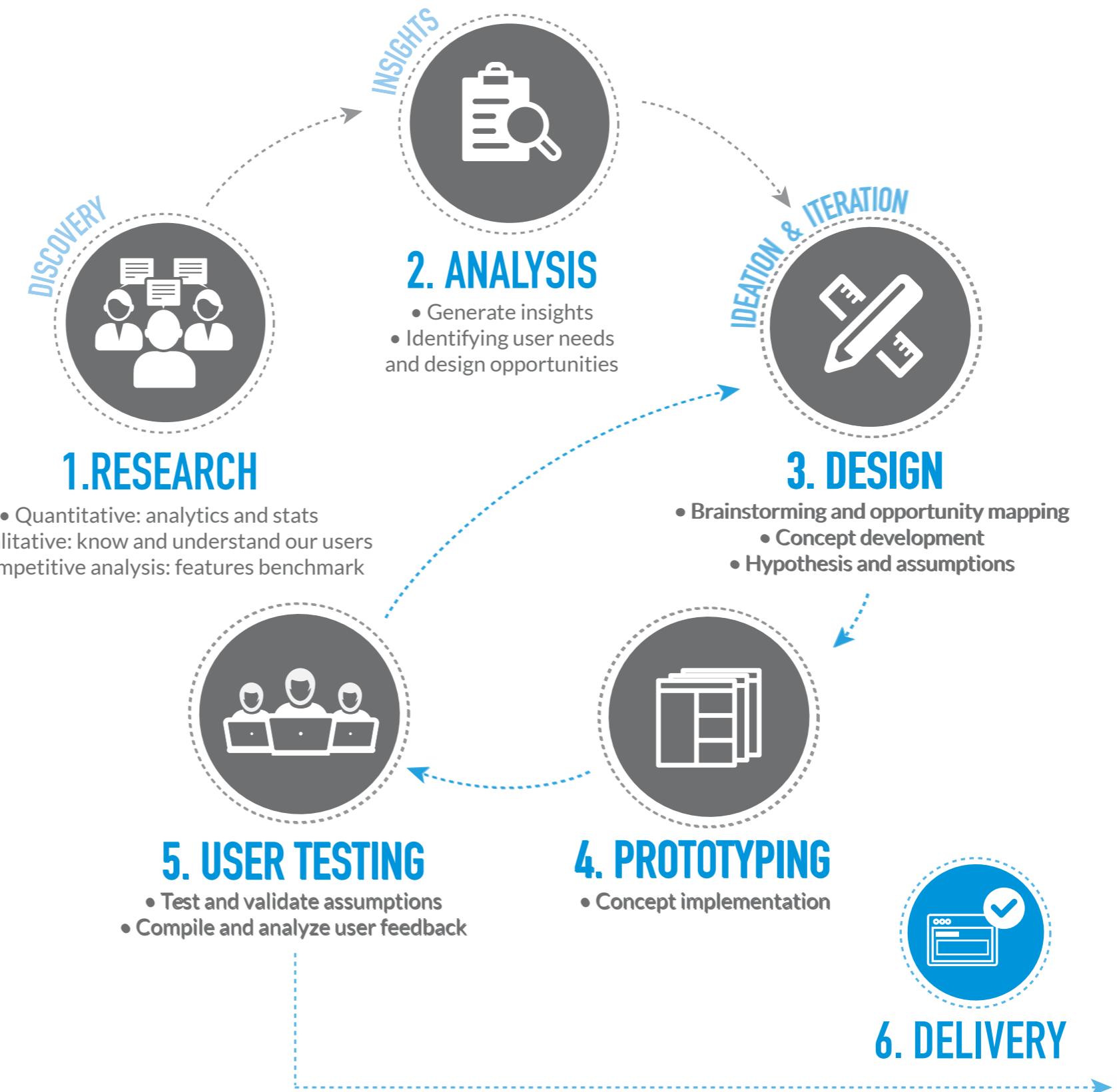
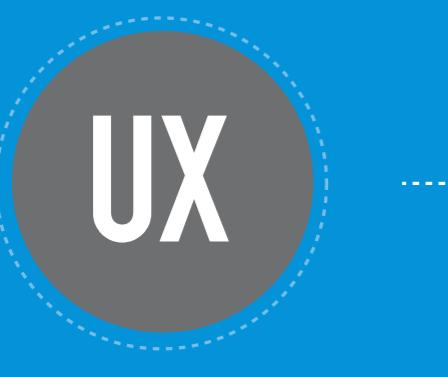


# NEO UX ENHANCEMENTS

DESIGN CONCEPT BASED ON INSIGHTS FROM NEO USABILITY TESTS

JUNE 2017

# DESIGN PROCESS

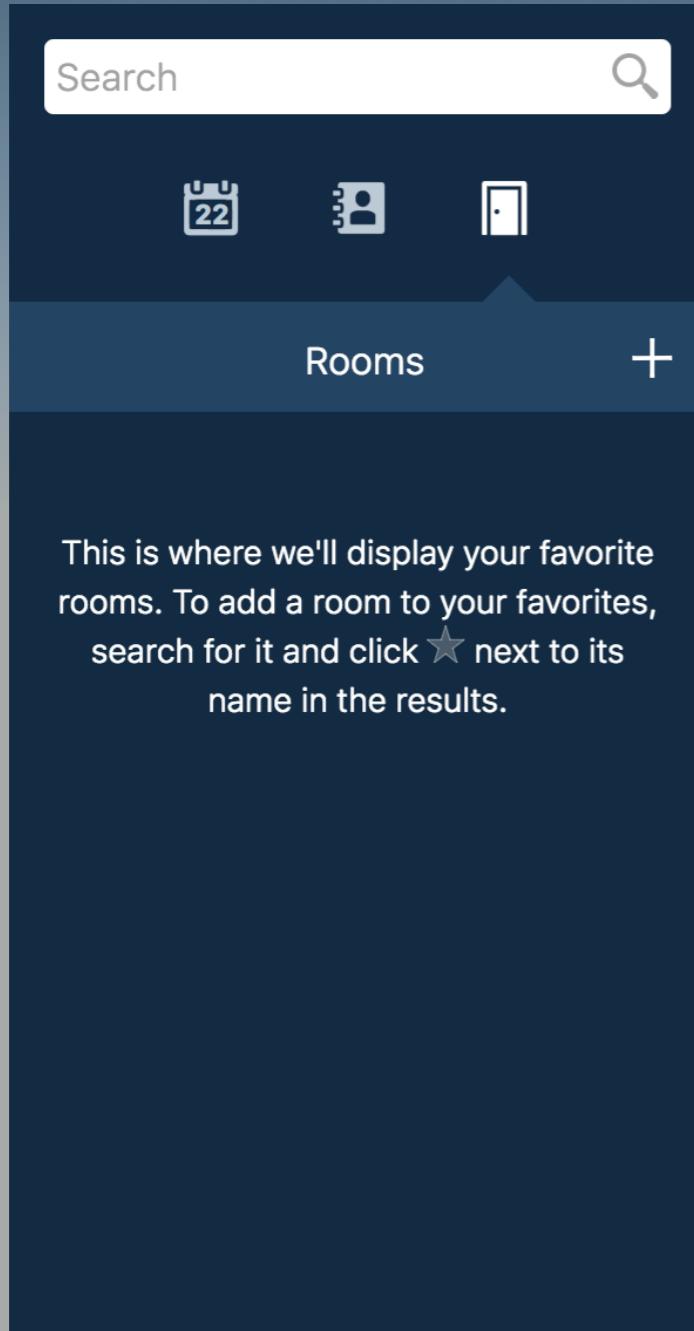


# DESIGN PROCESS



# PROBLEM #1

Users didn't know where to go to start or schedule a meeting.



This is where we'll display your favorite rooms. To add a room to your favorites, search for it and click ★ next to its name in the results.

Rooms +

Search CS

It's easy to find what you're looking for.

To search the directory, enter a person's name or a room's name into the search field, which is located at the top left corner.

# PROPOSED WIREFRAME

WELCOME BACK!

Maria Caperto  
<https://vidyocloud.com/12345>

YOUR NEXT MEETING IS AT 3 PM  
Outlook Calendar Stand up →

START A MEETING  
Invite guests for an instant meeting.

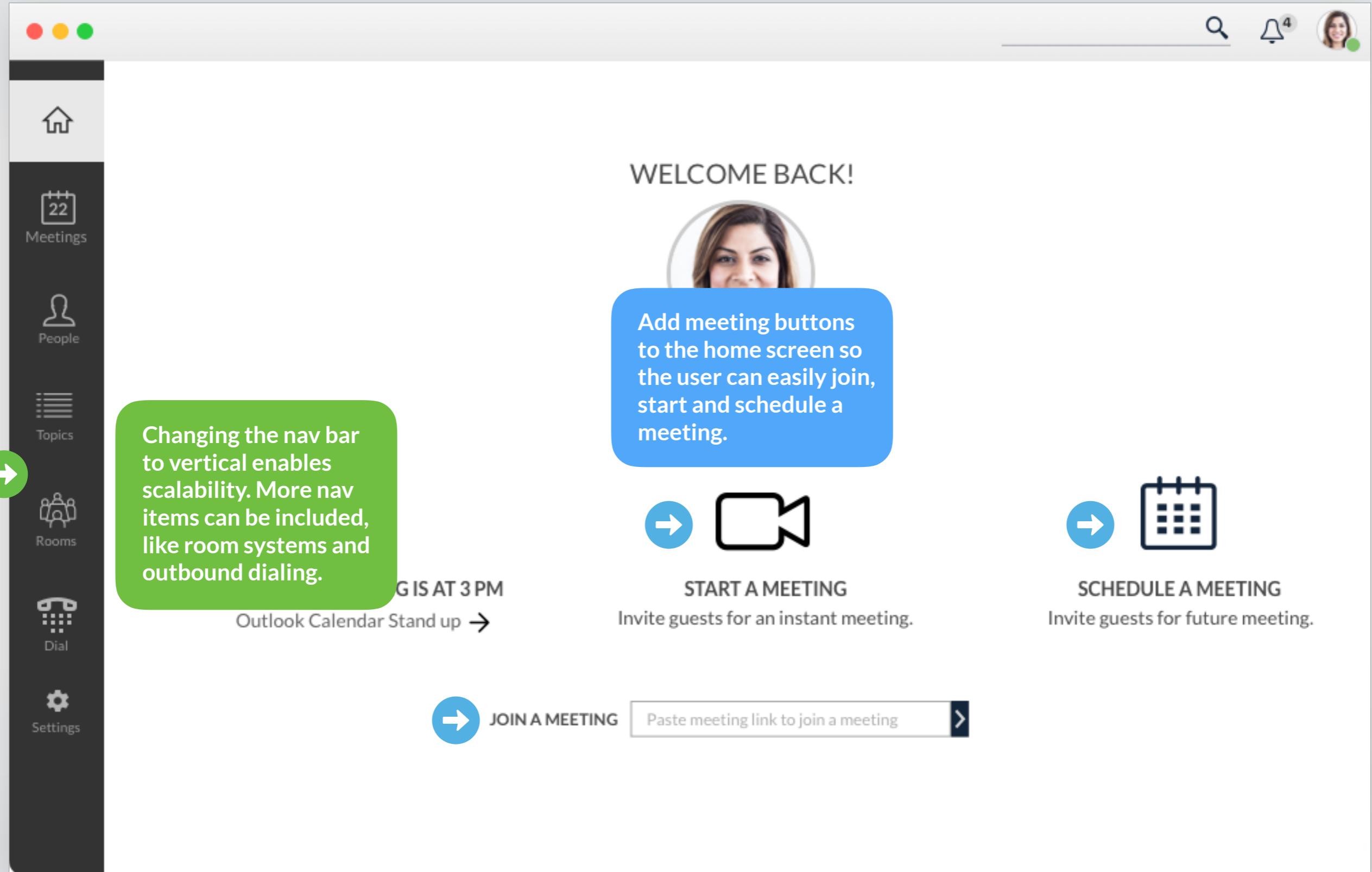
SCHEDULE A MEETING  
Invite guests for future meeting.

JOIN A MEETING

# PROPOSED WIREFRAME

## → Changes based on usability test insights

## Other changes



# PROPOSED WIREFRAME

Home

22

People

Topics

Rooms

Dial

Settings

## MY MEETINGS

05/18

1:00 PM → Outlook Calendar Stand up Organizer: Nick Fury

2:00 PM → Outlook Calendar Stand up Organizer: Nick Fury

3:00 PM → Outlook Calendar Stand up Organizer: Nick Fury

4:00 PM → Outlook Calendar Stand up Organizer: Nick Fury

SEARCH

BELL 4

Profile



START A MEETING



SCHEDULE A MEETING



OUTBOUND DIALING



RECORDED MEETINGS

JOIN A MEETING

Paste meeting link to join a meeting

# PROPOSED WIREFRAME

→ Changes based on usability test insights

→ Other changes

Home

People

Topics

Rooms

Dial

Settings

## MY MEETINGS

05/18

1:00 PM  
Outlook Calendar Stand up  
Organizer: Nick Fury

2:00 PM  
Outlook Calendar Stand up  
Organizer: Nick Fury

3:00 PM  
Outlook Calendar Stand up  
Organizer: Nick Fury

4:00 PM  
Outlook Calendar Stand up  
Organizer: Nick Fury

Add start, schedule and join meeting buttons on the meetings home screen.

Add outbound dialing and access to recorded meetings (the feedback we had from customers is that currently it's very hard to access meeting recordings).

START A MEETING

SCHEDULE A MEETING

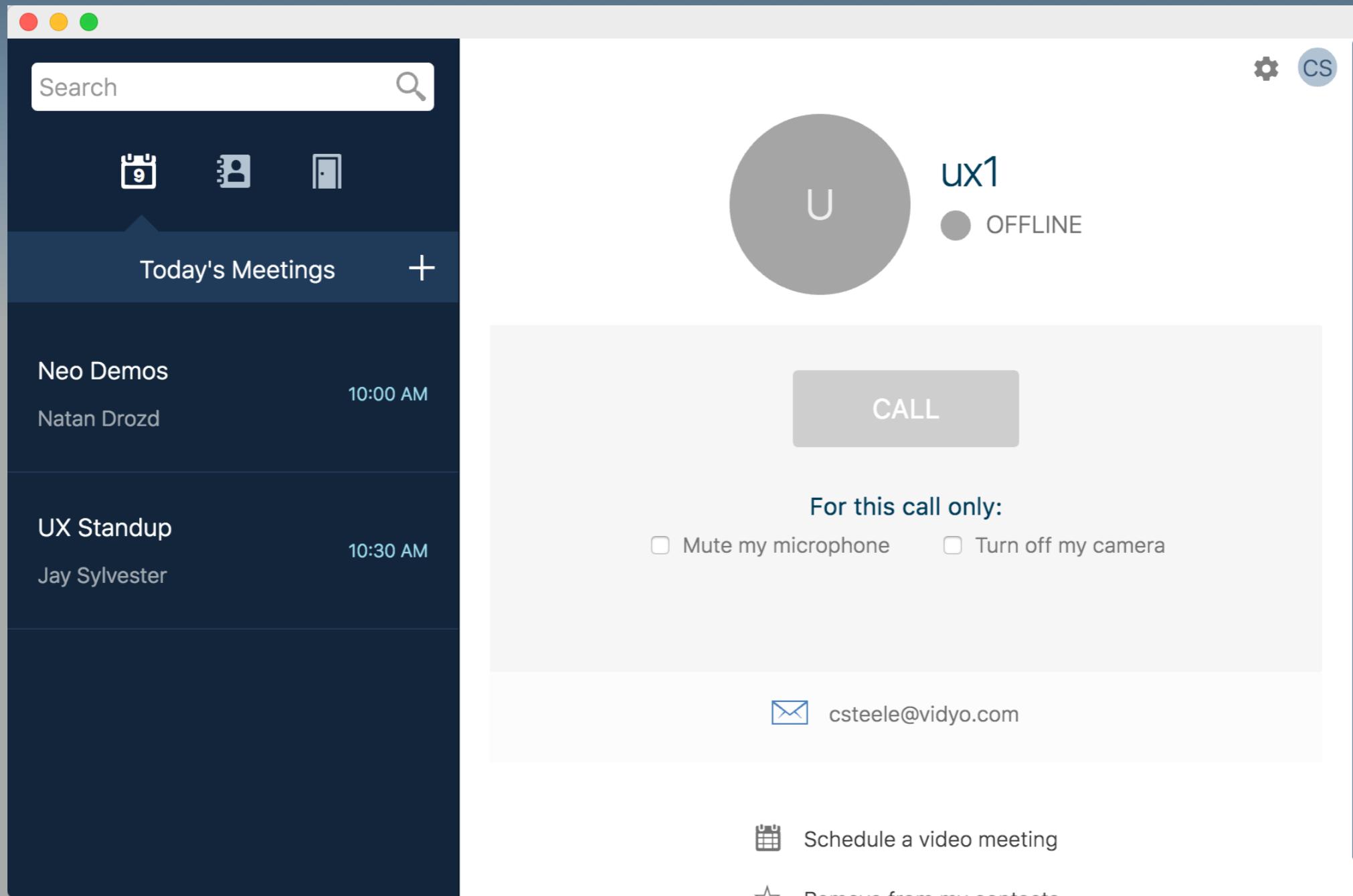
OUTBOUND DIALING

RECORDED MEETINGS

JOIN A MEETING  
Paste meeting link to join a meeting ➤

# PROBLEM #2

Users were confused by the screen's dual state, where content on the right doesn't match the selected tab on the left. For example, the user can be on the rooms tab but because they looked up a contact, that contact details will still appear on the right.



# PROPOSED WIREFRAME



Home Meetings Topics Rooms Dial Settings

## PEOPLE

### SAVED CONTACTS

	Bernie Smith	
	Sarah Johnson Barton	 
	Viviane Connor	
	Bernie Smith	
	Sarah Johnson Barton	 
	Viviane Connor	
	Sarah Johnson Barton	 
	Viviane Connor	

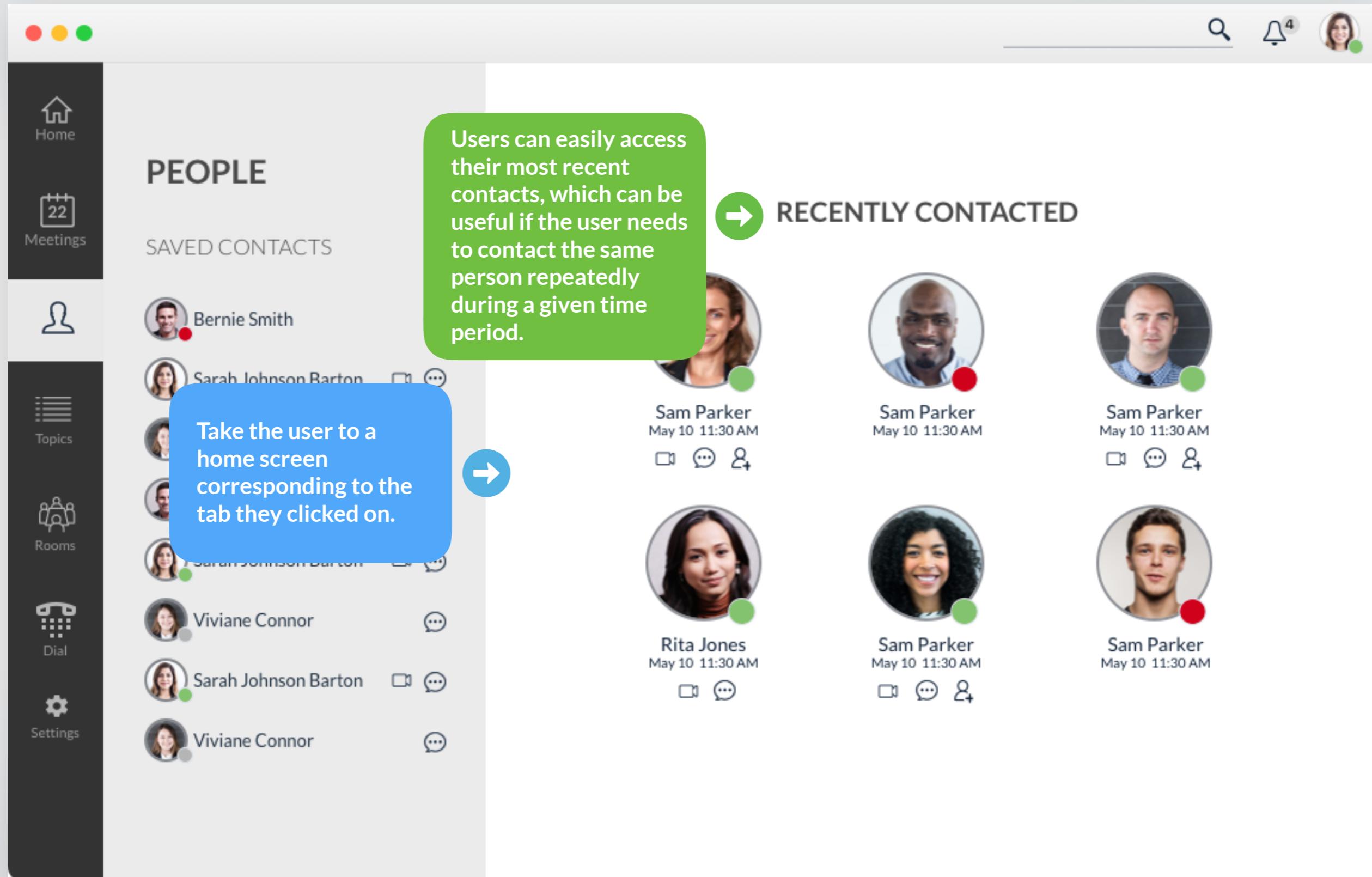
### RECENTLY CONTACTED

	Sam Parker	May 10 11:30 AM	  
	Sam Parker	May 10 11:30 AM	  
	Sam Parker	May 10 11:30 AM	  
	Rita Jones	May 10 11:30 AM	 
	Sam Parker	May 10 11:30 AM	  
	Sam Parker	May 10 11:30 AM	  

## PROPOSED WIREFRAME

## Changes based on usability test insights

## Other changes



# PROBLEM #3

Users struggled to invite others to an ad-hoc meeting before joining a call and were using external apps to share meeting links.

The image shows a mobile application interface for video conferencing. At the top left is a search bar containing the name "ahsen". Below the search bar are three icons: a calendar, a person, and a room. A blue banner displays "4 TOTAL RESULTS". Under the banner, there are two sections: "2 People" and "2 Rooms". In the "2 People" section, there are two entries for "Ahsen Iqbal", each with a small profile picture and a star icon. In the "2 Rooms" section, there are two entries: "Ahsen Alpha Room" and "Ahsen Test Room", each with a small room icon and a star icon. On the right side of the screen, a detailed user profile for "Ahsen Iqbal" is shown. The profile includes a circular photo of a man, his name "Ahsen Iqbal" in bold, his title "Product Manager", his department "- Product Management", and a status indicator "OFFLINE". Below the profile is a large "CALL" button. Underneath the button, the text "For this call only:" is followed by two checkboxes: "Mute my microphone" and "Turn off my camera". At the bottom of the profile area, there is an email icon and the address "aiqbal@vidyo.com", and a phone icon with two phone numbers: "+12345346475" and "+17365683838".

# PROPOSED WIREFRAME



Home

Meetings

People

Topics

Rooms

Dial

Settings

## CHAT

### RECENT CONVERSATIONS

- Ana Gladstone
- Ellie Stein
- Rachel Zee
- Ellen First
- UX designs
- Strategy workshop
- Ellen First

**Ana Gladstone** Senior Systems Designer NJ Office

Ana Gladstone - June 2 4:50 PM  
Totam rem aperiam, eaque ipsa quae ab illo inventore. Abillo inventore.

Maria Caperto - June 2 4:50 PM  
Ipsa quae ab illo inventore.

Ana Gladstone - June 2 4:50 PM  
Lotam rem aperiam, eaque ipsa quae. Psa quae abillo inventore.  
Abillo inventore.

Maria Caperto - June 2 4:50 PM  
Psa quae abillo inventore. Lotam rem aperiam, eaque ipsa quae.

Ana Gladstone - June 2 4:50 PM  
Psa quae abillo inventore.

 PDF File name goes here  
PDF file  
Psa quae abillo inventore.

Type a message here >

# PROPOSED WIREFRAME

→ Changes based on usability test insights

→ Other changes

The wireframe illustrates a proposed user interface for a communication application. On the left, a dark sidebar contains icons for Home, Meetings, People, Topics, and Settings. The main area is titled "CHAT" and includes a "RECENT CONVERSATIONS" section with profiles for Ana Gladstone, Ellie Stein, and Rachel Zee. A blue callout bubble from the "Meetings" icon states: "Adding chat will allow users to communicate and share meeting links in order to start and join meetings." A green callout bubble from the "Topics" icon states: "Users will also be able to upload files into the chat feature." The main content area shows a conversation with Ana Gladstone, displaying messages from her and others, and a file upload placeholder.

Home

Meetings

People

Topics

Settings

CHAT

RECENT CONVERSATIONS

Ana Gladstone

Ellie Stein

Rachel Zee

Strategy w...

Ellen First

→ Adding chat will allow users to communicate and share meeting links in order to start and join meetings.

→ Users will also be able to upload files into the chat feature.

Changes based on usability test insights

Other changes

Ana Gladstone  
Senior Systems Designer NJ Office

Ana Gladstone - June 2 4:50 PM  
Totam rem aperiam, eaque ipsa quae ab illo inventore. Abillo inventore.

Maria Caperto - June 2 4:50 PM  
Ipsa quae ab illo inventore.

Ana Gladstone - June 2 4:50 PM  
Lotam rem aperiam, eaque ipsa quae. Psa quae abillo inventore.  
Abillo inventore.

Maria Caperto - June 2 4:50 PM  
Psa quae abillo inventore. Lotam rem aperiam, eaque ipsa quae.

Ana Gladstone - June 2 4:50 PM  
Psa quae abillo inventore.

PDF File name goes here  
PDF file  
Psa quae abillo inventore.

Type a message here >

# PROPOSED WIREFRAME

Home

PEOP

SAVED C

Bern

Sarah

Vivia

Bern

Sarah

Vivia

Sarah

Vivia

Sarah

Vivia

Cancel

Join the Meeting

Are you ready to join the meeting?

Camera

HP WebCam HD 2300

Microphone

System Default

Meeting link:  
<https://vidyocloud.com/NK1XWOUALd>

Dial-in:  
+1 201 444 4543 ID 213399964



CANCEL JOIN THE MEETING

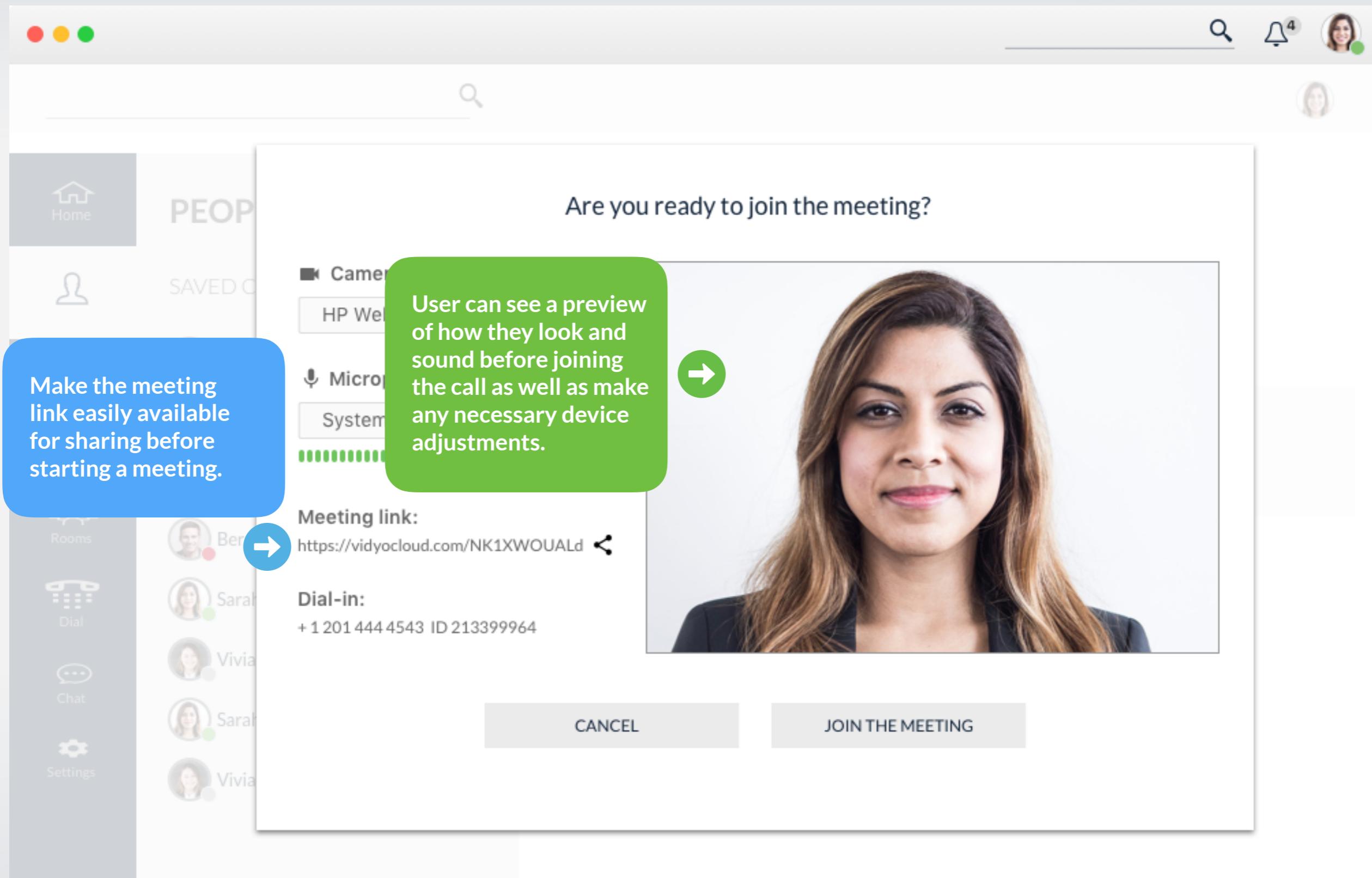
# PROPOSED WIREFRAME



Changes based on usability test insights



Other changes



The wireframe shows a meeting setup screen. On the left, a sidebar has icons for Home, People, Rooms, Dial, Chat, and Settings. The main area displays a preview of a participant's video, a meeting link, and dial-in information. A blue callout bubble points to the meeting link with the text: "Make the meeting link easily available for sharing before starting a meeting." A green callout bubble points to the video preview with the text: "User can see a preview of how they look and sound before joining the call as well as make any necessary device adjustments."

Are you ready to join the meeting?

User can see a preview of how they look and sound before joining the call as well as make any necessary device adjustments.

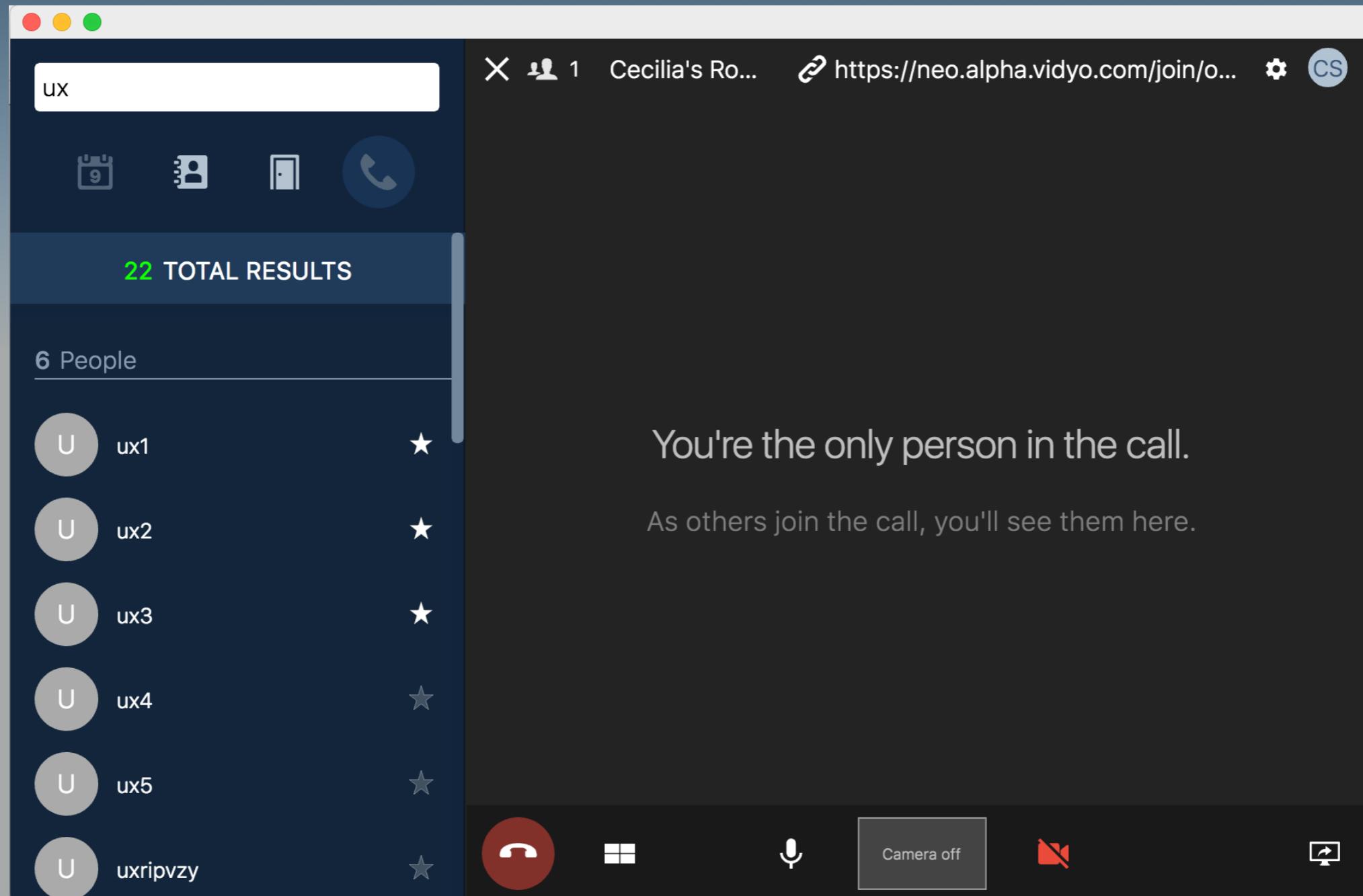
Meeting link:  
<https://vidyocloud.com/NK1XWOUALd>

Dial-in:  
+1 201 444 4543 ID 213399964

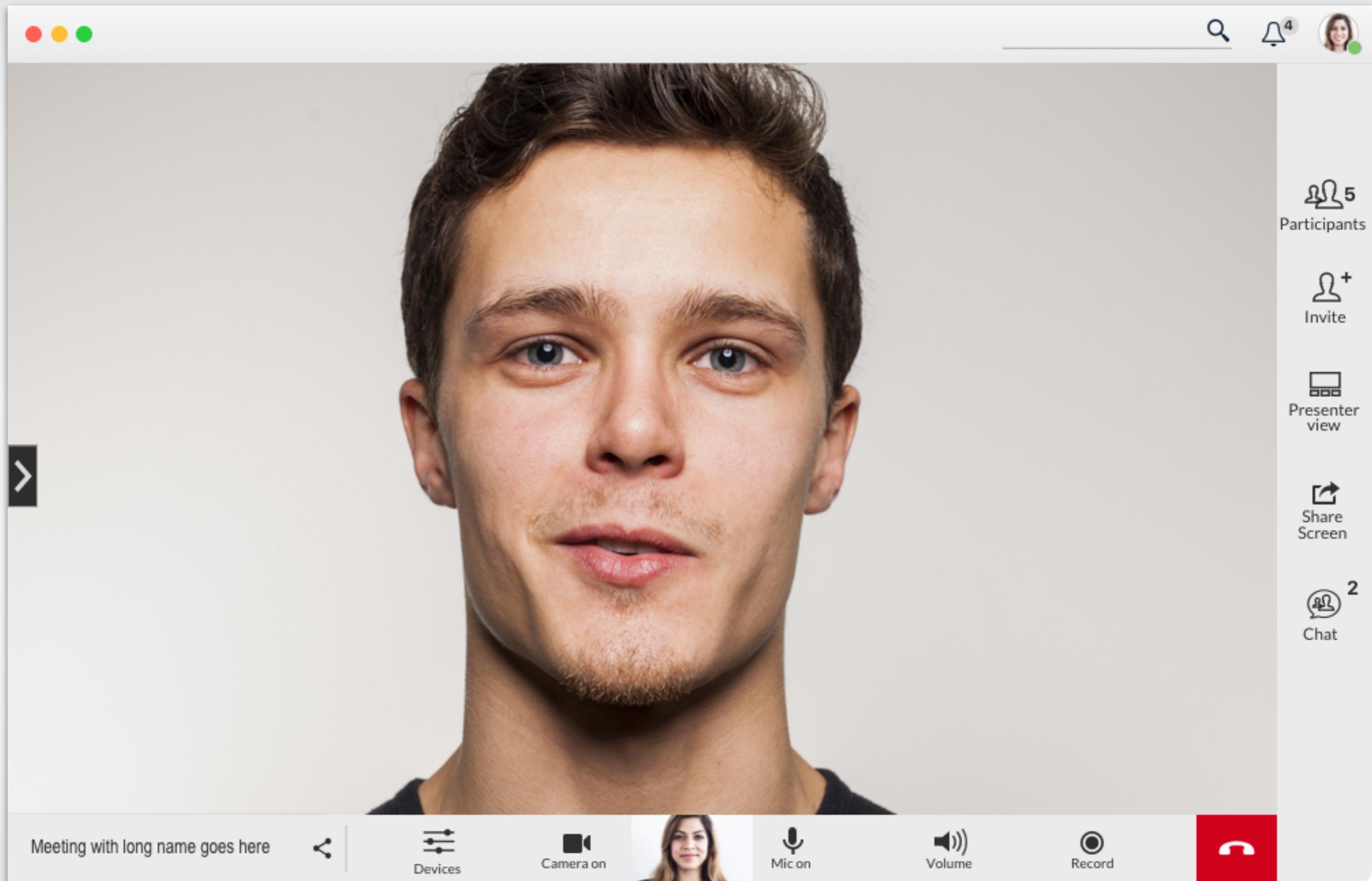
CANCEL JOIN THE MEETING

# PROBLEM #4

Mixing in-call information with saved content and search results causes a lot of user confusion.



# PROPOSED WIREFRAME



# PROPOSED WIREFRAME

→ Changes based on usability test insights

A proposed wireframe for a video call interface. The central focus is a large portrait of a young man with short brown hair and blue eyes. To the right of the video feed is a vertical sidebar containing various navigation and control options:

- Search icon
- Bell icon with a '4' notification count
- User profile icon
- Right arrow icon
- Participants icon (5)
- Invite icon
- Presenter view icon
- Share Screen icon
- Chat icon (2)

Below the video feed, a horizontal bar contains the following controls from left to right:

- Meeting title placeholder: "Meeting with long name goes here"
- Share icon
- Devices icon
- Camera icon: "Camera on"
- Small thumbnail of a woman's face
- Mic icon: "Mic on"
- Volume icon
- Record icon
- Red End/Call icon

A blue callout bubble is positioned in the upper right area of the video feed, containing the text: "Having a separate in-call nav will create a clear separation between out of call and in call navigation options."

# PROPOSED WIREFRAME

Sam Parker

SEARCH  NOTIFICATIONS  PROFILE 

Home Meetings Topics Rooms Dial Settings

## PEOPLE

SAVED CONTACTS

 Bernie Smith	
 Sarah Johnson Barton	 
 Viviane Connor	
 Bernie Smith	
 Sarah Johnson Barton	 
 Viviane Connor	
 Sarah Johnson Barton	 
 Viviane Connor	

DIRECTORY SEARCH

 Sam Parker	 
 Seth Barton	 
 Sheila Young	 

[View all people results >](#)

---

 Sam Parker's UX →  
 Samantha Wilson's huddle group →  
 Stand up and sing group →

[View all virtual room results >](#)

---

Sam Parker  
May 10 11:30 AM

Sam Parker  
May 10 11:30 AM

Sam Parker  
May 10 11:30 AM

# PROPOSED WIREFRAME

→ Changes based on usability test insights

→ Other changes

Home

Meetings

Topics

Rooms

Dial

Settings

## PEOPLE

### SAVED CONTACTS

Bernie Smith	...
Sarah Johnson Barton	...
Viviane Connor	...
Bernie Smith	...
Sarah Johnson Barton	...
Viviane Connor	...
Sarah Johnson Barton	...
Viviane Connor	...

→ Splitting the search field from the user's saved info will create enough separation and cause less confusion. Search results will be displayed by category.

Sam Parker

Search

Sheila Young

View all people results >

Sam Parker's UX

Samantha Wilson's huddle group

Stand up and sing group

View all virtual room results >

Sam Parker  
May 10 11:30 AM

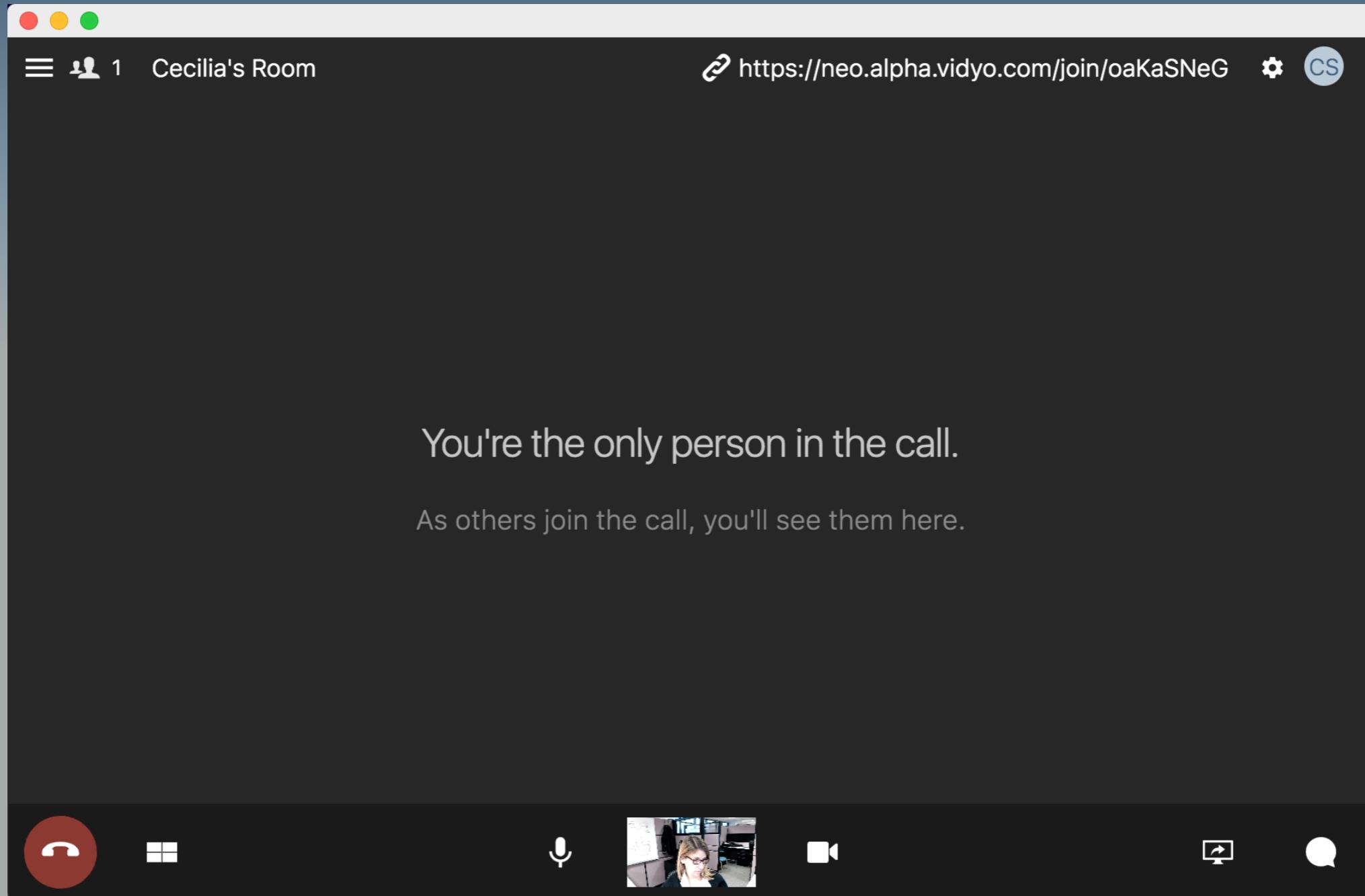
Sam Parker  
May 10 11:30 AM

Sam Parker  
May 10 11:30 AM

→ Users can start a video meeting with a user directly from the search results.

# PROBLEM #5

Users struggled to invite others to join an ongoing call.



# PROPOSED WIREFRAME

The wireframe depicts a video conferencing interface. On the left, a large video feed shows a young man with short brown hair and blue eyes. On the right, a sidebar displays a list of recently contacted participants. At the bottom, a control bar contains various meeting controls.

**Participants:** 5

**RECENTLY CONTACTED**

Clint Barton	(+)	Invite
Dani Sparks	(+)	
Eli John	(+)	
Clint Barton	(+)	
Dani Sparks	(+)	
Eli John	(+)	
Clint Barton	(+)	
Dani Sparks	(+)	

**Meeting controls:**

- Meeting with long name goes here
- Devices
- Camera on
- Mic on
- Volume
- Record
- End call (red button)

# PROPOSED WIREFRAME

→ Changes based on usability test insights

The wireframe shows a video call interface. On the left is a large video feed of a young man. Below it is a control bar with a meeting title placeholder, sharing, devices, camera, microphone, volume, record, and end call buttons. To the right is a sidebar with a search bar, notification bell, and user profile. The sidebar includes sections for 'Find people', 'RECENTLY CONTACTED' (listing names like Clint Barton, Dani Sparks, Eli John), and buttons for 'Invite', 'Presenter view', 'Share Screen', and 'Chat' (with a '2' notification). A blue callout bubble points to the 'Invite' button, suggesting its placement.

Adding a separate “invite” tab will clearly communicate to the user where to go to invite others to join a meeting.

Find people

RECENTLY CONTACTED

Clint Barton

Dani Sparks

Eli John

Clint Barton

Dani Sparks

Eli John

Clint Barton

Dani Sparks

Invite

Presenter view

Share Screen

Chat 2

Meeting with long name goes here

Devices

Camera on

Mic on

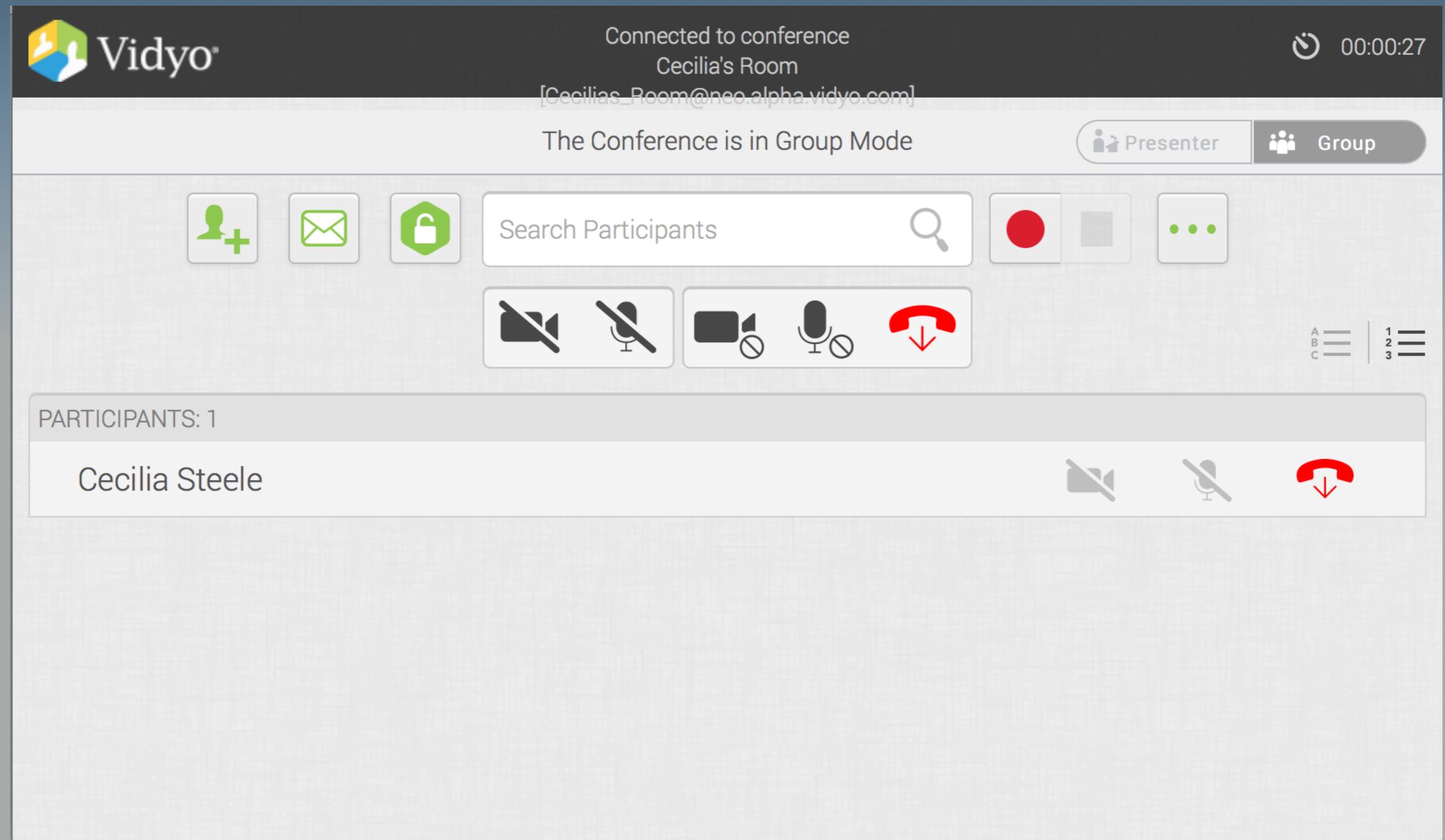
Volume

Record

End Call

# PROBLEM #6

Users didn't like having to go outside of the app to access the moderator tools.



# PROPOSED WIREFRAME

The wireframe depicts a video call interface. On the left, a large video feed of a young man with short brown hair and blue eyes. To his left, a small text box says "Meeting with long name goes here". Below the video feed is a toolbar with icons for sharing, devices, camera, microphone, volume, recording, and ending the call.

**Top Bar:** Includes standard OS X-style window controls (red, yellow, green), a search bar, a notifications icon (4 notifications), and a user profile picture.

**Participants Section:** A list of participants with their names and profile pictures. A context menu is open over the participant "Tillie V.", showing options: Pin participant, Mute (which is selected), Turn camera off, Remove from call, and Chat.

**Participants Summary:** Shows a total of 5 participants.

**Meeting Controls:** Includes a "Lock this meeting" toggle switch, an "Apply to all participants:" section with checkboxes for camera, microphone, and audio, and a red "End" button.

**Right Sidebar:** Contains buttons for Invite, Presenter view, Share Screen, and Chat, along with a "2" notification badge for Chat.

# PROPOSED WIREFRAME

→ Changes based on usability test insights

The wireframe shows a video feed of a man in the center. To the left, there's a toolbar with a red circle, yellow circle, green circle, a search bar, a bell icon with a '4' notification, and a user profile picture. On the right, there's a sidebar with a 'Participants' section showing five users: Nolan Zupan (Host), Rolland Korte, Chantell Oppenheim, Gwynne, and Till. Below the participants is a context menu with options: Pin participant, Mute (which has a blue arrow pointing to it), Turn camera off, Remove from call, and Chat. The sidebar also includes 'Participants' (5), 'Invite', 'Presenter view', 'Share Screen', and 'Chat' (2). At the bottom, there's a control bar with a meeting title placeholder, sharing, devices, camera, microphone, volume, record, and end call buttons.

add meeting timer

>

Meeting with long name goes here

Devices

Camera on

Mic on

Volume

Record

End call

**PARTICIPANTS**

- Nolan Zupan (Host)
- Rolland Korte
- Chantell Oppenheim
- Gwynne
- Till

...  
...

**MEETING CONTROLS**

Lock this meeting

Apply to all participants:  
Mute  Turn camera off  Remove from call  Chat

Pin participant

Mute

Turn camera off

Remove from call

Chat

Participants 5

Invite

Presenter view

Share Screen

Chat 2

**Changes based on usability test insights**

Moderator tools can be easily accessed through the participants tab. Users can moderate participants individually or as a group.

# PROPOSED WIREFRAME

The wireframe depicts a video conference interface with four participant video feeds arranged in a 2x2 grid. The top-left participant is a woman with dark hair and bangs, wearing a black blazer over a white top, against a red background. The top-right participant is a man with dark hair and a beard, wearing a black t-shirt, against a light gray background. The bottom-left participant is a woman with long, wavy brown hair, wearing a black blazer over a white top, against a light gray background. The bottom-right participant is a man with a shaved head and a mustache, wearing a light blue button-down shirt, against a light gray background.

The interface includes a top navigation bar with three colored dots (red, yellow, green) and a search bar. On the right side, there is a sidebar with the following controls and information:

- Participants:** Shows 5 participants (represented by a person icon with a '5').
- Invite:** A button with a person icon and a plus sign.
- Presenter view:** A button with a screen icon.
- Share Screen:** A button with a screen and arrow icon.
- Chat:** A button with a speech bubble icon and a '2' indicating two messages.

At the bottom of the interface, there is a control bar with the following items:

- Meeting title: "Meeting with long name goes here".
- Share icon (a person icon with a double-headed arrow).
- Devices icon (a gear icon).
- Camera on icon (a camera icon).
- Small thumbnail of the woman from the top-left feed.
- Mic on icon (a microphone icon).
- Volume icon (a speaker icon).
- Record icon (a circular icon with a dot).
- A large red button with a white phone receiver icon.

# PROPOSED WIREFRAME

→ Changes based on usability test insights

The wireframe displays a video conference interface with four participant tiles arranged in a 2x2 grid. The top-left tile shows a woman with dark hair and bangs, smiling, wearing a black blazer over a white top. The top-right tile shows a man with short brown hair and a light beard, looking slightly to the side. The bottom-left tile shows a woman with long brown hair, smiling, wearing a black blazer over a white top. The bottom-right tile shows a man with a shaved head and a beard, smiling, wearing a light blue button-down shirt.

**Moderator tools can also be accessed by hovering over the participant's tiles.**

At the top of the interface, there are three circular window control buttons (red, yellow, green) and a search bar with a magnifying glass icon. To the right of the search bar is a bell icon with a '4' notification badge and a user profile picture with a green dot.

On the right side of the interface, there is a vertical sidebar with the following options:

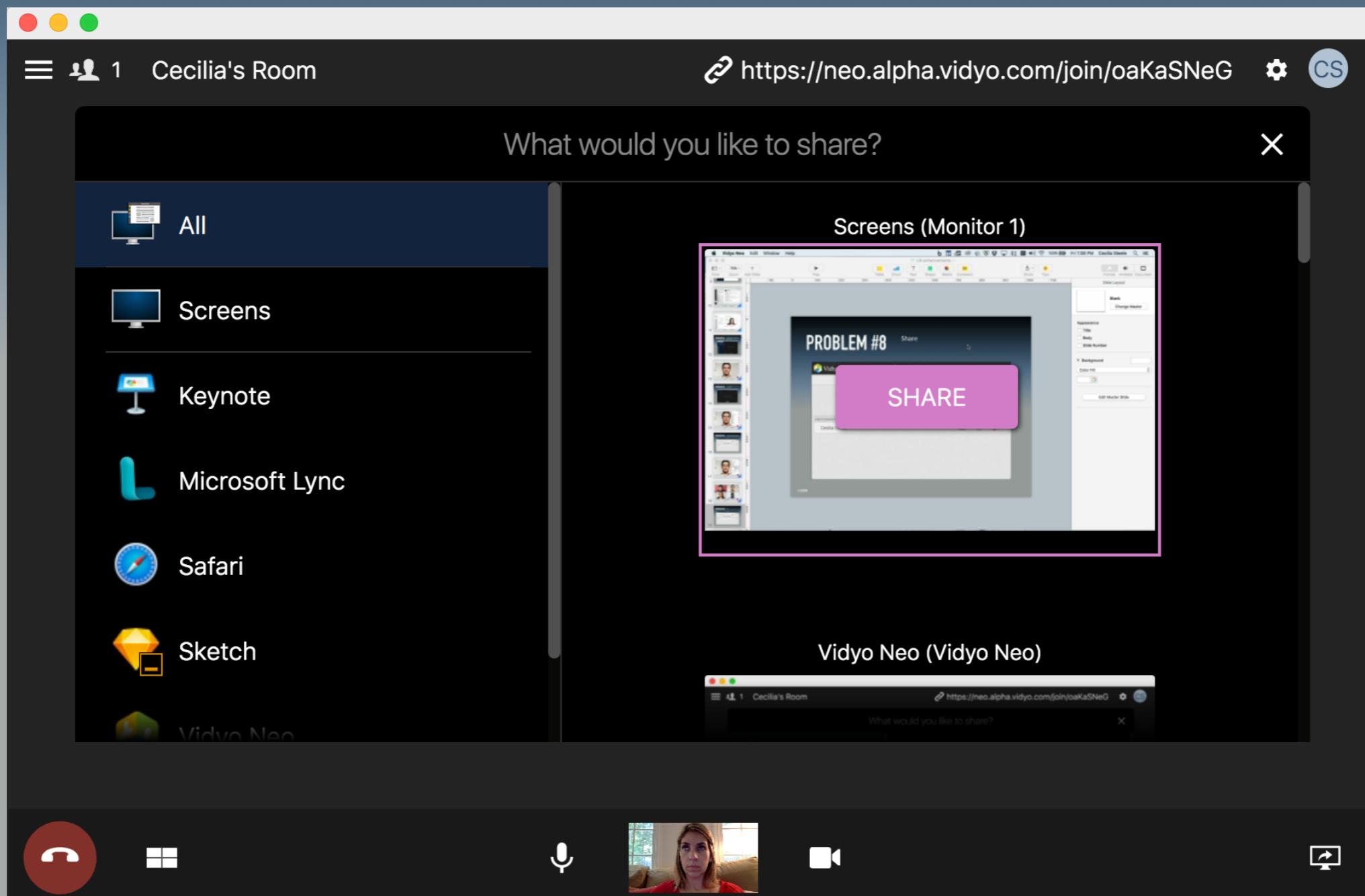
- Participants**: Shows a count of 5 participants.
- Invite**: Shows an icon of a person with a plus sign.
- Presenter view**: Shows an icon of a presentation screen.
- Share Screen**: Shows an icon of a screen with a share arrow.
- Chat**: Shows an icon of a speech bubble with a '2' notification badge.

At the bottom of the interface, there is a toolbar with the following controls:

- Meeting name input field: "Meeting with long name goes here".
- Share icon: A share symbol.
- Devices icon: A gear symbol.
- Camera on icon: A camera symbol.
- Microphone icon: A microphone symbol with a red slash, indicating muted status.
- Mic on icon: A microphone symbol.
- Volume icon: A speaker symbol.
- Record icon: A circular record symbol.
- Call icon: A red phone receiver icon.

# PROBLEM #8

- Users weren't able to distinguish between a selection and starting the share.
- There was no confirmation that their screen was being shared.
- Ending the share wasn't intuitive.



# PROPOSED WIREFRAME

The wireframe depicts a video conferencing application window. At the top right, there are standard OS X-style window controls (red, yellow, green) and a toolbar with a magnifying glass icon, a bell icon with a '4' notification, and a user profile picture.

On the right side of the interface, there is a sidebar with the following icons and counts:

- Participants: 5
- Invite: +
- Presenter view
- Share Screen
- Chat: 2

The main area features a large white overlay for sharing content. The title "What would you like to share?" is centered at the top of this overlay. On the left, a vertical list of sharing options includes:

- All (represented by a monitor icon)
- Windows (represented by a Microsoft Word icon)
- Excel (represented by a Microsoft Excel icon)
- PowerPoint (represented by a Microsoft PowerPoint icon)
- Outlook (represented by a Microsoft Outlook icon)

Below this list are four preview cards:

- Sketch - neo 2.0 vertical\_6**: A screenshot of a Sketch application interface showing a vertical wireframe.
- Sketch - noun\_1070884**: A screenshot of a Sketch application interface showing a computer monitor icon.
- Photoshop CC - Screen Shot 2...**: A screenshot of a Photoshop CC interface showing a dark workspace.
- Sketch - Neo UX report 1st run**: A screenshot of a Sketch application interface showing a list of user profiles.

A large "SHARE" button is positioned at the bottom center of the overlay.

At the very bottom of the window, there is a control bar with the following items:

- Meeting with long name goes here
- Devices
- Camera on
- Mic on
- Volume
- Record
- A large red phone-like icon.

# PROPOSED WIREFRAME

→ Changes based on usability test insights

The wireframe illustrates a proposed user interface for a video conferencing application. At the top, there are standard OS X-style window controls (red, yellow, green) and a header bar with a magnifying glass icon, a bell icon with a '4' notification, and a user profile picture.

On the right side, a sidebar displays various meeting controls:

- Participants:** Shows 5 participants.
- Invite:** An 'Invite' button with a '+' icon.
- Presenter view:** A 'Presenter view' button with a monitor icon.
- Share Screen:** A 'Share Screen' button with a screen icon.
- Chat:** A 'Chat' button with a person icon and a '2' notification.

The main content area shows a 'What would you like to share?' dialog. On the left, a sidebar lists sharing options with icons:

- All
- Windows
- Excel
- PowerPoint
- Outlook

Below this are several preview cards for different files:

- Sketch - neo 2.0 vertical\_6**: Preview shows a sketch interface.
- Sketch - noun\_1070884**: Preview shows a computer monitor icon.
- Photoshop CC - Screen Shot 2...**: Preview shows a dark Photoshop interface.
- Sketch - Neo UX report 1st run**: Preview shows a user interface with multiple user profiles.

At the bottom of the sharing dialog is a large 'SHARE' button with a white arrow icon.

A blue callout bubble points to the 'SHARE' button with the text: "Separating the share button makes it more obvious that the user needs to go through a 2 step process to share their screen."

At the very bottom of the interface is a control bar with the following items:

- Meeting name placeholder: "Meeting with long name goes here"
- Share icon
- Devices icon
- Camera icon: "Camera on"
- Video thumbnail of a woman
- Mic icon: "Mic on"
- Volume icon
- Record icon
- Red end-call button

 End the share

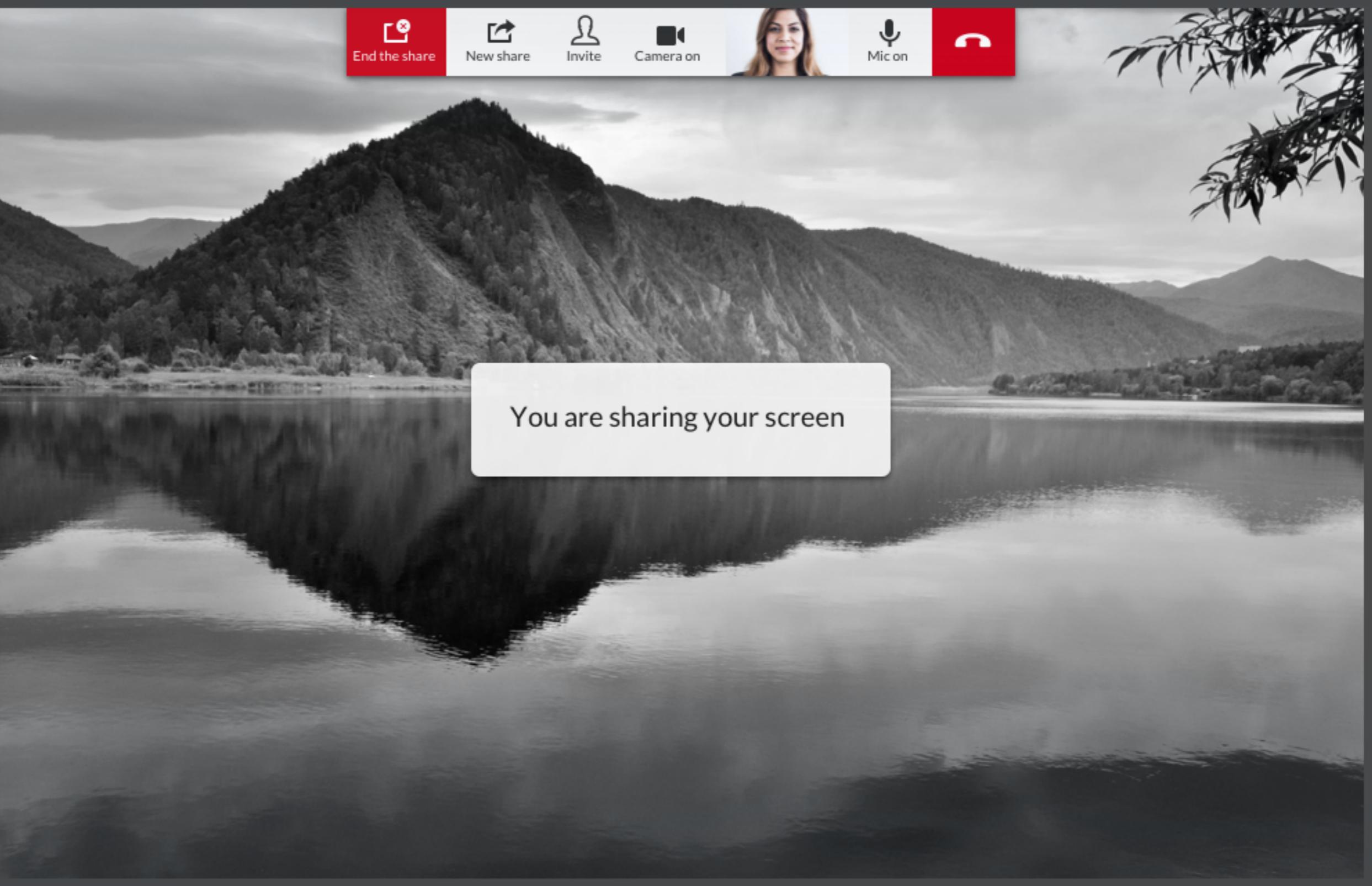
 New share

 Invite

 Camera on



 Mic on



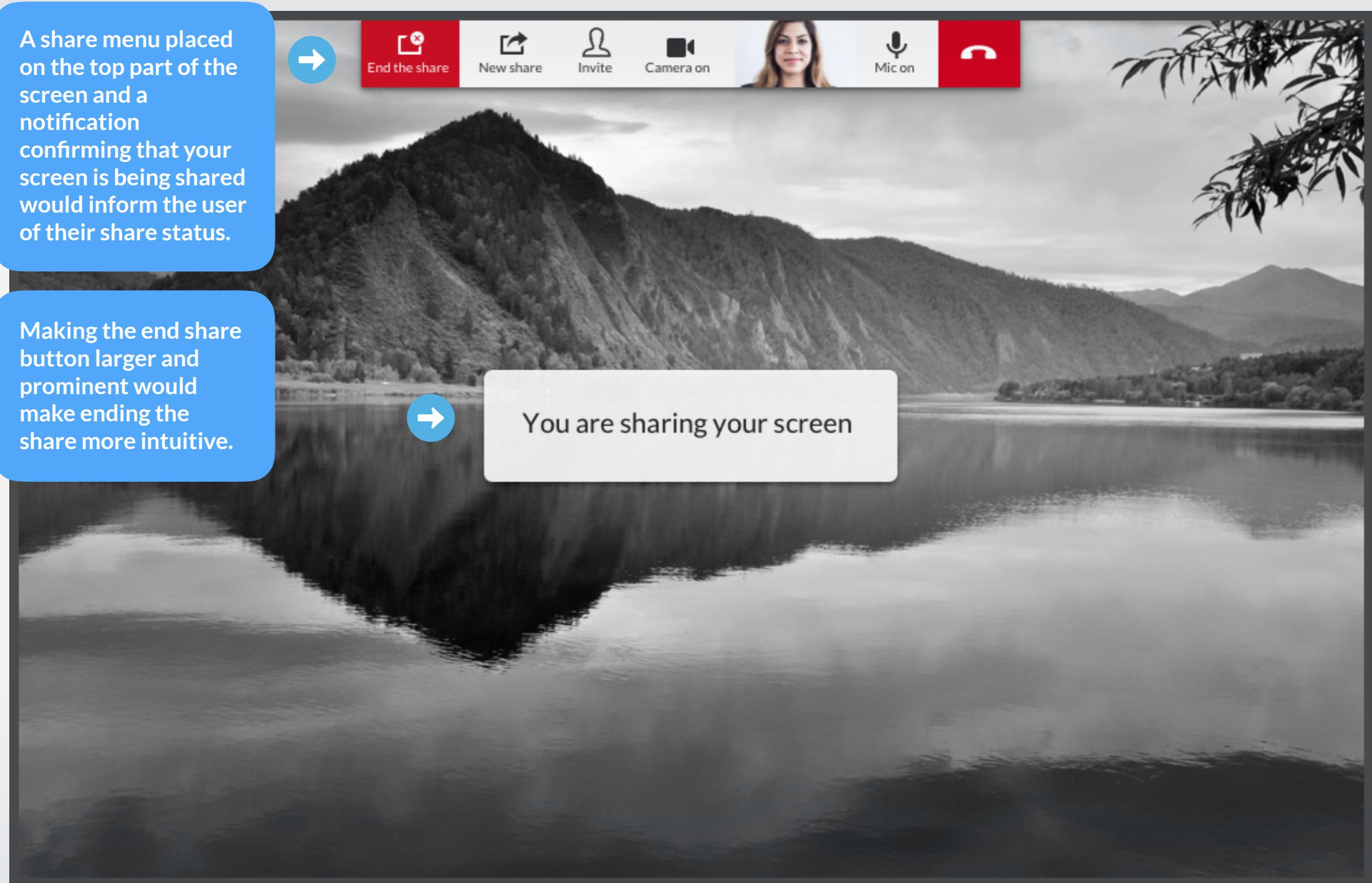
You are sharing your screen

## PROPOSED WIREFRAME

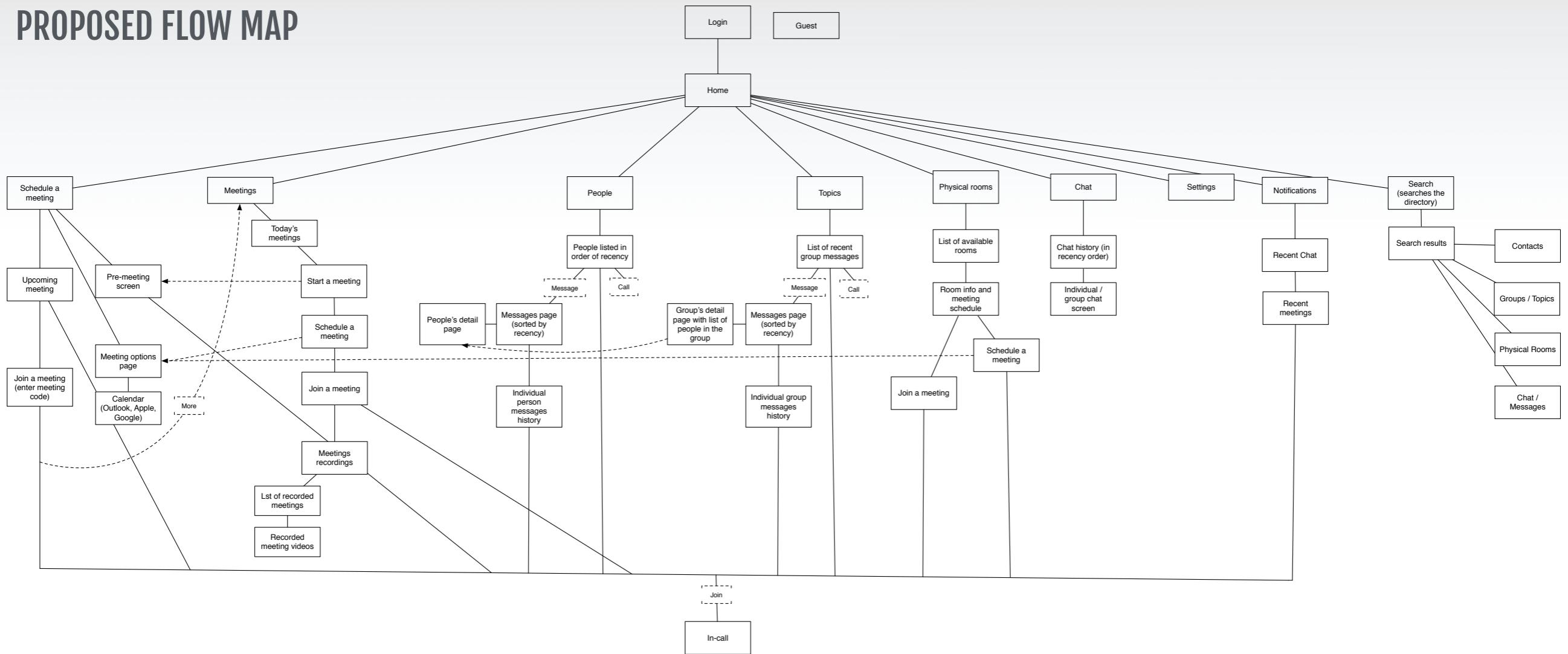
→ Changes based on usability test insights

A share menu placed on the top part of the screen and a notification confirming that your screen is being shared would inform the user of their share status.

Making the end share button larger and prominent would make ending the share more intuitive.



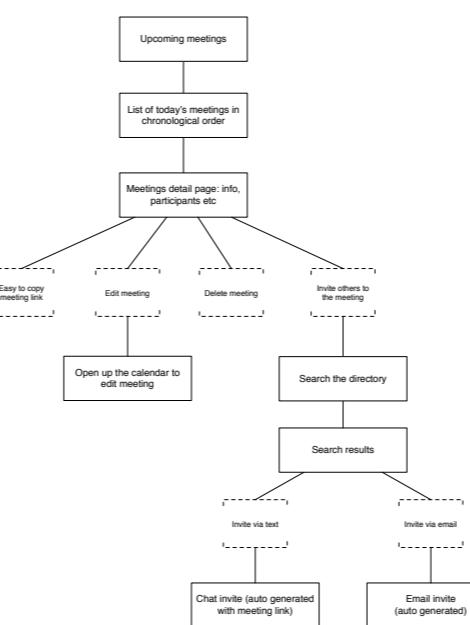
# PROPOSED FLOW MAP



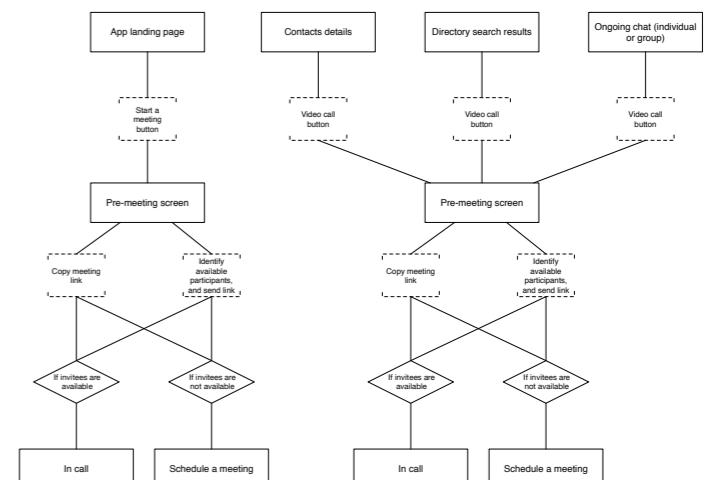
JOIN A MEETING



UPCOMING MEETINGS



START AN INSTANT MEETING (user is logged into the app)



# VISUAL DESIGN STUDIES

Welcome Back!

Maria Caperto  
<https://vidyocloud.com/12345>

YOUR NEXT MEETING IS AT 3 PM  
Outlook Calendar Stand up →

START A MEETING  
Invite guests for an instant meeting.

SCHEDULE A MEETING  
Invite guests for future meeting.

Join a Meeting  Join

Home Meetings People Topics Spaces Rooms Dial Chat Settings

May 18, 2017

1:00 PM Outlook Calendar Stand up →  
Organizer: Nick Fury

2:30 PM UX Review Session →  
Organizer: Amily Green

3:00 PM Daily Stand Up →  
Organizer: Alan Smith

5:45 PM Outlook Calendar Stand up →  
Organizer: Nick Fury

Start a Meeting Start

Schedule a Meeting Schedule

Outbound Dialing Dial

Recorded Meetings Record

Join a Meeting  Join

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Nolan Zupan (Host)

Roland Korte

Chantell Oppenheim

Gwyneth Wilczynski

Tillie Weible

Participants 5

⋮  
⋮  
⋮  
⋮  
⋮

Pin participant

Mute Mute

Turn camera off Turn camera off

Remove from call Remove from call

Meeting with long name goes here Devices Camera On Mic On Volume Record

Devices Camera On Mic On Volume Record

Participants 5

⋮  
⋮  
⋮  
⋮  
⋮

Meeting with long name goes here Devices Camera On Mic On Volume Record

Devices Camera On Mic On Volume Record



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9. meeting

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# THANK YOU

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in-call screen

participa...l-responsive

invite par...search 1

invite par...search 2

share 1

share 2