

OPTIMAIL



OUR USER STUDY

Participants:

The users that we tested our application on consisted of all males participants who have either worked for or are currently working at mail and package delivery companies such as **Canada Post, Purolator** and **UPS**.

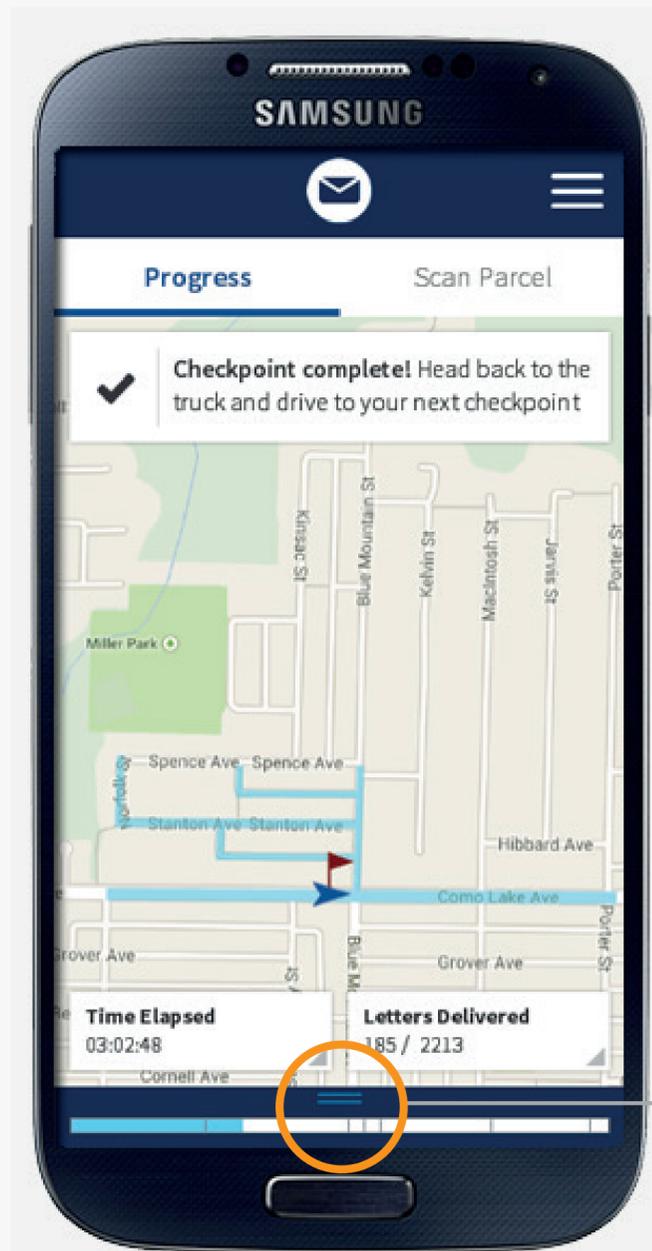
Methods Chosen for User Test:

1. Think Aloud Protocol
2. Extreme User Interview

ISSUES REGARDING OUR APP

- 1. Visual Design & Interaction**
- 2. Display of Information**
- 3. Considerations For A Better Plan**
- 4. Things to Think About**
- 5. Overall Feedback**

VISUAL DESIGN & INTERACTION



Issue:

Users noticed the “grips” on the progress bar let them know they could pull up, however, they **did not try swiping up** to see what information would be displayed.

Possible Solution:

> **Provide** more of an **affordance** for the bottom progress bar **to be swiped up**. White lines instead of blue lines for the grip.

> Another interaction that could be incorporated into our app to **encourage efficiency** would be perhaps allowing **swiping between screens** to see the overall route, progress screen, etc.

VISUAL DESIGN & INTERACTION

Issue:

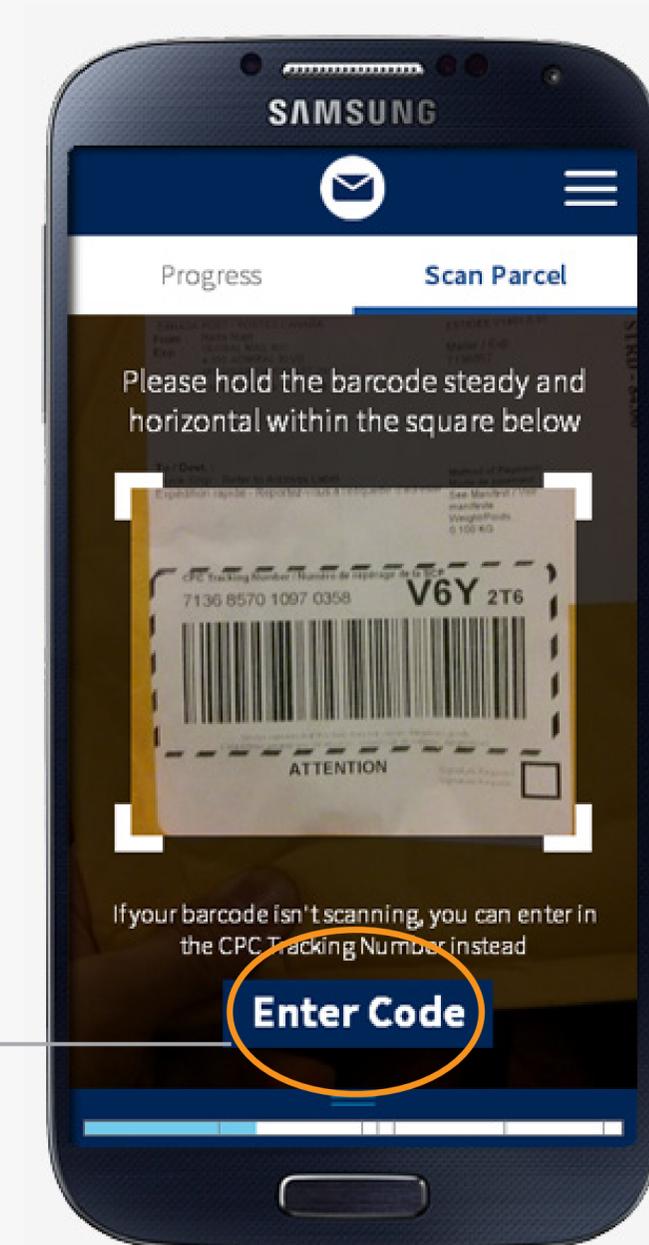
Users **didn't notice** the “**Enter Code**” button on the Scan Parcels screen.

Possible Solution:

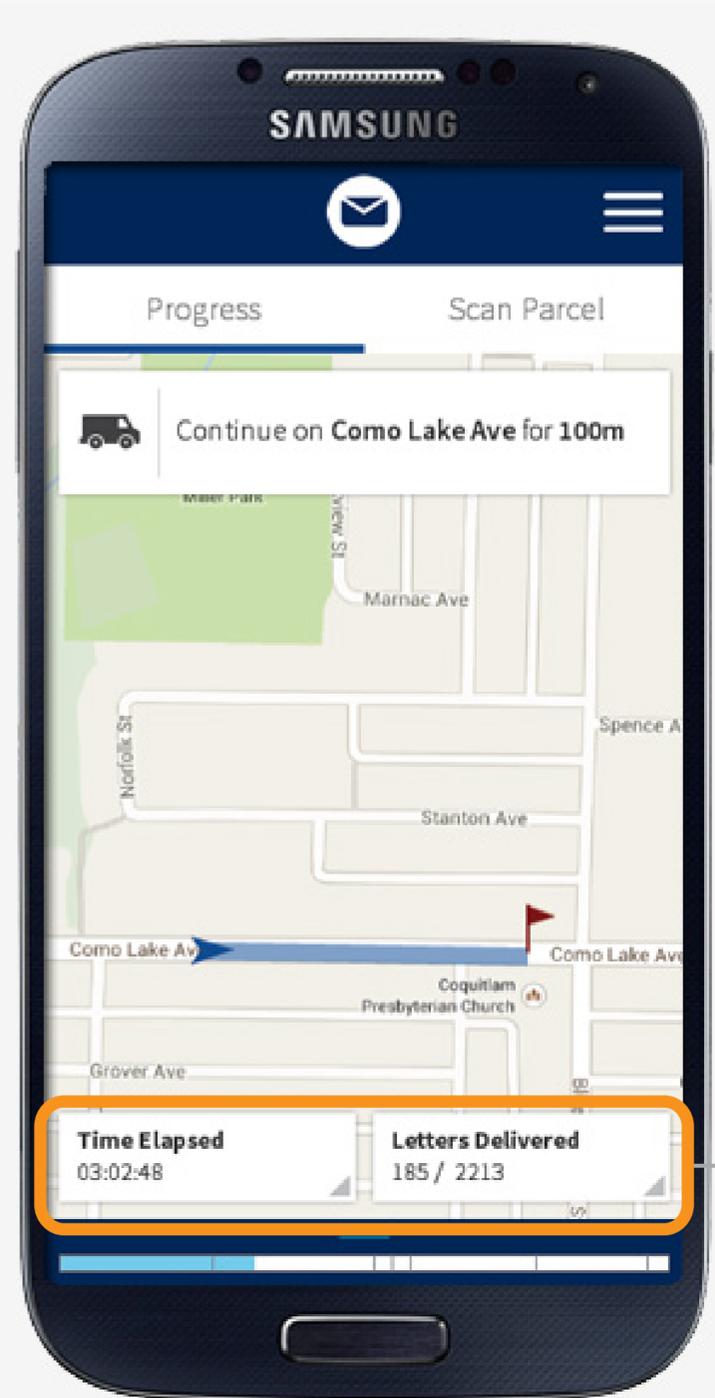
> Change the **colour** of the “Enter Code” button or change **terminology**.

> **Incorporate** the process of **scanning** the barcodes **inside** the pick-up **mailboxes** and **community mail boxes**.

> Allow for the **different options when delivering a parcel**, whether the parcel can be left at the door, requires a signature, etc.



DISPLAY OF INFORMATION



General Insights

Would want to know “Letters delivered per hour” in the info boxes instead of having to mentally calculate it based on the two separate info boxes

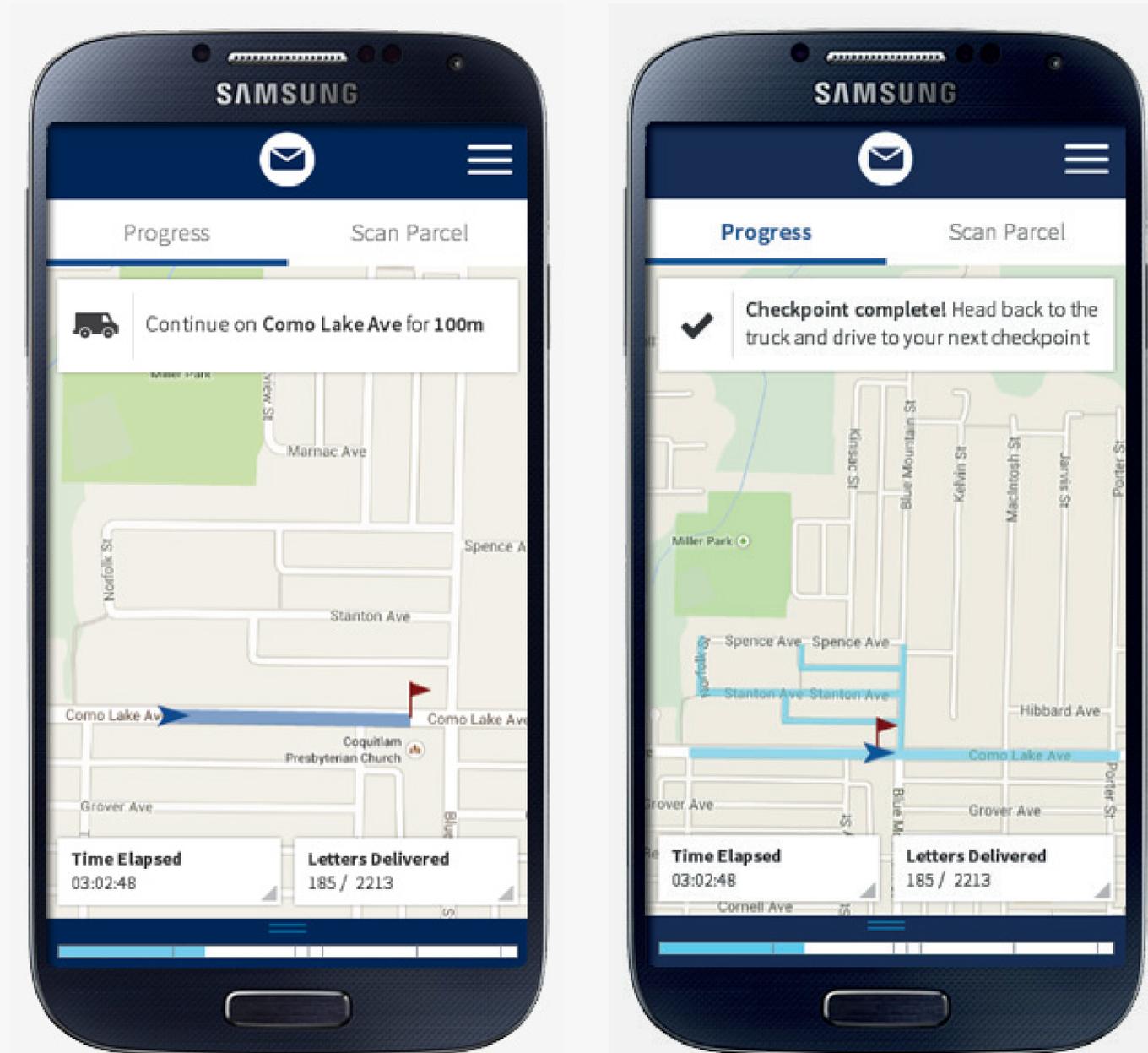
Issues

Carriers would probably not need to look at their phones that much for the map. Instead, they **want more goal-oriented metrics and data** to get through the day faster.

Possible Solutions

Focus more on **audio cues** and the **preview screen**. Or, instead of "Time Elapsed", they would prefer **"Time Remaining"** because it helps them better contextualize their goals.

CONSIDERATIONS FOR A BETTER PLAN



Issue:

Lack of customizability for the experienced carriers.

Possible Solution:

- > Allow the carrier to **customize the route**, similar to how Google Maps allow users to change their routes by dragging points on the path
- > Carriers generally have a good knowledge of the area (eg. shortcut between two streets, hard to turn left at an intersection in the morning, construction).The app should **allow the carrier to input these tidbits of information** for **better optimal plans in the future.**
- > **Incorporate the weather forecast** into the plan - if it will rain in the afternoon, do the parts of the route where it's open first in the morning; when it rains, the carrier can do the parts of the route where there's cover

THINGS TO THINK ABOUT

General Insights

- > Become more of a tool which **enhances delivery for mail carriers**, rather than a tool for directing. Carriers may not use/enjoy a set “plan” at all.
- > **Minimize the feeling of “Big Brother” watching you** throughout the day as carrier uses the app.
- > **Incorporate lunch and mini breaks** into the plan, though carriers may not take breaks in order to finish their day earlier.
- > App being used on a handsfree device (eg. Google Glass).
- > Details of options provided by Settings.

Use of Technology

- > Carriers would **rarely use the phone** - their primary use would be for scanning parcels.
- > Beware of using app on personal phone due to **sensitive customer information**.
- > **Pre-scanning**: Ability to scan numerous packages and save the information, so that when you arrive at the address, can just tap on the saved package.

Social Aspect / Motivation

- > **Interacting with other fellow mail carriers** such as a competition to see everyone’s progress of the day.
- > Ability to **make notes** for **future mail carriers** in the area (eg. dangerous pet).
- > Letters delivered per hour that could be tracked between work for contests.

OVERALL FEEDBACK

- > If a mail carrier does not finish delivering their mail in time, a way for them to note down what has not been completed for next day or another mail carrier to finish.
- > 95% of mail carriers currently do not follow the plan that Canada Post provides them, how can our app be flexible in this aspect.
- > A way for the carrier to communicate to their supervisor easily, whether to request time for OT or about a dangerous house.

THANK YOU