NOVA NOVA SCHOOL OF
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Interação Pessoa-Máquina

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NexaGuide

Stage n: 2

NexaGuide

BEST TRAVEL APP

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User and task analysis

Problem: When often visiting a new place you would have no idea on what you should do and as such it would result in missing experiences and leaving you unfulfilled on your trip. Also helping you identify the must visit places and help you distinguish them from some less significant places, as there's often a limited time visiting a place you should get some kind of help in identifying the "must go to" places. Some businesses are more geared towards taking advantage of the naïvety of tourists and having an app to help you avoid said places would be helpful. Having a centralized app which would provide most information is needed as when often googling you'd get an information overload and you can't be sure on what to actually visit.

Users:
- **First-time Travelers**: Individuals who are venturing out for the first time and are unfamiliar with the nuances of travel. They have limited experience in evaluating places to visit and distinguishing between genuine attractions and tourist traps.
- **Solo Travelers**: Individuals traveling alone who need guidance to optimize their trip experience. They may also prioritize safety, thus seeking information on regions or spots to avoid.
- **Family Travelers**: Families with members across various age groups. They seek activities and attractions that cater to diverse age-related interests and often need to optimize for budget and time.
- **Budget Travelers**: Tourists traveling on a strict budget who need to maximize their experiences without overspending. They are particularly concerned about avoiding overpriced tourist traps.
- **Local Habitants** : Individuals who are local to the city and more familiarized with the location, but might not be informed on what the city itself has to offer on a specific date. They have vast experience in knowing the city, but are more interested in discovering what's happening around them.

Tasks:
1. **Find a place to visit**
   a. **Objective:** Find an interesting place to visit, given a certain location and criteria.
   b. **Pre-conditions:**
      - The user is connected to the internet.

c. Sub-tasks:
- Choose a location (can be either a location searched by name or the current location of the user)
- Introduce the criteria/search filters (type of location, open/closed at the moment, distance from current location of the user, …)
- Press the search button
- Check the map or the results list for the places
- Select a place to view more information about it (including events happening there) and/or save it into the favorites or a "collection".

d. Exceptions:
- No places are found in that location according to the specified criteria.

2. Find something to do

a. Objective: Find some event or activity to do, given a certain location and criteria

b. Pre-conditions:
- The user is connected to the internet.

c. Sub-tasks:
- Choose a location (can be either a location searched by name or the current location of the user)
- Introduce the criteria/search filters (user interests, dates, distance from current location of the user, …)
- Press the search button
- Check the list of results
- Select an event to know more information about it or view its location on the map

d. Exceptions:
- No events are found in that location according to the specified criteria.

3. Save a place or event to a collection

a. Objective: Save a place or event the user likes to a collection, in order to find it more easily and quickly.

b. Pre-conditions:
- The user is connected to the internet.
- The user is logged in.
- The user searched a place or event (tasks 1 or 2)

c. Sub-tasks:
- On the place/event information page, press the "Add to collection" button

- Select an existing collection, or give a name to create a new one.
- The place/event is saved to the collection, which can later be viewed by the user.

  d. Exceptions:
- The place/event was already saved to the selected collection.
- When creating a new collection, there was already one with the same name.

4. View reviews and ratings of a place

  a. Objective: View the reviews for a place to verify the quality of said place, and help in the decision on whether to visit that location or not.

  b. Pre-conditions:
- The user is connected to the internet.
- Pre existing place

  c. Sub-tasks:
- Choose a location (can be either a location searched by name or the current location of the user)
- Introduce the criteria/search filters (type of location, open/closed at the moment, distance from current location of the user, …)
- Press the search button
- Check the map or the results list for the places
- Select a place to view more information about it (including events happening there) .
- Select the reviews portion of the place
- Read other user reviews/ratings.

  d. Exceptions:
- There are no reviews for the place so the process is obsolete

5. Review a place

  a. Objective: Evaluate a place to help other travelers know what they're getting into.

  b. Pre-conditions:
- The user is connected to the internet.
- The user is logged in.

  c. Sub-tasks:
- Choose a location (can be either a location searched by name or the current location of the user)

- Introduce the criteria/search filters (type of location, open/closed at the moment, distance from current location of the user, …)
- Press the search button
- Check the map or the results list for the places
- Select a place to view more information about it (including events happening there) .
- Select the reviews portion of the place
- Select review
- Select the rating
- Write a short summary about the rating

   d. Exceptions:
- The user had already reviewed the place before so they wouldn't be able to create a new one

Scenarios:

Scenario: João wants to explore historical sites

João has just arrived from Madeira and wants to explore the capital city of Portugal, Lisbon. The first thing on his mind is to visit a place with great cultural significance so he can get to know more about Lisbon's history. For that he opens the app "Nexaguide" and select "My location". There he will find the search page and he will search for "historical sites" upon pressing search he will find the map showing different pins for different possible locations to visit, he finds one near him and one he had heard of before "Mosteiro dos Jerónimos", He decides that he'll want to visit it later so he saves it to favorites. Then he also finds "Palácio Nacional de Belém" so he decides to add it to his collection "places to visit on saturday".

Scenario : Rita wants to attend the best festivals

Rita is in Portugal for a month and wants to know the best festivals around the country she's visiting. She likes listening to music so she selects music festivals and the dates she will be in Portugal. As she presses search she sees a list of music festivals and sees that her favorite band, Arctic Monkeys, will perform at "NOS Alive" in Lisbon so she decides to buy the tickets for that day but she also notices that at the end of her time in Portugal there will be the "MEO Sudoeste" so she adds it to her collection "What to do in South of Portugal" and decides

to travel the "Costa Vicentina" and attend the festival in Odemira.

Scenario: Quim wants to give a bad review to a restaurant.
Quim wanted to get out of his comfort zone so he decided to eat out at a new restaurant that was open. He opened his app and looked for the restaurant, and added it to his favorites . After verifying that it was open he went there to eat. Afterwards he was appalled at the service and decided to leave a review. He opened the app again, selected the favorites tab.Searched for the restaurant and selected it. He went on to choose the reviews tab and pressed the button to leave a review, and in there he gave it a poor rating alongside a scathing review on the restaurant, hoping to warn other users to be careful.