



Usability review of the New Metro Electronic Ticket

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Queues at the TVMs: were they necessary?





Basic TVM Usability problems:

- The time taken to issue a ticket is very long (65 sec)
- The management of banknotes fed into the TVM is difficult as it obeys a logic hidden from the user.
- The organization of the screen commands is not optimized
- The terminology used on the screen is not clear
- The TVM creates delays at every step.



Dimensions of Usability

5 E's

- Efficient
- Effective
- Error tolerant
- Easy to learn
- Engaging




Objective:

To demonstrate which basic rules of Usability have been violated and what alternative solutions exist so that the issue of a Ticket will be SIMPLER & FASTER.

■ Step #1: Language selection

- Is it necessary? Are they in the right order according to frequency?





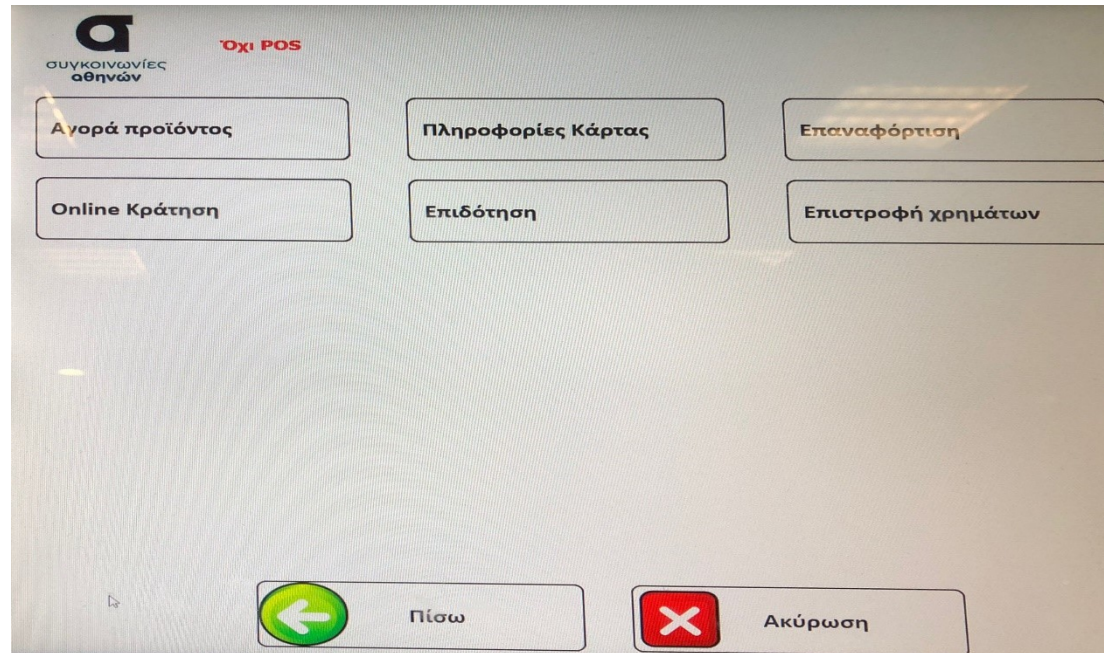
The use of voice commands demands an accurate **sync** with the written commands and with the machine's actions.

This is not always true.

Eg: the ticket is issued long before the voice command “pls pick up your ticket”.

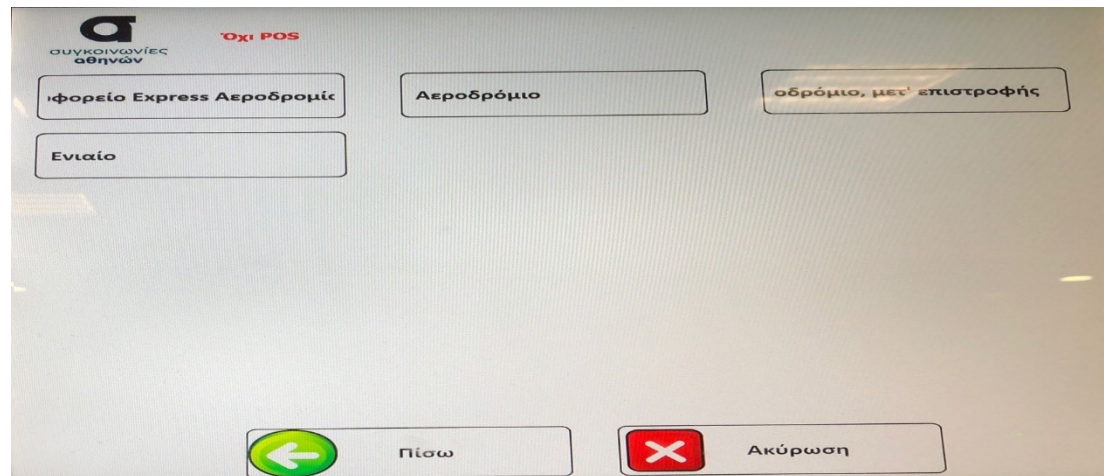
Step#2

- What is a “product”? Do they mean the “ticket”;




Step#3



- The 1st choice is the least used !!



Step#4

 **συγκοινωνίες
αθηνών** Όχι POS

24 ωρών	5 ημερών	2 Διαδρομές
5 Διαδρομές	10+1 Διαδρομές	90 λεπτών

 Πίσω  Ακύρωση



■the most frequently used item, should be placed on the upper left corner.

■I believe that the best arrangement is:

90 λεπτών

24 ωρών


5 ημερών

2 Διαδρομές

5 Διαδρομές

10+1 Διαδρομές

Or, the heavily promoted option “10+1 Διαδρομές” should be placed on top of all.

**συγκοινωνίες
αθηνών**

Όχι POS

Τύπος προϊόντος: Ενιαίο, 10+1 Διαδρομές

Ποσό: € 13,50

Ποσότητα:

-


1

+


Σύνολο: € 13,50

Για να αλλάξετε την ποσότητα, επιλέξτε τα πλήκτρα "+" ή "-".


Επιλέξτε τον προτιμώμενο τρόπο πληρωμής
(το μηχάνημα δίνει ρέστα σε περίπτωση πληρωμής με μετρητά)



Μετρητά



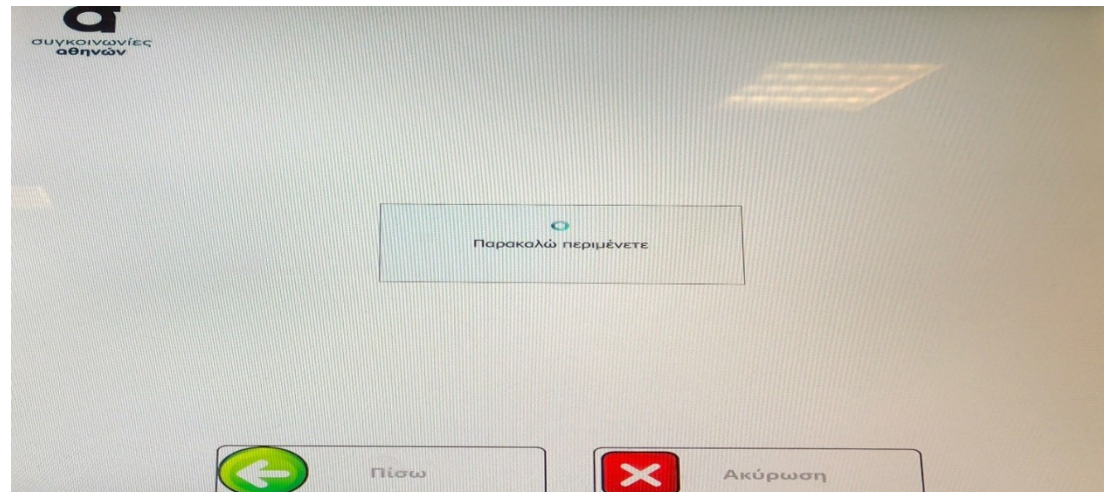
Πίσω



Ακύρωση

Why WAIT?

- η μηχανή δεν κάνει κάτι δύσκολο για να ζητάει την υπομονή μας: υπολογίζει τα αποδεκτά χαρτονομίσματα και κέρματα.



Σύνολο: € 13,50
Ληφθέν ποσό: € 0,00
Υπόλοιπο: € 13,50

Αποδεκτά κέρματα / χαρτονομίσματα:



Πίσω

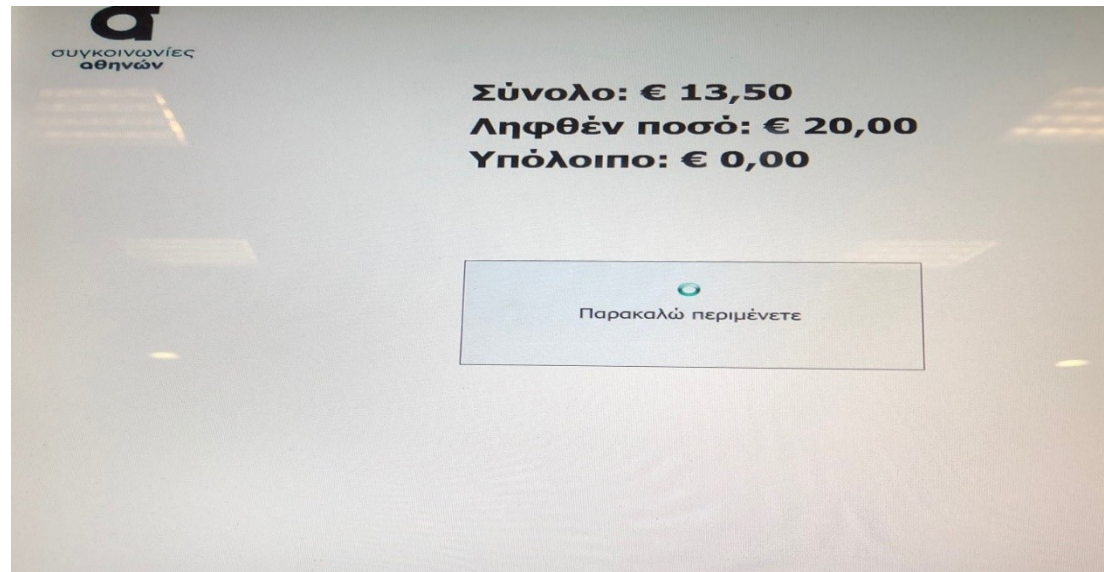


Ακύρωση

The «Υπόλοιπο» is wrong !

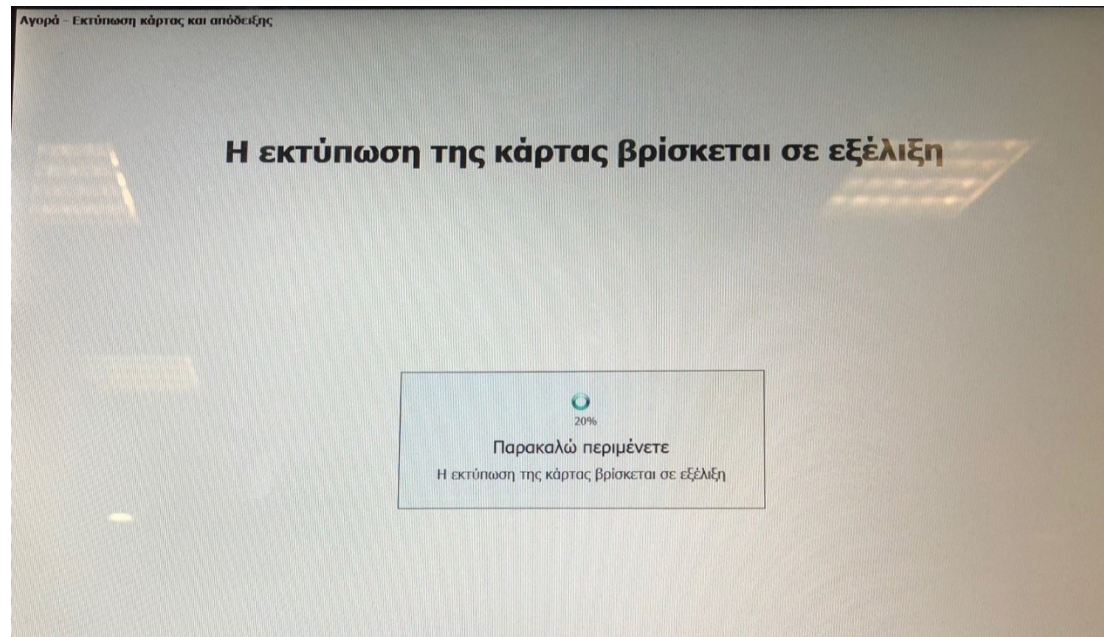
“Change” should be 6.50€, not 0,00€

This screen is displayed at the moment the voice command says: “the required amount has been received”



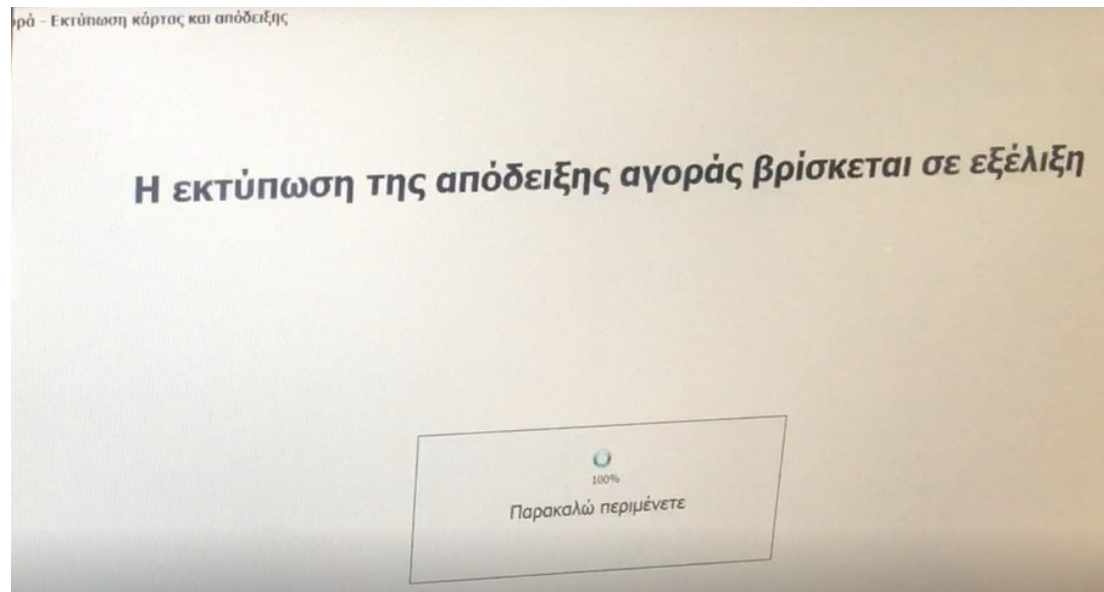
"the printing of your ticket is in progress"

Voice: Pls wait for your change

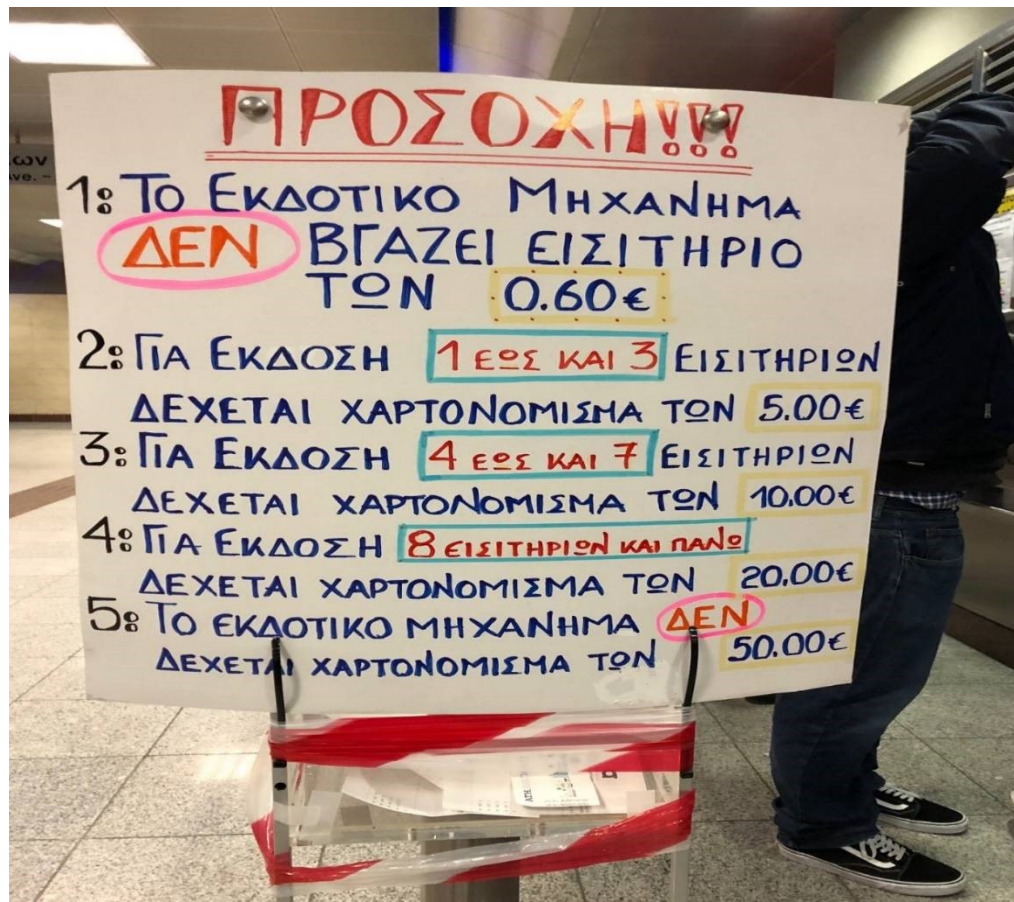


"the printing of your receipt is in progress"

■ Delays....

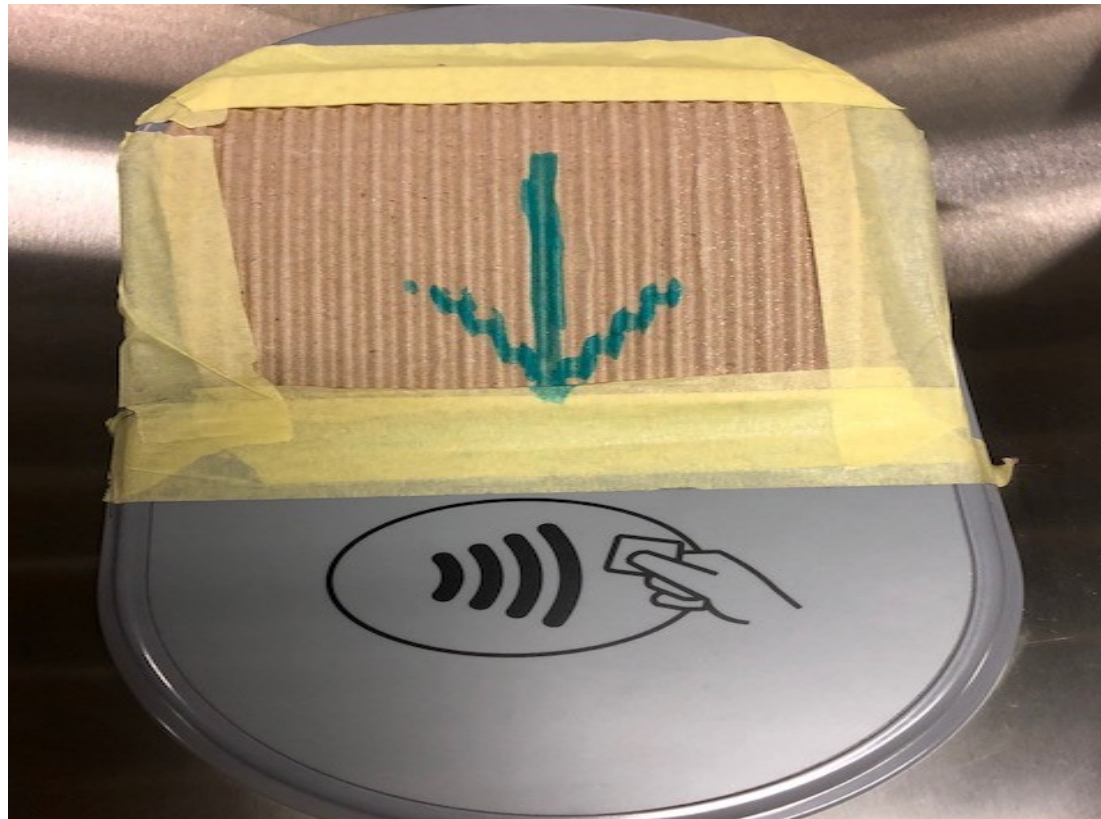


Side effects



Τ. Μακρής - Ευχρηστία Ηλεκτρ. Εισιτηρίου

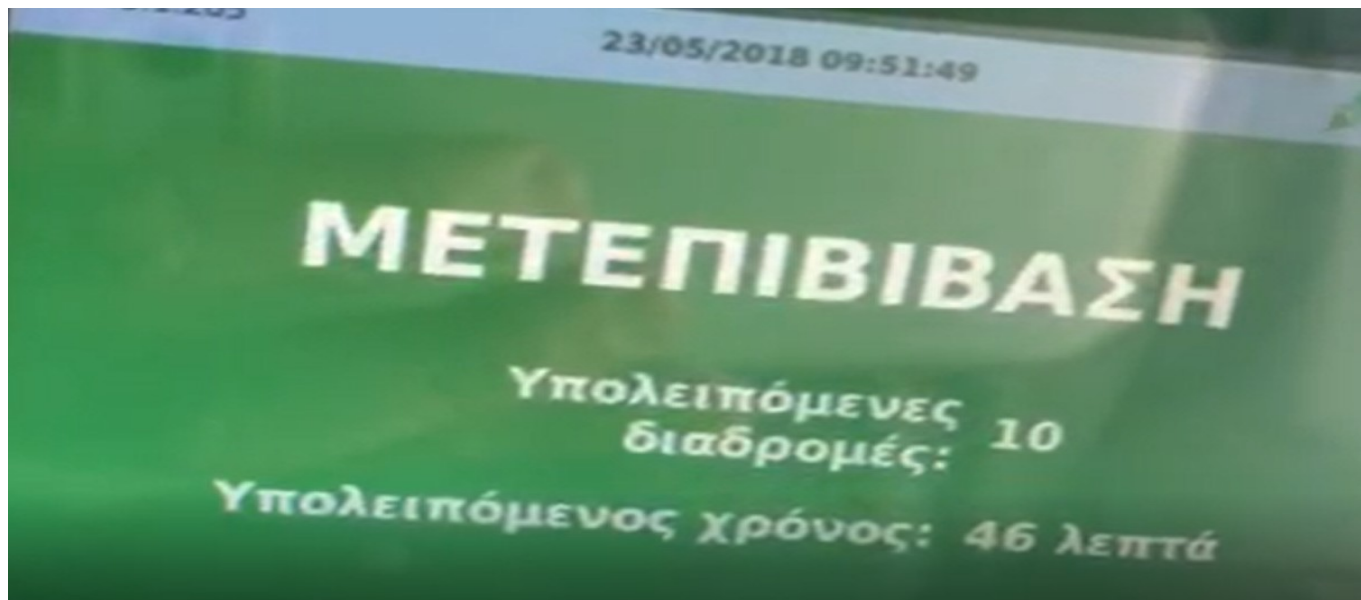
Side effects



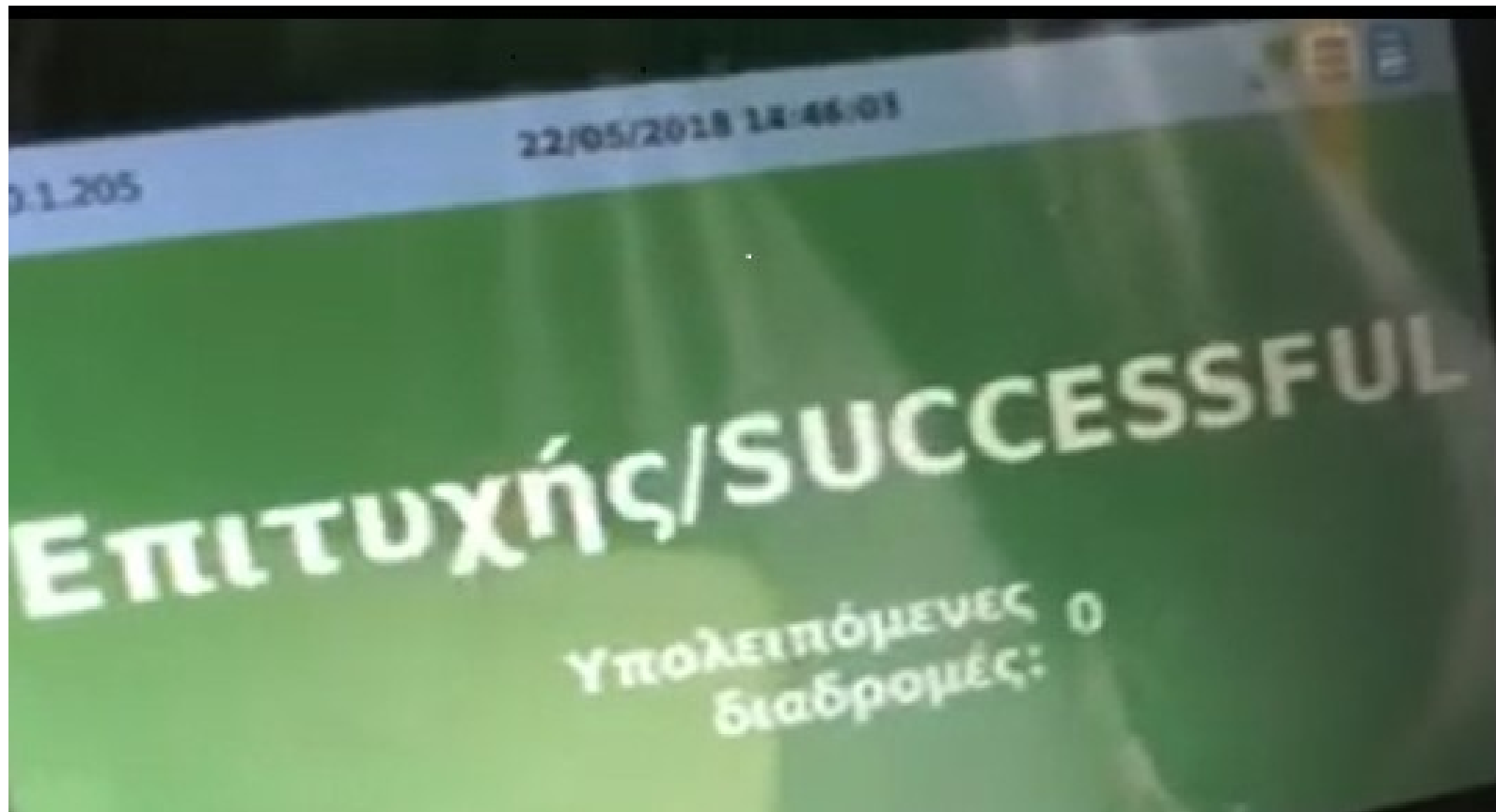
Cancelling the Ticket on a Bus#1

Given that the Ticket info stays on the screen for 2 secs only, it is important to highlight the following info:

1. Υπολειπόμενες διαδρομές (remaining journeys)
2. Υπολειπόμενος χρόνος (remaining time)



Cancelling the Ticket on a Bus#2





A pessimistic outlook

The Athens Metro Ticket review, reinforces the pessimistic outlook about the quality of software developed by large organizations.

It seems that monopolizing a market, (ie lack of competition) is part of the problem.

The time lag between specifications and software delivery is the other part of the problem.

Usability Test

Ο έλεγχος της ευχρηστίας ενός προϊόντος είναι απλός: Το μόνο που χρειάζεται είναι να μπορούμε για λίγο στη θέση αυτού που θα το χρησιμοποιήσει. Αυτό μπορεί να γίνει σαν διανοητική άσκηση, αλλά δεν είναι πάντα επιτυχής μέθοδος ούτε αποκαλύπτει **ΌΛΑ** τα προβλήματα.

Ο καλύτερος τρόπος είναι να στρατολογήσουμε πραγματικούς χρήστες για να υποβάλλουν το προϊόν σε διάφορες προκαθορισμένες δοκιμασίες και να καταγράψουμε τα προβλήματα που συναντούν.



Utopia?

Usability
aims
to reduce
Training & Manuals
to
ZERO !



UI is very important. UX measures it.

- Instead of talking about “complex software”, let’s concentrate on “complex UI” instead.
- “complex” is subjective. UX research will give us the “average” and “extremes”.
- Software is being built by experts, but used by (usually) untrained people.

Bellis's Law

- For years I have been testing the following idea:

Bellis's Law: For every computer problem, even many hardware problems, there is a simple solution to the user interface, often as simple as improved wording.

(<http://www.usabilityinstitute.com/articles/moreTech.htm>)

and it seems to me that it works!

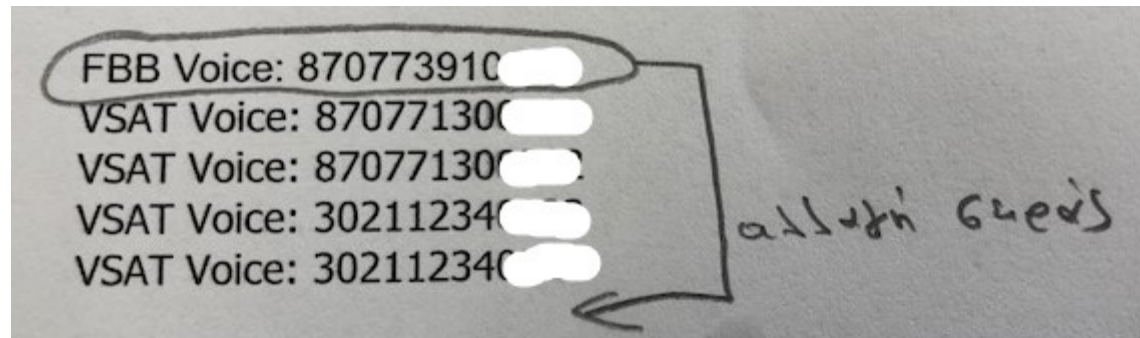


...a more realistic view:

Minimum Usability:

1. Reduce Number of Clicks → Simplicity
2. Don't Make Me Think
3. Error Prevention (Murphy's Law: if something can go wrong, it will)
4. Error Recovery
5. Put Help text exactly where it is needed (**ie: on the screen**)

Example of Belli's Law



To complete a task, the User must perform a sequence of 6 actions. Difficult to memorize!!

Seamen List

Seaman - 1379

Seaman : KARAGEORGIS PANAGIOTIS

Code*: 1379

✓ Check

Seaman

Last Name*: KARAGEORGIS

Middle Name

Rank: Chief Engineer

Vessel Type: BULK CARRIERS

First Name*: PANAGIOTIS

Nationality: GR

☐ Not in use

Details

More

Bank Details/Family/Allotees

Certificates / Diplomas

Documents

Other

Sea Services

eLearning Sessions

Evaluation Report List

Medical History

Greek Details

Remarks/Orders list

Comments

Training Needs

Session

Done Date	Training Package	Package Courses	Package Compl. %	Package Score %
	CHENGR (SP,ST,VP,RH,DC,PMS)	PMS, SPARE PARTS, VESSEL PERFORMANCE, STORES & PROVISIONS, f		

Lessons

Course	Done Date	Course Compl. %	Course Score %	Weight	Weighted Score
PMS				0,17	
SPARE PARTS				0,17	
VESSEL PERFORMANCE				0,17	
STORES & PROVISIONS				0,17	
REST HOURS				0,17	
DOCUMENT CONTROL				0,17	

Averages:

0,00

0,00

Presentation Units

Progress: 0.00%

Presentation	Compl. %	Done Date
<No data to display>		

Test-Simulation

Progress: 0.00%

Test/Simulation	Score %	Done Date
<No data to display>		

Created by OK on 02/06/2017 19:08

Last Updated by OK on 07/06/2017 12:58

System Date : 07/06/2017

CAPS NUM INS

5378

Data Exchange

Vessel KAVO ALKYON

Module Sy

1

Not on Board

View Web App Audit

Put Help text exactly where it is needed

Seamen List

Seaman - 1379

Seaman : KARAGEORGIS PANAGIOTIS

Edit


Refresh

Save

Cancel

Actions

Print

Code*: 1379 ☐ Check  Seaman

Last Name*: KARAGEORGIS Middle Name Rank: Chief Engineer Vessel Type: BULK CARRIERS

First Name*: PANAGIOTIS Nationality: GR ☐ Not in use

Details

More

Bank Details/Family/Allotees

Certificates / Diplomas

Documents

Other

Sea Services

eLearning Sessions

Evaluation Report List

Medical History


Greek Details

Remarks/Orders list

Comments

Training Needs

Session



Done Date	Training Package	Package Courses	Package Compl. %	Package Score %
	CHENGR (SP,ST,VP,RH,DC,PMS)	PMS, SPARE PARTS, VESSEL PERFORMANCE, STORES & PROVISIONS, F		

To Create a new eLearning Session, click "Session" on the left, then click "Edit", click OK to Approve or Modify the Credentials, Select the "Training Packages" you want, click "CREATE NEW SESSION", then you can Close the Tab to save your choices. Or you may "Cancel" or "Complete" the selected session.

Lessons

Course	Done Date	Course Compl. %	Course Score %	Weight	Weighted Score
PMS				0,17	
SPARE PARTS				0,17	
VESSEL PERFORMANCE				0,17	
STORES & PROVISIONS				0,17	
REST HOURS				0,17	
DOCUMENT CONTROL				0,17	

Averages: 0,00 0,00

Presentation Units

Progress: 0.00%

Presentation	Compl. %	Done Date
<No data to display>		

Test-Simulation

Progress: 0.00%

Test/Simulation	Score %	Done Date
<No data to display>		

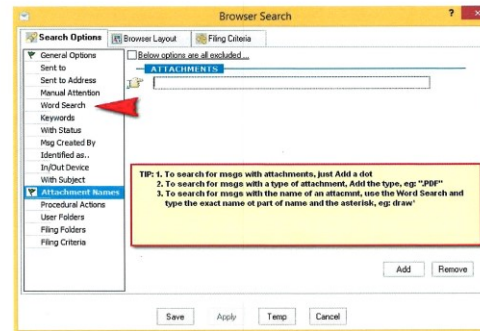
Created by OK on 02/06/2017 19:08 Last Updated by OK on 07/06/2017 12:58

System Date : 07/06/2017 CAPS NUM INS 15378 Data Exchange Vessel KAVO ALKYON Module Sy 1

Not on Board

View Web App Audit

Put Help text exactly where it is needed



Put Help text exactly where it is needed

The screenshot displays the ManageEngine ServiceDesk Plus Configuration Wizard. The left sidebar contains a navigation menu with categories like Helpdesk, Organizational Details, Users, Problem/Change management, Project Management, Discovery, Asset Management, Software, Purchase / Contract Management, User Survey, and General. The main content area is titled "Configuration Wizard" and "Helpdesk - Category". It features a "Category List" table with columns for Category, Description, Technician, and Change Manager. The table lists various categories such as Desktop Hardware, General, Internet, Network, Operating System, Printers, Routers, Services, Software, Switches, Telephone, and User Administration. A "Help card" is visible at the bottom, providing instructions on how to create new categories, sub-categories, and items, including details on mandatory fields and saving options.

Configuration Wizard

Helpdesk - Category

Category List

[New Category](#) [New Subcategory](#) [New Item](#) [Delete](#) [Import from CSV](#)

Note: (Inactive records) have been marked in grey color. Edit option can be used to activate the record.

<input type="checkbox"/>	<input type="checkbox"/>	Category	Description	Technician	Change Manager
<input type="checkbox"/>	<input type="checkbox"/>	Desktop Hardware	Hardware Problems		
<input type="checkbox"/>	<input type="checkbox"/>	General	General Problems		
<input type="checkbox"/>	<input type="checkbox"/>	Internet	Internet related problems		
<input type="checkbox"/>	<input type="checkbox"/>	Network	Network related queries		
<input type="checkbox"/>	<input type="checkbox"/>	Operating System	Operating System related queries		
<input type="checkbox"/>	<input type="checkbox"/>	Printers	Printer Problems		
<input type="checkbox"/>	<input type="checkbox"/>	Routers	Router related Problems		
<input type="checkbox"/>	<input type="checkbox"/>	Services	Services related queries		
<input type="checkbox"/>	<input type="checkbox"/>	Software	Software Problems		
<input type="checkbox"/>	<input type="checkbox"/>	Switches	Switches related problems		
<input type="checkbox"/>	<input type="checkbox"/>	Telephone	Phone/call related queries		
<input type="checkbox"/>	<input type="checkbox"/>	User Administration	User related queries		

Help card

You can classify different types of requests into different categories. (Example: All requests for installing software can be classified under the category "Software Installation"). Also hierarchy of Category -> Sub-category -> Item is supported using which the type of the incident can be granularly categorized. By using different categories you can configure the application to automatically route cases to the appropriate technician. As an example all Internet connectivity related issues could be automatically assigned to John - your Network Engineer.

To Create New Category

Click **New Category** button. This displays the category form.
Specify the **Category Name** in the given text field. For ex: Printer. This is the only mandatory field.
Specify relevant information about the newly created category in the **Description** field.
Select the technician to be assigned for the newly created category from the **Assign To Technician** combo box. All the issues related to this category will be assigned to the selected technician.
Click **Save** button to save the details. You can see the category getting listed in the category list view.
Click **Save And Add Sub-Category** button to save the details and add another sub category.

To Create New Sub Category

Click **New Sub Category** button. This displays the sub-category form.
Specify the **Sub Category** name in the given text field. For ex: Paper. This is a mandatory field.
Specify relevant information about the newly created sub category in the **Description** field.
Select the Category from the combo box. For ex: Printer. This is a mandatory field.

To Create New Item

Click **New Item** button. This displays the item form.
Specify the **Item** name in the given text field. For ex: Paper jam. This is a mandatory field.
Specify relevant information about the newly created item in the **Description** field.
Select the **Sub Category** from the combo box. For ex: Paper. This is a mandatory field.
Click **Save** button to save the details.

Note: You can also add new Sub Category & Item on clicking the respective category from the Category List view.

Activate Windows
Go to PC settings to activate Windows.

Striving for a perfect User Manual

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About this guide

This guide brings together existing knowledge base information on how to configure your Windows network computers so you can deploy Sophos security software to them using the central console. It structures the information into a series of steps and provides additional information when necessary.

Note:

- This guide is an extension of the product documentation [and](#) describes the required deployment steps applicable to the most common customer networks and settings.
- In this guide we assume you already have a Sophos console installed. If not, use the startup guides (available from our documentation page [and](#)) for further guidance. If you are do not have a supported version [of](#) the console installed you need to upgrade your console [to](#) the latest version.
- Refer to the Glossary of terms for any term that you do not understand.

What are the key steps?

To successfully deploy security software to endpoint computers and manage the software from the console you must complete the following steps.

Step	Link
1 Check the version of Sophos console you have	Confirm your console version
2 Determine if you have a domain or workgroup network type	Understanding network types
3 If step two showed you have a domain: determine your domain functional level. Otherwise skip to step four	Confirm your domain functional level
4 Prepare your workstation computers to allow remote installation of Sophos endpoint software	Preparing computers for deployment
5 Prepare your workstation computers so they can report back to the management server	Allowing computers to report
6 Populate the console with a list of endpoint computers connected to your network	Discovering endpoint computers
7 Deploy security software to your endpoint computers from the console	Installing endpoint software
8 Troubleshoot any issues that occur with either installation or ability to report to the console. Otherwise skip to step nine	Troubleshooting installation errors
9 Note: Any settings changed to allow endpoints to report to the management server must not be changed.	Post deployment recommendations

Gather information

- [Confirm your console version](#)
- [Understanding network types](#)
- [Confirm your domain functional level](#)

Set up endpoints

- [Preparing computers for deployment](#)
- [Allowing computers to report](#)

Managing endpoints

- [Discovering endpoint computers](#)
- [Installing endpoint software](#)
- [Troubleshooting installation errors](#)
- [Post deployment recommendations](#)

Extra Info

- [Glossary of terms](#)
- [Videos](#) 
- [Useful links](#)
- [Feedback & Support](#)

Updated: June 2015



AMMITEC's Software Quality Guidelines

https://www.ammitec.org/images/AMMITEC_Maritime_Software_Quality_Guidelines_v1.pdf

Reading List

Χρήσιμοι σύνδεσμοι:

- <https://www.nngroup.com/articles/usability-101-introduction-to-usability/>
- <https://www.usability.gov/how-to-and-tools/methods/running-usability-tests.html>
- <http://www.uxbooth.com/articles/the-art-of-guerrilla-usability-testing/>
- <https://www.nngroup.com/videos/attention-leans-left-websites/>
- <https://www.nngroup.com/articles/test-when-you-know-answer/>



Thank you !