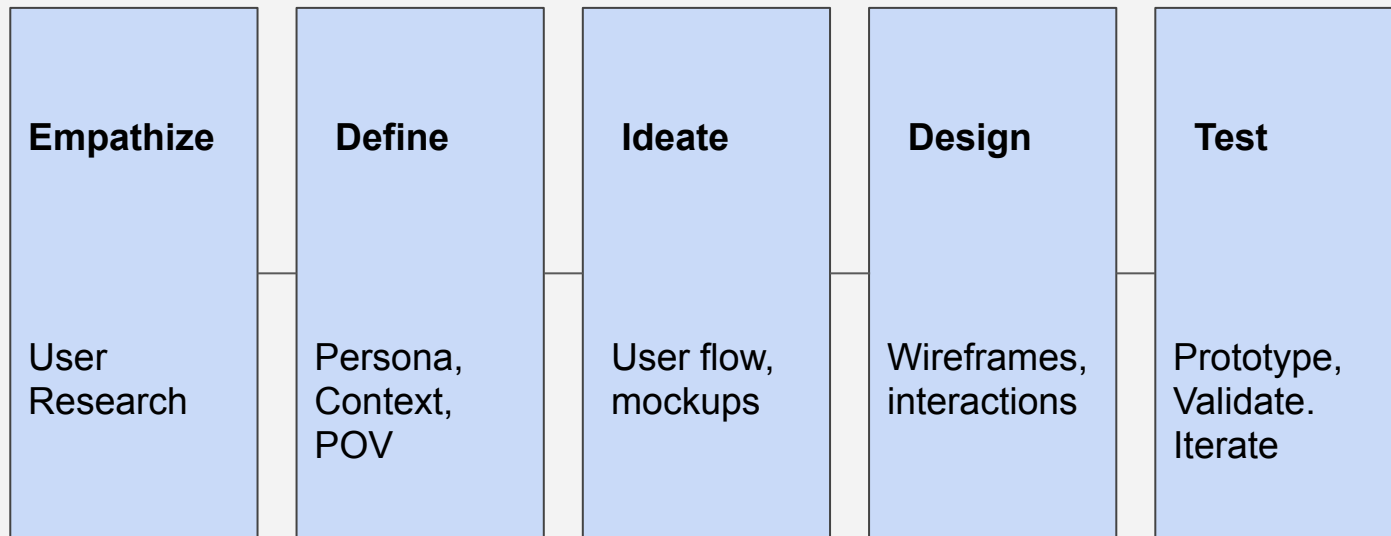# UX Redesign Challenge "SplitCheck"

Project Description: Design a simple mobile app that helps users deal with the common challenges and pain points related to splitting a check at a restaurant between a group of people.

Design Process

Empathize	Define	Ideate	Design	Test
User Research	Persona, Context, POV	User flow, mockups	Wireframes, interactions	Prototype, Validate. Iterate

EMPATHIZE : Interviews

Interviewee 1: Sally, age 21, college senior

Sally has group dinners at restaurants several times a week and the bill is usually split amongst her group which can range from 2 to 15 students. She is familiar with several apps that she and her friends use for dividing the payment and the problems they run into.

Interviewee 2: Sam, age 32, works full-time

Sam has group lunches with his colleagues at least twice a week and the bill is carefully split amongst them. Group size is usually 4 to 8 persons. The group usually divides the bill on paper.

EMPATHIZE: Competitor Analysis

Comparison of apps similar to SplitCheck available on google play.

SplitWise	Group Expense	Settle Up
Everyone in the grouo needs to install the app.	WebApp accessible anywhere. No need to install.	Can view on web. Everyone does not need to install the app.
Need to sign in.	No need to sign in.	Need to sign in .
Can upload photos of receipts	Can upload photos of receipt.	Can add photos of receipt.

DEFINE: Persona

PERSON 1:

Sally is a senior at State University majoring in Computer Science. She is 21 years old .

Activities:
Sally loves to try out different restaurants with her friends. Sally and her friends are short on cash so money management is critical everytime they go out as a group.

Interests:
Sally is a food blogger and also loves technology.

PERSON 2:

Sam is a 32 year old Product Manager at Cisco.
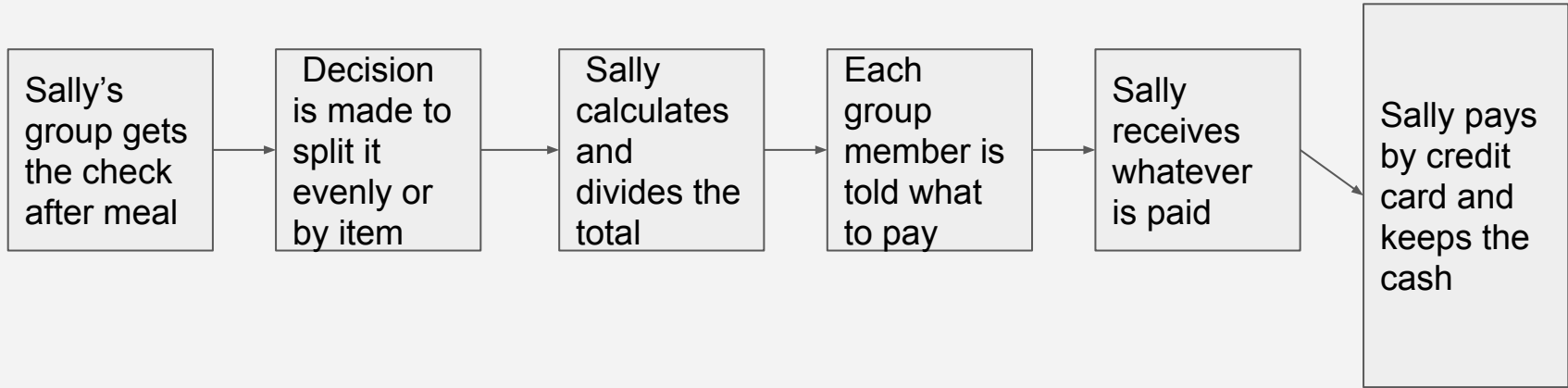
Activities:
Sam and his colleagues grab lunch several times a week. Sam is tech savvy and wants to make sure that he does not owe money to anyone and vice versa.

Interests:
Sam writes Medium articles and reviews tech products.

DEFINE: Journey map

Sally's sample customer journey based on her walk thru the dining experience:

```
┌──────────────┐    ┌──────────────┐    ┌──────────────┐    ┌──────────────┐    ┌──────────────┐    ┌──────────────┐
│ Sally's      │    │   Decision   │    │    Sally     │    │ Each         │    │ Sally        │    │ Sally pays   │
│ group gets   │ →  │ is made to   │ →  │ calculates   │ →  │ group        │ →  │ receives     │ →  │ by credit    │
│ the check    │    │ split it     │    │ and          │    │ member is    │    │ whatever     │    │ card and     │
│ after meal   │    │ evenly or    │    │ divides the  │    │ told what    │    │ is paid      │    │ keeps the    │
│              │    │ by item      │    │ total        │    │ to pay       │    │              │    │ cash         │
└──────────────┘    └──────────────┘    └──────────────┘    └──────────────┘    └──────────────┘    └──────────────┘
```

DEFINE: Pain Points

These are some of the problems / pain points that come out of the journey map:

Time consuming

Complicated to compute

Tedious

Harder to do for large groups

Easy to make mistake

No records are maintained

Some forget to pay back

Lost receipts

Lost group count

Uneven split

Feel cheated since human calculations might be wrong

Short on cash

Tip amount

DEFINE: Point of View Statement (POV)
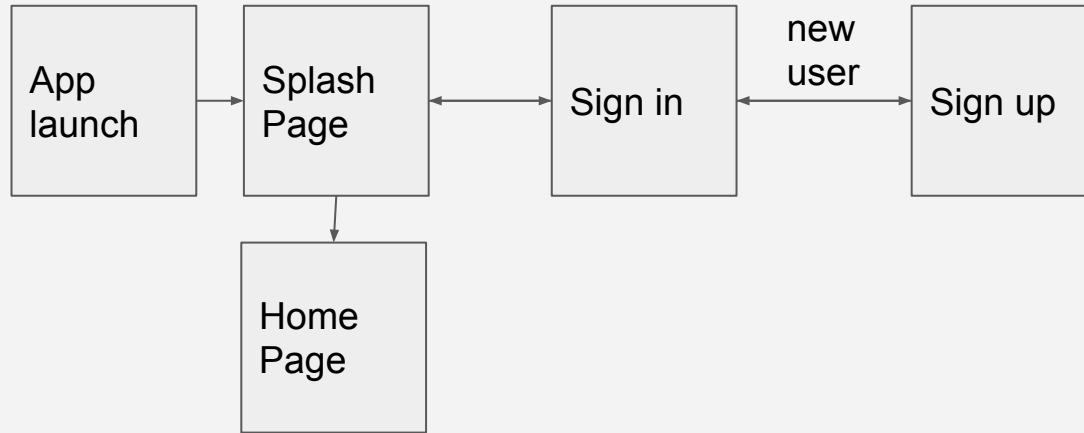## How Might We (HMW)

Sally needs to manually split the restaurant bill and have everyone in the group pay their fair share so she can take care of the bill. The manual process is time consuming, complicated, unreliable and lack transparency.

How Might We make a mobile app for Sally that calculates each group member's share and keeps a record of the bill ?
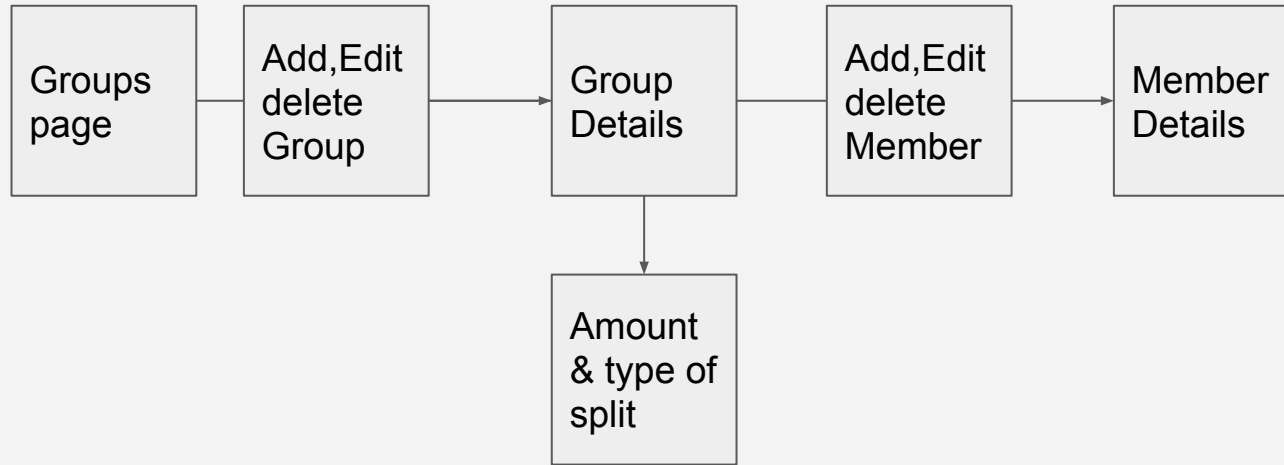
IDEATE: User Flow

Sign in / Sign up :

```
┌──────────┐     ┌──────────┐          ┌──────────┐    new    ┌──────────┐
│          │     │          │          │          │    user   │          │
│   App    │ ──→ │  Splash  │ ←──────→ │  Sign in │ ←──────→  │  Sign up │
│  launch  │     │   Page   │          │          │           │          │
│          │     │          │          │          │           │          │
└──────────┘     └────┬─────┘          └──────────┘           └──────────┘
                      │
                      ↓
                 ┌──────────┐
                 │          │
                 │   Home   │
                 │   Page   │
                 │          │
                 └──────────┘
```

IDEATE: User Flow

Add Group / Members :

```
┌──────────┐   ┌──────────┐        ┌──────────┐   ┌──────────┐   ┌──────────┐
│ Groups   │──→│ Add,Edit │───────→│ Group    │──→│ Add,Edit │──→│ Member   │
│ page     │   │ delete   │        │ Details  │   │ delete   │   │ Details  │
│          │   │ Group    │        │          │   │ Member   │   │          │
└──────────┘   └──────────┘        └──────────┘   └──────────┘   └──────────┘
                                         │
                                         ↓
                                   ┌──────────┐
                                   │ Amount   │
                                   │ & type of│
                                   │ split    │
                                   └──────────┘
```

IDEATE: User Flow

Add Receipt and Calculate :
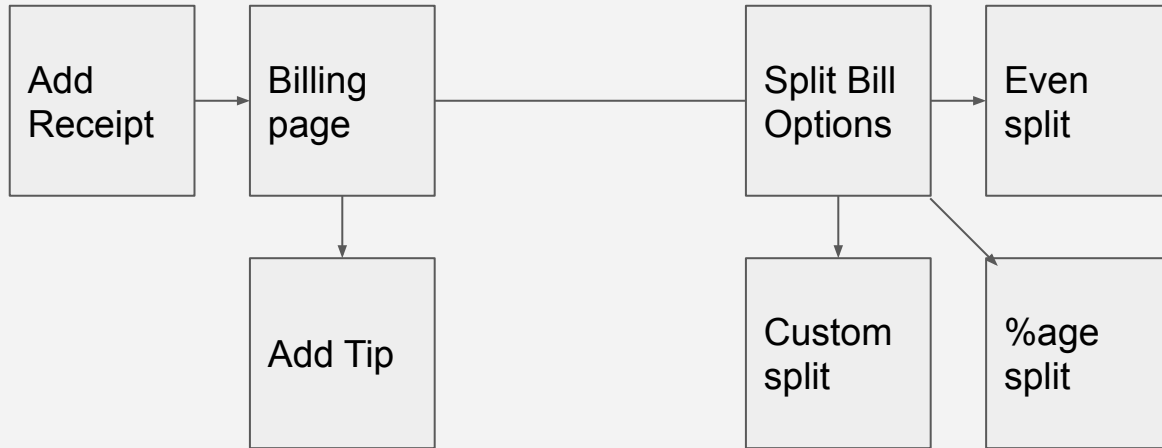
Design: Low-fidelity Wireframes

Sign Up

Group

Member
DETAILS

Add Receipt

Calculate
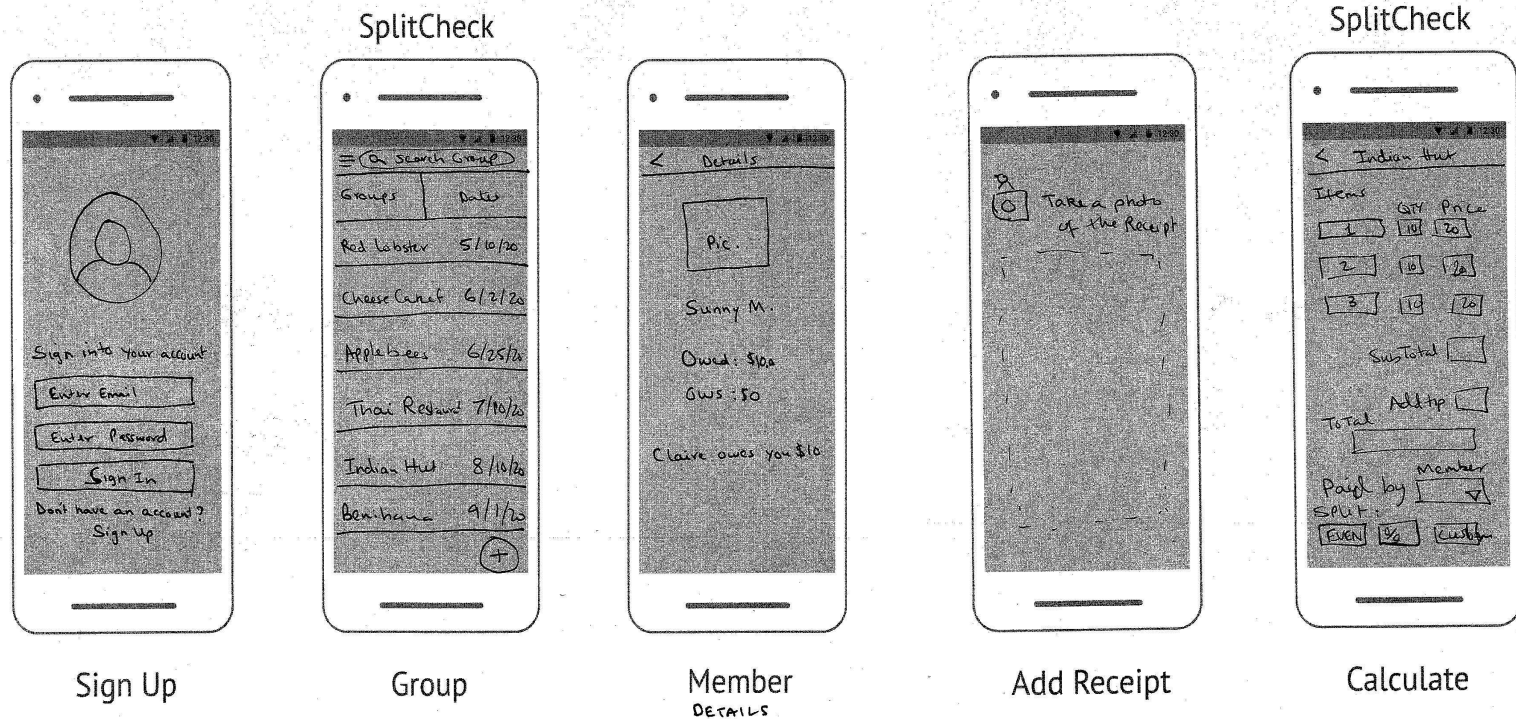
TEST & Iterate

Let Sally and her friends try the app and provide feedback

Use the user testing results to make changes to the user flow

and iterate to improve the wireframes.