NOVA SCHOOL OF SCIENCE & TECHNOLOGY

Interação Pessoa-Máquina

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Zoo Virtual Trip - Lisbon's Zoo Edition

Stage 2: User Task and Analysis

ZOO VIRTUAL TRIP
LISBON'S ZOO EDITION

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Project Description

Planning a trip to the zoo can be a hassle, especially if children are also visiting. Information about the animals is sometimes not accessible for children or too simple for adults.

Knowing what and where to visit can also be troublesome as people have limited time to visit the zoo or simply don't have interest in some of the animals. Planning the trip should be easy and interactive and switching between adult information and child information should be as simple as clicking a button.

Users

The most common visitors to the zoo are families, being the members' age group ranging from young to elderly people. With this information in mind, we decided to consider two kinds of users for our website, children and adults. This solution will give the user the possibility of interacting with our website in a better way based on the user's age.

The main reason for our approach is that we will have a small explanation of the animals available for visiting in the zoo, and we believe that the explanations should vary based on the user being a child or an adult. These explanations will be more complex and scientific for adults and more interactive and fun for children.

After interviewing a small set of people, children and adults, we learned the main difficulties while using the current Lisbon's Zoo website. For adults it was mentioned the struggle with the large amount of features available on the website spread into many different pages. With our approach we intend on making the majority of features available easily accessible and practical to use. For children it was mentioned that the current website is not adequate for their use, which we want to change.

Tasks

Task 1 "Open animal detail page"	**Objective:** Using our website, the user should be able to open the detail page about a certain animal **Pre-conditions:** The user should be in the website; The website should be fully loaded. **Sub-tasks:** If the user clicks outside of an already open animal detail page or on the animal icon of the detail page, the detail page should close. **Exceptions:** If the user misses the animal icon, the website should do nothing.
Task 2 "Change user type"	**Objective:** Using the website's user type toggle button should switch the user type from adult to child or child to adult. **Pre-conditions:** The user should be in the website; The website should be fully loaded. **Sub-tasks:** - The user should toggle the switch between the two user types. - The website should render the appropriate information according to the user type. **Exceptions:** If the user misses the toggle button, the website should do nothing.
Task 3 "Buy tickets"	**Objective:** The user should be able to be redirected to the zoo's official ticket vendor **Pre-conditions:** The user should be in the website; The website should be fully loaded. **Sub-tasks:** - The user goes to the Buy Tickets page. - The user selects the desired quantity of tickets - The website updates the total price with discounts - The user should review his order - The user should fill in some personal information - The user, confirming his order, checks-out - The website gets confirmation of the user's payment - The website, after confirming the order, should send the user his tickets. **Exceptions:** If the user misses the "Buy Tickets" button, the website should do nothing.
Task 4 "Click on third-party page link for more information"	**Objective:** The website's user, after opening the animal detail page, will be able to click on a link that will redirect him to a third-party page (e.g. Wikipedia) **Pre-conditions:**The user should be in the website; The website should be fully loaded. **Sub-tasks:**

	- The user selects an arbitrary animal on the map. - The website renders the information about the animal. - The user should click “Learn more”. - The website should redirect to the page with more information about the animal. **Exceptions:** If the user misses the link, the website should do nothing.
Task 5 “Redirect to Zoo’s official website and Social Media”	**Objective:** After clicking the official page as well social media icons, the user will be redirected to these pages **Pre-conditions:**The user should be in the website; The website should be fully loaded. **Sub-tasks:** - The user should click on a relevant Social Media. - The website should redirect itself to said Social Media. **Exceptions:** If the user misses these buttons, the website should do nothing.

Task 6
“Planning the visit”
	Objective: After clicking on the “Plan my Visit” button, a grey map’s version will appear and then the user will click on the animals he plans to visit.
	
	Pre-conditions: The user should be in the website; The website should be fully loaded.
	Sub-tasks:
	- The user selects “Plan my Visit”
	- The website renders the target page.
	- The user should choose between a Manual Planner or Assisted Planner.
	- *Manual Planner*:
	  - The user should select, individually, the animals of interest.
	- *Assisted Planner*:
	  - The user is prompted with a questionnaire to build the pool of animals of interest.
	- On user confirmation, the website should request an optimal route given the pool.
	- The website should render the optimal route which the user can Print.
	Exceptions: If the user misses these buttons, the website should do nothing.

Scenarios

Purpose: Buy tickets for a family of 3.

Individual: Miguel
Equipment: Computer, Credit card

Scenario:
1. Miguel wants to buy tickets for a family of 3.
   1.1 Miguel is a 32 year old man.
   1.2 Susana is a 31 year old woman.
   1.3 Pedro is an 8 year old kid.
2. Miguel fills in his information.
3. Miguel wants to pay with a Credit Card.
4. Miguel wants to print his tickets but also wants a digital copy sent to his email.

Purpose: Planning a visit.

Individual: Miguel
Equipment: Computer

Scenario:
1. Miguel, never having visited the Zoo, decides to plan his visit.
2. In order to not waste too much of his wife's time, he wants an optimal route to visit the Monkey Exhibit, the Dancing Giraffes and the Rocky White Striped Zebra.
3. After confirming the optimal route, Miguel would prefer to have a physical copy so he doesn't make a fool of himself.

Purpose: Finding out more about Zebras.

Individual: Miguel and Pedro
Equipment: Computer

Scenario:
1. Miguel really likes Zebras and wants to awe his son Pedro with some fun facts.
2. After reading the detailed information about the Rocky Zebra, Pedro yawns out of his mind.
3. Miguel, taking notice of his son's boredom, decides to read Pedro more appropriate information.