

GROUP 12

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Where Paws and
Appointments Meet!

Problem

- Busy lifestyles make it hard to properly care for dogs.
- Owners struggle to juggle demands of work, social life, and chores with needs of pets.
- Dogs don't get enough grooming, vet visits, exercise, and training.
- Owners feel stressed and guilty.



User Analysis



- **User Class:**

- Busy parents
- Frequent travelers
- Elderly/disabled
- Low-income owners

- **User Goal:**

- Provide affordable options for dog care
- Facilitate reliable pet
- Provide updates on their dog care

Scenario

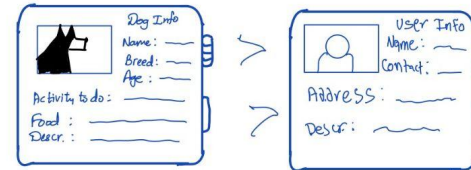
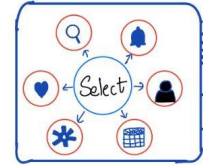
- John is a busy marketing manager who travels for work
 - Him and his wife Sarah struggle to care for puppy Lucy
 - John has a 5-day conference requiring travel
 - Downloads the EasyCare app to schedule dog walker
 - Schedules sitter to take Lucy to vet appointment during trip and sets up multiple walks for Lucy
 - Checks app before trip and sees Lucy's schedule
 - Feels reassured about Lucy's care during work trip

Sketches

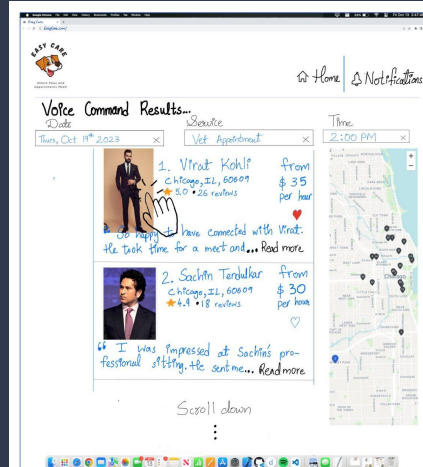
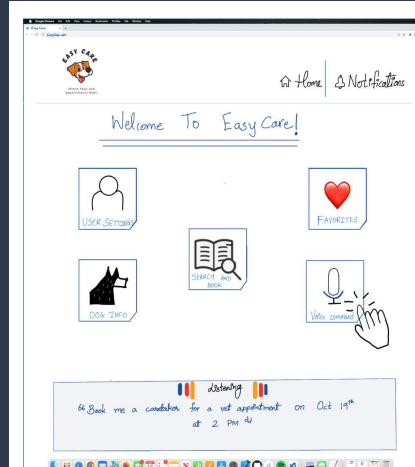
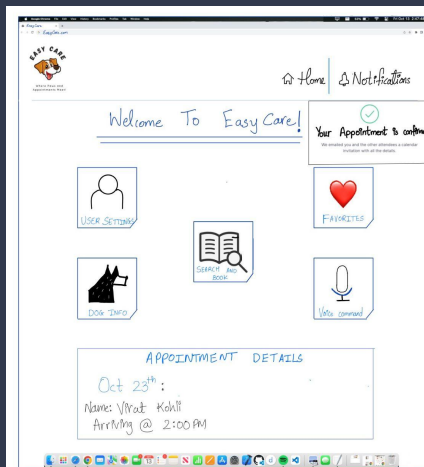
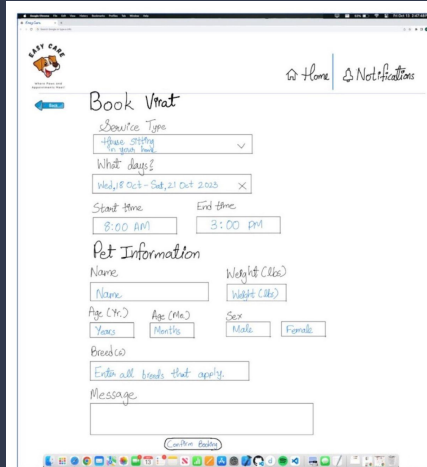
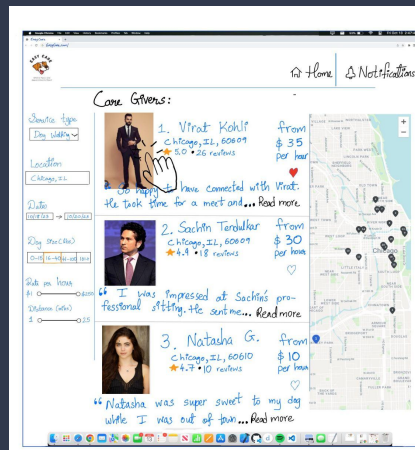
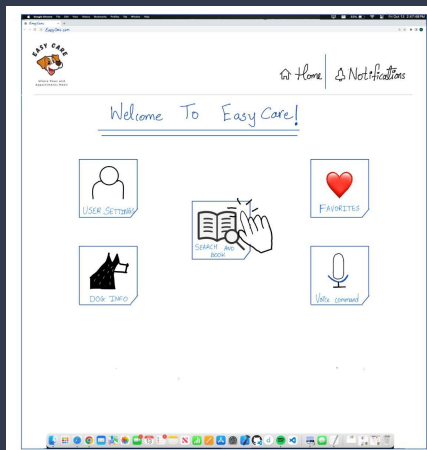
- What did we learn from the sketches?
 - Helped us lead to the required components for the features.
 - Combining individual parts can help us to come up with a UI that is going to increase the usability.
 - Coming up with different layouts for different devices can be challenging

Design 3 : For Elderly / disabled

For elderly
user now



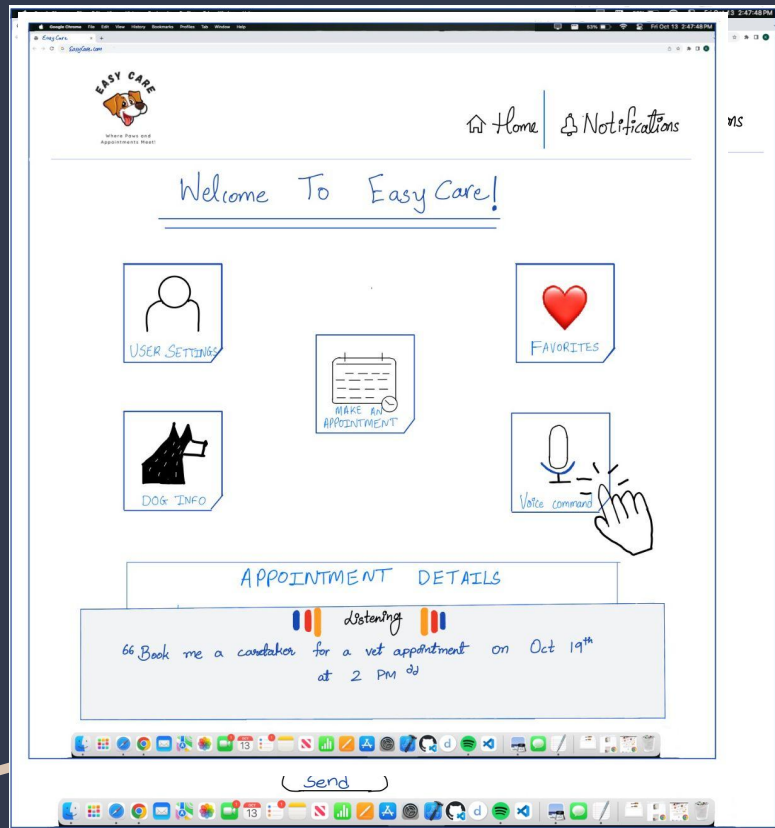
Paper Prototypes



User Tasks

1. Look for dog sitters within 5 miles of their current location
2. Reserve a 60-minute dog walking session for 23rd October
3. You are cooking, so with the use of the voice assistant, find a service provider to take your dog to the vet appointment on 24th october at 2pm

User Testing



- Search Functionality Issue
 - Difficulty finding the option to search for dog sitters within a 5-mile radius.
 - Lack of a visible search button on the home screen.
 - Users unsure how to initiate a search for a local dog sitter.
- Appointment Scheduling Issue
 - Users couldn't find input fields to specify start and end times for dog walking appointments.
 - Resulted in frustration and confusion when trying to schedule a 60-minute time slot on a specific date.
- Voice Search and Caregiver Selection Issues
 - Users struggled to effectively use the voice search feature to find caregivers.
 - Presented with a list of caregivers but lacked necessary details to confidently select one.
 - Inability to refine or alter search parameters using voice commands.
 - Users experienced confusion and frustration when using the voice interface.

Thank you!