

A Better Search



Why Search?

Why Search?

“...59% of web visitors frequently use the internal search engine to navigate on a website...”



"Search vs. navigate: How people behave on websites – do they search or do they navigate?" - Cludo.com

“...between 11% and 21% of users will start with search.”

"Search Vs Browse on Websites" - MeasuringU.com



Hub Searches YTD

Hub users?



The Process

Empathise

Discover

Ideate

Validate

Develop

Empathise

-  Usability tests with
-  Questionnaire, customer-facing employees
-  Data and support cases
-  interviews with CS, Product
-  User interview
-  Product Research
-  Immersion

Data

Data

Result page (Load More)



Data



479
100%
100%



333
100%
100%



333
100%
100%

Data

Advanced



Search
Method

Simple



Data

Custom attributes per tenant



Usability tests

Usability tests

The screenshot shows a search interface with the following elements:

- Search term:** A text input field containing the text "IT".
- Type:** A dropdown menu set to "Process diagram".
- Additional filters:** A note stating "You can define additional filters for your search. Please note that you will only see a result if it matches all of the filters.".
- Buttons:** "Cancel" and "Search" buttons at the bottom right.
- Share icon and URL:** A share icon and the URL "https://editor.signavio.com/p/hub-preview#/search?sear" are displayed at the bottom center.

Usability tests

^ Search

 hubspot in "it system" 

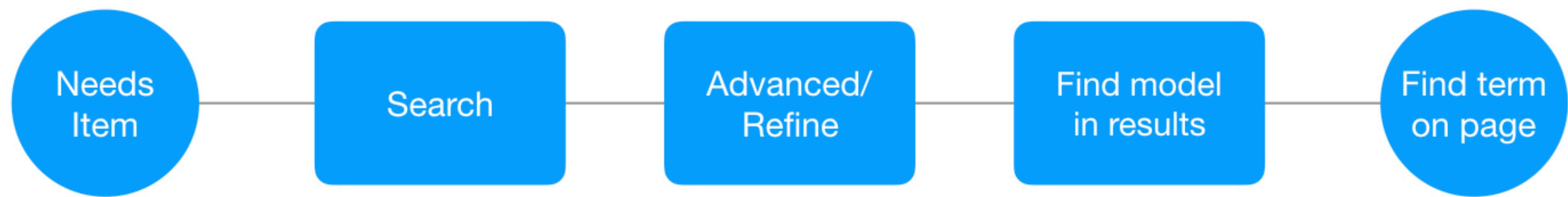
 **100000**
in folder **2020**
Recurrent 1 day ago by Charles Heller

 **23.10.2020 14:15:45**
In folder **2020** > **1. General support & troubleshooting** > **IT Support**
Replied "I just found the error report in JIRA. I will log it there now."

 **14.10.2020 14:15:45**
In folder **2020** > **2. Customer support** > **2.1. New customers** > **2.1.1. IT Support**
Replied "I just found the error report in JIRA. I will log it there now."

 **12.10.2020 14:15:45**
In folder **2020**
System operators in United Kingdom may be part of the ITM system depending on the GPO policy settings in their jurisdiction.

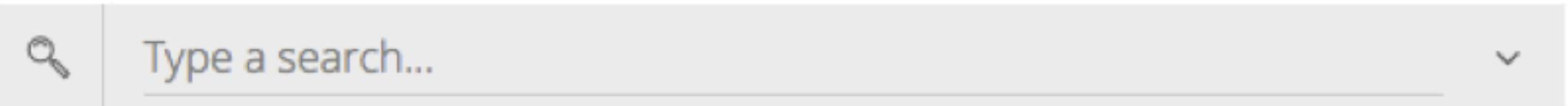
Discover



Main conclusions

Simple Search

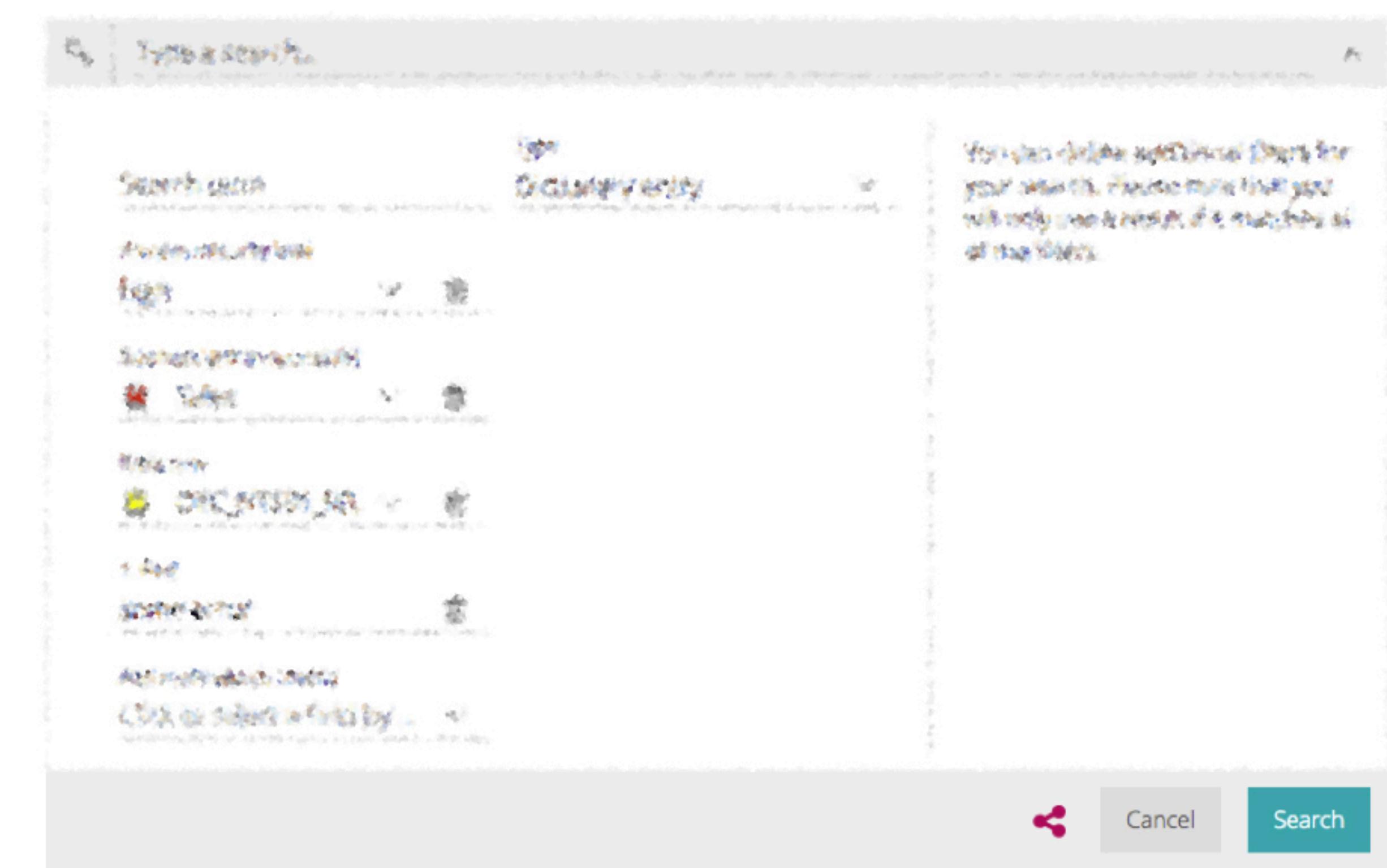
- No suggestion/autocomplete/recent.
Users expect Google level search
- No query language
- Most users don't utilise search
operands
- Asterisk does not work as expected
- Only searches the items' title
- We're not utilising the empty real-estate (guidance, propose, predict)



Main conclusions

Advanced search

- Attribute UX is very confusing (drop down arrow is almost unnoticeable, label<>value, adding an attribute, no error warning and more)
- Attributes drop down is too long, some attributes are unclear/unnecessary
*4700 tenants have 31-59 custom attributes on that list. Highest has 1068
- Type field is hardly seen, and not utilised properly (doesn't change attributes)
- No way to filter by Date in any way



No search results found.

Main conclusions

Results

- No grouping, further filtering, sorting
- Type icons are unclear
- Visual structure slows down spotting
(hard to scan, unnecessary info)

Technical Writing

In folder: Documentation > Java

Published 1 year ago by Charles Nofre

Recipe Pack

In folder: Documentation > Java

Published 1 year ago by Charles Nofre

Runtime Management

In folder: Documentation > Java

Published 1 year ago by Charles Nofre

Agile Coaching

In folder: Documentation > Java

Published 1 year ago by Charles Nofre

Test Specs

In folder: Documentation > Java

The basic Application of Quality Assurance model stages

Updated 1 year ago by Charles Nofre

Recipe Pack

In folder: Documentation > Java

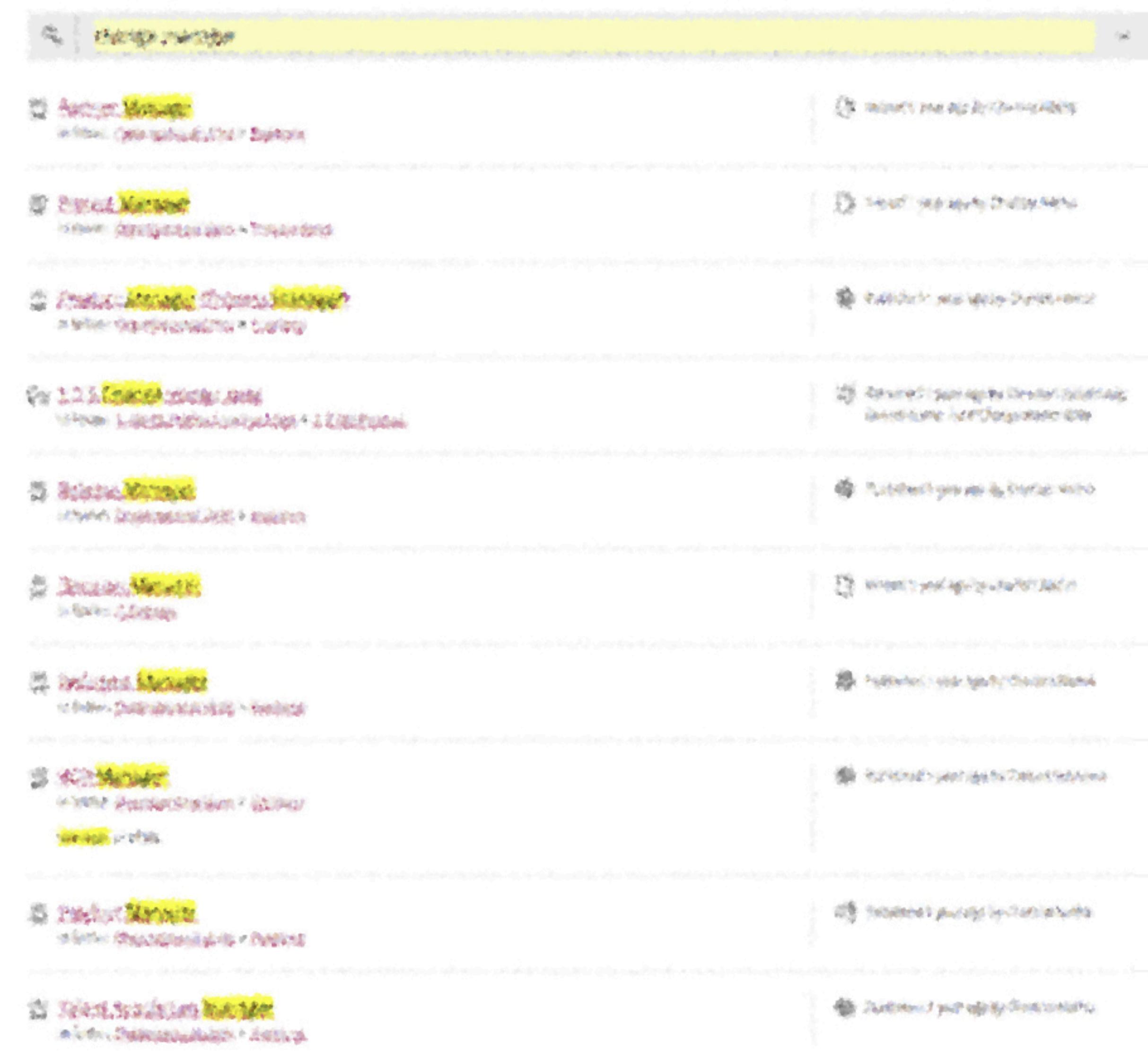
Five pack examples of the Katalon Studio and DataFragile So they talk of Passage Management, ...

Updated 1 year ago by Charles Nofre

Main conclusions

Spot the search

- Need highlight at destination for each shape or page component



1) Authoritative
Authoritative Online Retailer Systems

2) Digital Native
Digital Native Consumers

3) Plastic-Minded Consumers
Plastic-Minded Consumers

4) For 1,2,3
For 1,2,3 Consumers

5) Relative Markets
Relative Markets & Retailer

6) Relative Markets
Relative Markets

7) Relative Markets
Relative Markets

8) Relative Markets
Relative Markets & Retailer

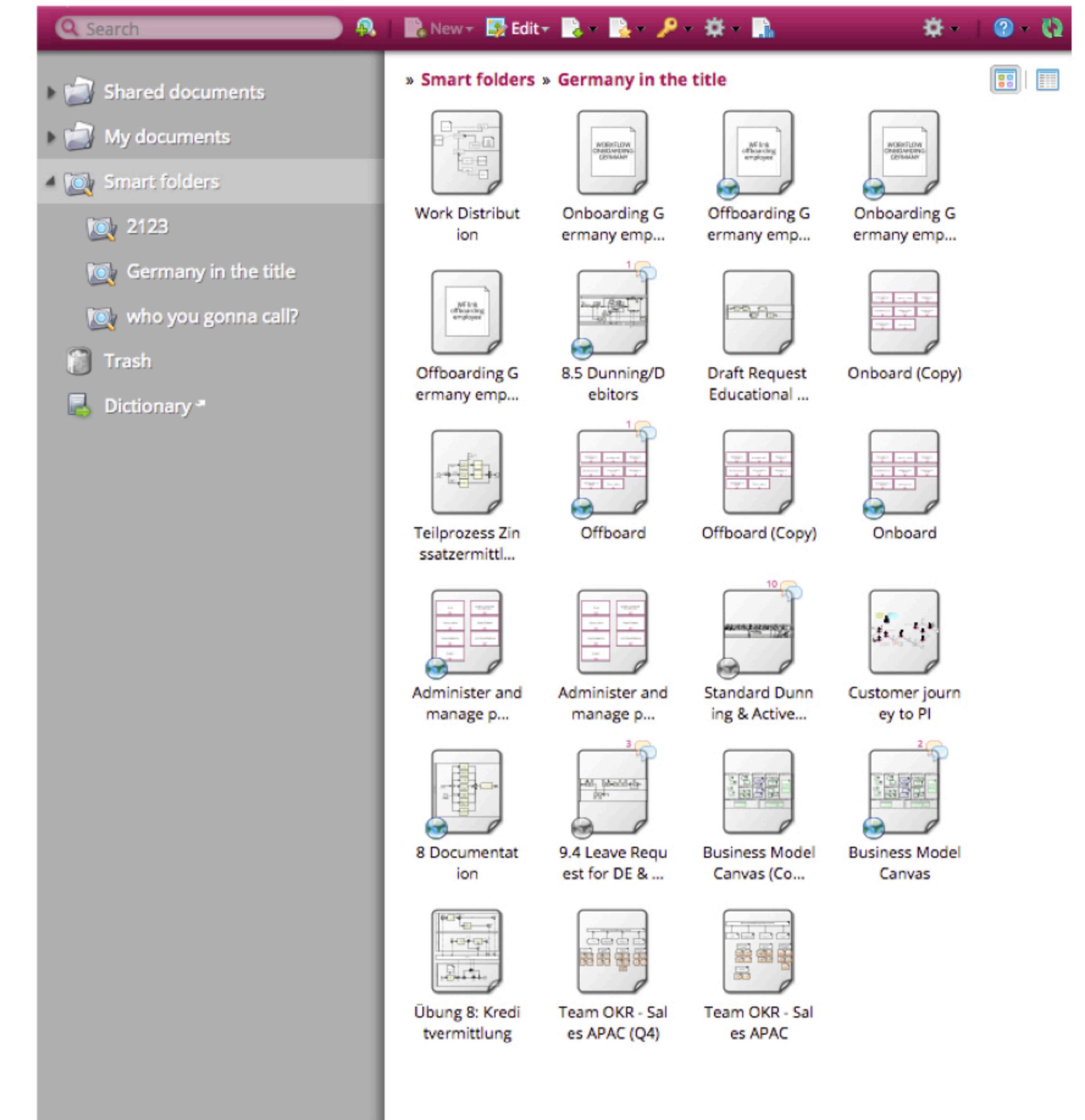
9) Relative Markets
Relative Markets & Retailer

10) Relative Markets
Relative Markets & Retailer

Main conclusions

Smart folders

- Not migrated yet
- Cannot be shared
- Confusing name
- Small development effort



Now what?

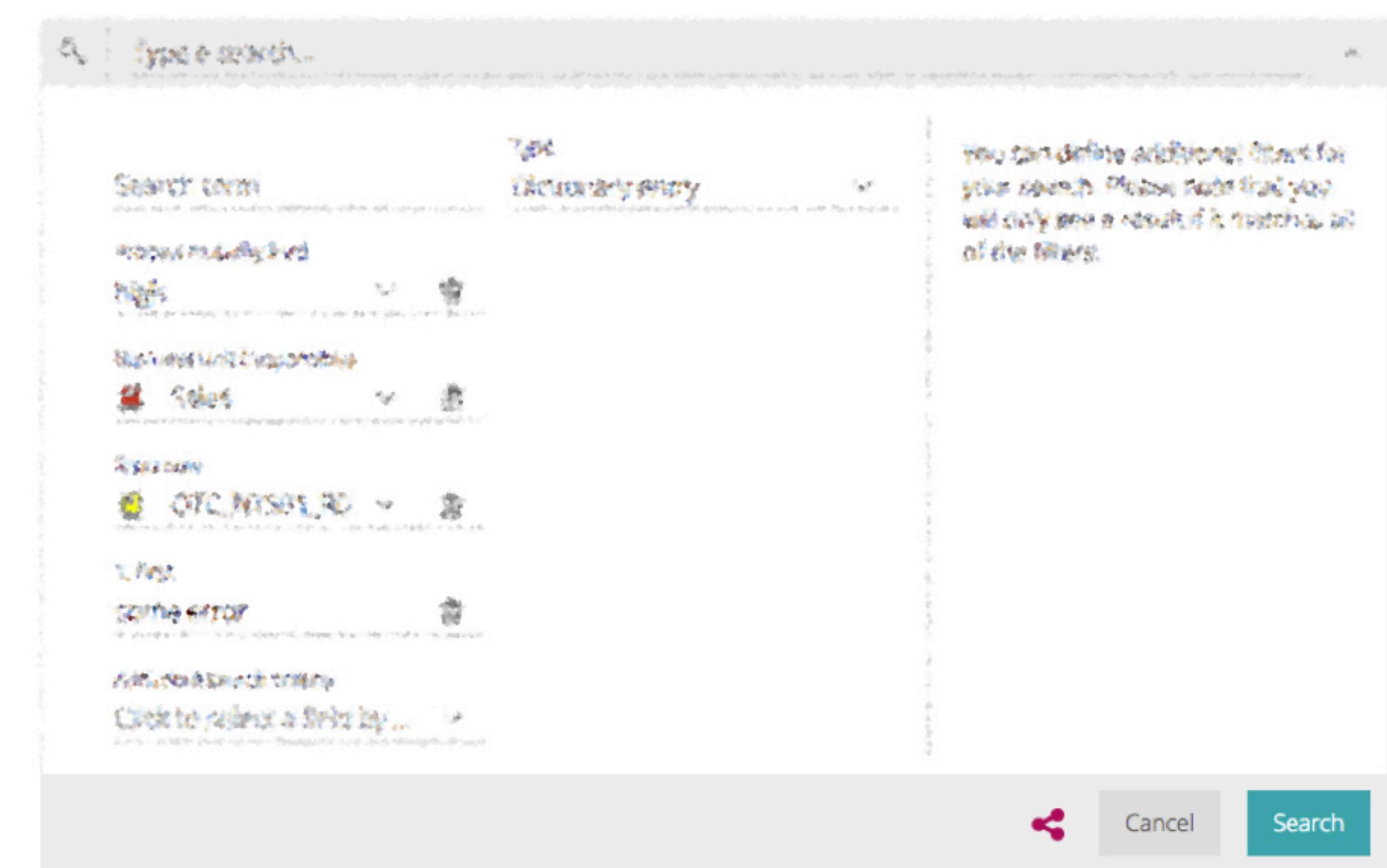
Refine results

User story

As a Hub user I want to be able to narrow down the initial search results so I can find the model faster

Why

- Biggest pain point
- Other issues can be fixed with some quick wins (reuse, small UI fixes)



No search results found.

The Process

Empathise

Discover

Ideate

Validate

Develop

Now what?

User Story

As a Hub user I want to be able to narrow down the initial search results so I can find the model faster.

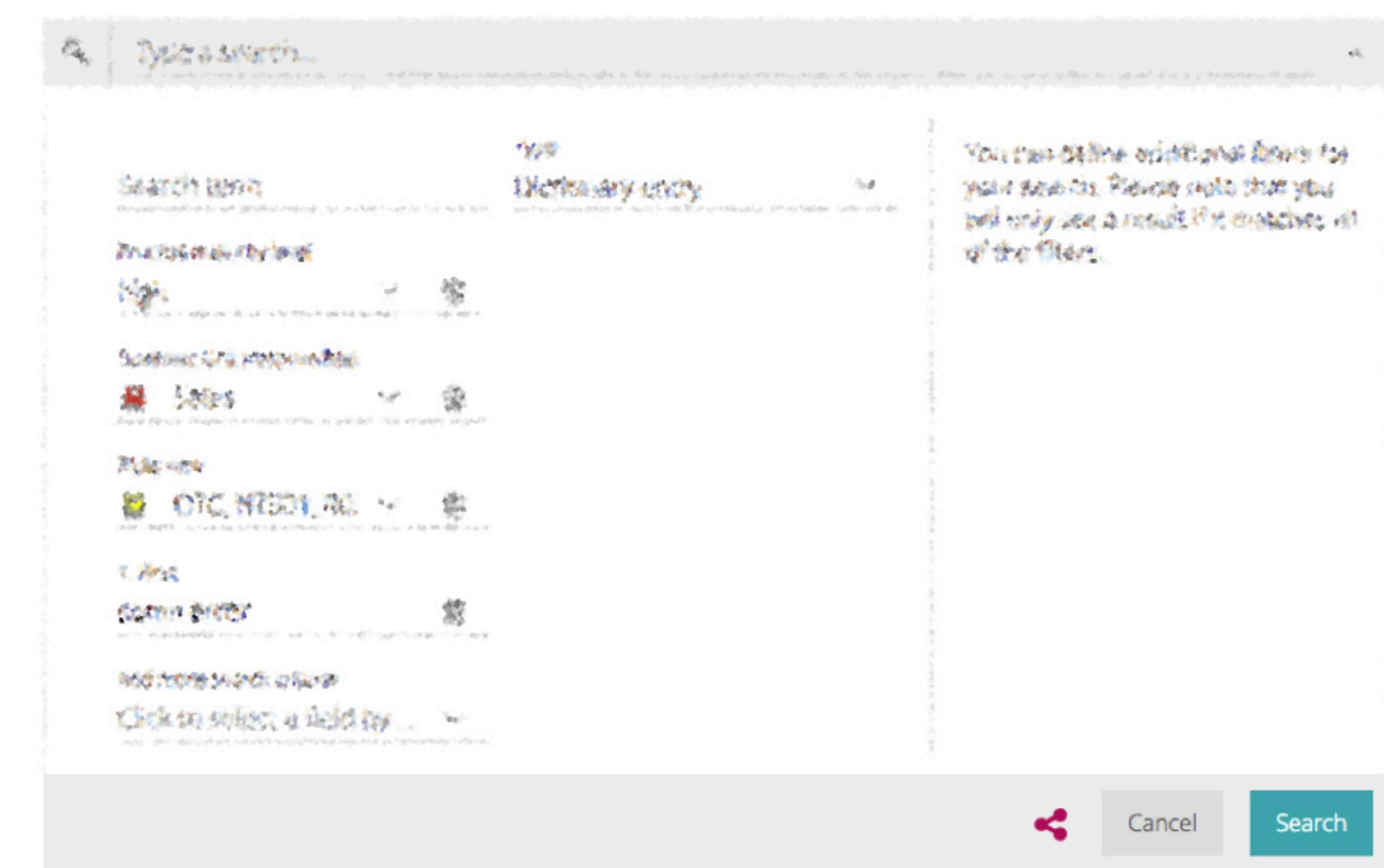


Ideate

Main conclusions

Advanced search

- Attribute UX is very confusing (drop down arrow, label<>value, adding an attribute, no error warning and more)
 - Attributes drop down is too long, some attributes are unclear/unnecessary
 - Type field is hardly seen, and not utilised properly (doesn't change attributes)
 - No way to filter by Date in any way





Assumption 1:

Laying out the criteria will simplify the interface

Current interface is confusing, unpredictable, some info is hidden



Assumption 2:

Preventing use of unfilled criteria will aid clarity

Currently mistakes are being made, some unknowingly

Prototype

Drag and Drop

Newsfeed

Starred

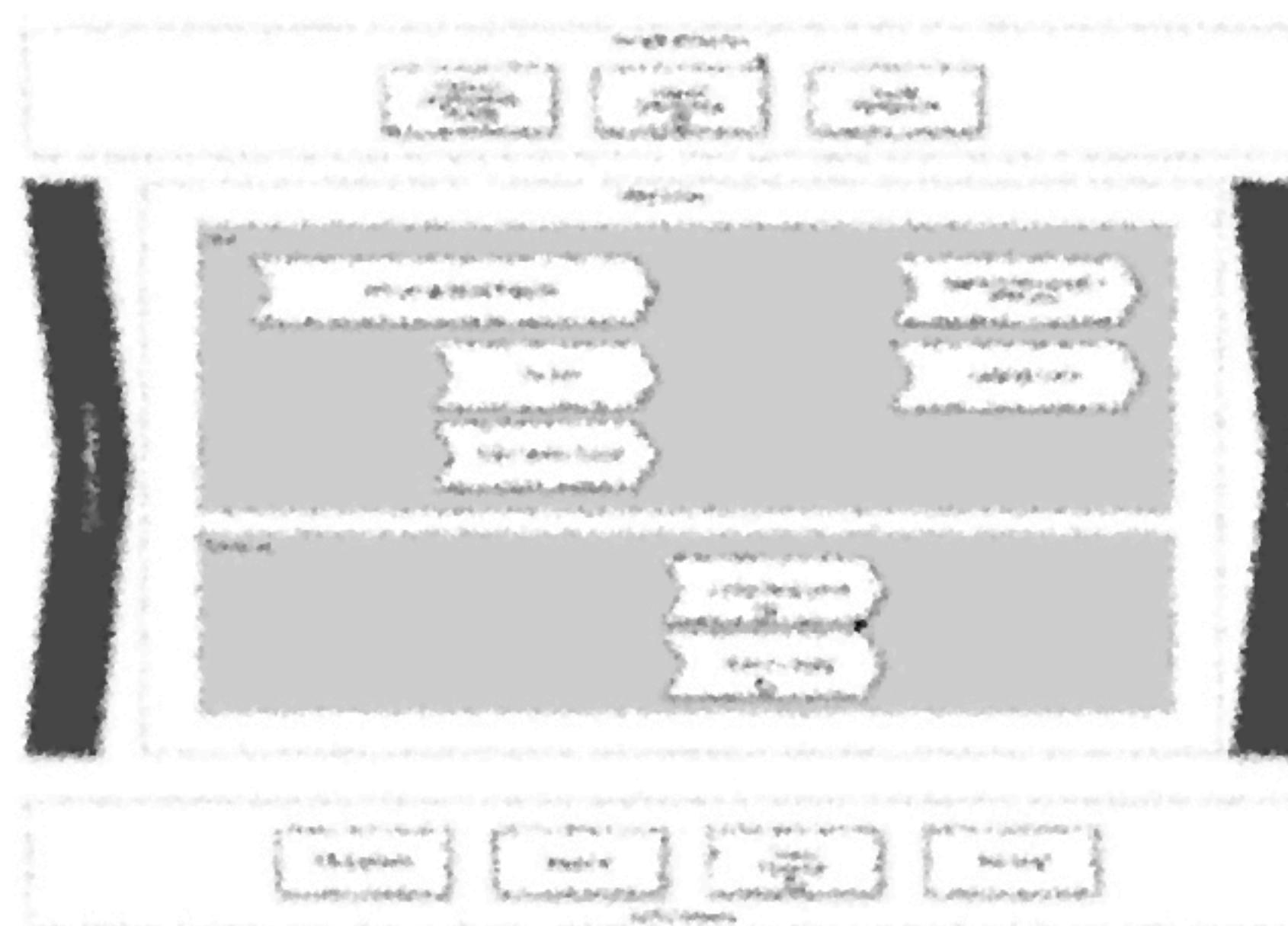
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▼ Process Landscape



Zalando was created in 2008 by Rocket Internet, Robert Gentz and David Schneider, initially under the name Ifansho.^[4] Inspired by US online retailer Zappos.com,^[5] Zalando initially specialised in the sale of footwear but has since included other areas of fashion and sports.

In 2009 Zalando began operations outside of Germany when it started offering deliveries to Austria. In 2010 the company launched in the Netherlands and France, and in 2011 it opened online retail sites in the UK, Italy and Switzerland. In 2012 it launched in Sweden, Denmark, Finland, Norway, Belgium, Spain and Poland.

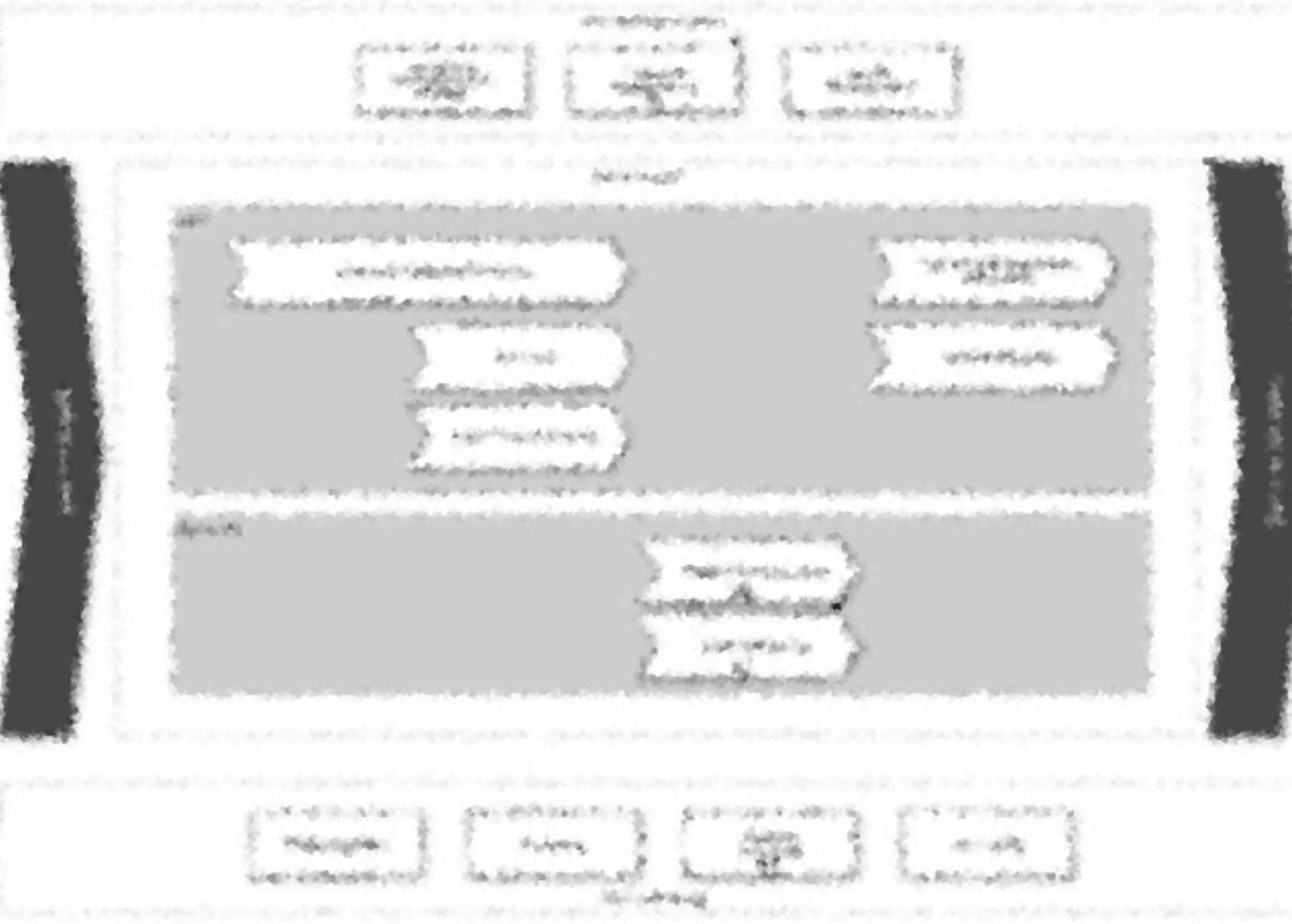
Since 2013, inspired by tech companies from the East, especially China, Zalando decided to overhaul its successful European online fashion store into a digital platform. Emulating Chinese companies, Zalando set off into remaking itself into a digital shopping mall, allowing fashion houses and retailers to make sales as well,

▼ All Files

Name	Type ▾	Last Change	Description
█ Beschaffungsprozess (Brezeln)	Folder	15/2/2017	The Power Of Notes
█ 4 Tips On How To Treat Adult Acne	Folder	15/2/2017	Harness The Power Of Your Dreams

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Process Landscape



The Process Landscape section displays a complex BPMN diagram with multiple lanes, pools, and connecting arrows, representing a large-scale business process.

Recent

 **Process Topics for discussion**
Word Document Published 2 months ago

 **Image Processing**
Image Published 7 years ago

Suggestions

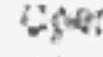
 **Process Management**

 **Process Owner**

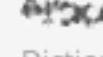
 **Process intelligence**

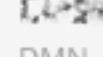
Matching files

 **BPMN 2.0 Process** Published 2 hours ago

 **Operational Smart Processes** Published yesterday

 **Product Development Processes (like-to-product)** Published 3 weeks ago

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 **Classify the Incident Processes** Published 5 days ago

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Drag Search Criteria here to refine

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Delete process

A weekly batch job is executed in order to maintain expired licenses of a tenant and therefore to update the accumulated tenant file quota.

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Delete process instance

Describes the interaction of the client's purchase plugin.

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Delete process instance

Sales reps should be able to focus on selling.

New hires should be able to contribute as fast as possible. This requires a well thought...

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By Lina Ortega



Delete process

> Directory > Folder > Sub Folder



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By Della Vaughn



Update customer mapping

This is actually not a process but a never ending loop. The goal is to retain and to grow all onboarded customers.

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By Birdie Hughes



Customer Support Flowchart - Sales & Marketing

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Published 7 weeks ago

By Sallie Jones



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By Alvin Blair



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By Ann Poole



KPI Working Guideline for Sales (100% KPI)

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By Linnie Beck



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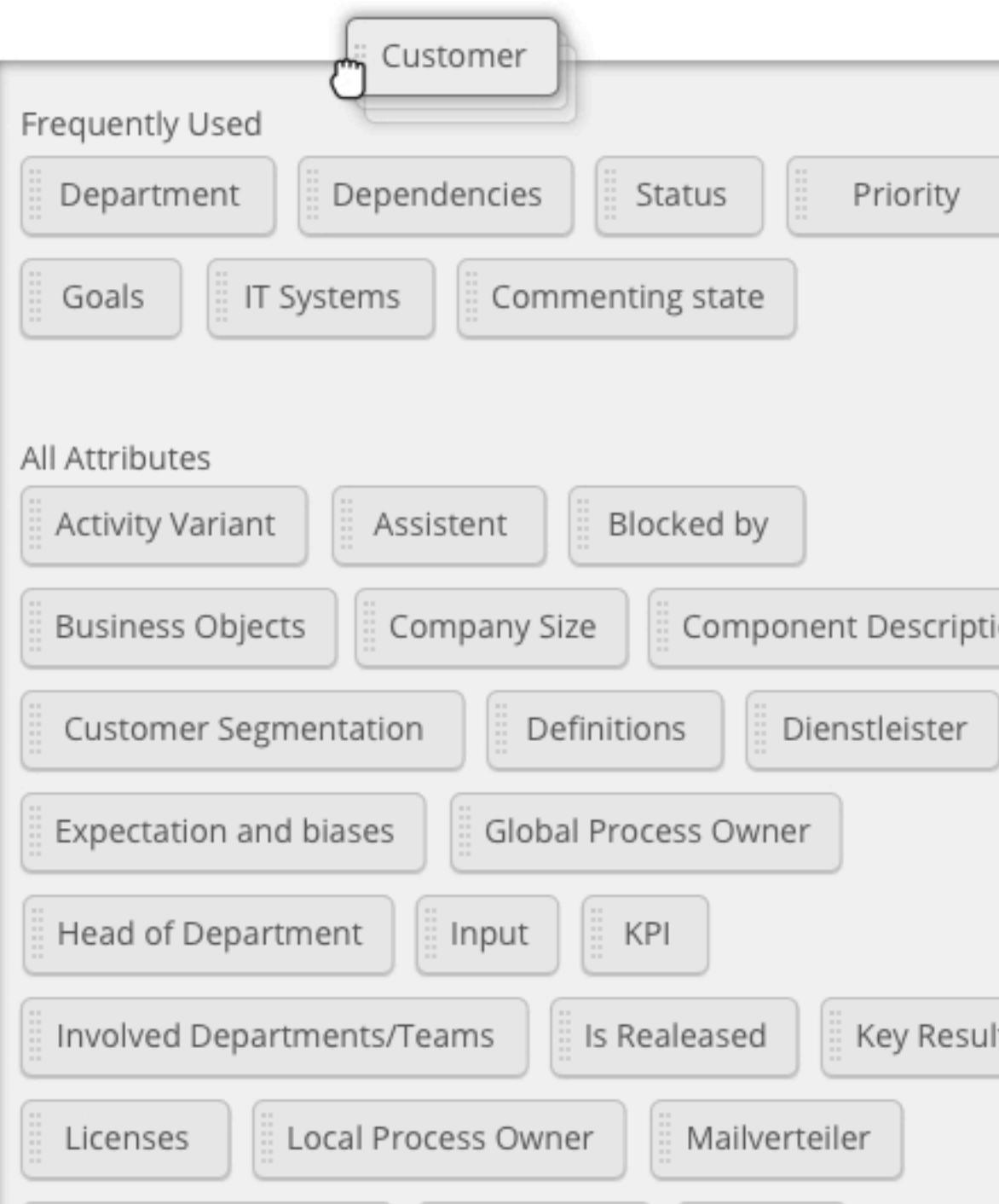
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Delete process instance

Describes the interaction of the client's purchase plugin.

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Sales reps should be able to focus on selling.

New hires should be able to contribute as fast as possible. This requires a well thought...

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New process owner

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Buyout process integration

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Onboarding process checklist

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Customer retention loop

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Used to maintain licenses

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Purchase process integration

Describes the interaction of the client's purchase plugin.

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Sales rep focus

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Customer service

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Customer service mappings

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Customer Support & Services at ServiceNow Business Point Office

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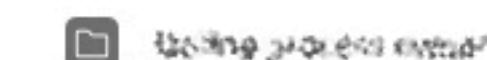
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Using process events

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Signavio purchase plugin

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Customer support requirements

Sales reps should be able to focus on selling.

New hires should be able to contribute as fast as possible. This requires a well thought...

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Customer support

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Expanding our customer base

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Customer feedback management

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By [Sallie Jones](#)

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2. Strategic market analysis

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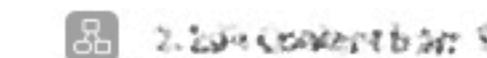
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3. Marketing plan for Q1 2024

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4. 2024 Content calendar for Signavio

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 Customer: SAAS Output: PO Commenting state: New [Save Search](#)[Refine](#)

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All Attributes

 Activity Variant Assistant Blocked by Blocked by Completed Comments Created Due date Last modified Modified Owner Published Revisions Size Status Type

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[Circular process workflow](#)
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[Onboarding of new sales reps](#)
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New hires should be able to contribute as fast as possible. This requires a well thought...

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[Post Onboarding](#)
Published yeasterday

By [Della Vaughn](#)[Directory > Folder > Sub Folder](#)

[Customer retention loop](#)
This is actually not a process but a never ending loop. The goal is to retain and to grow all onboarded customers.

Published 3 months ago

By [Birdie Hughes](#)[Directory > Folder > Sub Folder](#)

[Customer satisfaction feedback loop](#)
Published 7 weeks ago

Why Drag and Drop?

- Recognition over recall
(menu over command line, multiple choice over short answer)
- Visibility (creates clarity, confidence, trust)
- Continuous representation and feedback



And for us:

- We can show more search criteria
- User can reorder his criteria inventory
- Minimise errors

Disadvantages

- Hard to act on many objects at once
 - Most users pick 3-5 criteria
 - Future: group actions
- RSI/Boring
 - Most users pick 3-5 criteria
 - (Shared) Saved Search, Frequently Used
- Accidental activation
 - User can easily remove a tag
 - Dragging to one target
 - Clicking to refine is mandatory

Criteria states

Inventory item

Customer

On the Move

Customer

Input Value

Customer
SAAS
On Premise

Active

Customer: SAAS 

Criteria type examples

Description

Customer

SAAS

On Premise

Role Owner

 Enter Dictionary Item...

Published

< December 2018 >

Su	Mo	Tu	We	Th	Fr	Sa
					1	
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

The Process

Empathise

Discover

Ideate

Validate Customers, Customer Support, Devs, Stakeholders

Develop

Further Discussion

Considered Patterns

A screenshot of a job search interface. On the left, there is a sidebar titled "Refine your search" with dropdown menus for "Country", "State/Province", "City", "Profession", "Employment type", "Role type", and "Students and recent graduates". The main area shows a list of 20 jobs out of 5498, sorted by "Most relevant". Each job listing includes a title, location, date posted, and a "Save" button.

2 Columns

A screenshot of the JIRA interface. At the top, there is a navigation bar with links for Dashboards, Projects, Issues, Tempo, Agile, and Create. Below the navigation is a search bar and filter options. The main area displays a grid of issues with columns for Key, Assignee, Reporter, Status, and Summary. On the left, there is a sidebar for "Find filters" and "FAVORITE FILTERS".

JIRA

A screenshot of the eBay search interface. A modal window is open, showing filtering options for "Buying Format" with "All Listings (1,031)" selected. Other options include "Auction (5)" and "Buy It Now (0)". The background shows a search for "mac" with a list of laptop results.

Lightbox columns

A screenshot of the LinkedIn job search filters interface. It shows various filter categories: Date Posted (Past 24 hours, Past Week, Past Month, Any Time), LinkedIn Features (In Your Network, Under 10 Applicants), Job Type (Full-time), Company (Google, CVS Health, CyberCoders, C.R. England, aquila RH - Intérim & Recrutement, Mid West Apply), Industry (Internet, Marketing and Advertising, Information Services), Job Function (Engineering, Consulting), Experience Level (Internship, Entry level, Associate, Mid-Senior level), and Location (United States, San Francisco Bay Area, China). There is also a note at the bottom about being a UX Designer at Nest.

Megadrop

Newsfeed

Starred

Recent

Conversations

All Processes

Dictionary

Search results Found 948 items

Contains text

File Type: All

Publish Date: all

Team: all

More

[Advanced Search](#)Sort by [Relevance](#)

Monday Task - Product Director

Folder: Signavio Success

7

Published 2 weeks ago

Customer Onboarding 1-of-2 (NA)

Folder: Consulting 2019

Published 4 days ago

Process Manager Product Team

Folder: Prudect Team

Published 9 hours ago

SPM - Order Product Information - W3

Folder: Model Revision

6

2

Published yesterday

Process Manager Product Team

Folder: Model Revision

Published 3 months ago

Multi-level Incident Handling

Folder: Idea-to-ready-for-development

1

Published 7 weeks ago

Beta - Idea to Delivery

Folder: Deliver Product Increment

Published 9 days ago

Customer Onboarding 1-of-2 (NA)

Folder: YouCanBook.me SignavioSuccess

10

Published 2 hours ago

JIRA-like

2 columns

Advanced Search Criteria

Save Search

Description

Commenting state

Published

(December 2018)

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8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Assistent

Blocked by

Business Objects

Customer

Show All Criteria

Results

Found 948 items

Sort by Relevance ▾

Commenting: New (X) Business Objects: Product Feature (X) Clear All

SDP Incident and Emergency Process (I OPS) Folder: Signavio Success	Published 2 weeks ago	7 Q
1st Level Incident Handling Folder: Consulting 2019	Published 4 days ago	3 Q
Incident and Emergency Process Folder: Prudect Team	Published 9 hours ago	4 Q
Classify The Incident Report Folder: Model Revision	Published yeasterday	6 Q 2 P
SDP Incident and Emergency Process (I OPS) Folder: Model Revision	Published 3 months ago	12 Q
Critical Incident Communication (CIC) Folder: Idea-to-ready-for-development	Published 7 weeks ago	7 Q 1 P
Event process - To Be (sharepoint) (WOLF PACK) Folder: Deliver Product Increment Comment: "This incident is severe...."	Published 9 days ago	16 Q
Event - Processing Request Folder: YouCanBook.me SignavioSuccess Trigger: Incident happend...	Published 2 hours ago	10 Q
Introduce New Business Application Folder: Deliver Product Increment Document: Incident handling.pdf	Published 9 days ago	18 Q 5 P

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Thank you

