2207-BSE DESIGN PROPOSAL CS106.1

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GOALS AND OBJECTIVES

- The team's responsibilities, constraints and objectives are outlined along with the deadlines for each task.

- An in-depth research document is collated including target audience, business wants/needs and user scenarios to ensure our product fits an example client.

- Requirements are collated within an SRS document with a minimum of 10 use case diagrams.

- An array of sketches is created, and user tested before Lo-fi and Hi-fi prototypes are created.

- Elements and functions of all included prototypes are user tested. A clear and concise presentation is made with all relevant information.

TOOLS USED

Collaboration Tools
- Trello
- Microsoft Word
- Microsoft Teams
- GitHub
- GitHub Desktop
- Miro

Technical Tools
- Visual Studio 2019
- Figma
- C# – Programming Language
- XAML – Programming Language
- XML – Programming Language
- .NET Framework

BUSINESS NEEDS:

Add / Edit Accounts	Record gathered information	Technician management	Direct communication with customers	Ticket Sorting / Prioritization

USER NEEDS:

View / Create Tickets	Contact / Give feedback	Sign Up / Log In

SRS - OUTLINE

Ticket System

- Customer
- Technician
- Log in / Log out
- Create Account
- Manage Requests
- Update Request Status
- Manage Users
- Admin
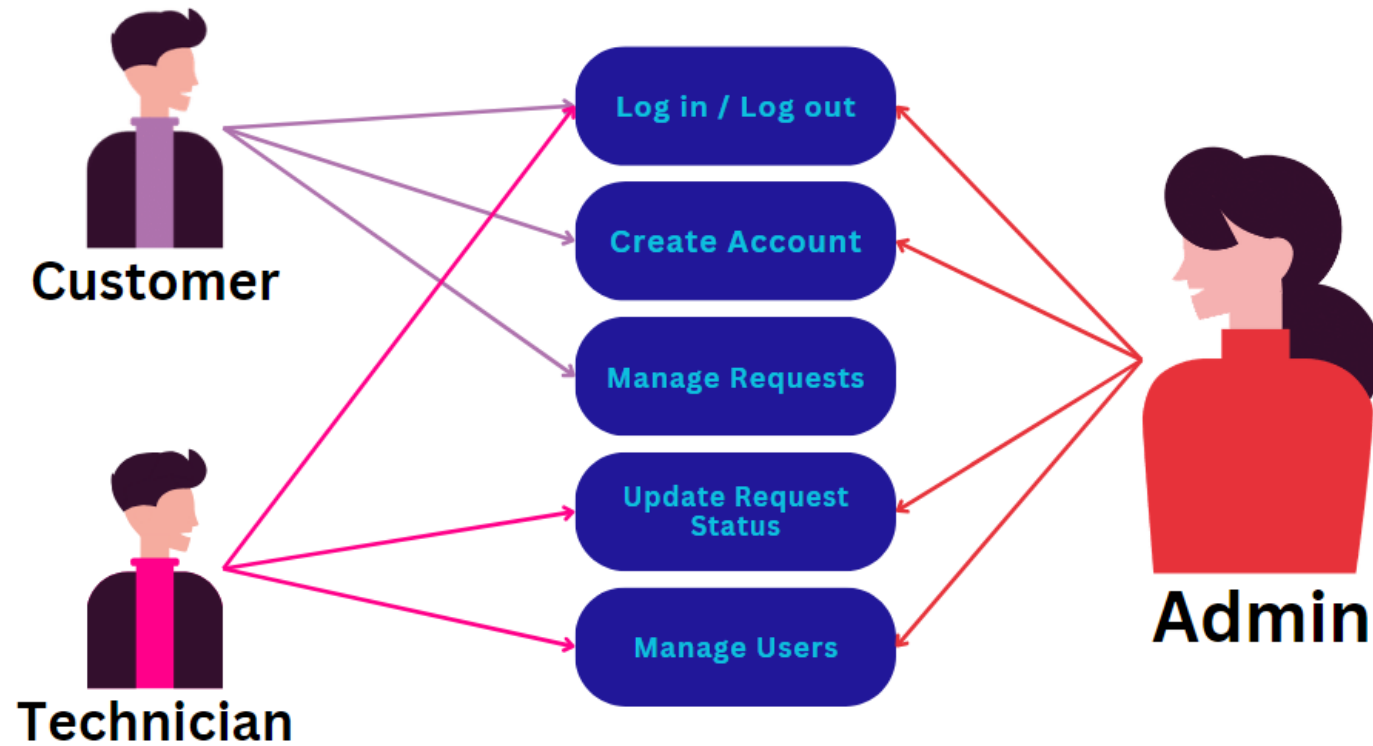
FUNCTIONAL REQUIREMENTS

- Account creation

- Login

- Create ticket

- Submit ticket

- Overview tickets

- View a ticket

- Add comment to ticket

- Set ticket status

- Set ticket priority

- Change account details

- Delete account

- Change account ID

- Assign ticket to user

- Dissassociate ticket from user

- Delete ticket

NON-FUNCTIONAL REQUIREMENTS

- High-speed internet connection

- Hosted in Windows environment

- Clear, uncluttered UI

- Readable font

- Contrasting colours

- Clear event messages

- Colours corresponding to type of event

TARGET AUDIENCE:

Based on the findings through the research:
The main target audience is companies/businesses that require a help desk or IT help.

Secondary target audience being elderly or individuals who are unacquainted or unconfident with technology that need help.

How often do you require tech support?
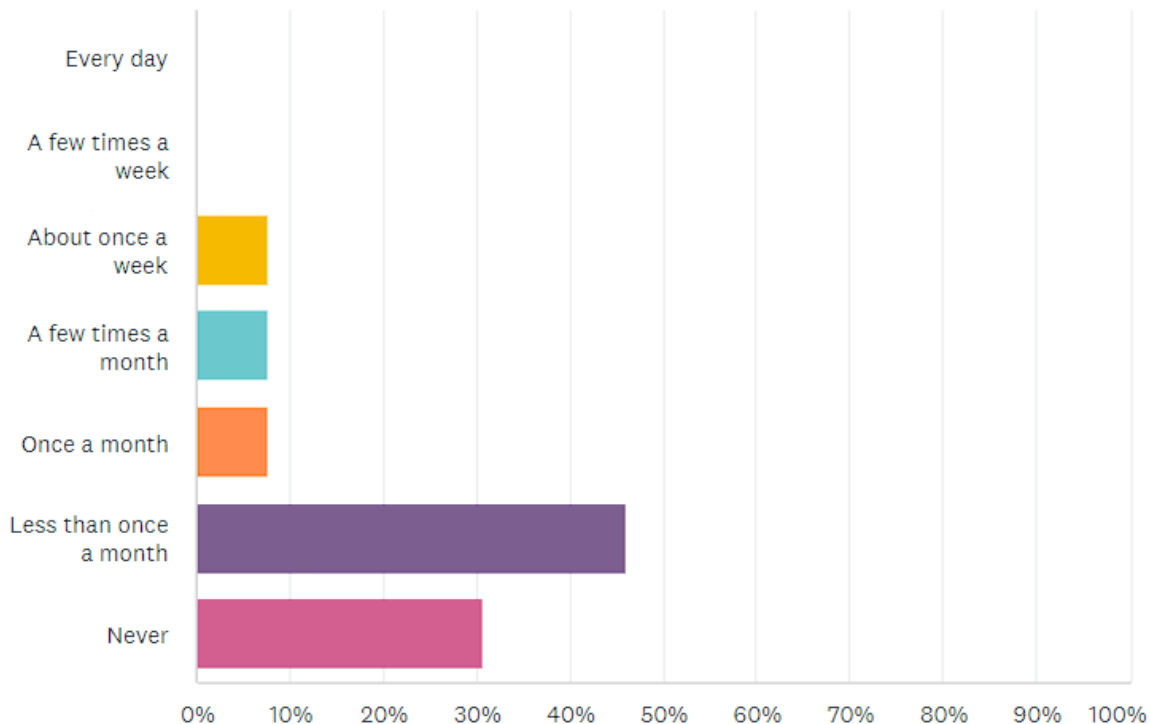
% of U.S. internet users who say they feel ____ confident when using computers, smartphones or other electronics to do the things they need to do online, by age
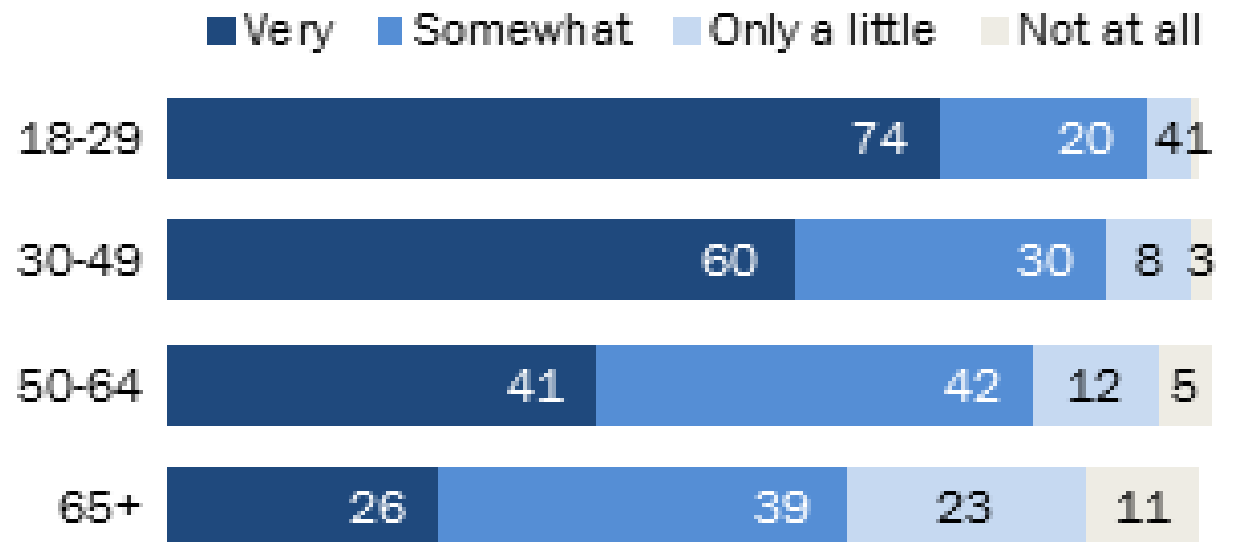
ASSUMPTIONS

☐ Users have a broad understanding of computer systems and website portals and can provide information in text base format.

☐ Users are capable of understanding and navigating a query/incident form and inputting valid information.

☐ Users encounter problems that they are unable to resolve themselves regularly.

☐ Users can if required follow directions provided by technicians through tickets.

☐ Users are willing to spend time creating a ticket.

P E R S O N A S :

Gray Logram is a Bank Manager
- Gray wants to complete tasks quickly with minimal disruption.
- As a manager Gray needs to ensure that issues are resolved quickly.

Julian and Margret Smith are retired from working.
- Julian uses their laptop to video family.
- Margaret is impatient and wants to know real time information about their problems.

P E R S O N A S :

Finn Robberts works as Tech Support for Wellington Hospital
- Finn works to resolve issues to allow hospital staff to keep working to help others. Finn needs an effective way to communicate problems with others.
- As tech support, actions within a ticketing system need to take minimal time.

Leslie Lofar is a Gym Receptionist
- Leslie quite often has the company computer stop working for her.
- Leslie is familiar with the tech support process but finds it hard to put in a ticket every time.

Strengths:

- Free and easy access
- Extensive and updatable calendar system
- Specify and prioritize tasks
- Assign directly to agents

Weakness:

- Little to no color variants
- Cluttered navigation terminal
- Information stored through secondary site
- Information overload for new users

Strengths:

- In-Depth ticket breakdown.
- Free Knowledge base allows users to help themselves.
- Assign tickets to agents automatically.
- Direct lines of communication between Agents and Users.

Weakness:

- Must email company before ticket can be made.
- No format for tickets.
- Users cannot create tickets.
- Links that are useless to users.

![gorgias logo]

Strengths:

- Ticket channels are clearly distinguished.
- Tickets are shown with individual elements presented.
- Easy access to prior ticket information.

Weakness:

- Little to no color.
- Large amounts of negative space.
- Unable to assign new users to previous tickets.
- Information overload.

☐	Re: Update Shipping Address	Frank 💬	04:12 PM
☐	When will this item become availabl...	Celina ✉	03:44 PM
☐	Hey, can you check the staus of my...	Noor 📞	03:14 PM

Mike Sands 💬
How long will it take to receive this if I order today?

Celina Jones 💬
Hey Mike, you should receive it by Friday if you order before 2:30pm

💬▾ To Mike Sands (mike.sands@email.com)

⚡ search Macros

Click here to reply

B I U ⚬ ▦ ◊ ☺ | 🔒 🔘

Send   Send & close

Tickets ⋮

🏠 Home

SHARED VIEWS +

🚩 Open   14
🌀 Unassigned   13
Closed   1k
▾ Social comments
  😆 Positive
  😠 Negative
  😕 Questions
▾ Social Media
  👤 Facebook
  📷 Instagram
  🐦 Twitter   0
  💬 Direct messages
▾ SLAs
  ⚠ SLA 1-3 days   2
  ⚠ SLA 3+ days   0
▾ My Tickets
  😊 My Open   0
  😴 My Snoozed   0
  ✅ My Closed   1
▾ Types
  🚨 Urgent   0
  🔄 Returns/Exchange   6
  ♥ Damaged   0
  📢 Shipping   0
  🏅 Refunds   4
▾ Channels
  AU Phone AU   0
  US Phone US   1

Claudia Pravettoni CP

SKETCHES

Ticket Sketch

Logo

Nav Bar

①✱

[Project ▼] [Period ▼] [Assignee ▼]

Unassigned tickets | Open tickets | Overdue tickets

Solved tickets | Ticket Template | Feedback

①✱: Allows users to sort through tickets with general filters including Project type/company name, the time Period and the assigned technician. These are drop down boxes allowing selection from data input by the Administrator.
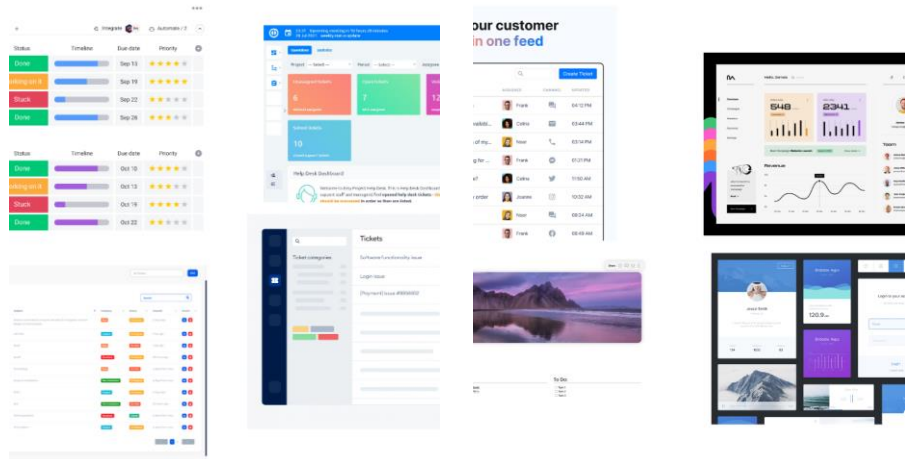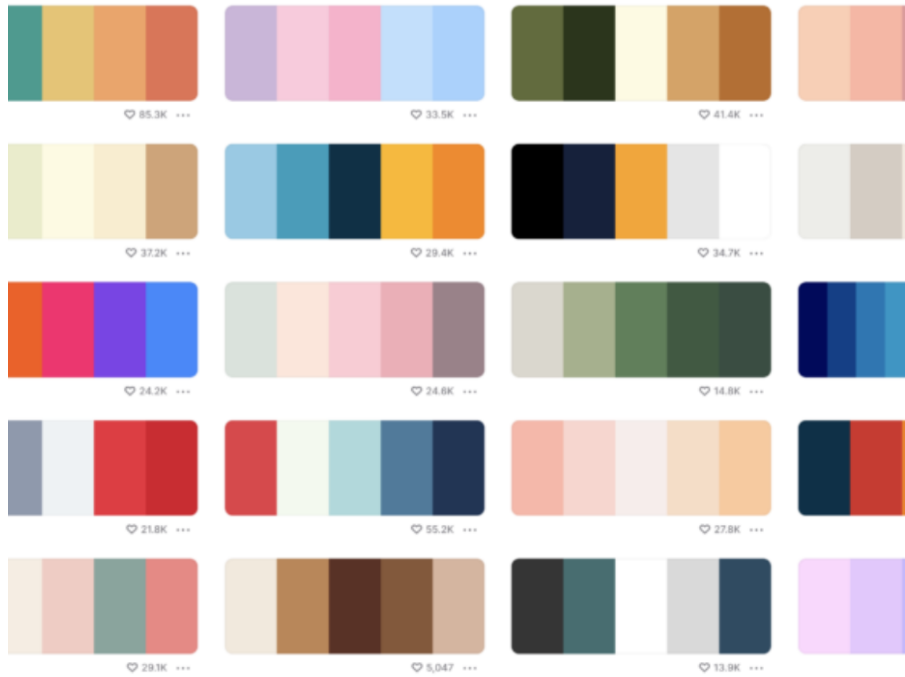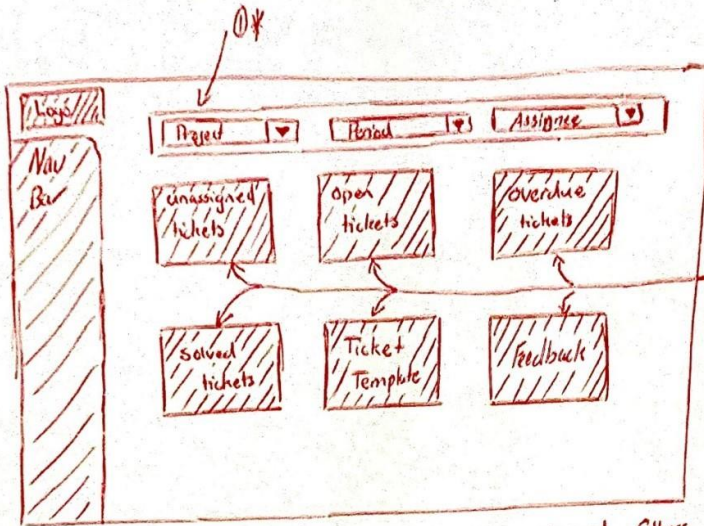
②✱: • Allows users to view and assign themselves tickets
- Allows users to view and work on tickets assigned to them.
- Allows users to look at and request access to overdue tickets
- Allows users to view feedback
- Allows users/Admin to view and create new templates for tickets.
- View old completed tickets.

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selected → ☒ Dashboard
☒ Create
unselected → ☒ Settings

Content
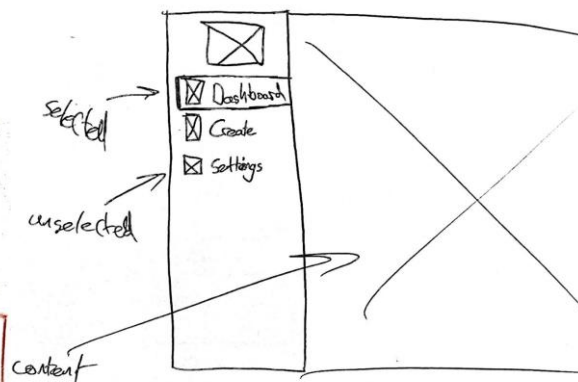
CUSTOMERS
Dashboard
Create Ticket
Settings

TECHNICIAN
Dashboard
All Tickets
Create Ticket
Settings

Could change if needed

ADMIN
Dashboard
All Tickets
All accounts
All setting
App settings

Settings Sketch

Logo

Nav Bar

Notifications
Email — Example email — [on] [off]
Text — phone number — [on] [off]
Comp — Direct comp notify — [on] [off]

Lighting
Light mode — test ☒
Dark mode — test ☒
[Save.]

Log Out
Log out
Account details
• email
• Phone

User ticket creation screen

Ticketing Software   ○ ○ ○ ⊗
View tickets
Closed tickets   Subject   Category
Create ticket   [Subject...]   [Installation ▼]
Account details
Settings   Describe your issue
                    [Issue...]
                                        [Submit ticket]

Ticketing Software   ○ ○ ○ ⊗
View tickets
Closed tickets   Account ID # 527369
Create ticket   E-mail   [No E-mail adress set...]
Account details   Name   [No name set...]
Settings   Change Password
                    Current Password
                    [   ]
                    [   ]
                    (Apply)

< Number/Ticket   Created   Updated
  INC-12345   9d ago   2m ago
Caller   Created by   Urgency   Status   [Change Status]
Alex L   Alex L   2-Medium   open
Add Comment
[Add Comment Here]
(AL) Alex L — Comment Example — 2m ago
(SY) System Technician assigned — 9d ago
(AL) Alex L — INC12345 Created — 9d ago
(Start)

Scrollable
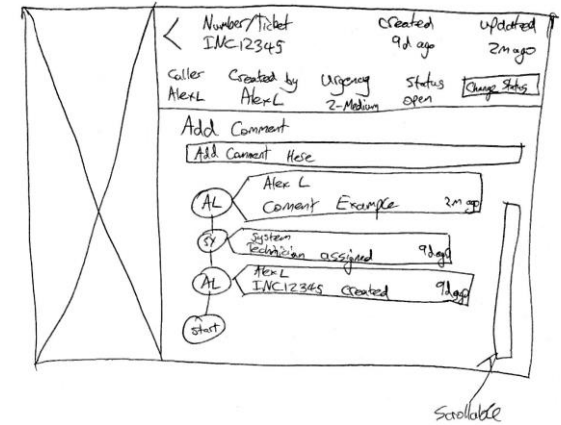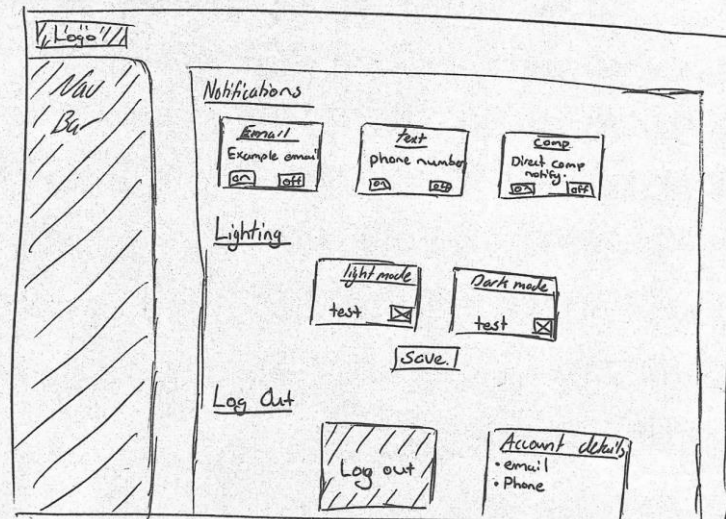
Ticket Overview

My Tickets
Request	State	updated
Title INC# Name	closed	⏱ 7min
unable to press key INC12345 Alex	open	⏱ 2min

↓

simple ticket overview with title

LOFI

System Wireframe

Your Logo · Dashboard · Tickets · Users · Log Out · Settings
Project · Period · Assignee
Unassigned tickets · Open Tickets · Overdue Tickets
Solved Tickets · Ticket Templates · Feedback

Unassigned Tickets · **Available Agents**
Cat in microwave — Ari-Sofie — 19/5/23 — Goran #5932 — 3 Active Tickets
Internet not working — Pale-S — 23/5/23 — Serena #6922 — 5 Active Tickets
Website won't load — Don-W — 31/5/23 — Bill #2381 — 7 Active Tickets
Telephone broken — Jules-P — 2/6/23 — Joel #0053 — 1 Active Tickets

Ticket #9051 · Assignee Name
Users · Due Date · Category · Classification · Subject · Description · Comments
Subject description
describe the word describe
23/05/23 — Lorem Ipsum is simply dummy text of the printing and typesetting industry.

Username · Email · test@gmail.co · Password · Remember me · Log in/Sign up

My Tickets
Project · Period · Classification
Title · Date · Urgent
Title · Date · Minor
Title · Date · Closed
Title · Date · New

Settings · Account Details
Email · Password · Username
Lighting mode
Log Out
Save Changes

miro

User Closed Ticket Overview

Ticketing Software
Dashboard · View tickets · Closed tickets · Create ticket · My account · Settings · Log out

My Tickets - Closed

Ticket	State	Date
Subject Line	State	Created
INC Number	Urgency	Last Updated
My Computer is Frozen	Closed - Resolved	Created 9d ago
INC12345	2 - Medium	Updated 4m ago
Subject Line	State	Created
INC Number	Urgency	Last Updated
Subject Line	State	Created
INC Number	Urgency	Last Updated
Subject Line	State	Created
INC Number	Urgency	Last Updated

User account

Account Details
Account ID · #59872
Name · Test Name
E-mail address · No e-mail adress found.
Change password
Enter current password.
Enter new password.
Confirm new password.
Apply

Ticket create 2

Create a Ticket
Title
Urgency
Created For
Created By
Description of Problem

Ticket create

Create Ticket:
Problem: Problem goes here
Due Date: due date goes here
Date of request: request date goes here

View Ticket

Ticket # INC12345 · Title · My computer is frozen · Created 9d ago · Updated 2m ago
Caller · Caller Name · Created by · Creator Name · Urgency · 2-Medium · Status · Open
Add Comment
Add Comment Here
TN · Technician Name · Have you tried turning it off and on again? · 2m ago
CN · Caller Name · My computer is frozen! · 9d ago
CN · Creator Name · INC12345 Created · 9d ago
Start

User Ticket Overview

My Tickets

Ticket	State	Date
Subject Line	State	Created
INC Number	Urgency	Last Updated
My Computer is Frozen	Open	Created 9d ago
INC12345	2 - Medium	Updated 4m ago
Subject Line	State	Created
INC Number	Urgency	Last Updated
Subject Line	State	Created
INC Number	Urgency	Last Updated
Subject Line	State	Created
INC Number	Urgency	Last Updated

User Dashboard

Dashboard
Open Tickets · Closed Tickets · Create Ticket

User Log in

Log In
User name
Password
Login

HIFI

Sketches

USER TESTING

Pros :

- Users found the applications color pallet pleasing
- Navigation was mainly done efficiently
- Users had little to no problem finding information
- Feedback from users was mostly positive
- Four out of five users encountered no frustration
- Everything was where users expected it to be

Cons :

- Users repeatedly returned to the Dashboard to navigate
- Some users were confused as to what an open ticket was
- Time to navigate increased after leaving the Dashboard
- Elements were not used due to the fact they are not displayed as interactable
- Important information should be highlighted by color or font size

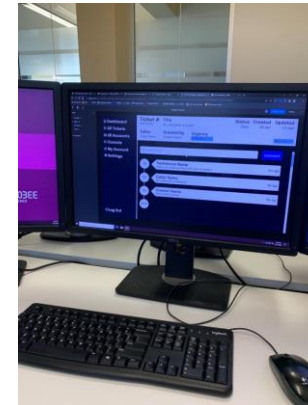How would you rate your experience with the program

5 responses

Pretty good

Sleek

procedural

excellent: clear, consistent and easy to use.

easy, everything was very readable. like the colour scheme, everything was where i expected it to be

FIGMA LINK

https://www.figma.com/proto/q7lNijXEopd8YIg4vvU92D/Design-Proposal?type=design&node-id=142-1609&scaling=min-zoom&page-id=1%3A5&starting-point-node-id=141%3A1060&show-proto-sidebar=1

STEPS FORWARD

- Create a framework

- Use prototypes as guide

- Take user testing into consideration

- Iteratively test design

- Find key areas to improve