

COMPLET.AR

UX review

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1. Landing page

Advantages:

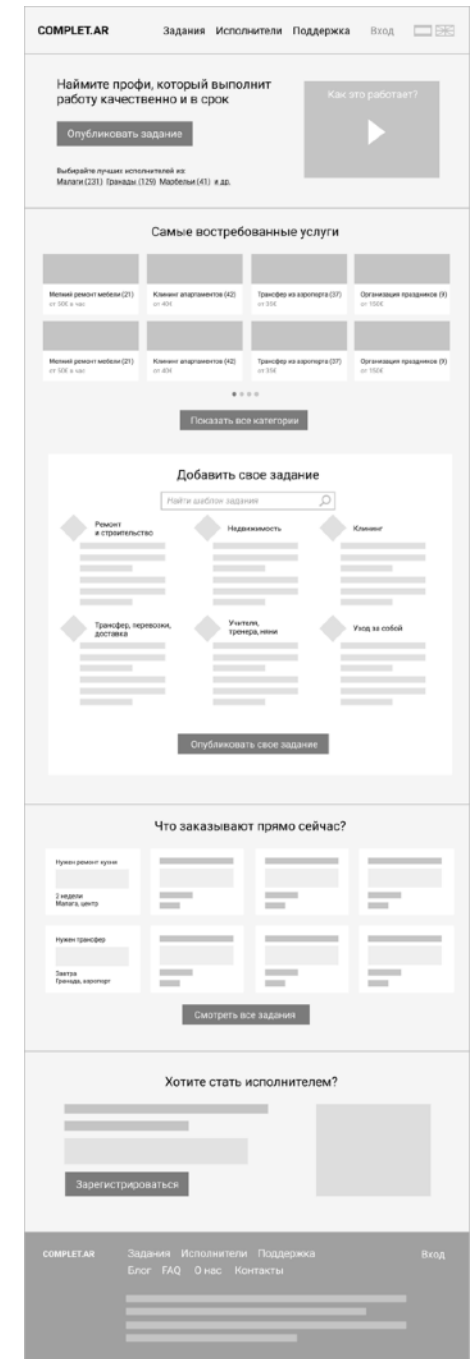
- Well visible slogan that contains a call to action.
- Large main action button.
- Video instruction.
- “Popular services” illustrates the site purpose.
- Link to the register form for a worker is on the landing page.

Disadvantages:

- The visible area is rather small on 16:9 monitors, it displays very little content.
- City selection occupies space, while it can be done automatically by geolocation.
- Initially, a low number of workers per city demotivates clients.
- Duplication and inconsistent texts: “Publish task”, “Add your task”, “Publish your task”.
- “Show all categories” button attracts too much attention (competes with “Publish task”).
- “Search task template” is not a clear message.
- “Latest orders” - is it information for workers or clients? It’s not clear.
- “Watch all task” - it’s not clear what it is for.

Solutions:

- Shorten the page height.
- Make the video instruction in lite cartoon style. Do not dive into interface details too much.
- Show cities only if geolocation detection fails.
- In the “Popular tasks” section, on a category click, show the task list filtered by that category.
- Design the page for “Show all categories”. Make the button/link not so large.
- “Popular” and “Recent” tasks can be combined (in 2 tabs), since they serve the same goal.
- Add “For clients” and “For workers” headers/sections, rearrange content to fit these sections.
- In the search field use term “categories”. Display total number of categories.
- Design a new page for search results (case: more than one category found).
- Add “register” link next to “log in”.



2. Task list

Advantages:

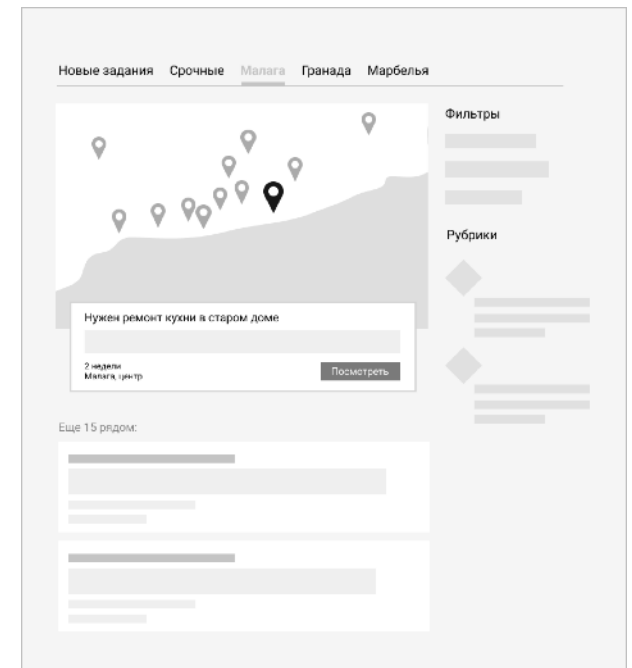
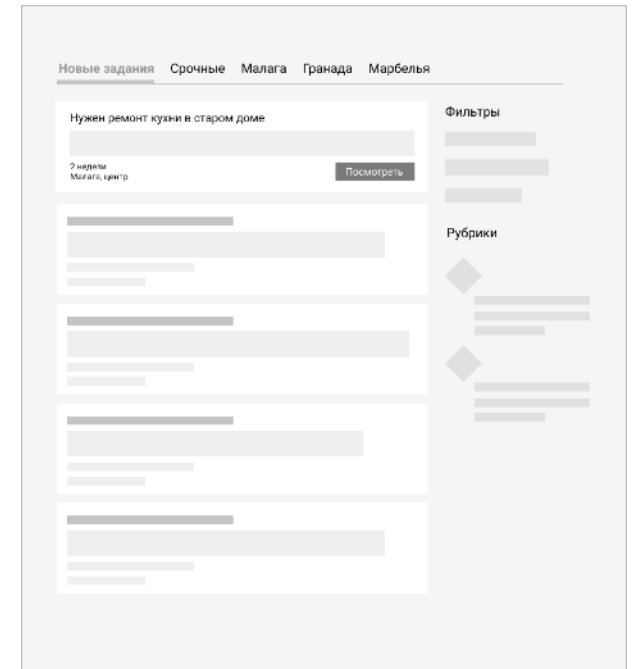
- Cards have “material” look.
- Map view and “nearby” ordering.

Disadvantages:

- Mixed tabs: “New” and “Urgent” are filters, but they can’t be applied to a particular city.
- “View” buttons form a column of heavy elements that attract too much attention.
- How to select a city that is not represented in top menu?

Solutions:

- Make two independent filters: one by time (“New”, “Urgent”), another by geolocation (city).
- Make the whole card clickable, remove “View” button. Add a mouse hover action to the card.
- Place “Show map” switch next to the list of cities.
- Do not overlap the map by a task card. Just combine them in a single block.
- Add the search field to find a city.



3. Workers list

Advantages:

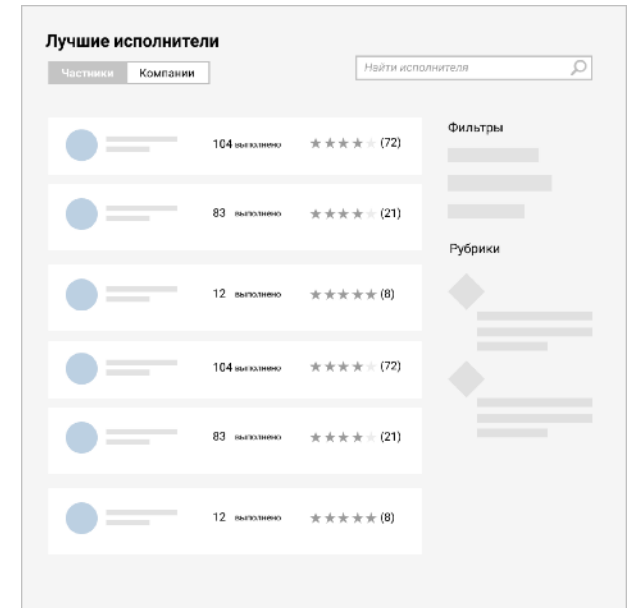
- The “Search” field is useful for search a worker by his/her name.
- Rating board.

Disadvantages:

- Mixed hierarchy: what is the page title/header and what is the applied filter?
- No “Favourites” or “Recent”.

Solutions:

- Use “Workers” as a page title. Use a filter as a subtitle.
- If a client is logged in, add “Recent” filter (workers that already had business with him/her).



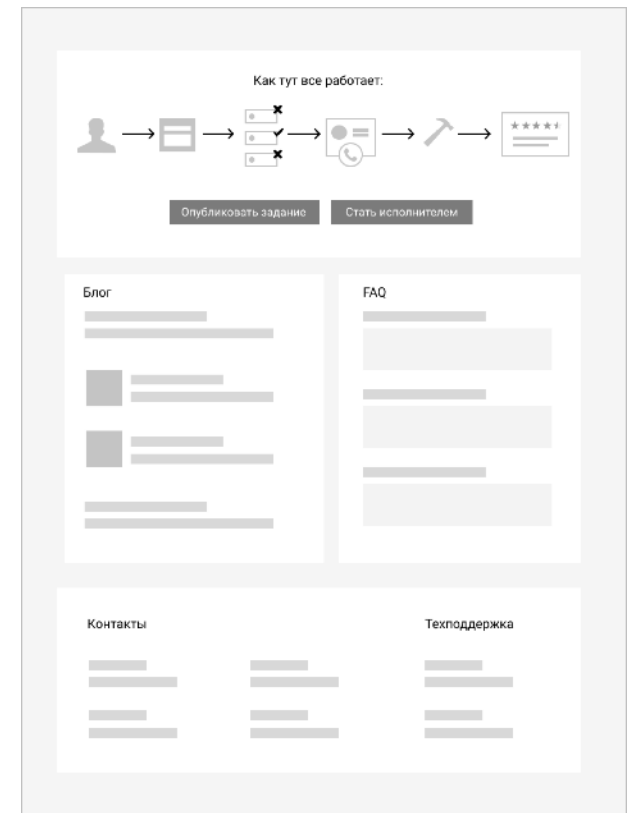
4. Support

Problems:

- Buttons with a call to action.
- No contact form.

Solution:

- Replace buttons text with “I’m a client” and “I’m a worker”.
- Add the text input field and “Contact support” button.



5. New task

Advantages:

- Templates are easy to use.

Disadvantages:

- Mixed terminology: “template” or “category”?

Solutions:

- Avoid “template” term.
- Allow user to switch category on this page/window.
- Provide correct data migration on category switch, keep everything user has entered.

The screenshot shows a web form titled 'Шаблон задания' (Task Template). At the top, there is a navigation bar with six diamond-shaped icons. Below this, the form is divided into sections: 'Суть задания' (Task Description) with a large text input field; 'Срок' (Deadline) and 'Цена' (Price) with separate input fields; 'Адрес' (Address) with a text input field; 'Указать тип исполнителя' (Specify executor type) with a text input field; and 'Уведомления' (Notifications) with three horizontal bars. A 'Опубликовать' (Publish) button is located at the bottom right of the form.

6. Create client's account

From the “New task” form:

- If the user is not logged in, add “contact email” field to the task form.
- When the user click “Publish”, check the database for this email.
- If email is on database already, show “Login” window.
- If not, send a confirmation letter. Tell the user to check his/her email inbox/spam.
- In the confirmation letter explain what personal data will be collected and why.
- Show “Complete registration” link/button in the letter, as well as alternative links/icons to login via Facebook or Google. On press, redirect to registration form on the web site.

From “Login” link on the top of the page:

- Show dropdown menu (email, Facebook, Google).
- Show registration form.

The screenshot shows a registration form. On the left side, there is a green circular profile picture placeholder. To the right, there are several input fields: two small fields at the top, followed by two larger text input fields, and a large text area below them. At the bottom right, there is a 'Зарегистрироваться' (Register) button.

7. Client's profile

Advantages:

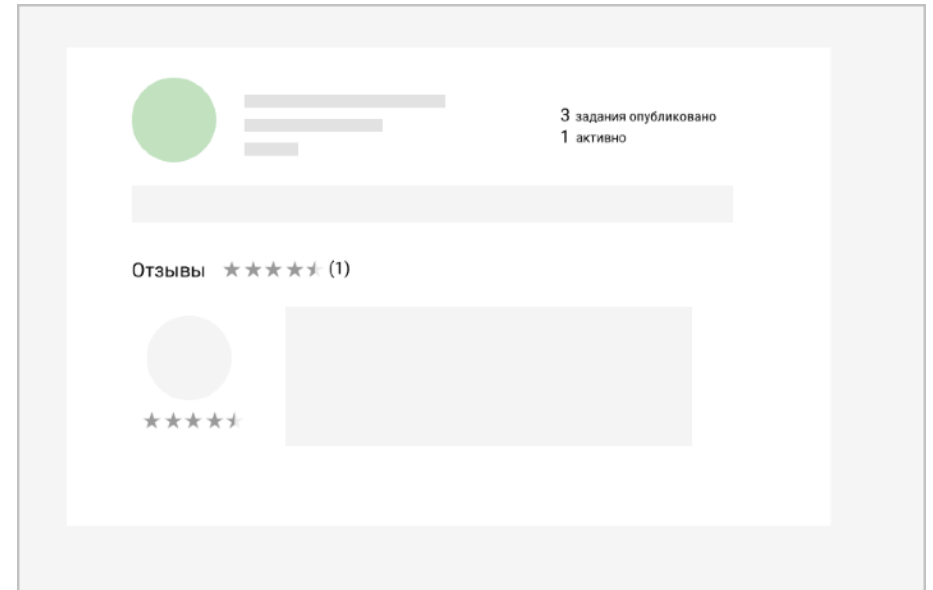
- Personal information and rating increase trust.

Disadvantages:

- “Edit profile” link leads to another page.
- Duplicated rating?
- Large number of orders may affect the client's privacy.
- Non-anonymity may cause dishonest feedback.

Solutions:

- Implement in-place editing for profile owner.
- Hide large numbers (display something like “more than 20 orders”).
- Show no more than 20 recent feedbacks.
- Test anonymous vs non-anonymous feedback.
- Don't forget about the link to profile on the main page.



8. Client's dashboard

Advantages:

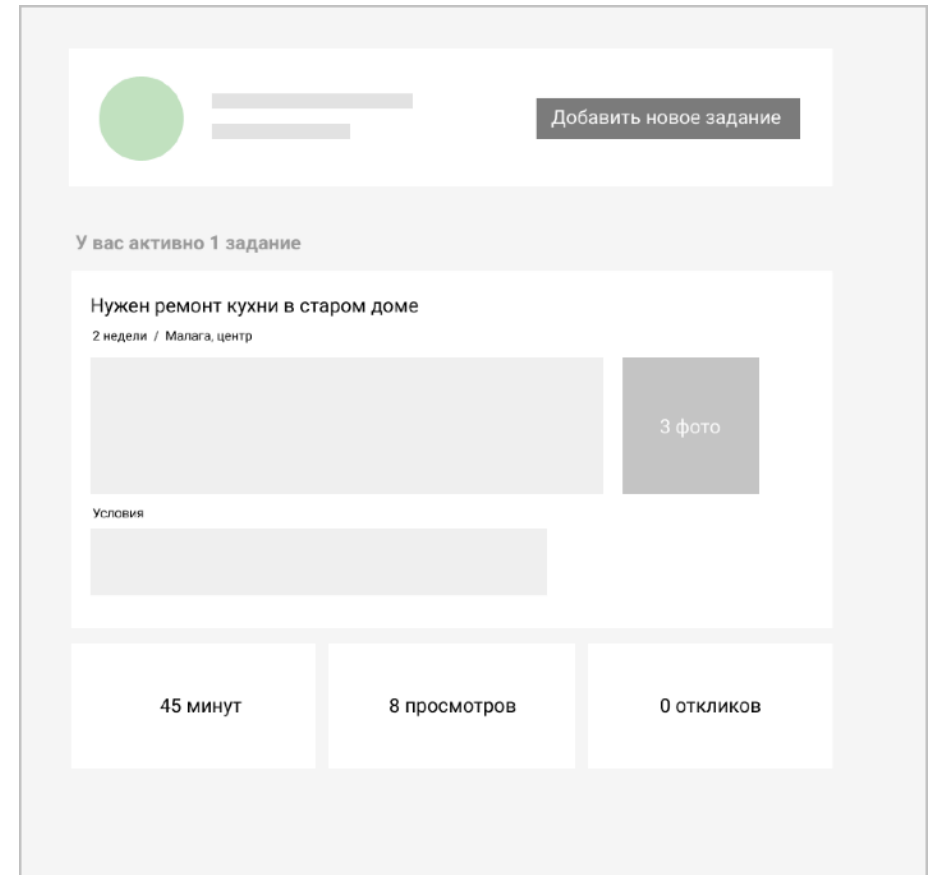
- Auto-redirect to dashboard.
- Task's statistic.

Disadvantages:

- Possible duplication with top menu (user name and picture).
- "Edit profile" link leads to another page.
- A few tasks in work? Sorting, filters?
- How to watch completed tasks?

Solutions:

- Implement in-place editing for profile and task's details.
- Design this page consistent with New task page (5) and Client's profile (7).
- Show more than one card, if needed (see 11).
- For multiple tasks add sorting and filters.
- Add "Completed tasks" tab.
- Show the number of pretending workers with a link to chat.
- Add "Job is done" button.



9. Task

Advantages:

- Related tasks.

Disadvantages:

- Client's information breaks task's description.
- Price is not represented on the mockup.
- Photos are fitted into very limited space.
- "Reply" and "Share" buttons have almost the same weight.

Solutions:

- Move client's information section.
- For worker, if the price was not set, display input field with "Propose" hint.
- Use photo gallery.
- Make "Share" button/link/icon smaller. Place it next to the task's header.
- Show the number of pretending workers.

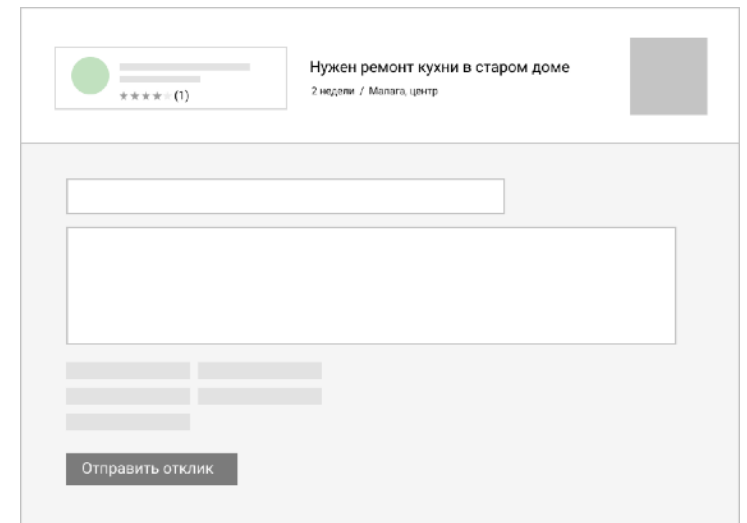
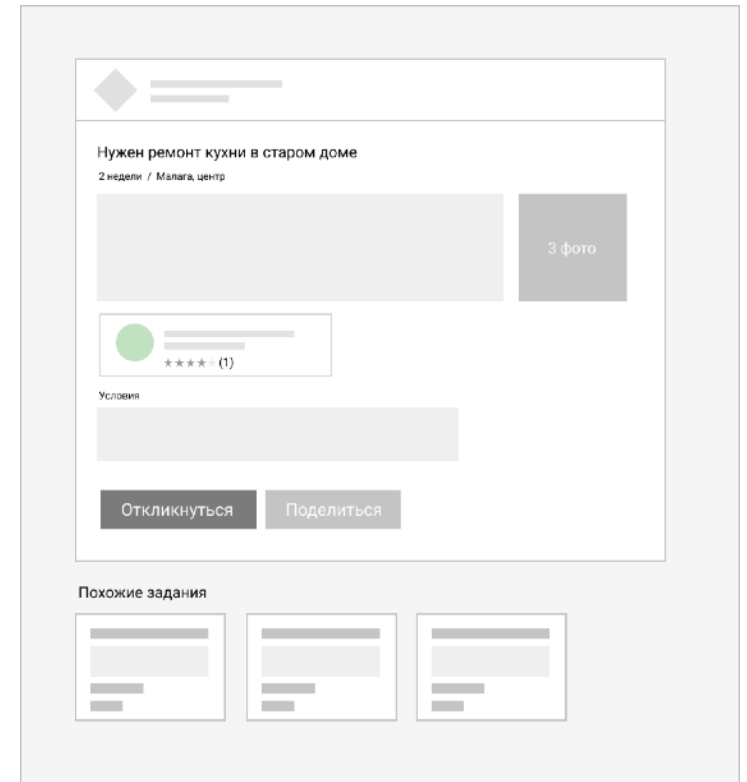
10. Reply to Task

Problems:

- A separate modal window is not a sign of good style.

Solution:

- On the task page, collapse detailed task info and expand Worker's info section.



10.1 Choose Worker

Advantages:

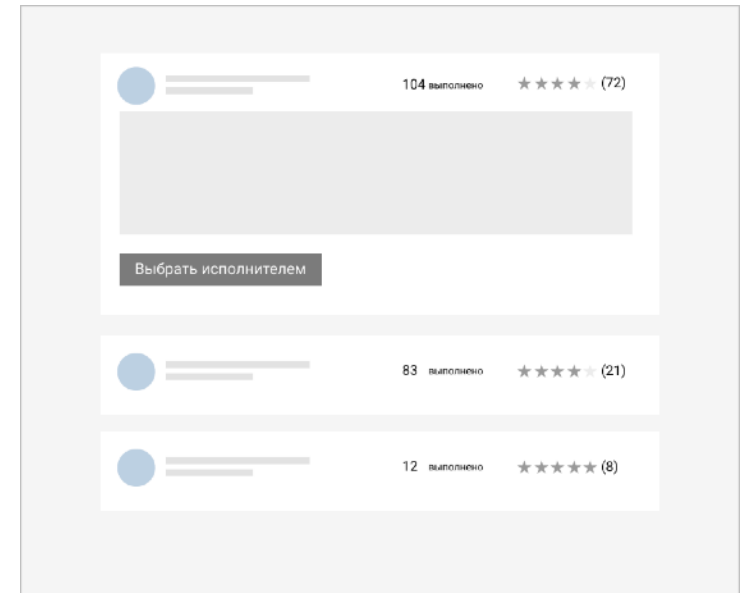
- All offers on a single page.

Disadvantages:

- No relationship with original Task. A Client may have a few tasks in progress.

Solutions:

- Add a header and a link to the Task. Or even combine this page with the Task page (9).
- Show the number of pretending workers on the Task page (8 and 9).



10.2 Chat

Advantages:

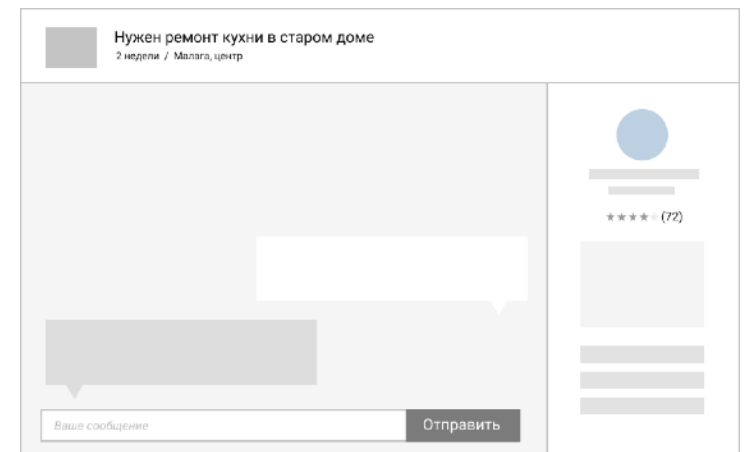
- In-service communications.

Disadvantages:

- Multiple tasks case is not covered on this mockup.
- How to enter the Chat from the main page?

Solutions:

- Add an individual tab/channel for each Task.
- Show number of new messages for each Task on the previous pages (8 and 9).
- Add "Job is done" button.



10.4 Task Closure

Advantages:

- This page can be used to create the success/achievement feeling.

Disadvantages:

- How to reach this window?
- “Are you sure” title sound like a warning and may lead to deal break.

Solutions:

- Add “Job is done” buttons to the Chat (10.2) and Task (9) pages.
- Replace the title with something like “You are about to having your task done!”
- Add a positive illustration/photo.
- Show an achievement after “Job is done” button is pressed.

10.5 Rate the Worker

Advantages:

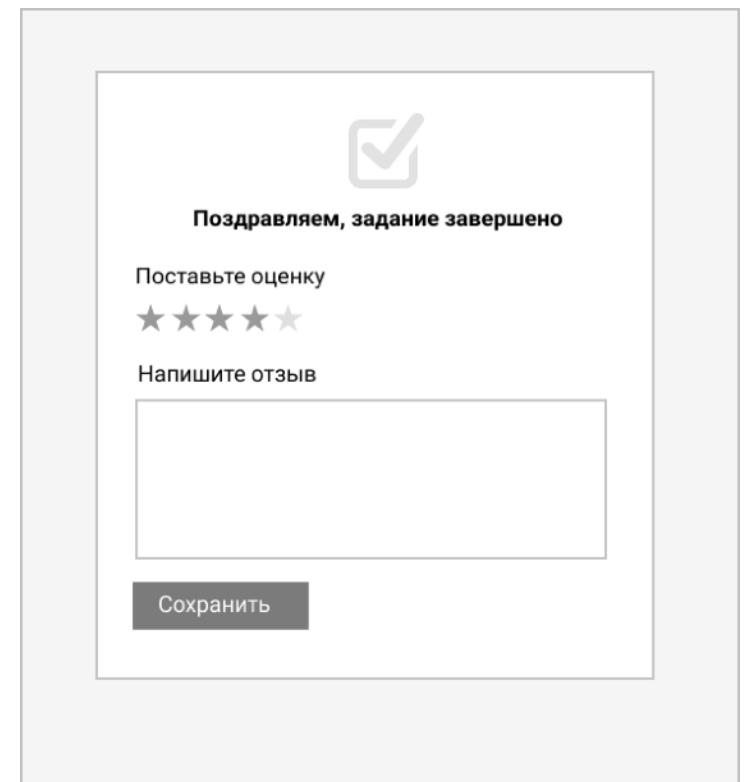
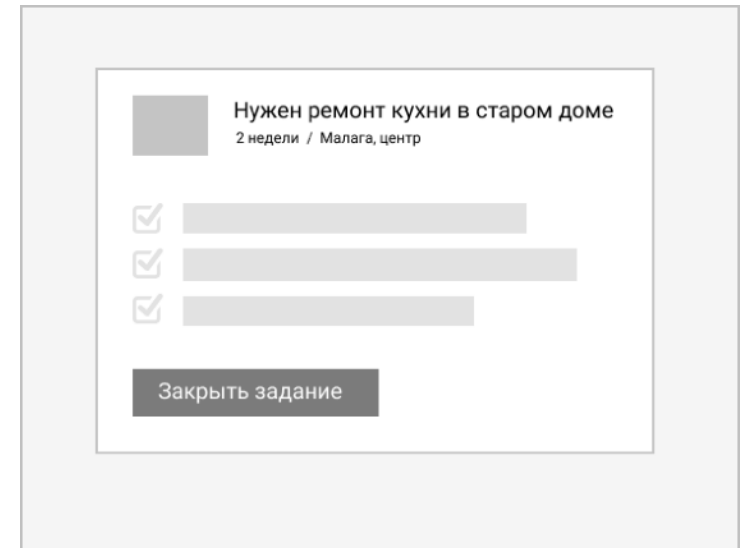
- Feedback collection.

Disadvantages:

- It’s too late to argue that “The job was not properly done” after “Job is done” button was pressed.

Solutions:

- Move “The job was not properly done” to the previous step (10.4)



11. Client's Dashboard

Advantages:

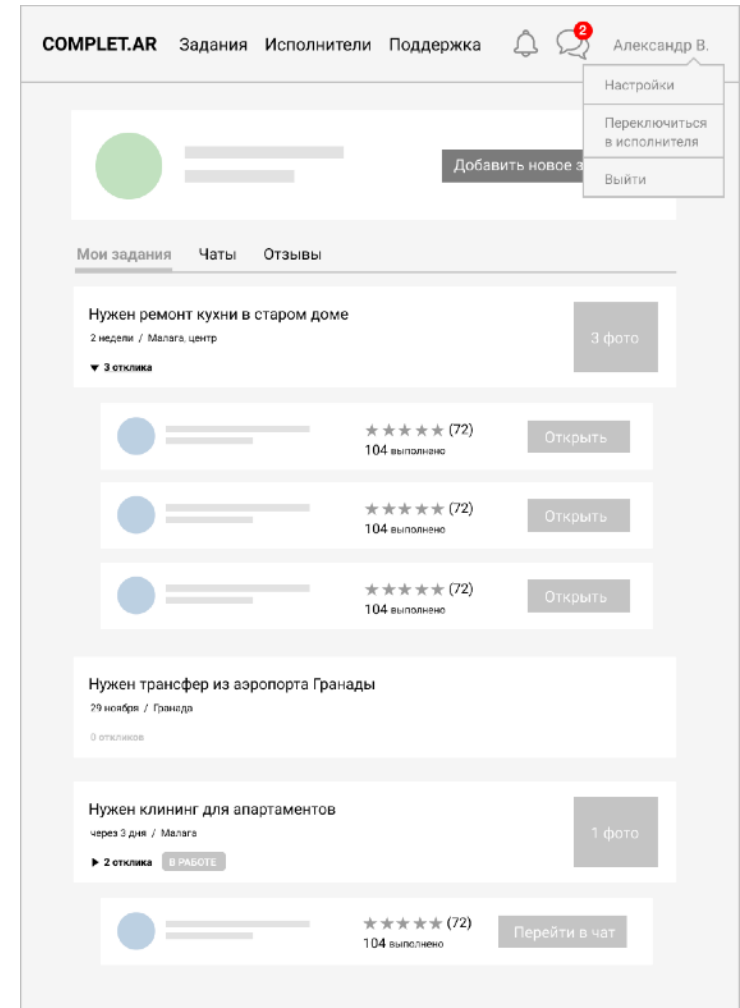
- Multiple tasks.
- Status of the Task.

Disadvantages:

- Necessity of switching Client/Worker mode may confuse a user.
- Chat is related to Task. Hierarchy is broken on this mockup.
- Feedback is related to Worker's profile. Hierarchy is broken on this mockup.

Solutions:

- Detect user's role (Client or Worker) by his/her actions. Avoid manual switching.
- Use "Recent workers" or "Favourite workers" instead of "Feedback". Put feedback inside.



12. Worker's Dashboard

Advantages:

- Verification status.

Disadvantages:

- “Edit profile” button takes the same place as “New task” button in Client’s Dashboard.
- Chats are not related to tasks on this mockup.
- There are “New” and “Completed” tabs, but no “In progress”.
- No navigation in Feedback was proposed.

Solutions:

- Make Client’s and Worker’s dashboards layouts more consistent.
- Implement in-place editing.
- Put Chat into Task. Show tasks with new messages on top.
- Propose new tasks only if there is no “in progress” tasks in corresponding category.
- Group feedback by categories.

12.1 Worker's chat

Advantages:

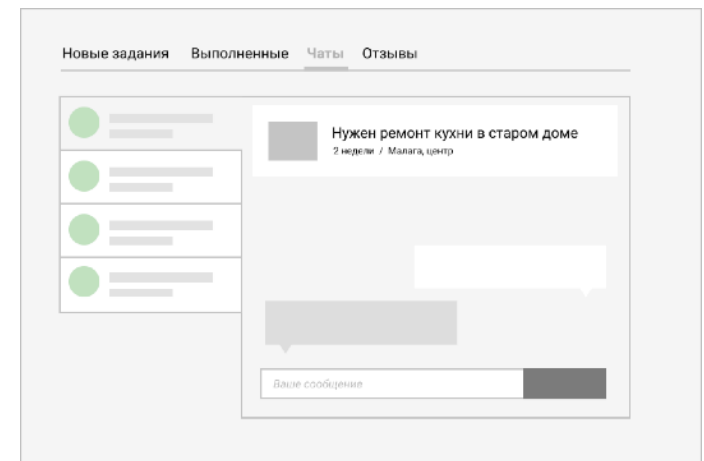
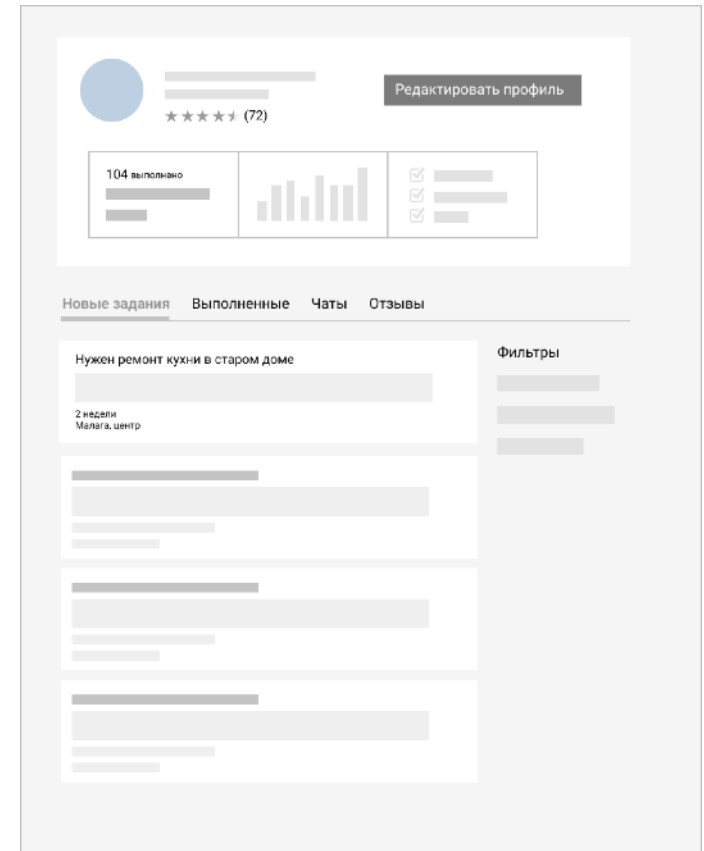
- Grouping.

Disadvantages:

- Client-oriented grouping instead of Task-oriented may produce some mess.

Solutions:

- Test Client-grouping vs Task-grouping.



13. Register as Worker

Advantages:

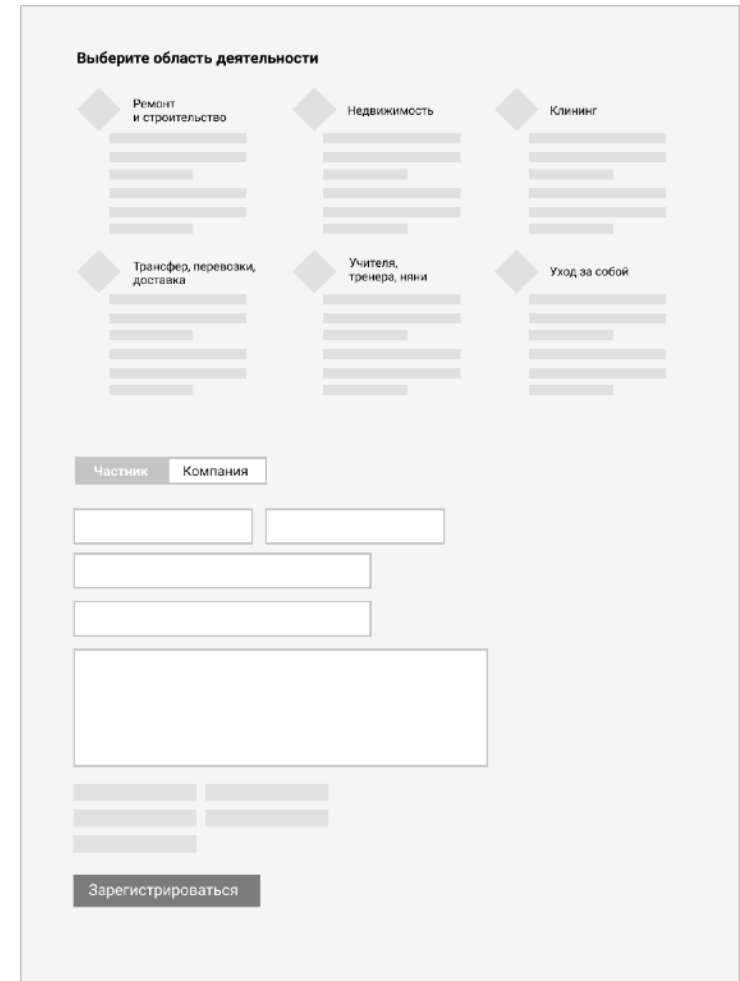
- Single-page scenario.

Disadvantages:

- Not enough space to fit all possible categories.
- It's not easy to select a several categories.

Solutions:

- Add search field to find a category.
- Make the categories list compact.
- Make personal info layout consistent with Worker's profile (14) and Dashboard (12).



14. Worker's profile

Advantages:

- Everything is collected on a single page.

Disadvantages:

- “Share” button draws too much attention.
- It's not easy to understand how good the Worker is in a particular category.

Solutions:

- More traditional “Share” link/icon.
- Sort feedback by categories. Add Worker's categories list.
- Implement in-place editing.
- Make layout consistent with Worker's Dashboard (12) and Register form (13).
- Display “Hire worker” button only for clients.

