

# UXI 2019 project

## AntiScammer

team: **Marios Pafitis**, xpafit00  
**Leonidas Achilleos**, xachil00

### Project Goal

One of the most frustrating things that can happen when you go in a trip, is having to exchange money. Especially, when you have to think about the exchange rates and the commission. We have created the AntiScammer, a mobile website where you can check and decide whether the rate is good for your occasion or not. With just four simple steps you can come up to an answer:

1. Choose the currency of your money
2. Choose the currency you want to exchange
3. Write the amount you want to exchange
4. Write the amount that they will give you for your money

That's all. You already have the result, and you can decide whether you should go to another place or not.

### Used Technologies and Tools

For Prototyping:

- Paper drawings
- Photoshop

For Implementation:

- HTML
- CSS (Bootstrap 4, Animate.css)
- JavaScript

### Design Preliminaries

Requirements:

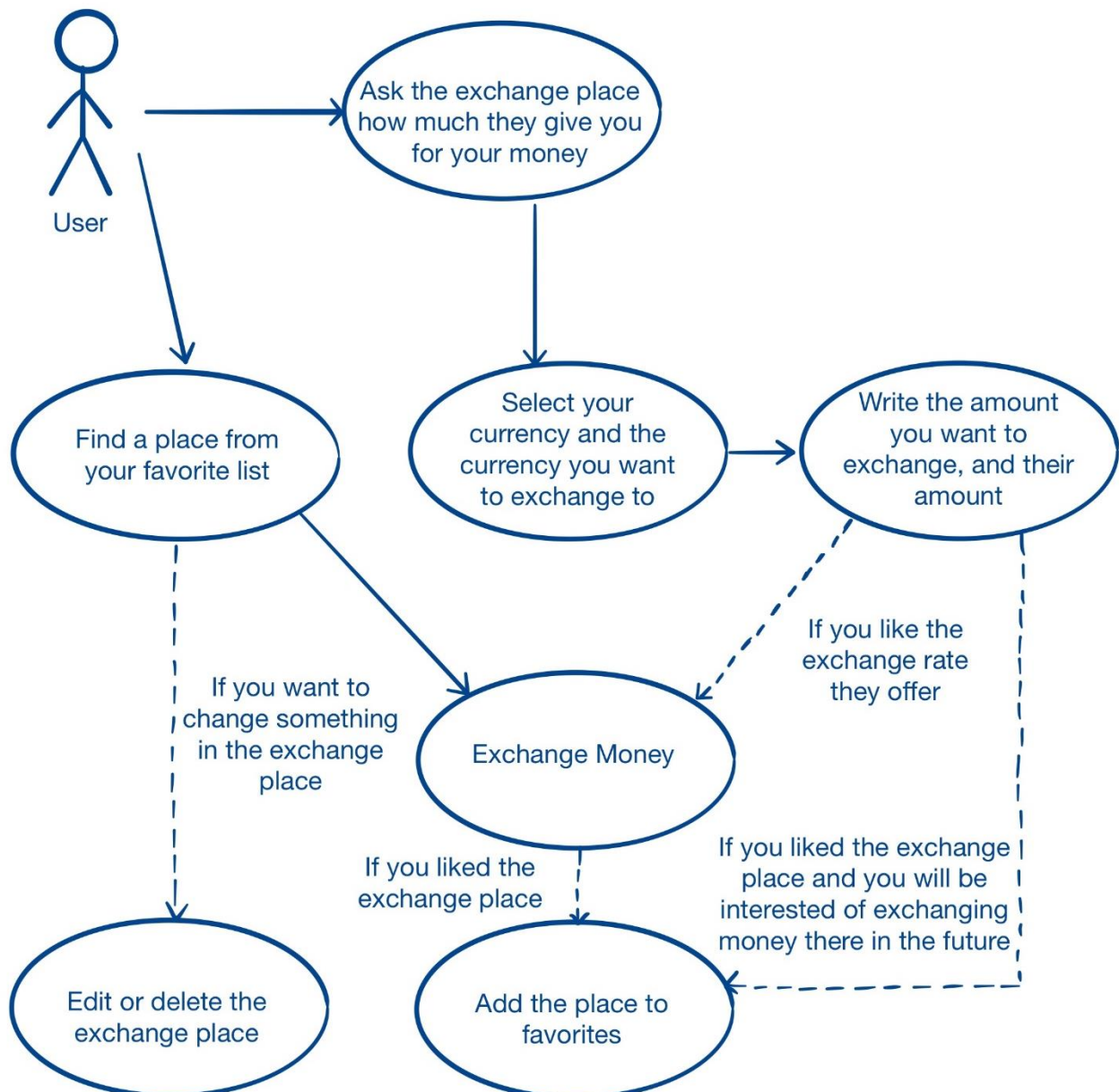
1. Simple steps to follow to get the result. The website should be able to be used by the average user and not requiring any specific skills
2. Fresh design and minimalistic in order to not confuse the user with unnecessary information.
3. Single screen website is better for our case. We tried to think a design that changes multiple screens in order to get a result but it was too confusing for the users.
4. Location access approve by the user in order to save the location of an exchange place (optional)
5. Provide images and not just text in order to give the information faster to our users.

Rectangular Model:

In this phase we designed our rectangular model. The people gave us important feedback for the future of our website. We understood that we shouldn't have two buttons for like and dislike as it looks like accept or reject a phone call. Before this, you used to compare whether the rate in a specific place is good or not. Now, in the final version of our website you can decide whether you lose a lot of money or not if you exchange a certain amount of money.



### Use case analysis:



## Personas:

Our website is focused mostly in two categories of people.

1. Young people that they have passion for travelling and they want to always be on budget. For them every euro counts and they don't want to waste any money in exchange places. Also, they have time and patience to check the rates in multiple places.
2. Middle class families that they want travel with their kids and they don't want to waste money in exchange places because they usually exchange big amounts of money. More members in family, so more money you have to spend.

**Age:** 20 years old

**Studies:** Engineering

**Hobbies:** Travelling

**Matthew** doesn't have the economic comfort to book luxury hotels or rent cars. So, do not mistake him for a regular tourist.

He is the guy that would walk for 20 minutes just to find the cheapest souvenir shop in the city.

His relationship with technology is very good, but he also has high expectations from it. He believes that his smartphone can satisfy most of his travel needs (regarding maps, cheap communication, transportation etc.).



This is the **Shelby Family**. It's a middle-class family with 2 kids.

John, the father, is working for at least 8 hours a day, in an office position. He really loves his family, even if it is making him more tired all the time. He has some experience with technology, but we wouldn't really call him a "Guru of Tech". When the new year steps in, the only thing that he is really looking forward to, it's his family vacation in Greece.

Always by his side, his wife Marie. She works a part time job in order to help her husband, but she devotes most her time to their kids. Regarding technology, she always asks her husband to help her.

Their vacation time is around 10 days a year. And for them it is never enough. They are always look for new ways to manage their time better, and have more money to spend in activities with their kids.



## Early Testing

The first test was performed on the prototype made in photoshop. We let the user ask us some questions in order to see what is not understandable from the user's point of view:

### Question 1:

- What are the like/dislike buttons for? Is it for rating the app?

### Answer 1:

- Check how much you are going to lose if you exchange money with a specific rate.

### Question 2:

- What is the usage of this application?

### Answer 2:

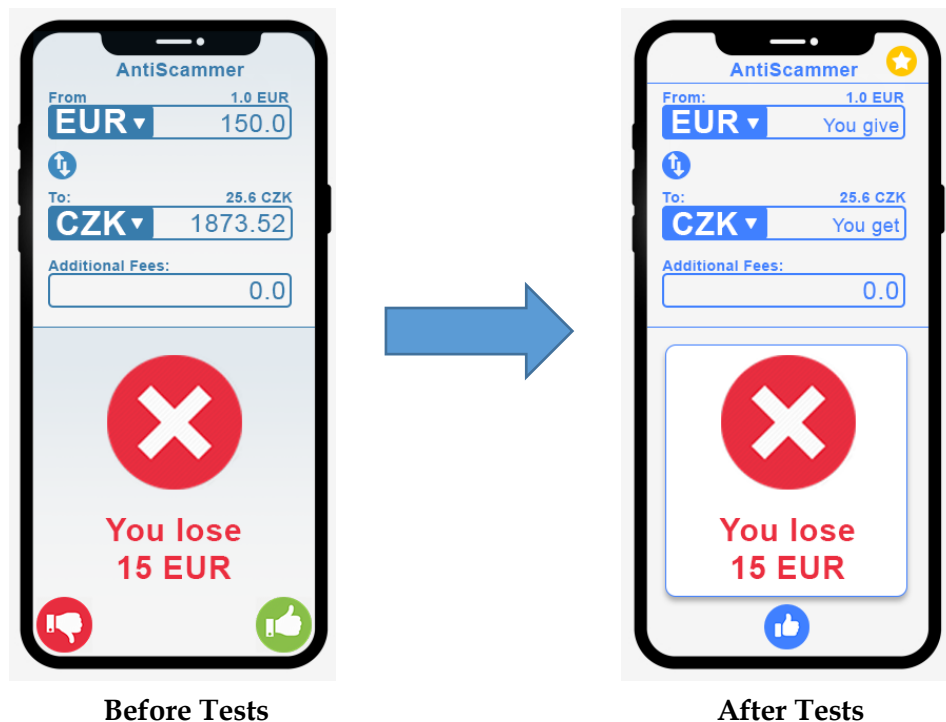
- Check how much you are going to lose if you exchange money with a specific rate.

### Question 3:

- What is the usage of this application?

### Answer 3:

- Check how much you are going to lose if you exchange money with a specific rate.



The second test was performed on the prototype made in photoshop after the improvements of the first test. We asked the user some questions and to perform several tasks such as:

### Question:

- What is the usage of this application?

### Answer:

- Check how much you are going to lose if you exchange money with a specific rate.

### Task 1:

- We give you 26 CZK for 1 EUR, where are you going to put the data to check if it's worth it?

### Result 1:

- Task 1 completed successfully

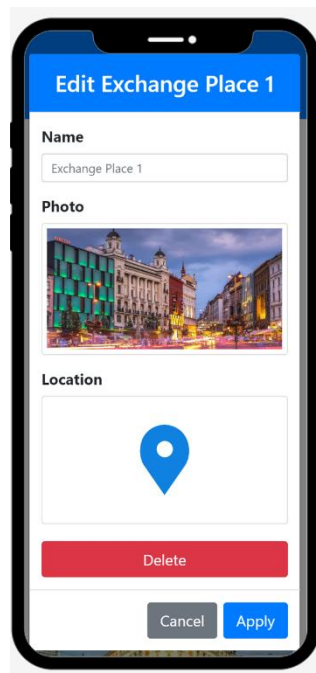
### Task 2:

- You liked the place and you want to add it to favorites.

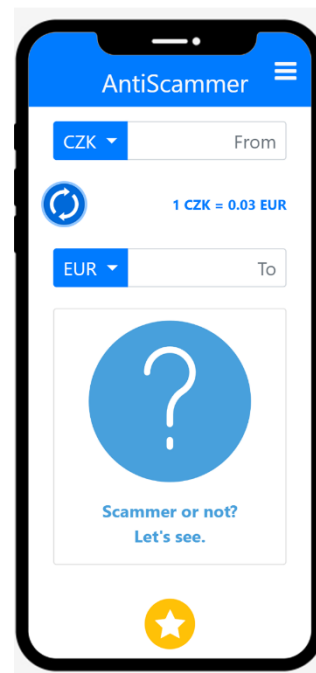
### Result 2:

- The guy pressed the star button => Task 2 completed successfully

The third test was performed on the implemented version of our website live. We asked the user to review our website because he was the tester of the second test. He told us that in the favorite section we should provide the ability of implementing the favorites. Also, he told us that the screen of the website before the inputs was pretty empty, so we added the question mark and the text "Scammer or not? Let's see."



Edit Favorites



Start Screen

Through the tests, the feedback we got was very important for our implementation. We saved a lot of time because we improved several parts in the prototype phase. We only made some small changes in the implementation phase and that was very helpful for us.

## Most Important Achieved Results

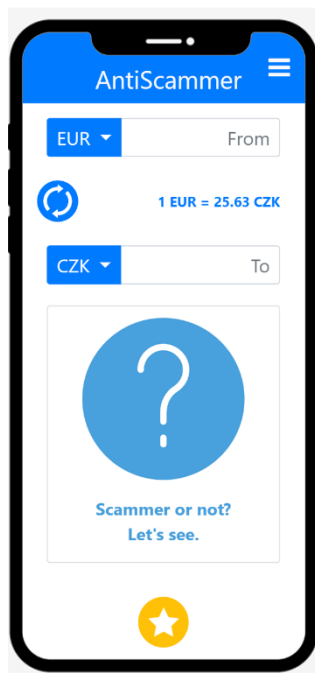


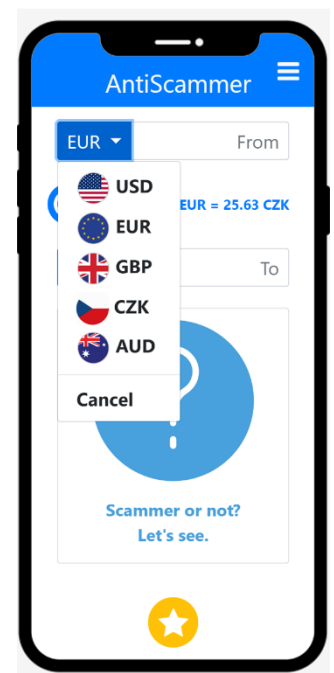
Image 1 – Start Screen

### Image 1: The Start Screen of our website.

- You can immediately select the currency and add the amount you want to exchange in order to get your result.
- If you like a place and you want to remember it you can press the Star Button (bottom) and a modal will appear where you can save it to Favorites [Image 4 – Add to Favorites].
- If you want to view your Favorite places you press the Three Bars Button (top - left corner) [Image 5 – Favorites].

### Image 2: The Currency Selection menu.

- You choose the currency you currently have and the currency you want to exchange.
- You can easily distinguish the different currencies by the flag presented in the left side of the text.





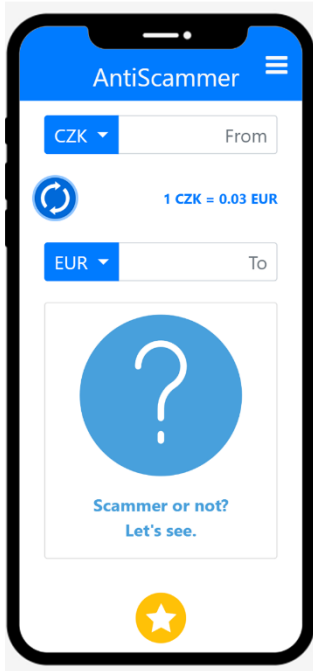


Image 3 – Flip Currencies

**Image 3: The Flip Currencies functionality.**

- By pressing the circle button between the two input boxes you can flip the currencies you have already selected.

**Image 4: The Add to Favorites modal.**

- When you like an exchange place you can add it to favorites in order to find it again easily if you want to exchange money.
- You can add the Name, a Photo and the Location of the place.

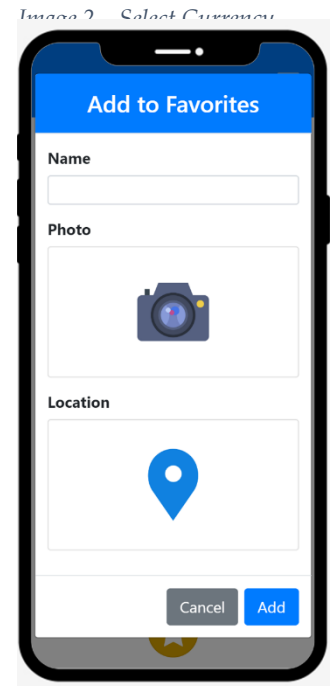


Image 4 – Add to Favorites

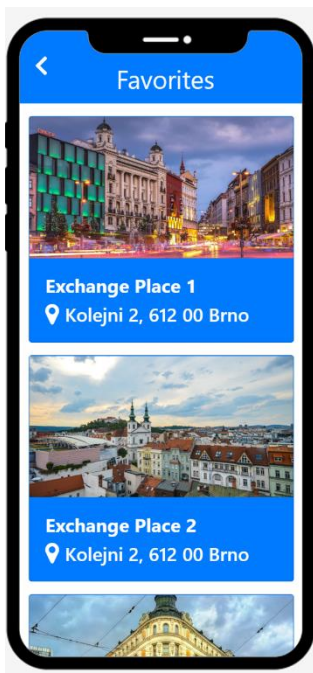


Image 5 - Favorites

**Image 5: The Favorites screen.**

- You have your favorite places directly in a scroll menu when you are in the Favorites screen.
- You can easily distinguish the different exchange places by looking to the picture that you have already set for a place when you added it to your favorite list.
- By tapping the card, a modal will appear and you can easily edit your favorite place.
- The favorite places have their Name, Location and the Photo of the place.

**Image 6: The Edit Favorites modal.**

- You can change the Name, the Photo and the Location of a place.
- You can delete your favorite place by pressing the Delete button.

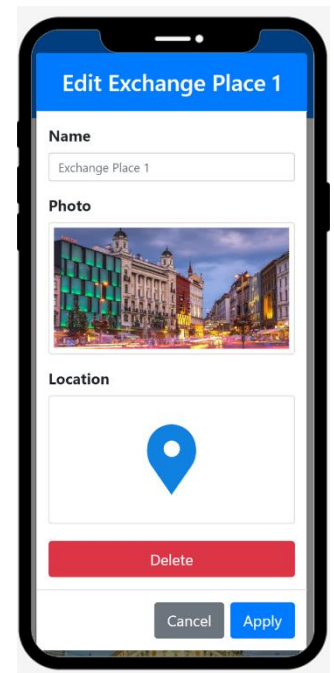
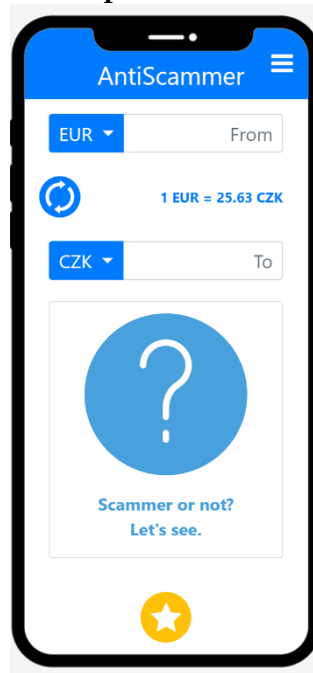


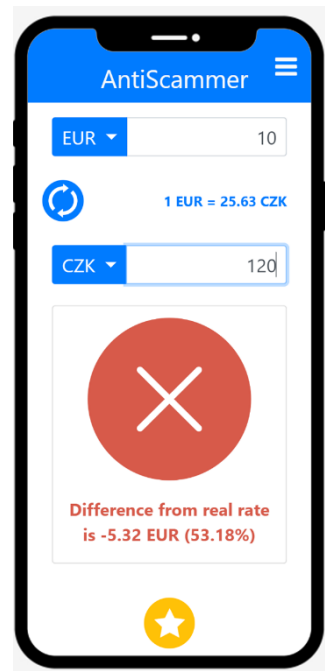
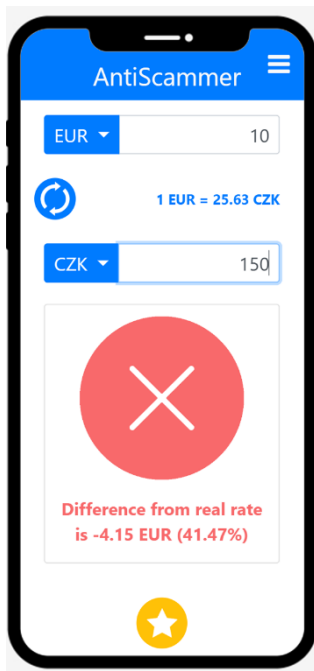
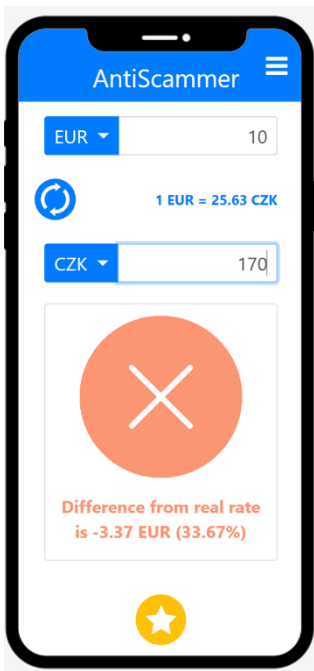
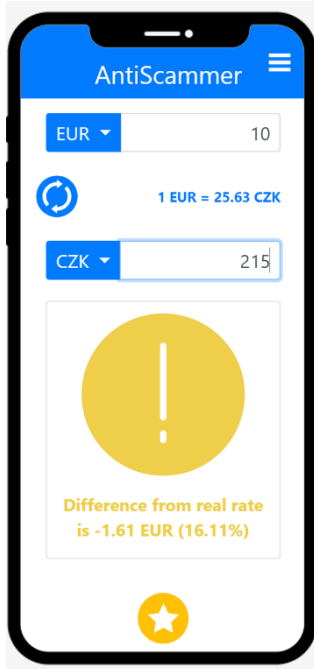
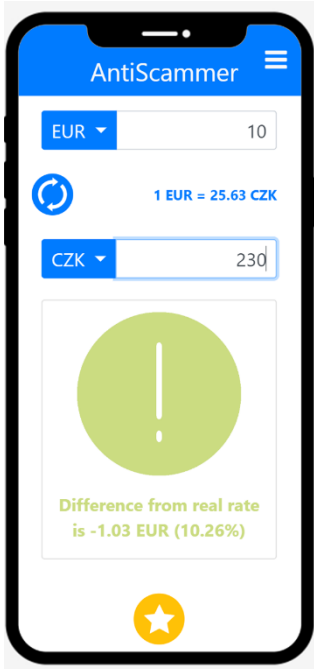
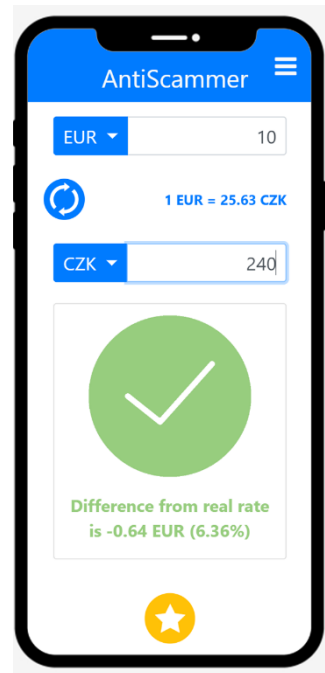
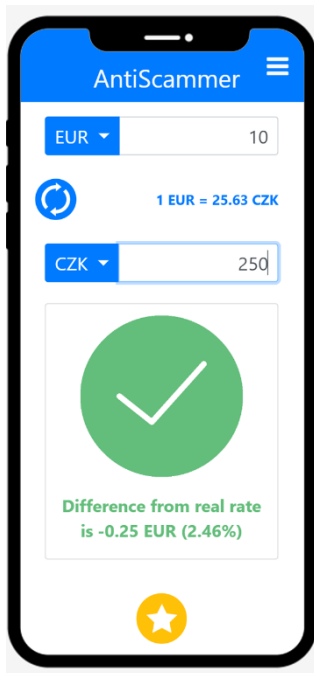
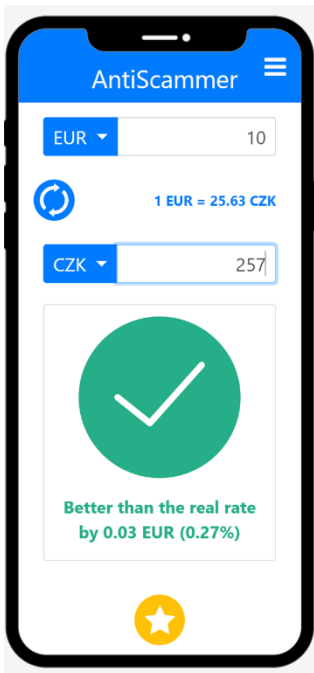
Image 6 – Edit Favorites

## The Results.

- You can see the real rate between the two input boxes.



- The website tells you how much money you lose from the exchange of a specific place and also how much is the percentage. In that way it lets you decide whether the percentage is important or not. For example, the 10% loss in 500 euros it is a lot of money but the same percentage for 10 euros is not that much. So, we offer the freedom to the user to decide.
- The possible results of the website for a specific exchange rate.
  1. The Question Mark before the website gets any inputs
  2. The Dark Green Check Mark represents the case of the exchange place gives you more money than the real global rate.
  3. The Green Check Mark represents the case of the exchange rate being 0 - 5% loss.
  4. The Light Green Check Mark represents the case of the exchange rate being 5 - 10% loss.
  5. The Light Green Exclamation Mark represents the case of the exchange rate being 10 - 15% loss.
  6. The Yellow Exclamation Mark represents the case of the exchange rate being 15 - 20% loss.
  7. The Orange Exclamation Mark represents the case of the exchange rate being 20 - 30% loss.
  8. The Light Red Cross Mark represents the case of the exchange rate being 30 - 40% loss.
  9. The Red Cross Mark represents the case of the exchange rate being 40 - 50% loss.
  10. The Dark Red Cross Mark represents the case of the exchange rate being over 50% loss.
- We provide to the users a range of colors for the possible percentage loss in order to reduce the cases that the percentage is in the border.





## Distribution of the Work in the Team

Marios:

- Backend code of the website, and testing (JavaScript)
- Website result images (Photoshop)
- Prototypes (Photoshop – By Hand)
- Rectangular Model (Photoshop)

Leonidas:

- Frontend code of the website (HTML, CSS, Bootstrap 4, Animate.css)
- Personas
- Prototypes (By Hand)

## What Was the Biggest Challenge

We faced two major challenges.

1. It was our first time programming a website or anything that has a user interface. Because both of us we are still in the second year of our degree, we are backend programmers. Anyway, it was a great experience to learn that even if you have the best code, you need the appropriate user interface in order for the user to use it and appreciate it.
2. First, our choice was a supermarket, a very complicated project with a lot to keep in mind. Hopefully, we changed our choice to something easier and much simpler, that's what we thought. Even if our project is a simple website it was really hard to find the right way to present it. We want to have a fresh look in our website, and motivate the people to use it. The experience has to be smooth and the output (to exchange or not?) easily reachable.

## Experience Gained From the Project

1. Programming Skills:
  - a. Learning the fundamentals of web developing. HTML and CSS require a completely different way of thinking than backend programming
  - b. Learning the combination of a programming language (JavaScript) with a UI in order to provide the best experience for the customer.
2. UI Development:
  - a. The simplest thing in a User Interface (having two elements next to each other) it takes you ages to implement it.
  - b. We started feeling respect for some websites that they have great user interfaces. Hours of researching to provide us the best experience.
3. Managing Time:
  - a. Weekly constantly working and improving the project. Usually we work on projects for few days. We liked the fact that we had to deliver something every week so we could see our project evolving periodically.
4. Marketing Skills:
  - a. Start thinking whether something you implement is understandable by another person. Usually we implement applications for ourselves but also, we have to think if someone else can understand our way of thinking.
  - b. Using testers in order to tell you if they are satisfied of your product or not.
5. Patience Skills:
  - a. Showing respect to our testers and not arguing with them because they don't like something in our website. If they don't understand something it is our fault and not theirs.

## Autoevaluation

### Problem Selection: 80%

It was a very good choice because we were trying to provide the functionality to our customer as “less painful” as possible for them. The problem we find it quite common because everywhere the exchange places they are dishonest and they are trying to earn ridiculous amount of money from you.

### Problem Analysis: 70%

We give high score for our personas because we think that we have chosen the right customers. For the use cases we changed our diagram several times because we weren't sure, from the beginning, how we should approach our customers with our results for the exchange place.

### Testing: 40%

Very useful and important part for the project. Unfortunately, in our case we didn't perform as much as we should. Also, we tested the website only with youngsters (Personas: Matthew) and not with adults (Personas: Shelby Family)

### UI Design: 80%

We give high score because we think that we achieved a lot in the UI design. The end result is very close to our Prototypes and it was so hard to achieve this due to the lack of experience in web technologies.

### Use of Resources: 100%

We used a lot of technologies such as Animate.css and Bootstrap 4 in order to help us with out design. Also, we got inspired by similar applications such as the Revolut app to create a similar User Interface Design.

### Team Cooperation: 90%

We divided our work as equally as possible. Moreover, because we are roommates it was easy to work together and discuss about our thoughts and possible changes in the project.

### Overall Impression: 80%

As the first touch with User Interface in general and Web Technologies it was a great experience. I think we could improve more our website if we had more time and make it more responsive.

## Recommendation for Assigning Future Projects

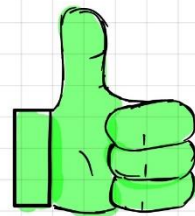
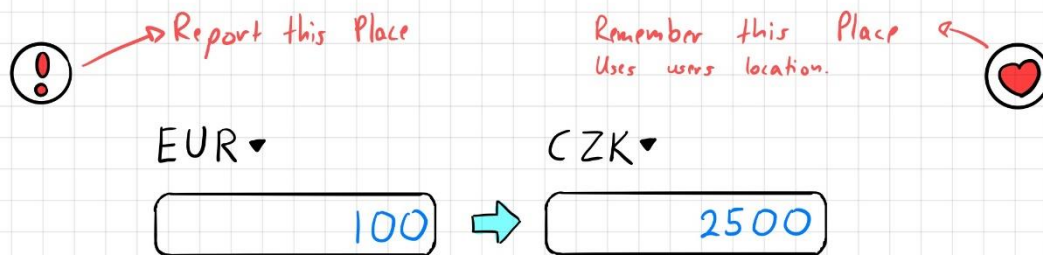
We liked the fact that the whole course was focused on developing our own User Interface and through this procedure we could learn the basis of User Experience and Design. We faced some problems in the design process and it was interesting to think ways of solving those cases. As a course was very relaxing and interesting to work for it. Also even if we were complaining in the beginning of the course because we had staff to do every week, in the end it was the only way to implement something good as a project.

## Recommendation for Future Students

It is better to choose something that you think is simple as a project than something big. At the beginning we thought about implementing an online supermarket but it turned out that we were too ambitious. Choosing something simpler will help you experimenting on new ideas on how to implement it. It is very challenging to create something that is simple, user friendly and helpful for your customers.

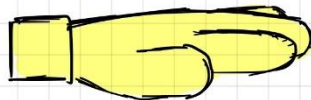
## Prototypes

- We think that we should show our prototypes in order to explain the evolution of our project.
1. The first prototype had the idea that the user should tell us how much he wants to exchange and what is the rate (as we do now in our final website) but instead of letting him choose what he should do we forced him act as we want for him to act. We didn't give him the freedom to choose whether the place might be good for him or not. Also, we had only three answers, Good, Maybe Good, and Bad. We had also the idea that we should give to the user the option of reporting a place in case that he didn't like it. The bad thing was that not for everyone a bad place is a bad place. Maybe in his case it wasn't a good choice but for someone else it is.



Good!

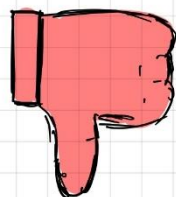
0.5% loss



Emm...

Exchange only if it is necessary!

5% loss



No way!

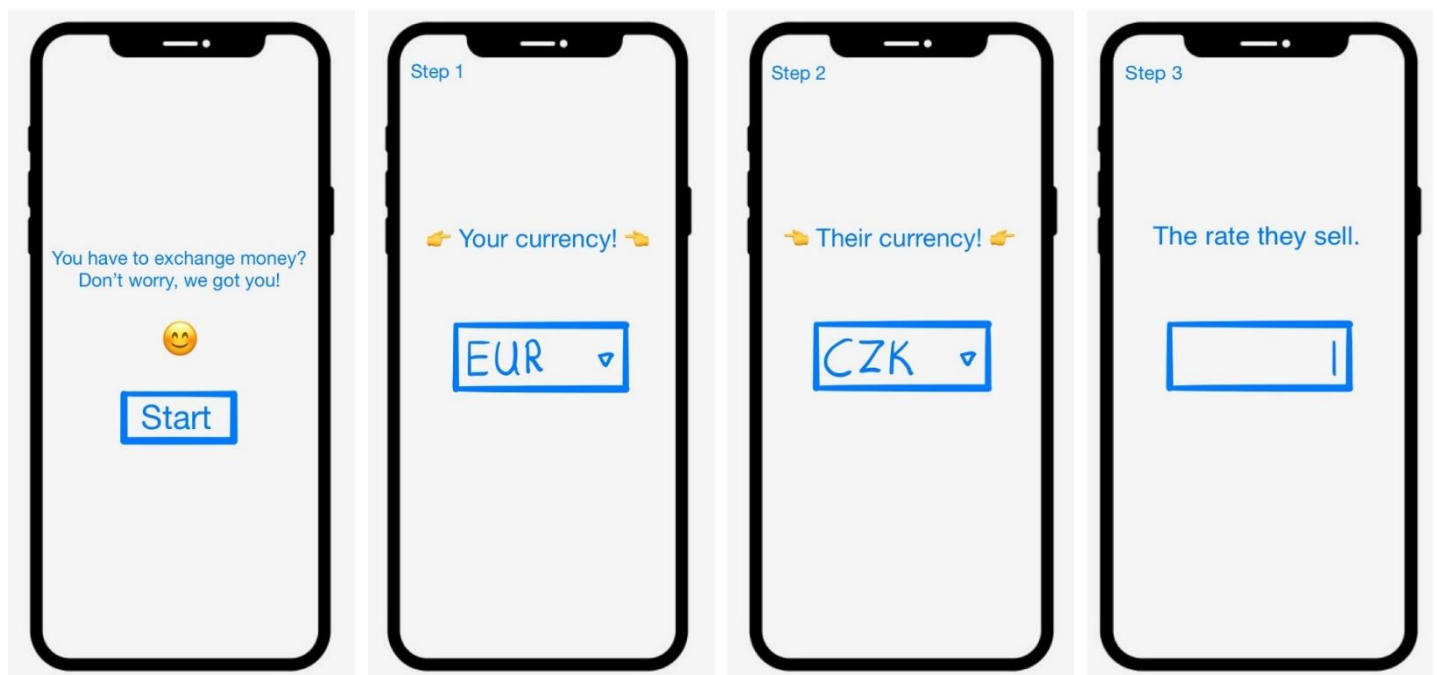
Scammer Detected.

40% loss

2. The second prototype we were trying to think an alternative way of interactive with the user. We didn't want to have a single screen website so we have separated the steps in multiple screens. Also, we added more text and we understood that it was too boring for the user to read it.



3. We wanted so much the multiple screen design to be a success so we insist and in a third prototype. It was slightly better with less text and drop-down menus but still not convenient for our case.



4. In the fourth prototype we returned back to the single screen design. We thought that we shouldn't ask the user how much he wants to exchange and instead just give us the rate that the exchange place has. That idea was bad because we still couldn't judge properly whether he should exchange

or not. We just compare the rate that they give him with the real rate and show a decision. Also, we thought that a like and dislike button could be nice for like or dislike a place but later we understood that it was not convenient for the user to think whether he likes or not a place. Also we added a flip button so now you could flip the currencies.



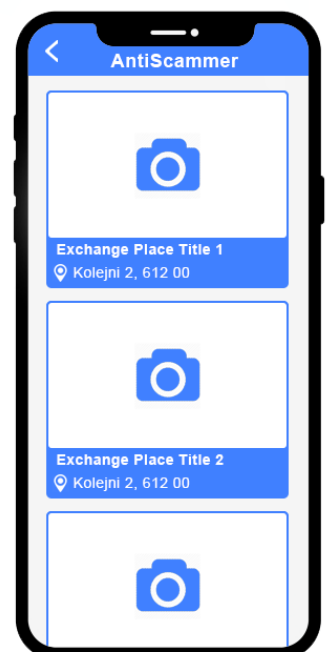
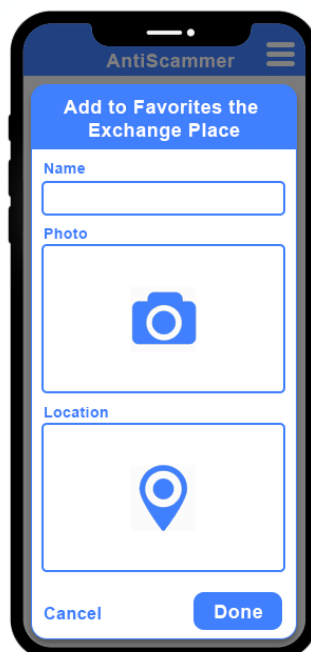
5. The fifth prototype had a major improve. Now we give to the user the choice to criticize whether he likes or not the place. We are not the master anymore; we are just the tool that provides an information. The user says how much we want to exchange and we tell him how much he is going to lose than exchanging to the real rate. Also, we added an input box in case that the exchange place had some additional fees. Later we remove this box because the user should just say how much he is going to get after the exchange. This way it should be less confusing for our customers.



6. The sixth prototype fixed the issue with the like and dislike buttons. Now you just like a place and it stored in the favorite lists. You can now access your favorite list by pressing the right top star button. We found out after the tests that this was a little bit confusing whether they should press the like or the star button, so in later prototypes we changed the icons.



7. The seventh and final prototype fixed the position of the real exchange rate. We removed it from above the two input boxes and we put it between them. We replaced the top right button for accessing the favorites menu with a three bar icon and we replaced the like button with the star button for adding a place to favorites. Also, we created the Add to Favorites screen and the Favorites Menu. You can now save a place by adding its name, photo and the location.





## Miscellaneous

- Here is a real usage example of our website (definitely not made in photoshop)

