

# Usability Findings- Existing RPO

## ENTERING DATA, WORKING WITH TEXT

### Problem

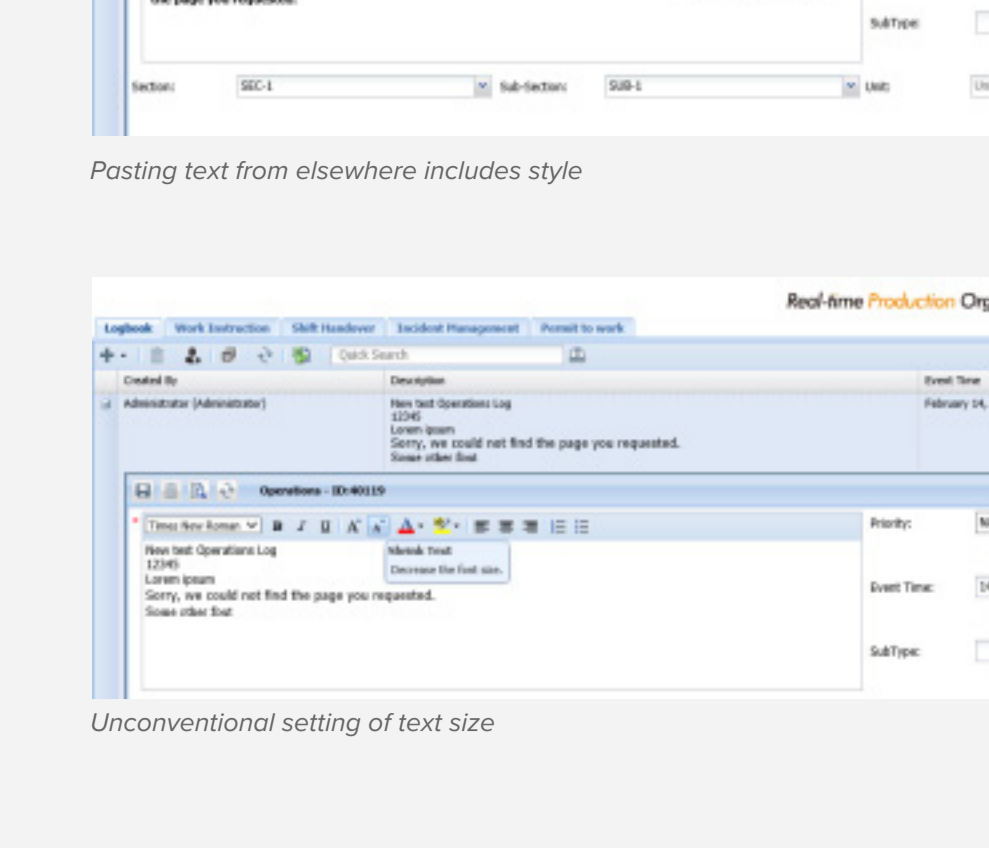
Users are not able to use conventional ways for text editing

### Examples:

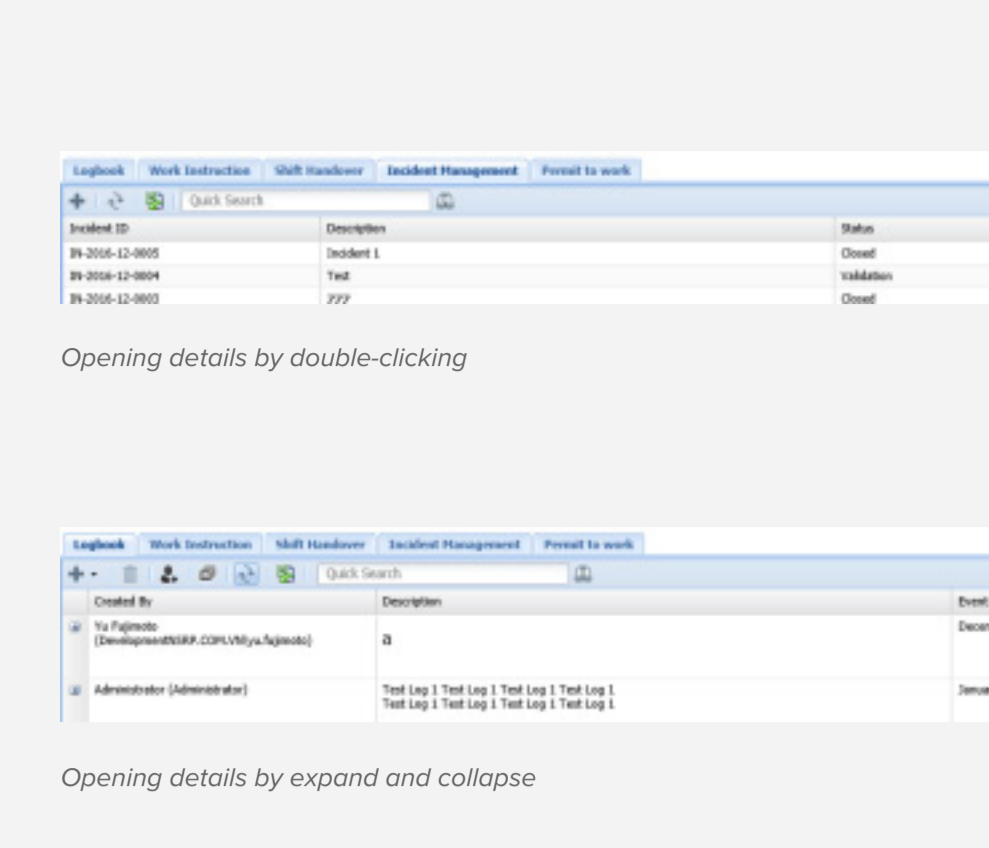
- Unable to undo/delete for whole text block
- Copy/pasting text from elsewhere copies with applied style, difficult to adjust it to current style
- Unable to remove highlighting from text
- Unable to know exact font size

### Recommendation

- Introduce conventional text formatting like in Microsoft Word
- Give users the option to undo unwanted actions



Pasting text from elsewhere includes style



Unconventional setting of text size

## INTERACTION INCONSISTENCIES

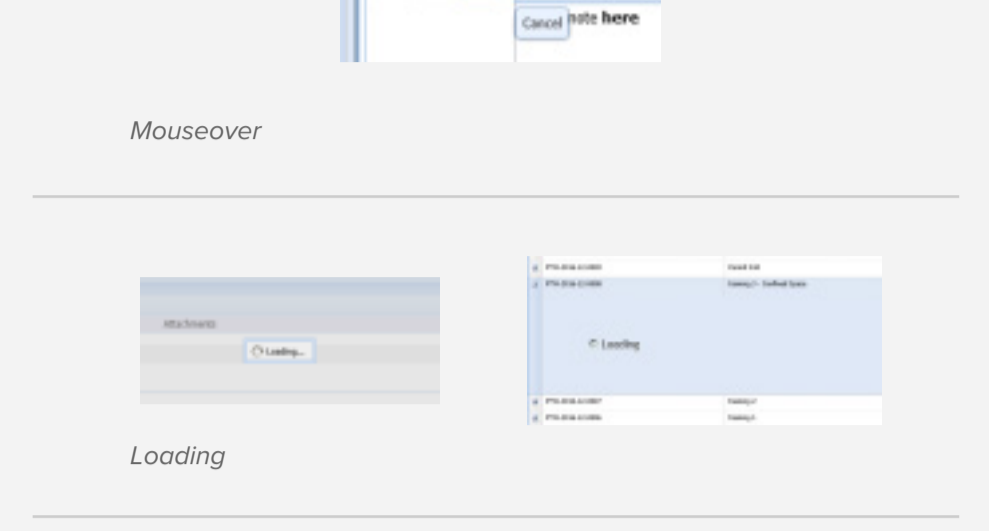
### Problem

Important action as opening record details is not consistent:

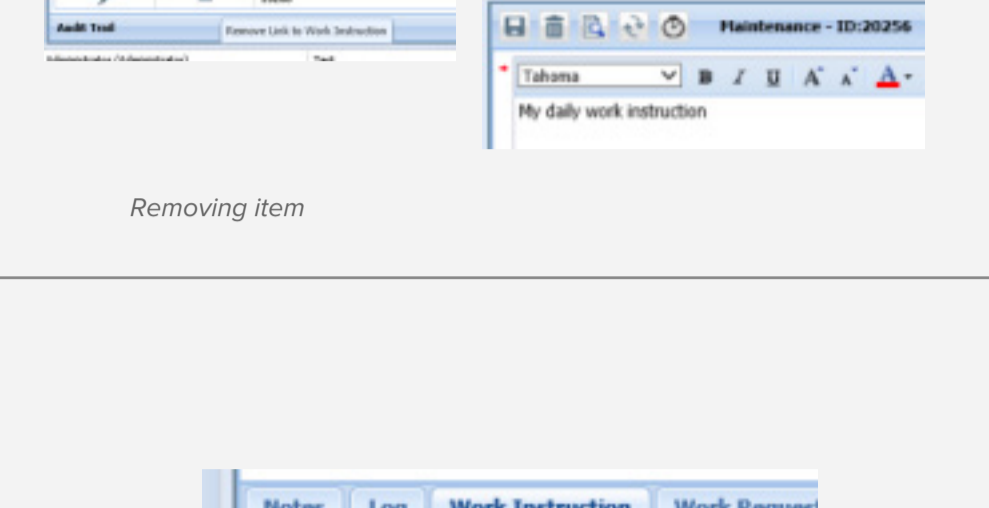
- Opening record details in some modules works by double-clicking, in others by pressing expand (+) or collapse (-)

### Recommendation

- Use consistent way of interaction for the same functionalities to reduce user's confusion and time to learn how to perform tasks



Opening details by double-clicking



Opening details by expand and collapse

## USER INTERFACE INCONSISTENCIES

### Problem

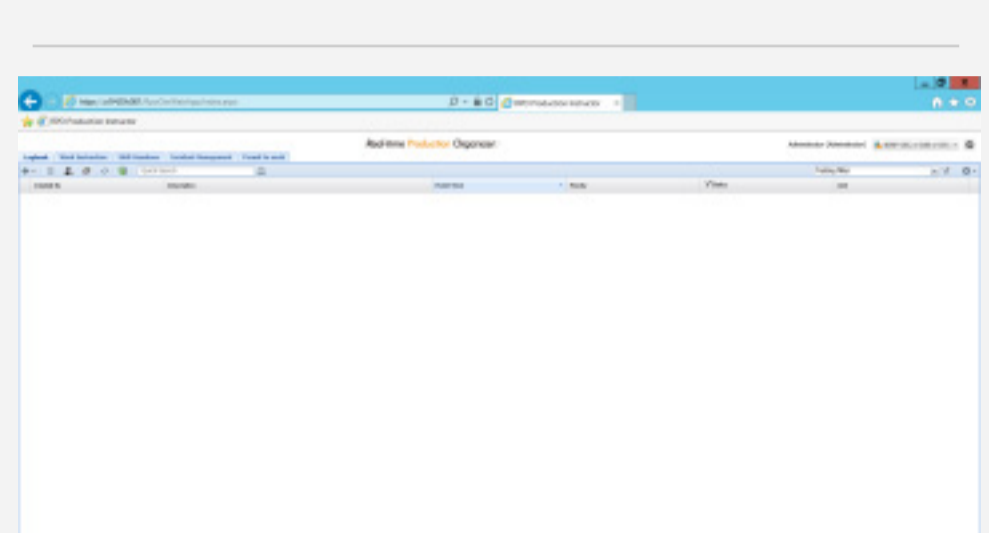
UI elements are not consistent throughout the product

### Examples:

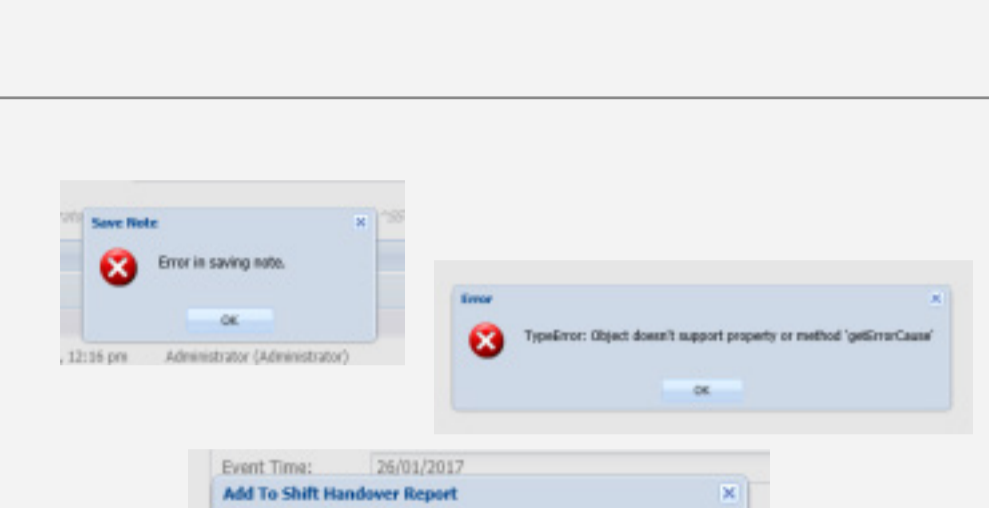
- Loading feedback
- Mouseover tooltips
- Audit trail
- Saving button
- Remove/delete button
- Logbook details, linking to work instruction dropdown (clicking on the arrow only)
- Info about "Creator" and "Time" for Summary and Notes
- Comments & Notes

### Recommendation

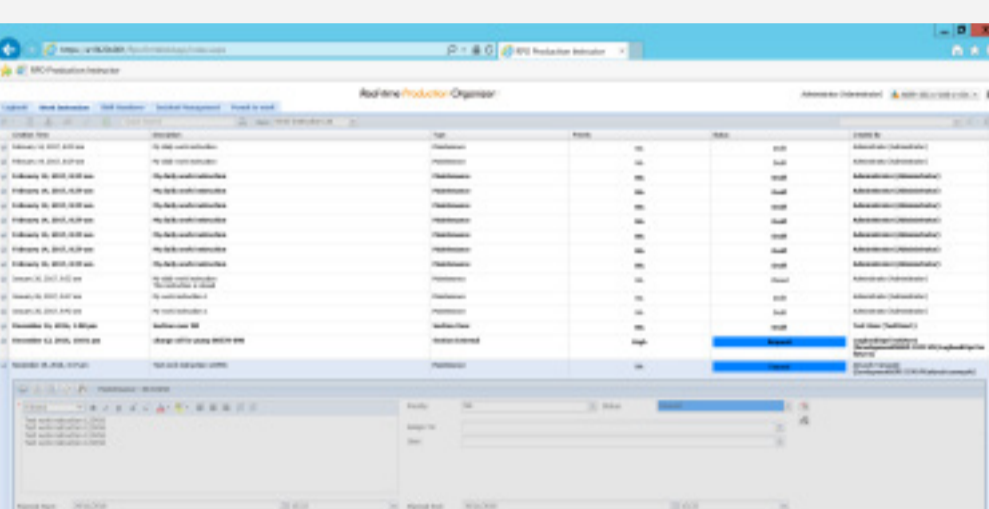
- Avoid using multiple ways to present same type of information as it causes confusion for the user



Mouseover



Loading



Removing item

## SYSTEM and UI FEEDBACK

### Problem

Users are not always informed about what are the consequences of actions they want to perform or once the action has been done - was it successful

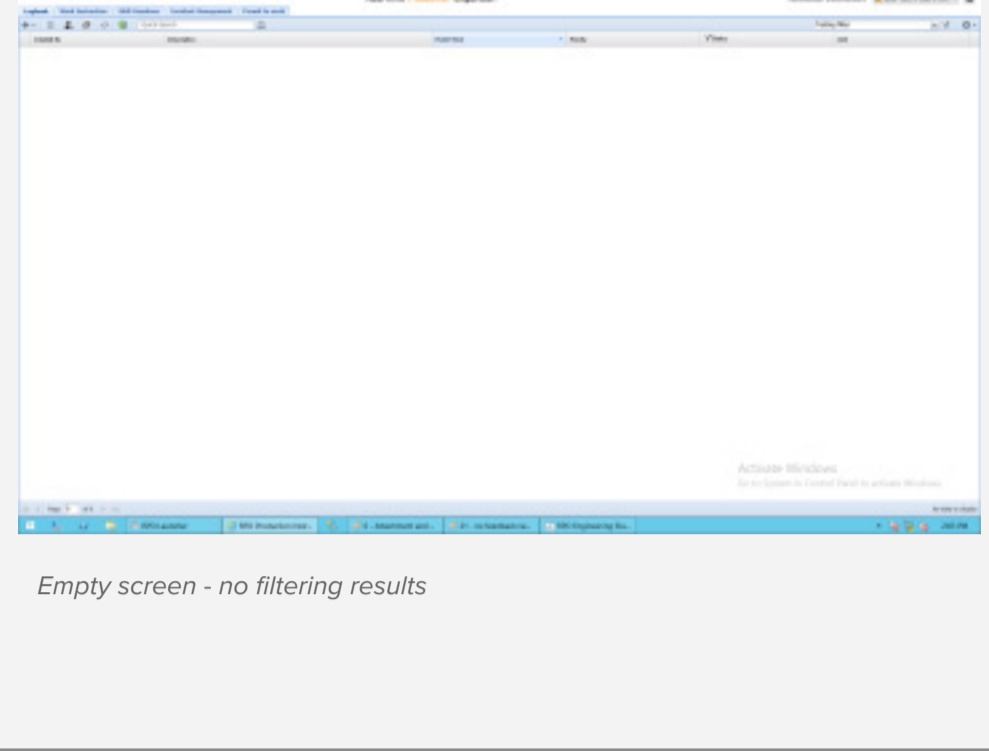
### Examples:

- **Unchecking items** - no info what that means (after unchecking, visual feedback is unclear. Red triangle appears with no tooltip explaining what it means)

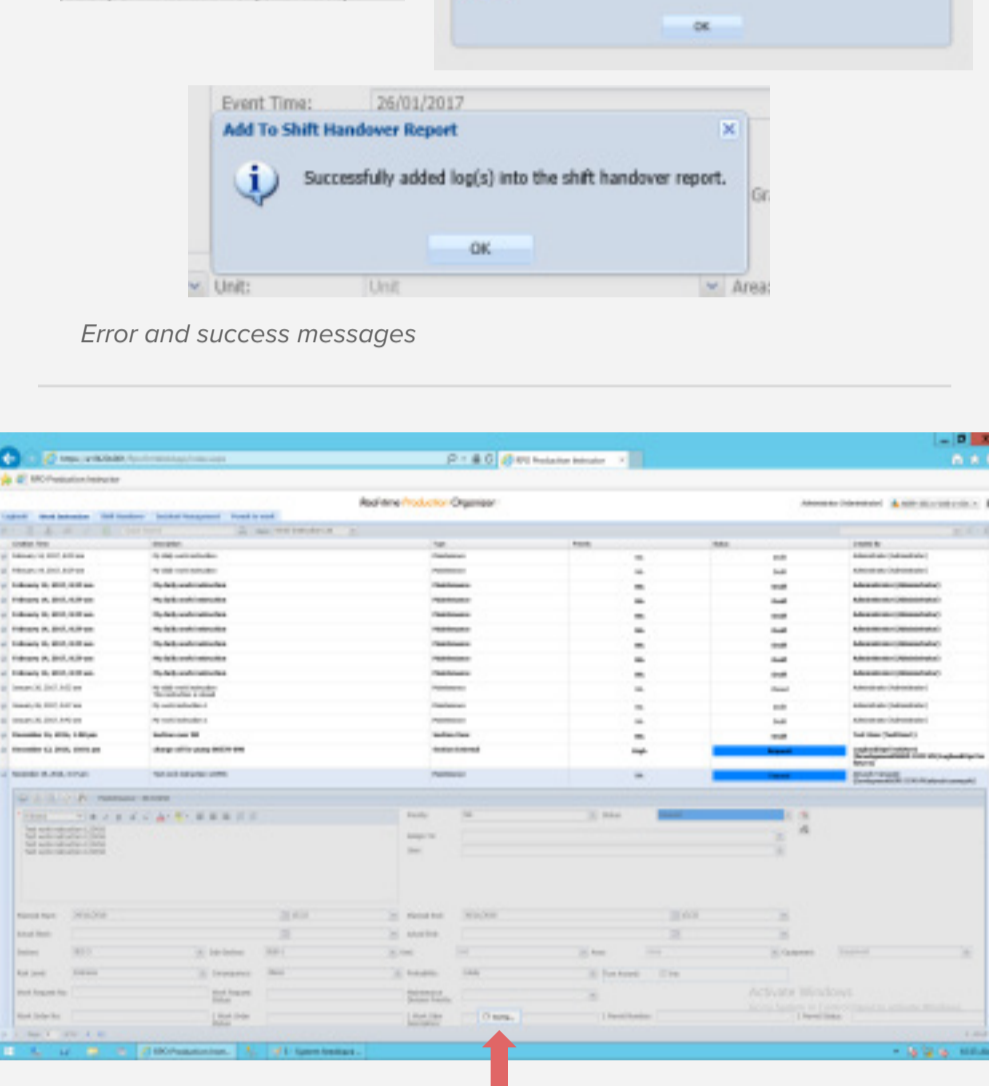
- **Filtering:** no feedback in case 0 results, only blank screen with no guidance
- When user is not able to fill in all the **mandatory field** (unclear whether it is because he doesn't have permission), it looks like a bug

### Recommendation

- Provide adequate tooltips and feedback about what happened and what are users supposed to do next



Unchecking items. Red triangle



Empty screen - no filtering results

## SYSTEM and UI FEEDBACK

### Problem

Error messages are not clear and constructive

Deleting actions are immediate, without warning:

- removing from link to work instruction
- shift manning
- attachment & hyperlink

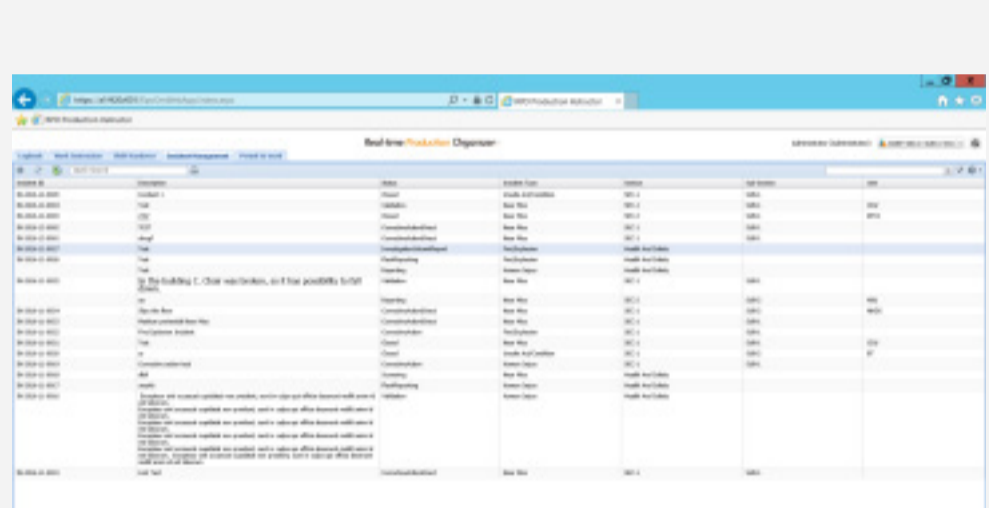
No proper success feedback when:

- saving permit to work

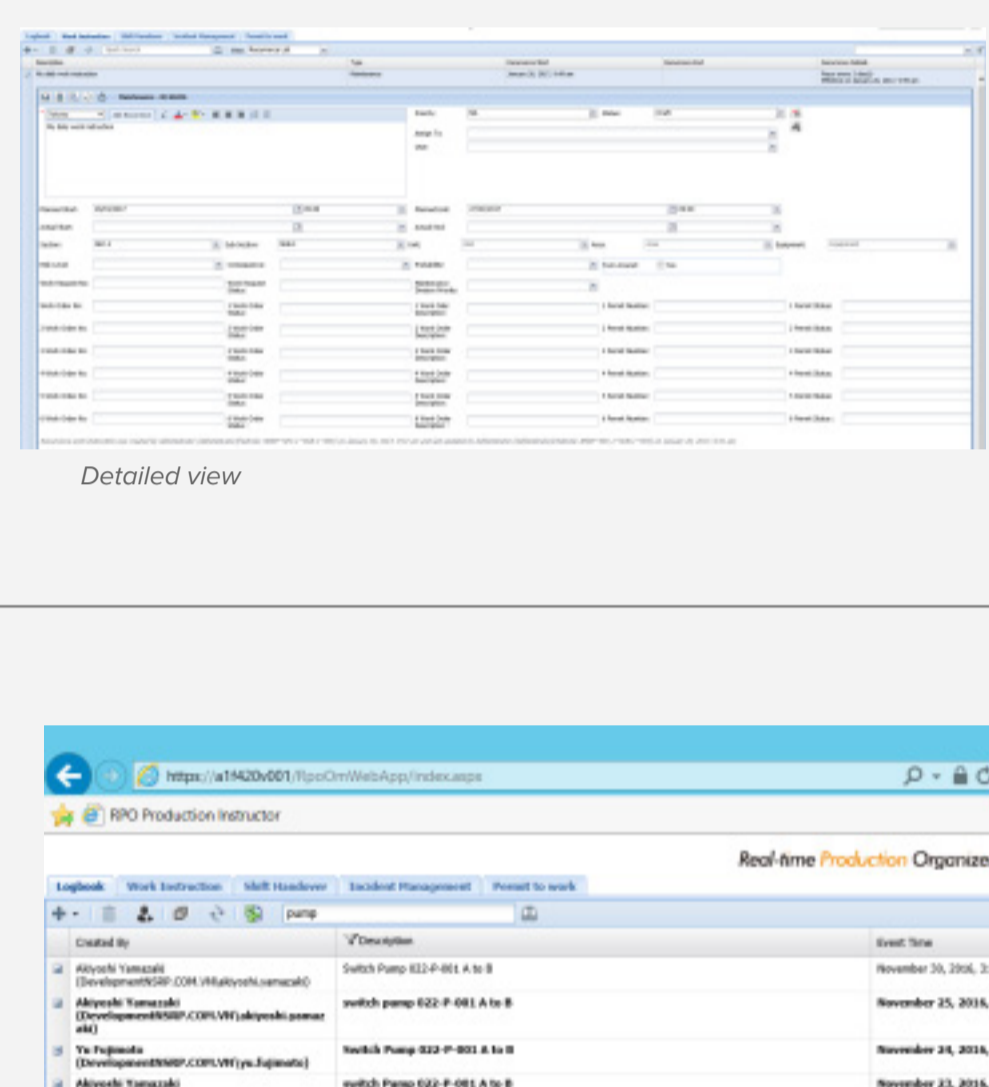
Saving feedback is very subtle, almost unnoticeable and has no success message at the end

### Recommendation

- Form error messages to speak user's language and help them understand what they should do in order to avoid it
- Give users control to undo unwanted actions
- Give user feedback after an action has been performed successfully so they notice it



Error and success messages



Saving

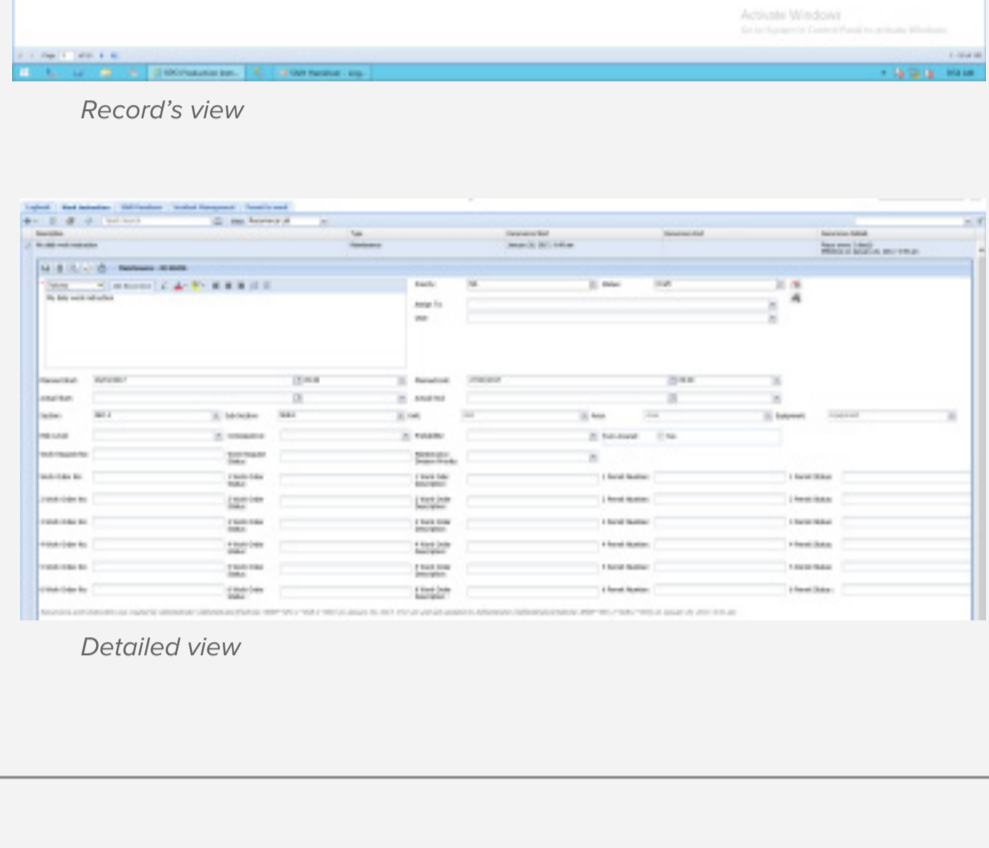
## USER INTERFACE

### Problem

**Lack of visual hierarchy** in both record's and detailed view to guide the user what is the most important information and what are the possible main actions. Actions like saving, setting recurrence are not prominent enough. User might miss out the fact he needs to save the data entered and just collapse the module.

### Recommendation

- By using difference in design elements (typography, color, shape etc) introduce hierarchy to draw user's attention to different parts of the interface
- Improve the layout of labels, number of columns, divide info into meaningful sections
- Give emphasis to actionable buttons
- Provide system message to check whether user wants to save the info



Record's view



Detailed view

## USER INTERFACE

### Problem

**Search:** - not highlighting the result keyword, makes scanning through results more difficult and time consuming

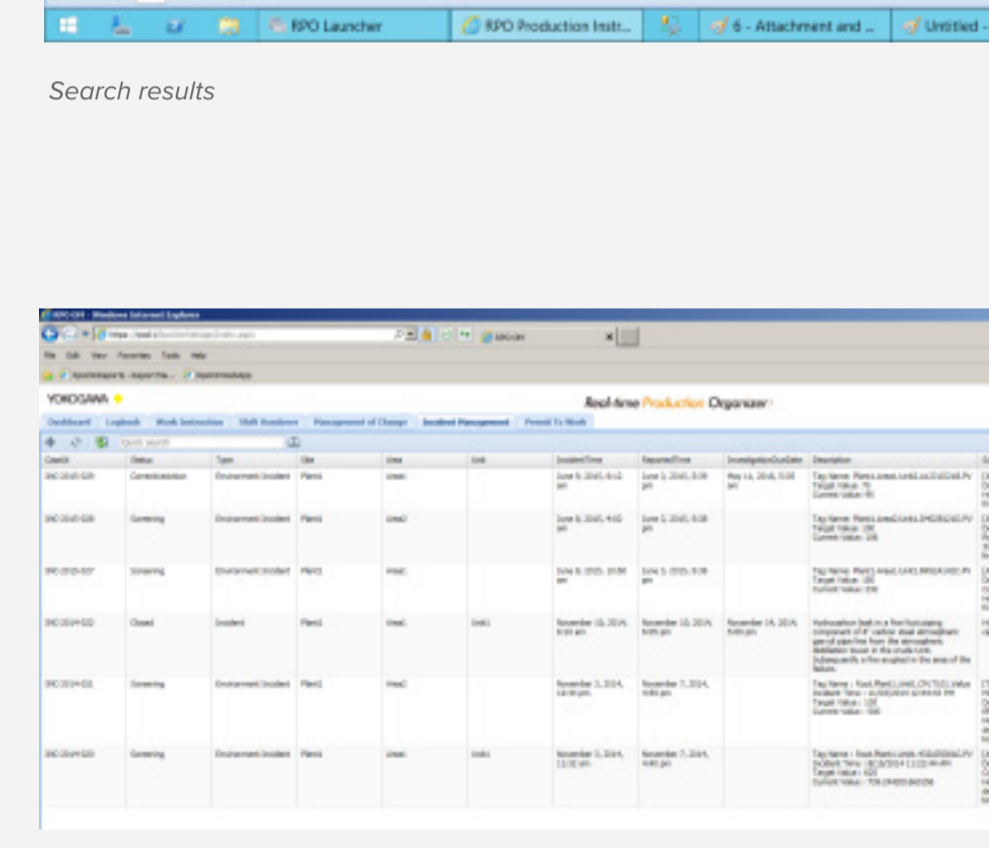
- not supporting simple actions like pressing enter to search

- users not able to search by more specific details like permit number, work order number, date etc

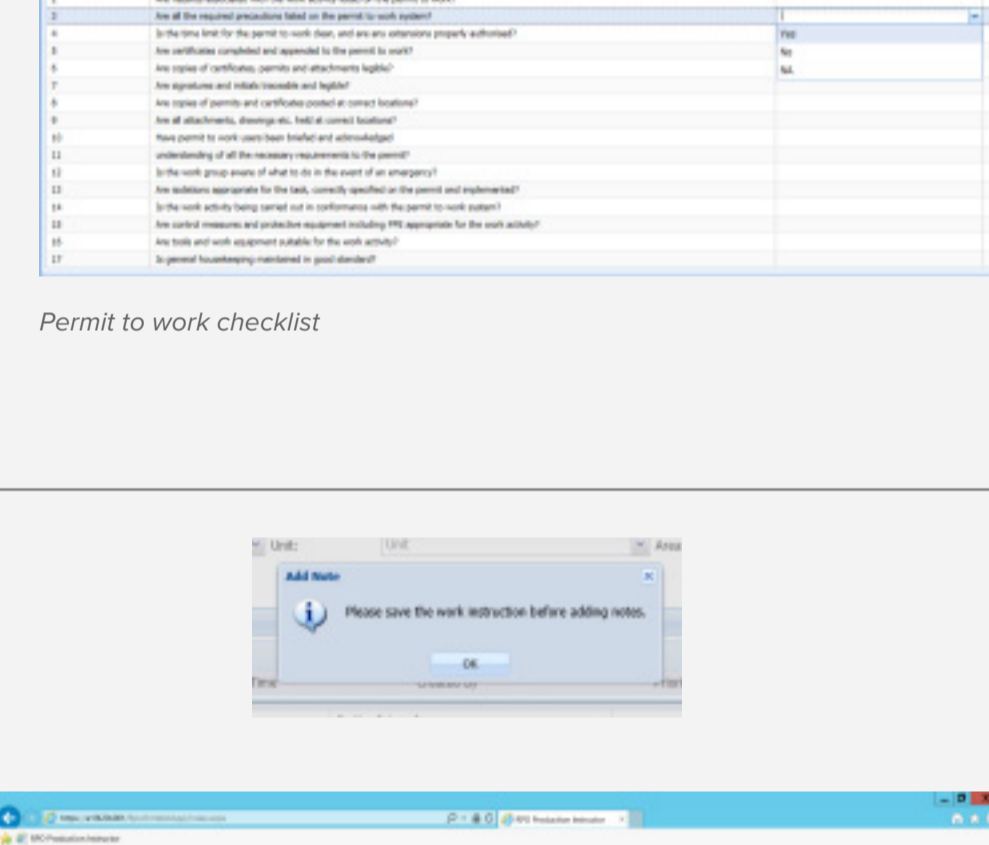
- sorting works only by alphabet

### Recommendation

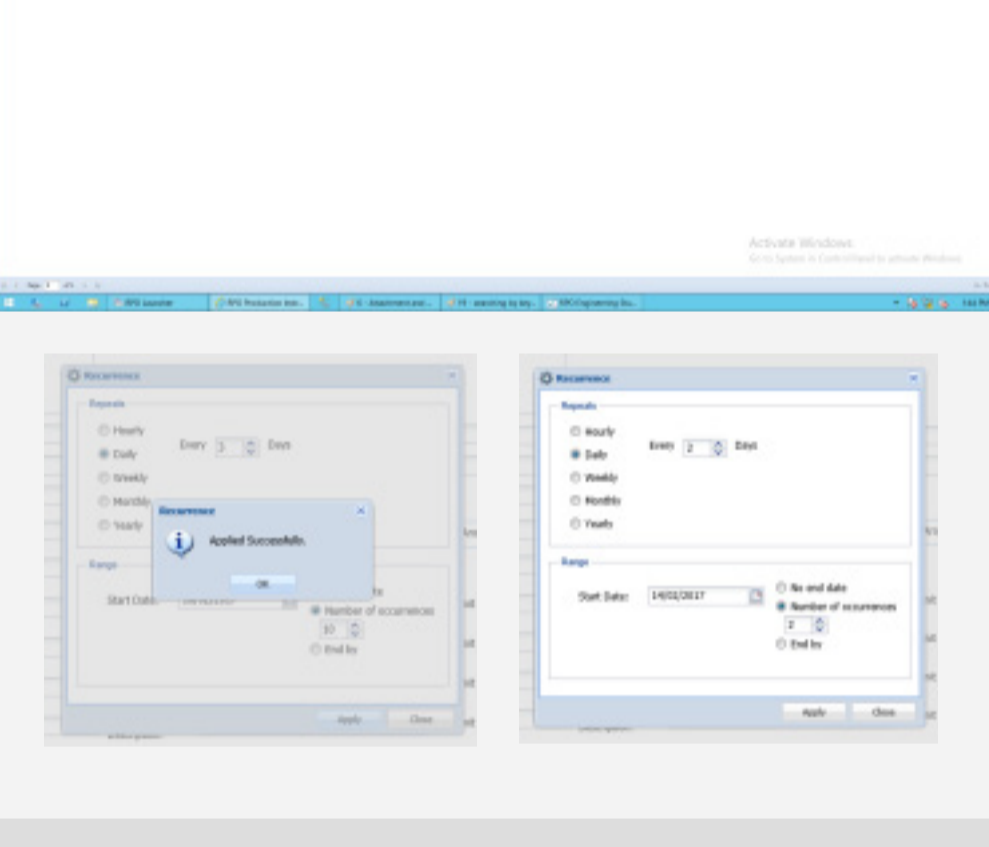
- Highlight results to decrease user's time of scanning through results
- Make it more intuitive for user to come back to all records from his search results
- Give user the option for more advanced search (which is now possible through Filtering)



Search results



Incident management



Permit to work checklist

## FLOW

### Problem

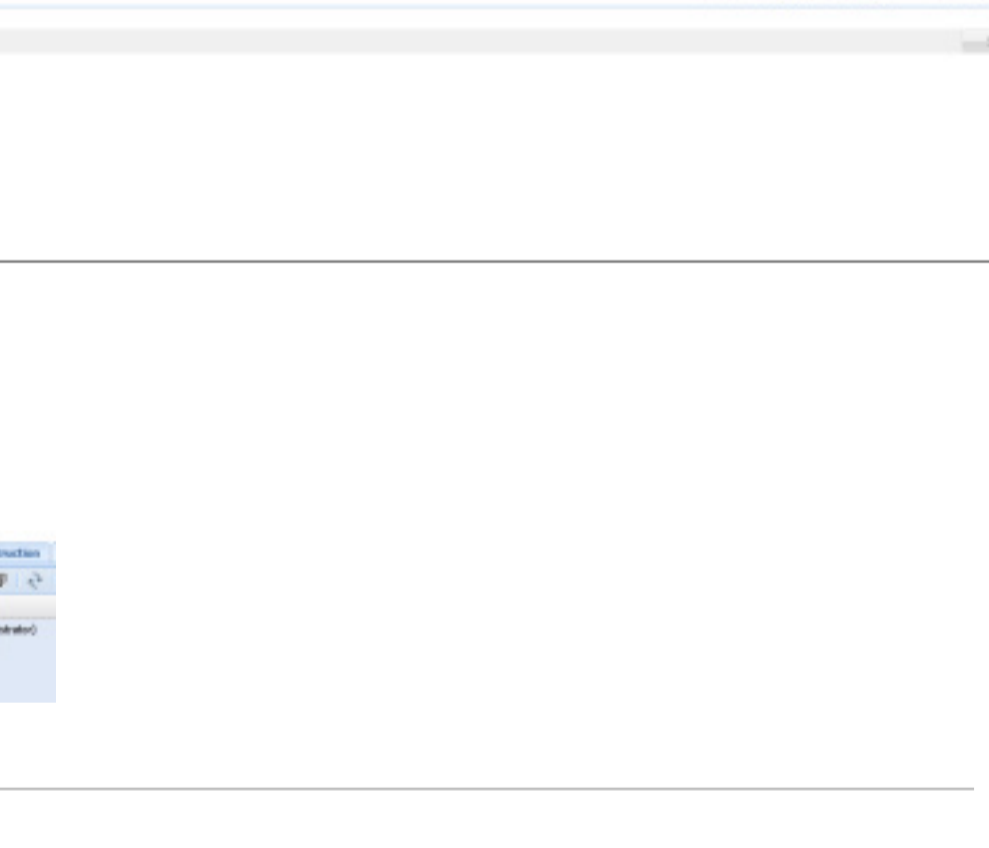
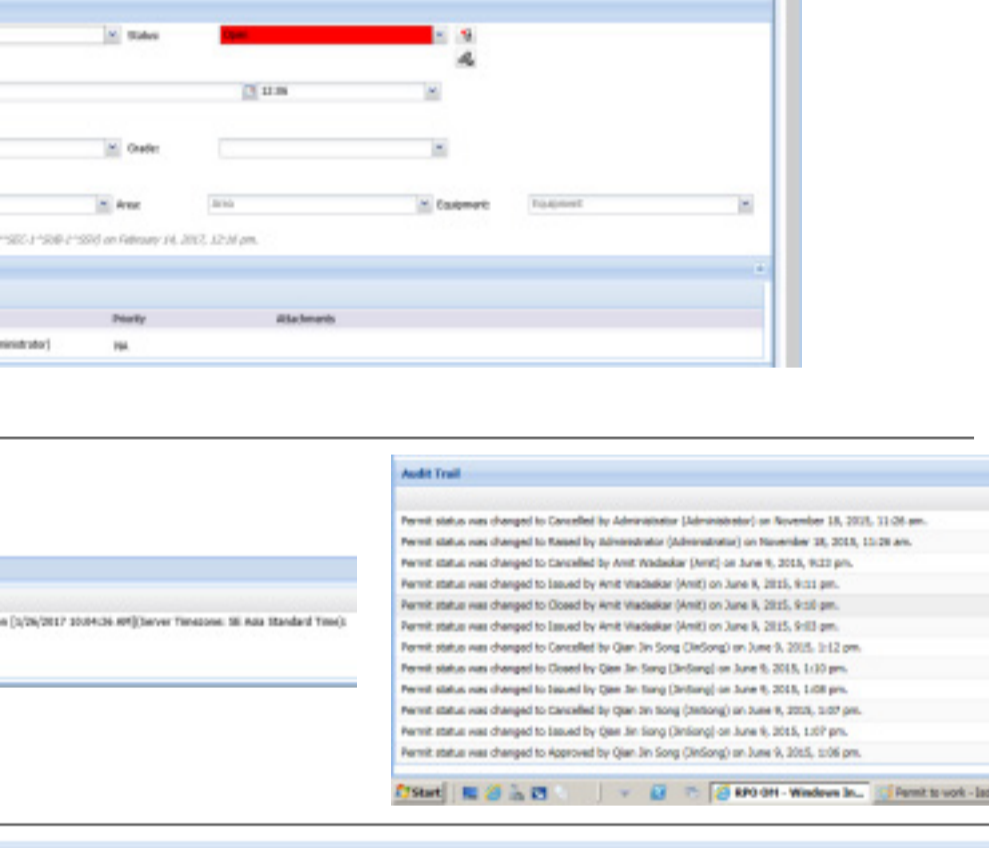
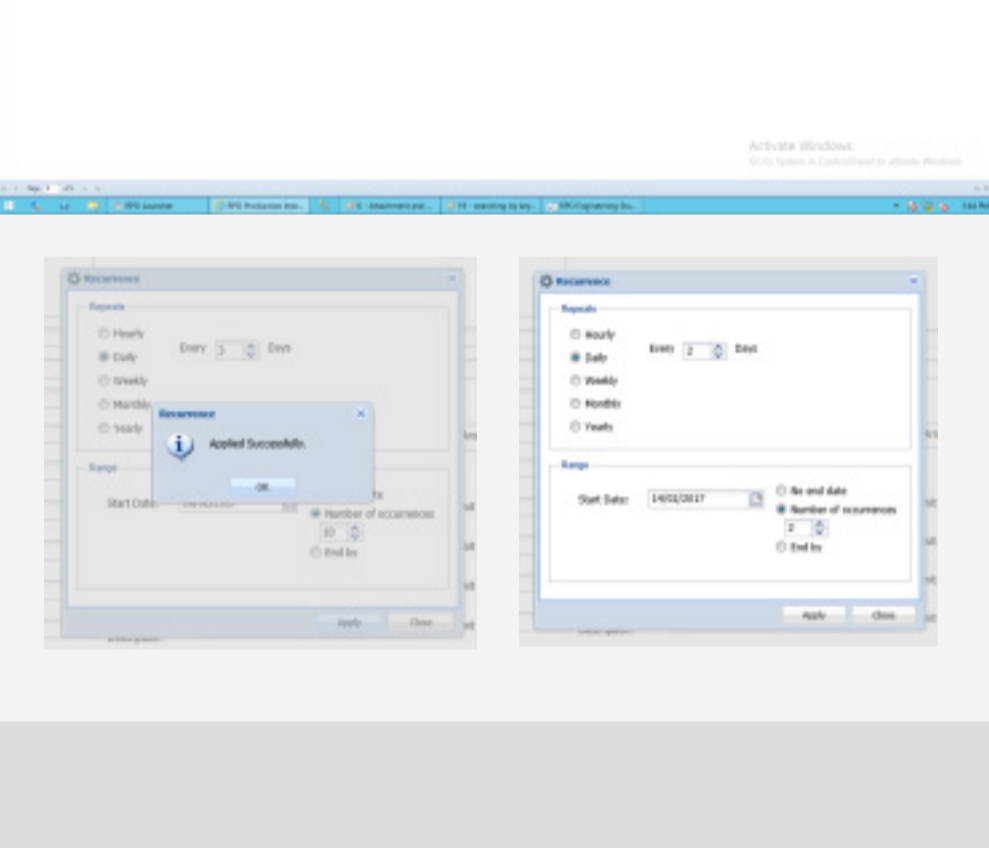
**Work instruction** - adding a note. User first has to save the work instruction before adding a note. After saving he is not brought back to the screen where he came from

**Search results** - not intuitive how to go back to all records

After setting recurrence (clicking apply) user is back at the popup for setting recurrence

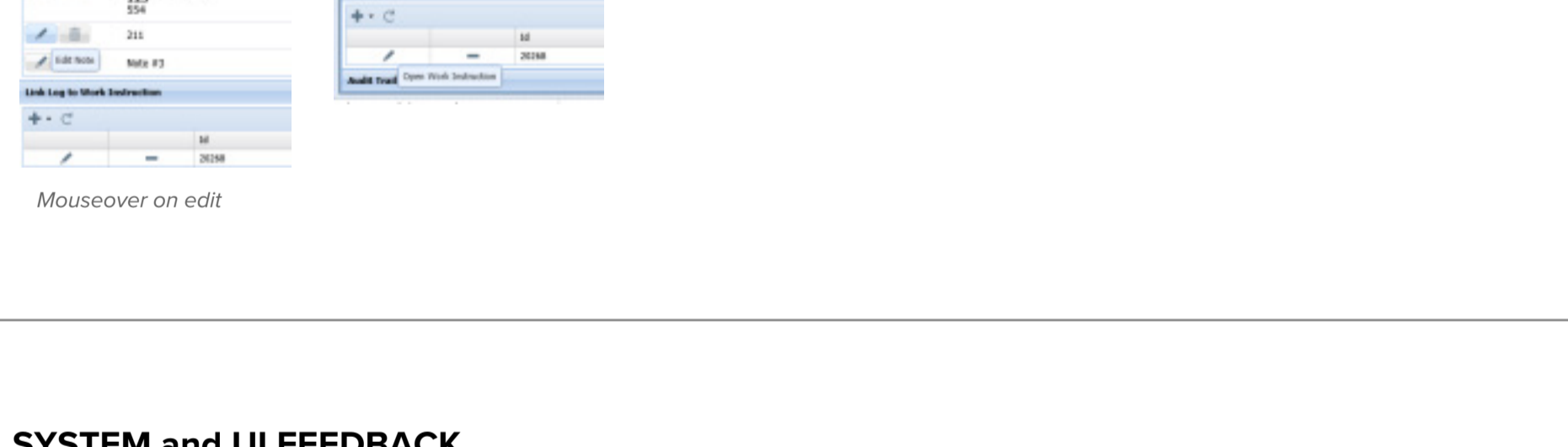
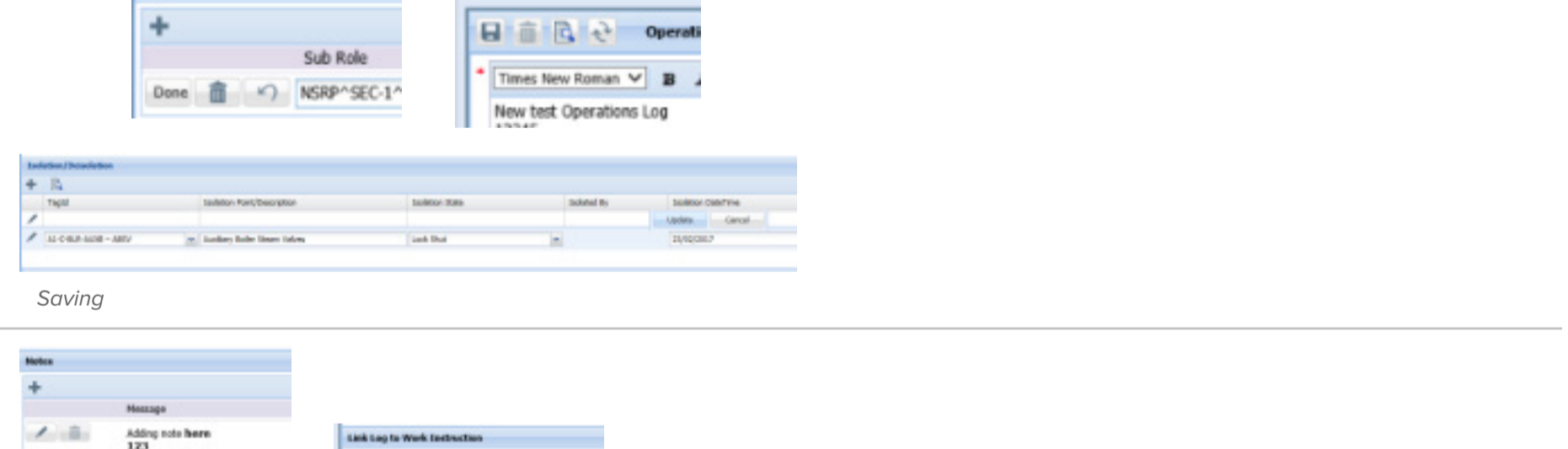
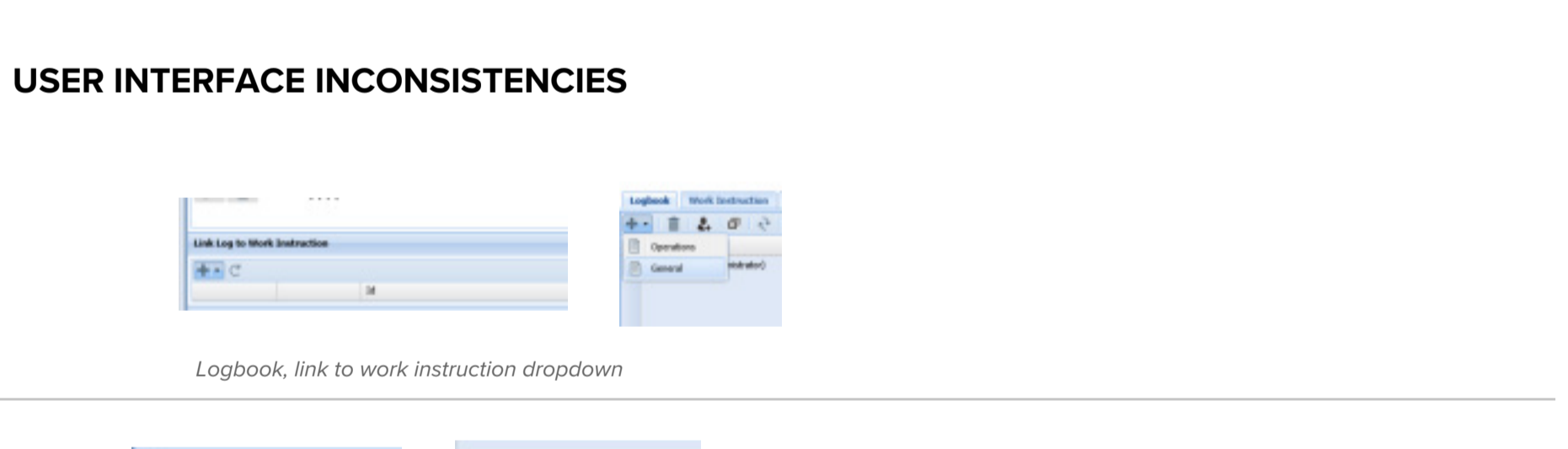
### Recommendation

- Improve flow



## Additional Examples

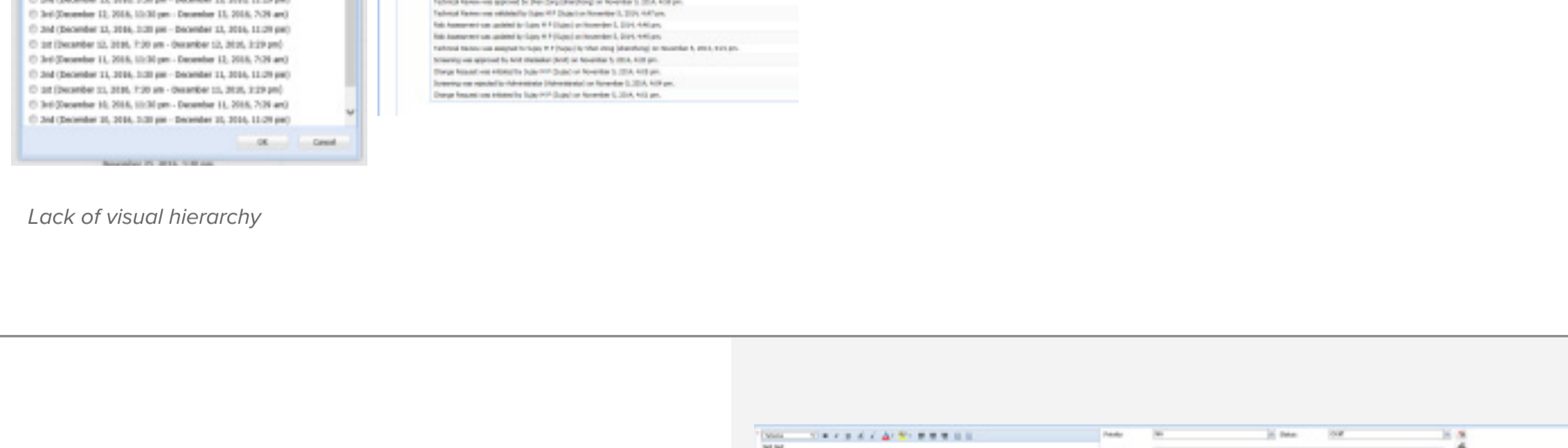
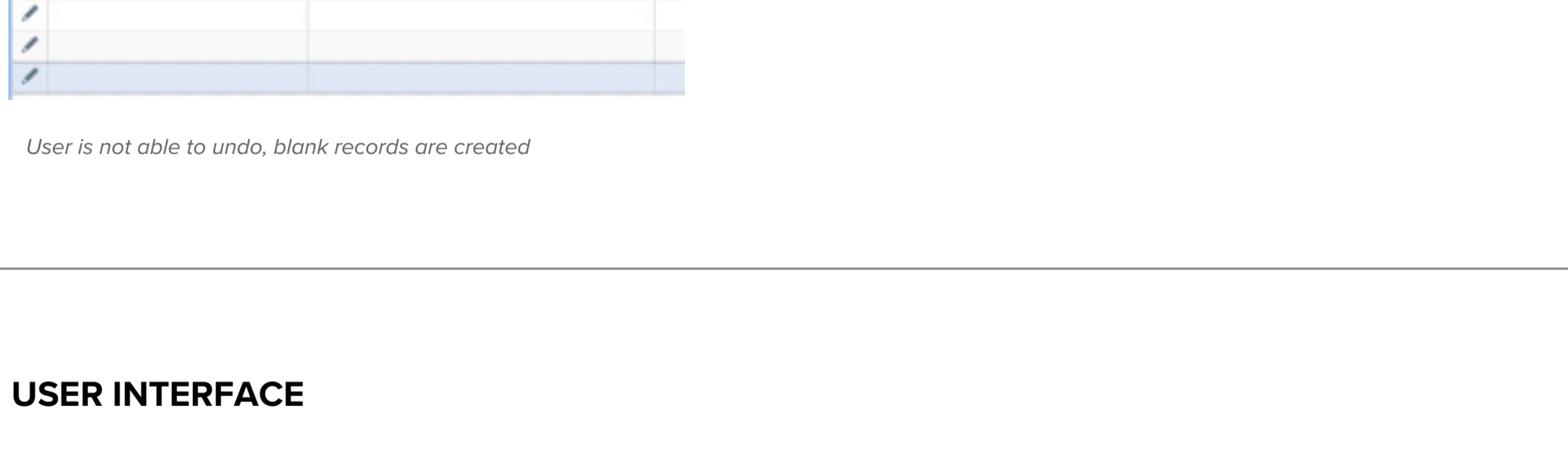
## USER INTERFACE INCONSISTENCIES



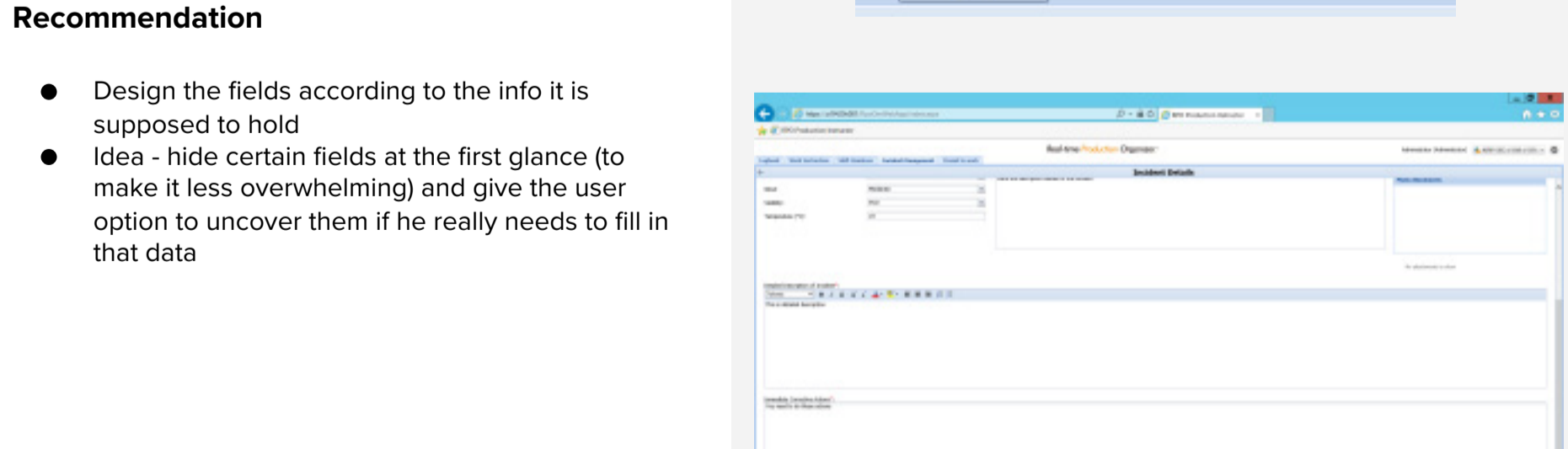
## USER INTERFACE INCONSISTENCIES



Logbook, link to work instruction dropdown

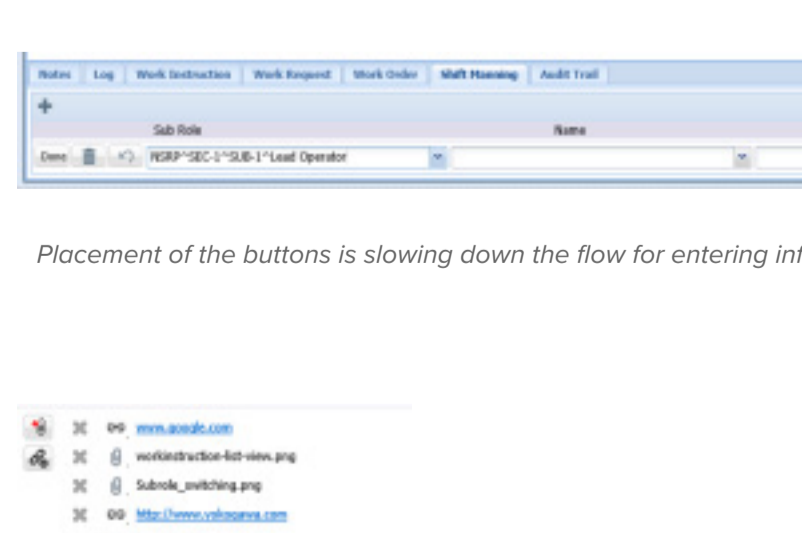


## SYSTEM and UI FEEDBACK



User is not able to fill in the mandatory field

## USER INTERFACE - Control



User is not able to undo, blank records are created

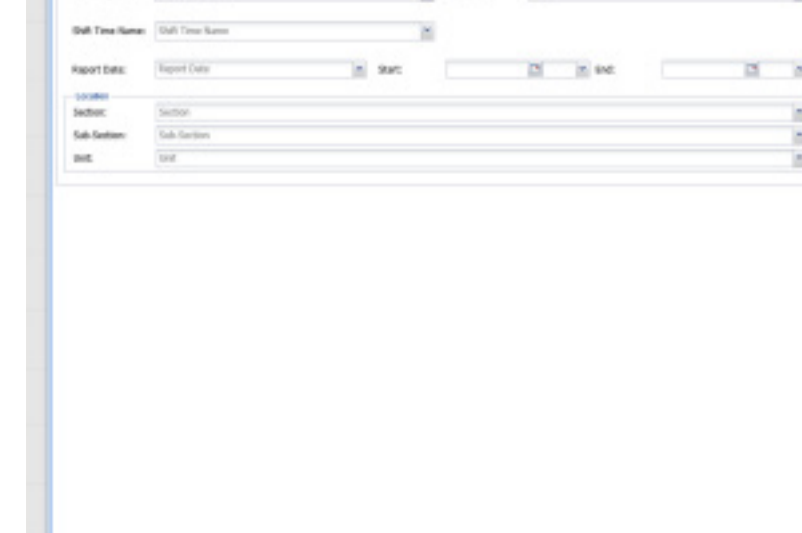
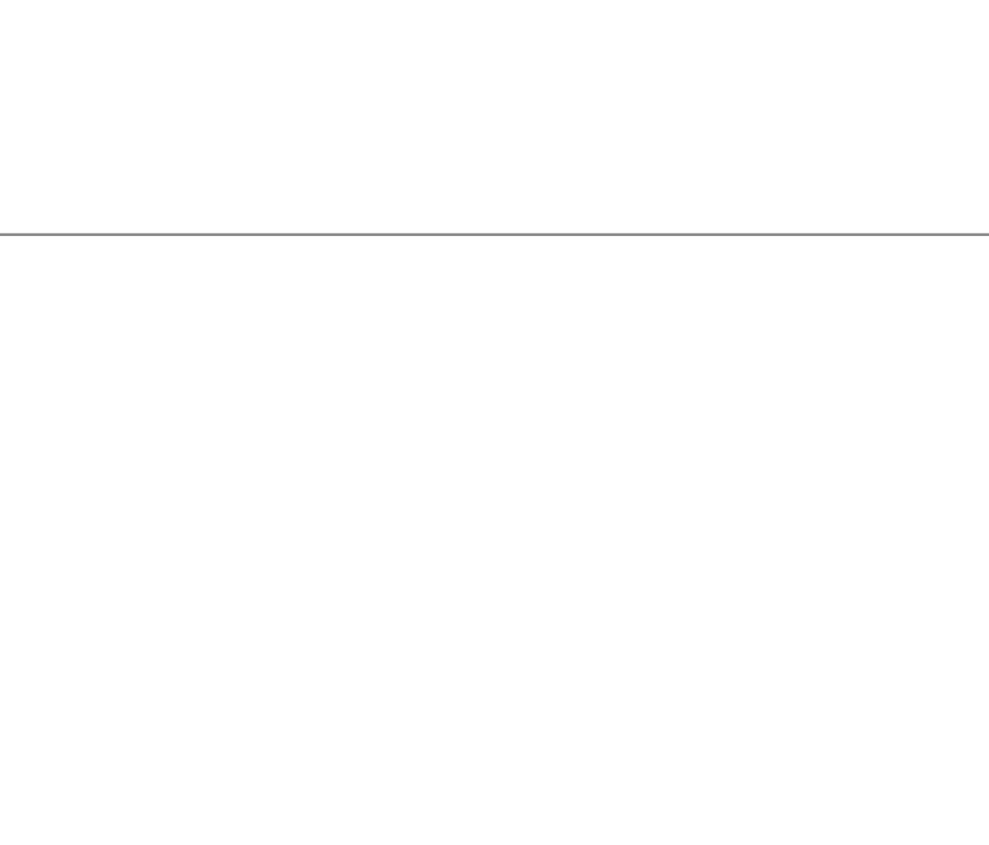
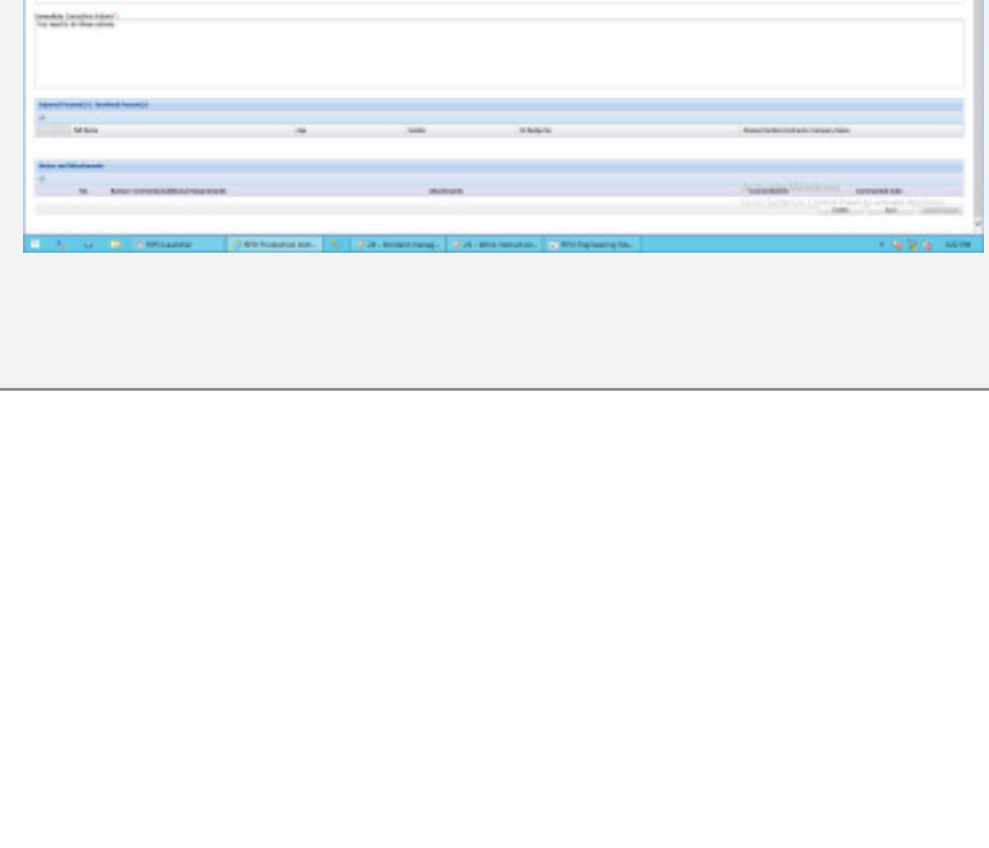
## USER INTERFACE

### Problem

Text fields (e.g. calendar, assigned to, assignee) are unnecessarily big, should be proportional to the information they are presenting. Text fields are taking too much space and feel overwhelming

### Recommendation

- Design the fields according to the info it is supposed to hold
- Idea - hide certain fields at the first glance (to make it less overwhelming) and give the user option to uncover them if he really needs to fill in that data



Filtering

## FLOW

### Problem

**Filtering:** Flow for creating a new filter is not supported with proper feedback and ui elements are confusing due to their placement and order in which user is supposed to use them. Once filter has been successfully created user is brought back to the popup to create the filter, also no success feedback

### Recommendation

- Dropdown on top should suggest the user that he can choose existing filters from there

