UX Design Example

John Chin

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Contents

- Context
- Design Goals
- Sample Floor Plan
- Research
- Working Assumptions
- Personas
- User Profile
- User Stories
- Tasks
- Use Cases
- Design - Wireframes
- Q & A

Context

The company that has implemented a "Hot Desk" policy where employees do not have assigned seats. The IT department wants to create a mobile app which will help employees in locating available seats for that day. The idea is to utilize the office floor plan to guide employees to the location of available seats. Additionally, the app shall be used to locate and book meeting rooms as well.
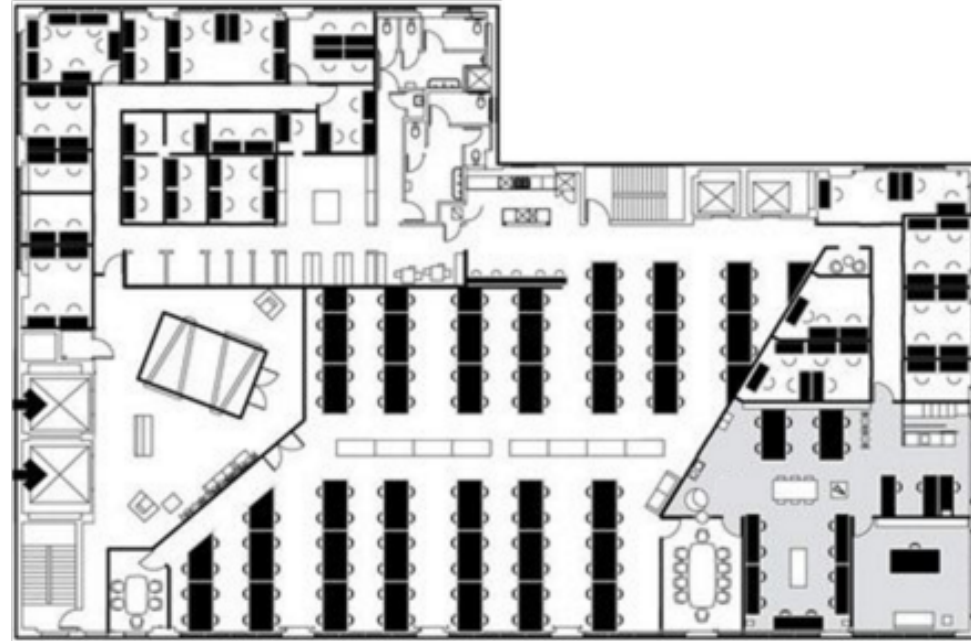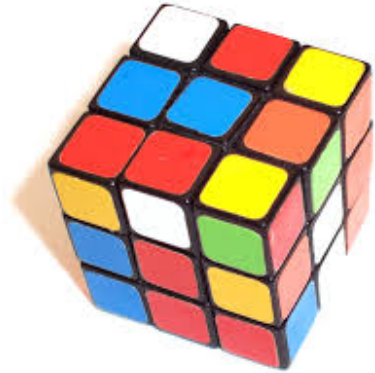
Design Goals

Objective: Design a user experience with a mobile app that will book available rooms and desks on the same day of arrival on premise. This design should address the following use-cases:

- Find and reserve a hot desk using a floor plan.

- Find and reserve a conference room using a floor plan.

Sample Floor Plan

Research

Proposed UX Activities

Activities - Goals, Expectations, Frustrations, Personas, User Stories, Task Analysis (workflow), Use Cases

Stakeholder Kickoff Meeting

Align project goals and objectives with key stakeholders to ensure that UX resources and budget are prioritized appropriately.

User Research

Gain understanding of users' needs and pain points associated with open floor plans that utilize hot desking.

Givens and Working Assumptions

- Assume usage of existing hot desking applications features

- Assume blue-tooth beacons with auto check-in and check out feature.

- Assume real time updated occupancy status

- Assume pop-up notification for check-in or scheduling same day use of that particular room.

- Supported on Android and Apple Mobile platforms

- Accessibility, Usability studies

- Honeywell style guide/design patterns, terminology

- Upon notification: Frequency of alert setting and most likely/common follow-up tasks/flow

- Wireframes don't show all error handling or messaging (email/sms notifications). There is an attempt to address important or frequent cases.

Personas

Visiting Employee
Never been to this location before.

Telecommuter
Visits the office to host a monthly leadership meeting

> *"I want to successfully pitch my ideas at important meetings with my leadership by being well prepared for my presentations."*

Cheryl

Visiting Employee

"I need an alert notification system that helps me make good decisions quickly and eliminates unnecessary delays"

Software
Windows 10, iOS 10.1, Android N, Chrome, Firefox, Safari, Android

Hardware
Laptop, MAC, Tablet, Smartphone

Back Story

I've been with Honeywell for 5 years, starting with Aerospace and now working with HR. I'm proud of the level of teamwork and collaboration I've experienced in my other group, and enjoy expanding my industry knowledge in this role. Since my move to HR and I travel a lot to different locations. That places more pressure on us than ever before to perform and bring value to our stakeholders. I brought the company a lot of talent into various organizations and I'm eager to prove myself and establish my colleagues' respect in this new group.

Motivations

I'm a single mother of two young children. As the only breadwinner in the family, I'm eager to be recognized for my contributions and would like to move up the management ranks at Honeywell.

Booking Experience

High

User Groups
Human Resources

Goals

- Optimize the alert and notification systems
- Leverage extensive Bloomberg Terminal expertise to improving the usefulness of the product

Frustrations

- Huge workload; not enough time to complete tasks
- Conflicting priorities - Not sure what to do when multiple issues crop up at once

Expectations

- Easier to react quickly to changes in the market
- Bring important alerts to my attention thus providing a way to react to the information without switching gears and forgetting where I left off

User Stories Visiting Employee

Reserve a Hot Desk near a Conference Room

As a visiting employee who is unfamiliar with the floor plan,

I want to book a desk near by the conference room where I will be presenting my talk,

So that I can be prepare for my talk prior to the meeting.

No Desks or Rooms Available

A a visiting employee who is unfamiliar with the floor plan,

I could not find any rooms or desks available,

So I need to find other alternatives for my informal 1 on 1 meetings with colleagues.

User Stories Telecommuter

Reserve a Conference Room

As a telecommuter I visit the office one a month,

I usually reserve a room for 8 people on the day that I arrive at the office,

So that I host our monthly team meeting

Find and Reserve a Hot Desk by an Aisle

As telecommuter I visit the office one a month,,

I want to reserve a hot desk near an aisle by the kitchen pantry where there is a lot of traffic and activity near me,

So that I can socialize and network with people I don't normally see.

User Stories Telecommuter

Reserve a Desk near a window

As a telecommuter I visit the office one a month,

Normally I reserve a desk by the kitchen pantry but today I changed my mind want to sit by a window,

So that I can enjoy the sunshine coming from the outside.

Tasks Book a conference room

- Launch App on smartphone

- Check the availability of conference rooms

- Book a room that can hold 8 or more people

- Invite meeting participants to attend

- Check RSVPs to the meeting

- Check in to the conference room

- Check out of the conference room after the meeting

- *Note: Only Finding and Booking a room is being consider for this release*

Tasks Book a desk near a conference room

- RSVP to a meeting at a conference room

- Launch App on smartphone from email with calendar link

- Check availability of desks by browsing floor plan

- Book a desk near that specific conference room

- Check in to the hot desk

- Check out of the the hot desk at the end of the day

- *Note: Only Finding and Booking a desk is being consider for this release*

Tasks Book a desk on an aisle by the kitchen pantry

- Launch App on smartphone

- Check availability of desks by browsing floor plan

- Book a desk next to an aisle by the kitchen pantry

- Check in to the hot desk

- Check out of the the hot desk at the end of the day

- *Note: Only Finding and Booking a desk is being consider for this release*

Tasks Book a desk next to a window

- Launch App on smartphone

- Book a desk near window

- Check in to the hot desk

- Check out of the the hot desk at the end of the day

- *Note: Only Finding and Booking a desk is being consider for this release*

Task Flows
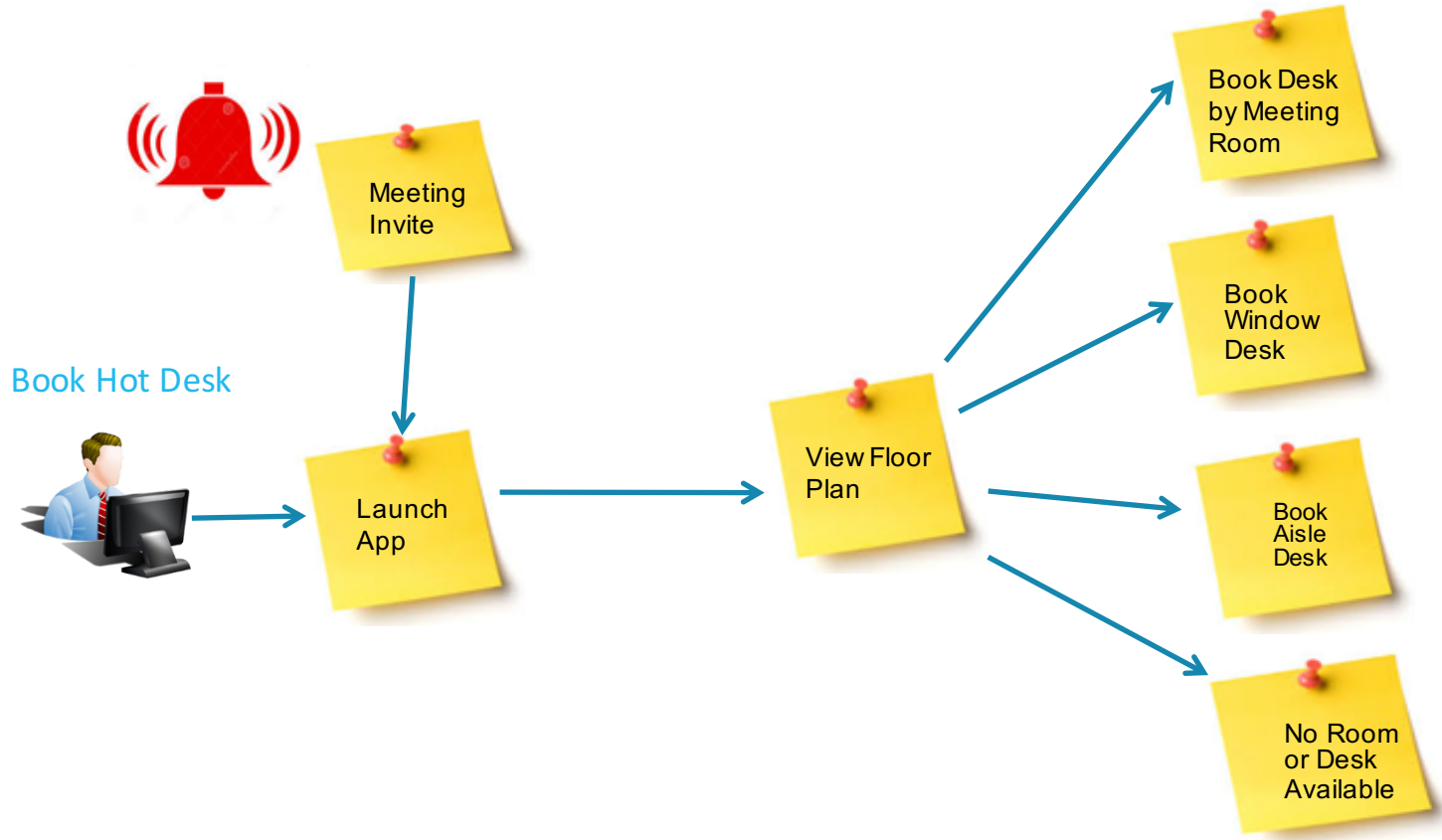
Task Flows

Book Meeting Room

Use Cases

1. Book a Meeting room for 8 or more people.

2. Book a Window Desk for the entire day.
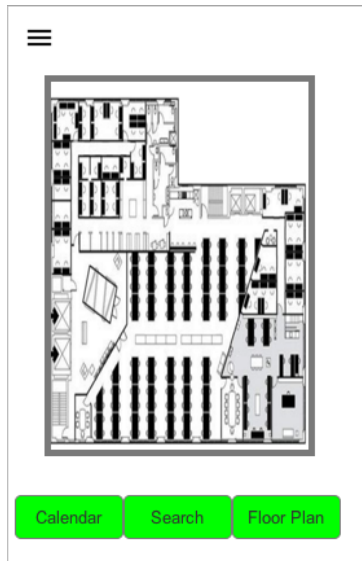
3. Book an Aisle Desk near a meeting room.
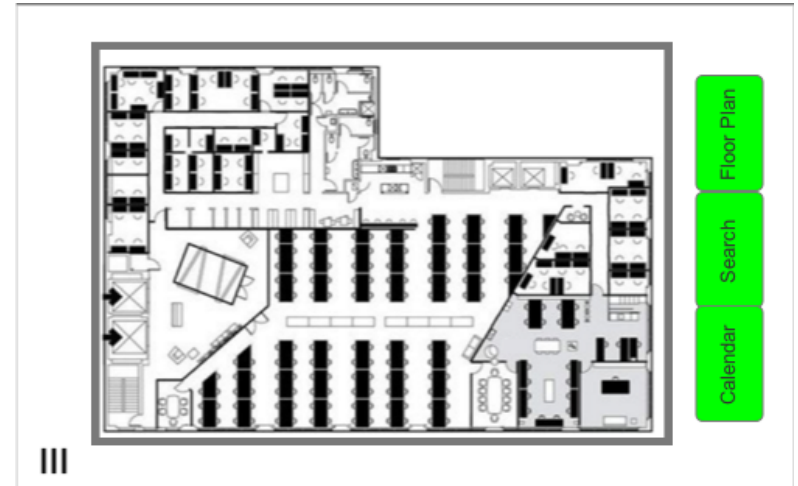
Design – Wireframes Overview

- Portrait and Landscape

- Error message when all rooms and desks are reserved

- Book Room or Desk

- Confirmation of reservation

- Send meeting invites

# Design - Wireframes Initial Floor Plan screen

Portrait

Landscape

Calendar | Search | Floor Plan
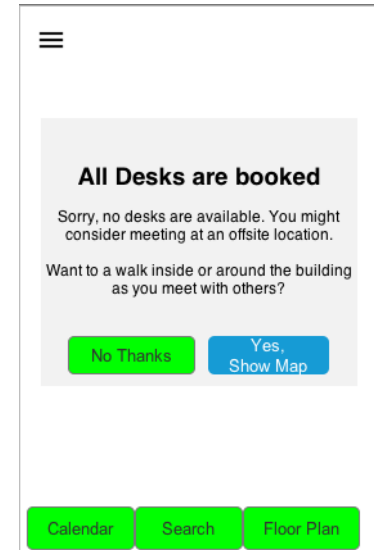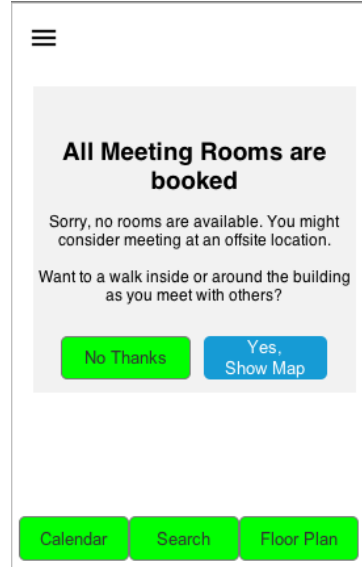
Floor Plan
Search
Calendar

Default setting is to lock on portrait mode for typically most tasks. However, the user may choose to allow the screen to be unlocked and present the floor plan in landscape.

Design - Wireframes Status of Rooms and Desks

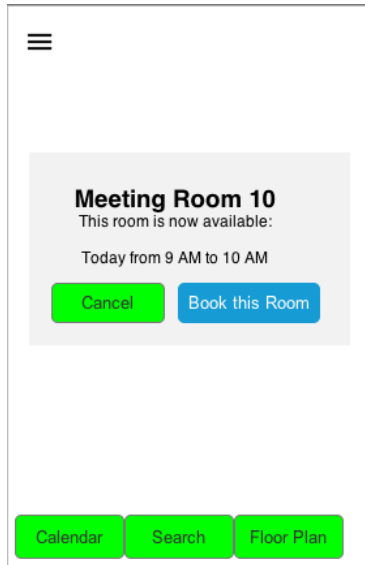Floor Plan – All rooms or desk are booked
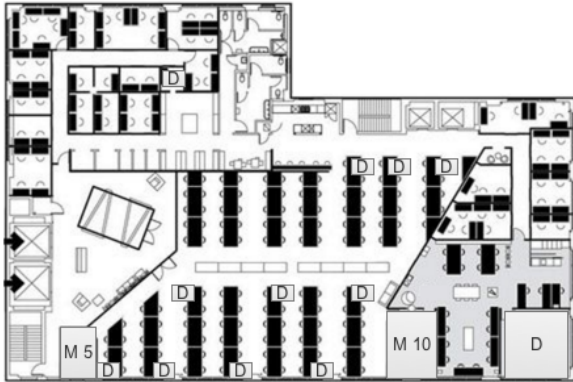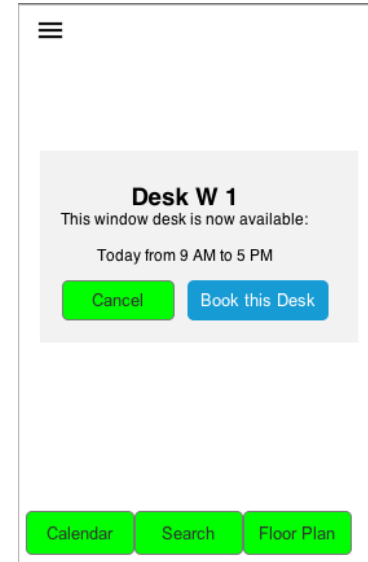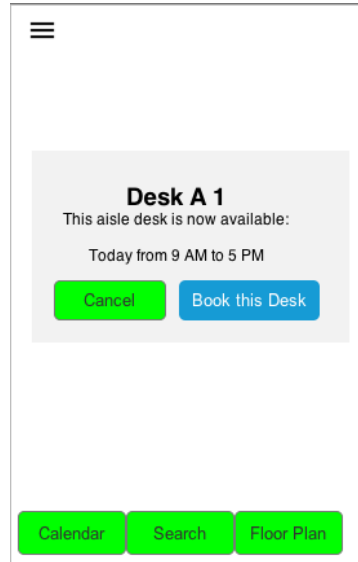
All Rooms or Desks are booked.

When the user is unable to book a room or desk because the office building has reached peak usage capacity, the app will make other suggestions to the user about alternatives. More customized situations might addressed such as suggesting booking an aisle desk when all window desks are booked.

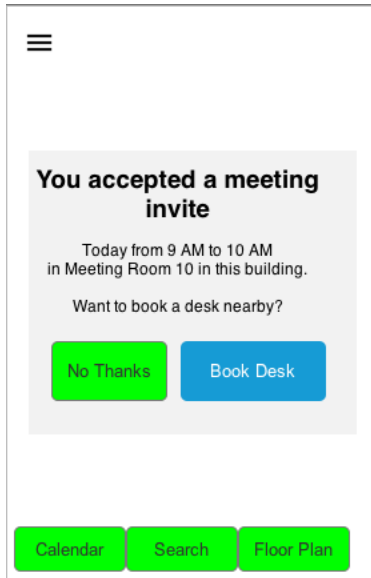# Design - Wireframes Book a Meeting Room or Desk

Meeting Room

☰

Meeting Room 10
This room is now available:

Today from 9 AM to 10 AM

[Cancel] [Book this Room]

[Calendar] [Search] [Floor Plan]

Desk

☰

Desk A 1
This aisle desk is now available:

Today from 9 AM to 5 PM

[Cancel] [Book this Desk]

[Calendar] [Search] [Floor Plan]

☰

Desk W 1
This window desk is now available:

Today from 9 AM to 5 PM

[Cancel] [Book this Desk]

[Calendar] [Search] [Floor Plan]

Customized dialogs indicating the type or room in addition to time is presented. 9 AM to 5 PM is set as the default range when conference room or desk is free all day.

Design - Wireframes Book a Desk near a Meeting Room after accepting a meeting invite
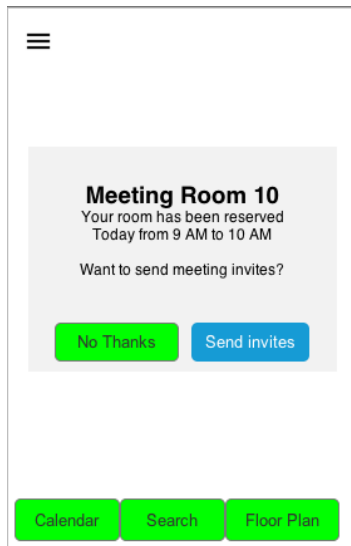
Proactive notification to book a desk

Customized dialogs indicating the type or room in addition to time is presented. 9 AM to 5 PM is set as the default range when conference room or desk is free all day.
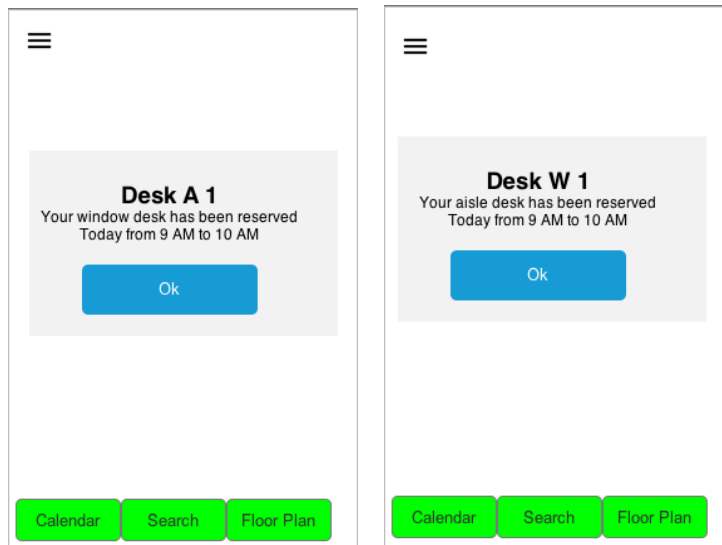
Design - Wireframes Confirmation Dialog

Meeting Room

Desk

Meeting Room 10
Your room has been reserved
Today from 9 AM to 10 AM

Want to send meeting invites?

No Thanks   Send invites

Calendar   Search   Floor Plan

Desk A 1
Your window desk has been reserved
Today from 9 AM to 10 AM

Ok

Calendar   Search   Floor Plan

Desk W 1
Your aisle desk has been reserved
Today from 9 AM to 10 AM

Ok

Calendar   Search   Floor Plan

The user has completed their reservation. The application will offer to help the user send meeting invites after confirming the reservation of the meeting room.

Q & A