# **UX** BRIEF



YOOBEE: School of Design
Diploma in Web and UX Design
Erind Hoxha

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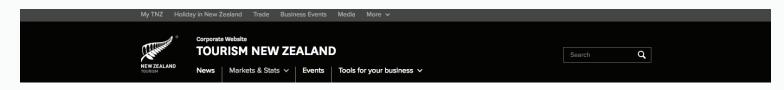
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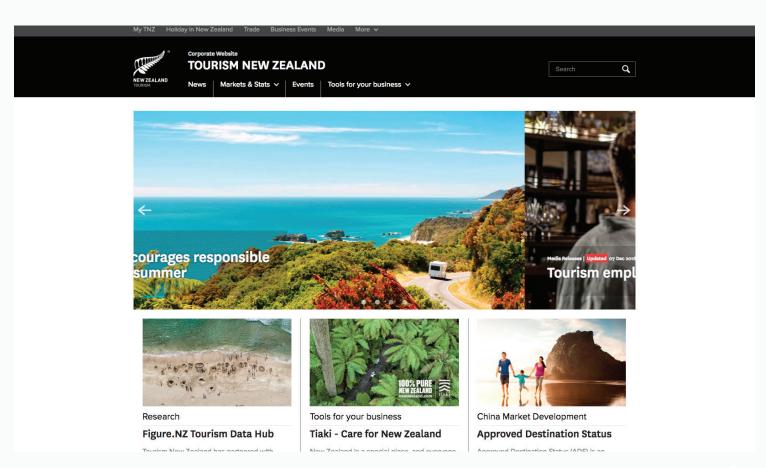
## **Existing Website Analysis**



Existing website has a consistent navigation menu, and it fits their brand, and the non-negotiable requirements for this project was to match the brand into the same website, so for this reason I've researched the website and analysed their key points which I should use. One of them was the Navigation menu:

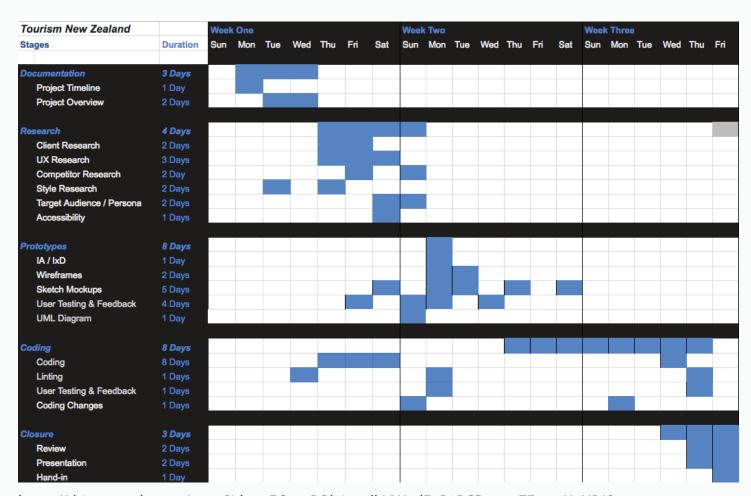


And the engaging content as the images of New Zealand & tourism details:



## **Project Timeline**





https://drive.google.com/open?id=1\_FCygaBQl0i\_wdhVWutlFnP3RCDqx\_nZEwu9X1UBJSw

## Client Overview



Tourism New Zealand is the organisation responsible for marketing New Zealand to the world as a tourist destination. The major tool we use to do this is the 100% Pure New Zealand marketing campaign, a campaign that has evolved over the past two decades to make New Zealand one of the world's most well-respected tourism brands.

International tourism has grown to become New Zealand's largest earner of foreign exchange, pumping around NZD14.5 billion annually into the nation's economy. Over 3.7 million visitors arrive in the country every year. (updated December 2017)

### **Project Scenario**



Web designing a single page web application, which is responsive for all type of devices, they have a new campaign that is aimed at visitors staying for short periods, booking their own accommodation and arranging their own transport.

A single page web application which allows users to input information, and provide feedback with Accommodation or Transport options, calculating their cost and displaying the price and a payment option.

For this project we've chosen to do Transport and Accommodation to help their needs in one go, so they can book their vehicle & the place of stay within one website.

### **Specs and Constraints**



Documenting and planning the production by writing a project or website proposal, and it must include a use case diagram that shows who the users of the application are and how they interact with it.

A set of deliverables to develop from the use cases.

A timeline or burndown chart for development of each deadlines identified.

Using JavaScript libraries, creating functional interface that meets the clients needs.

Desktop, Mobile or Tablet view.

Deadline: 14th Dec

### **Business Goals**



Tourism New Zealand goals are for this campaign to reach the target audience as much as they can for this timeframe, which when summer / or suitable travel times come, tourists can come and book accommodation& transportation through Tourism New Zealand web-app.

During my analysis of the website, it became apparent that the Tourism New Zealand website would need the following aspects:

**Brand consistency** 

**Brand credibility** 

Ease of use

Responsive

Improved usability for a broad target audience through the use of a Chat Bot

Align final design with company values (ensure user experience is as good as tourism experience)

## **Daily Plan**



Daily, the project timeline was checked and to meet the requirements per each day.

Planning consisted of 3 phases.

Design/Code

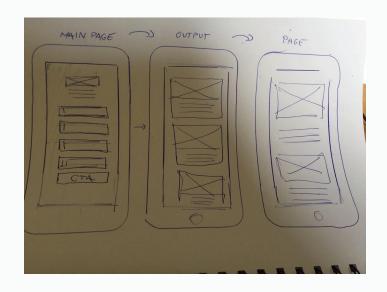
**Review** 

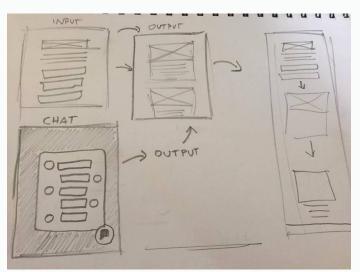
Redesign/Revision

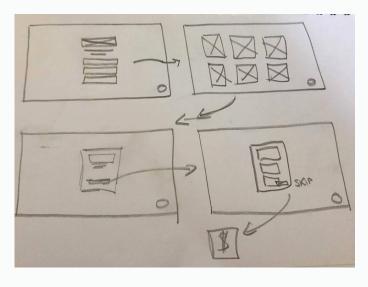
## **Brainstorms / Moodboard**

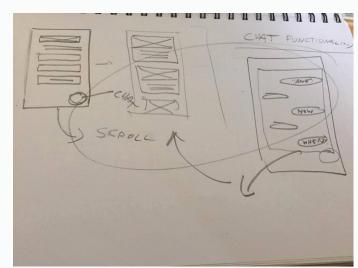


The brainstorm ideas started with the mobile view, reaching to the end point which the user chooses one option, then is offered as an upsell of "Meal options".









### **Sketches**

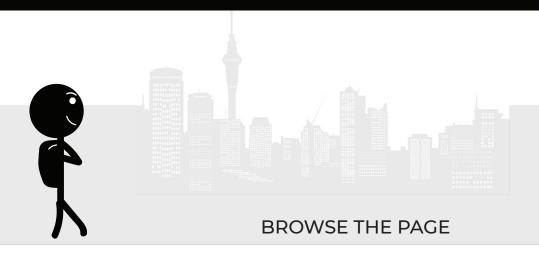


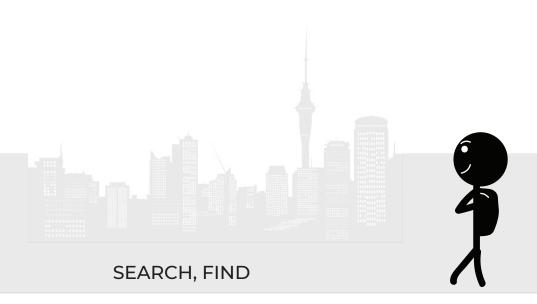
As soon as we knew the mobile version, I've sketched and user tested the wirefame, to see if any checks were missing. From here, the development started then we reached to the sketch/website result.



# UML Diagram





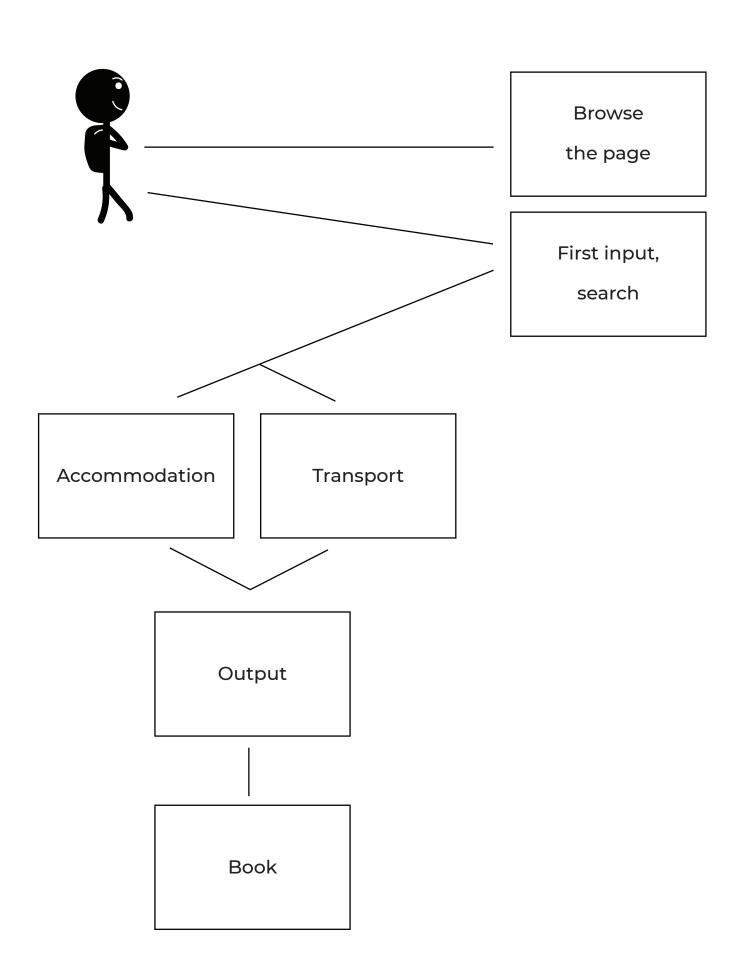




BOOK, TRAVEL

# Information Architecture





### **User Research**



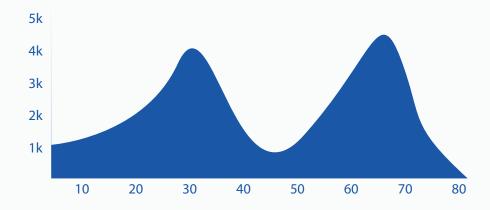
By the result of the search of user researching for Tourism New Zealand I've found out that mostly users from overseas will be using this app, and their language varies from place to place.

People aged 18 to 33 - 80%

People ages 33+ - 20%

The stats are important when pre-developing the project since it gives an overview of the age group and the type of users which will interact with it.

Overseas visitor arrivals are increased by 9 percent since 2015.



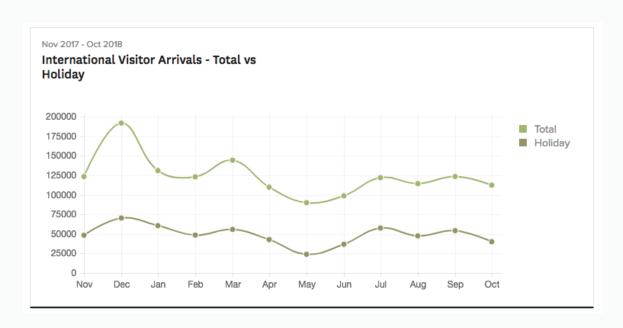
New Zealand is known for beautiful places to visit, and mostly backpackers will use the website, so for that matter the website is responsive for Mobile, Tablets and Desktop, and every file is minified to help their needs to download / see the website.

### **User Research**



Language	Welcome				
Abkhaz	Бзиала шәаабеит (Bziala šəaabeit)				
Adyghe	Къеблагъ (sg) Шъукъеблагъ (pl)				
Afrikaans	Welkom				
Akkadian	げく ţţ マ (haṣānu)				
Aklan	Mayad-ayad nga pad-abot				
Albanian (Gheg)	Mir se viên				
Albanian (Tosk)	Mirë se vjen				
Aleut	Qaĝaasakung huzuu haqakux̂ ( <i>Thank you all for coming</i> )				
Alsatian	Wellkumma Willkumme				
Altay	Эзендер (Ezender)				
Amharic	እንኳን ደህና መጣህ። (ənkwan dähna mäṭṭah) m እንኳን ደህና መጣሽ። (ənkwan dähna mäṭṭaš) f				
Arabic (Egyptian)	(ahlan wa sahlan) أهلاً و سنهلاً				
Arabic (Lebanese)	Ahla w sahla				
Arabic (Modern Standard)	(ahlan wa sahlan) أهلاً و سنهلاً				
Arabic (Moroccan)	رحابة (mrehba)				
Arabic (Oman)	السلام عليكم ورحمة الله وبركاته				
Aragonese	Bienveniu (>m) Bienvenida (>f) Bienvenius (pl) Bienvenidas (pl/f)				
Armenian (Eastern)	Բարի գալուստ! (Bari galu'st)				

Added the languages for different nationalities across the world and New Zealand.



### **Target Audience**



Target audience from my research is divided into two main demographs:

Primary target audience - 17-33 years old Secondary target audience - 55-75 years old

Primary target audience are known as backpackers and they travel around New Zealand each year, and they likely don't earn much income and such spending their savings / family funds.

Secondary target audience would be the group which are already retired and they want to visit a quiet place which they can enjoy the nature peacefully in New Zealand since this country is known for to be one of the top safe places to travel around the world.

The young group audience would be 44% of the visitors, while the older group 56%.

### Persona One





Mary is a 34 year old nurse from Melbourne, but her daughter studies in Auckland

### **Demographics**

Mary

34 year old

Married

Lives in a big city

#### **Needs & Goals**

Less stress

Quiet time with herself

Modern tech tools

Knowledge

**Funding** 

#### **Behaviours**

Eats healthy food

Very social

Likes travelling

Smart

### **Technology**

Tablet, Phone & Desktop

### Persona Two





Gary is a student from Croatia, he nearly finishes the studies and want to travel around New Zealand.

#### **Demographics**

Gary
23 years old
Single
Lives in a small town

#### **Needs & Goals**

Internships
Travelling & meeting
new friends
Staying up to date with
the world
Technology

#### **Behaviours**

Eats junk food Not very social Likes travelling Plays music

### **Technology**

Tablet, Phone & Desktop

## **User Testing**

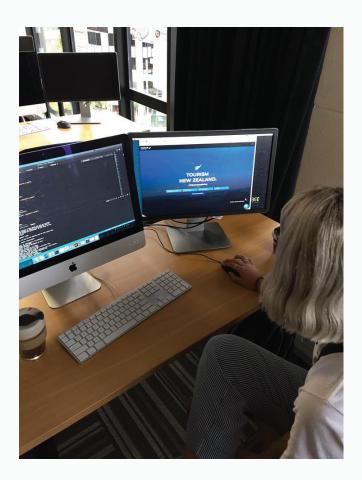


#### Ella

While user testing the website and sketch, the button was announced to have only find accommodation, instead of accommodation/transport and renamed it to "search" instead.

Find accommodation

button accommodation change where its transport



Final fix:

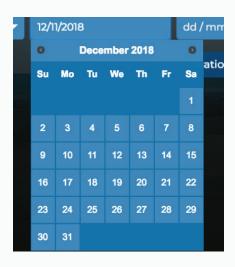
Search & find

### **User Testing**



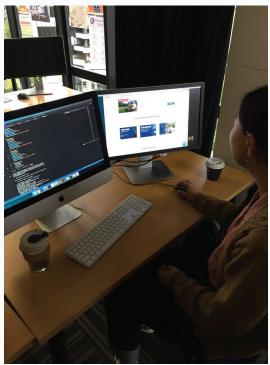
#### Louella

Testing with Louella I saw a problem with the input of the date which she was confused whether she has pressed a button or not. For this reason, from allowing users to input any date as soon as they pick one day the other datepicker will start from the date they have already picked "from" to "to".









## Moodboard







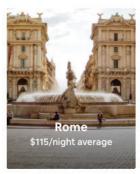


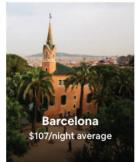


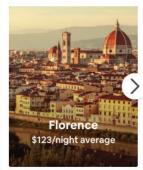
#### Take a city break in Europe











#### What guests are saying about homes in New Zealand

New Zealand homes were rated 4.8 out of 5 stars with 1,000,000+ reviews



#### \*\*\*\*

Loved the place very much. It's about a 15-20 minute walk into the city. The host, Jan & Jennifer, we're absolutely lovely! They...





#### ur etay with Anna & Linda was just no

Our stay with Anna & Linda was just perfect. There is literally not one thing that could be improved. Best hosts ever. The perfect way t...





#### \*\*\*\*

We spent three days in Jennifers place. It was nice place and location was really good - 5 min walk to trainstation and 15 min train trip to cit...



Anni

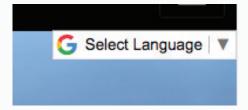
### **Competitor Analysis**



#### **Competitors Site Analysis**



Website is responsive, have deals and flights on sale - which I've thought to put it also in our website but their aim is globally helping kiwis to send people through Europe and other continents, so the only way to make their competition level lower was to make it more about New Zealand and make it that way that people from other countries can change their language, which House of Travel doesn't have. I've chosen House Of Travel as a competitor to analyse owing to Tourism New Zealand and House Of Travel having a similar product and a similar target audience.



Language	Welcome				
Abkhaz	Бзиала шәаабеит (Bziala šəaabeit)				
Adyghe	Къеблагъ (sg) Шъукъеблагъ (pl)				
Afrikaans	Welkom				
Akkadian	lk 性♣				
	(ḫaṣānu)				
Aklan	Mayad-ayad nga pad-abot				
Albanian (Gheg)	Mir se vjên				
Albanian (Tosk)	Mirë se vjen				
Aleut	Qaĝaasakung huzuu haqakux̂ (Thank you all for coming)				
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Arabic (Egyptian)	لأوسهلاً (ahlan wa sahlan)				
Arabic (Lebanese)	Ahla w sahla				
Arabic (Modern Standard)	ahlan wa sahlan) ملاً و سبهلاً				
Arabic (Moroccan)	إلى (mrehba)				
Arabic (Oman)	سلام عليكم ورحمة الله وبركاته				
Aragonese	Bienveniu (>m) Bienvenida (>f) Bienvenius (pl) Bienvenidas (pl/f)				
Armenian (Eastern)	Բարի դալուստ! (Bari galu'st)				

## **Competitor Analysis**



#### **Competitors Site Analysis**



Similar to House of Travel, STA Travel ofers flights round the world and is focused on flights, hotels, tours and insurance. They have stores New Zealand wide, and have newsletters which lets them subscribe and get offers and deals by this company. For this reason, Tourism New Zealand offers a checkbox which asks for permission to receive letters from NZT. I've chosen STA Travel as a competitor to analyse owing to Tourism New Zealand and STA Travel having a similar product and a similar target audience.



### **SWOT Analysis**



#### **Strengths**

Tourism New Zealand is a highly valuable website & has a great brand and trust since it's connected with the government, which allows users to book & shop freely without stress.

#### Weaknesses

Weakness of Tourism New Zealand is that the competition of the other companies are focused for this campaign's needs, which causes a problem for other customers to shift between other websites and Tourism New Zealand's one.

#### **Opportunities**

Opportunities of Tourim New Zealand are extendable to a grade which not only the company is responsible for the NZ tourism but can offer many of the cheapest and best accommodation and transport for their customers.

#### **Threats**

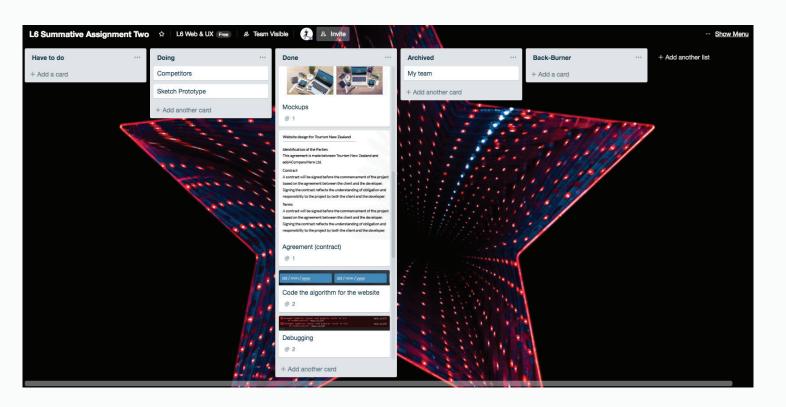
As New Zealand has bus tours and they offer accommodation and transport within the same package, some travellers especially backpackers might choose those companies to travel, because of the safe way to book everything at once.

## **Project Management**



Finishing the project within the deadline is easier when the tasks are written and going with the plan.

For this project I've used Trello board to keep on track about the tasks incoming and finished/archived.



https://trello.com/b/I6UrVeX6/I6-summative-assignment-two

The deadlines were divided into 4 milestones

Documentation - Milestone 1 - 2nd Dec

Prototypes - Milestone 2 - 9th Dec

Coding and User Testing - Milestone 3 - 16th Dec

Closure & Review - 16th Dec

### Debugging



There was a bug which was showing the style is showing as null, because the navbar which is showing the error was shown only on Mobile, but on Desktop it showed this error. The debugging fix was to put this inside a function, and then when we enter "Mobile mode" to call the function

```
3 Uncaught TypeError: Cannot read property 'style' of null
at window.onscroll (main.js:173)

26 Uncaught TypeError: Cannot read property 'style' of null
at window.onscroll (main.js:170)

/* When the user scrolls down, hide the navbar. When the user s
var prevScrollpos = window.pageYOffset;
window.onscroll = function() {
    var currentScrollPos = window.pageYOffset;
    if (prevScrollpos = window.pageYOffset;
    if (prevScrollpos > currentScrollPos) {
        document.getElementById("navbar").style.top = "0"; ∞
        document.getElementById("navbar").style.transition = "0.3s
} else {
        document.getElementById("navbar").style.top = "-55px"; ∞
}
prevScrollpos = currentScrollPos;
}
```

#### Fix:

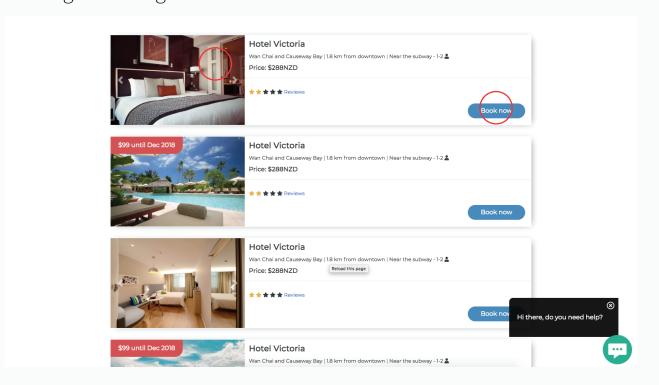
The solution of this problem was to create a function which wraps the whole code and use it whenever the screen is lower than 768px, for mobile view.

## **Prototype Testing**





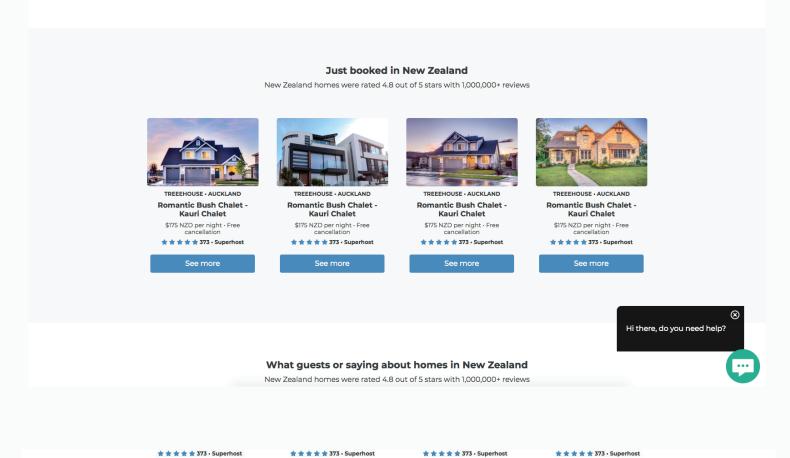
From the usability testing I perfomed using Dane (my fellow classmate) we saw that mostly the users know what to click and how to interact with it, but instead of making the image static I've decided to make it a carousel so they can change the image



## **Prototype Testing**



Based on the testing, users wanted to interact with the website before they searched an option, so adding the most featured accommodation / transport options, and make it as a "live" website instead of just input/output, boosted the output of the users and clicks within the website.



#### Recommended for you

Our recommendation are based on your search, cookies & data which you have provided to us





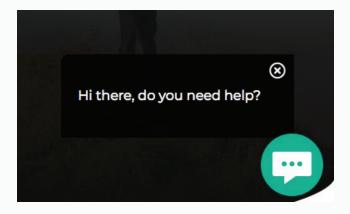


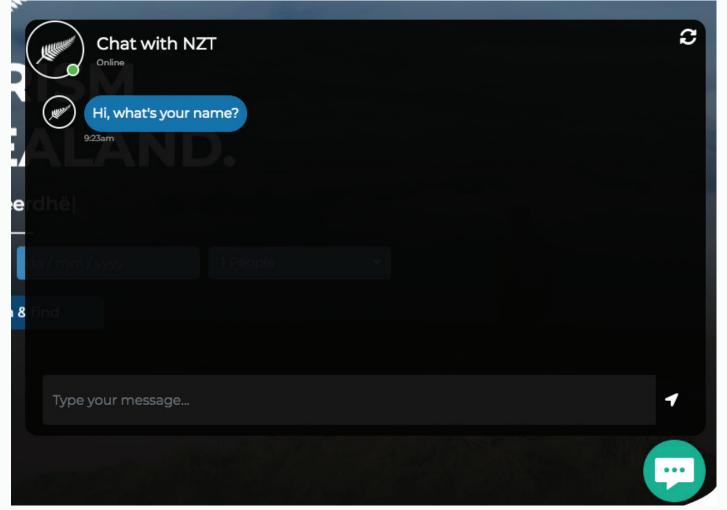


### **Chatbot**



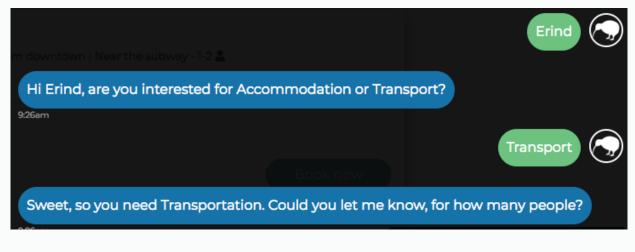
For this website I've decided to create a website the majority of users that I've researched will be using tablets and phones and they would want to chat for their options rather than searching on the input and around the web, making it easier for them to get to the final results and choose between the cards.

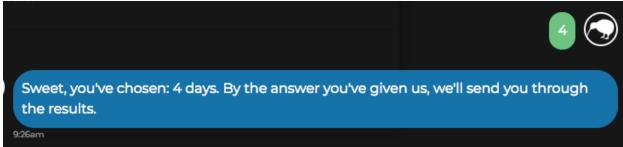




### **Chatbot**







Then the website will go into loading phase, and then loads to the results.

### **Usecase Deliverables**



For Tourism New Zealand, I've tried to use minimalistic jQuery plugins because of their brand which is minimal and "serious" which the colours black is associated with mystery, strength and the blue the sky, sea, loyalty and trust.

#### jQuery UI - Datepicker



### Datepicker

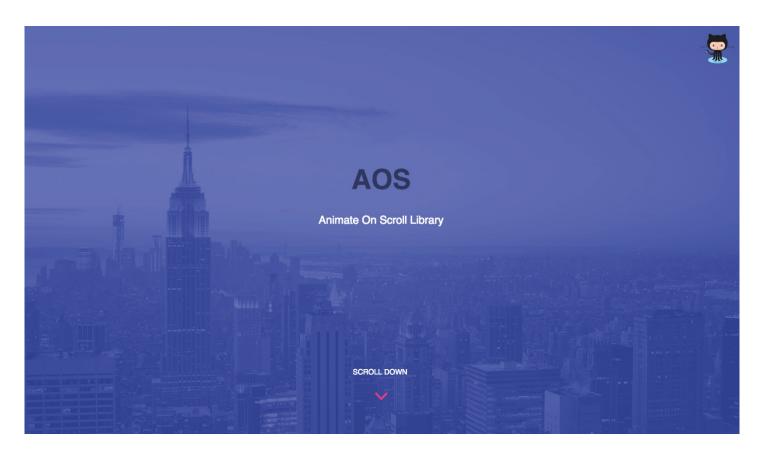
Date: 01/05/2019

dd / mm / yyyy

dd / mm / yyyy

### **Usecase Deliverables**





Using AOS has given a good polished look throughout the website which when scrolling down the images would have a "parallax" effect animating on scrolling.

Used it on the cards on the main page.



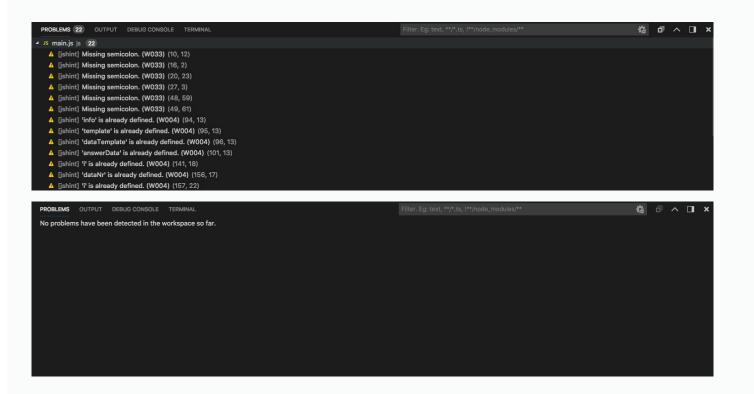


### **JavaScript Linting**



For JavaScript Linting, I've first used the website called JsHint, but then I realised I could install an extension (plugin) on VSCode which was easier to find the errors/warnings.

I've had no errors but tried to minimise the warnings as much as possible, but some of them were that some functions are used out of scope, since it's a handlebars template and a render engine, I had to use it into 2 different statements in order to render Transport or accommodation.



### **JavaScript Linting**



```
ocument).ready(function() {
   document.ontouchmove = function(e){
      e.preventDefault();
      };
                                                                                                                                                                                                                                                                               Function with the largest signature take 1 arguments, while the median is 0.  \\
                                                                                                                                                                                                                                                                              Largest function has 49 statements in it, while the median is 2.
                                                                                                                                                                                                                                                                              The most complex function has a cyclomatic complexity value of 9 while the median is 1.
  input.onfocus = function () {
  window.scrollTo(0, 0);
  document.body.scrollTop = 0;
16 Missing semicolon.
$(function () {
    setTimeout(function () {
        $('.nzt-container').fadeOut(500);
        $('.hide-everything').show();
    }, 2200);
var transpOrAcc = "";
var numberOfDays = "";
var numberOfDays = "";
var transportice = ";
$('.alert').hide();
var transportionAccommodation = $('\delta com-or-transport').val();
var transportionAccommodation = $('\delta com-or-transport').val();
var proposition = \delta com-or-transport').val();
page 18001 = \delta com-or-transport').val();
var oneDay = \delta com-or-transport').val
             $(".alert").show();
else {
numberOfDays = Math.abs((firstDate.getTime() - secondDate.getTime()) / (oneDay)}
218 Missing radix parameter.
              if ($("#accom-or-transport").val() == "What do you need?") {
    $(".alert").show();
                                                                                                                                                                                                                                                                        224 'totalPriceSubtracted' used out of scope.
              if (transportOrAccommodation == "Accommodation") {
transpOrAcc = accommodation;
                                                                                                                                                                                                                                                                             246 Missing semicolon.
                                                                                                                                                                                                                                                                               259 Missing semicolon.
                                                                                                                                                                                                                                                                              262 Missing semicolon.
              }
// console.log(transportOrAccommodation)
// console.log(numberOfDays);
// console.log(peopleValue);
             if (numberOfDays > 15 || firstDate >= secondDate) {
    $(".alert").show(500);
    $(".line").hide(500);
```

### **Technology**



### Technologies used for this project are:



HTML5



CSS3





**JavaScript** 





jQuery UI



Handlebars.js



Sketch



Adobe Illustrator



Adobe Photoshop



Git



Gulp

### Text Editor used for this project is:



Visual Studio Code

### **Coding Approach**



For the cards to render and the results for Accommodation and Transport, I've chosen to do both of them because of the handlebars functionality, which was making it easier for me to do it so.

For this project I've used handlebars to render the data from my js files.

```
<div class="carousel-inner">
  <div class="carousel-item active">
    <img class="d-block w-100" src="img/{{image}}" alt="First slide">
  div>
  {{#each images}}
  <div class="carousel-item">
    <img class="d-block w-100" src="img/{{this}}" alt="Second slide">
  </div>
  {{/each}}
<a class="carousel-control-prev" href="#{{id}}" role="button" data-slide="prev">
  <span class="carousel-control-prev-icon" aria-hidden="true"></span>
  <span class="sr-only">Previous</span>
</a>
<a class="carousel-control-next" href="#{{id}}" role="button" data-slide="next">
  <span class="carousel-control-next-icon" aria-hidden="true"></span>
  <span class="sr-only">Next</span>
</a>
/div>
```

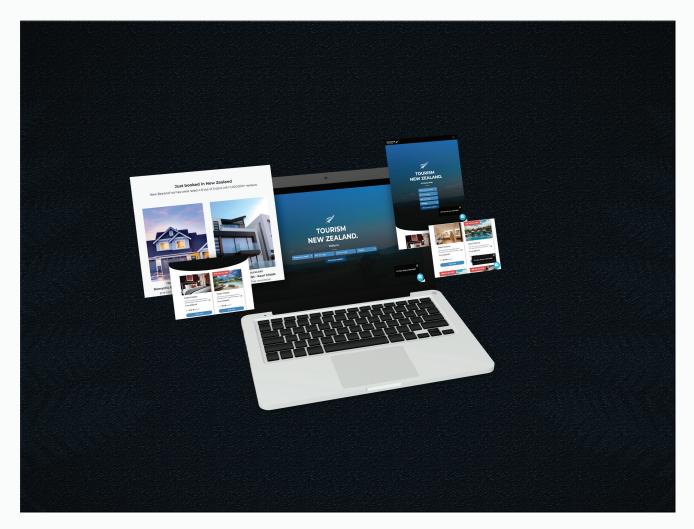
```
var info = document.getElementById('summative-template').innerHTML;
var template = Handlebars.compile(info);
var dataTemplate = template(accommodation);
templateWrite = document.getElementById('card-container').innerHTML += dataTemplate;
```

```
var info = document.getElementById('summative-template').innerHTML;

var template = Handlebars.compile(info);
any |ataTemplate = template(transport);
templateWrite = document.getElementById('card-container').innerHTML += dataTemplate;
```

## Mockups







### Accessibility

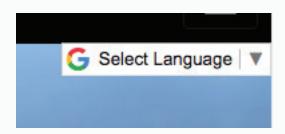


When it comes to paying, we want to be very secure & confidential to keep every credit card / password safe.

And for accessibility reasons we added the "cursor - help" when they hover into the CVC section.

```
.help-cvc {
   cursor:help;
}
```

Since this website has to be accessible for anyone, and the language they choose will be read to them in any language for people with hearing impaired.



And the inputs have an alternative text whether they have typed the visa card, mastercard, discover or american express

## Minifying the files



Since Tourism New Zealand will be interactive to search, and wait for results and book, there are 3 things which the company has to be efficient. Good price, fast & trustworthy.

For the website to load smoothly and to not spend data on the backpackers mobile phones, or as we know the hostels charge them for MB on wireless, I've decided to compress every image until it reaches around 500kb ~ download to load.

pexels-photo-374710.jpeg?	200	jpeg	index.html	593 KB	64 ms	o.
adventure.jpeg	200	jpeg	jquery-1.12.4	259 KB	55 ms	
bootstrap.css	200	styles	index.html	169 KB	59 ms	0
handlebars-v4.0.12.js	200 200	OK ipt	index.html	163 KB	57 ms	0
jquery-ui.js	200	script	index.html	122 KB	335 ms	
bootstrap.js	200	script	index.html	121 KB	13 ms	
jquery-1.12.4.js	200	script	index.html	85.6 KB	332 ms	
fa-solid-900.woff2	200	font	index.html	72.5 KB	475 ms	
fa-brands-400.woff2	200	font	index.html	68.4 KB	481 ms	
motor-van-1.jpg	200	jpeg	index.html:10	50.5 KB	61 ms	
car-5.jpg	200	jpeg	index.html:10	47.8 KB	58 ms	
index.html	200	docu	Other	47.0 KB	10 ms	I e
person1.jpeg	200	jpeg	index.html	46.2 KB	30 ms	
data.js	200	script	index.html	43.3 KB	9 ms	
core.js	200	script	index.html	40.9 KB	45 ms	4
smallcar.jpeg	200	jpeg	index.html:10	39.6 KB	58 ms	
house-4.jpeg	200	jpeg	index.html	36.9 KB	38 ms	
main.css	200	styles	index.html	36.3 KB	37 ms	0]
hotel-4.jpeg	200	jpeg	index.html	32.1 KB	41 ms	
jquery-3.3.1.min.js	200	script	index.html	30.0 KB	496 ms	
hostel-1.jpeg	200	jpeg	index.html	29.3 KB	38 ms	
pexels-photo-724955.png?	200	jpeg	index.html	29.3 KB	49 ms	a)
jquery.min.js	200	script	index.html	29.3 KB	143 ms	•
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## Minifying the files



# BootstrapCDN

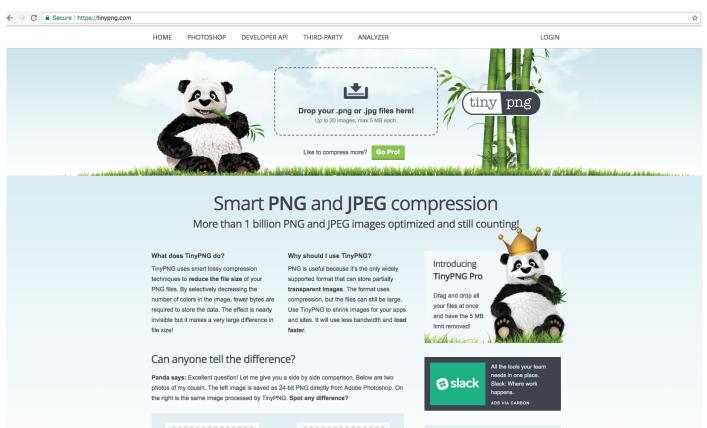
The recommended CDN for Bootstrap, Font Awesome and Bootswatch.



893









### **Feedback**

Name Name

Email

Email

+64

Address

MM

Address

Card Number

**COUPON CODE** 

Enter your coupon code here

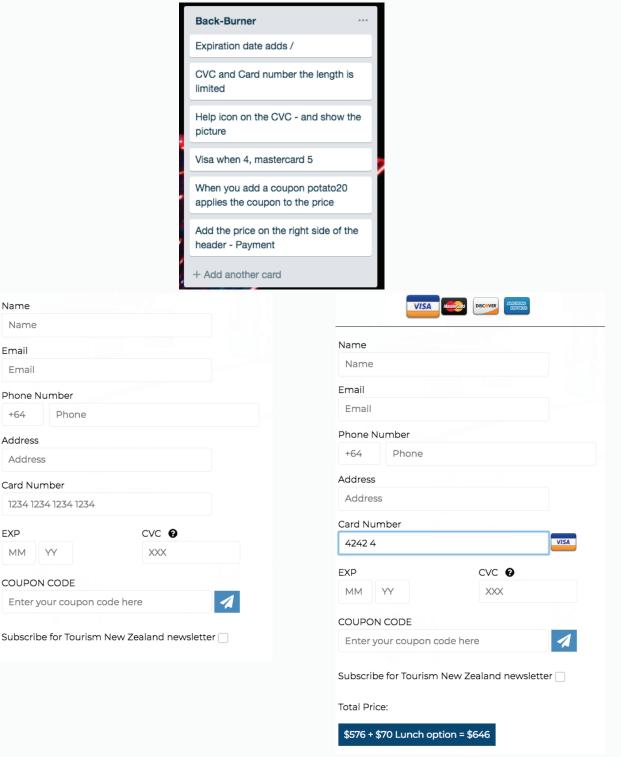
1234 1234 1234 1234

Phone Number

Phone



I had some feedback from Karl (our tutor), as an option to add more code into the payment input because there would be the main point for them to have the best UX to sell or buy. As soon as the credit card starts with the companys number it pops up. (e.g 4 for Visa, 5 for MasterCard)



### **Detail Work**



<link rel="icon" type="image/png" sizes="32x32" href="/favicon-32x32.png">

<meta name="description" content="Tourism New Zealand is the organisation responsible for marketing New Zealand to the world as a tourist destination. The major</pre>

Every website, which is refined into the last detail has more credibility from their clients, which results to more sales. I've decided to create the favicon, and the SEO descriptions for google search results and the Facebook metadata to boost more traffic & sales from the clients of this campaign.

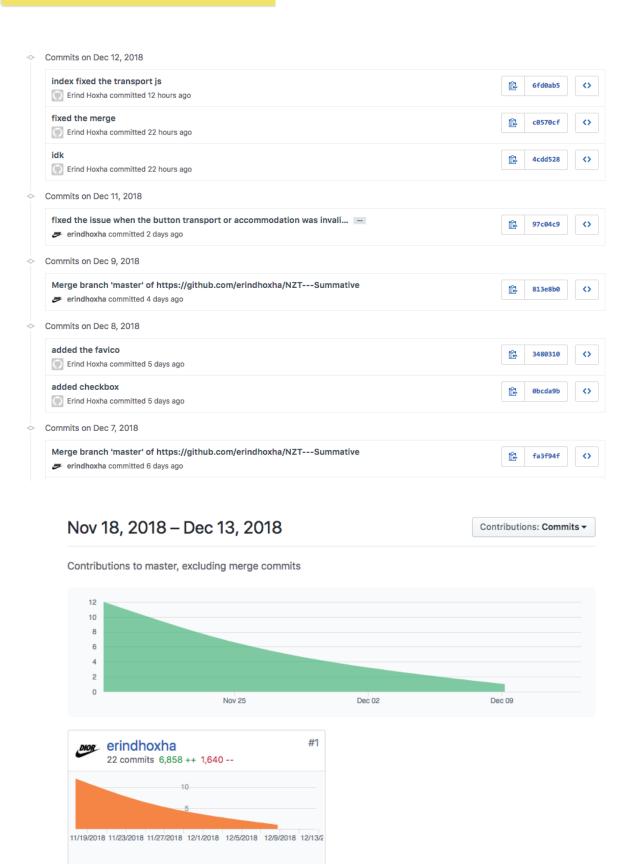
The website that I used to create the favicons is:



### **Github Commits**



#### 147 commits



### **Appendix**



### All images are used from:

www.pexels.com

#### iPad and iPhone mockups:

https://www.mockupworld.co/free/iphone-and-ipad-presentation-mockups/

https://creativebooster.net/collections/all-freebies/tablet

http://www.mediafire.com/file/kbp90ju7g5tr499/FreeMac-

bookProMockup.zip

https://pngtree.com/free-icon/print\_38507

#### **Chat Icon**

http://icons-for-free.com/

#### **Descriptions and copywriting**

New Zealand Tourism & AirBnB

# **UX** BRIEF

# Thank you.

YOOBEE: School of Design
Diploma in Web and UX Design
Erind Hoxha