

FIT2001: Systems Development – Workshop 8

Objectives:

- Develop the skills to assess the functionality and usability of an interface design of a system

Activity 1: Review QUIZ (~20 mins)

- Sign into FLUX (flux.qa).
- Step 1: Join an Audience
 - Hit the "+" button in the top right of the screen.
 - Type the 6 character 'Audience code' provided by your Tutor. Note that this code is case sensitive.
 - Click "Join". You'll now see Presentations pop up when your Instructor begins the Quiz
- Step 2: Join a Presentation
 - Once your instructor starts a Presentation, click the Presentation card to join. From here, you will be greeted by FLUX activities for you to participate in.
- Workshop Topic Review

Activity 2: Usability Review (~40 minutes)

- Task: Class review and discussion of the usability of specified functions of the Airbnb site using the following 5 criteria:
 - **Learnability:** How easy is it for users to accomplish basic tasks the first time they encounter the design?
 - **Efficiency:** Once users have learned the design, how quickly can they perform tasks?
 - **Memorability:** When users return to the design after a period of not using it, how easily can they reestablish proficiency?
 - **Errors:** How many errors do users make, how severe are these errors, and how easily can they recover from the errors?
 - **Satisfaction:** How pleasant is it to use the design?
- For further practice, consider reviewing the following sites in your own time:
 - <https://www.budget.com.au/>
 - <https://www.lingscars.com/>

Activity 3: Functionality and Usability Review (~70 minutes)

- Work with your Assignment Team members (online: in a breakout room)
- Task: A new graduate has just joined your organisation and has created a series of mock-ups for the Pick-up and Delivery function for On the Spot Courier Services. She has contacted you – the HCI expert in the organisation, to review the functionality and usability of the mock-ups before she shows them to the client.

See system description and mock-ups below.

- Does it meet the business requirements? What is missing?
- Are the prototypes usable? How would you improve the usability?
- Be prepared to report on the business functionality and usability and your recommendations for addressing them.
- **NOTE – Use the Usability review questions available in your Workshop 8 resources to help with assessing your usability (~35 minutes)**
- Class discussion of functionality and usability of the prototypes (~35 minutes)

Basic current system functionality for On the Spot Courier Services

When Bill Wiley receives a request for pickup, he enters the pickup information on a form and processes the payment. If the payment is approved, he contacts his courier staff with the pick-up and delivery information. When they pick up the package, they ring Bill to inform him that they have picked up the package and he notes it on the form. They also ring him when the package is delivered, which Bill also notes on the form. The package has to be signed by an approved person before it is delivered.

Proposed system functionality - Notes from first interview with Bill Wiley

Bill wants his customers to be able to get a quote for their job instantly online, and if they are happy with the quote, they should be able to make their booking – they should not have to re-enter all their details. Customers should also be able to make a booking without getting a quote. They should also be able to modify and cancel their booking up to 12 hours before the pickup time. Jobs should be paid in full online using either credit card or PayPal. He would like his customers to have the option to track their delivery.

Bill is keen to know about all bookings, so while the business is still small, he wants to get an SMS for every new booking made, and also if the booking has been modified or cancelled. He also wants to be able to answer any queries about any booking if a customer rings the company. He is also very keen to know if there is an issue with a job e.g. If the goods have not been picked or delivered at the specified time, the goods can't be delivered because the approved person is not there, etc.

Once a booking is made, Bill would like the system to automatically allocate the booking to one of his couriers based on their current bookings, and he wants to know as soon as a courier is close to capacity on a given day, as he may have to organise additional casual couriers.

It is very important that the system makes it easy for the couriers to access all the information they require on

their mobiles. They should be able to see their schedule, and any additions or changes to the schedule should be highlighted until confirmed by them. They should also be notified by SMS and email when there are any additions or changes to their schedule. Bill wants to be able to view the schedules and see what jobs have not been confirmed.

Couriers should be able to easily confirm the time that they have picked up /delivered the goods for a job, and be able to note any issues. They should also be able to just click on the address of their next stop and it should automatically show the quickest route from their current stop, on their phone GPS.

Bill would also like to know how the business is going, so he wants to track for any time period:

- Conversion rate of quote requests to confirmed booking
- Booking income
- Punctuality rates of his couriers

Bill is hoping to have lots of repeat customers, so he does not want to see the full list of all the bookings for each customer. He wants them ordered so that the most recent are first and it is easy to find a particular booking, and maybe anything older than a year should be filed.


Bill would also like a 'Frequently asked questions' section, where customers can find out information like the areas that the company covers, and the types of goods – dimensions, etc. they are willing to deliver.

Prepared mock-ups by new graduate:

Screen 1.

On the Spot - Your pick up and delivery solution

http://www.onthespot.com/pick-up-package




Ads.

[Home](#) > [Service](#) > [Local](#) > Order Details

Order Details

[Get Quote](#) [Date&Time](#) [Contact Info](#) [Payment](#) [Confirm](#)



Calculating cost, please wait...

Quick Service

Track

Tracking Number:


Track

[Where is my tracking number?](#)

Screen 2.

On the Spot - Your pick up and delivery solution

http://www.onthespot.com/pick-up-package



Ads.

[Home](#) > [Service](#) > [Local](#) > Order Details


Order Details

[Get Quote](#) [Date&Time](#) [Contact Info](#) [Payment](#) [Confirm](#)

* mandatory field

Total Cost: \$11.70 (Including GST)


*Pickup Date



Pickup Time

:

*Delivery Date



Delivery Time

:

[Check Availability](#)

Quick Service

Track

Tracking Number:

Track

[Where is my tracking number?](#)

Screen 3.

On the Spot - Your pick up and delivery solution

http://www.onthespot.com/pick-up-package

Logo

Ads.

[Home](#) > [Service](#) > [Local](#) > Order Details

Order Details

Get Quote | **Date&Time** | Contact Info | Payment | Confirm

* mandatory field

Total Cost: \$11.70 (Incuding GST)

*Pickup Date: 20/01/2014

Pickup Time: 13 : 00

*Delivery Date: 21/01/2014

Delivery Time: 15 : 00

Check Availability

Available

Continue to Contact Info?

Yes No

Quick Service

Track

Tracking Number:

Track

[Where is my tracking number?](#)

Screen 4.

On the Spot - Your pick up and delivery solution

http://www.onthespot.com/pick-up-package

Logo

Ads.

[Home](#) > [Service](#) > [Local](#) > Order Details

Order Details

Get Quote | **Date&Time** | Contact Info | Payment | Confirm

* mandatory field

Total Cost: \$11.70 (Incuding GST)

*Pickup Date: 20/01/2014

Pickup Time: 13

*Delivery Date: 21/01/2014

Delivery Time: 15 : 00

Check Availability

Not available

Sorry, the pickup date is fully booked out. Please select another day.

OK

Quick Service

Track

Tracking Number:

Track

[Where is my tracking number?](#)

Screen 5.

On the Spot - Your pick up and delivery solution

http://www.onthespot.com/pick-up-package

Logo

Ads.

Home > Service > Local > Order Details

Order Details

Get Quote Date&Time Contact Info Payment Confirm

* mandatory field

Sender

*Name: *Phone:

*Street Number: Postcode: ?

*Street:

Receiver

*Name: *Phone:

*Street Number: Postcode: ?

*Street:

Clear Next

Quick Service

Track

Tracking Number:

Track

[Where is my tracking number?](#)

Screen 6.

On the Spot - Your pick up and delivery solution

http://www.onthespot.com/pick-up-package

Logo

Ads.

Home > Service > Local > Order Details

Order Details

Get Quote Date&Time Contact Info Payment Confirm

* mandatory field

Total Cost: \$11.70 (Including GST)

☒ Pay now

☐ Pay on receiving

Master Card

*Name On Card:

*Card Number:

*Expire Date:

*CSV: ?

Clear Next

Quick Service

Track

Tracking Number:

Track

[Where is my tracking number?](#)

Screen 7.

On the Spot - Your pick up and delivery solution

http://www.onthespot.com/pick-up-package

Logo

Ads.

Home > Service > Local > Order Details

Order Details

Get Quote Date&Time Contact Info **Payment** Confirm

* mandatory field
Total Cost: \$11.70 (Including GST)

☐ Pay now
☒ Pay on receiving.

Master Card

*Name On Card:

*Card Number:

*Expire Date: 21 Jan

*CSV:

Clear Next

Quick Service

Track

Tracking Number:

Track

[Where is my tracking number?](#)

Screen 8.

On the Spot - Your pick up and delivery solution

http://www.onthespot.com/pick-up-package

Logo

Ads.

Home > Service > Local > Order Details

Order Details

Get Quote Date&Time Contact Info Payment **Confirm**

Receiver's Name: Receiver's Phone:

Pickup on: Deliver on:

Master Card

Name On Card:

Card Number:

Expire Date: 21 Jan

Clear Confirm

Quick Service

Track

Tracking Number:

Track

[Where is my tracking number?](#)

Screen 9.

On the Spot - Your pick up and delivery solution

http://www.onthespot.com/pick-up-package

Logo

Ads.

Home > Service > Local > Order Details

Order Details

Get Quote Date&Time Contact Info Payment **Confirm**

Total Cost: \$1170 (Including GST)

Pickup Location: 134 First St, 1234 Weight(kg): 5.00

Delivery Location: 431 Last St, 1235 Dimensions (L x W x H) in CM: 20.00 x 15.00 x 10.00

Packaging Description: Carton Contains dangerous goods

Sender's Name: David Sender's Phone: 0411 222 333

Clear Confirm

Quick Service

Track

Tracking Number:

Track

Where is my tracking number?

Screen 10

On the Spot - Your pick up and delivery solution

http://www.onthespot.com/admin/jobs/index

Logo

Ads.

Home > Admin > Job

All Jobs Today

search

Tracking Number	Time	Location	Price	Job Type	Assigned	Done
01110001	10:15	3145	15.50	Pickup	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
01110003	10:15	3166	11.70	Pickup	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
01110012	11:00	3182	11.70	Delivery	<input type="checkbox"/>	<input checked="" type="checkbox"/>
01110022	13:15	3011	39.90	Pickup	<input checked="" type="checkbox"/>	<input type="checkbox"/>
01110029	14:15	3000	15.50	Delivery	<input checked="" type="checkbox"/>	<input type="checkbox"/>
01110030	14:30	3000	27.50	Pickup	<input checked="" type="checkbox"/>	<input type="checkbox"/>
01110063	17:00	3000	69.50	Delivery	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Confirm

Screen 11.

On the Spot - Your pick up and delivery solution

http://www.onthespot.com/admin/jobs/index

Logo

Ads.

Home > Admin > Job > Detail

Track Number: 01110012

Tracking Number: 01110012

Pickup Location: 3 Monash St, 3145
 Pickup Date: 19/03/2014
 Pickup Time: 13:00
 Pickup Contact: 0411 999 888 Chris
 Assigned Employee: Colin

Delivery Location: 14 Grey st, 3182
 Delivery Date: 21/03/2014
 Delivery Time: 14:15
 Delivery Contact: 0422 777 666 Joe

Assigned Employee: Not Assigned

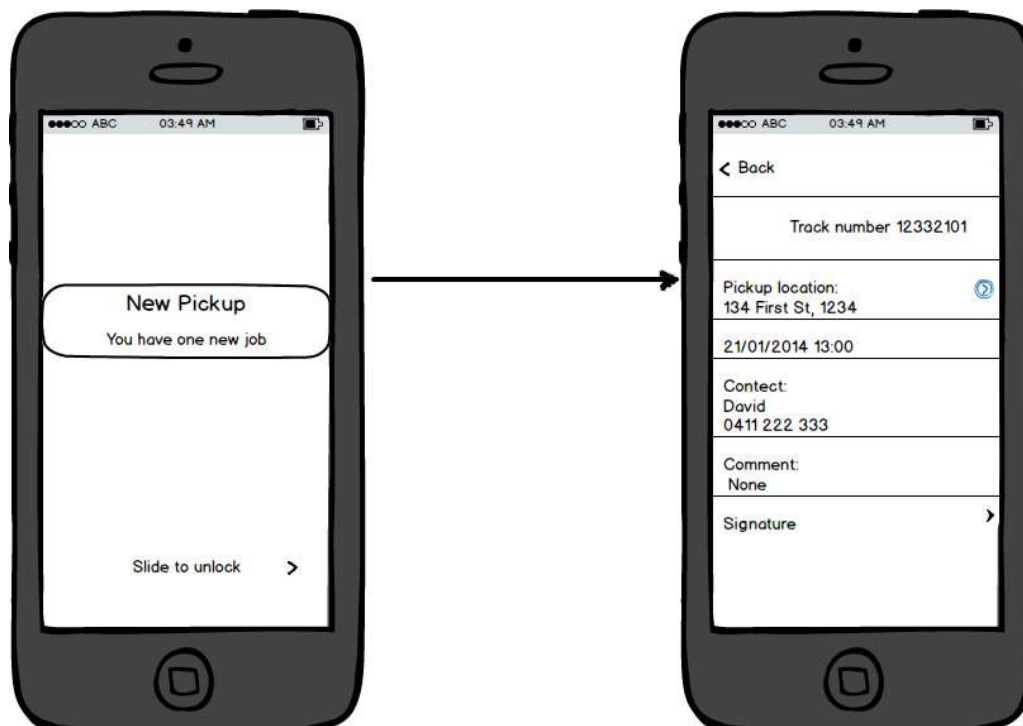
Dangerous Goods: No
 Comments: None

Price: 1170 (Paid)

Date	Time	Location	Handler	Status
17/03/2014	19:12	Unknown	Unknown	Order placed
19/03/2014	12:57	3 Monash St, 3145	Colin	Picked up
19/03/2014	15:08	Section 11 Warehouse	David	Stored
19/03/2014	16:00	Section 11 Warehouse	David	Assigning

Delete Edit Mark As Done Back Confirm

Screen 12.



Activity 4: Assignment 2 Working time (if time permits)

- Work on Assignment 2 with your team