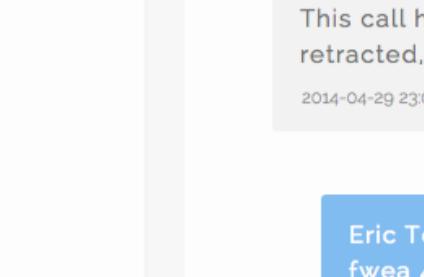
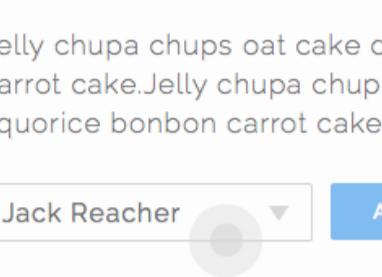
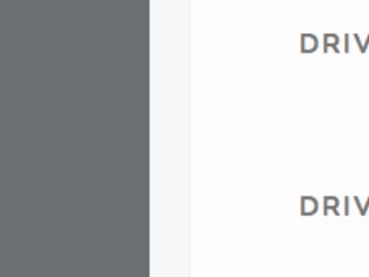


# Lotus

A driver dispatch service



## PURPOSE

Drove to a bar, consumed too much alcohol and need a lift home?  
Lotus is a car service where like Uber, a car comes to pick you up, in addition with another driver who can safely drive your car home for you.

The interface is designed to be clean and modern, with a dark sidebar and light-colored cards for each call entry. The messenger window is integrated directly into the platform.

## OLD VERSION

The old draft is a bare wireframe. A lot of work was required to be done.

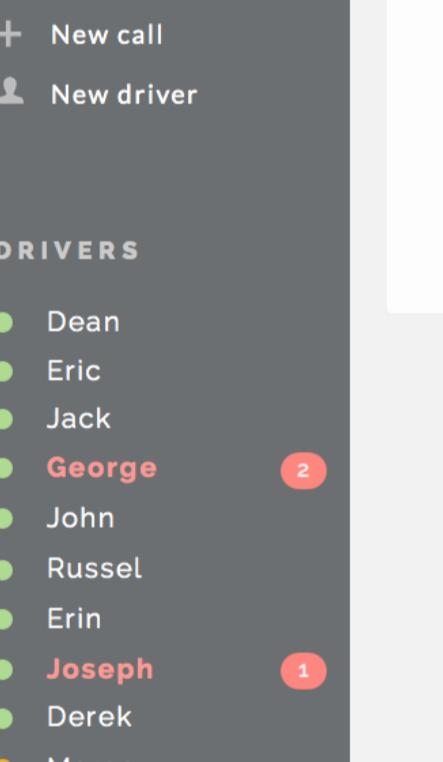
Over-clustering navigation  
Lack of purpose for inactive members

This version is a simple wireframe with a focus on functionality over design. The layout is more complex and less visually appealing than the final product.

## WORKFLOW & SKETCHES

### How it works

#### STATES



#### CLIENT SIDE

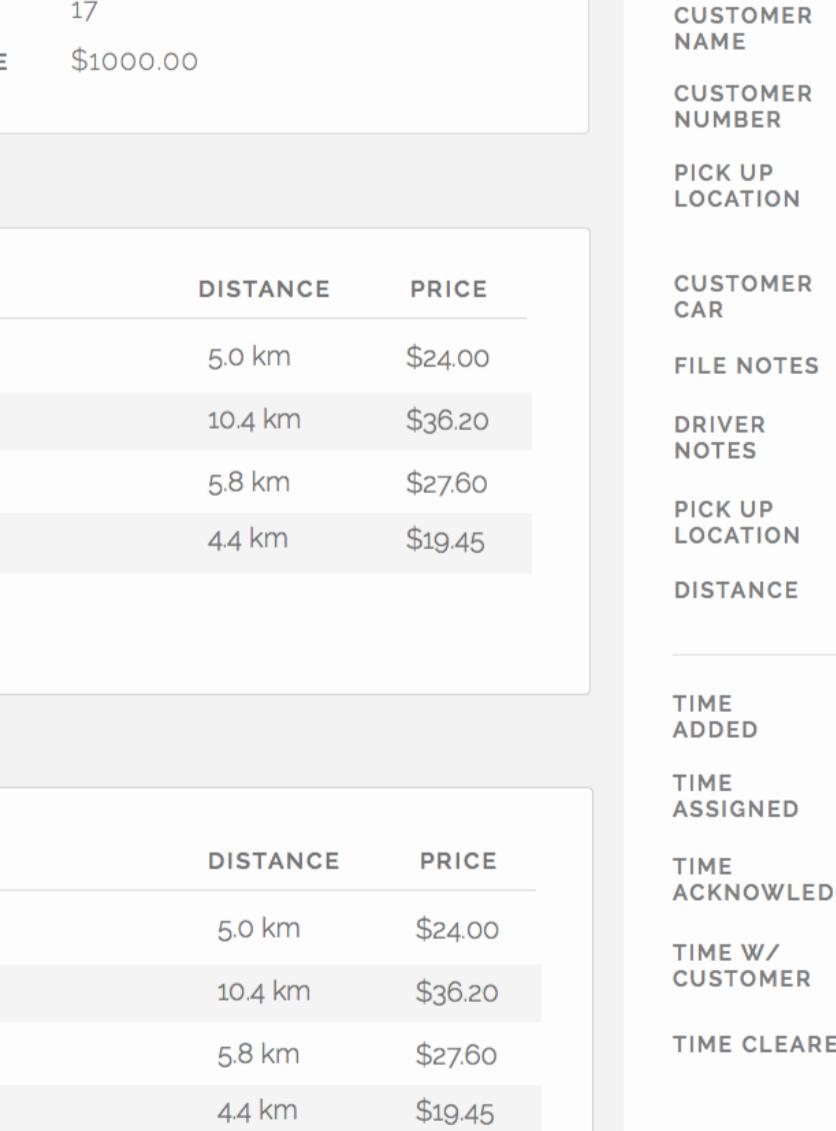
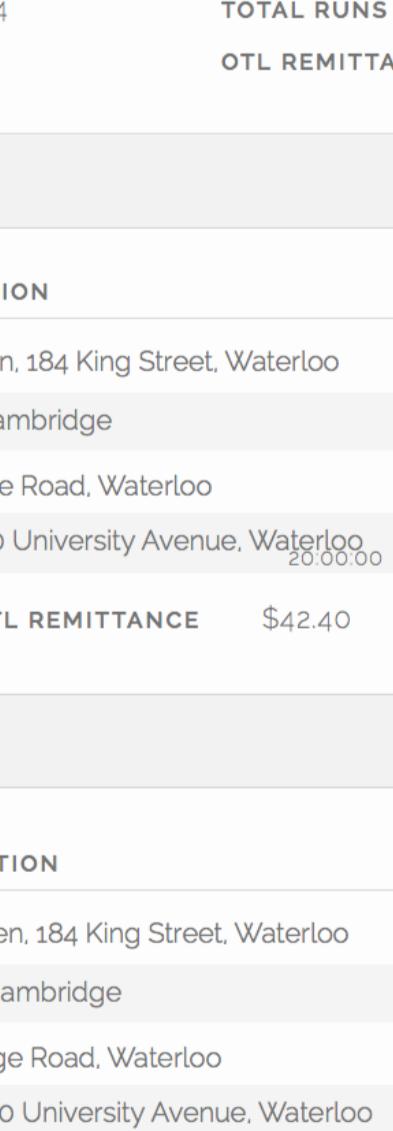
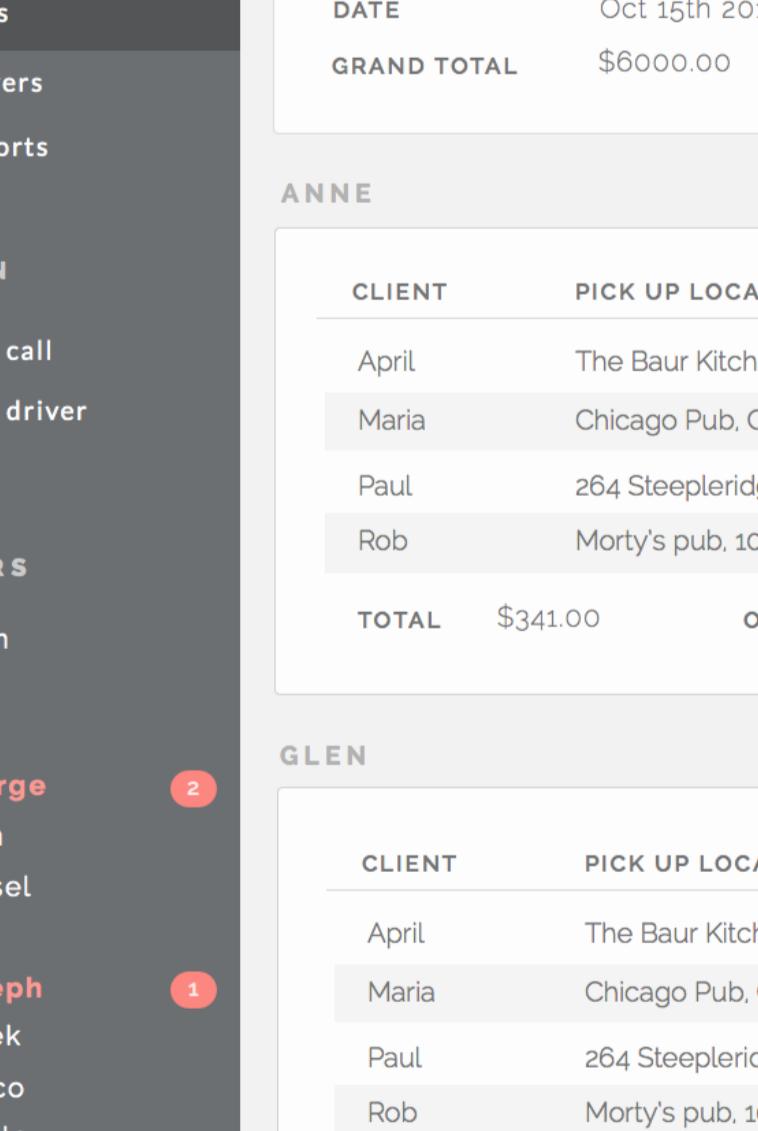
- Client call in via mobile phone, request service
- Lotus assistant collects client information, submit task
- Request stays in unassigned category until a driver accepts task
- Driver confirms, task in progress
- Driver picks up client, starts meter, completes when destination is reached

#### DRIVER SIDE

- Create new driver
- Driver status and notification
- Driver messaging, online & offline
- Driver report and statistics

Note: all progress are recorded down via mobile messaging and text recognition.

### ROUGH CONCEPT SKETCHES



## MOCK-UPS

### New call

This mock-up is a step forward from the wireframe, featuring a clean layout and a clear distinction between form fields and the map.

### Unassigned call

This mock-up improves upon the previous one by adding a list of calls and separating the call details from the map.

### Accepted Call

This mock-up adds driver management and a 'TURN OFF' feature to the accepted call screen.

### Report

This mock-up provides a detailed view of the report data and integrates a map and driver details.

### Drivers

This mock-up adds driver management and a 'TURN OFF' feature to the driver list screen.

### Thoughts

#### Challenges

- Decluttering left hand side navigation controls
- Redistribute the information flow
- Effectively using the entire window size
- Understand user's challenge and work flow

#### Iteration details

Although the iterations are not shown above, this mock went through 3 major updates.

- The left nav-panel used to be light gray, it was later changed to dark gray to increase contrast

- The call of action buttons used to be very colourful, but rather highlight less important information

- Drive list, unread message notification, and offline messaging slide panel was added in the last iteration per request

#### My role

Ideation/wireframes  
Mockups  
Frontend development (ongoing)

#### Tools

Sketch/Photoshop/Illustrator  
LESS/CSS  
HTML/Bootstrap

Thanks for reading!

NICOLE JIANG  
2014