button.

## 7.4 Exceptions:

- You cannot leave a review without having completed the tour;
- You cannot submit two reviews for the same tour.

## Scenarios:

### **Scenario 1:**

You're planning a tour guide visit to "Belém" that includes visiting museums. You need to book the tour for October 24 and pay for it. Use CityMix to find the best deals below 60€.

### **Scenario 2:**

You are a tour guide that wants to promote your work on CityMix. After you create your profile, add a new tour guide package that includes visiting "Belém" and check for messages.

**Scenario 3:**

Search for available users above 20 years old to visit “Belém” with and start a conversation with one of them. Schedule a meet up for October 24th during the conversation. Check the calendar with the new schedule.

**Scenario 4:**

Search on the map for a community created in the “Belém” area, more specifically near the Electricity Museum and join the community.

## Interviews:

**Interview 1:**

Throughout the interview, the user showed a strong interest in connecting with tourists and guiding them around the city, seeing it as a way to interact with people from different cultures. Along with this enthusiasm to meet new people, they also expressed a desire to showcase local museums, churches, castles, traditional food and music. However, their main concern about guiding travelers is the possibility of getting lost, suggesting that the app could provide real-time navigation tools to help both guides and travelers find their way. In terms of app features, the user talked about the importance of tools that facilitate communication, real-time GPS tracking, notifications for arrivals or changes during the meet ups, and updates on weather or traffic conditions. In addition, they mentioned guide ratings, reviews and profiles as a way of building trust and attracting travelers. Finally, they considered these reviews and feedback from other locals about travelers also important to understand their interests.

**Interview 2:**

During the interview, the user shared their travel preferences, experiences and their opinion regarding the goal of this app. While they showed interest in showing around their city to a local, this enthusiasm is also tempered by concerns about encountering “tourist traps”, which can lead them to avoid guided tours. However, they also noted that they have felt disconnected from the local culture during previous trips and this left them with a sense of not fully knowing the destination. In terms of sharing culture, the user highlighted their interest in showcasing elements of their country, such as its traditional food, natural beauty and historical monuments, in order to offer travelers a more authentic experience. Regarding the app that connects travelers with locals, they emphasized the importance of safety features and access to reviews to enhance credibility and reliability. Additionally, the user highlighted the need for easy and secure communication, as well as being informed about the traveler, ensuring a seamless and enjoyable experience for both parties.

**Interview 3:**

In the course of the interview, the user affirmed that it would be an interesting experience to have a local showing the city and its hidden stops. However, the app should prioritize security features such as having reviews from other users. He also suggested studying other similar business models like Uber where the employees aren’t professionals in the area. The user mentioned that if users want to show their city to other travelers, the app should let them add information about themselves and images of the places they’ve already visited and want to show. Additionally, the user prioritizes the community aspect over the one-to-one interactions since it can make the experience more interesting because of the contact with other cultures besides the one from the city he is in.