

Project task 3: Prototype Designs

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“Mission statement: Providing motor bike maintenance service at doorstep”

Value proposition

Most of the people in our country use motor bikes as a mode of transportation so called two-wheelers. As they ride their bikes but most often they do not find time for the maintenance of their bikes which ultimately leads to severe bike issues during travel. So, e-mechanic is providing a solution to solve the problem of bike maintenance at their doorsteps and in long term e-mechanic will be providing on road service as well.

Problem/ Solution overview

Today's life is pretty busy. In this busy routine, we sometimes hardly find time even for our food. We barely find time for extra-curricular activities. We keep on working from morning till late night. For our work, we need to travel from our work place to home or from home to our work place. During our travel to work for any kind of visit we keep riding our bike. We often ride our bike but we cannot find time for the maintenance purpose of our bike which ultimately leads to severe bike issues during travel on road. E-mechanic is highlighting these issues and bringing solutions to these issues by using present technologies, and by bringing ease and comfort in the lives of bike riders so called two wheelers by providing the service of bike maintenance at their doorstep.

Prototype

Three different types of designs for the website prototype have been formed and tested upon different unknown users in order to take feedback.

✓ Prototype Design 1

In prototype design 1, the home button, rates and service icon button were moved to right top side of website mockup in order to check user's accessibility and easiness. Figure 1 shows all three tasks i.e., simple, moderate and complex. The description of services was provided on the page of services and same case was with the rates. There was a login button on the top right side of design. And the user could book a service by clicking on the button “Book a service” and then clicking on services then selecting date, time and then finally by confirming the service as shown in the procedure of task 3 of figure 1.

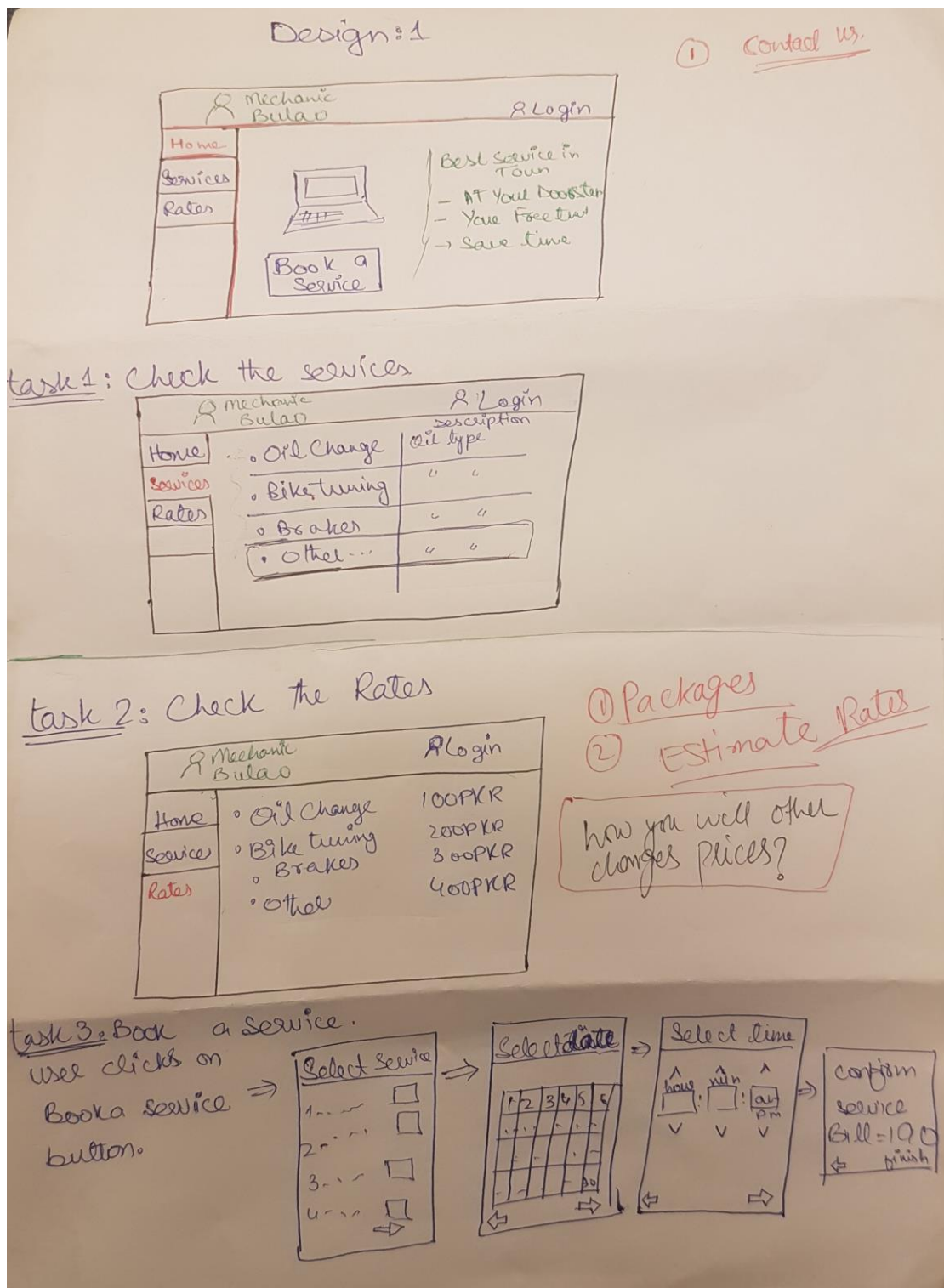


Figure 1: Prototype Design 1
Website layout

User's feedback

First user was a university student and a bike rider. He highlighted a few positive and a few negative points about the website layout. But overall he liked our idea and service which we are providing at their doorstep.

- **Pros**

- Full layout, transition and flow of booking is perfect.
- UI is simple and understandable.
- User can easily locate where he have to see the services and where he can see the rate of the services.

- **Cons**

- How will user contact to you for any kind of help because there is no help or contact us icon.
- There should be a separate option of packages of combination of services for the users.

✓ Prototype Design 2

In prototype design 2, the services, rates and home tabs were moved to the top of website layout whereas the information of services was kept as drop down menu. For example, whenever a user putts his cursor in the rates icon, a drop down menu of rates as a list will be shown and then user can click on a specific item for its detail from that list as shown in the task 1, 2 of figure 2. The flow of booking a service was same as in Design 1.

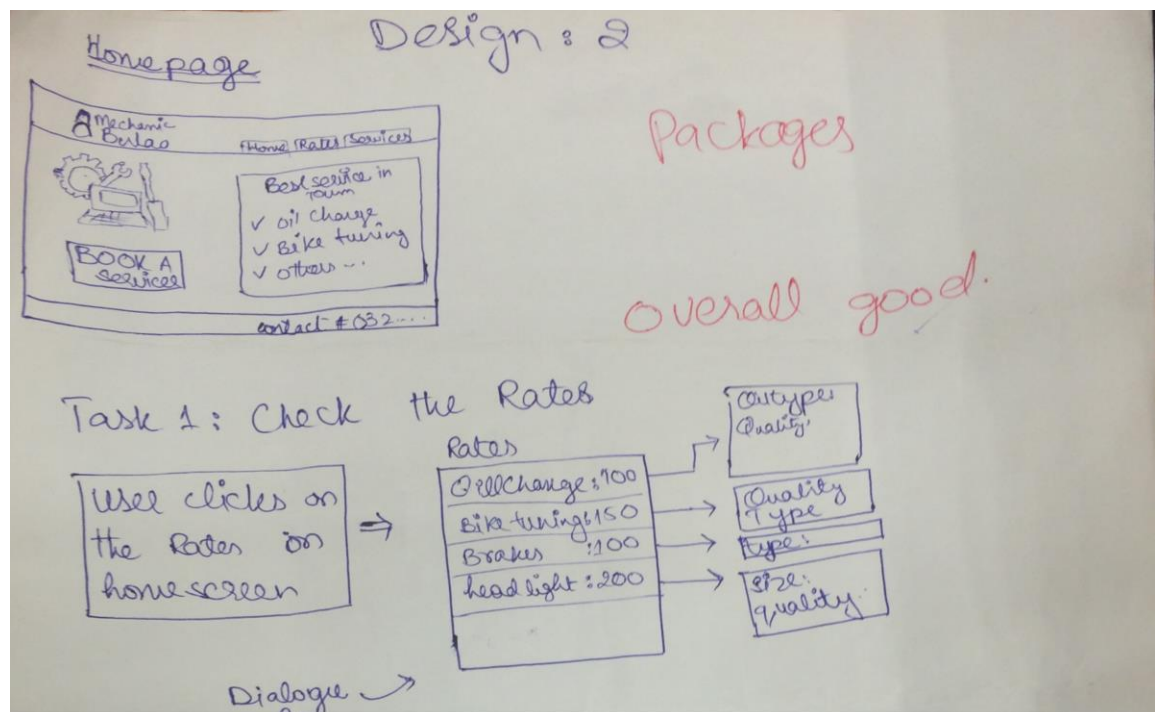


Figure 2: Prototype Design 2
task 1

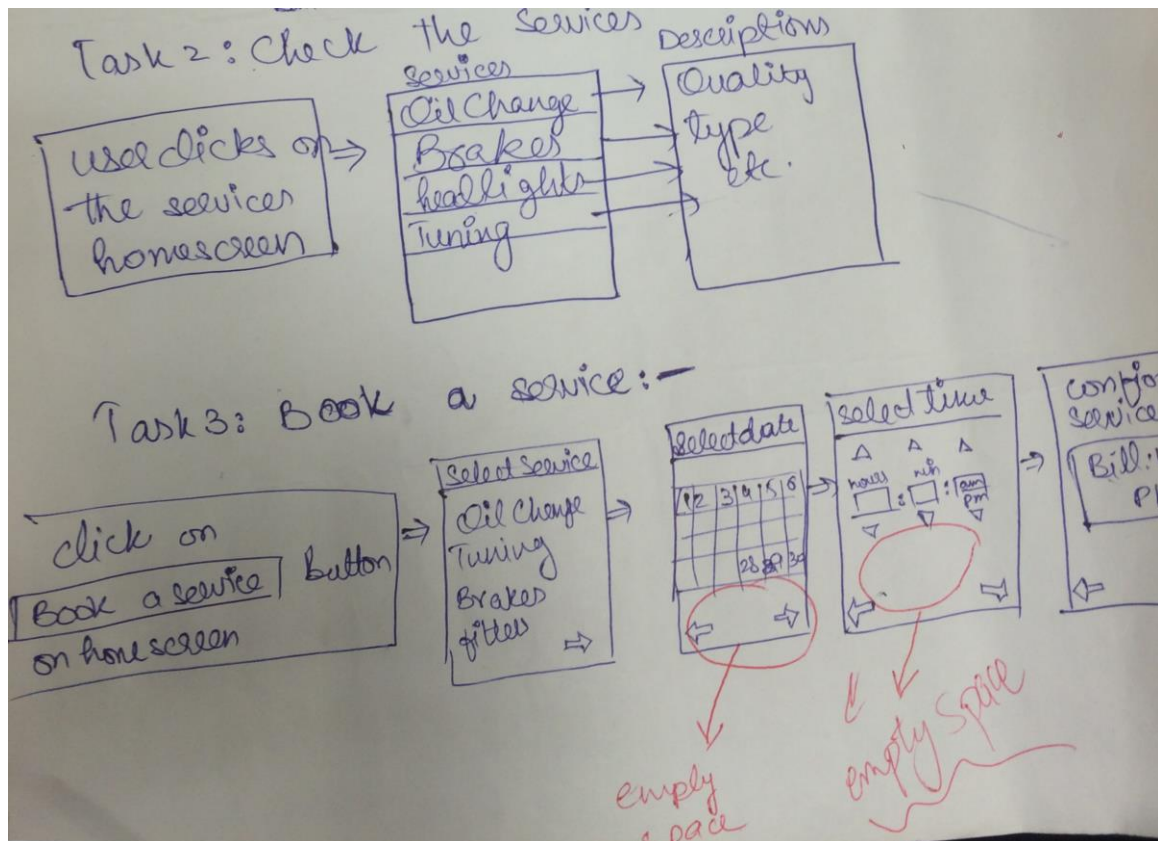


Figure 3: Prototype Design 2
task 2 & task 3

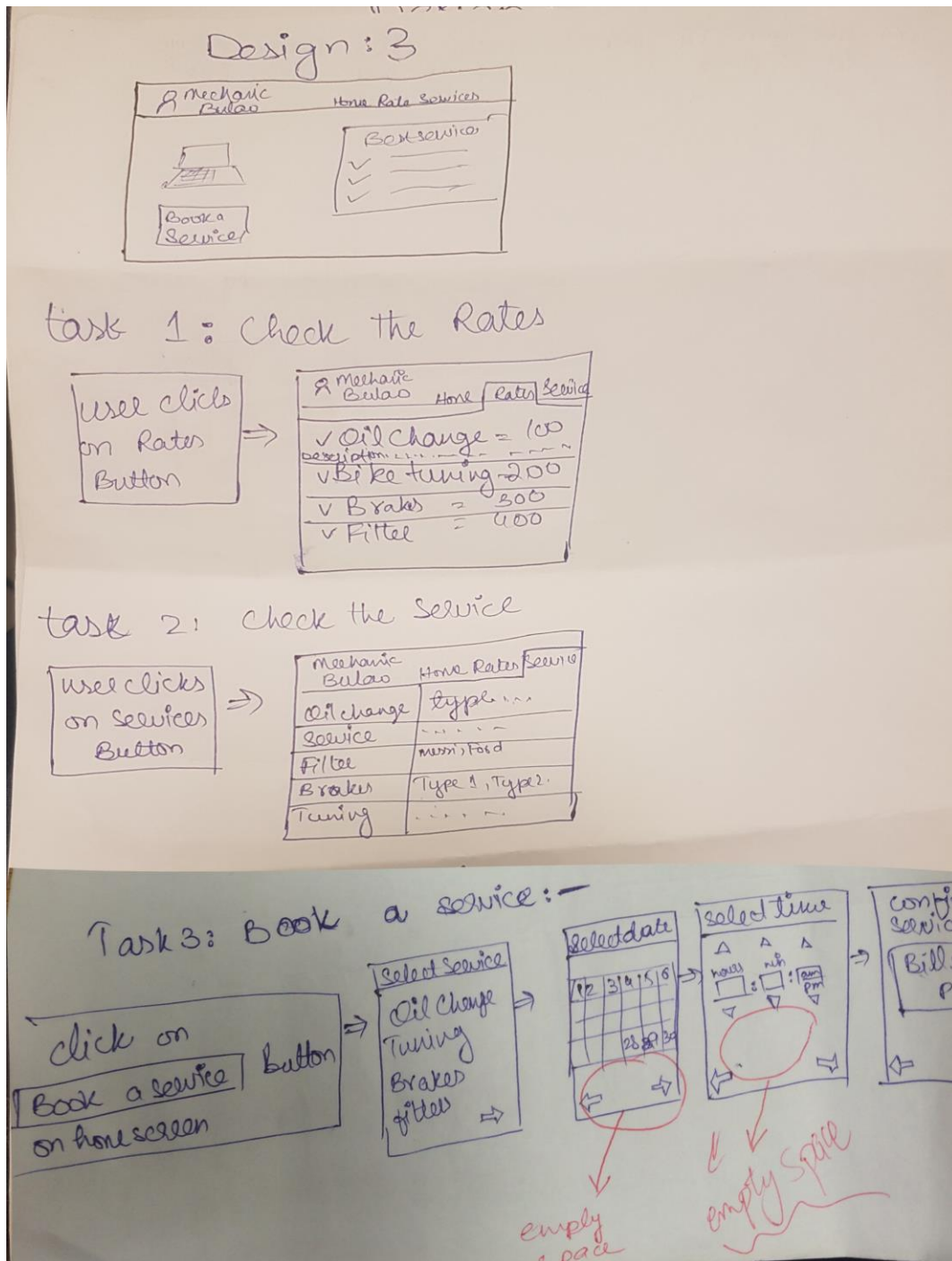
User's feedback

User 2 was also a student and a job holder as well. He overall like the layout of design 2 but a things he mentioned are as follows;

- **Pros**
 - He found almost everything perfect the description of services and description of rate as well.
- **Cons**
 - He also mentioned that there should be a packages tab along with the rates and services.
 - Most important thing he mentioned in the flow of booking a service was that there are black spaces in upper and lower portion of select a date and select a time as shown in the steps 2,3 of task 3 of design 2. They both should be on the same page to avoid blank spaces to be visible enough.

✓ Prototype Design 3

Everything in prototype 3 was exactly as in prototype 1. The only difference was the difference of placement of rates, services and home tab whereas the information and description of services was on a single page as shown in the figure 3.



User's feedback

- **Pros**
 - According to user the layout was perfect.
 - The description of rates and services was on the same correct place where a user can locate it easily.
- **Cons**
 - He also mentioned the blank space issue in the flow of booking a service.

Selected Prototype

The final prototype mock-ups is as follows

A dark blue rectangular mock-up with a thin white border. It features a title 'Rates' in large white serif font at the top left. Below it is a table with two columns: service names and prices, all in white serif font.

Rates	
Bike tuning	200
Oil Change	150
Brakes	100
Filters	50
Others...	

Figure 4: Final prototype- Task 1(Simple)

A dark blue rectangular mock-up with a thin white border. It features a title 'Services' in large white serif font at the top left. Below it is a list of service names in white serif font.

Services	
Bike tuning	
Oil Change	
Brakes	
Filters	
Others...	

Figure 5: Final prototype- Task 2(Moderate)

Task 3:

Book a Service

Step 1 - Select service

<input type="checkbox"/>	Bike tuning	200
<input type="checkbox"/>	Oil Change	150
<input type="checkbox"/>	Brakes	100
<input type="checkbox"/>	Filters	50

Next

Book a Service

Step 2 - Select a day

December, 2013						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
		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		

Next





Book a Service

Step 3 - Select time

Hour	Minute	PM/AM
12	30	am

Next



Book a Service

Step 4 - Confirm your booking

Your total bill

900 PKR

Confirm