

HOME REPAIR AND SERVICES APP

Stage Three
November 8, 2020



Prepared by TEAM Q
Aarti Barakale
John Leanard Valencia
David Akobundul

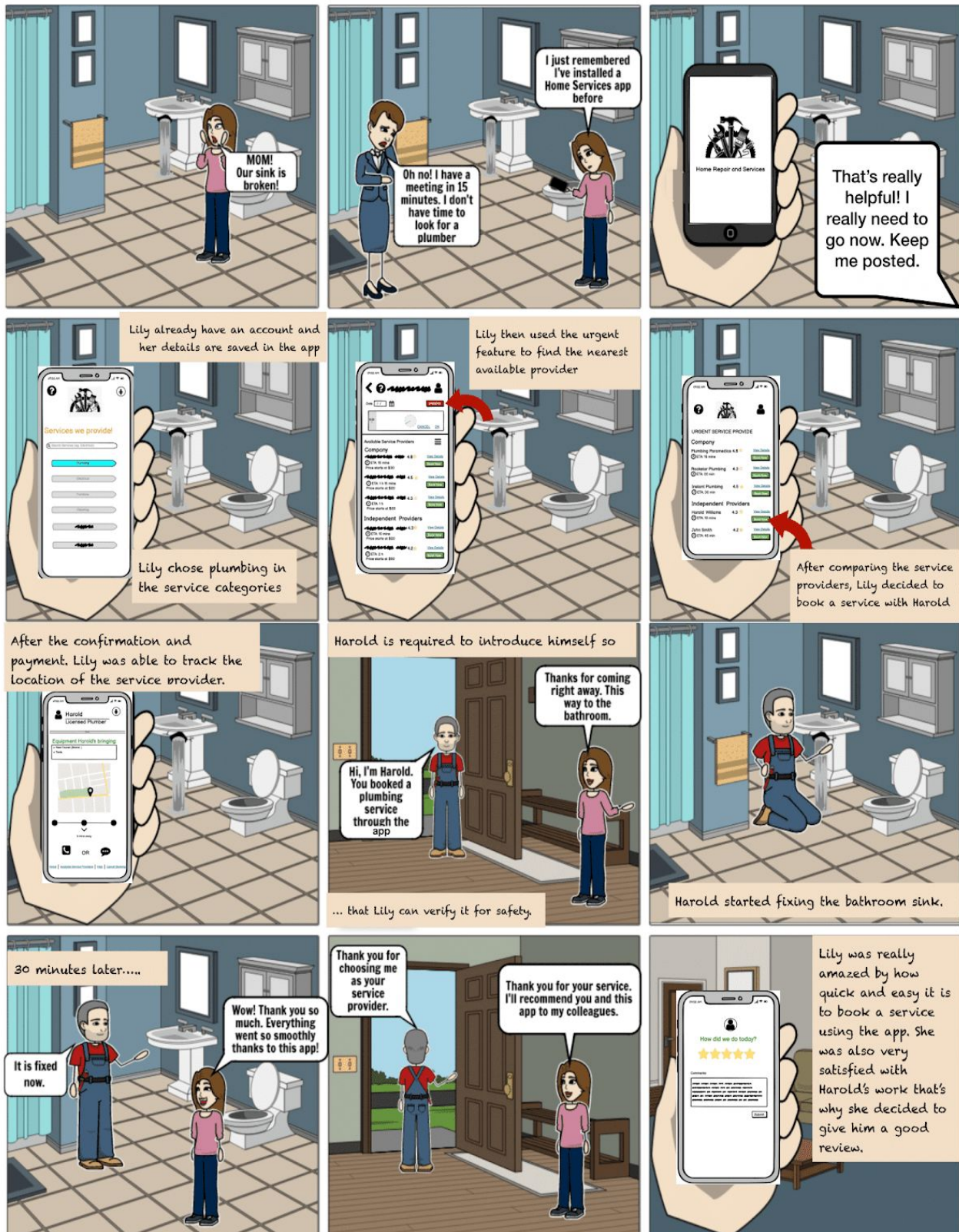
Prepared for : Lorans Alabood
Philmo Gu
T04

Project Description

Homeowners or tenants are likely to face stressful situations when dealing with unforeseen circumstances in the house such as leaking faucet, clogged sink or a broken furnace. The Home Repair and Services App is a mobile application that aims to remove the stress of finding a service provider and booking a service. It will provide home services such as plumbing, electrical, cleaning and paint works to users. The app aims to provide convenience to users by bringing all the home services needed by the customer available in one app. The app also aims to widen the reach of service providers through the mobile app. The app will be primarily used by customers such as homeowners or tenants who are looking for a specific home repair or services. Home service providers will also use the app to provide their service to the users of the app. Customers are expected to use the app to search for a specific home service and find the nearest service provider from their location. Customers are also expected to make inquiries, book appointments, make payments and give ratings using the app. Customers are expected to use the app to find urgent service providers for problems that require immediate fixing. Service providers are expected to use the app to provide answers to customer's questions, confirm appointments and give promotional offers to customers. Service providers are also expected to use the app to manage and advertise their service and to track their earnings.

User Task Descriptions

Must be included	Prototype
Customers can search the given categories of services (eg: plumbing, electrician). This will also let the customer to filter or sort the search results based on location, price and customer ratings.	Vertical
Customers can choose the time and date for the appointment and book the appointment.	
Customer can communicate with the service provider using the live chat feature	Horizontal
Customers can give reviews and ratings for a service provider and can also see the reviews of others for a specific service provider.	Vertical
Important	
Customer can have access to a list of providers that provides urgent services using the urgent service requirement feature	Vertical
Customer can choose from different payment options	Horizontal
Service Providers will be able to see their earnings	Horizontal
Could be included	
Customers will be able to track home service providers on their way to the customer's home.	Horizontal



Cognitive Walkthrough Evaluation

Process

For the cognitive walkthrough evaluation, we referred to the user tasks that we discussed with the TA and we mapped out the order of execution for every task. This helped us to see the steps needed for users to perform certain tasks. When considering every task, we questioned ourselves on how easy it would be for users to intuitively carry out such tasks using our app. We also investigated whether users would actually carry out said tasks in reality and whether they had a real motivation to carry out those tasks.

Findings

This process generally gave us a unified understanding as to how our app actually works in terms of task execution as doing it while referring to the lo-fi prototype allowed us to visually see what needed to be done to carry out user tasks. Firstly, it helped us realize that a finish payment button was needed after a user selects a payment method as our current prototype has it that selecting a payment method automatically processes a payment but that may be unclear to users. The cognitive walkthrough also showed us that the ability to view available appointment times of a service provider was one of the key tasks that was not included in our initial task list. The cognitive walkthrough made clear to us that our app does not have any unneeded tasks and all of the tasks offered by our app is important in their own way.

Reflection

What went well?

The brainstorming sessions were really helpful because it helped us produce and compare ideas about the mobile app. The sketches provided us with a variety of innovative perspectives which are completely different from our individual ideas. This ideation process also produces features that will be really useful for the app which are not included from the tasks we have previously such as quick fix tutorial and earning page. The affinity diagram was really helpful in organizing and matching ideas to produce a promising idea for the app. The storyboard also helped us visualize how the app will be used and in what scenario it can be used. The Cognitive Walkthrough Evaluation also played an important role for this project as it gave us feedback and an opportunity to improve our user tasks and low fidelity prototype.

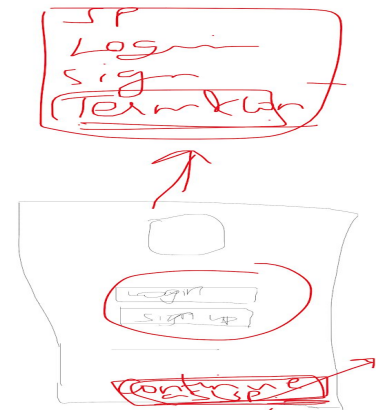
What went wrong and What would you do differently ?

We had trouble doing the affinity diagram because our initial idea on how to do it is different from how it is supposed to be done. We also had to cram some parts of the project due to the midterms and assignments that we had from the previous two weeks. Now that we already understand how to correctly do the affinity diagram, we will be able to maximize its benefit for our future projects. Moving forward, we will make sure to manage our times better to make sure that we can deliver the deliverables less stressfully.

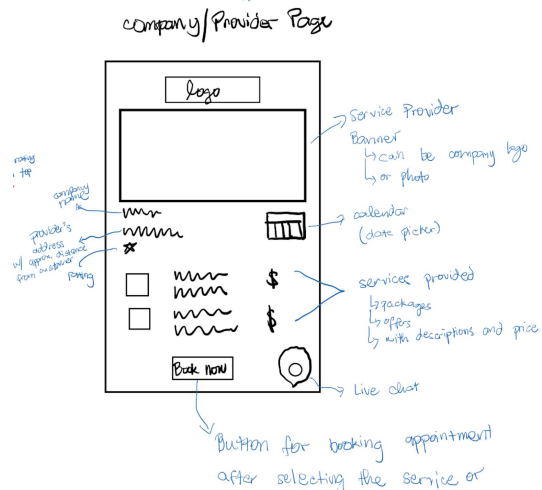
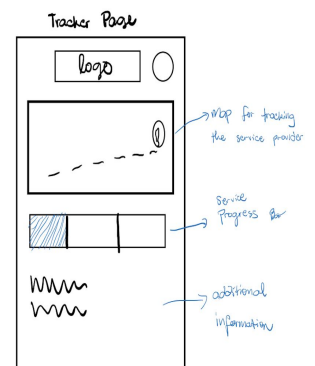
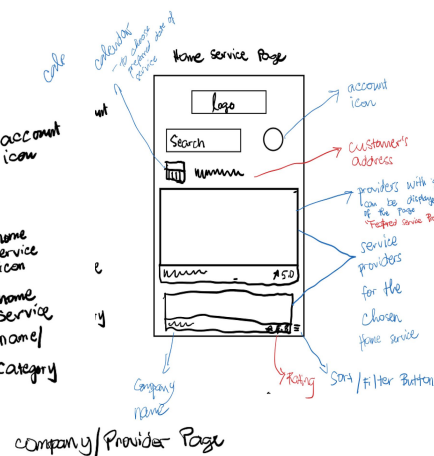
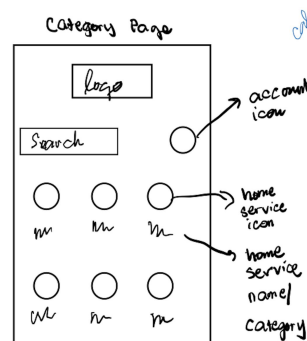
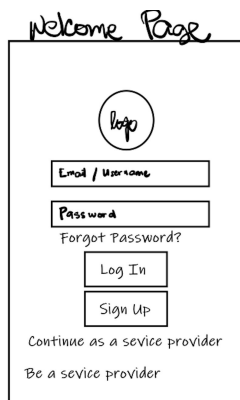
Appendix

Sample Sketches

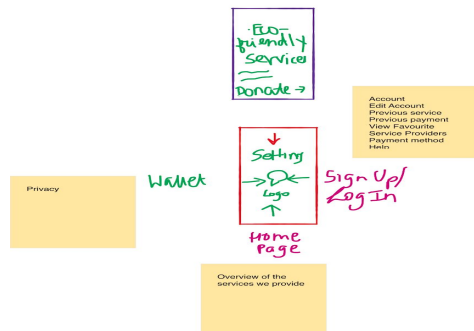
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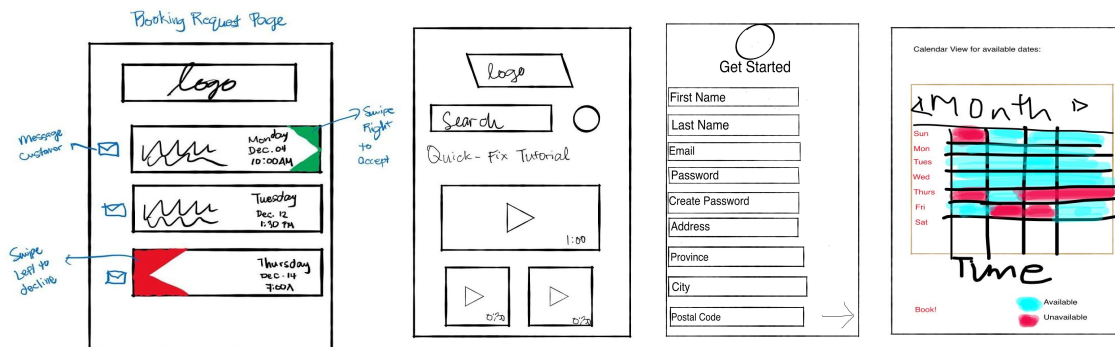
Brainstorming Session 2:



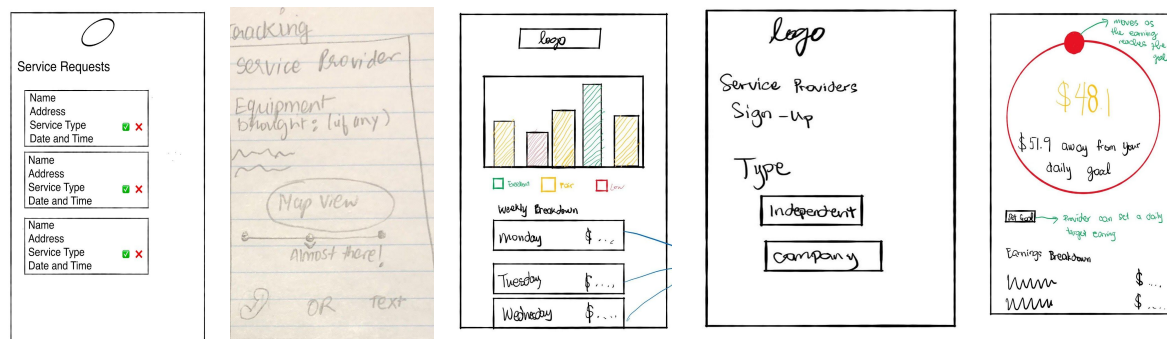
Brainstorming Session 3:



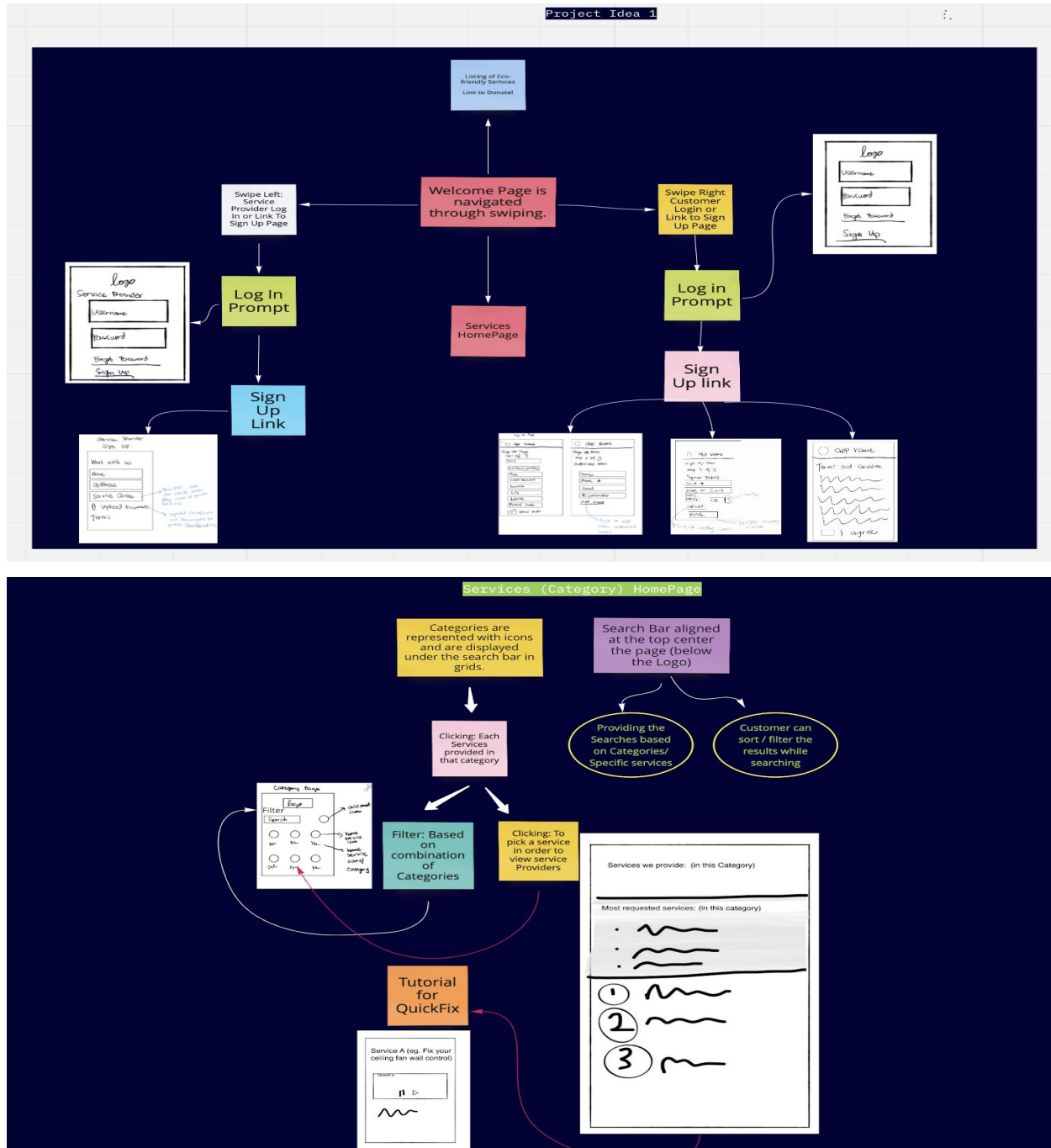
Brainstorming Session 4:

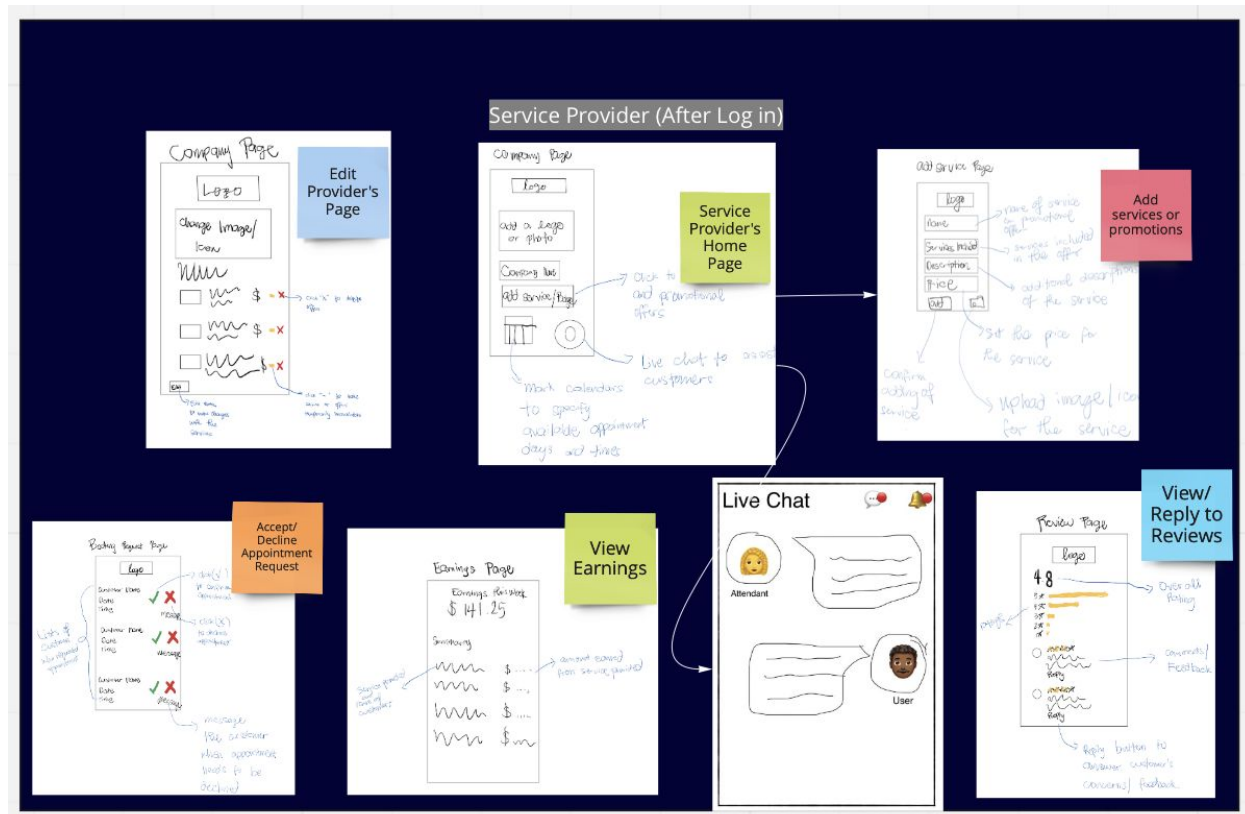
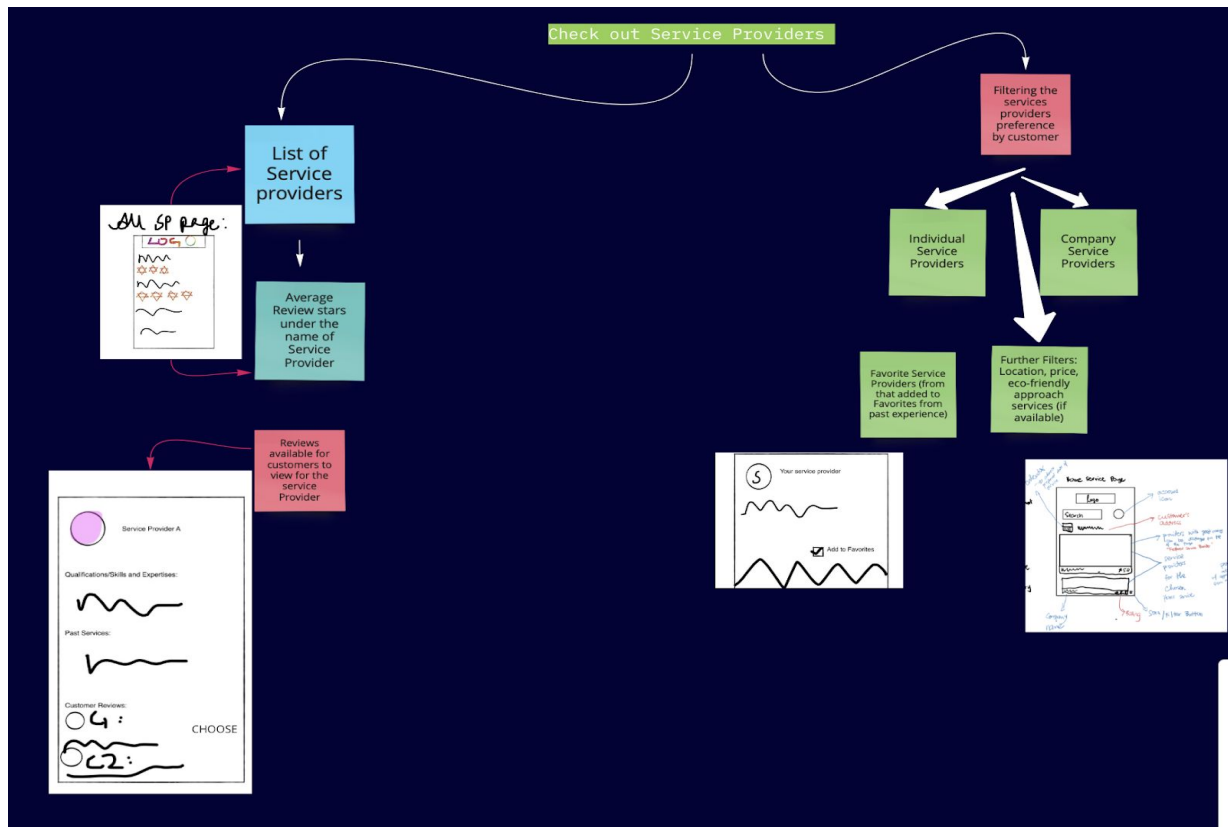


Brainstorming Session 5:

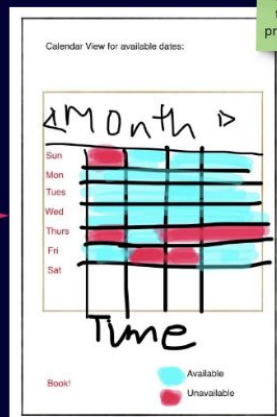
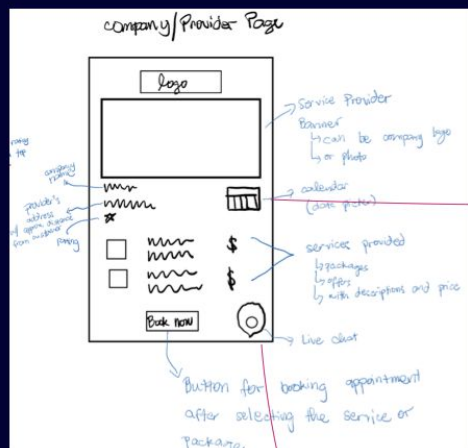


Affinity Diagram

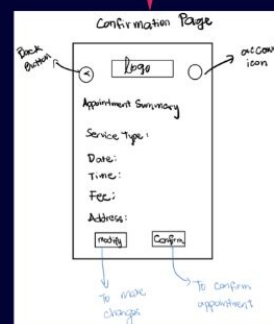
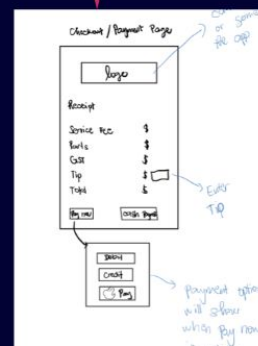




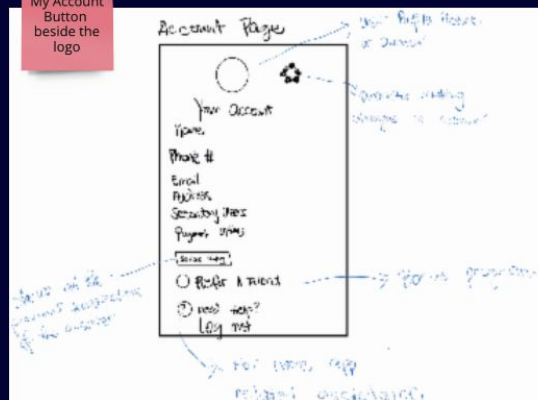
MY SERVICE PROVIDER PAGE (Viewed by the customer)



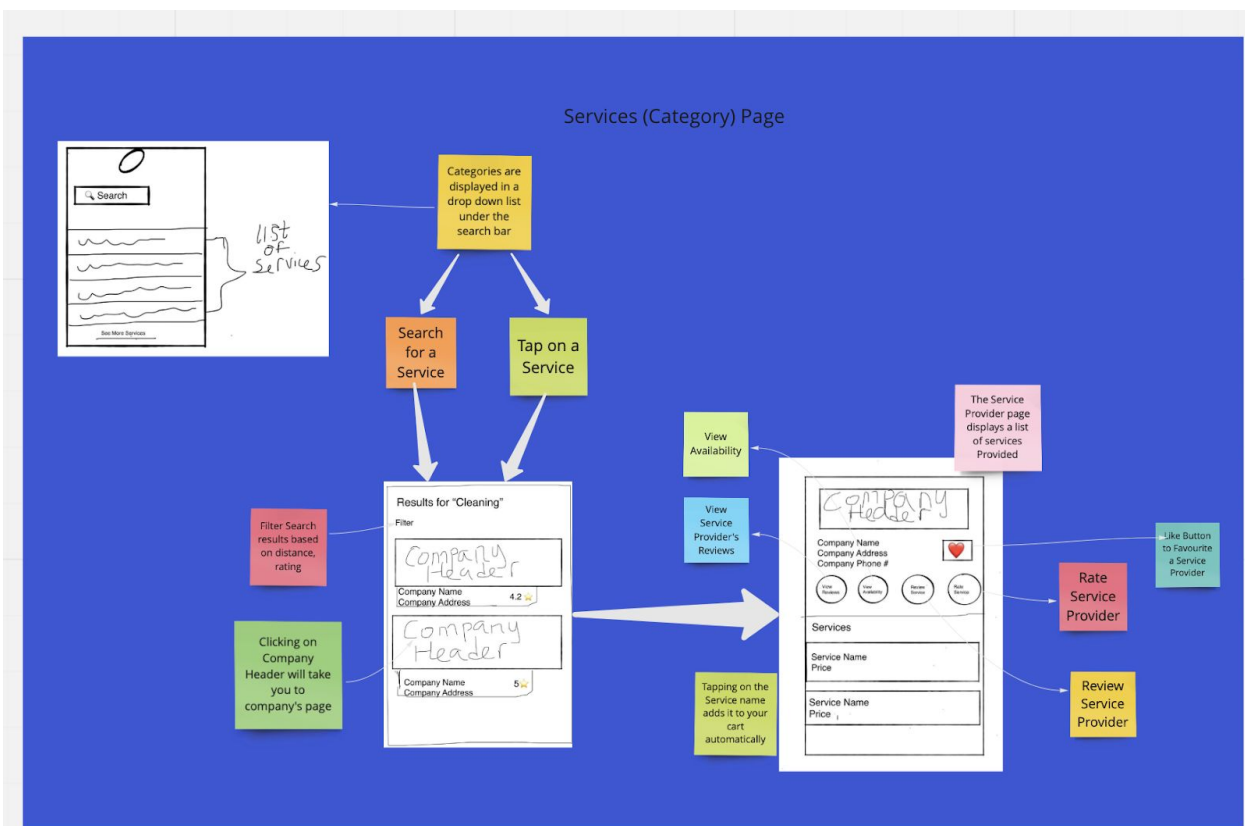
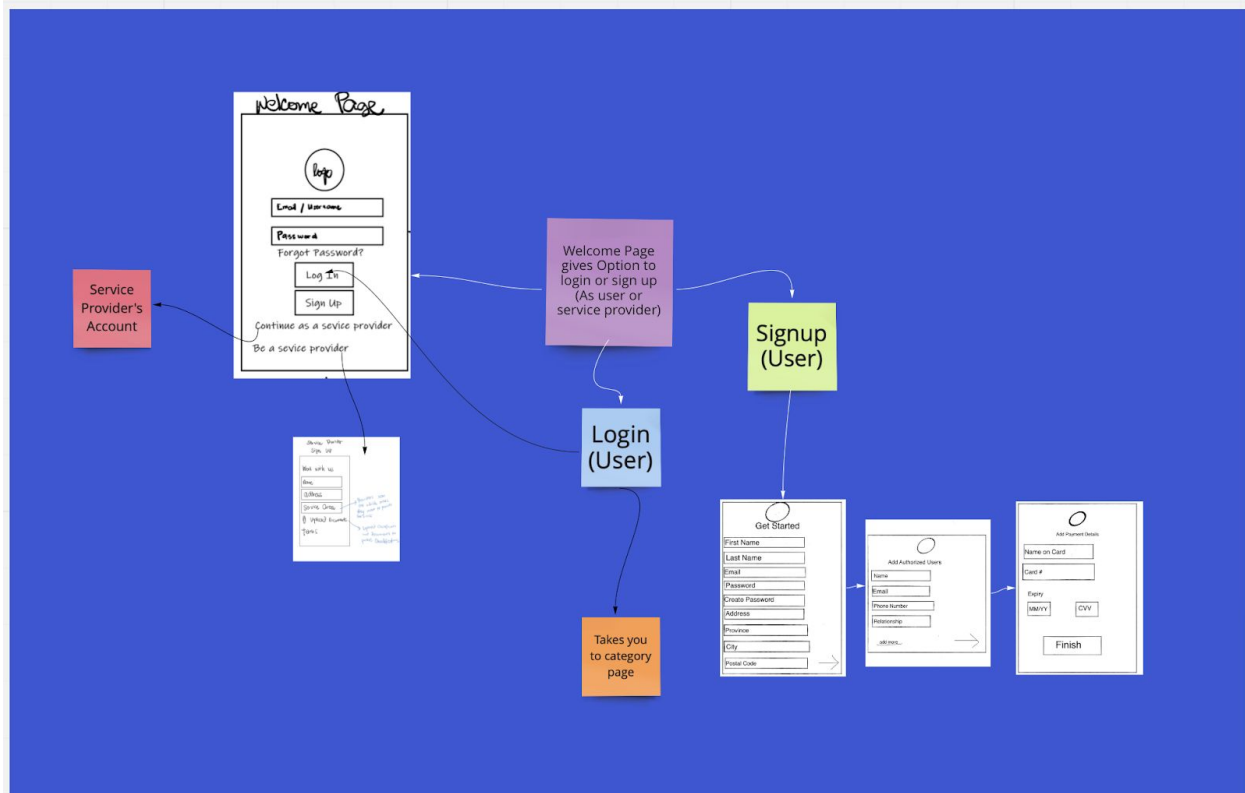
Pick the available time and press BOOK!

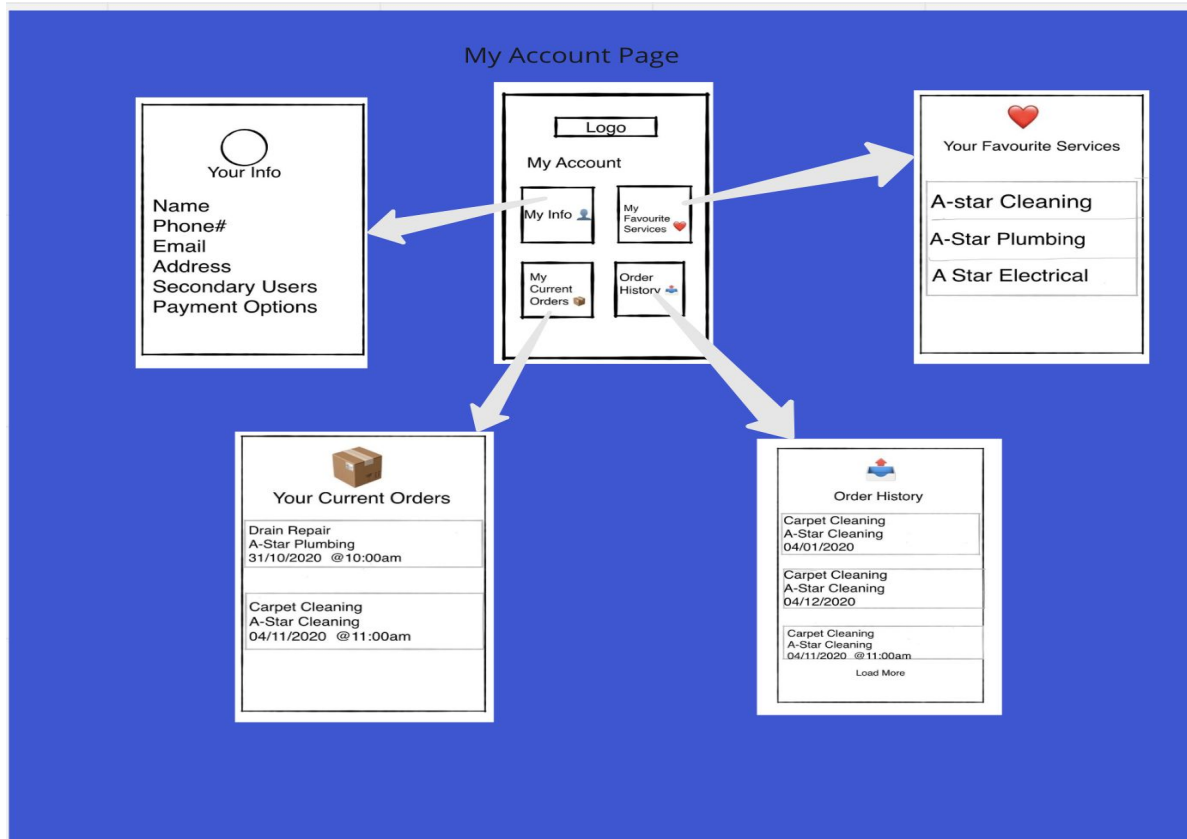
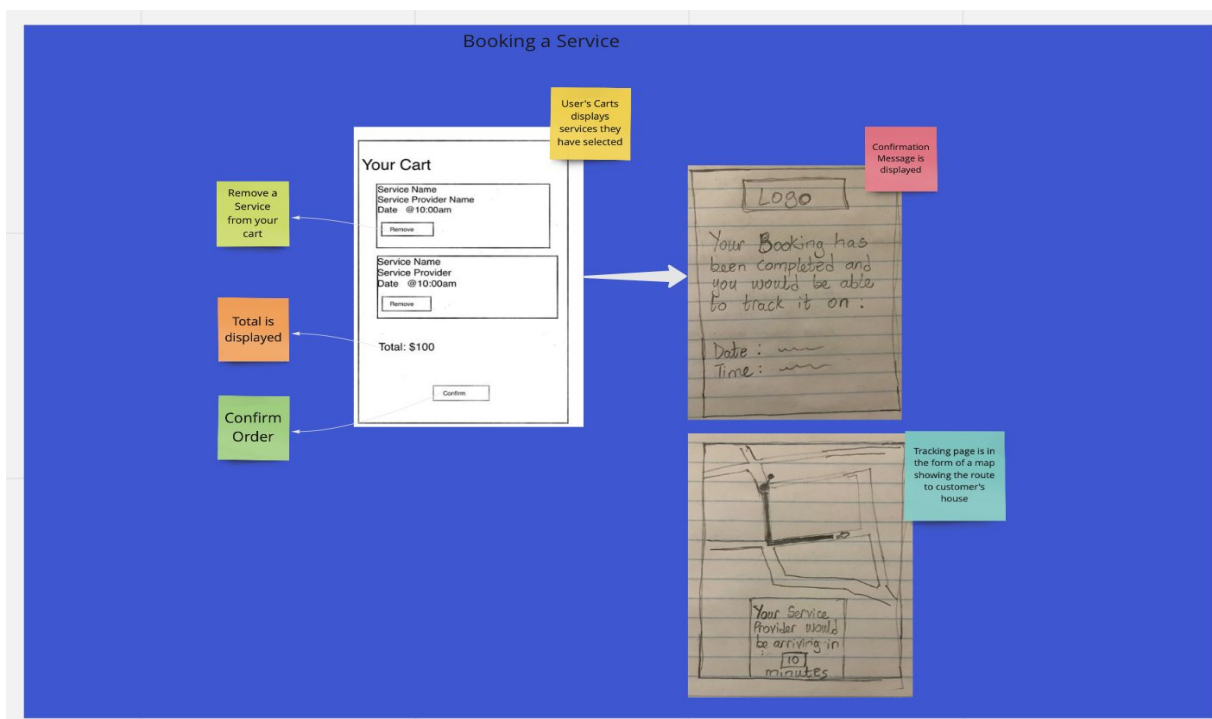


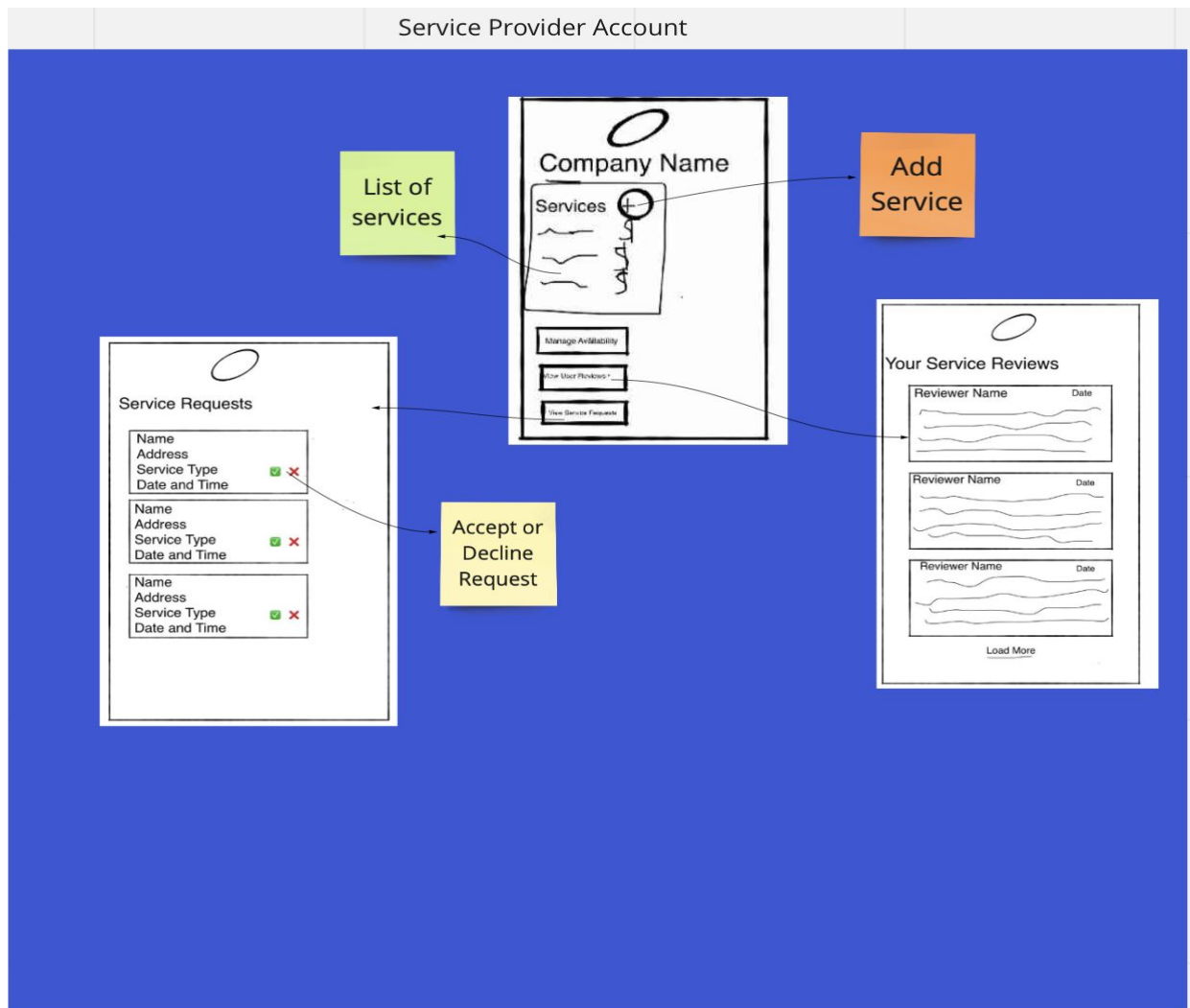
My Account Button beside the logo



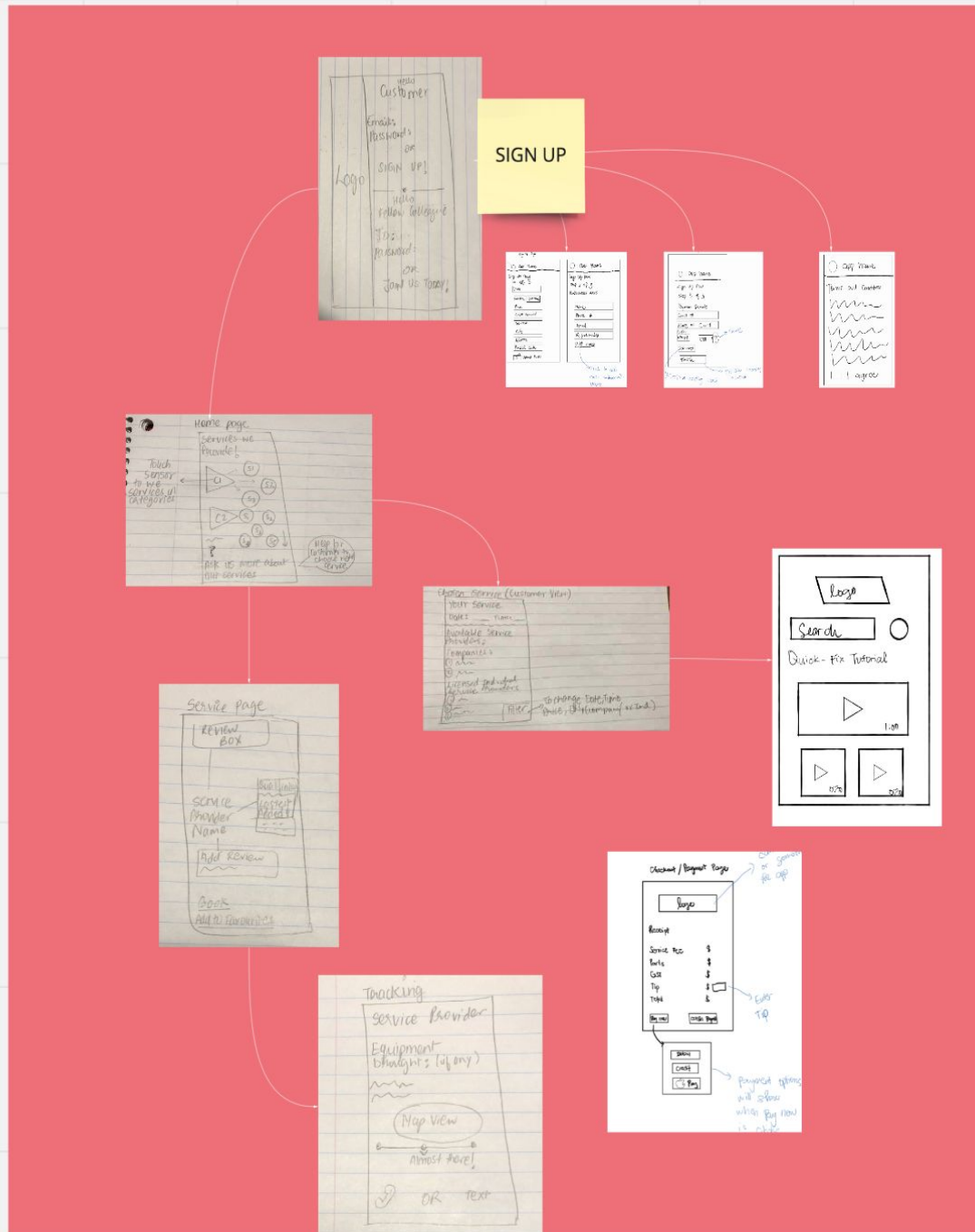
Project Idea 2





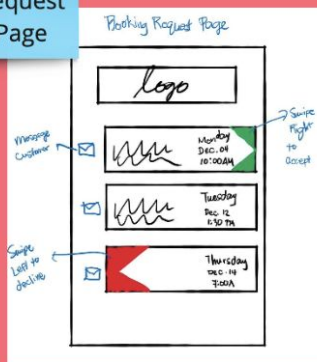


Project Idea 3

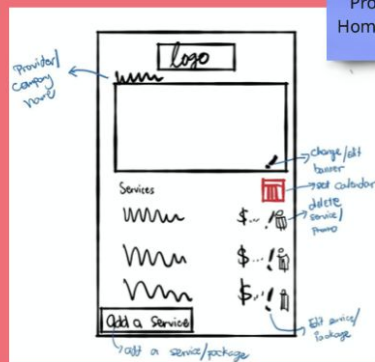


Service Provider (After Log in)

Booking Request Page



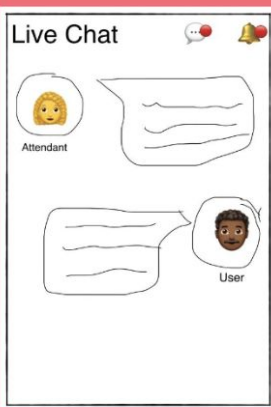
Service Provider Home Page



Reviews

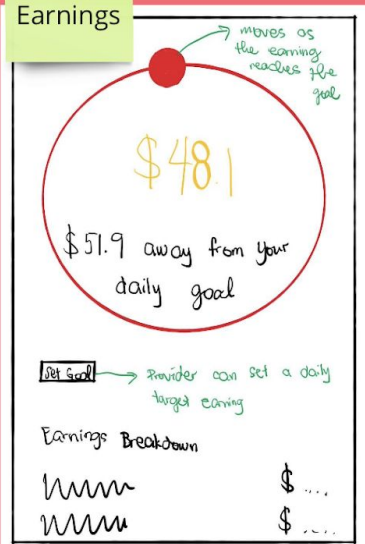


Live Chat



Service Provider's Earning Page

Daily Earnings



Weekly Earnings

