

HCI - Assignment 1 2024/2025

PlaySmart : Smart Sports Complex

João Pinho, 113602

Joaquim Martins, 115931

Guilherme Gabino, 114947

What's the problem?



Objectives

- Solving scheduling/communication issues
- Reducing no-shows for booked reservations
- Equal distribution of expenses
- Facilitating sports equipment booking



Competitor

Field



Competitor - Heuristic Evaluation

		Guilherme 114947	Joaquim 115931	João 113602	Median
Filter by facilities	User control and freedom	3	X	2	3
Booking issue	User control and freedom	2	X	3	2
Confusing mix of languages	Help and documentation	X	2	X	2

Competitor - Heuristic Evaluation

DATA / HORA

FILTRAR

Tipo de Jogo

☐ Padel

☐ Fut. 5

☐ Squash

☐ Fut. 11

☐ Ténis

☐ Fut. 7

Piso do campo

☐ Piso rápido

☐ Relvado

☐ Madeira

☐ Relvado Sintético

☐ Terra batida

☐ Borracha

☐ Cimento / Alcatrão

Tipo de campo

☐ Indoor

☐ Outdoor

Sobre este campo

Apenas alugueres para futsal. Alugueres que se destinem a outras modalidades serão recusados.

Acesso ao campo é feito pela porta das traseiras.

Access to the field is made through the back door.

Ver Disponibilidade

←

Março 2025

→

2ª

3ª

4ª

5ª

6ª

Sá

Do

1

2

3

4

5

6

7

8

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10

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25

26

27

28

29

30

31

23:00 - 23:30

23,00 €

23:30 - 00:00

23,00 €

23:00 - 00:00

desde 46,00 €

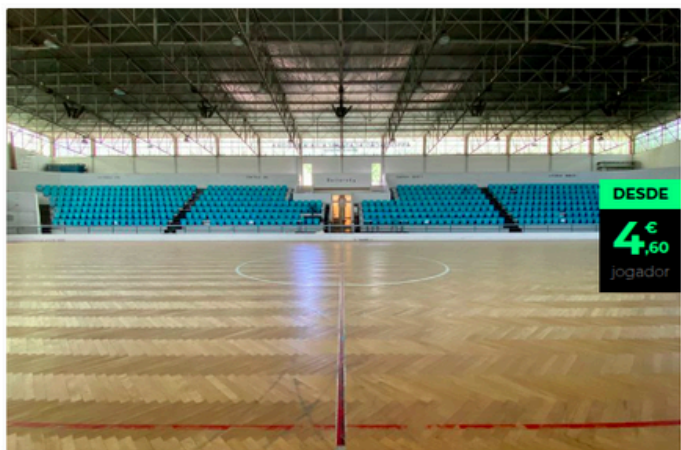
CONTINUAR

Competitor - Cognitive Walkthrough

Step #	7-a-side football field reservation	Will User Know What to Do at This Step? (Yes/No)	If the user does the right thing, will they know it is progressing towards the goal? (Yes/No)	Is Action Successful? (Yes/No)
1	Choose the field location using the website's filtering system	Yes	Yes	Yes
2	Select the desired field	Yes	Yes	Yes
3	Add the reservation time	Yes	Yes	Yes
4	Proceed to checkout	Yes	Yes	Yes



Todos os campos (35) perto de Lisboa



AAPP Rollersky
FUTEBOL 5 - AMADORA
★★★★★



ADCEO
FUTEBOL 5 - LISBOA
★★★★★



C.R.D Miratejo
FUTEBOL 5 - SEIXAL, SETÚBAL, MARGEM SUL
★★★★★

Ver Disponibilidade

Março 2025						
2ª	3ª	4ª	5ª	6ª	Sá	Do
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

23:00 - 23:30 23,00 €

23:30 - 00:00 23,00 €

23:00 - 00:00 desde 46,00 €

CONTINUAR

Confirma a tua reserva

AAPP Rollersky
11 Março 2025, Terça-feira
Futebol 5

[Editar data e/ou horas](#)

23:00 - 23:30 23,00 €
23:30 - 00:00 23,00 €

Total 46,00 €

Adicionar Promocode

ADICIONAR

Pagamento

- ☐ Cartão de crédito
☐ Referência Multibanco
☒ MB Way

A reserva só será confirmada depois do pagamento.

PT (+351) ▼



Cancelamento grátis até 48 horas antes do jogo

SWOT Table

SWOT Element	HCI Focus
Strengths	Simple and effective application that delivers what the user needs without difficulty.
Weaknesses	Unclear booking status, lack of a back button, mixed languages, issues managing time slots, important information not easily accessible.
Opportunities	Implementation of a PT/EN button, improved visibility of essential information, automatic suggestions based on past bookings.
Threats	Competition from other field booking applications that solve the cost-splitting issue.

Users Interviews

- Accumulation of points for bookings made through the app, which can later be redeemed for benefits. It was also suggested to offer a discount for users who book a field through the app.
- Having an admin page on the website for pavilion administrators to input information about the venue, such as being closed.
- When a reservation is made, send the information to everyone who has been "invited" to accept the invitation. For 5v5 football, if fewer than 10 people accept the invitation, the reservation is automatically cancelled.
- If there is a group wanting to play 11v11 football, and there are missing players, the app should assist in finding the missing players.

Personas



Name	João Esteves
Age	21
Occupation	Student
Location	Aveiro, Portugal
Goals	He wants a quick and easy way to find and book sports fields near him.
Pain Points	The booking process often requires phone calls or travel.
Motivation	"I want to book a game quickly and without hassle. I just need to know where there are available fields and split the costs with my friends without any trouble."



Name	Manuel Ferreira
Age	45
Occupation	Sports Complex Manager
Location	Porto, Portugal
Goals	He wants a platform that makes it easier to manage climbing session bookings.
Pain Points	Time wasted with manual bookings and disorganized schedule management
Motivation	"I want to manage my climbing space more efficiently. If customers can book online and I can easily update schedules, I can focus on improving the service and attracting more people."

Use context

Scenario 1: João organizes a football game

- João struggles to organize football games due to the manual process of booking a field , he discovers a new sports booking app through a recommendation from a friend, the app suggests available football fields with clear times and prices.
- He can invite friends directly via WhatsApp, simplifying communication, the group confirms participation with just one click, the app integrated cost-splitting feature eliminates uncomfortable payments.
- João receives a reminder notification with booking details, including the address and time.

Use context

Scenario 2 - Manuel modernizes his sports complex

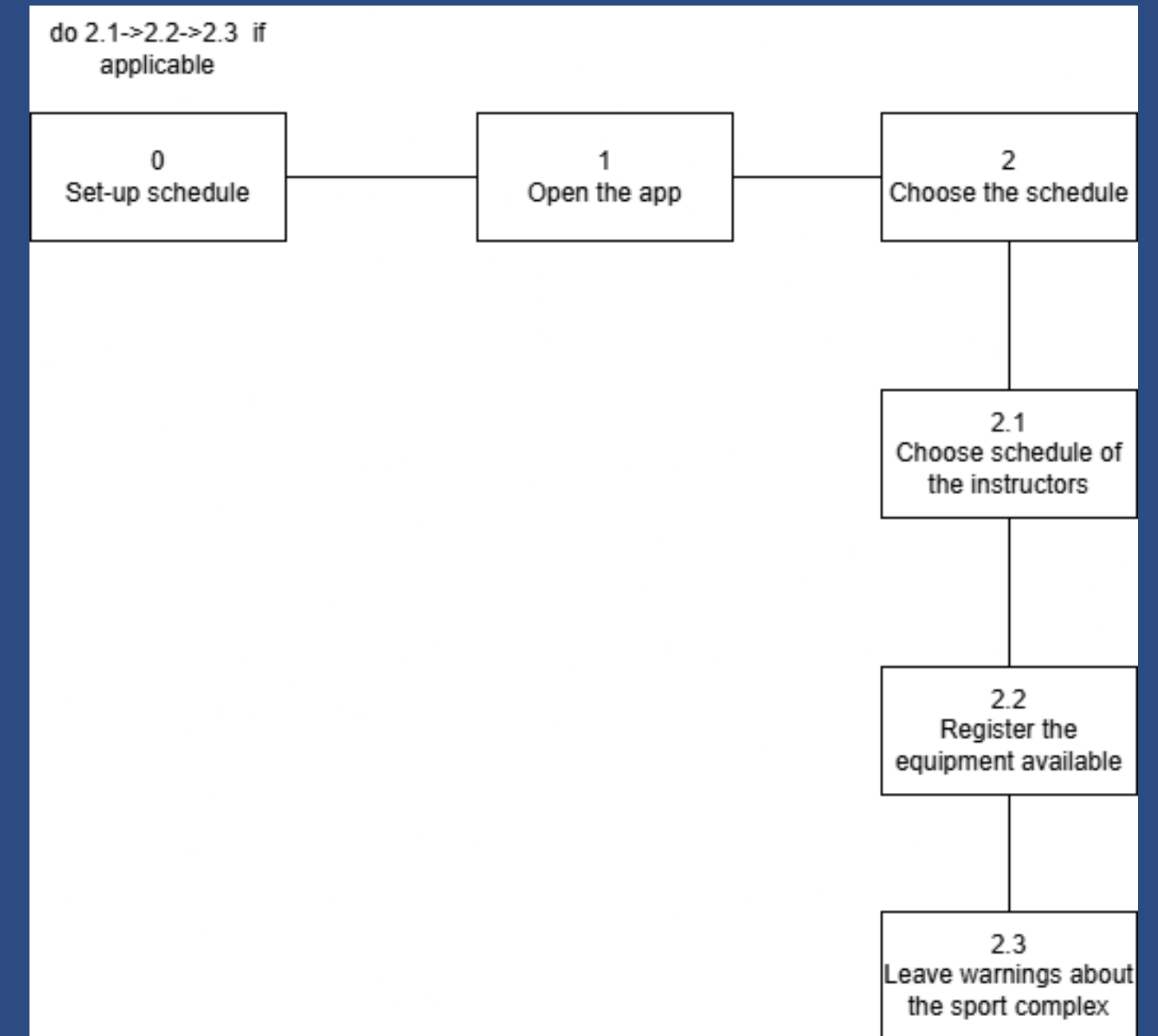
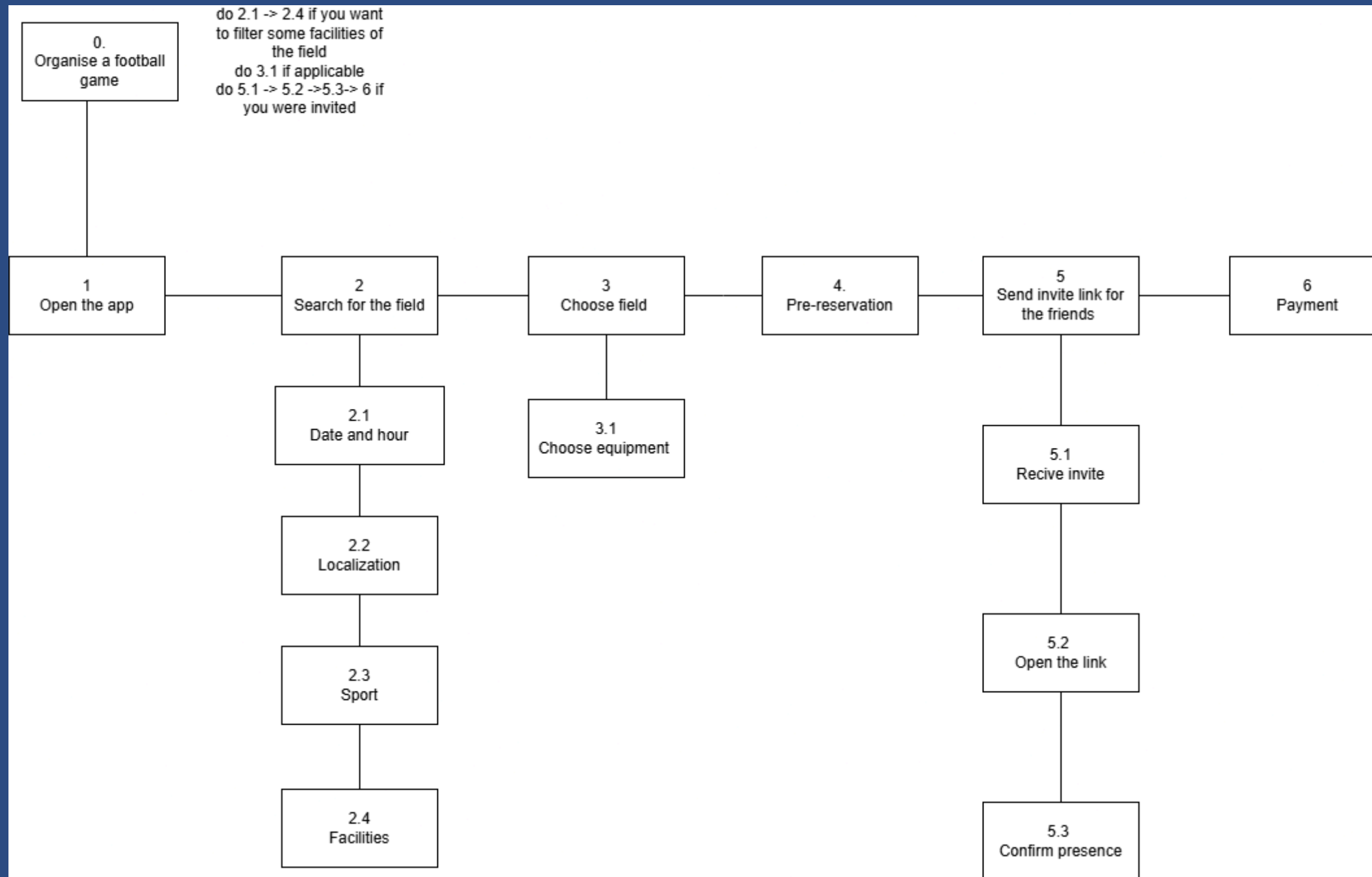
- Manuel struggles with manual booking processes while managing his sports complex, he receives constant calls from customers about availability, instructors, and events, the constant phone calls make it hard to focus on other areas of the business.
- A friend recommends a sports booking management platform, Manuel creates a profile for his complex and sets available hours, maintenance periods, and rules to avoid no-shows, customers can now book climbing sessions online, choose with or without an instructor, and receive automatic confirmations.
- Manuel can send instant notifications about schedule changes, preventing confusion.

Use context

Scenario 3: João is invited to a game

- João receives a notification from a friend who organized a football game through the app. The message includes the time, location, and a link to confirm participation.
- Since João already has an account on the app and money in his virtual wallet, he accepts the invitation with just one click.
- The reservation fee is automatically split between the participants, making the payment process quick and hassle-free.
- On the day of the game, João receives a reminder with the event details, including the time and location.

Tasks



Requirements

Non-Functional Requirements	Funtional Requirements
The application must function 24/7	Display a list of available sports fields for booking.
The application must have a secure payment system	Send notifications to users about the booking confirmation.
The application must be compatible with various devices, such as smartphones, tablets, and desktops.	Cost splitting with all participants
User data, including payment information, should be encrypted and stored securely.	Filter the fields by facility
	Deposit in case of cancellation 24/48 hours before the booking.
	Admin space for sports complex managers.
	Cancel the reservation in 5 hours, if no confirmation from the clients

Possible tools

HTML



CSS



Group Assessment

Effort of each member

- João Pinho, 113602 - 33,3%
- Joaquim Martins, 115931 - 33,3%
- Guilherme Gabino, 114947 - 33,3%

Self-evaluation

15 out of 20