

# HOME REPAIR AND SERVICES APP

Stage Three  
November 8, 2020



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T04

## Project Description

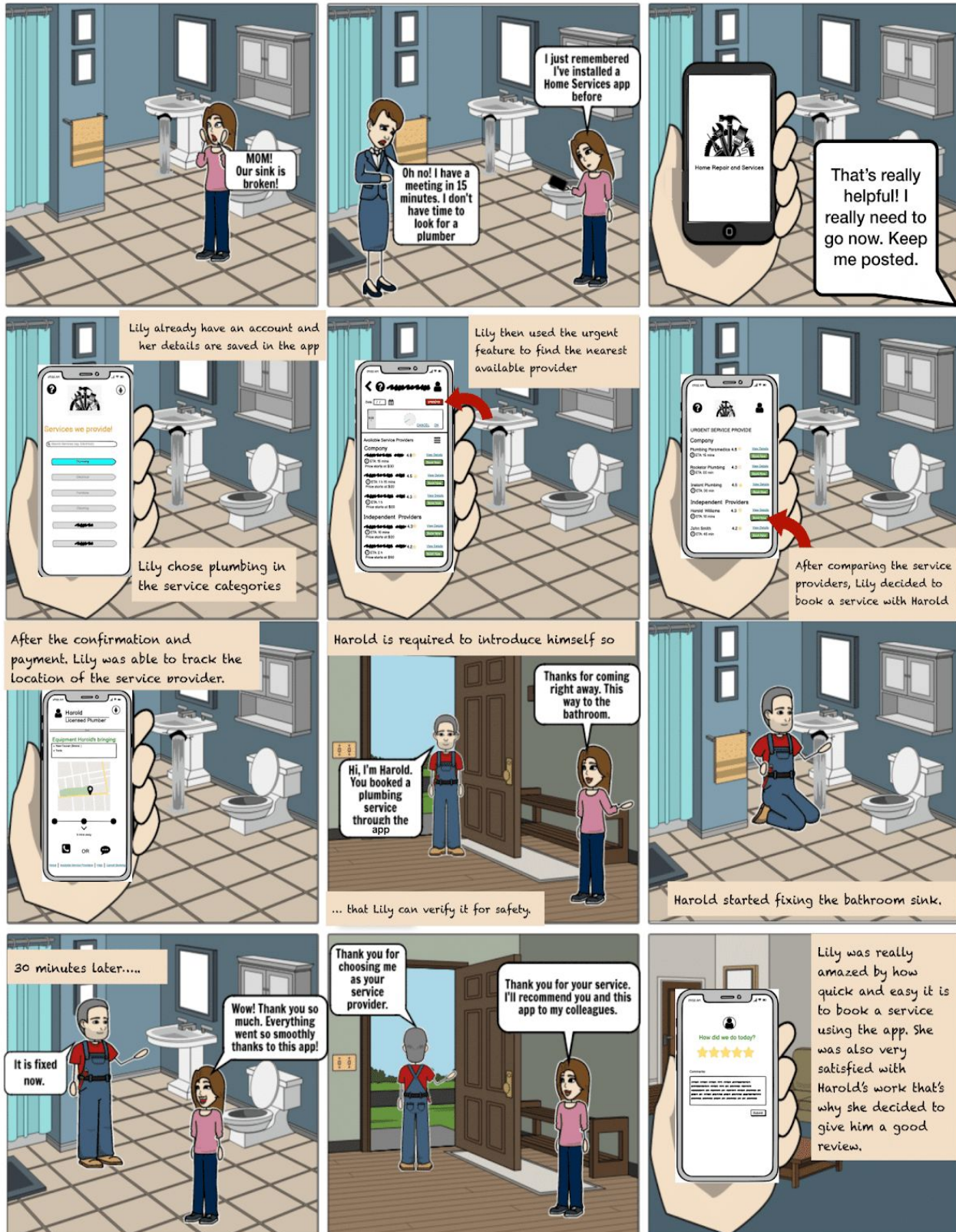
Homeowners or tenants are likely to face stressful situations when dealing with unforeseen circumstances in the house such as leaking faucet, clogged sink or a broken furnace. The Home Repair and Services App is a mobile application that aims to remove the stress of finding a service provider and booking 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



## Storyboard



## 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.

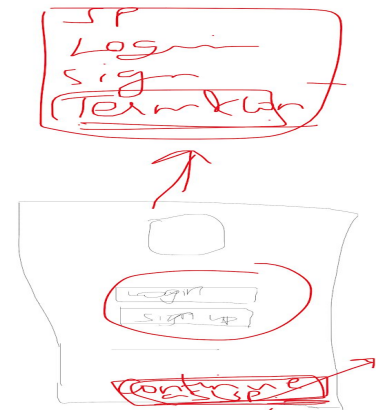
### What went wrong and What would you do differently ?

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.

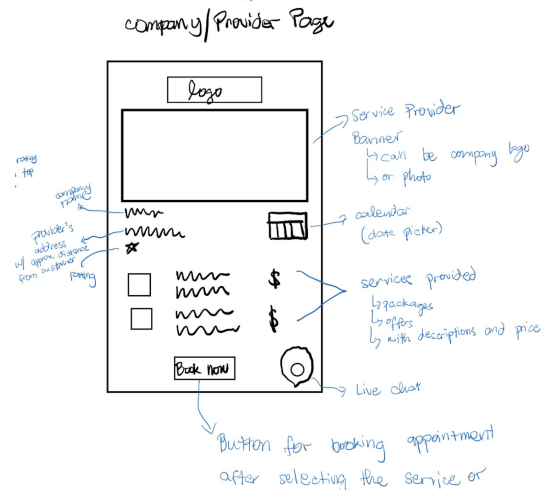
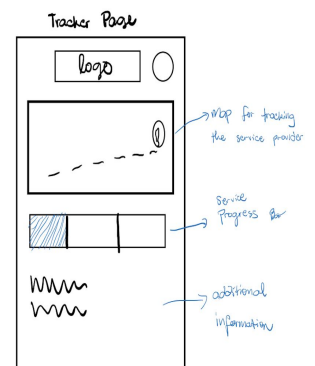
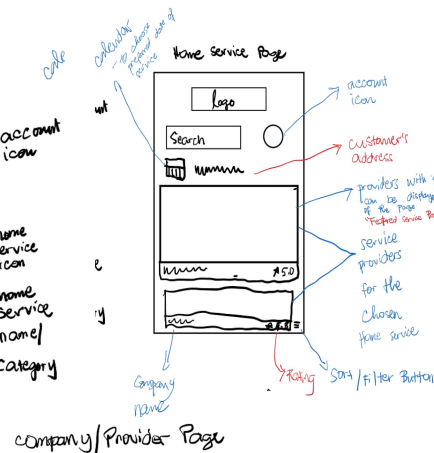
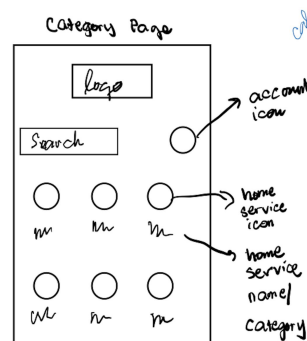
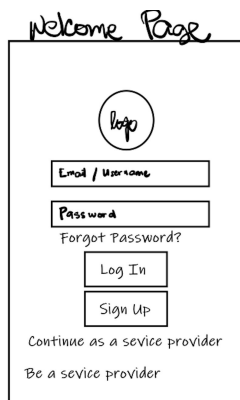
## Appendix

### Sample Sketches

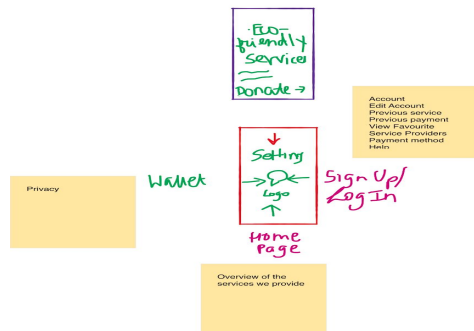
#### Brainstorming Session 1:



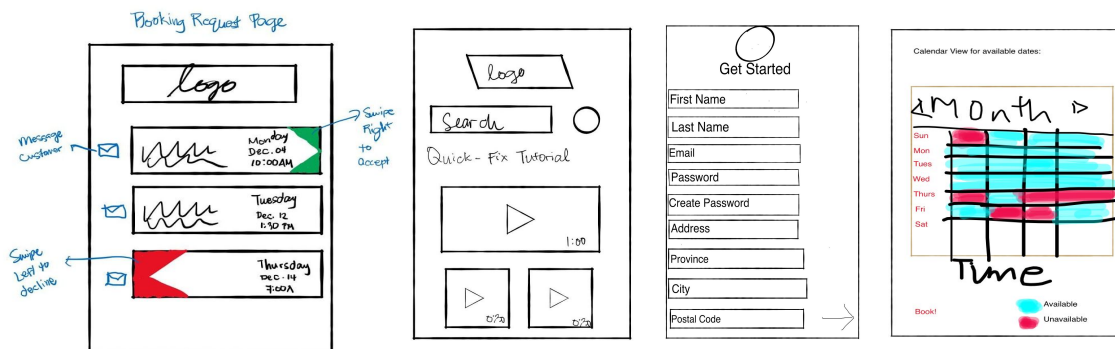
#### Brainstorming Session 2:



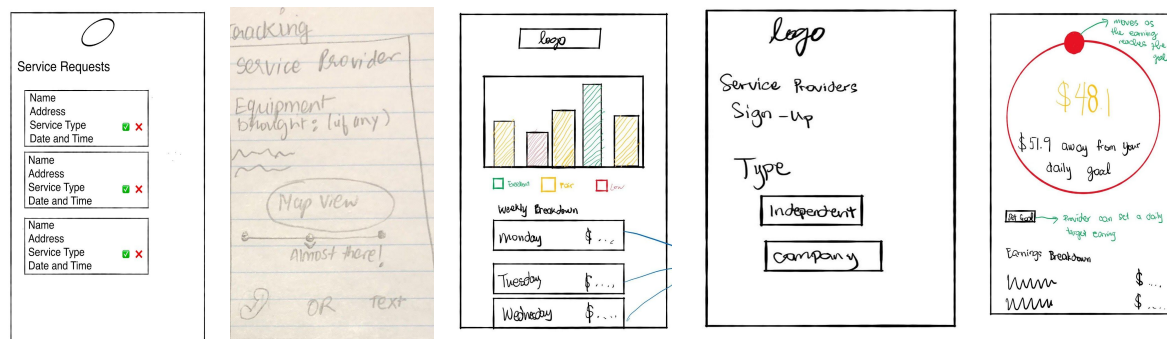
## Brainstorming Session 3:



## Brainstorming Session 4:

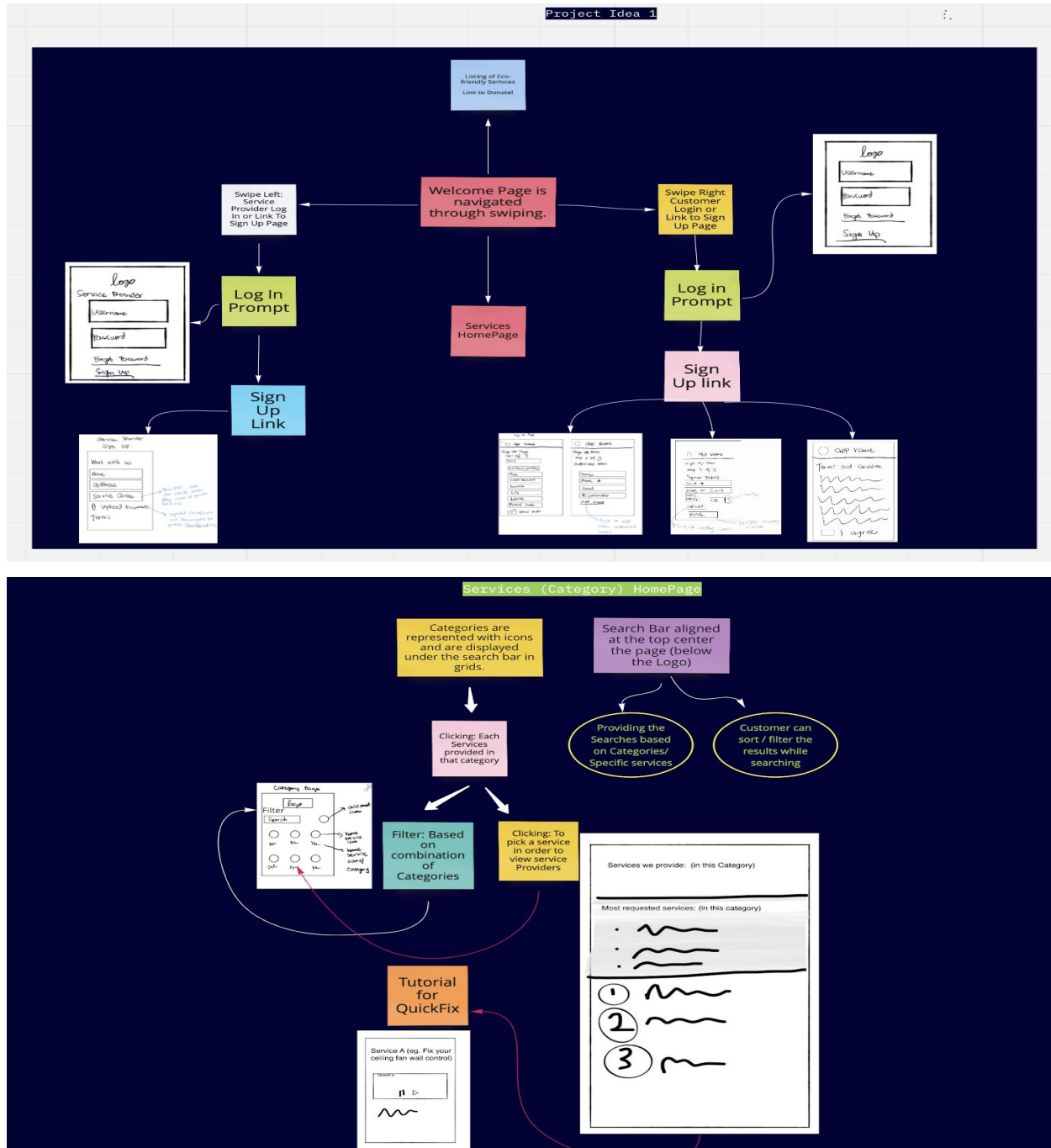


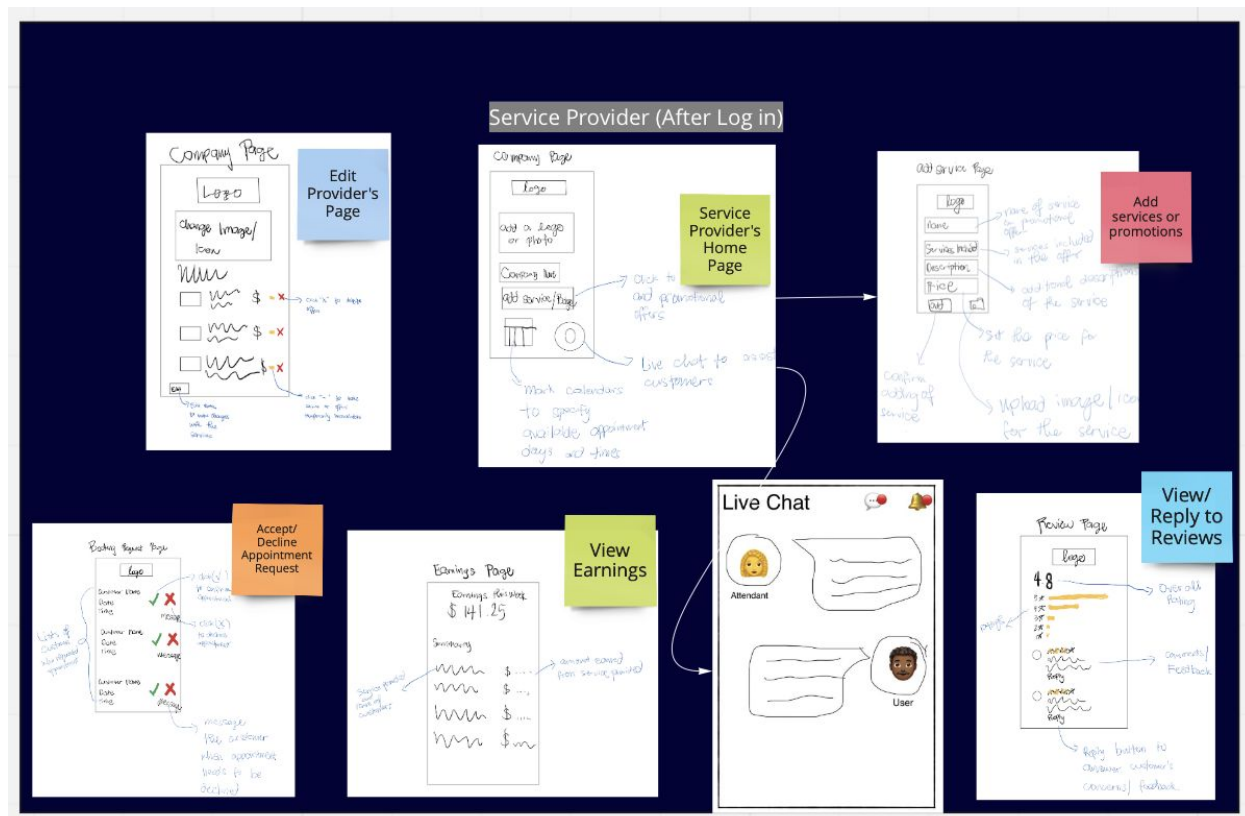
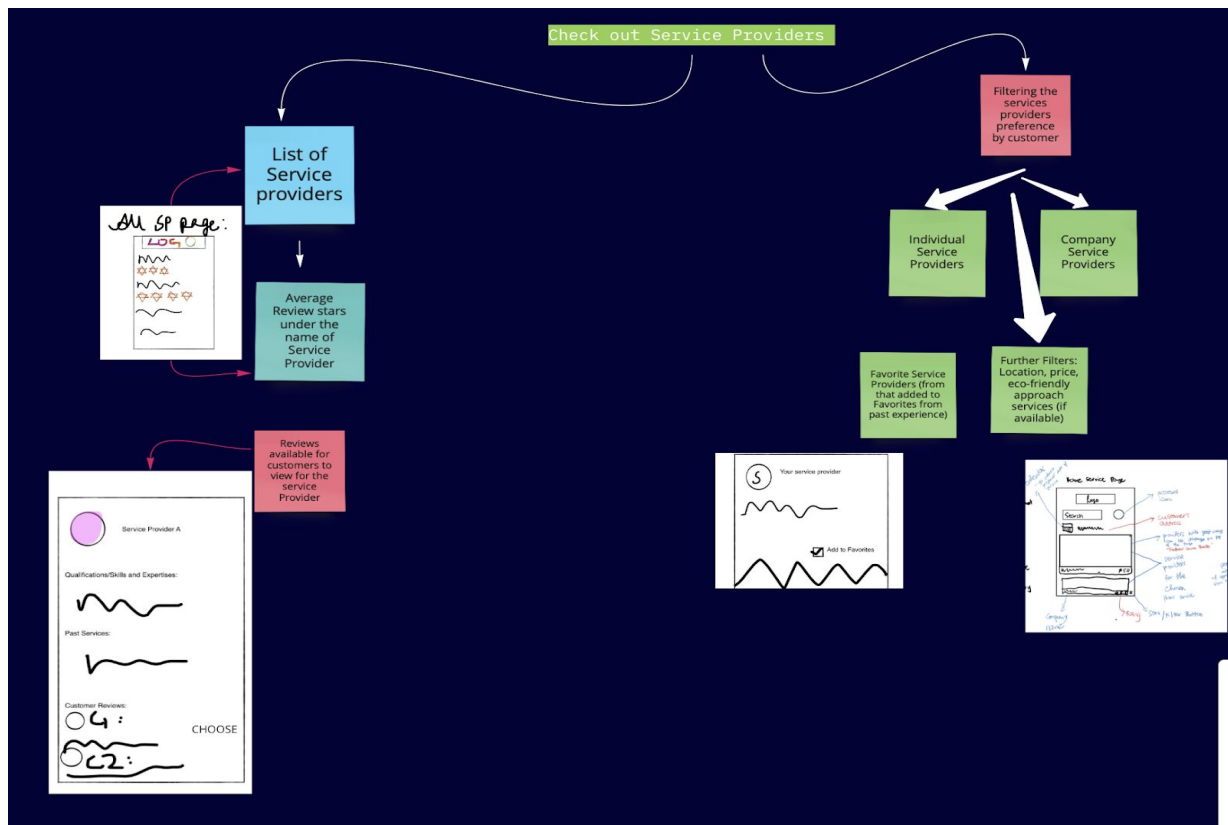
## Brainstorming Session 5:





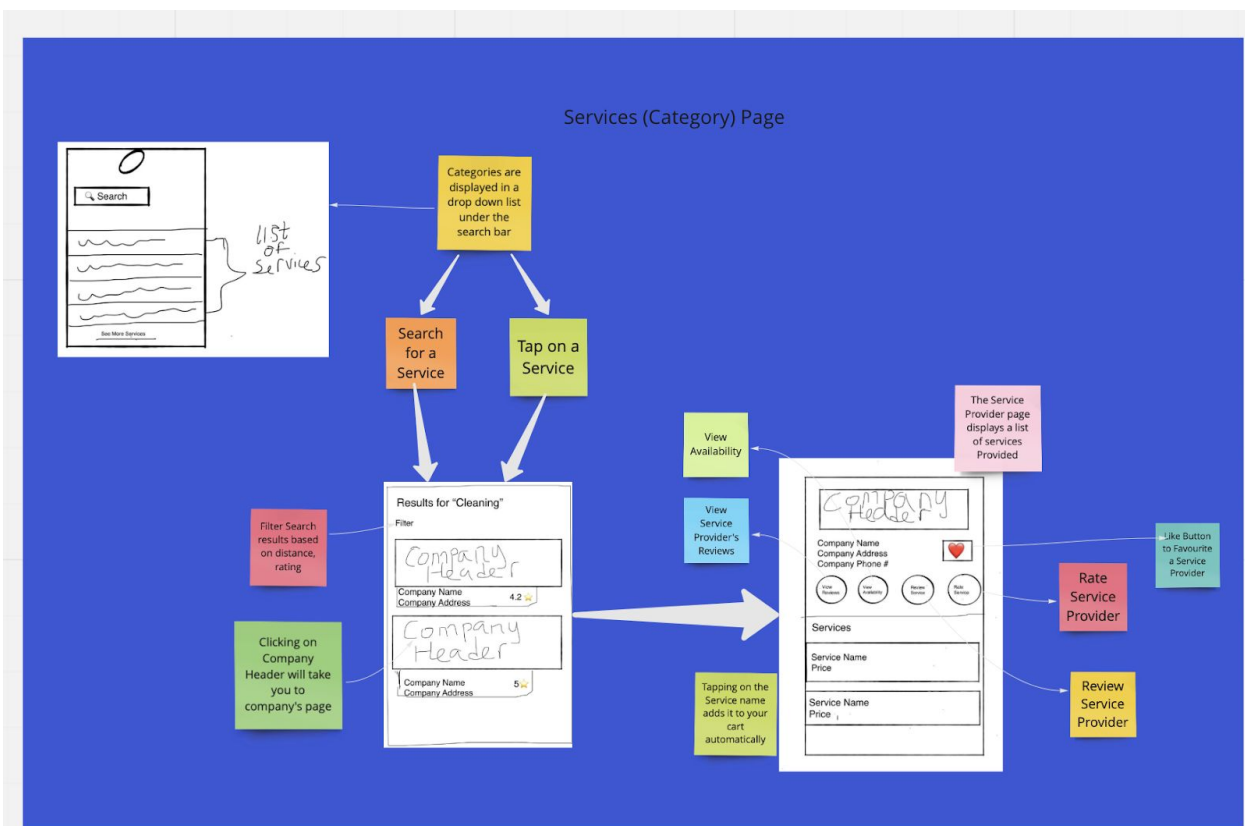
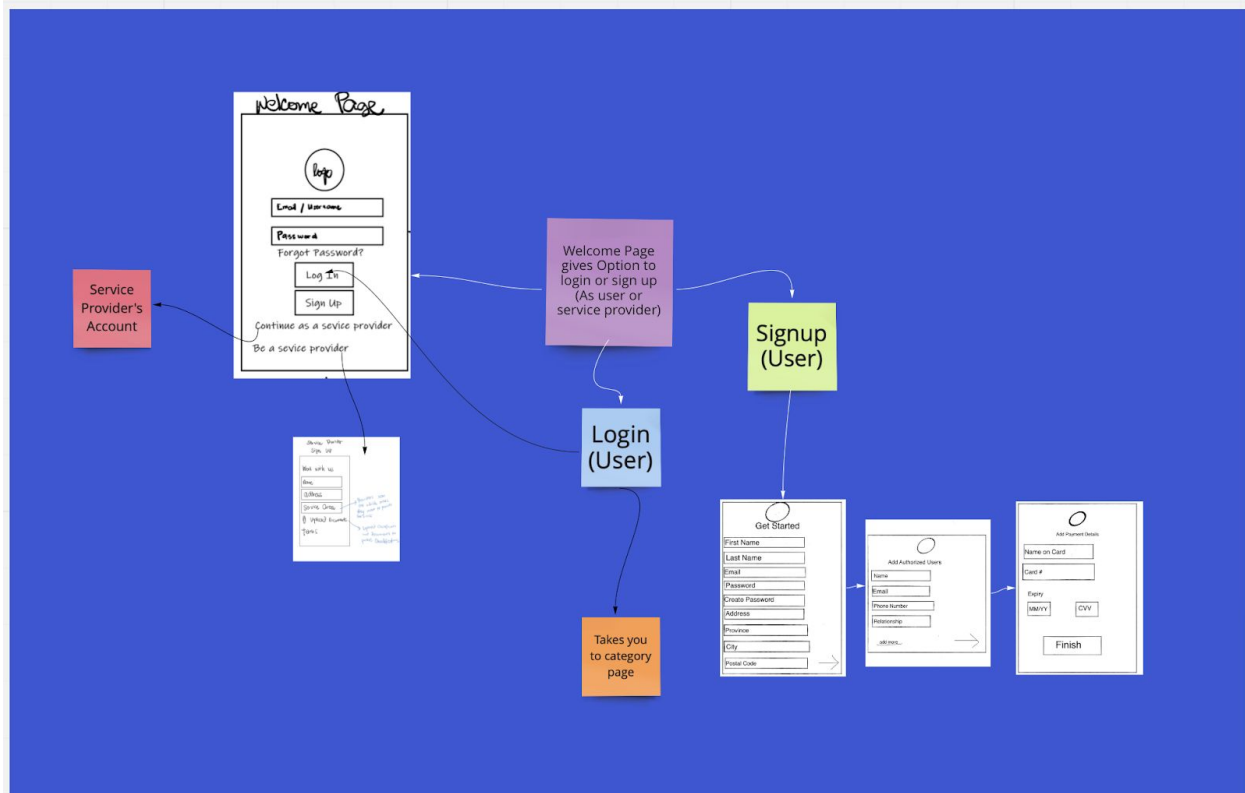
## Affinity Diagram

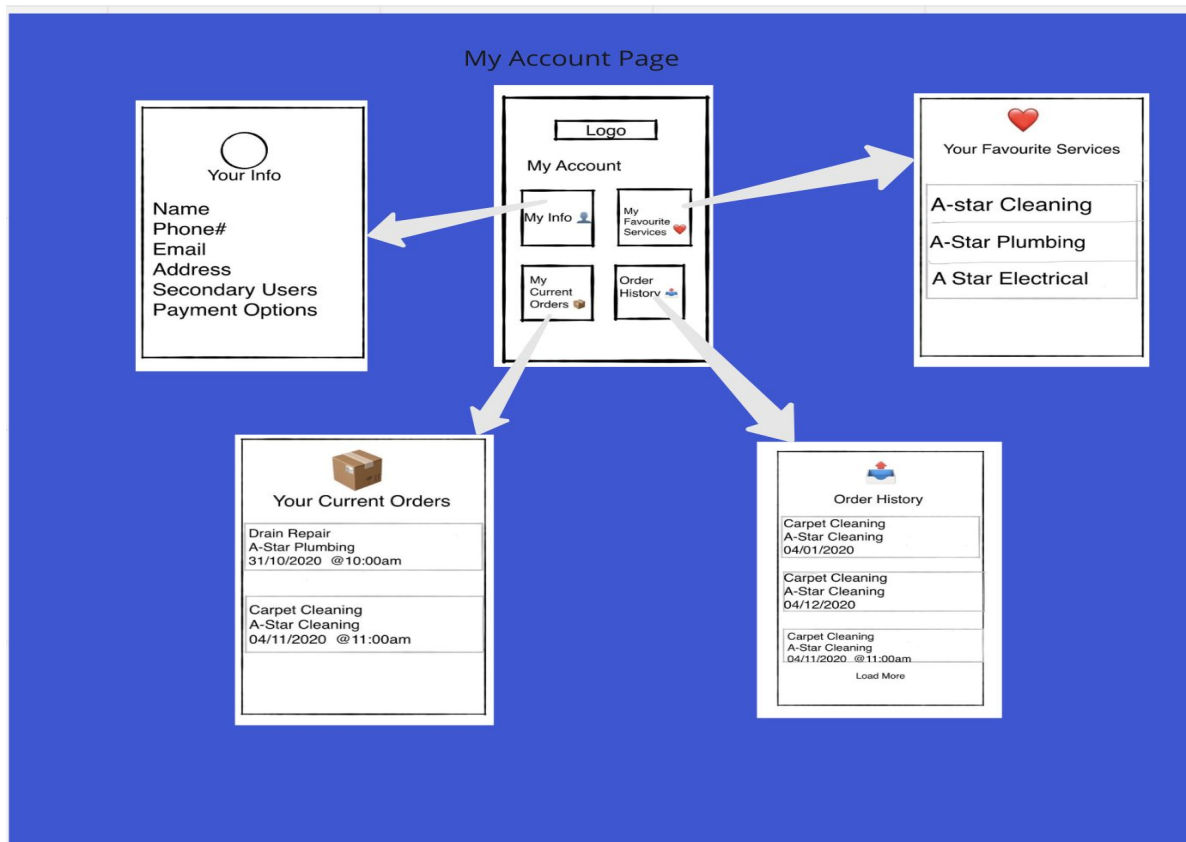
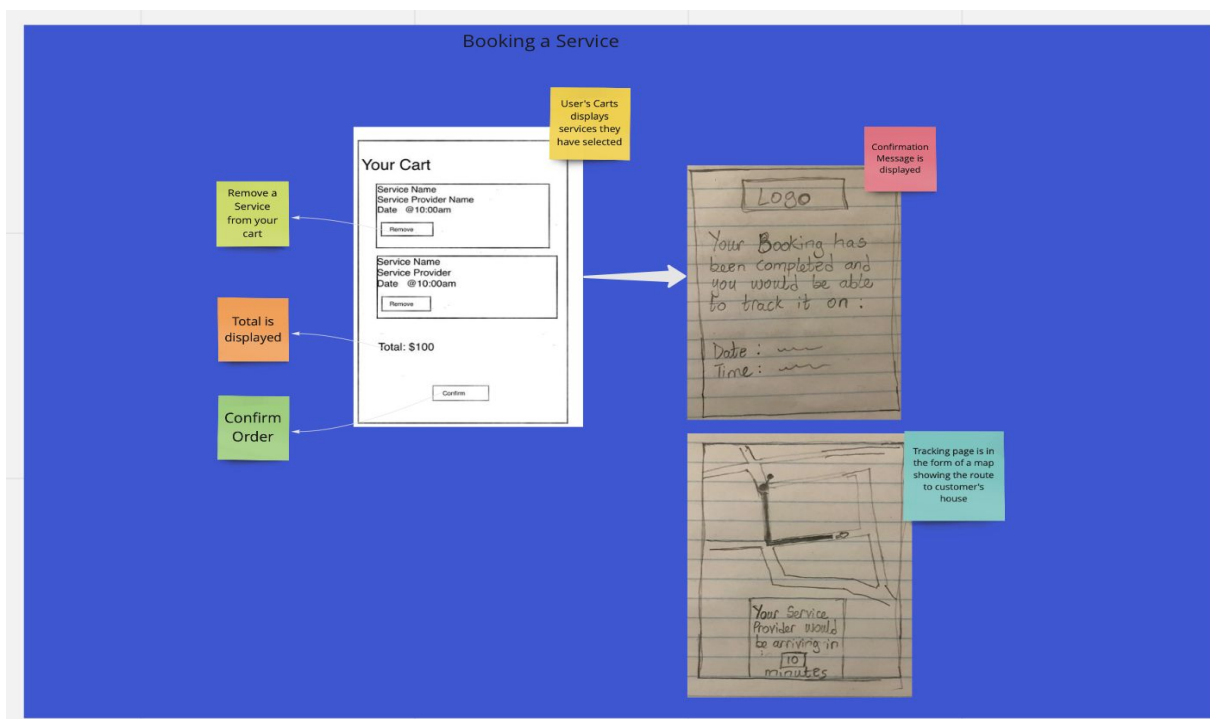




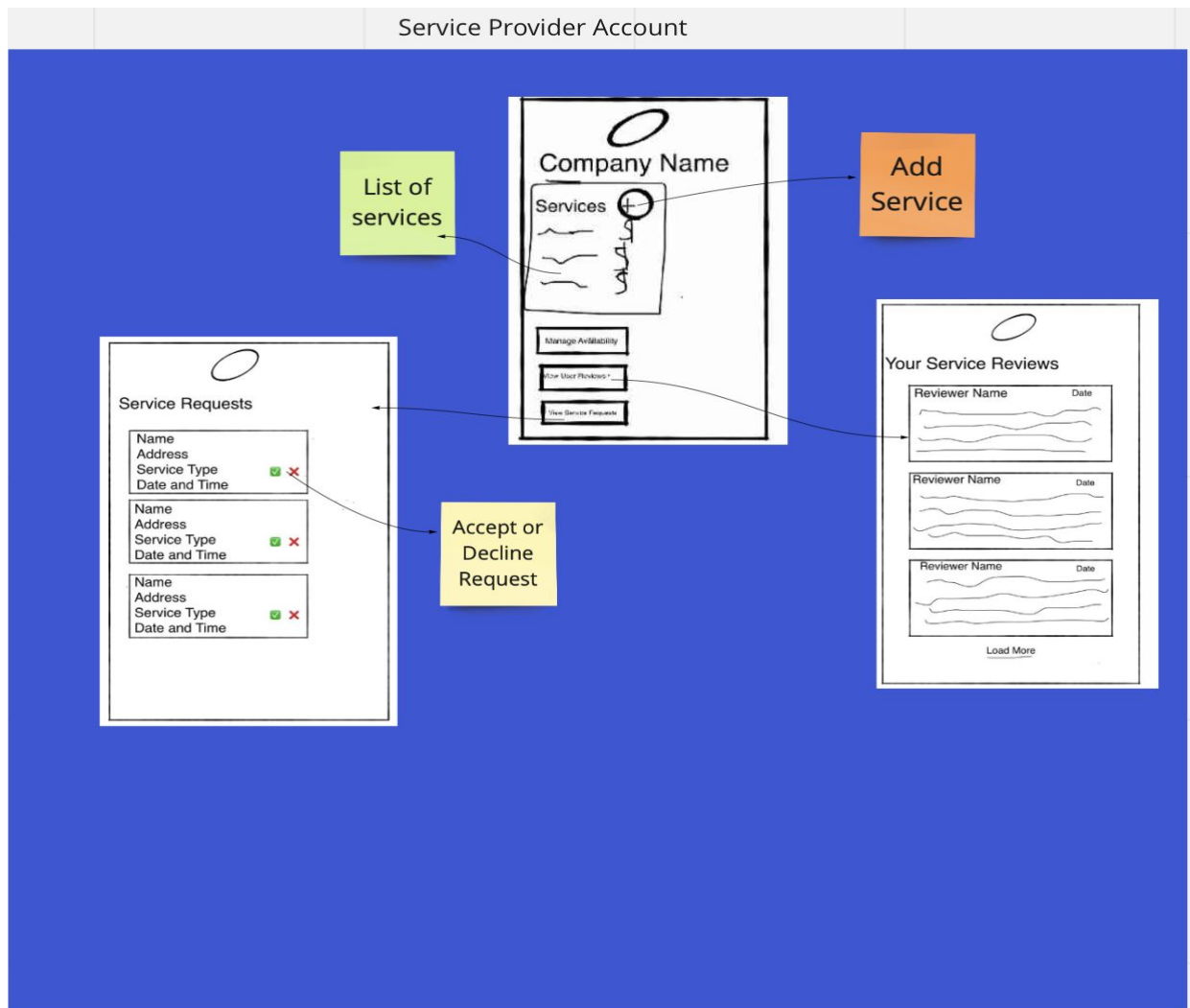


## Project Idea 2

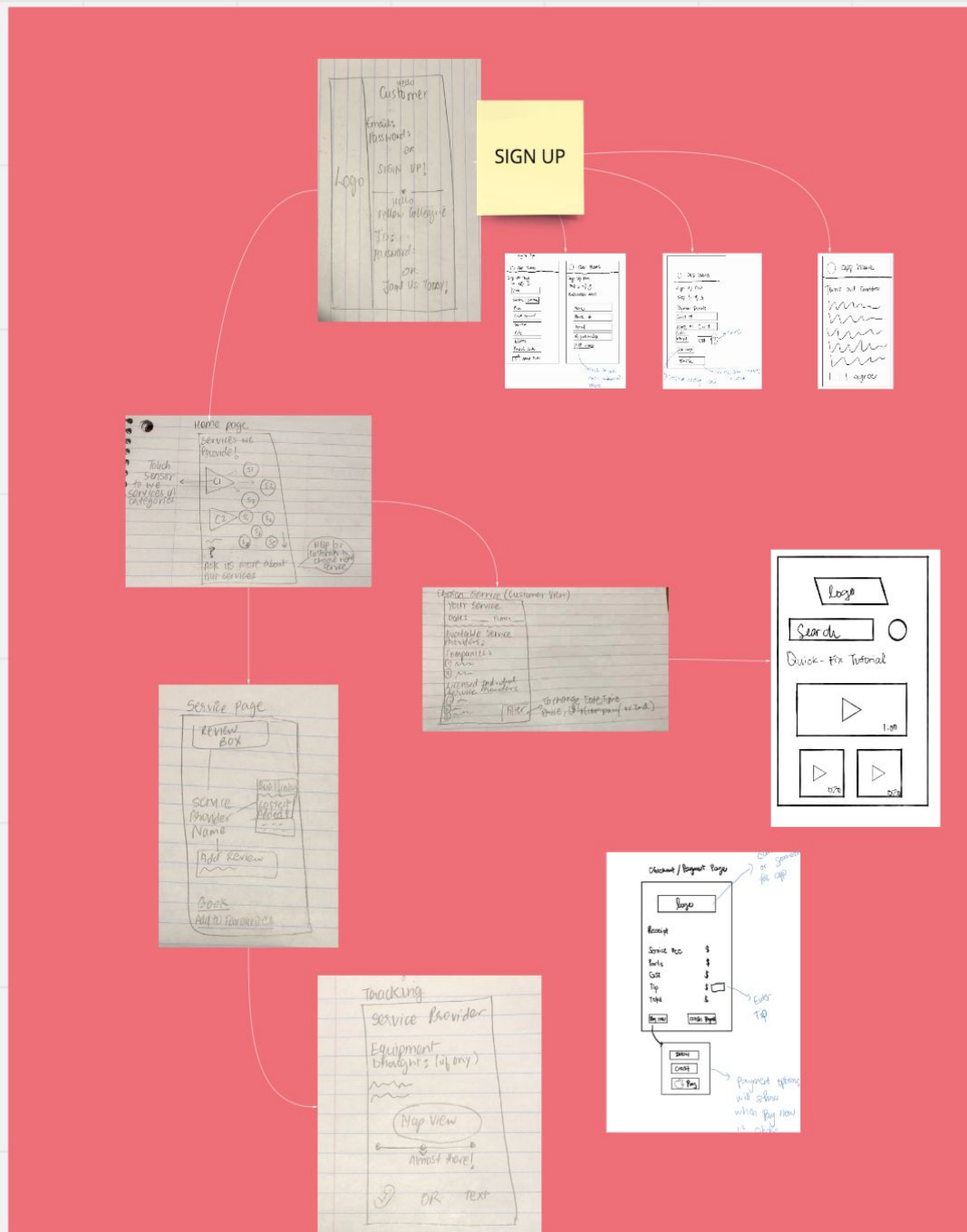






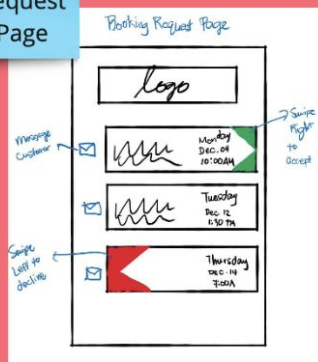


## Project Idea 3

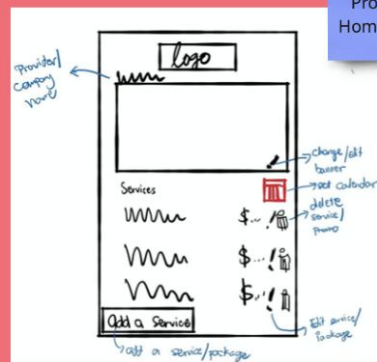


## Service Provider (After Log in)

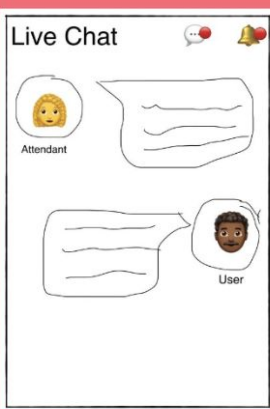
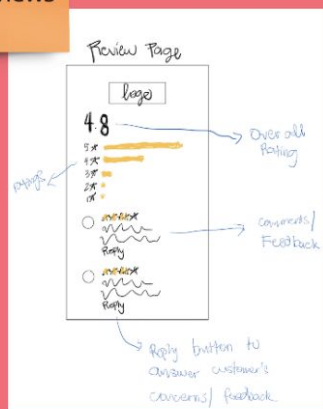
### Booking Request Page



### Service Provider Home Page

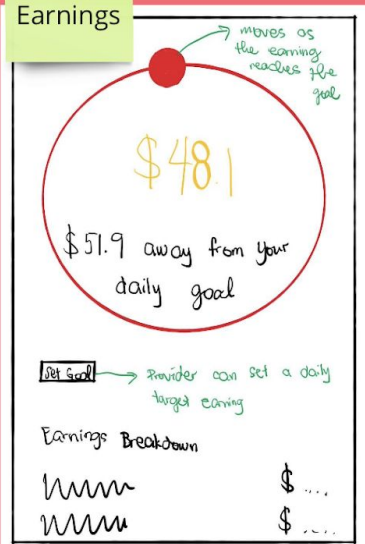


### Reviews

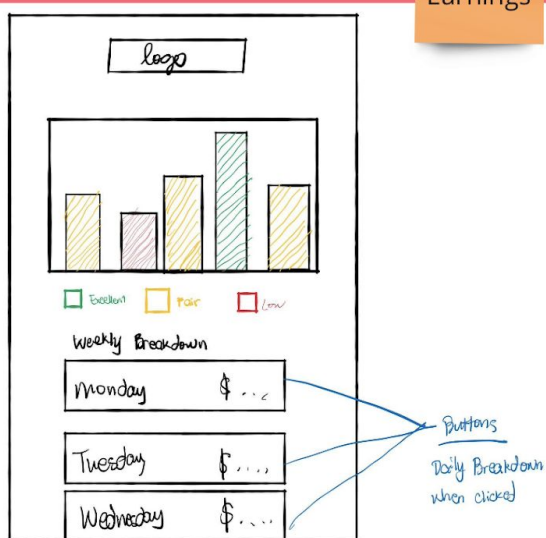


## Service Provider's Earning Page

### Daily Earnings



### Weekly Earnings



<b>Description of task step</b>	<b>Does user have training or knowledge to do this step</b>	<b>Is it believable that they would do it?</b>	<b>Are they motivated?</b>	<b>Comments (including possible solutions)</b>
Task: Customers can search the given categories of services				
Click the search bar on the homepage (Services we provide page)	Yes.	Yes. This can be used as an alternative if the service they are looking for is not among the list of services on the homepage	Yes. They can choose to search rather than scroll looking for the category they need if they want to be faster.	
Type in the Category of service you are looking for	Yes. '(e.g electrical)' written into the search bar gives clarity on what to type.	Yes	Yes	
Task: Sort/Filter Search Results (Services in that category)				
On the page that shows the available services in circles (Based on Category search), click the hamburger icon. A dropdown list of options appears	Yes	This depends on how much they desire to have restrictions on their search results	Yes, so they can reduce their search results in order to make selecting a needed service easier	
Click on small circle beside the filter or sort option that you want	Yes	Yes. If they have decided to apply a filter or sort, then they would know which criteria they would like to apply	Yes	



Task: Sort/Filter Results (Available Service Providers)				
On the page that shows the available service Providers, click the hamburger icon. Dropdown list appears	Yes	This depends on how much they desire to have restrictions on the list of available service providers returned	Yes. Users could be working on a budget or trying to find service providers closest to them	
Click on small circle beside the filter or sort option that you want	Yes	Yes. If they have decided to apply a filter or sort, then they would know which criteria they would like to apply	Yes	
Task: Book an Appointment				
After Selecting the type of service, click 'book now' on one of the available service providers	Yes.	Yes. They will need to do this to get a service provider	Yes.	
On the booking confirmation page, select confirm	Yes	Yes.	Yes.	The user may be required to edit certain information before confirming their booking.
On the payment summary page, choose whether to add a tip and select method of payment (with card) or cash payment	Yes	Yes. They might not add a tip, but they would have to select a payment method in order to confirm their booking.	Yes	Selecting a payment method will automatically process the payment. A 'Finish Payment' button can be added for clarity.

Task: Live Chat				
On the page that shows the available service Providers, click 'view details'	Yes	Yes	It depends on whether the user cares to see information pertaining to the service provider	
On the service provider info page, click the chat symbol (with two chat boxes)	Yes	Yes. If they would like to speak to the service provider	Yes, if they have questions or complaints, they would be motivated to chat with the service provider	
Chat to an attendant using the text box	Yes. It is similar to a regular chat page	Yes	Yes	
Task: Review and Rate Service Provider				
On the Tracking page, click the 'Tell us how we did' link OR click 'Add A Review' on the service provider info page	Yes	Yes. Users may feel inclined to rate and review a service depending on their nature and the quality of service. Some users may be 'lazy' to do this	It depends on the quality of the service.	There are two ways to get to the rate and review page
On the page asking, 'How did we do today?' click on the star representing the rating (5 <sup>th</sup> star = 5-star rating)	Yes	Yes	Yes	
Add a comment in the comment box and click submit	Yes	Yes, although some users may choose to rate without reviewing	Yes	

Task: View Reviews of Service Provider				
On the service provider info page, read the reviews at the bottom of the page	Yes.	Yes. Users tend to read reviews about a service before using them	Yes. They choose to view Reviews In order to know whether to go with a certain service provider or choose another	
Task: View a List of Service Providers that provide urgent services				
On the page that shows a list of available service providers, click the red 'URGENT' button.	Yes. The button is self describing	Yes, if they require urgent services	Yes	The red colour of the button makes it stand out
Task: Choose from different payment options				
On the payment summary page, Under Pay now, click on the arrow beside the 'choose payment method' bar	Yes	Yes, if they want to pay with a card rather than cash	Yes, as they need to do this to complete their transaction	
Select the desired option from the dropdown list that appears	Yes	Yes	Yes	
Task: Track home service providers				
After selecting a payment option, click the 'Track your provider' button	Yes	It depends on if the user would like to know immediately a service provider arrives.	Yes, they would be motivated to use this if they need to know when the service provider arrives.	