

Tennis Court Booking App

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UX Team

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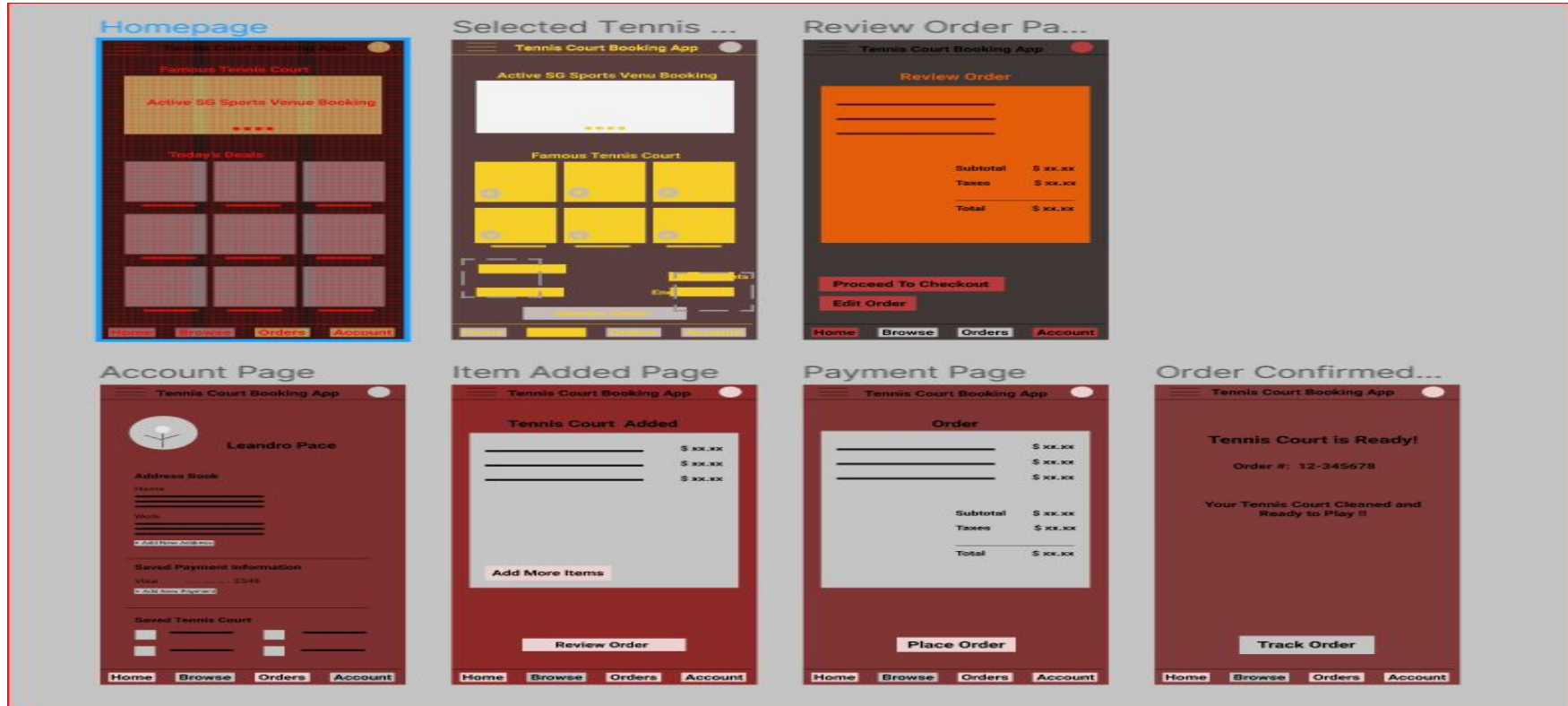
Study Details

We're creating Tennis Court Booking app to help users but to also allow other members of the user's party to submit their booking order as well at the same time and easy to navigate in the mobile/browser platform

Research Questions	Participants	Methodology
Were players able to search and filter for the Tennis Court they were looking for	6 participants 3 male, 3 female	15 of minutes per participant Singapore
Were other members of the player's Tennis club able to complete their order?	Ages between 20-50 years of age and who will Play Tennis at least once in a week	remote Unmoderated Usability
Were Player able to select the date/time and Tennis court address?		Study Users were asked to complete several tasks as directed in a low fidelity prototype and also interested browser version of app in Computer
Were Players able to easily complete user flow of App?		

Proto Type /Designed - Low Fidelity

[Figma Page](#)



Themes

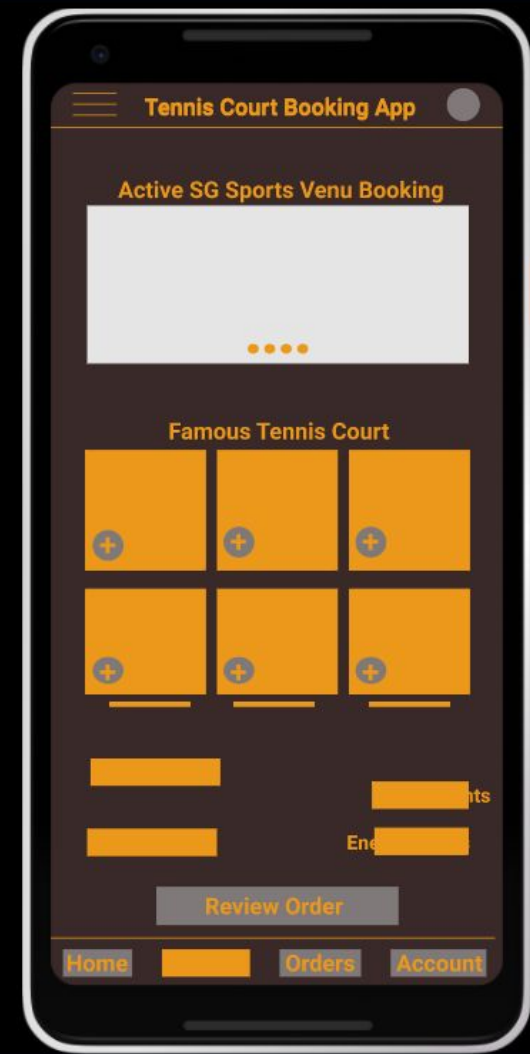
Most Players wanted to see the most popular tennis court

Supporting evidence from the usability study.

4 out of 5 participants wanted to see the most Popular TC.

3 out of 5 participants didn't like having to go through the entire applications /browser page

With new TC I haven't tried before, I like to see what are the famous TC (P3)

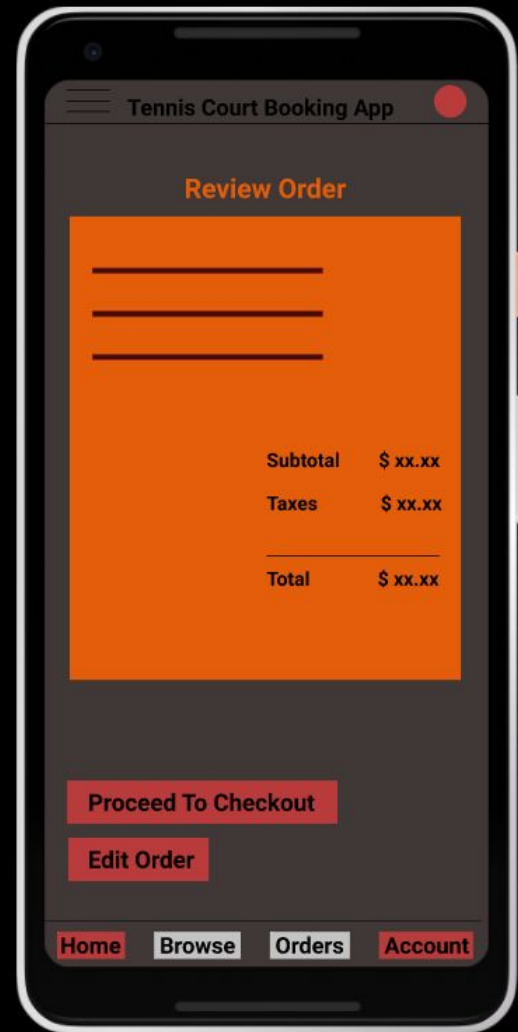


Themes

Most players wanted to review their order before it was placed. Supporting evidence from the usability study.

5 out of 5 participants wanted to have a review order page before the order was placed and confirmed.. “

There needs to be a page that lets me see what I ordered to make sure I didn't make any mistakes or want to add anything additional before my order is placed and confirmed.” (P5)

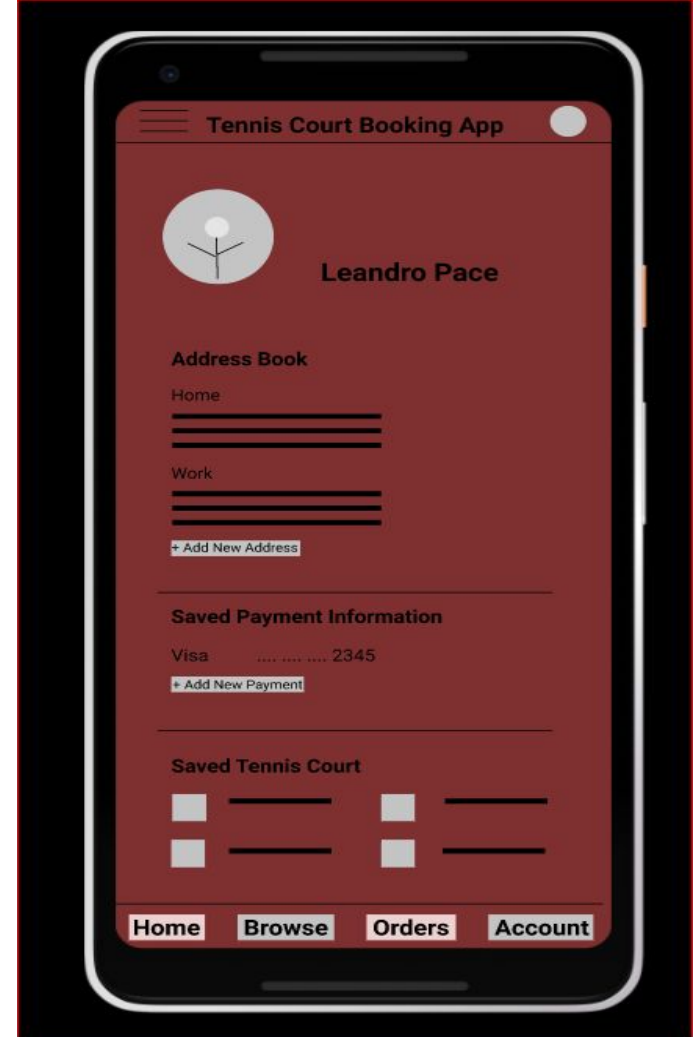


Themes

Most players to be able to save their address and payment information
Supporting evidence from the usability study.

4 out of 5 participants wanted a way to save their address and payment information.

5 out of 5 participants didn't like entering their information after each order. "There needs to be a way to save my address and payment information so I don't have to re enter it after each order." (P2)

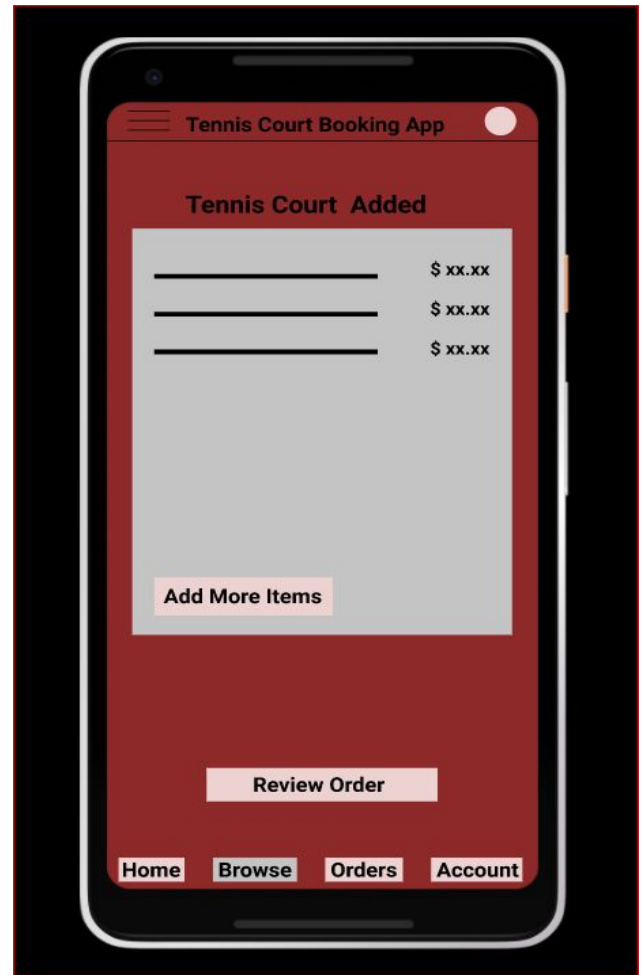


Themes

Most players wanted to be track their booking after it was placed. Supporting evidence from the usability study.

4 out of 5 participants wanted a way to track their order after it was placed and if there were any delays.

3 out of 5 participants wanted status updates on their order.. “I’d like to know where my order was and if it was going to be available on time or if it was going to be delayed.” (P4)



Insights & Recommendations



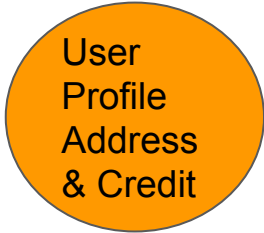
Favorite
Tennis
Court

Players wanted a way to see the famous TC and to help them decide what to order




Order
Review

Players wanted review their order and if needed, make changes before it was placed and confirmed



User
Profile
Address
& Credit

Players wanted a way to save their address and payment information for more efficient checkout process



Tracking
/Checking
Order

Players wanted a way to track their order progress and when it was going to be delivered.

Recommendations

Add favorite Tennis Court section with photos

Include a "Review Order" page and allow users to edit their order if needed before placing it

Add an address book section for saved addresses and a wallet section for saved payment information

Add "Track Order" option to allow users to see where their booking

Next Steps

New design recommendation based on the insight

1. Popup screen for the first time login
2. New design of the home screen
 - a. Carousel for most added items

Thank you!