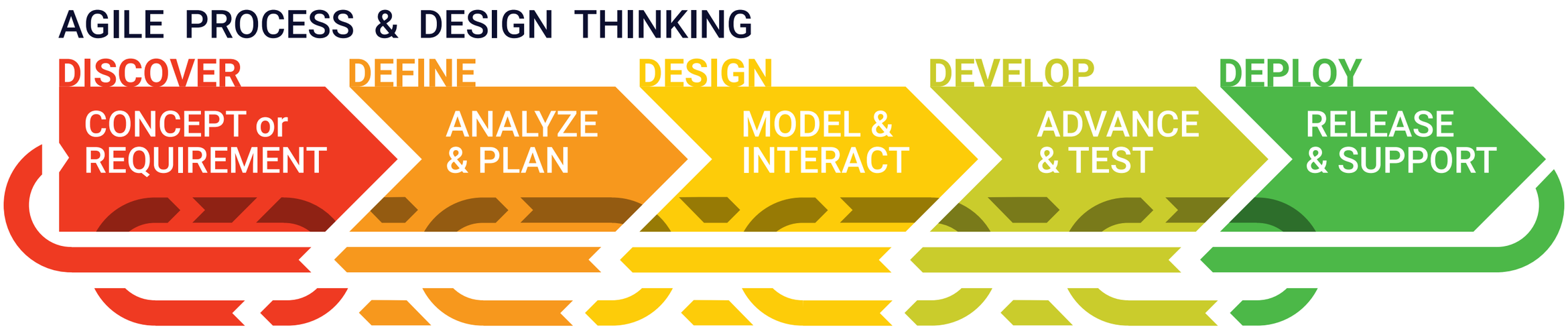
Mobile/IoT

Dev Portal

Case Study

This case study highlights a Cloud Development Mobile and IoT application. This project presented many user challenges.



Overview

Cloud Applications present many challenges. So, the challenge began when I signed up and tried to go through the hurdles of navigation and usability issues. One notable difficulty was scrollable content within a small modal window to follow the onboarding steps. It was not effective.

Initially, it started with empathy for myself, and I did not understand how other users could successfully onboard.

I implemented a UX Design Thinking Agile Process during the whole project where I started with Discover and continued the path along with iterations between various stages.

Stage 1: Discover

The goal of this stage was to understand the users and build empathy by collecting information about the process and interviews.

I started the UX Design Thinking Agile Process by researching the subject. I wanted to familiarize myself with the process of mobile app development. I had conducted user interviews about the onboarding, development & testing process.

Stage 2: Define

The focus of this stage was to accumulate all findings from the Discover stage and organize them to define the core problems with the help of users. So, the first steps are to create Information Architecture, User Personas & Journey.

Information Architecture

You are viewing the lay of the land on all aspects of the application and connecting parts. This is a loose blueprint of the larger structure of everything.

User Personas

I created User Personas to reflect the users of the app coming from different backgrounds, global locations, cultural backgrounds, and different goals.

User Journey

After crafting User Personas, I wanted to iterate a user through the existing onboarding process. So, I tried to find the pain points in this app. As I had been a user of this app, I experienced my pain points and existing users.

Stage 3. Design

This stage is where everything starts coming together. It becomes satisfying when you finally compile and use all the research and other findings in the Design. That's the moment when you realize the value of the study.

Ideate

After gathering information and finding the core problems, it was now time to put the first steps in building the product. It was vital to structure up the app with respect to data distribution across the product. So, I decided to perform some activities which would help to structure and organize the application.

User Flows

This activity was done almost in parallel to the Information Architecture to structure the navigation across different screens of the application. User Flows are the best option to lay down the navigation in the initial, or even later, stages of the project. They help to clarify the smooth navigation between different screens and help to simplify Information Architecture.

With a few iterations and rework, the flow was finalized, and Information Architecture has improved accordingly. Now, as I had a smooth and clear vision of things, it was time to move on to giving it the shape of the app.

Wireframes

Taking one step at a time, I started to move on to wireframes after finalizing sketches. This was the first step to move towards the digital version of the app. The goal was to transform the best Sketches into Wireframes and see how it goes. Find some room for improvements and ways to better organize the app.

Stage 4. Develop

Being paired up with developers and engineers is where the mechanic of this process is assembled and starts to work. Often there are additional ideas on better to improve the experience based on an idea from development. A few key findings are presented hereafter we test, validate, iterate & improve.

Stage 5 Deploy

When the final product is released into the wild, there are opportunities to continue improving the effectiveness and an ongoing relationship for business. Augmentation, enhancements, customer/client requests, customer support, and product spinoff.

Key Takeaways

- Translations: Everything was written in English, and we needed to understand additional languages, and the character counts increased for Asian languages as they tend to be polysyllabic.
- Involve People: Even if you are working as a solo designer, it is beneficial to have a review/feedback with others from time to time. It lets you validate your findings. I value multi-faceted, multi-discipline scollaboration with team members.

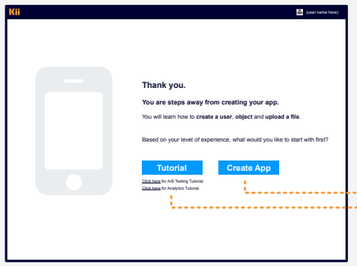
Dev Portal Entry- **Flow**

Kii.com

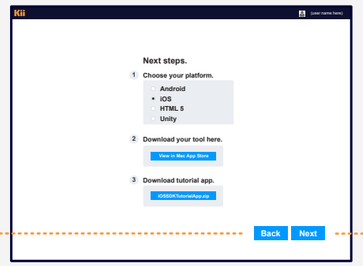
Sign Up

Log In

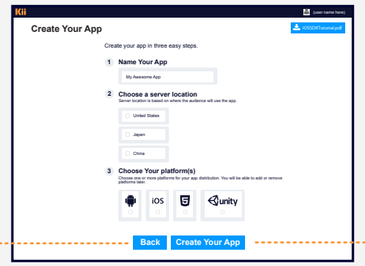
Tutorial



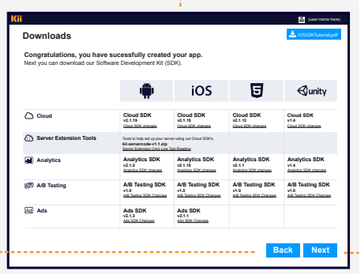
User Gate



Next Steps

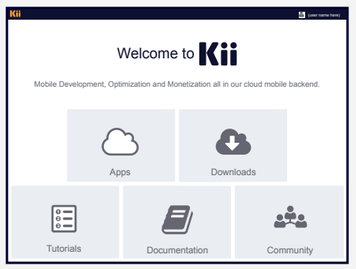


Create App



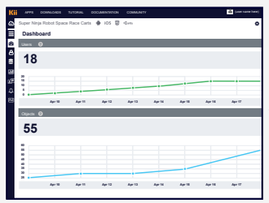
Downloads

Template & Code

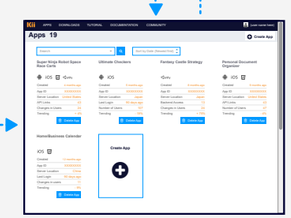


Resources

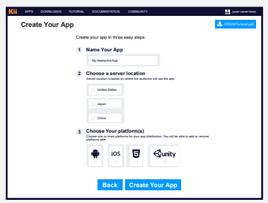
Dev Portal



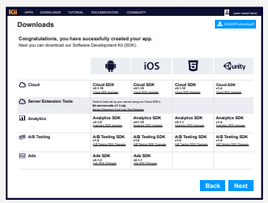
Dashboard



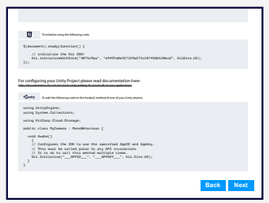
Apps



Create App



Downloads



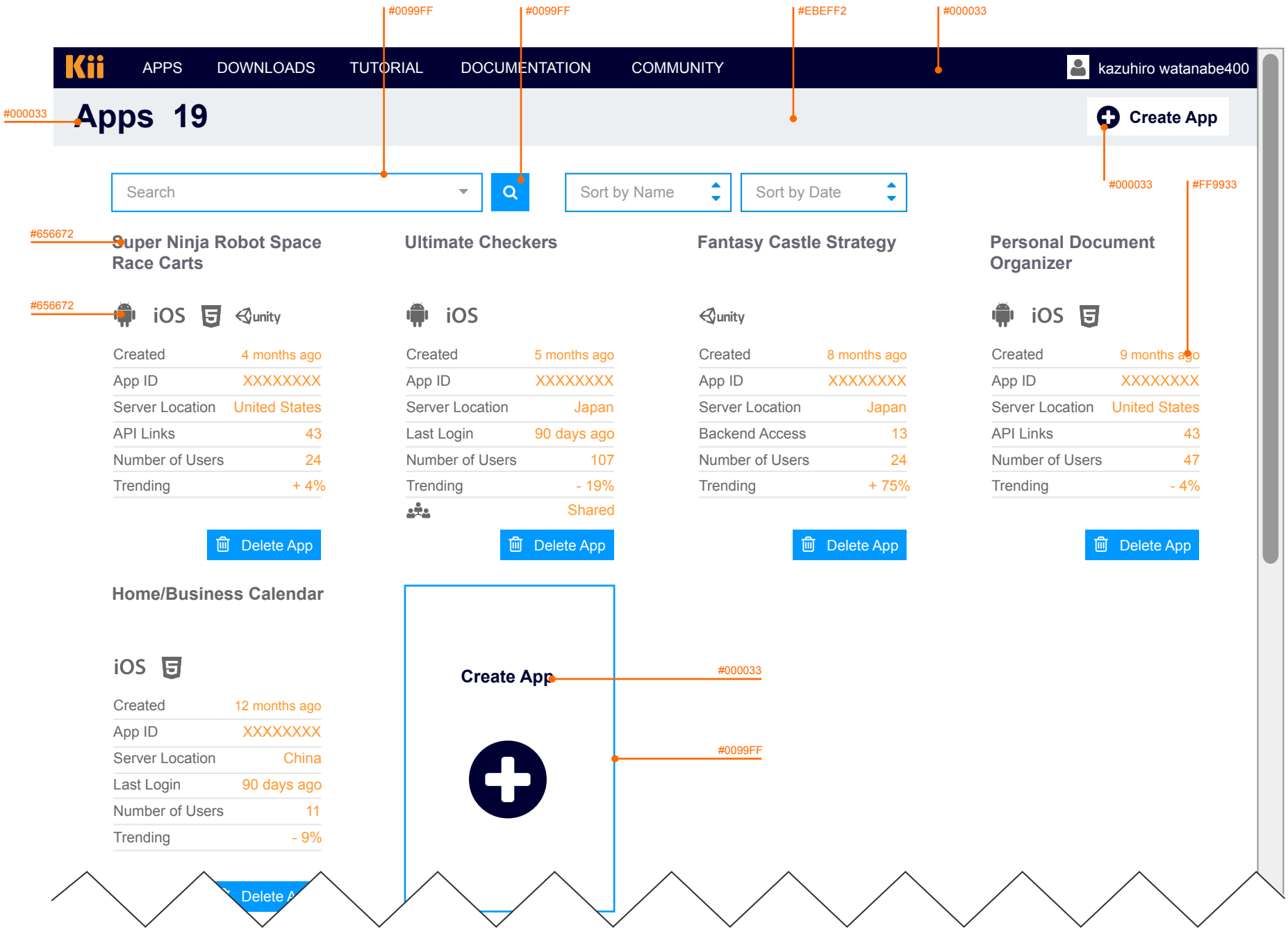
Template & Code

Tutorial

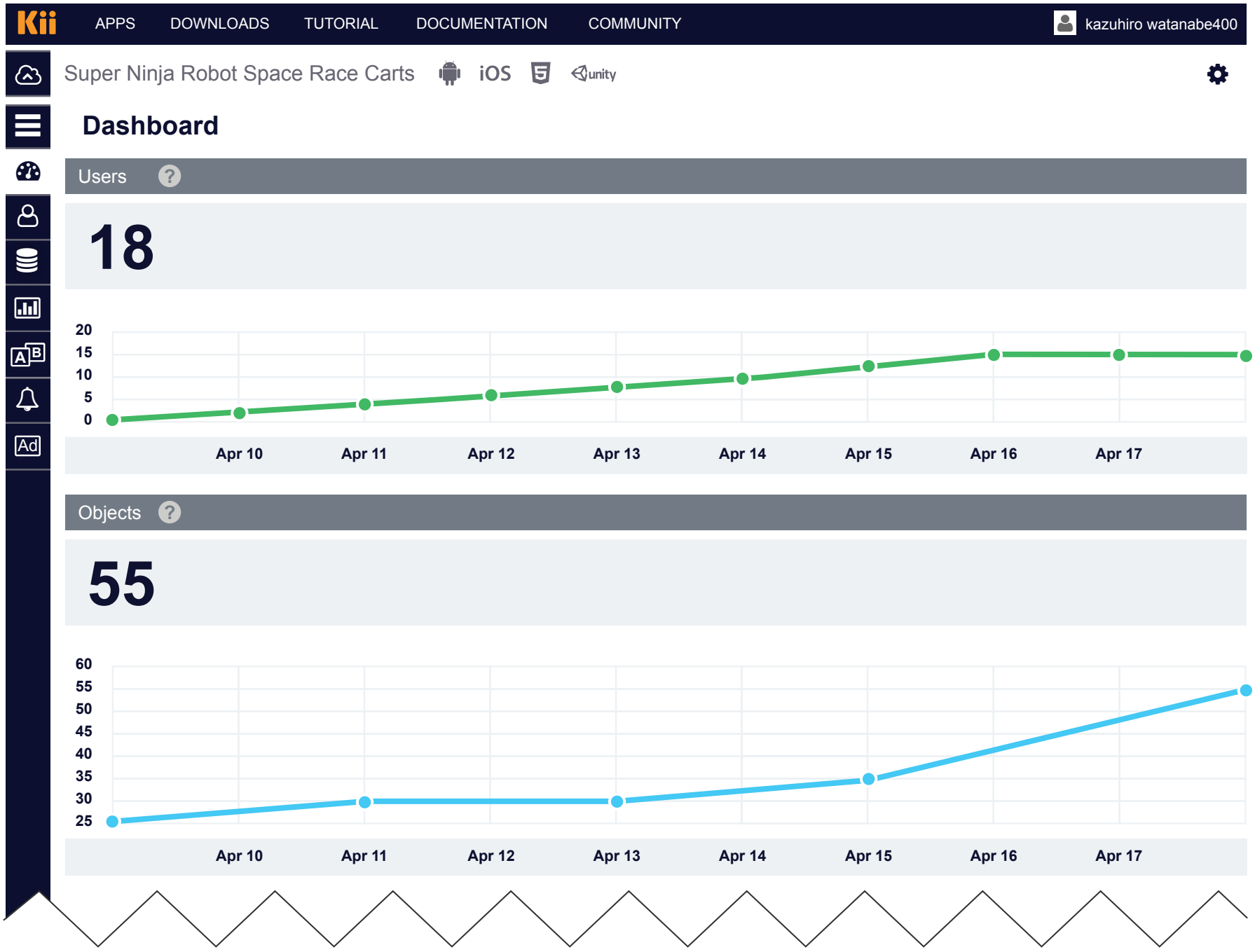
Documentation

Community

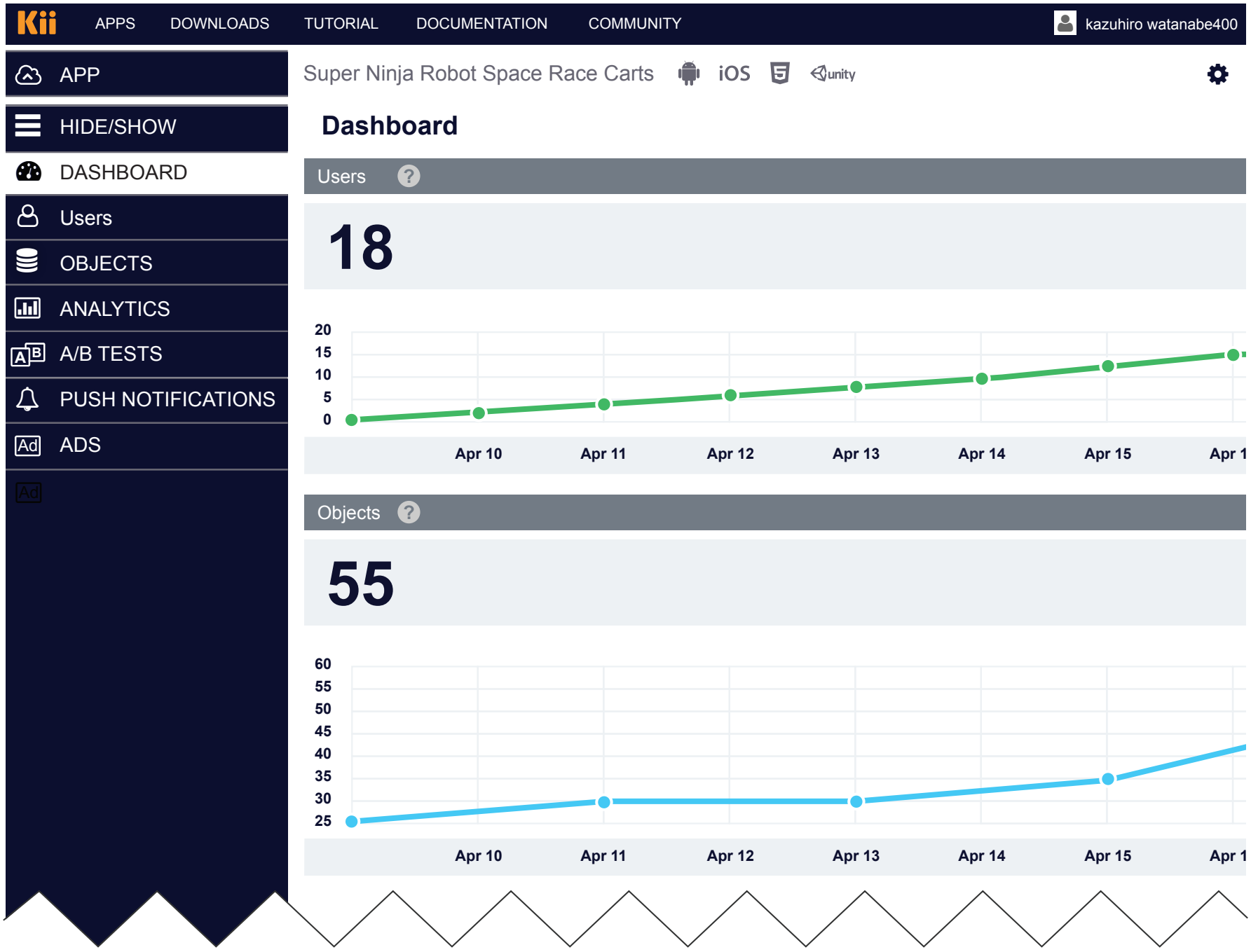
Apps Landing - View



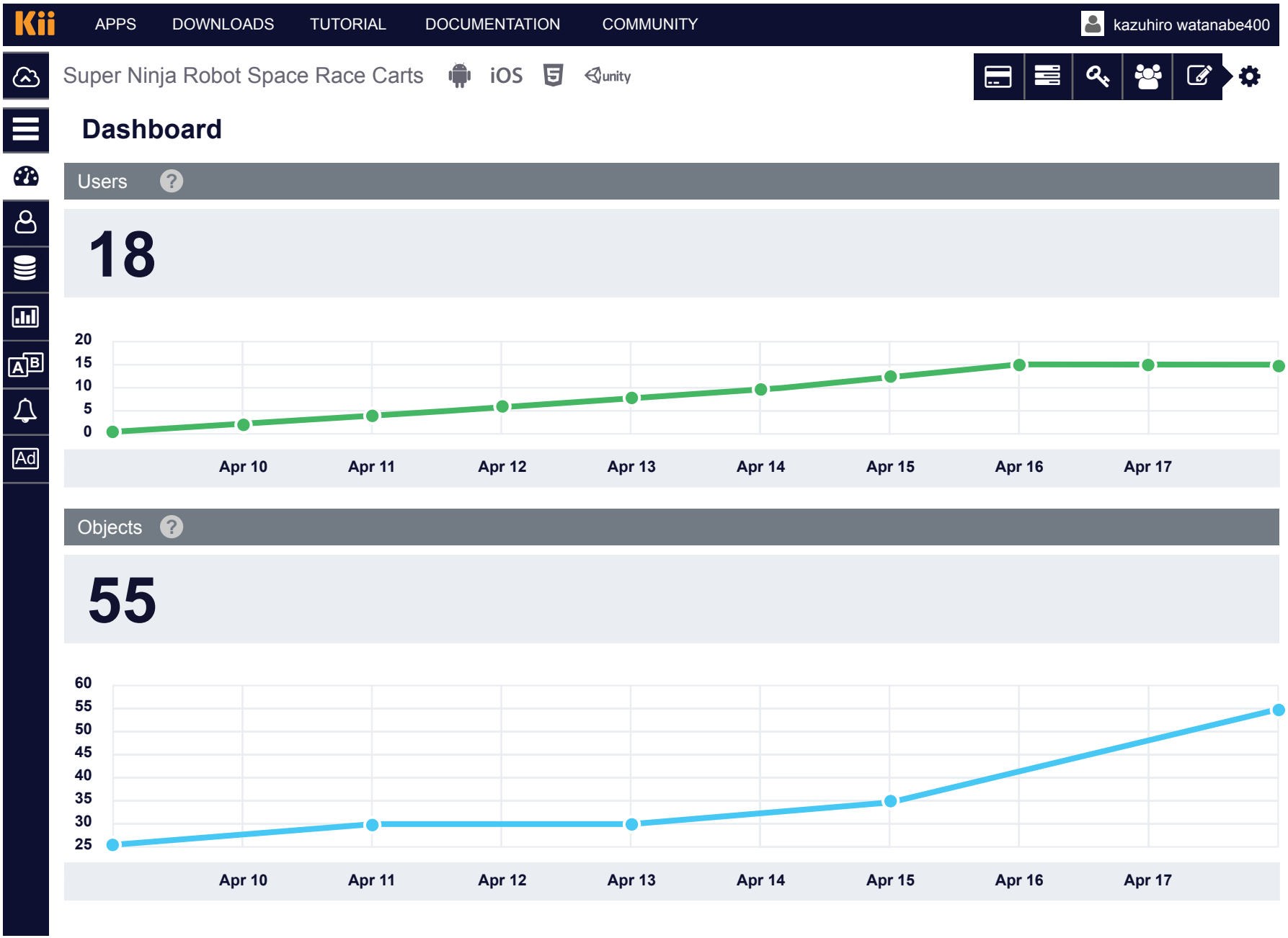
Dashboard - View



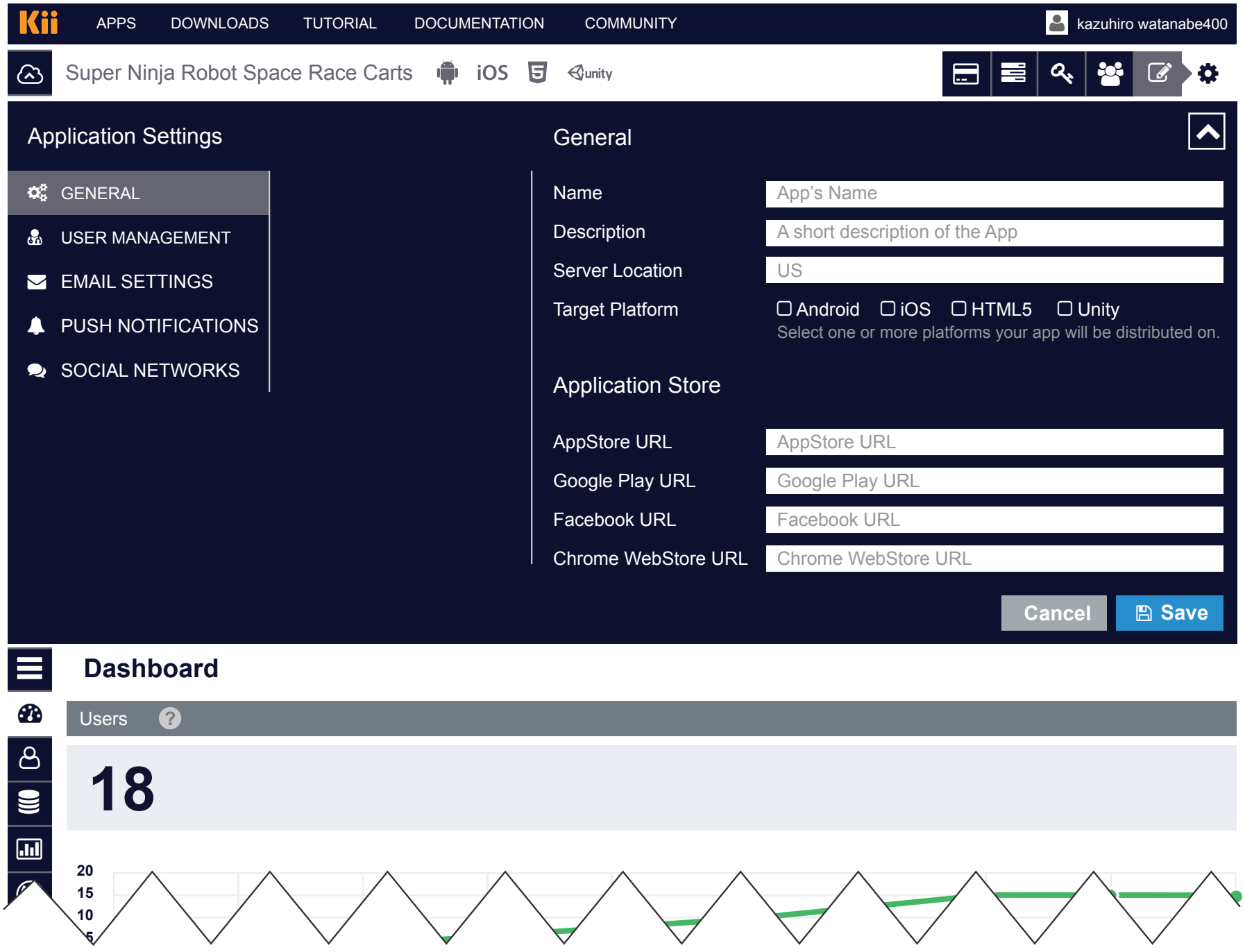
Dashboard - Nav Open View



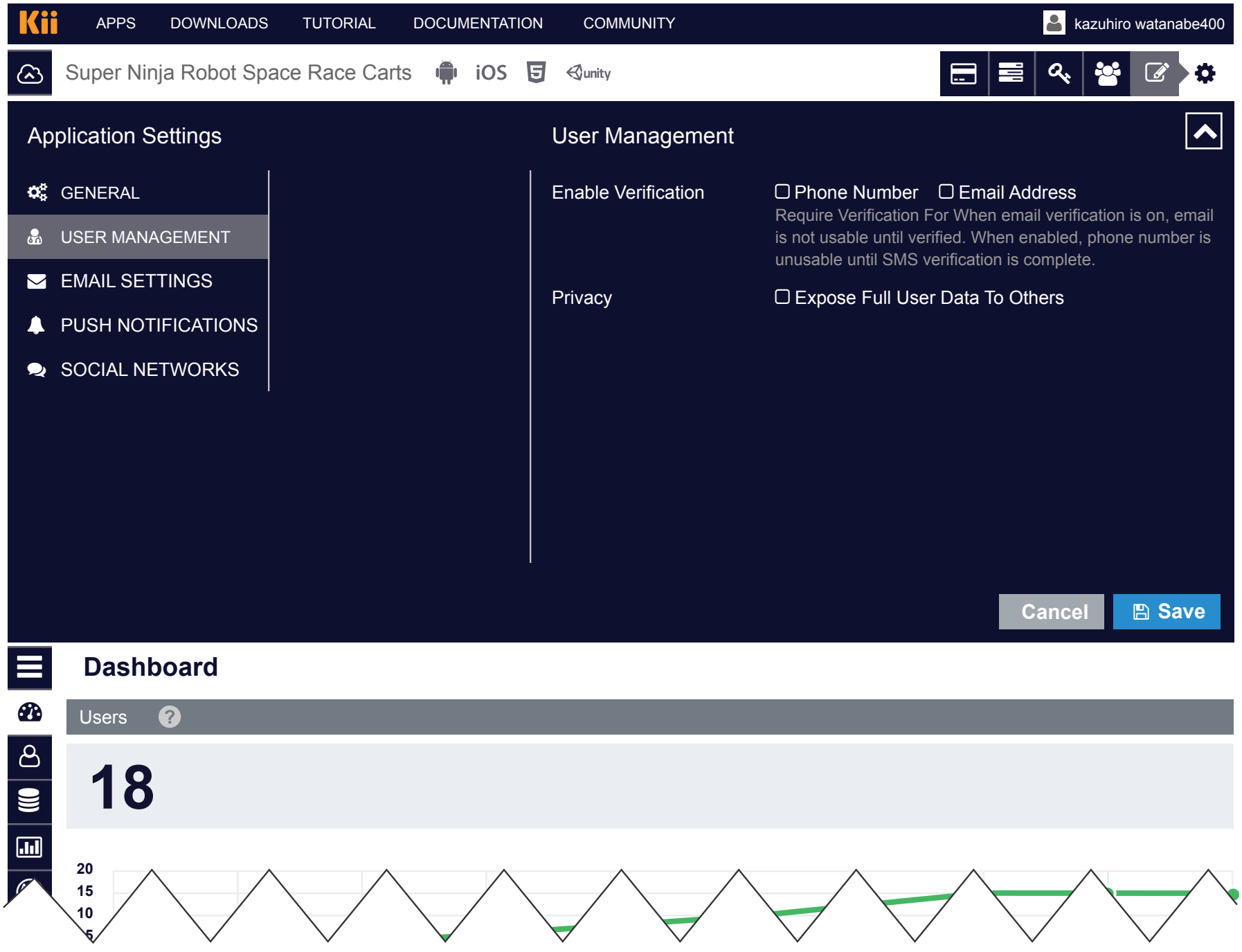
Settings - Application Settings



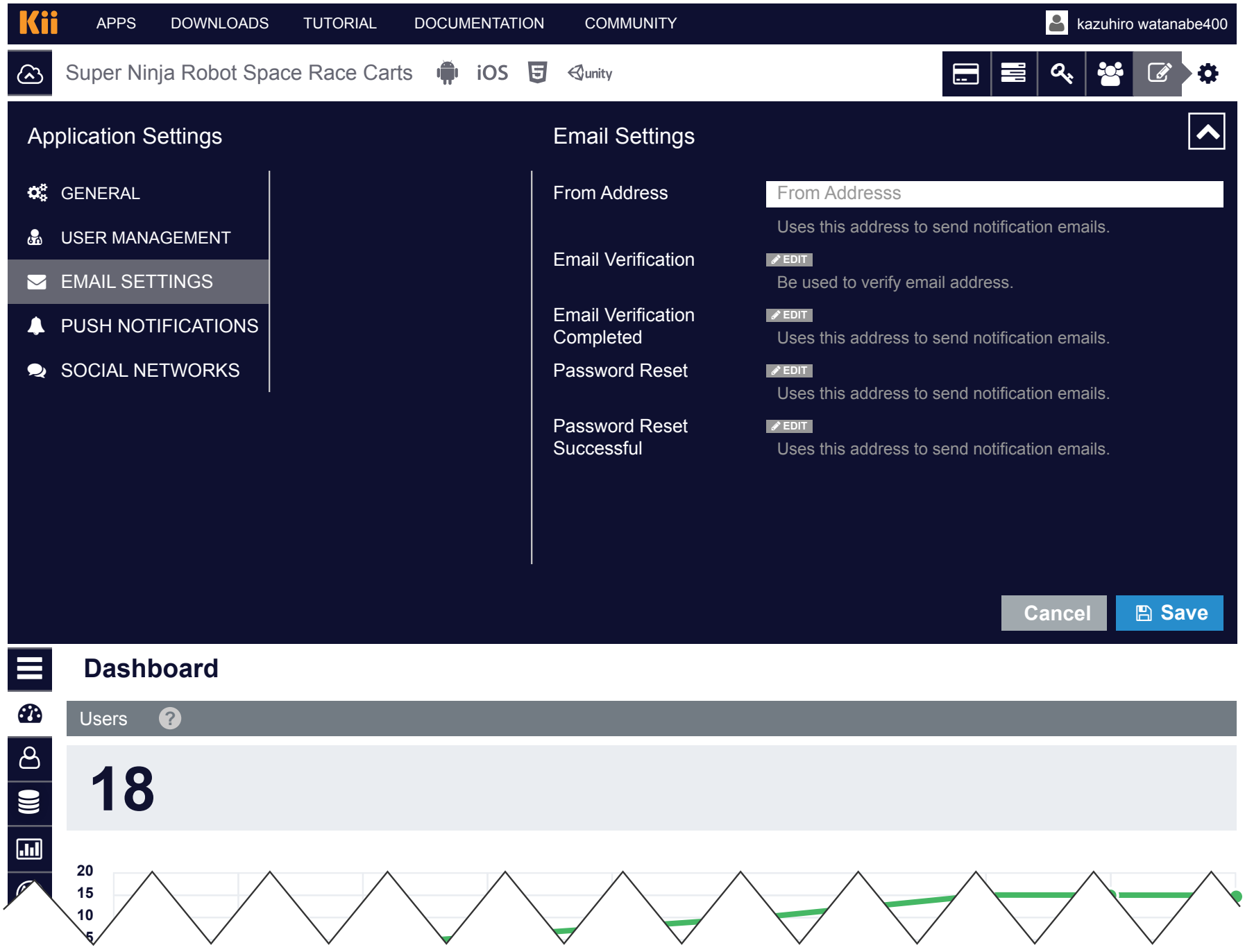
Application Settings - General



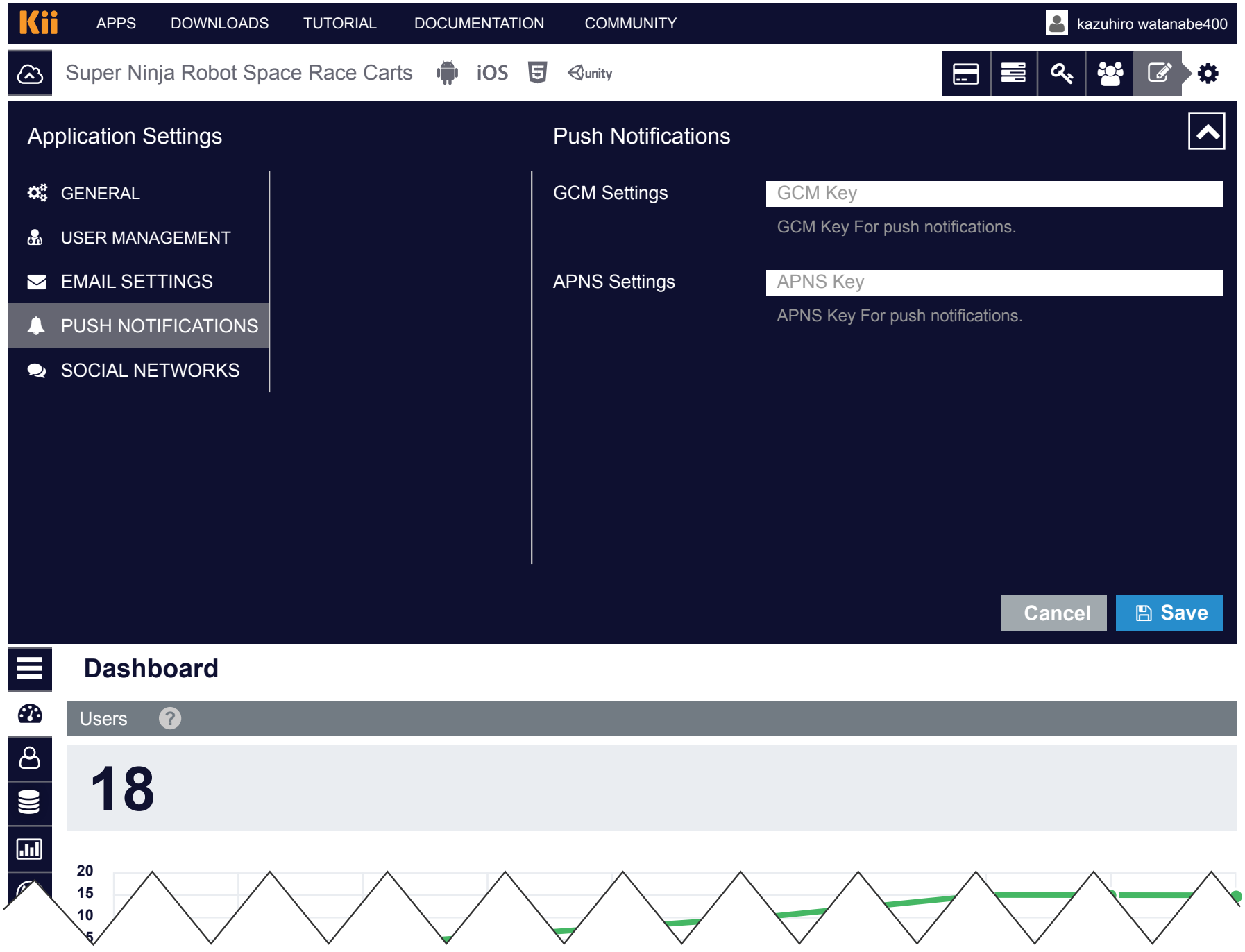
Application Settings - User Management



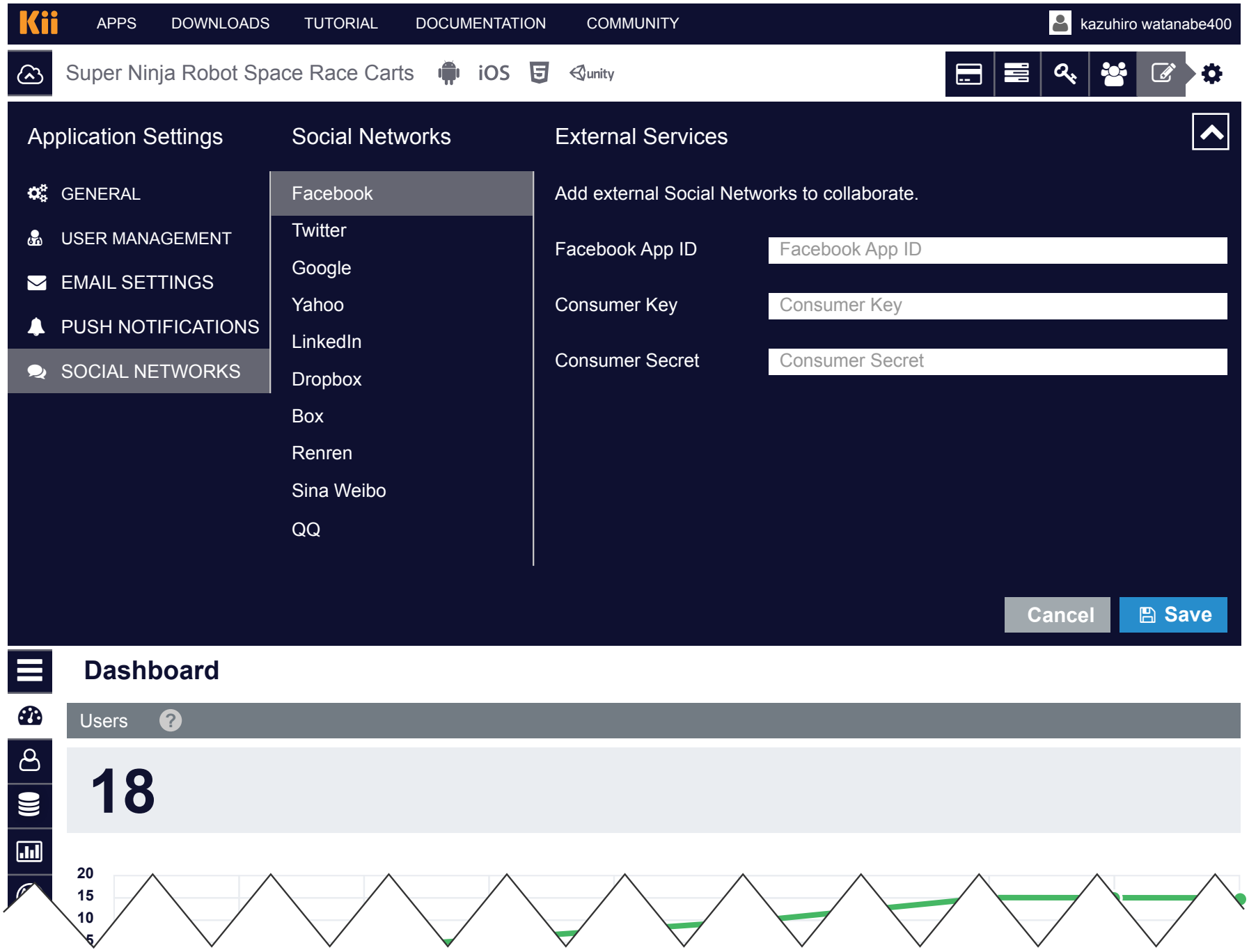
Application Settings - Email Settings



Application Settings - Push Notifications



Application Settings - Social Networks

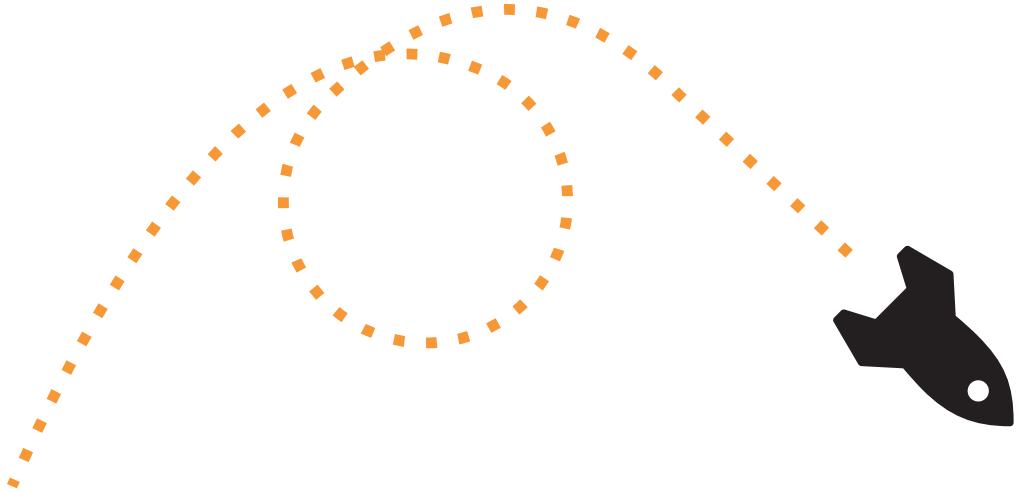


Error page - View

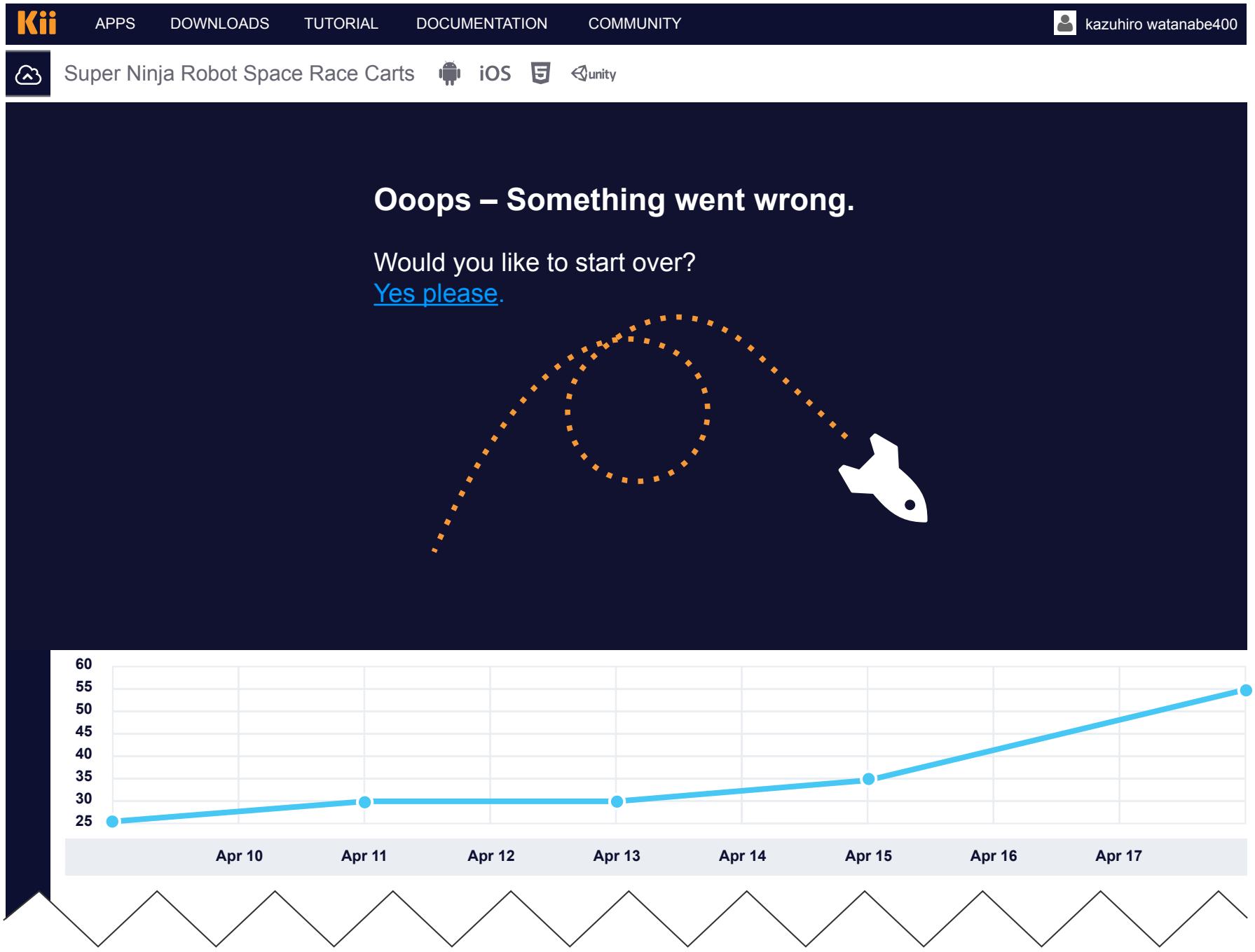
Kii APPS DOWNLOADS TUTORIAL DOCUMENTATION COMMUNITY kazuhiro watanabe400

Ooops – Something went wrong.

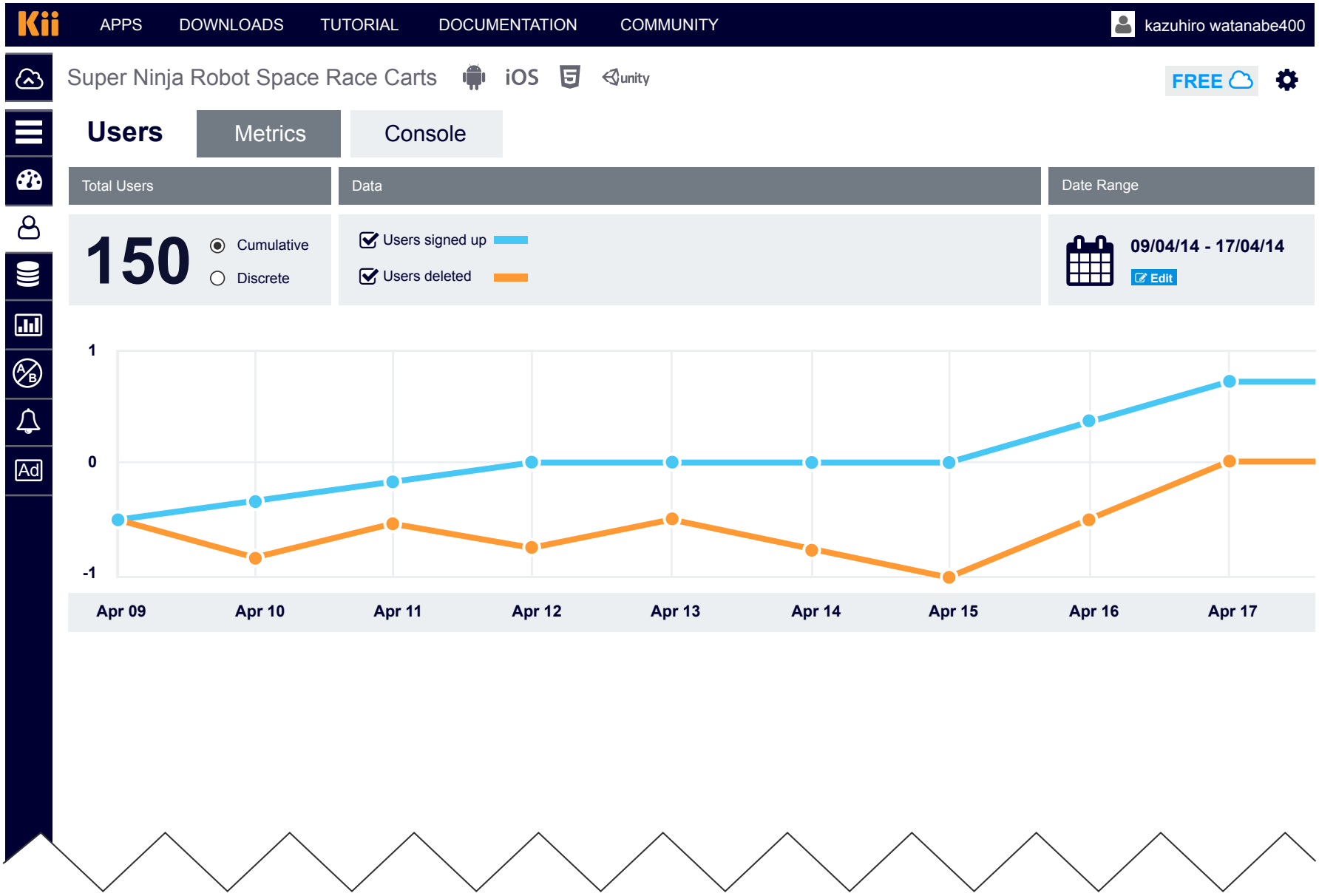
Would you like to start over?
Yes please.



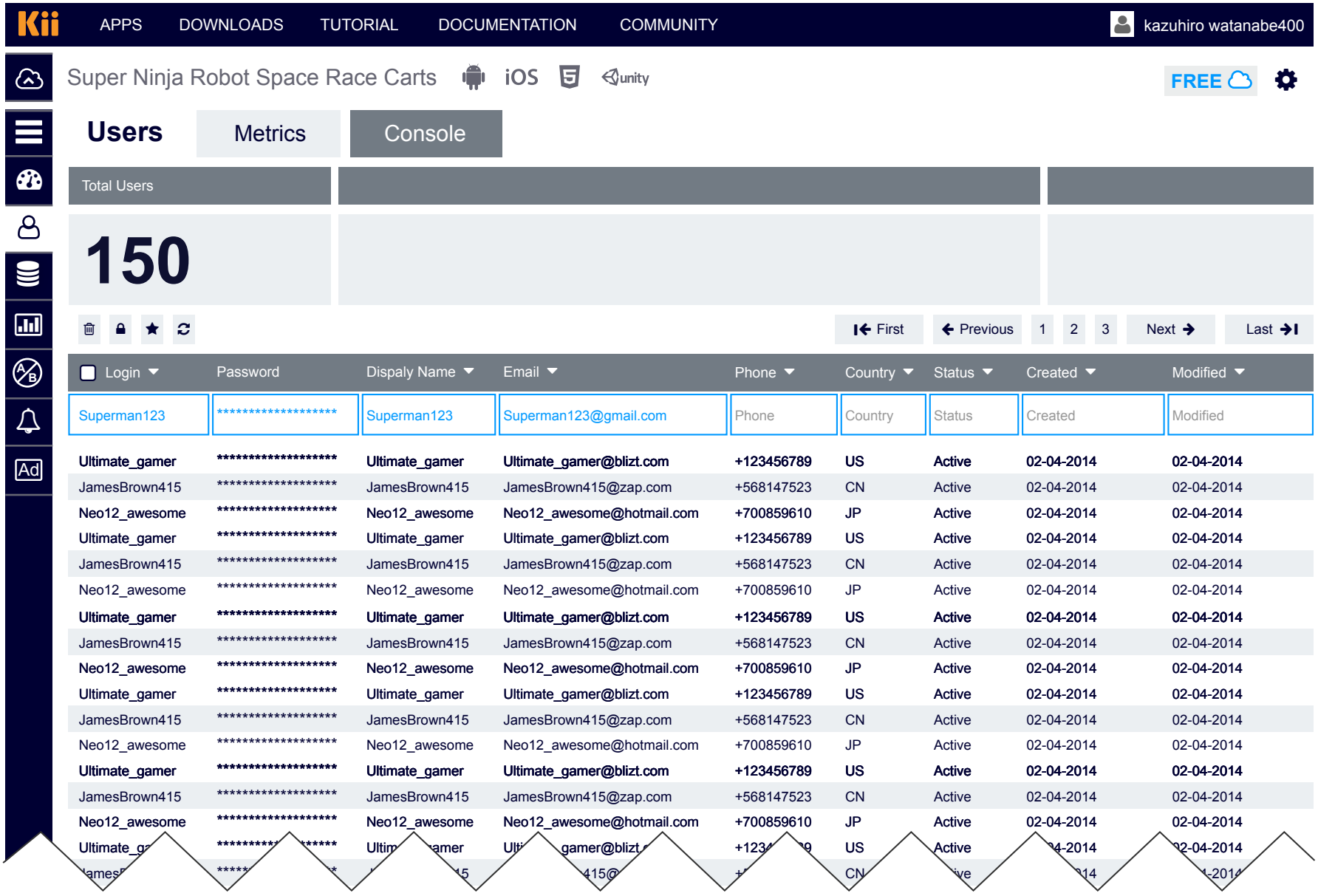
Error iframe - View



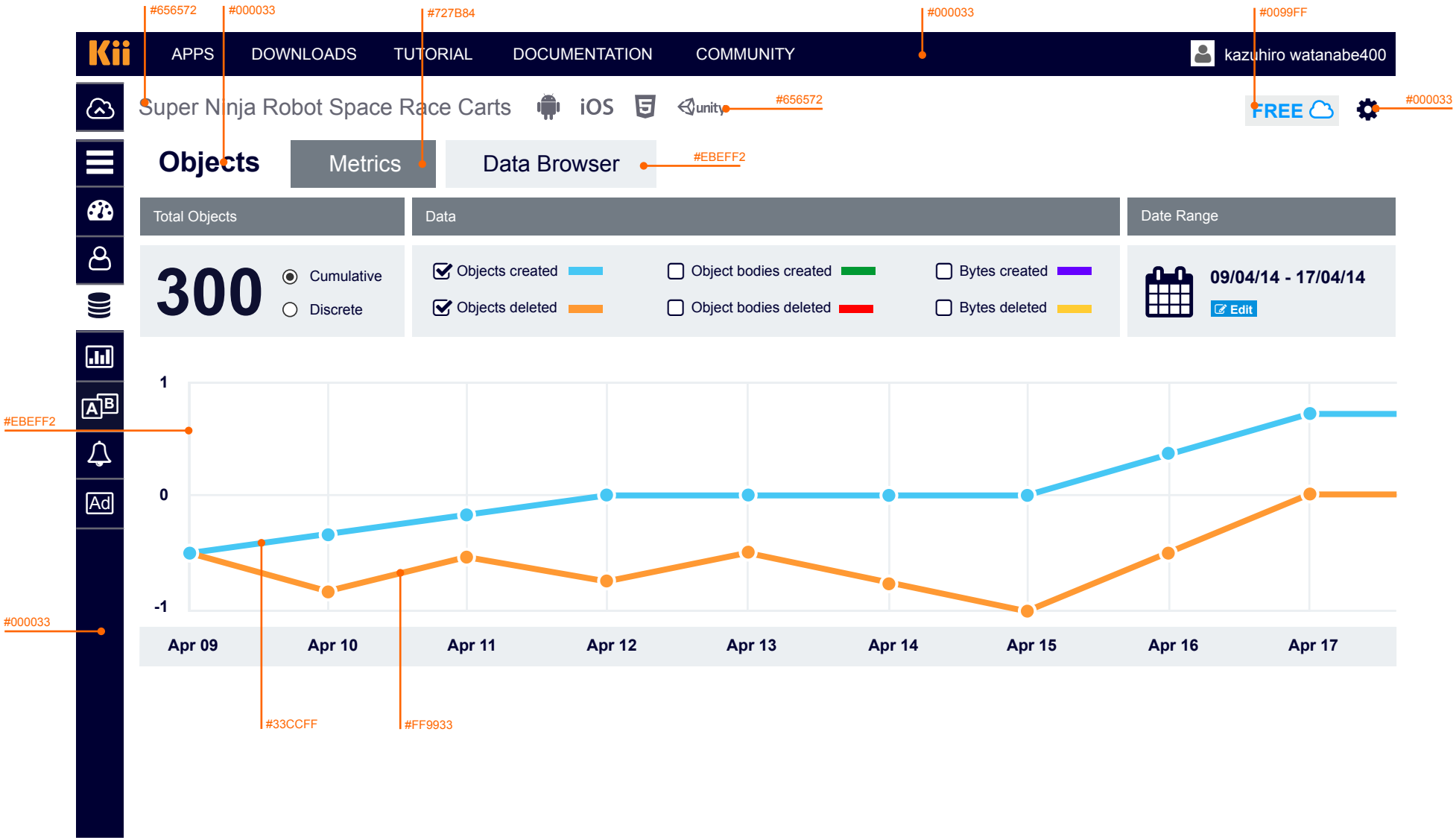
Users - Metrics view



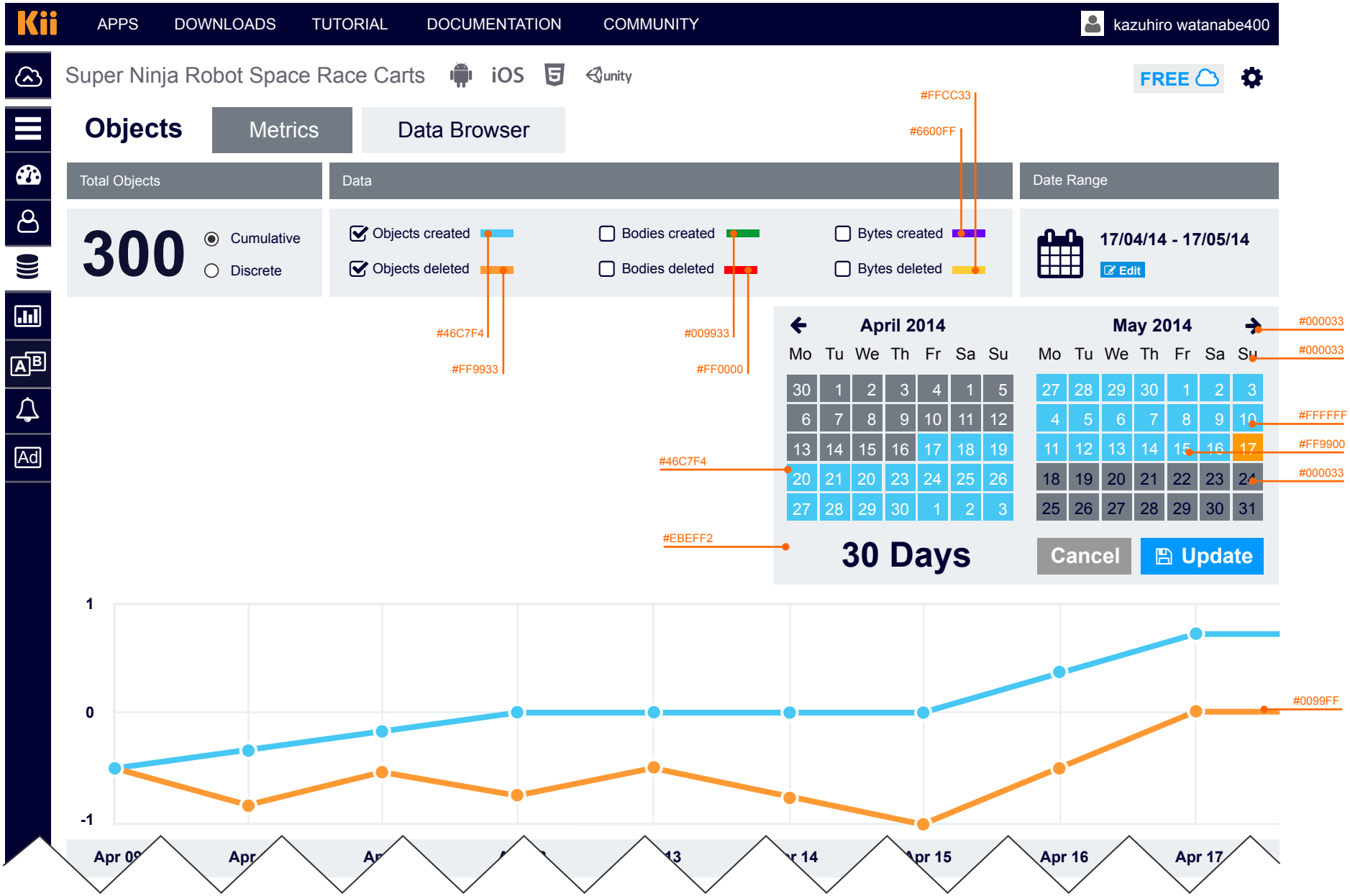
Users - Console view



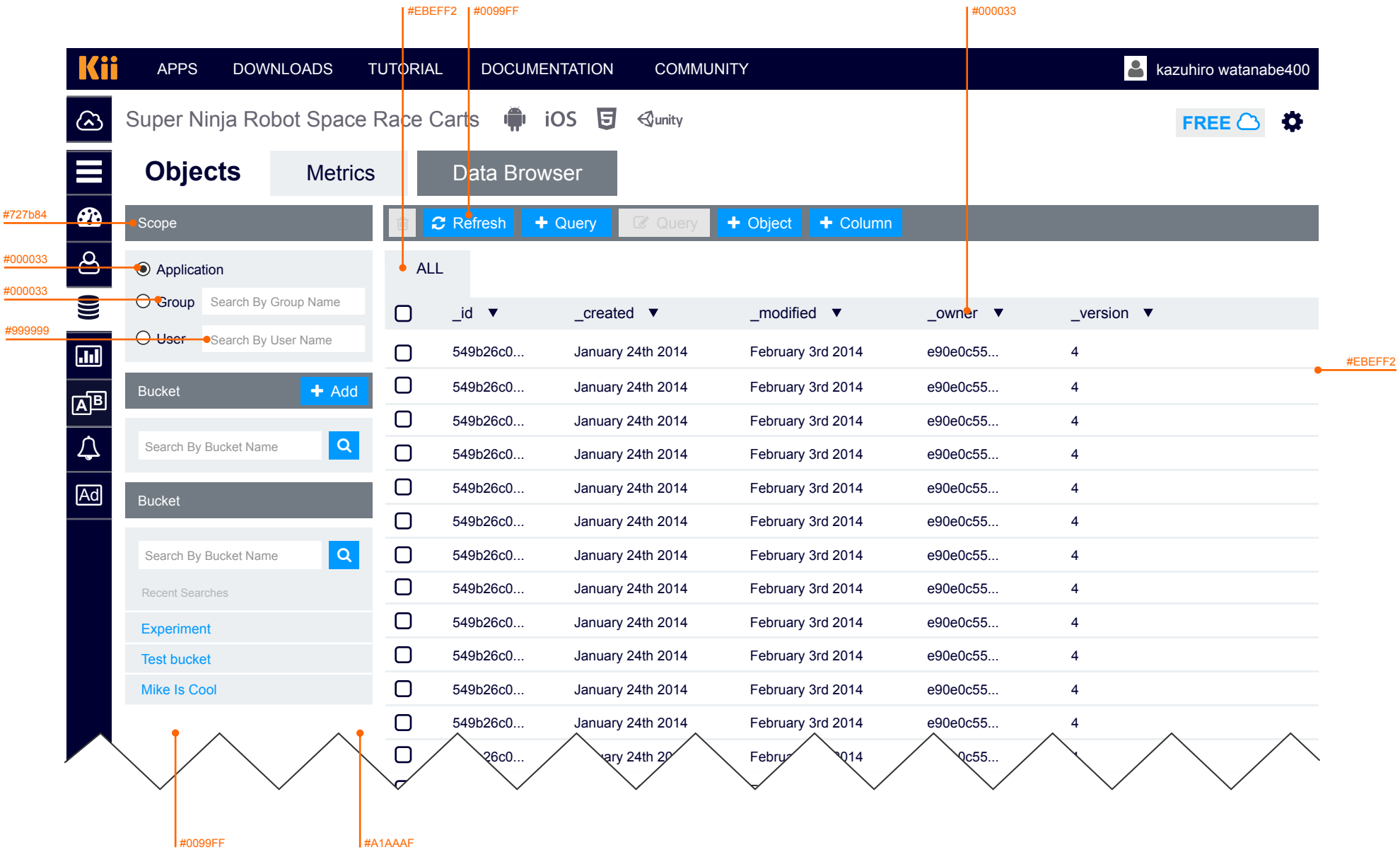
Objects/Metrics - View



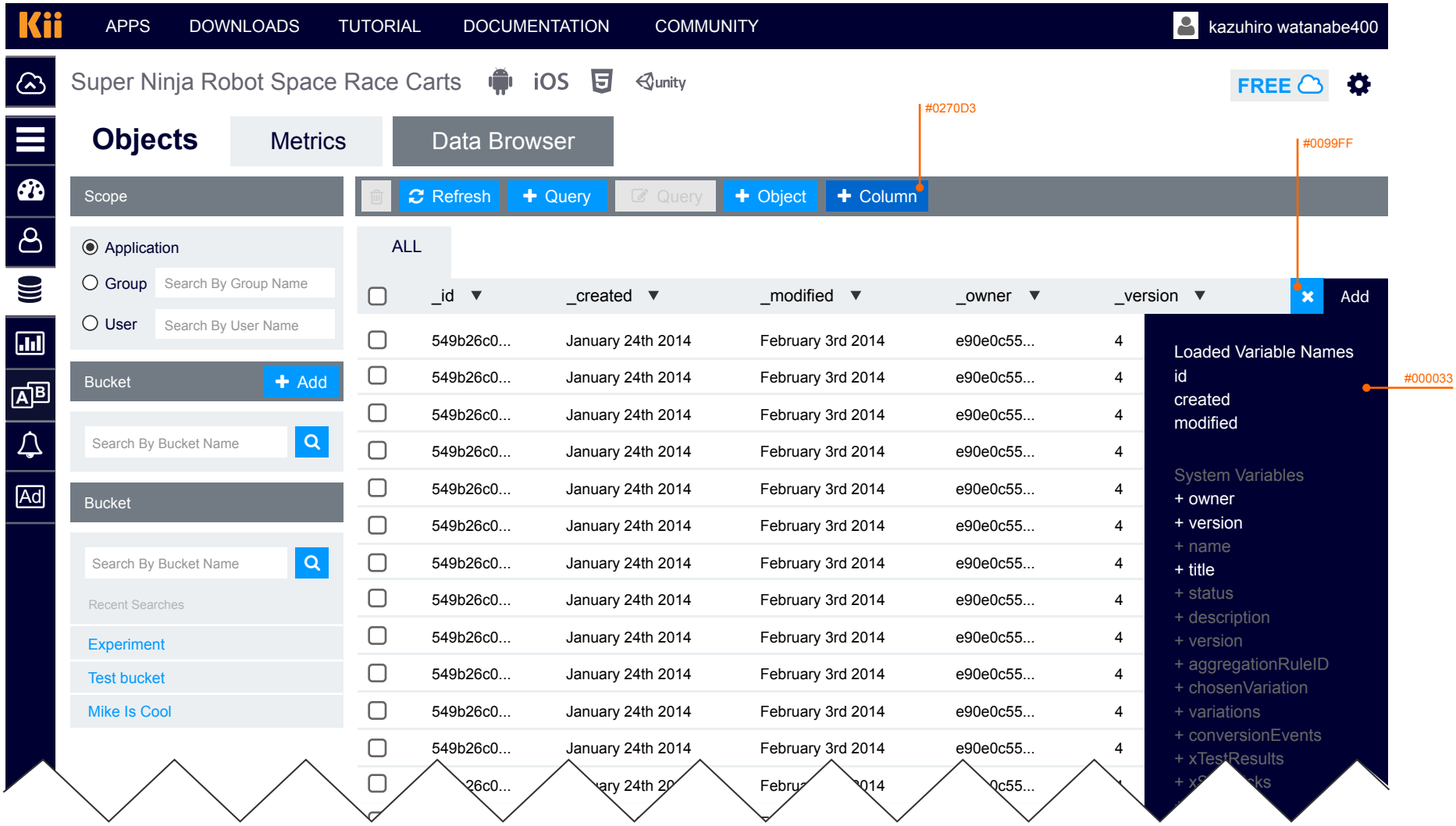
Objects/Metrics - View



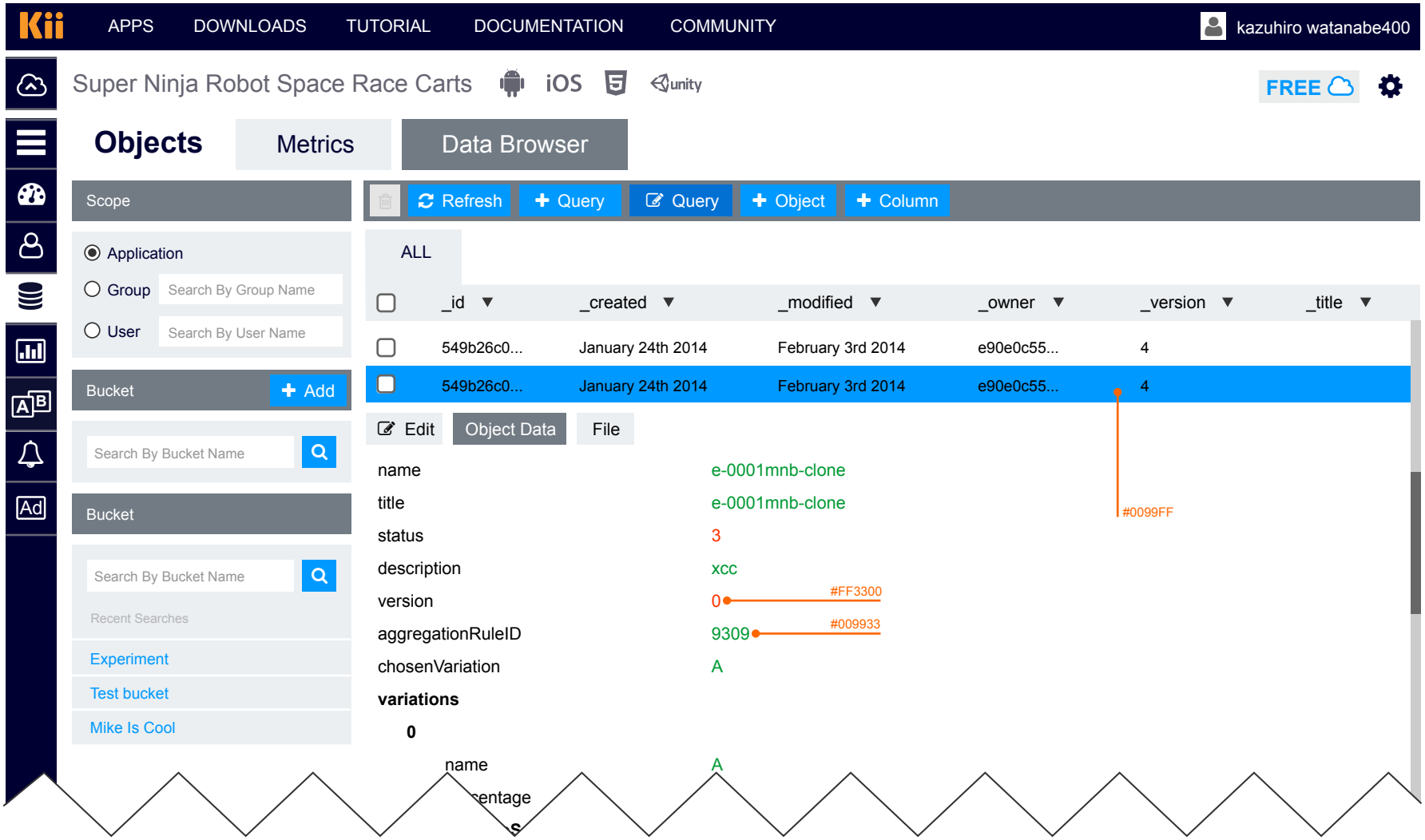
Objects/Data Browser - All view



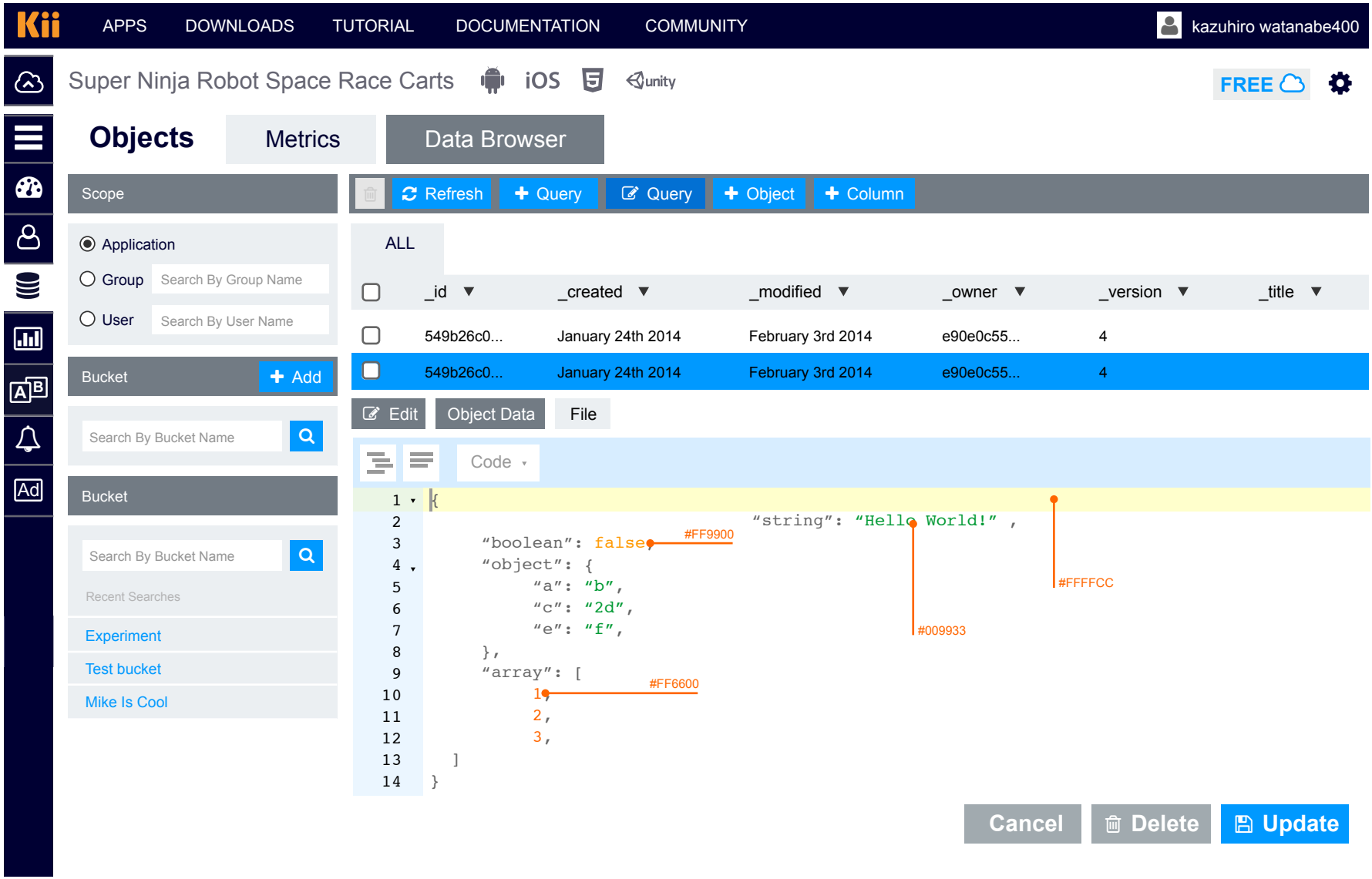
Objects/Data Browser - Add column view



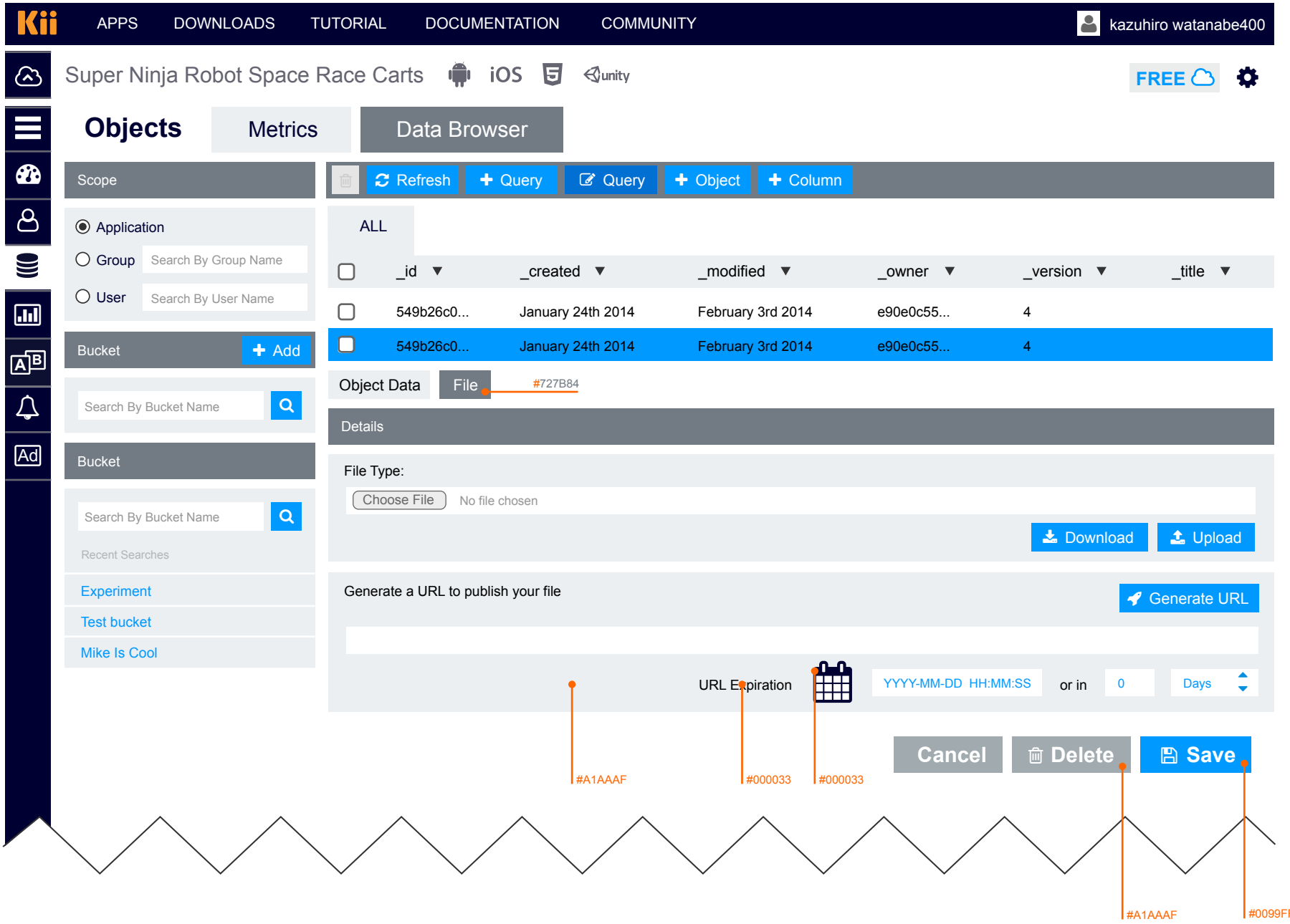
Objects/Data Browser - Details view



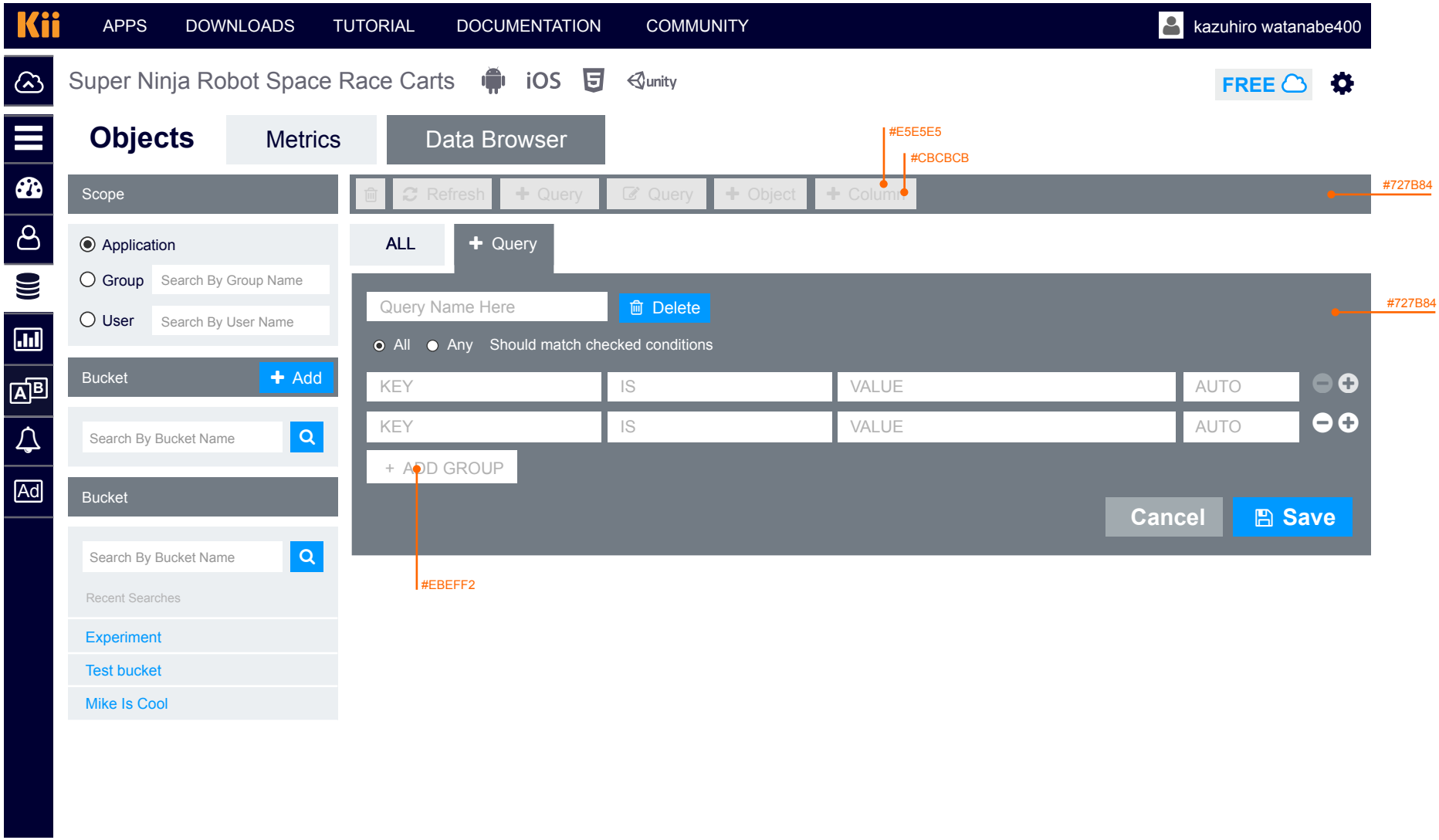
Objects/Data Browser - JSON edit view



Objects/Data Browser - File Details view

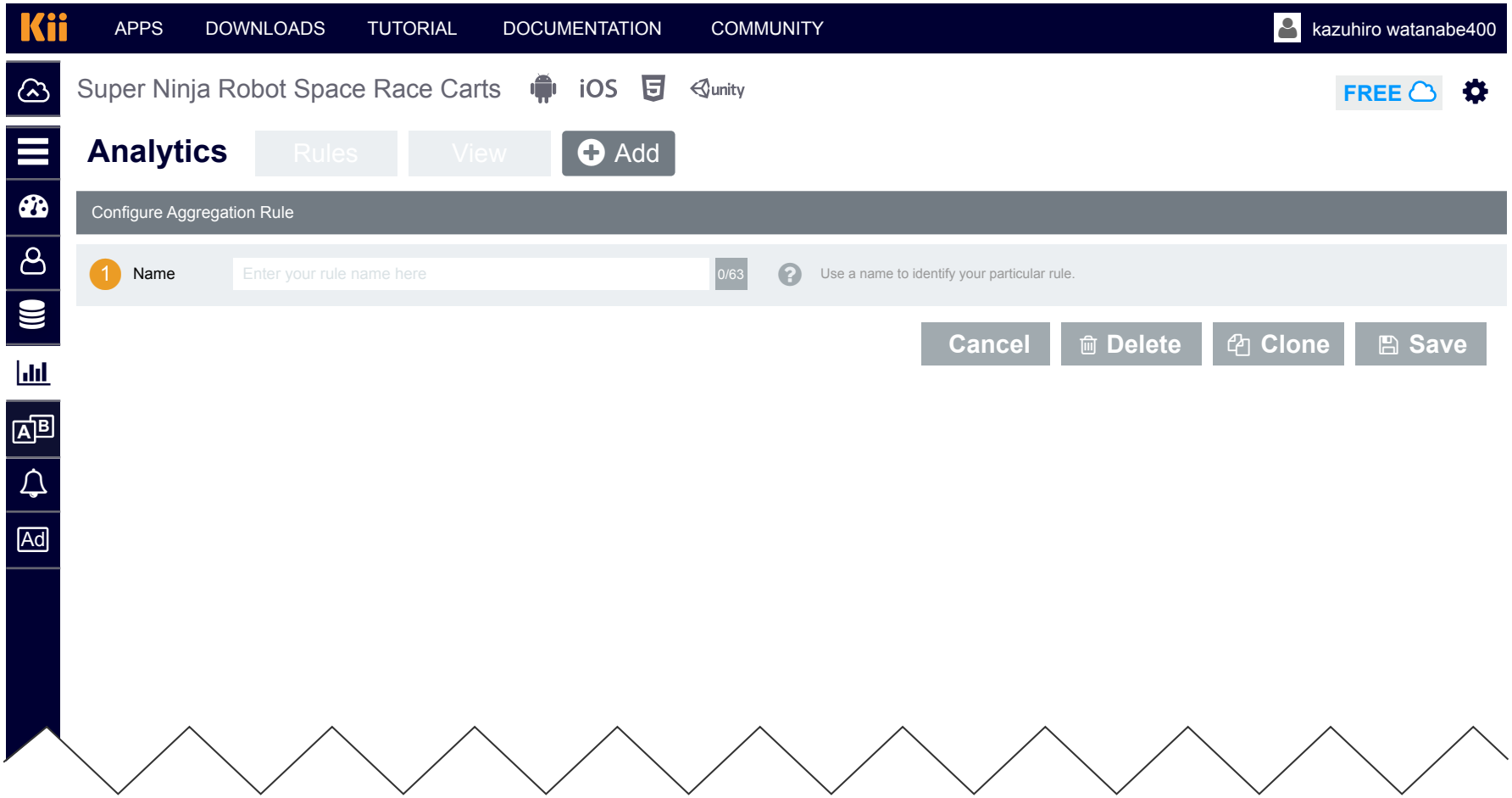


Objects/Data Browser - Query Builder view

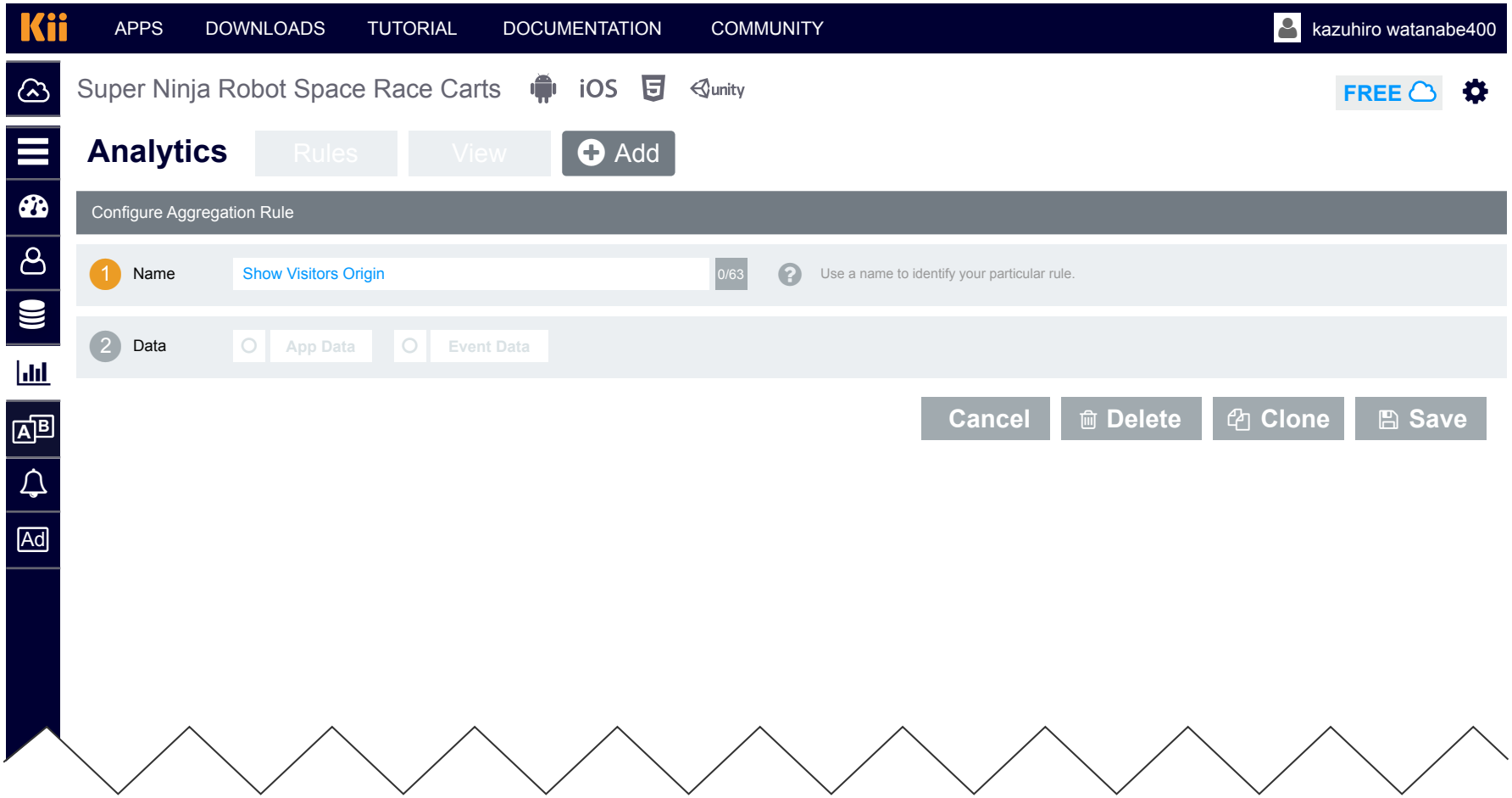


Analytics v2.6 - No analytics or rules to view

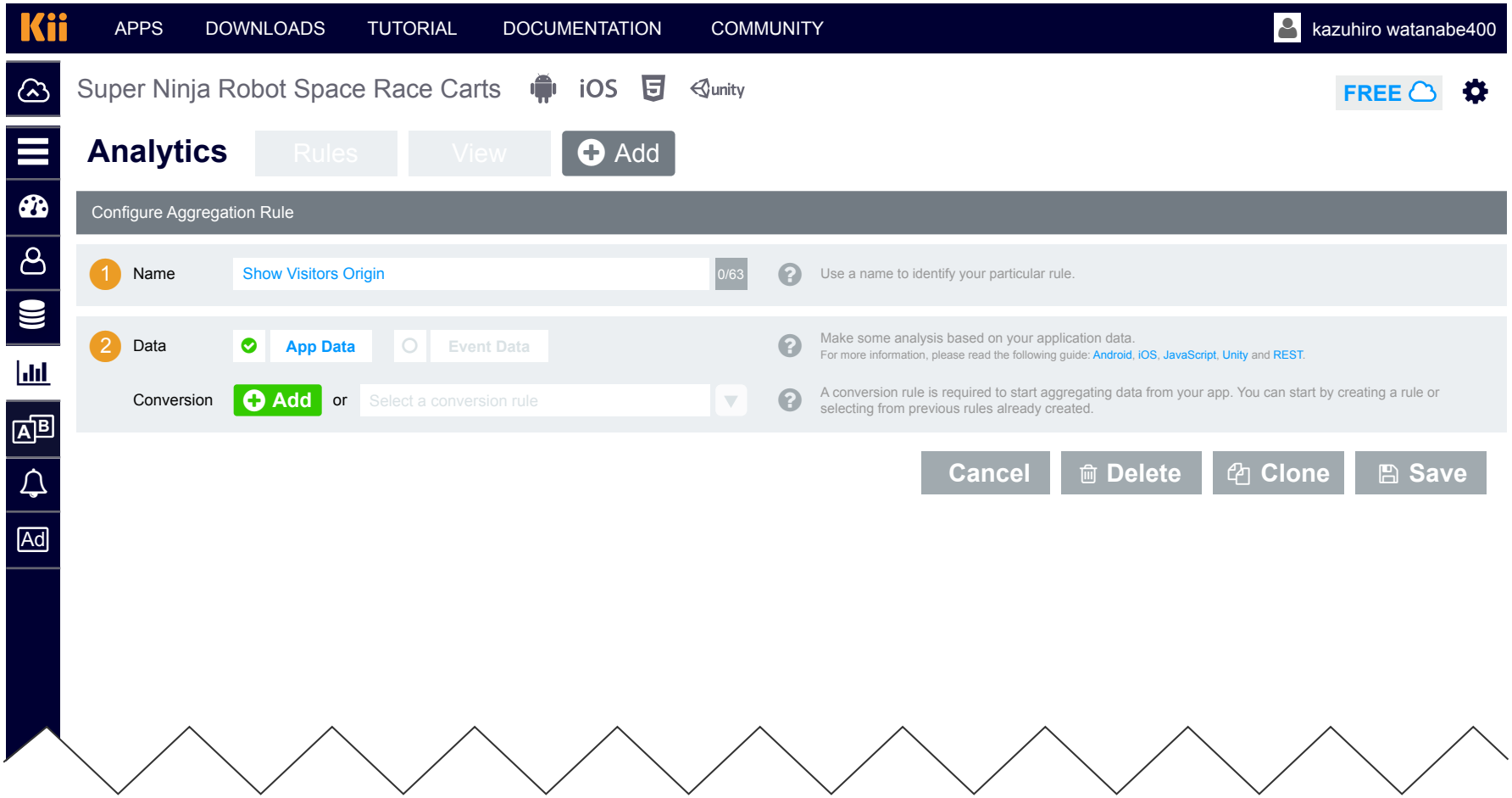
Analytics v2.6 - Add Aggregation Rule



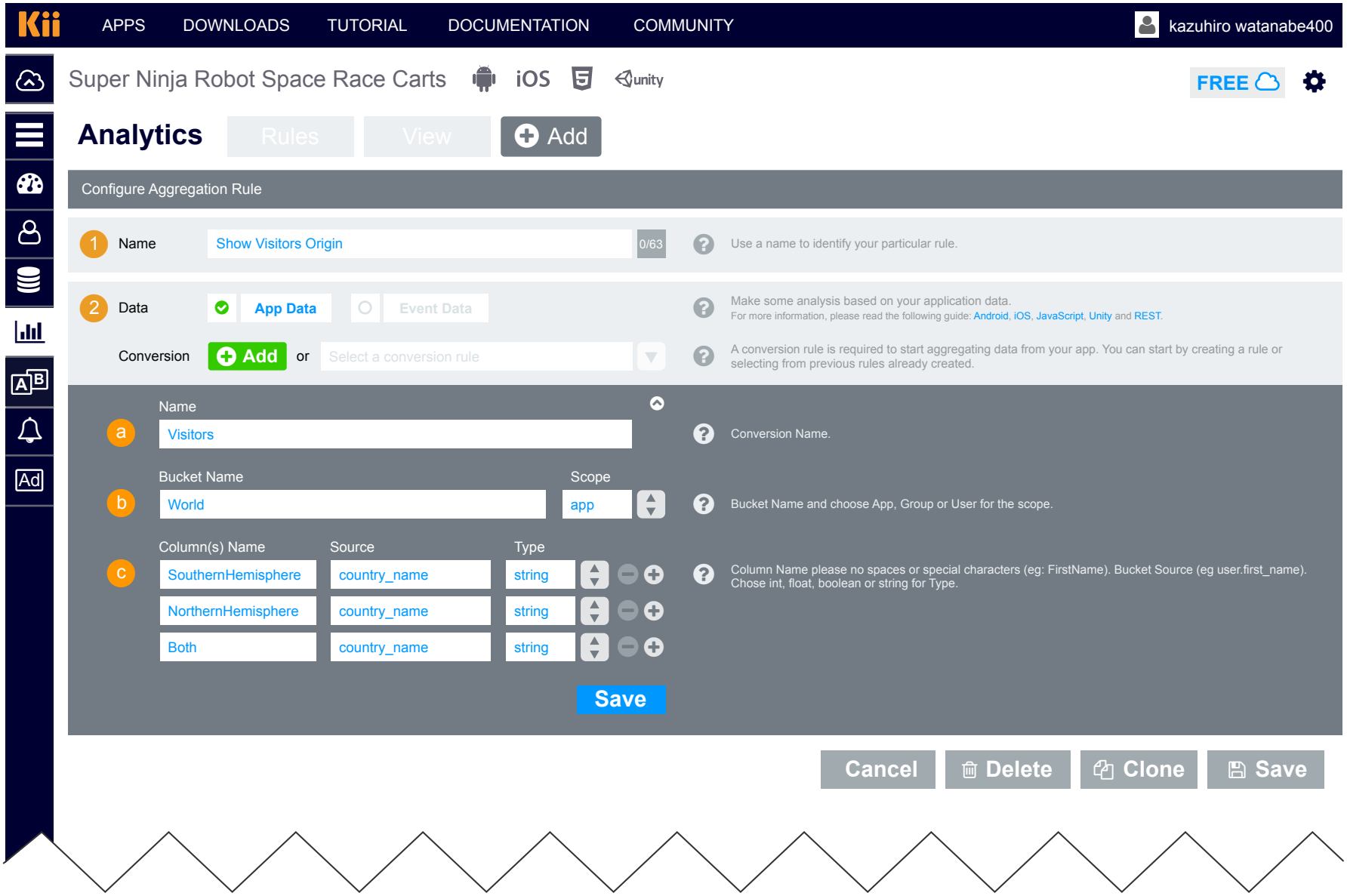
Analytics v2.6 - Configure Aggregation Rule (App Data/Step 1 Name)



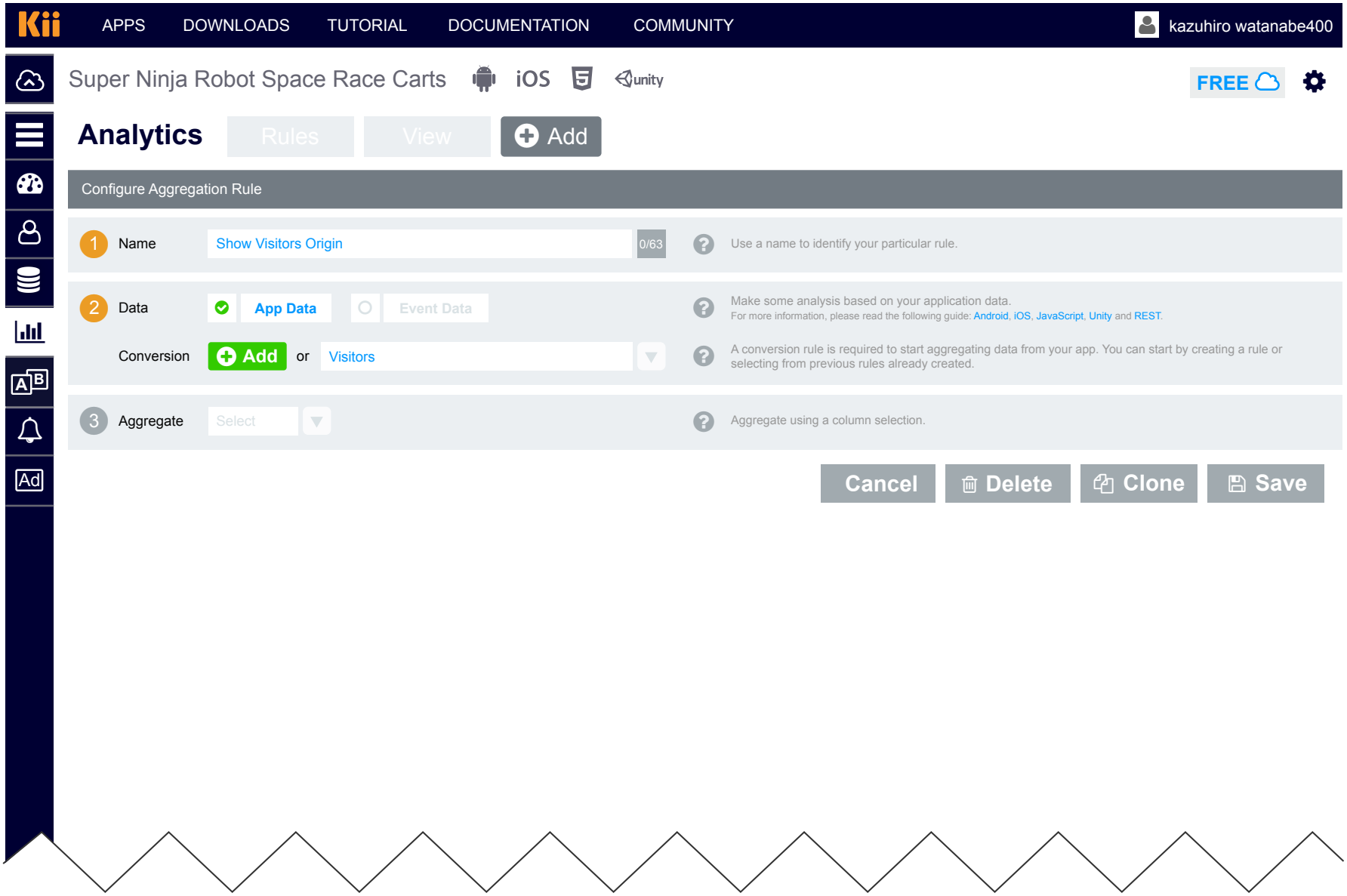
Analytics v2.6 - Configure Aggregation Rule (App Data/Step 2)



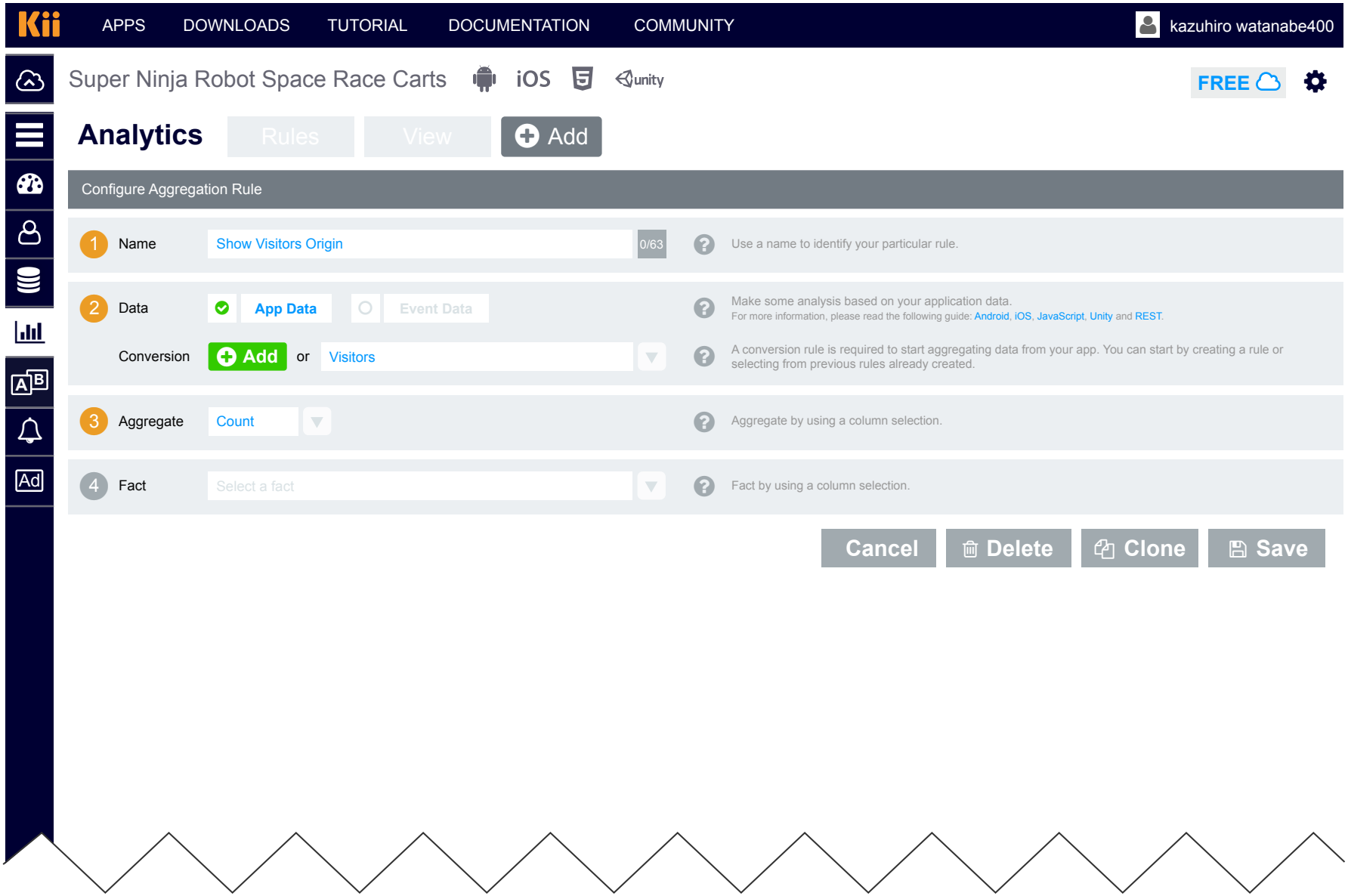
Analytics v2.6 - Configure Aggregation Rule (App Data/Step 2 Add Conversion)



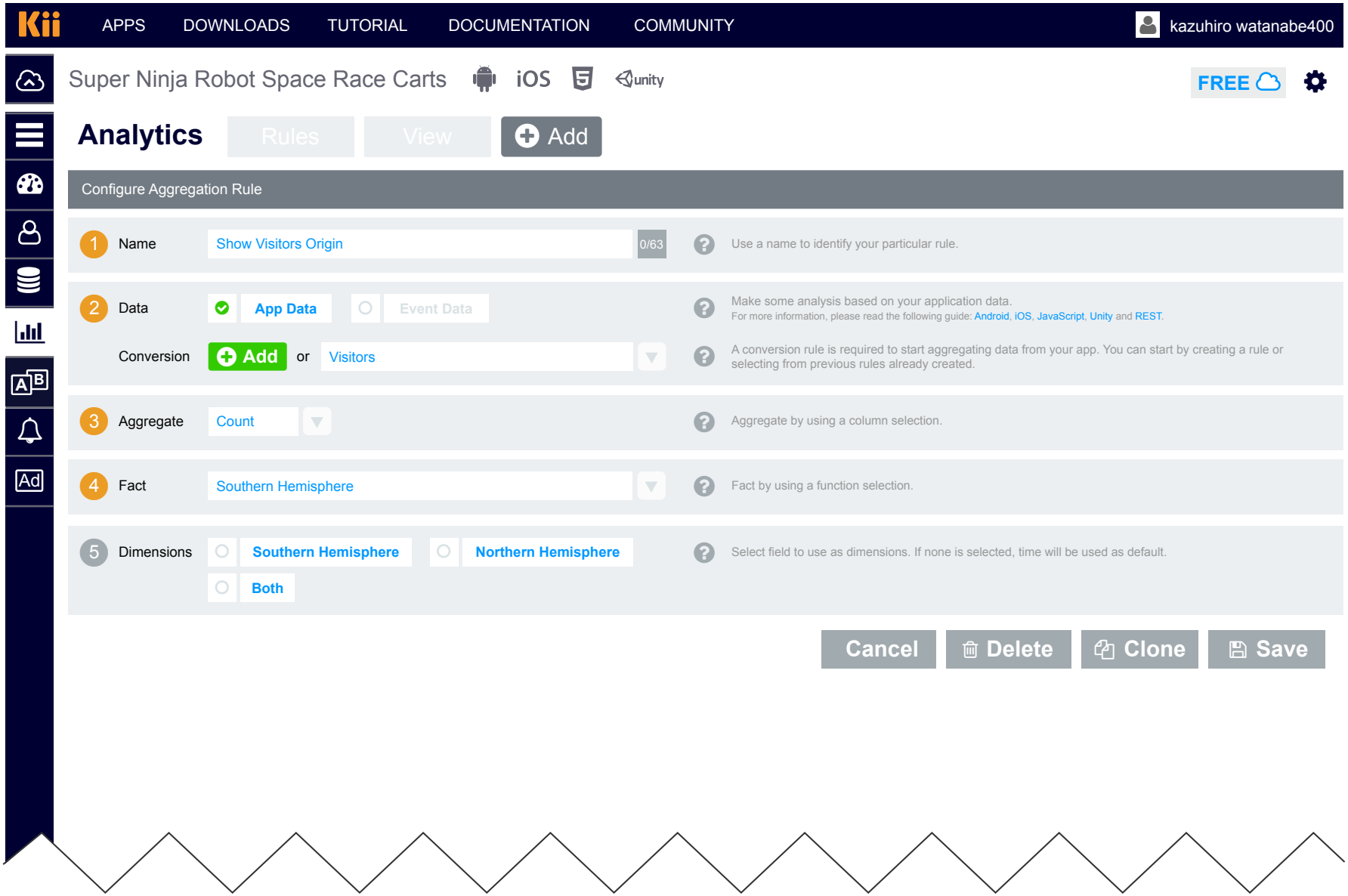
Analytics v2.6 - Configure Aggregation Rule (App Data/Step 3 Aggregate)



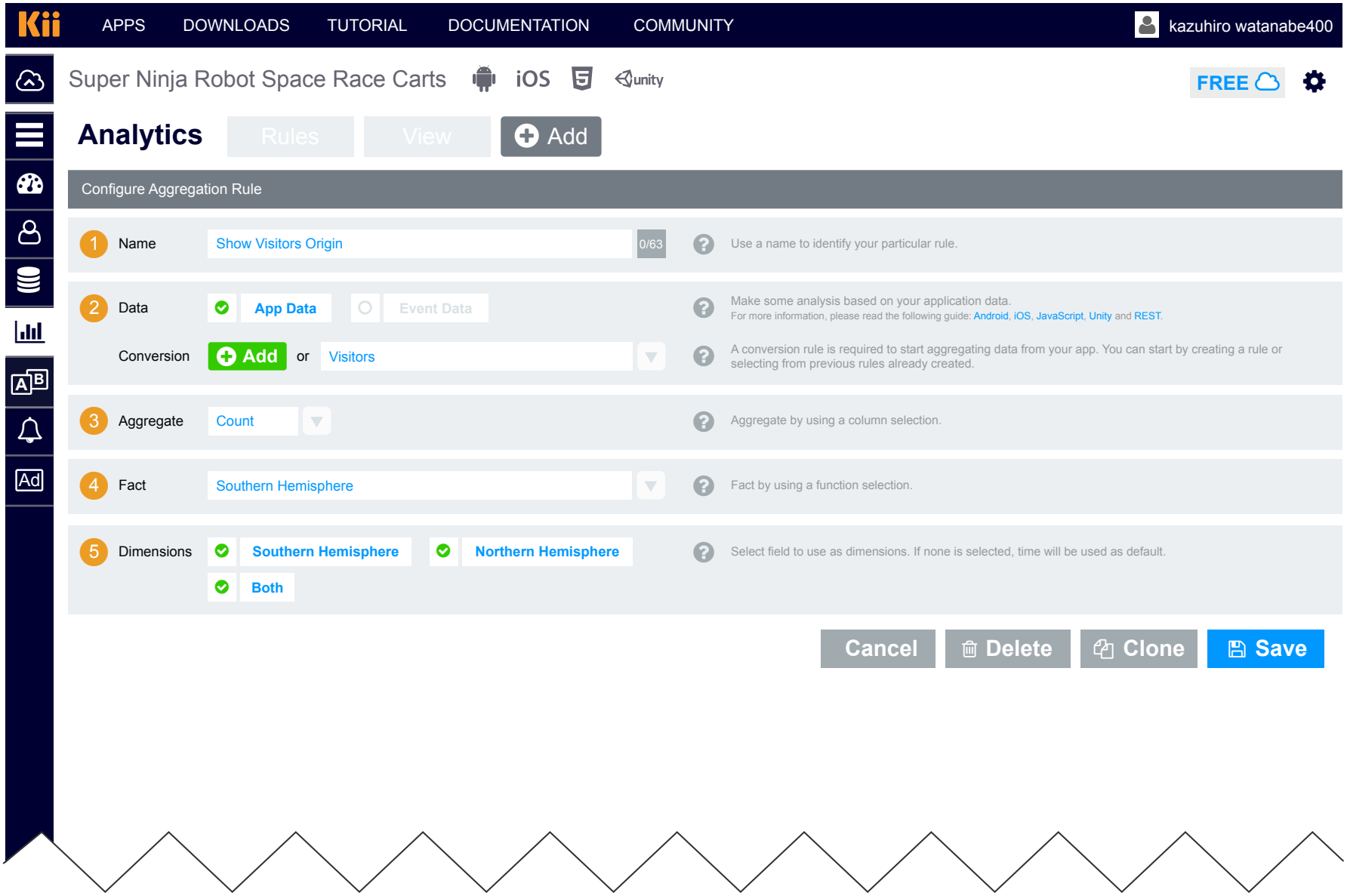
Analytics v2.6 - Configure Aggregation Rule (App Data/Step 4 Fact)



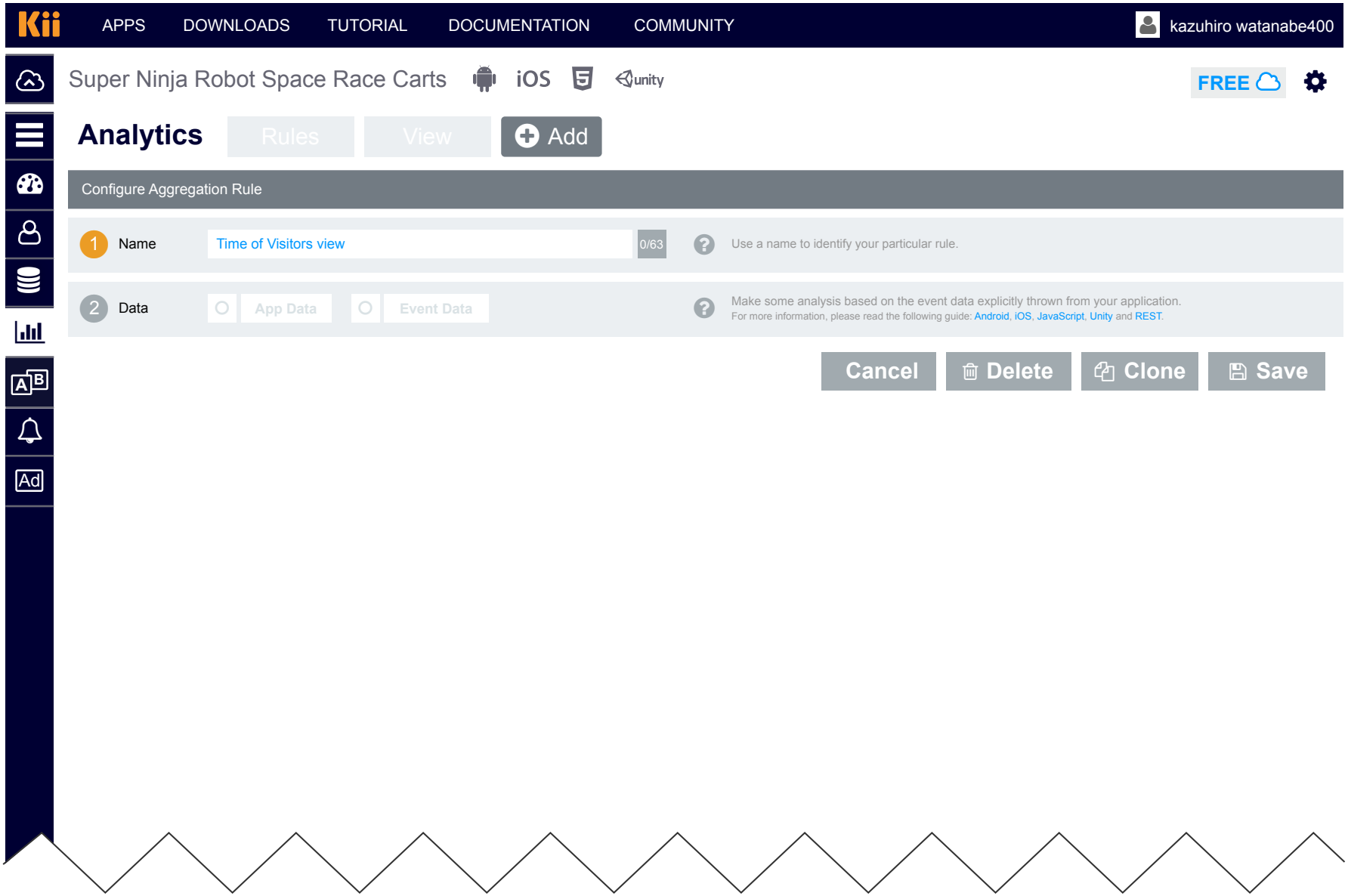
Analytics v2.6 - Configure Aggregation Rule (App Data/Step 5 Dimensions)



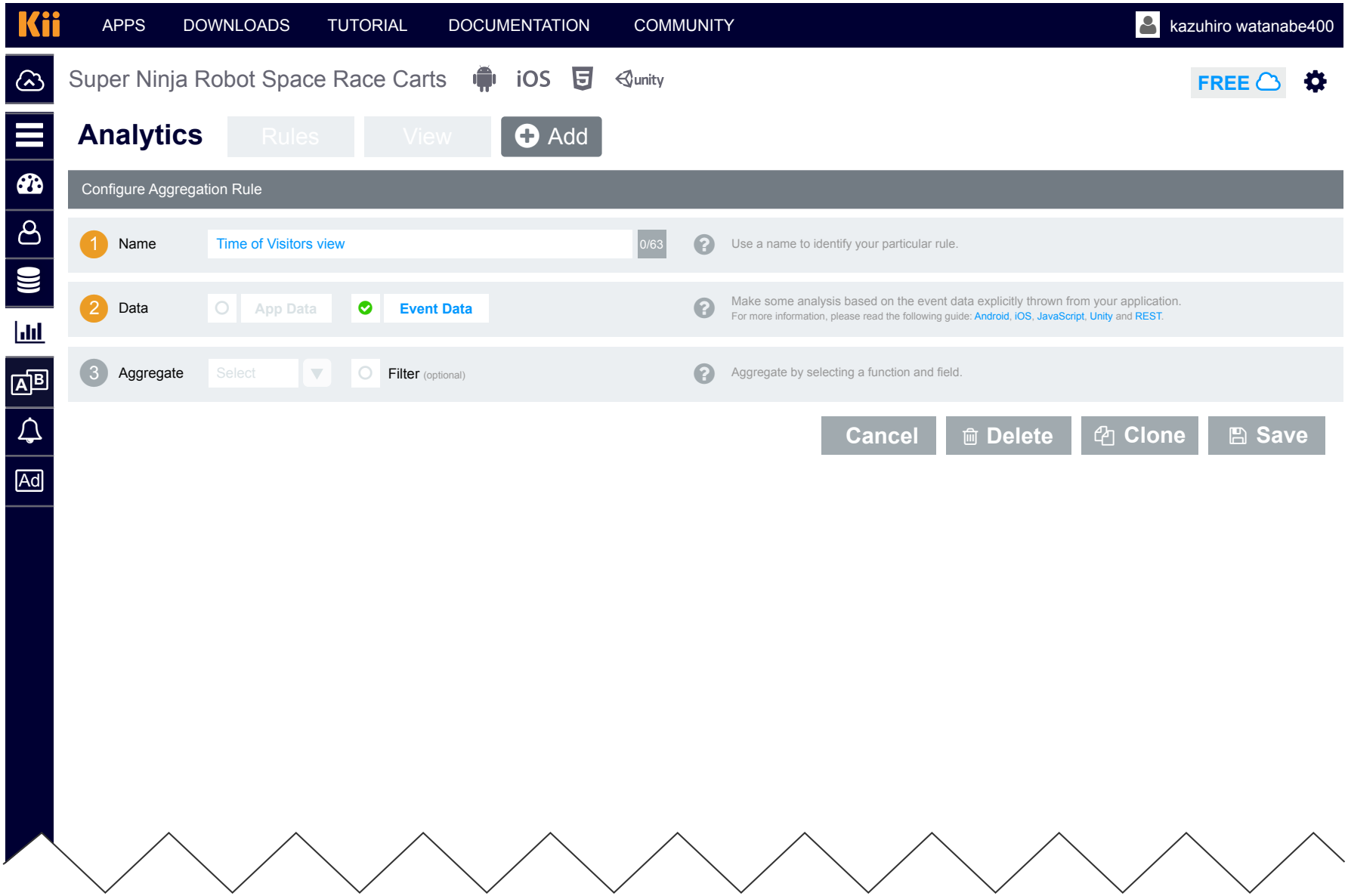
Analytics v2.6 - Configure Aggregation Rule (App Data/Step 5 Dimensions selected)



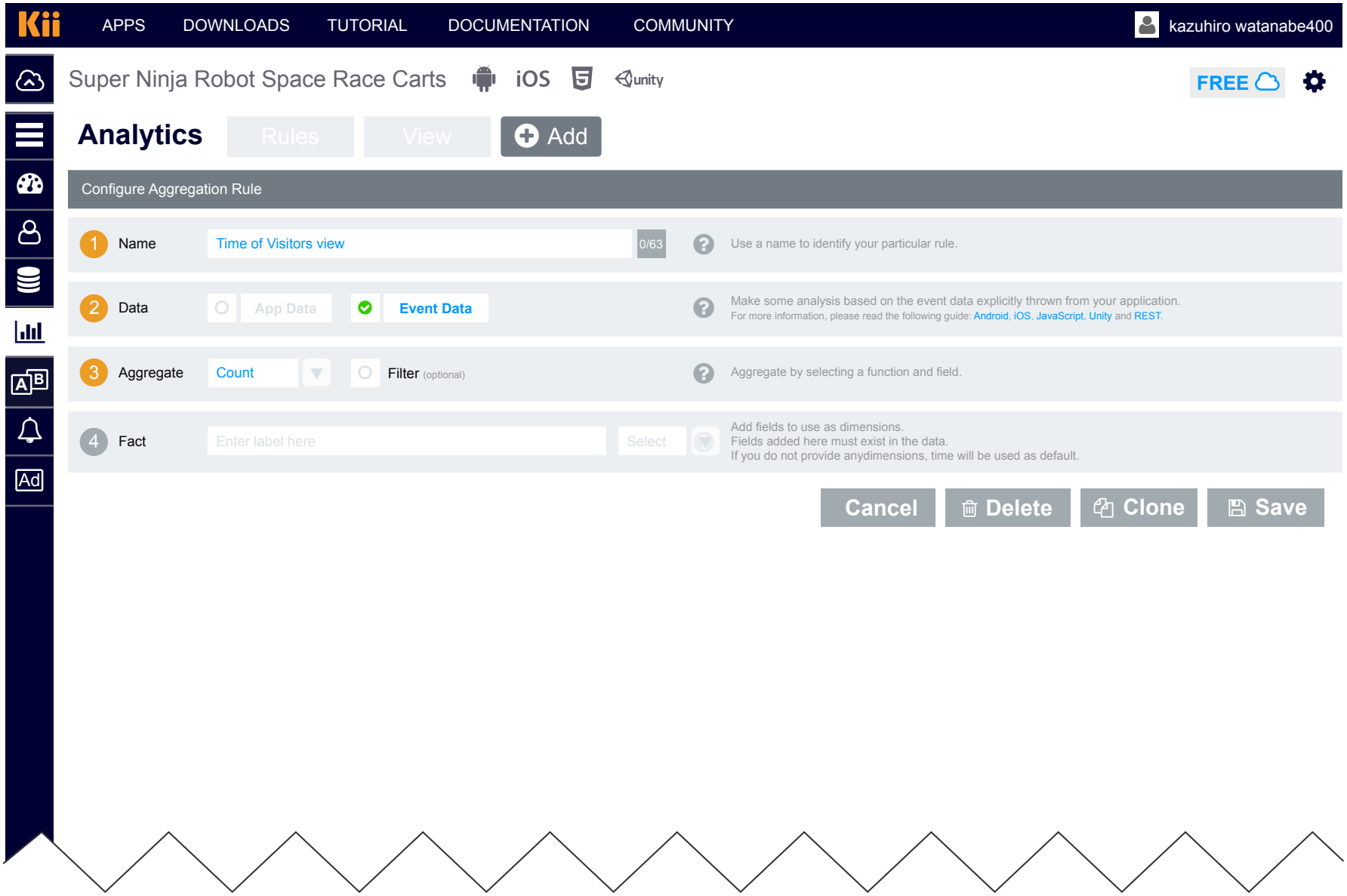
Analytics v2.6 - Configure Aggregation Rule (Event Data/Step 1 Name)



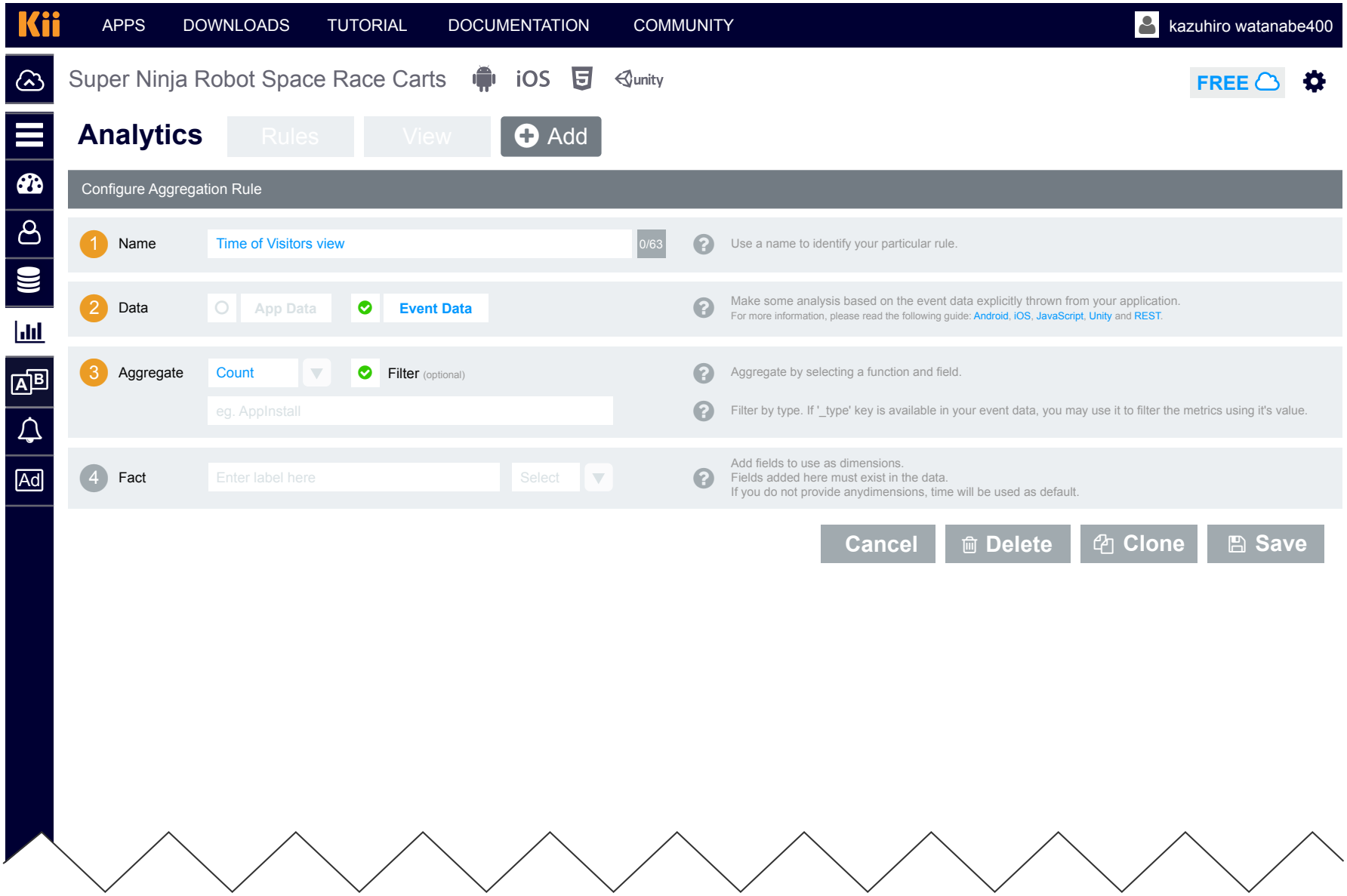
Analytics v2.6 - Configure Aggregation Rule (Event Data/Step 2/Event Data)



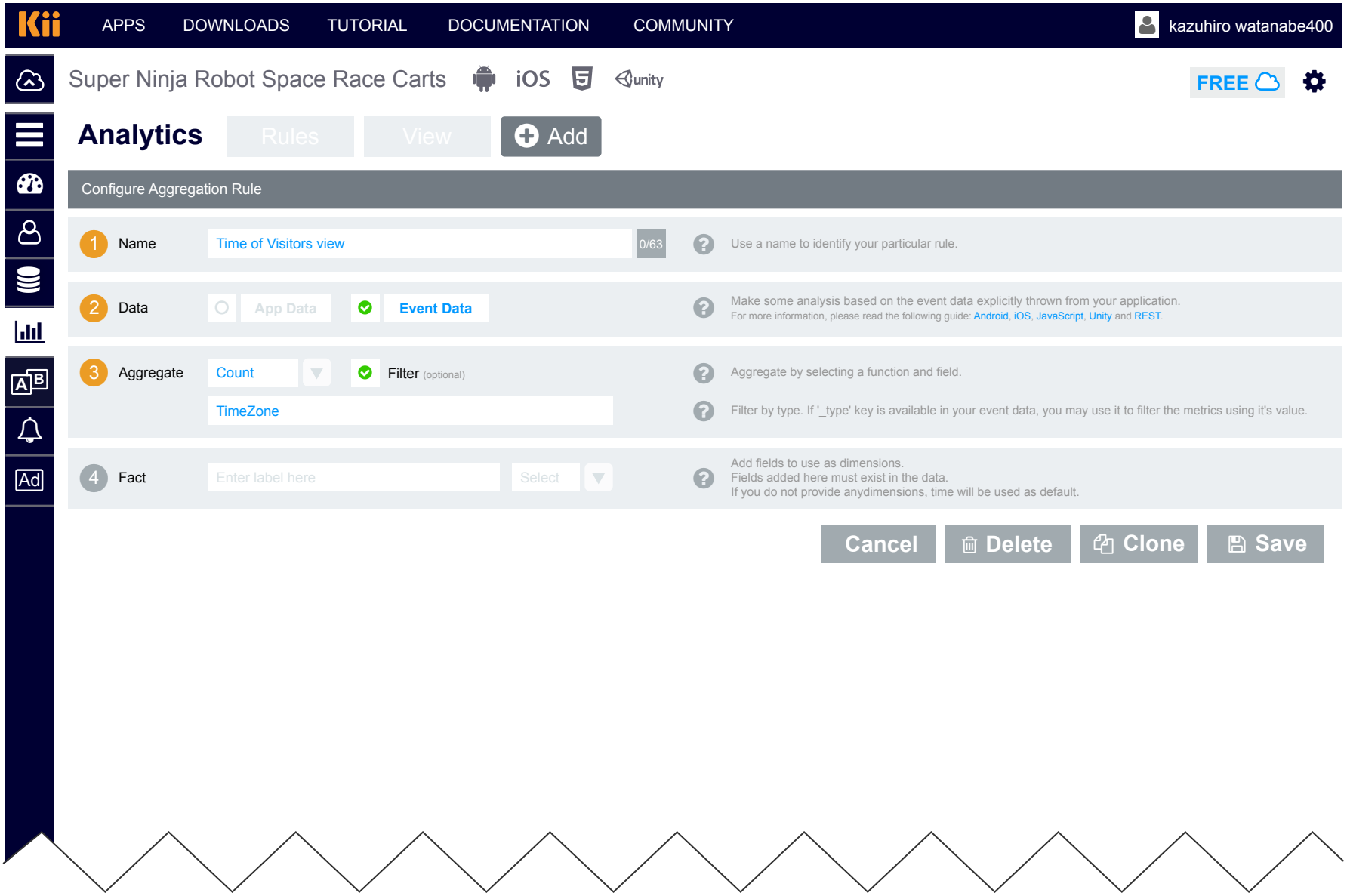
Analytics v2.6 - Configure Aggregation Rule (Event Data/Step 3 Aggregate w/no filter)



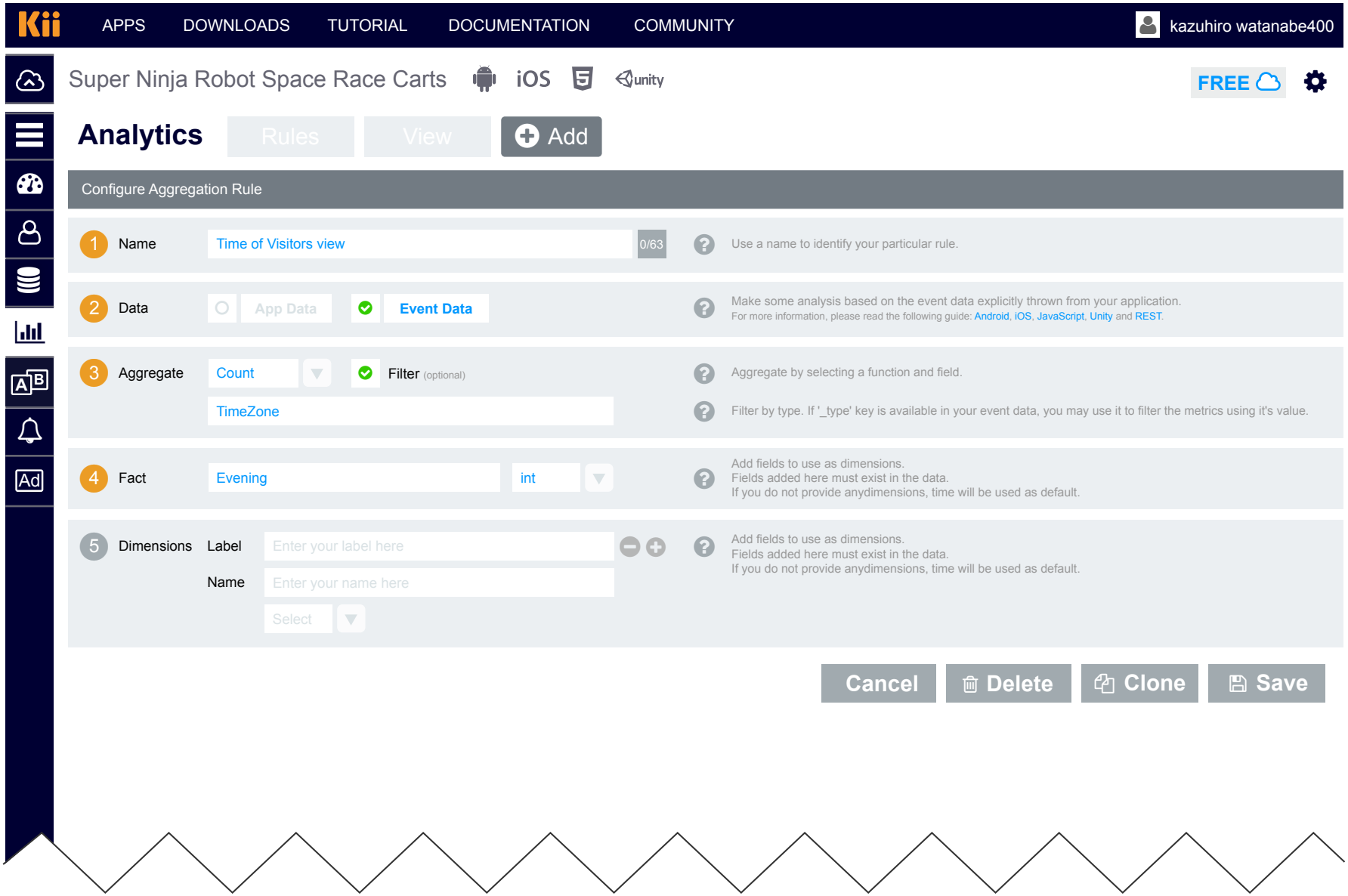
Analytics v2.6 - Configure Aggregation Rule (Event Data/Step 3 Aggregate/Start Filter)



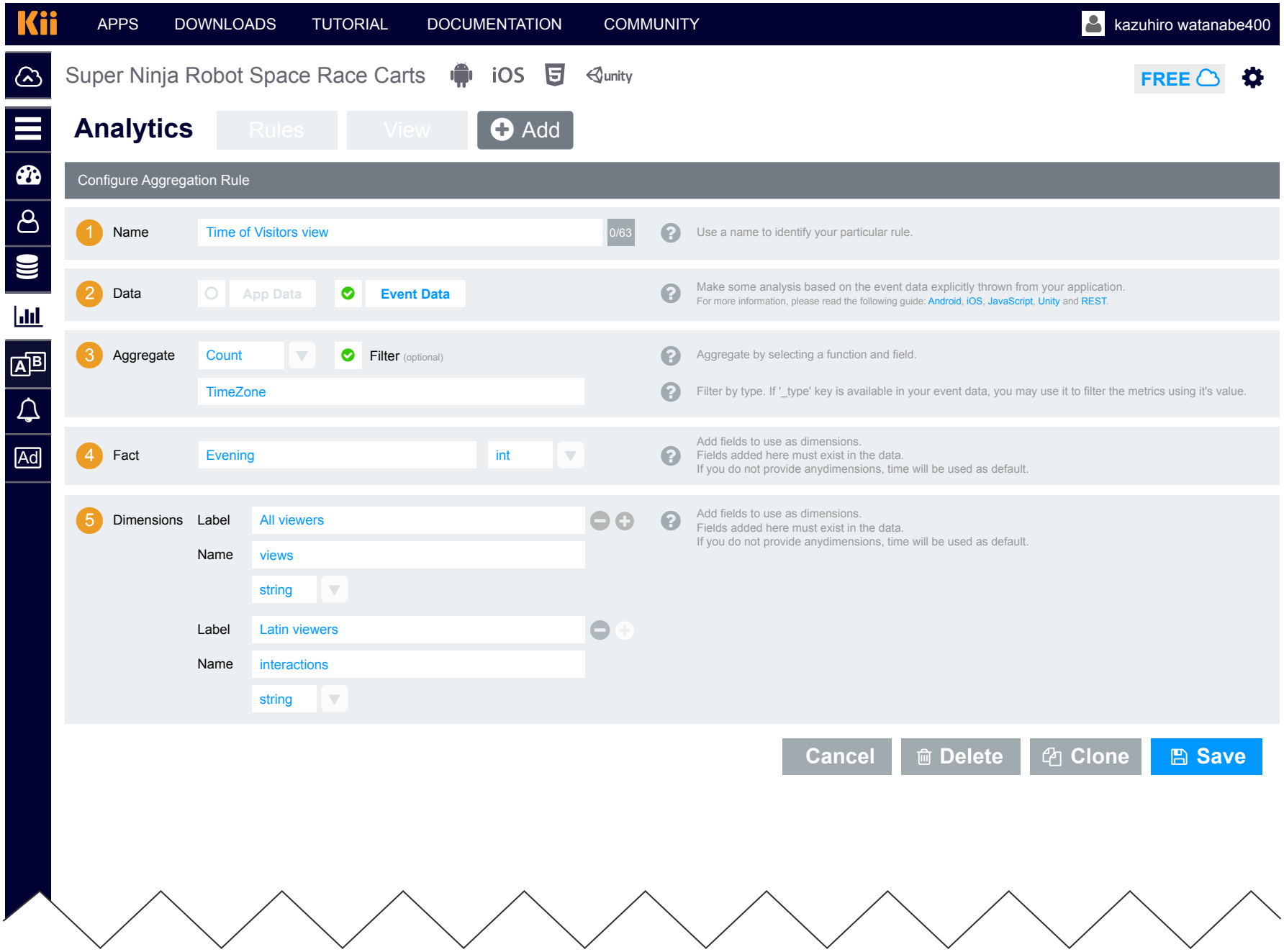
Analytics v2.6 - Configure Aggregation Rule (Event Data/Step 3 Aggregate/Filter)



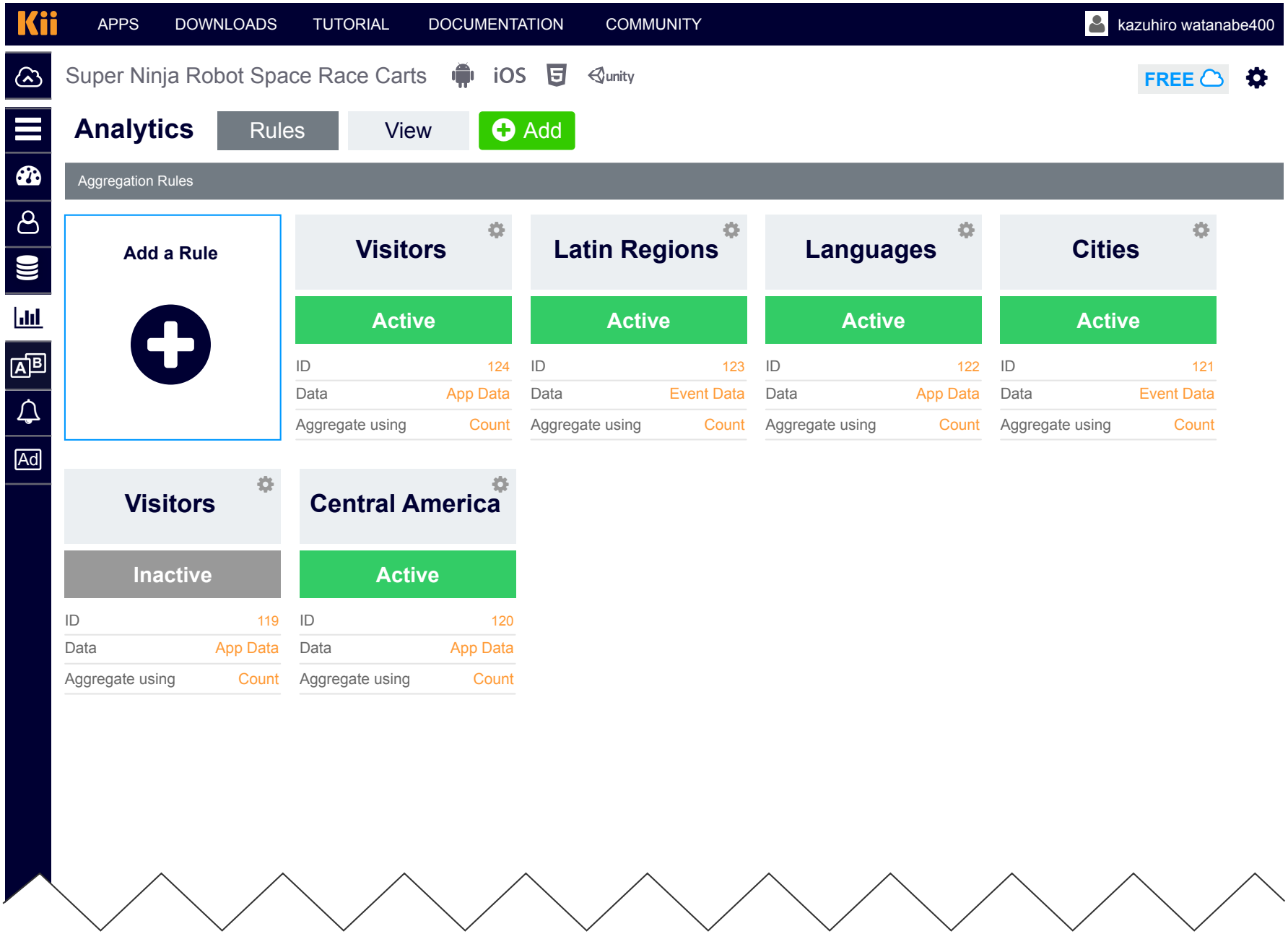
Analytics v2.6 - Configure Aggregation Rule (Event Data/Step 4 Fact)



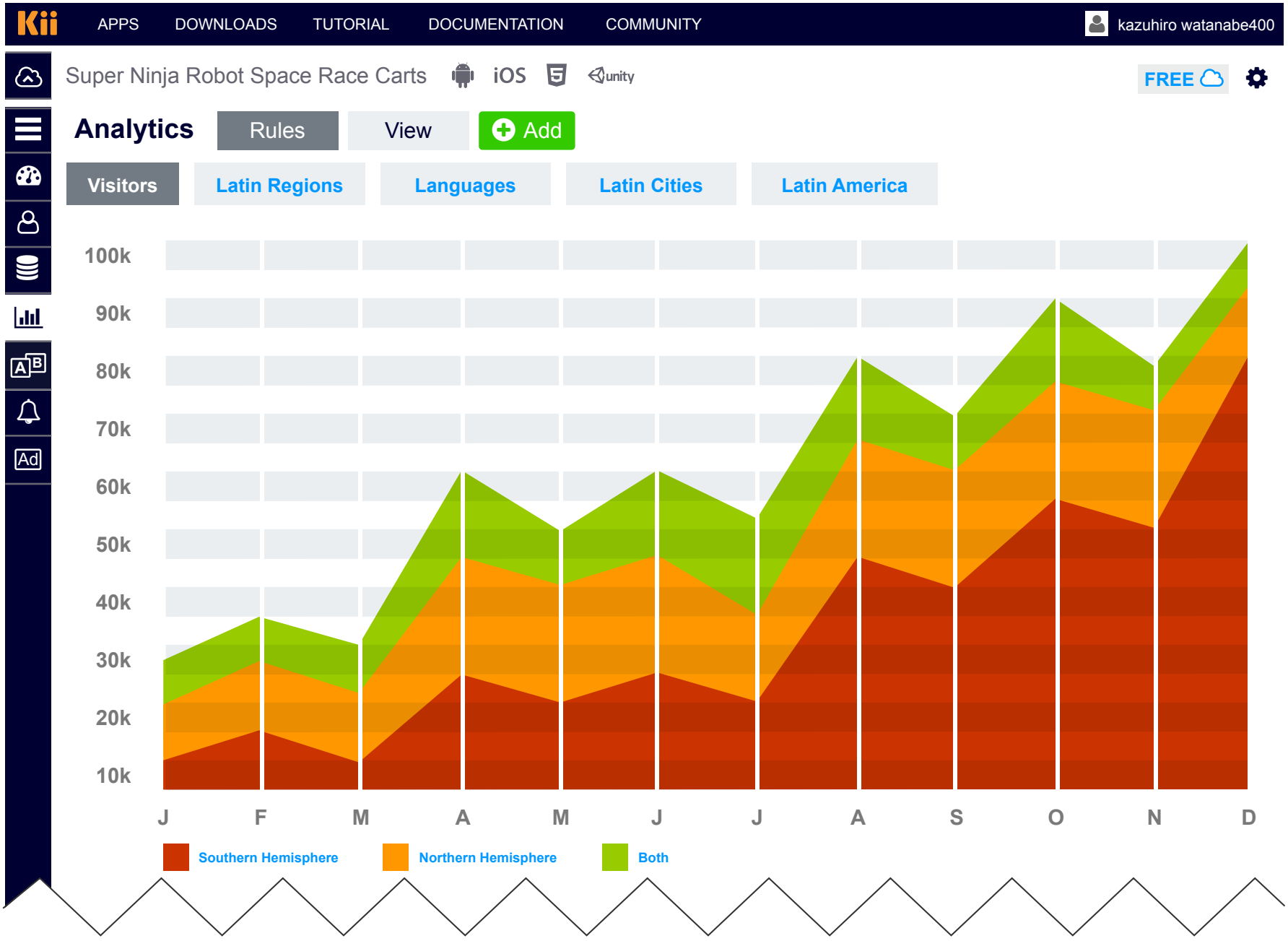
Analytics v2.6 - Configure Aggregation Rule (Event Data/Step 5 Dimensions)



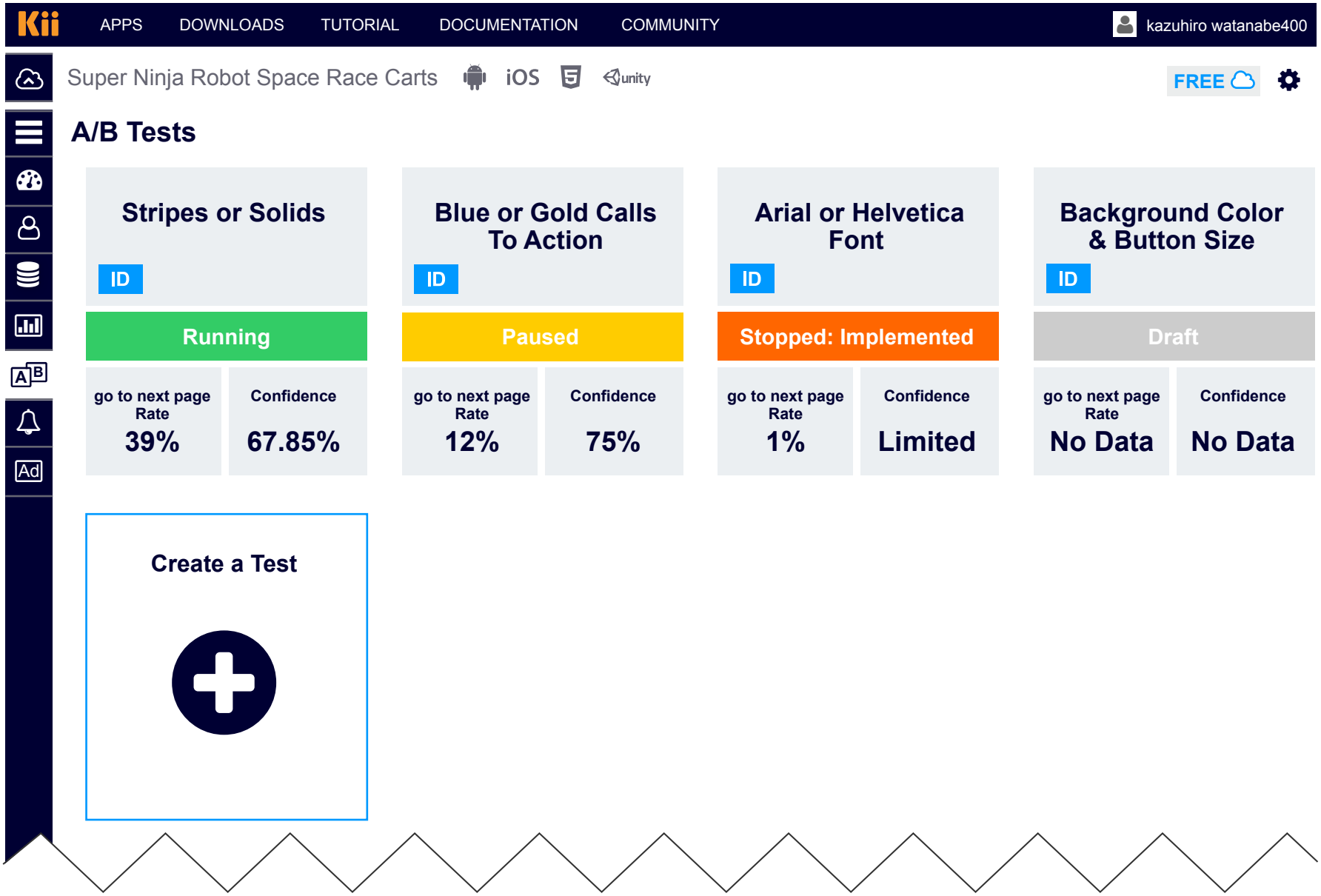
Analytics v2.6 - Aggregation rules (App Data & Event Data)



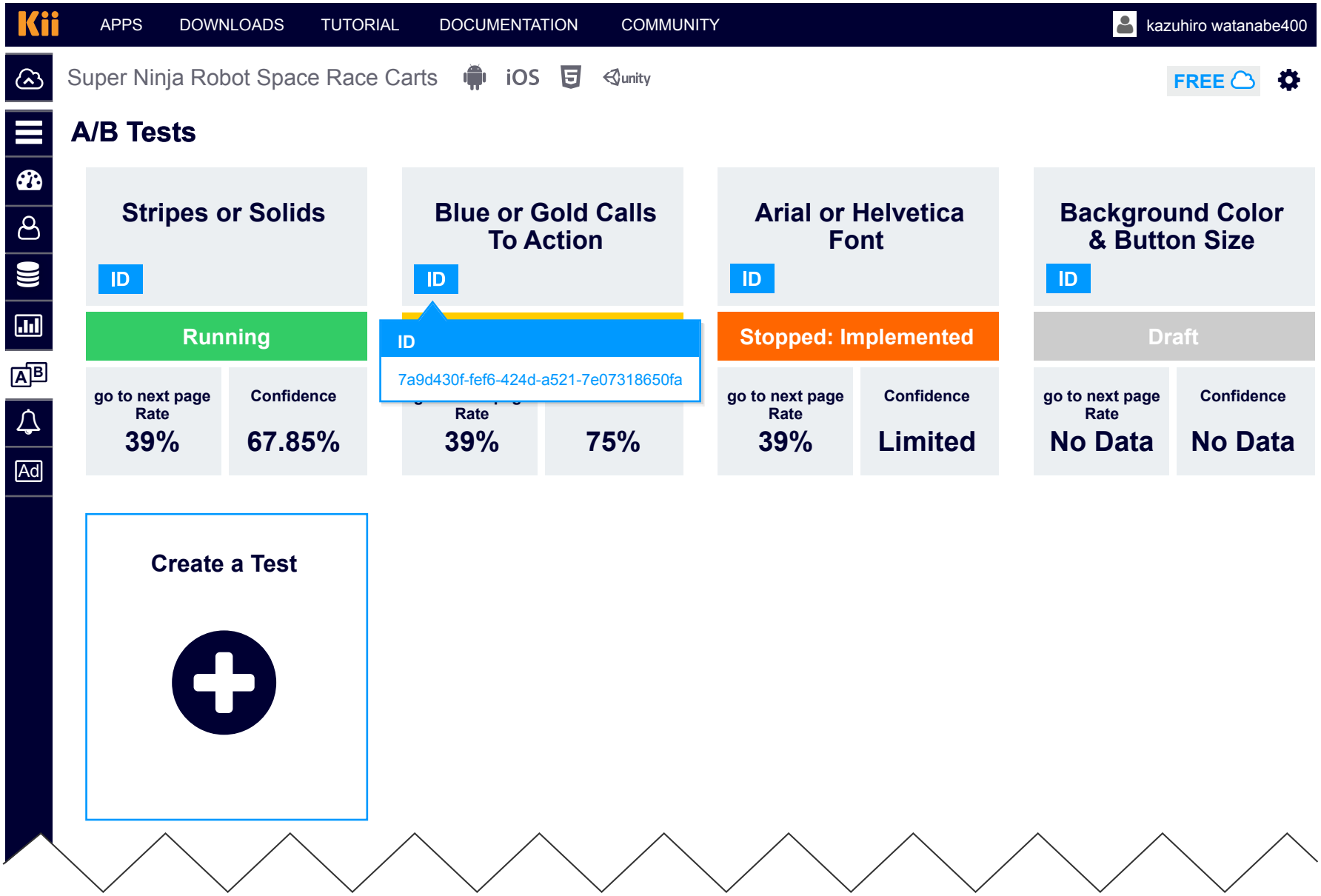
Analytics v2.6 - Analytics



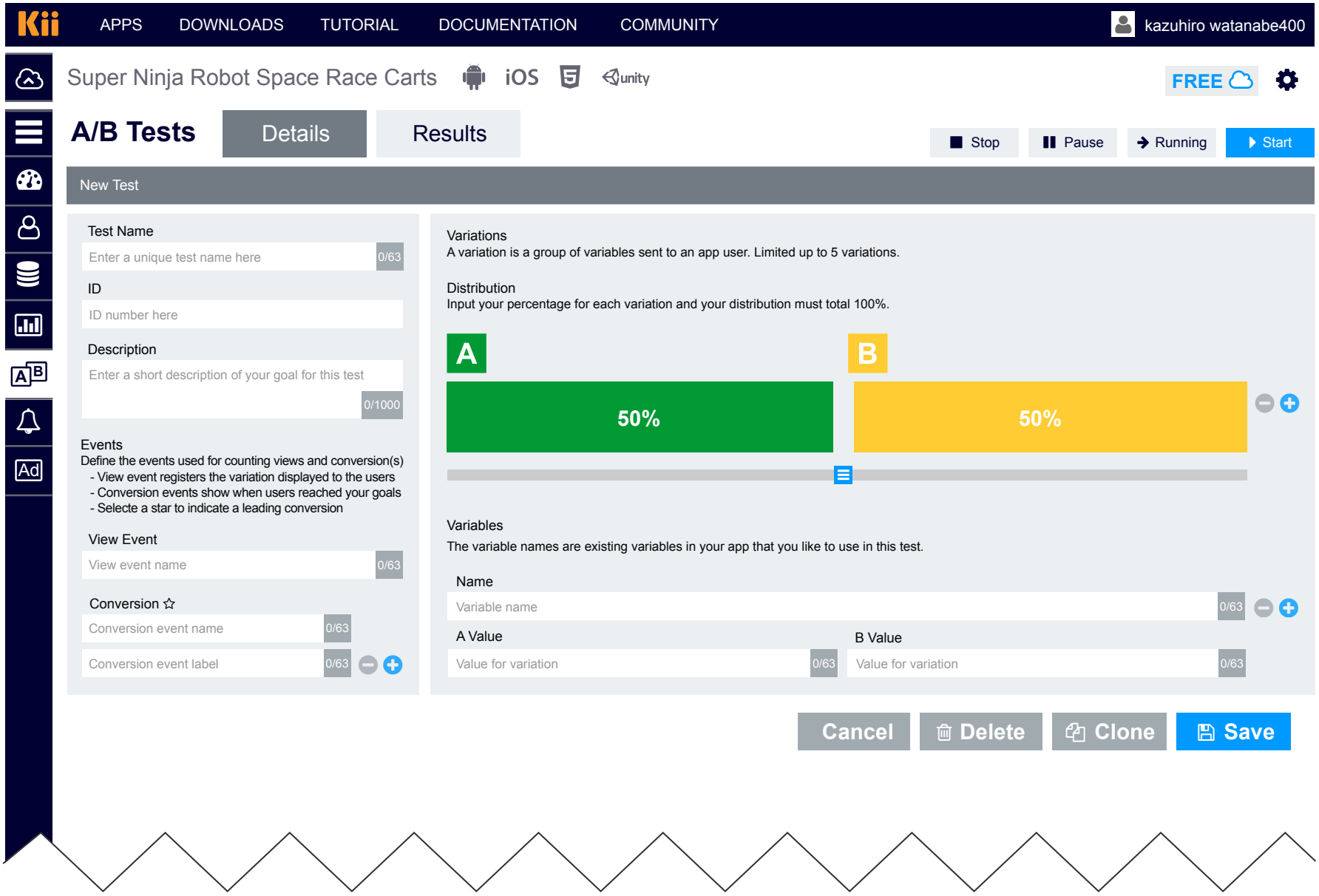
A/B Tests - Dashboard View



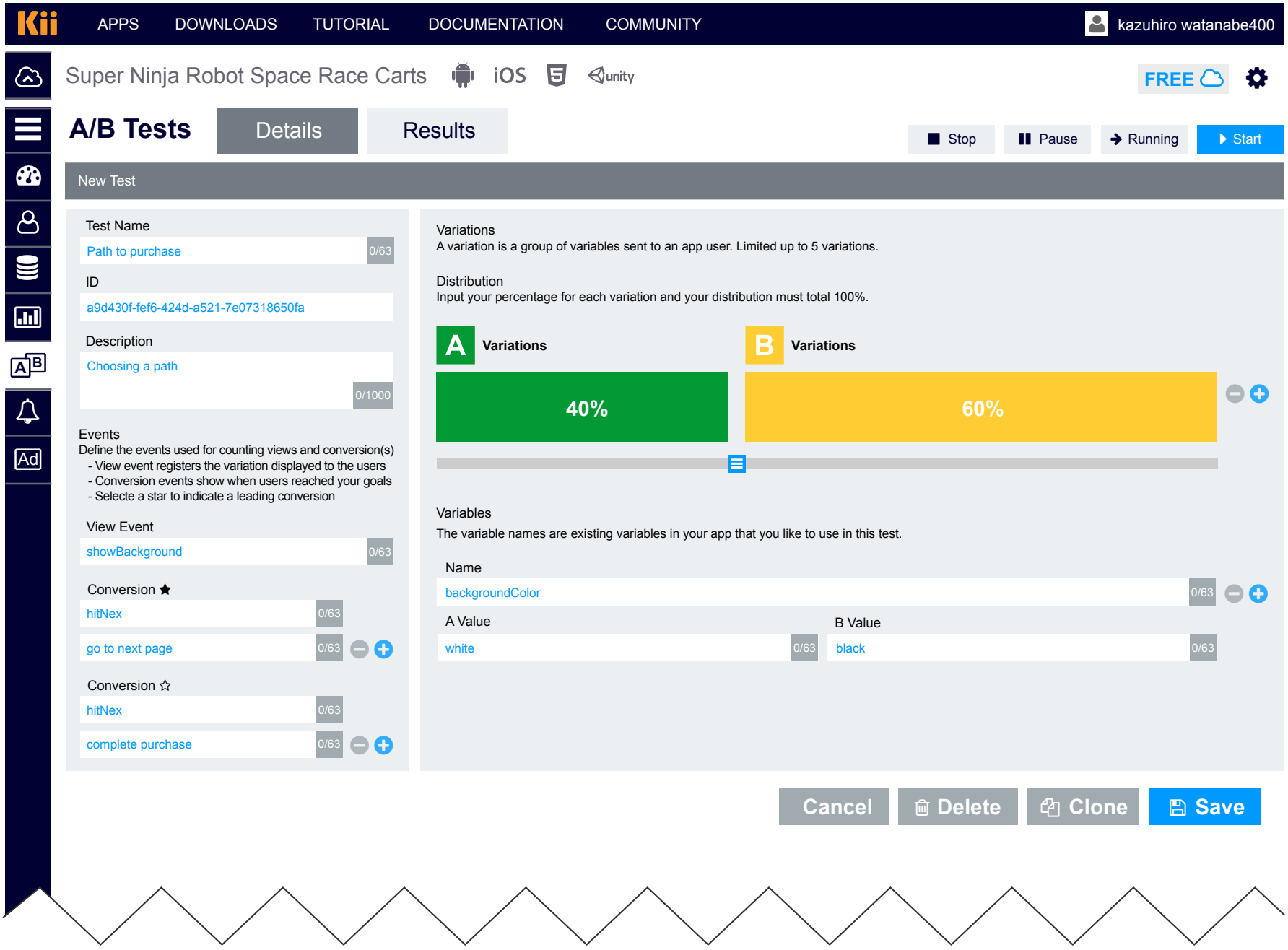
A/B Tests - ID Popover



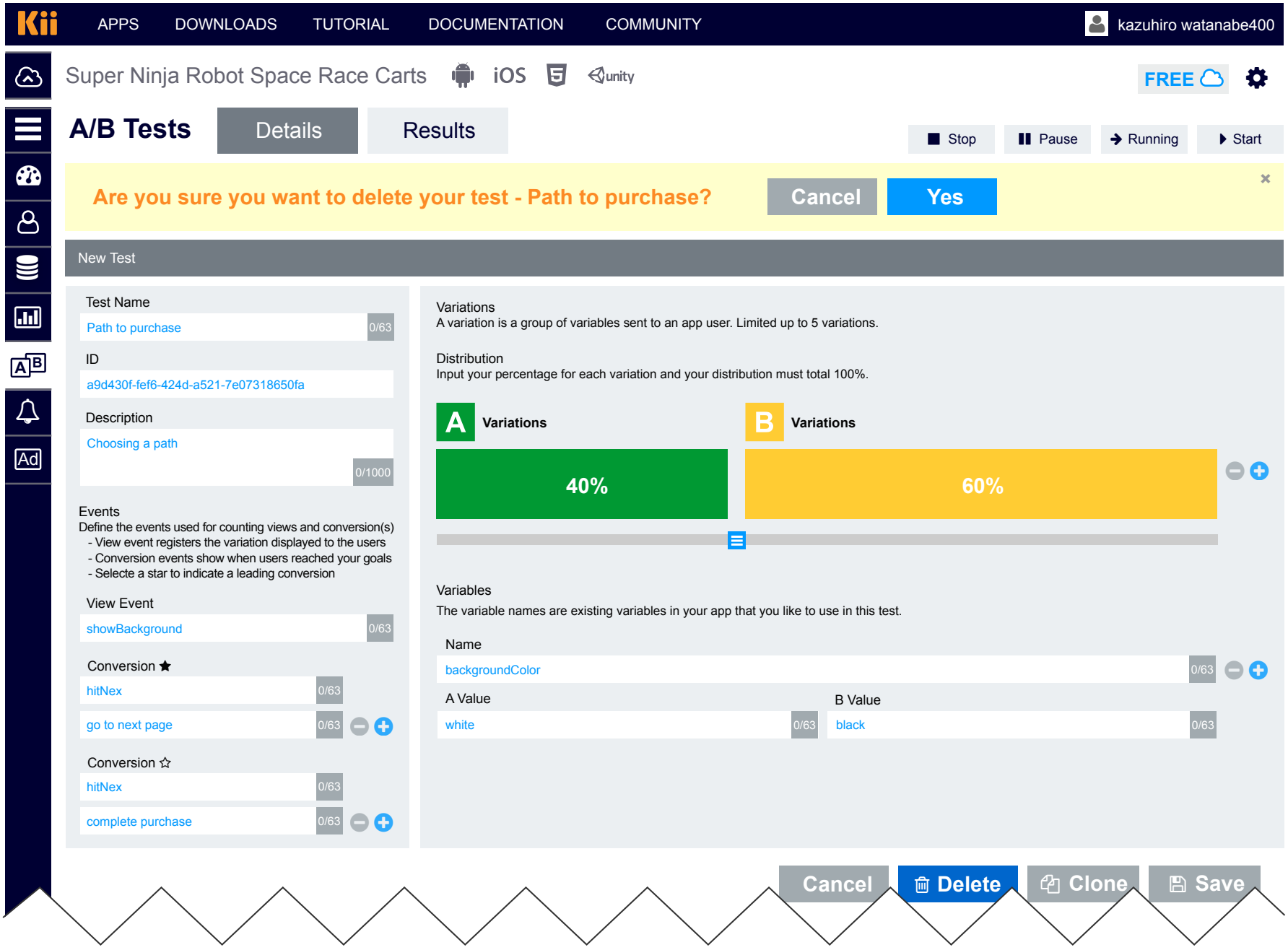
A/B Tests - Create a test - Details (unfilled)



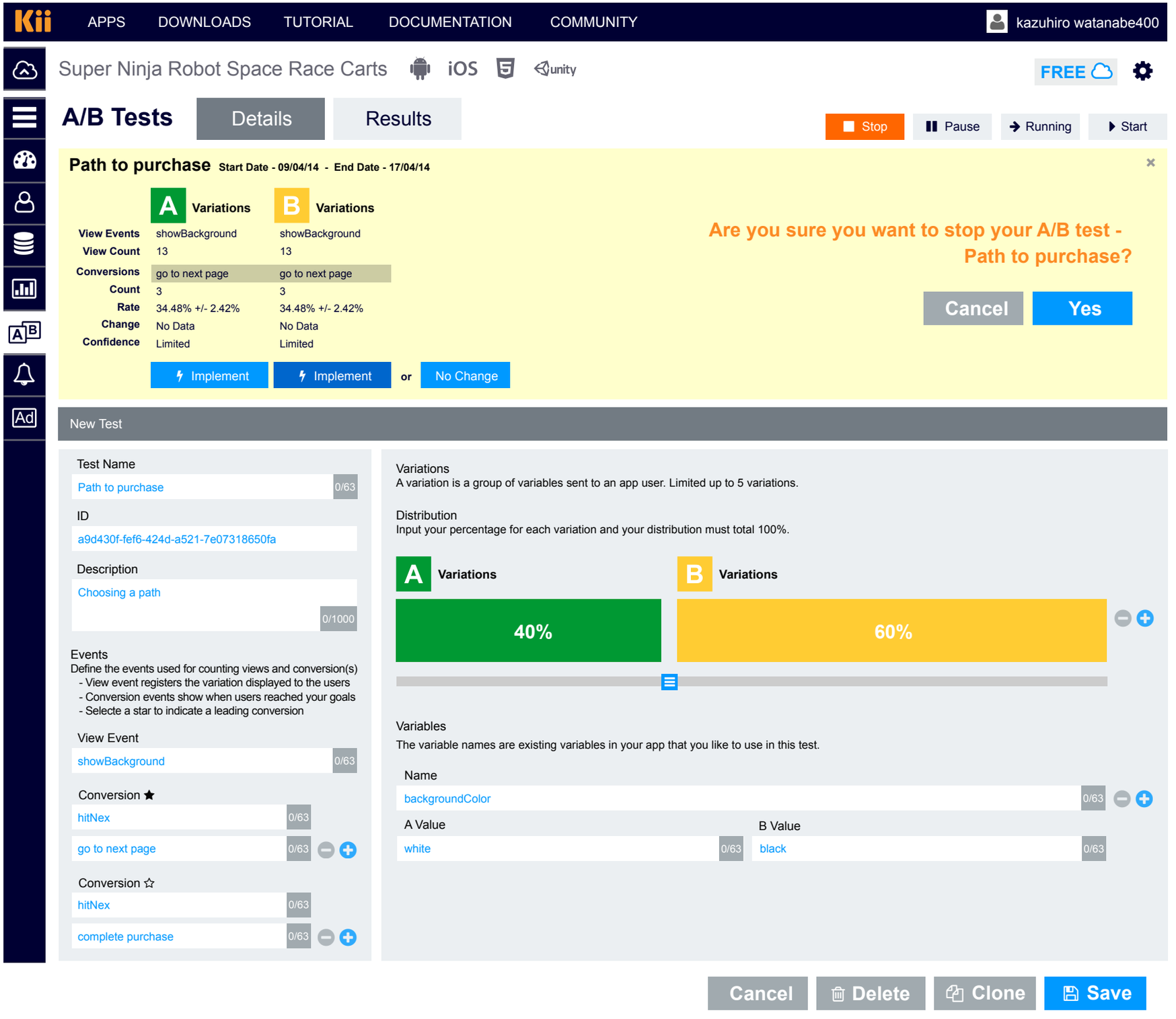
A/B Tests - Create a test - Details (filled)



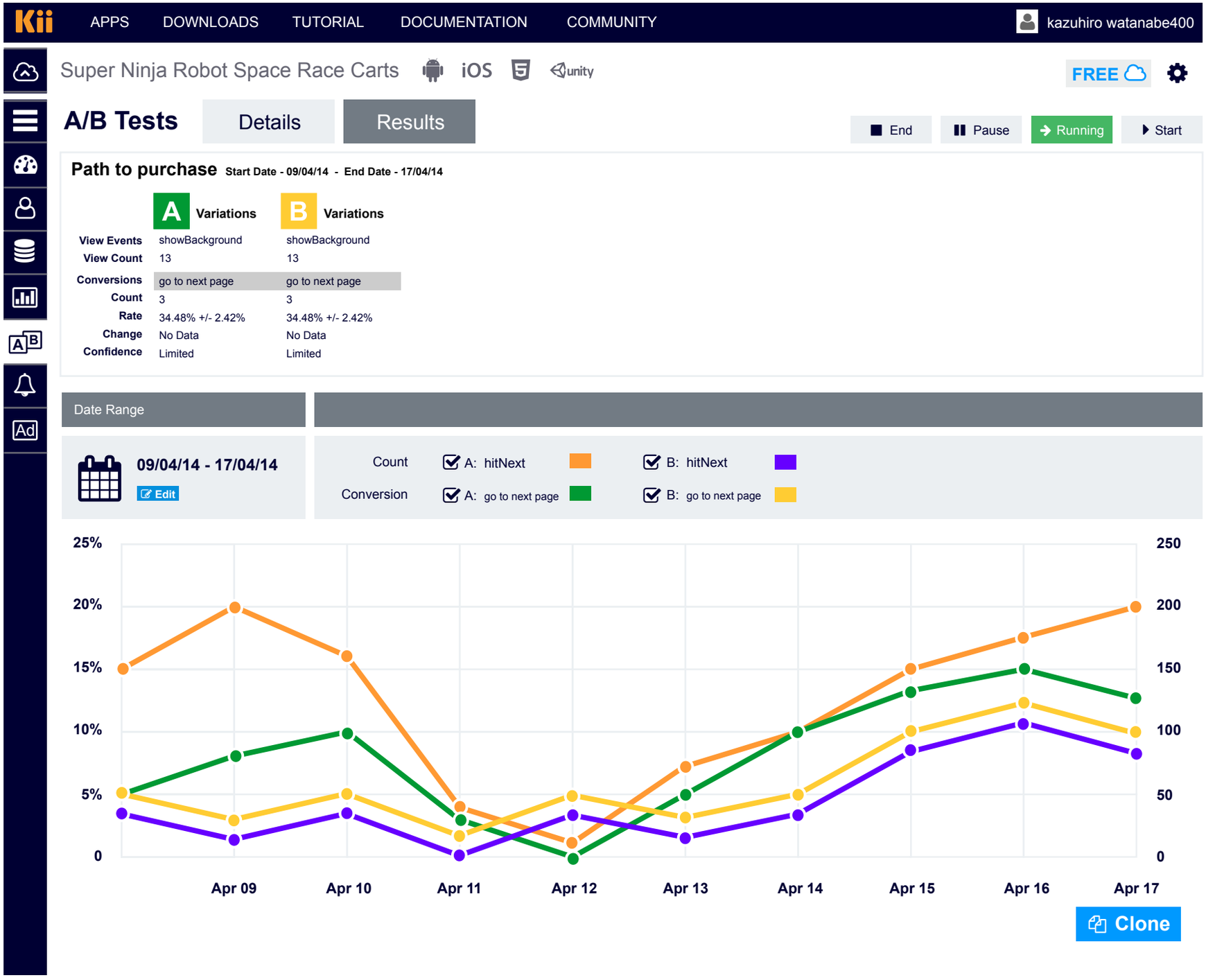
A/B Tests - Delete Test



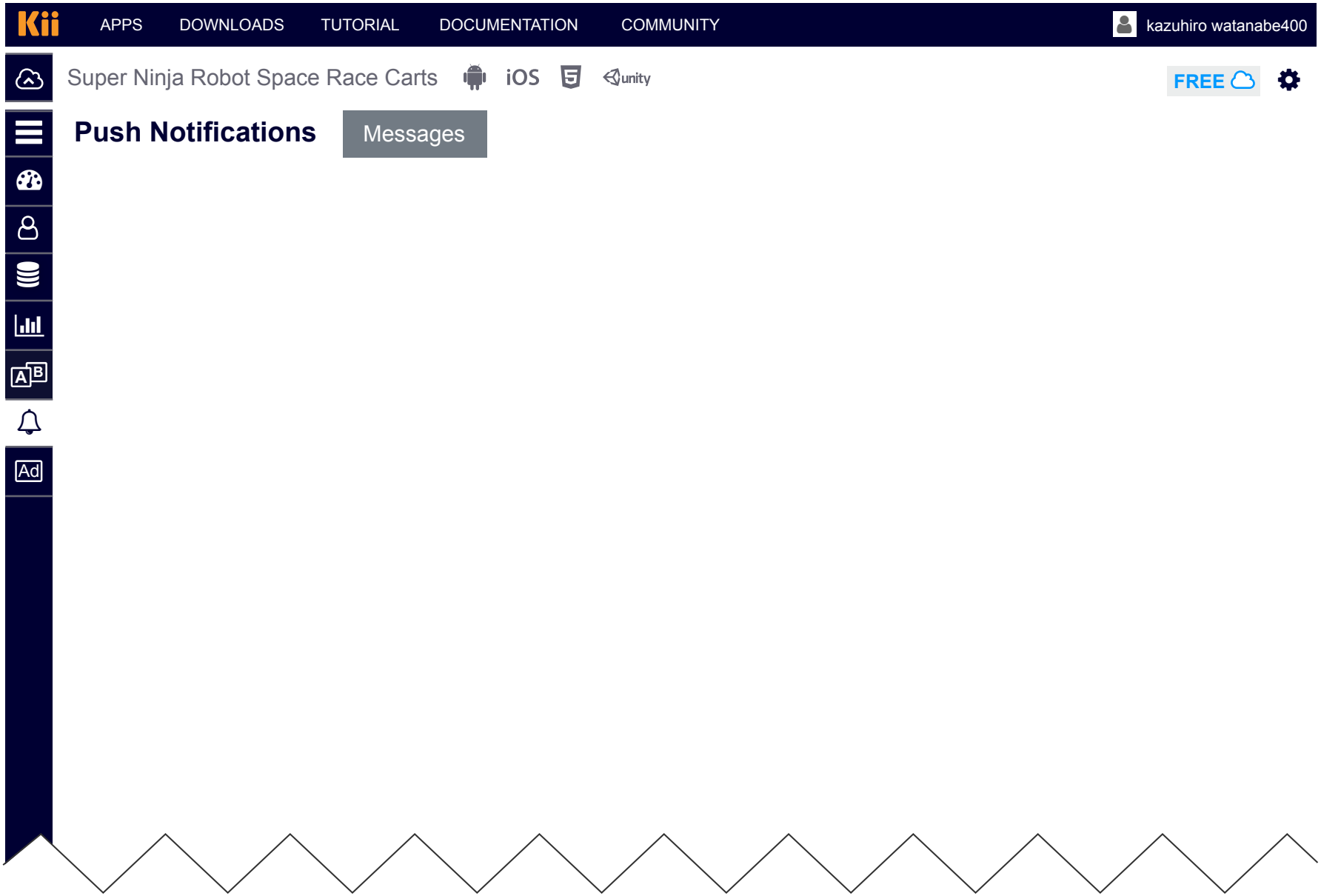
A/B Tests - Stop Test



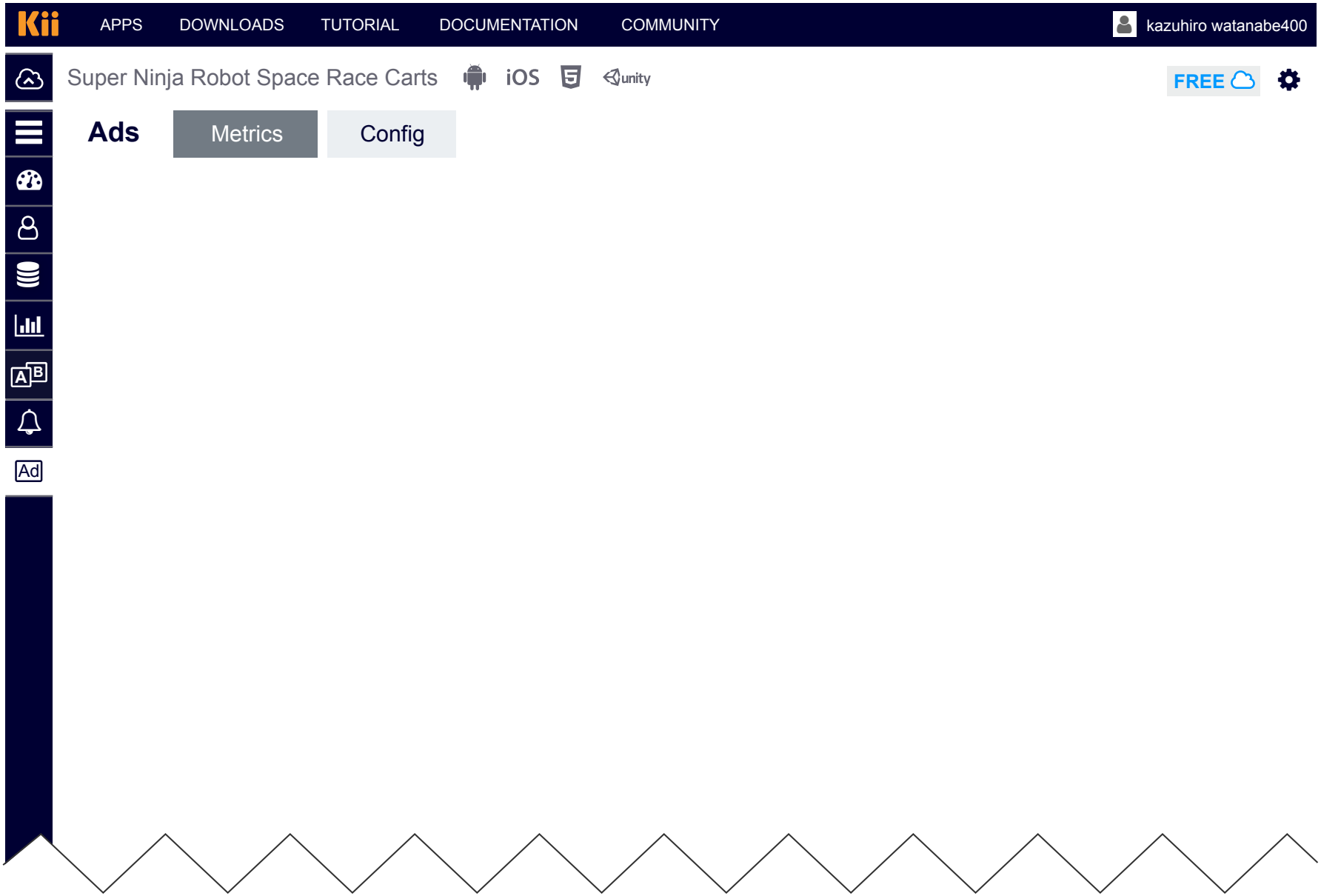
A/B Tests - Test Results



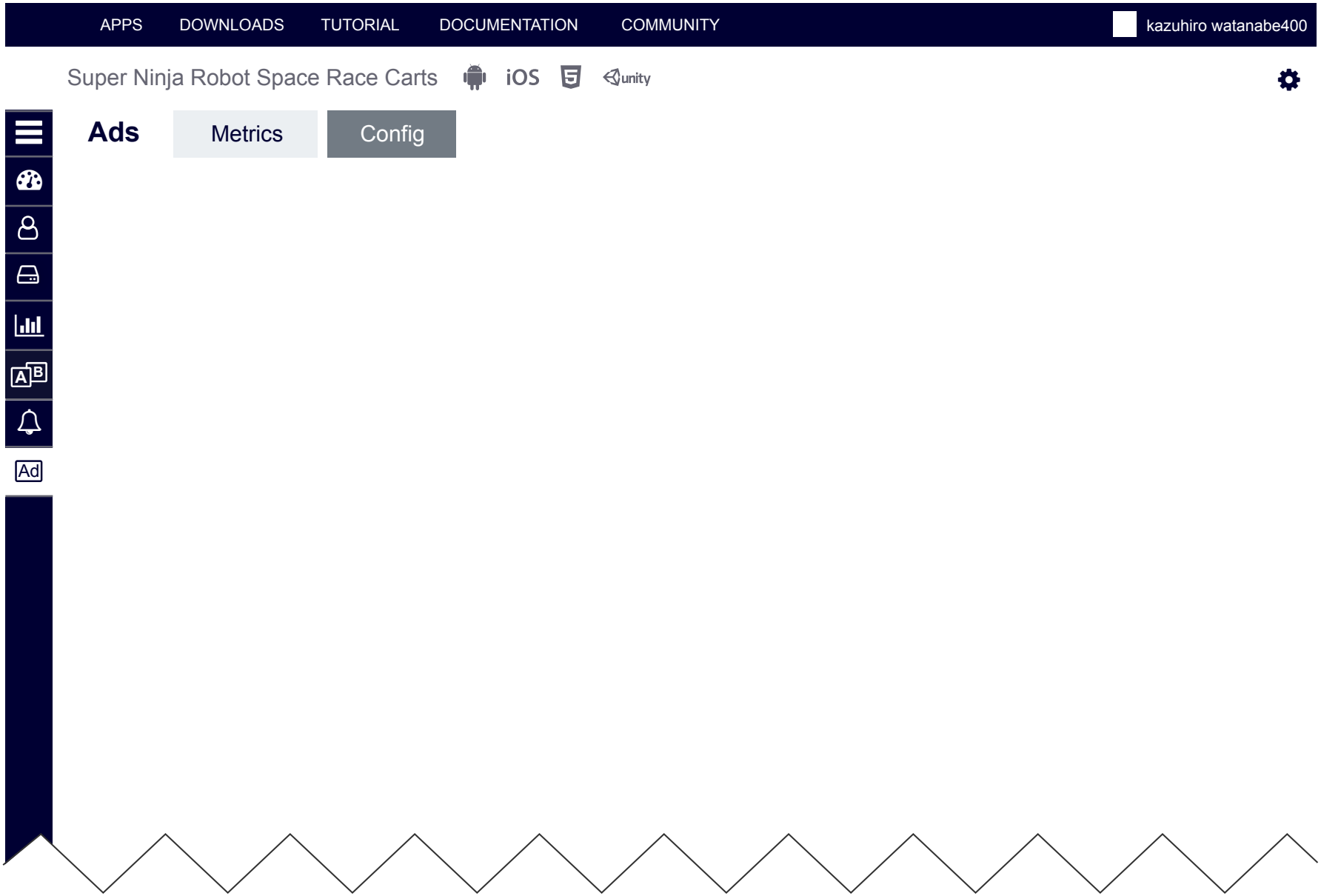
Push Notifications - Messages view



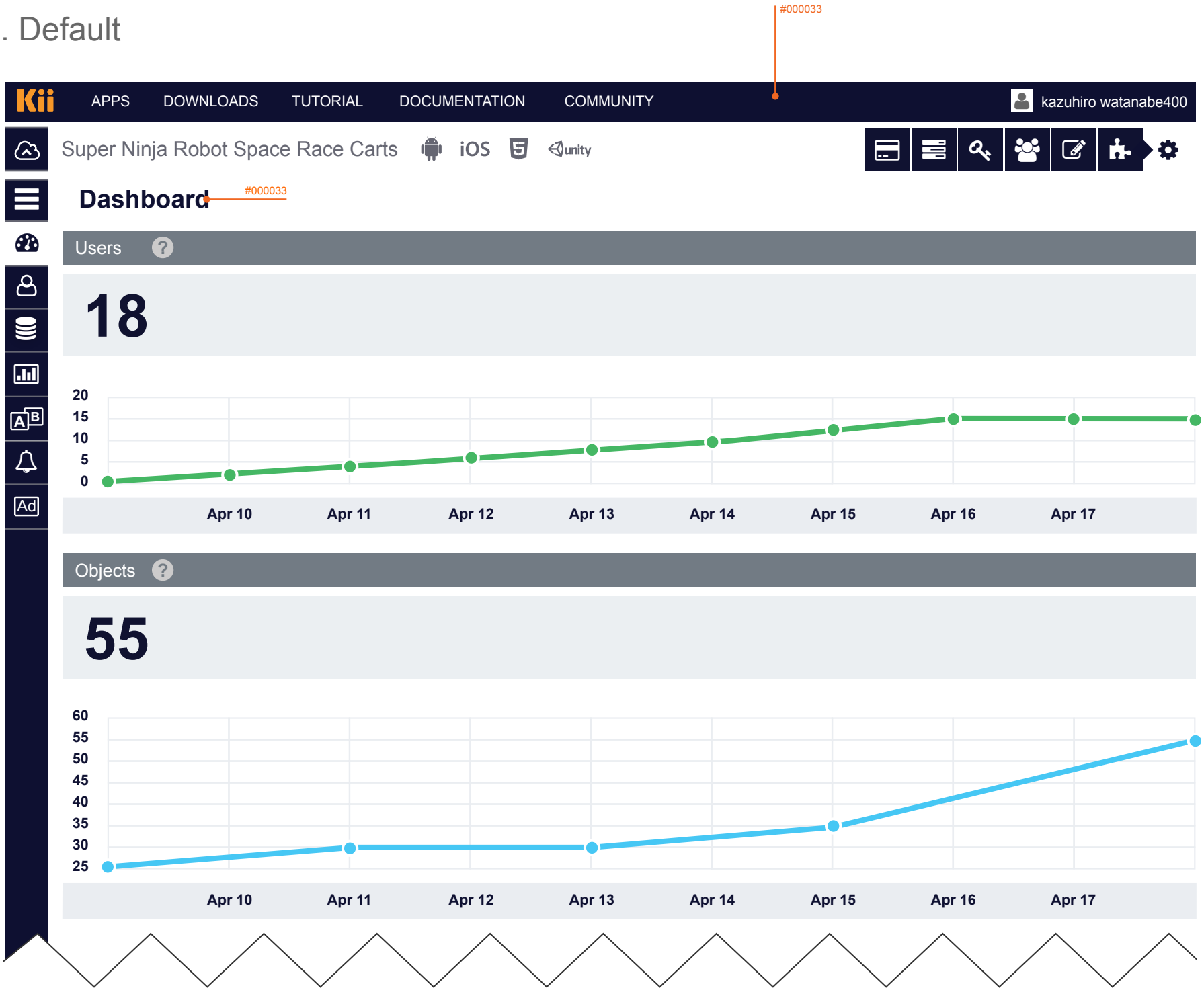
Ads - Metrics view



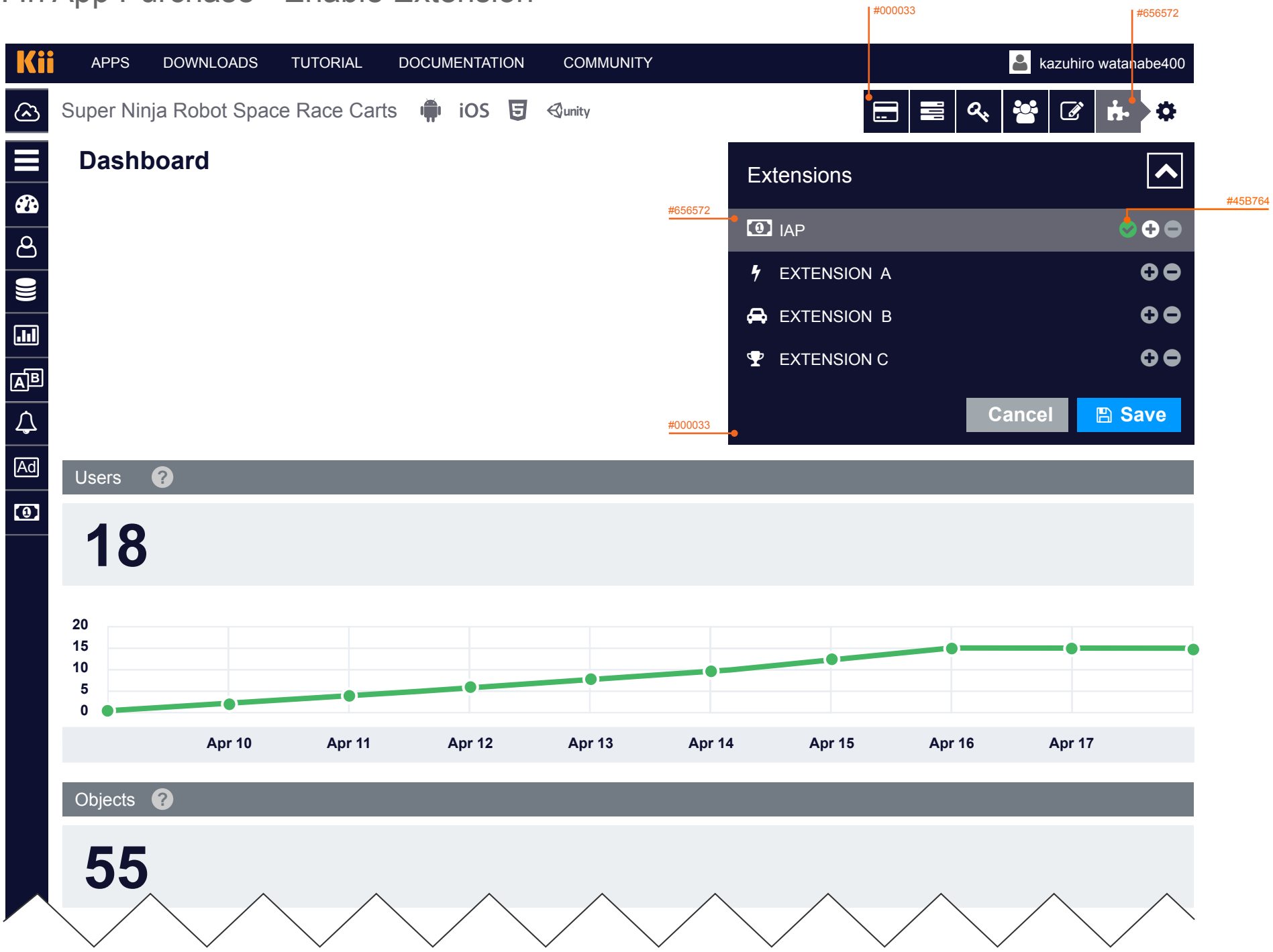
Ads - Config view



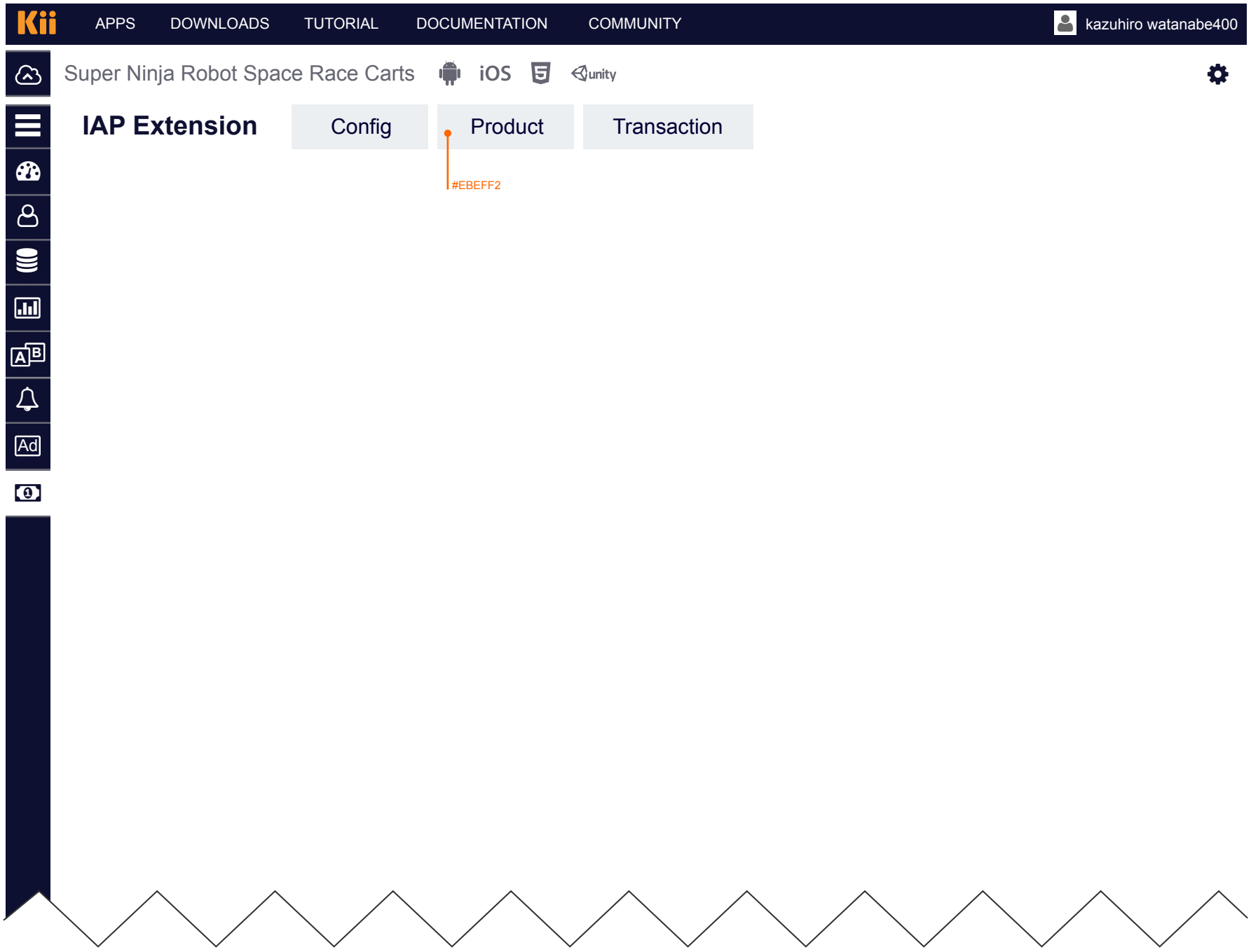
1. Default


#000033
Kii
APPS
DOWNLOADS
TUTORIAL
DOCUMENTATION
COMMUNITY
kazuhiro watanabe400
Super Ninja Robot Space Race Carts
iOS
unity
Dashboard
#000033
Users
18
20
15
10
5
0
Apr 10
Apr 11
Apr 12
Apr 13
Apr 14
Apr 15
Apr 16
Apr 17
Objects
55
60
55
50
45
40
35
30
25
Apr 10
Apr 11
Apr 12
Apr 13
Apr 14
Apr 15
Apr 16
Apr 17

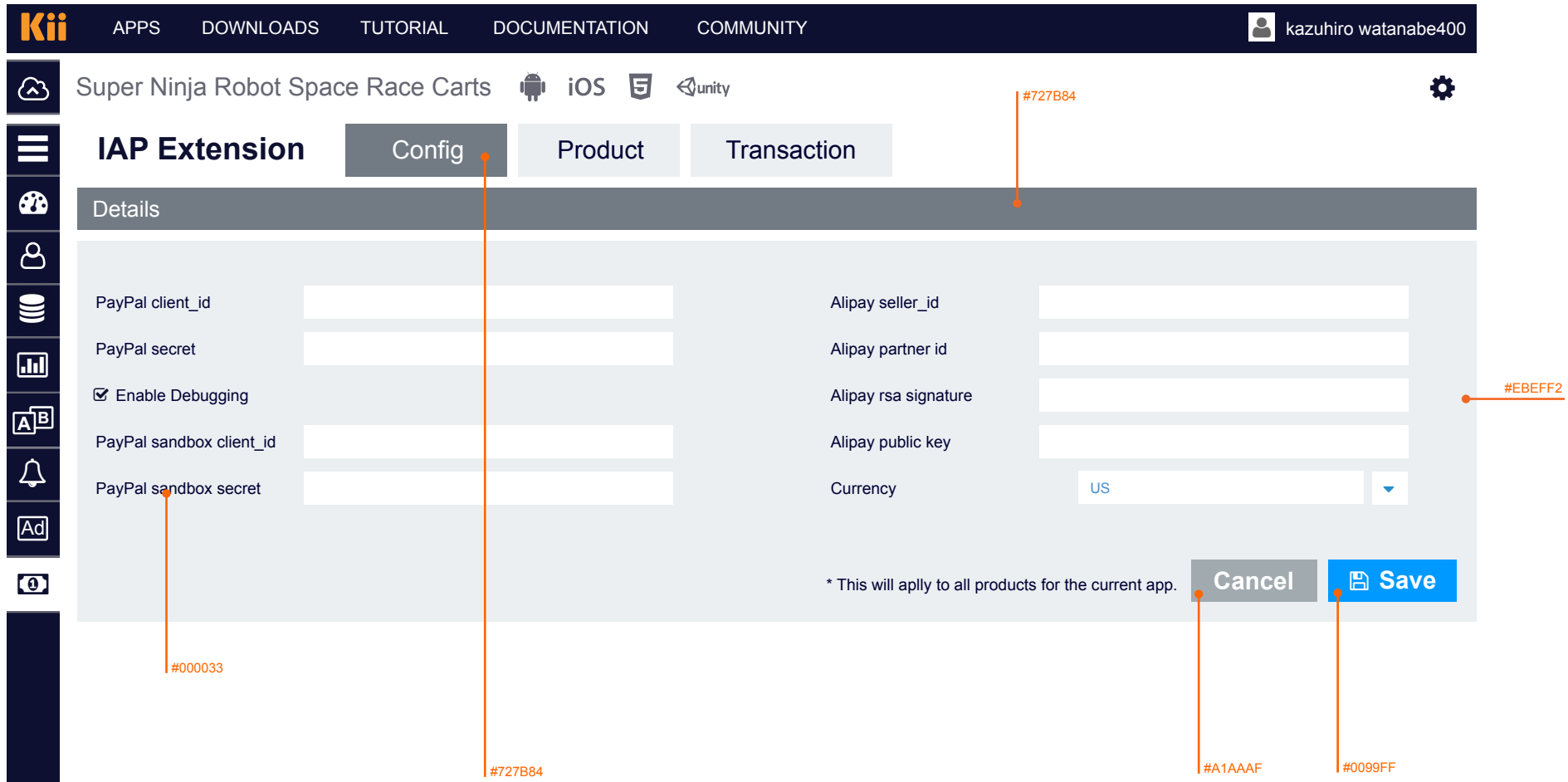
2. In App Purchase - Enable Extension



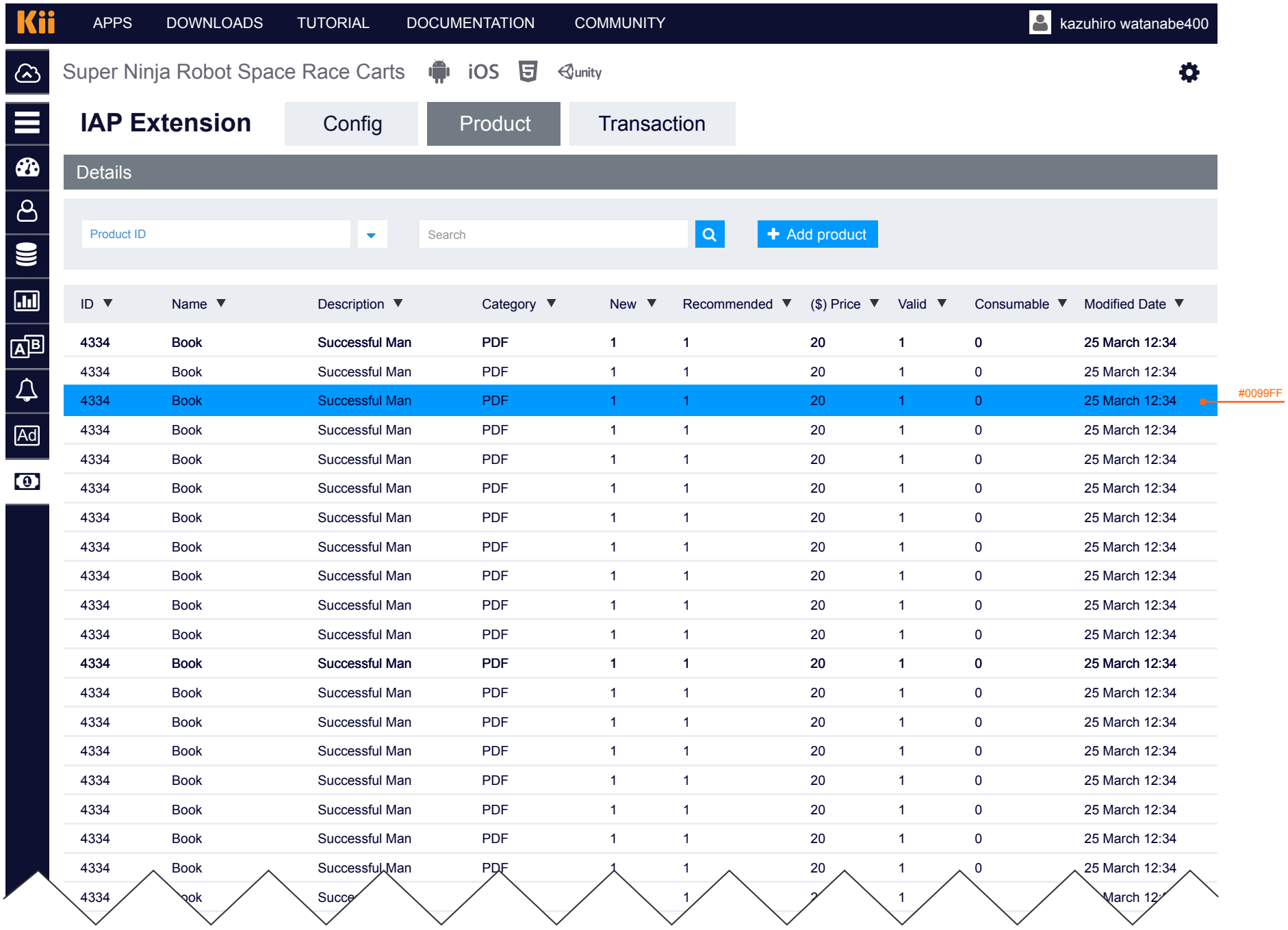
3. In App Purchase - Configure Extension (part 1)



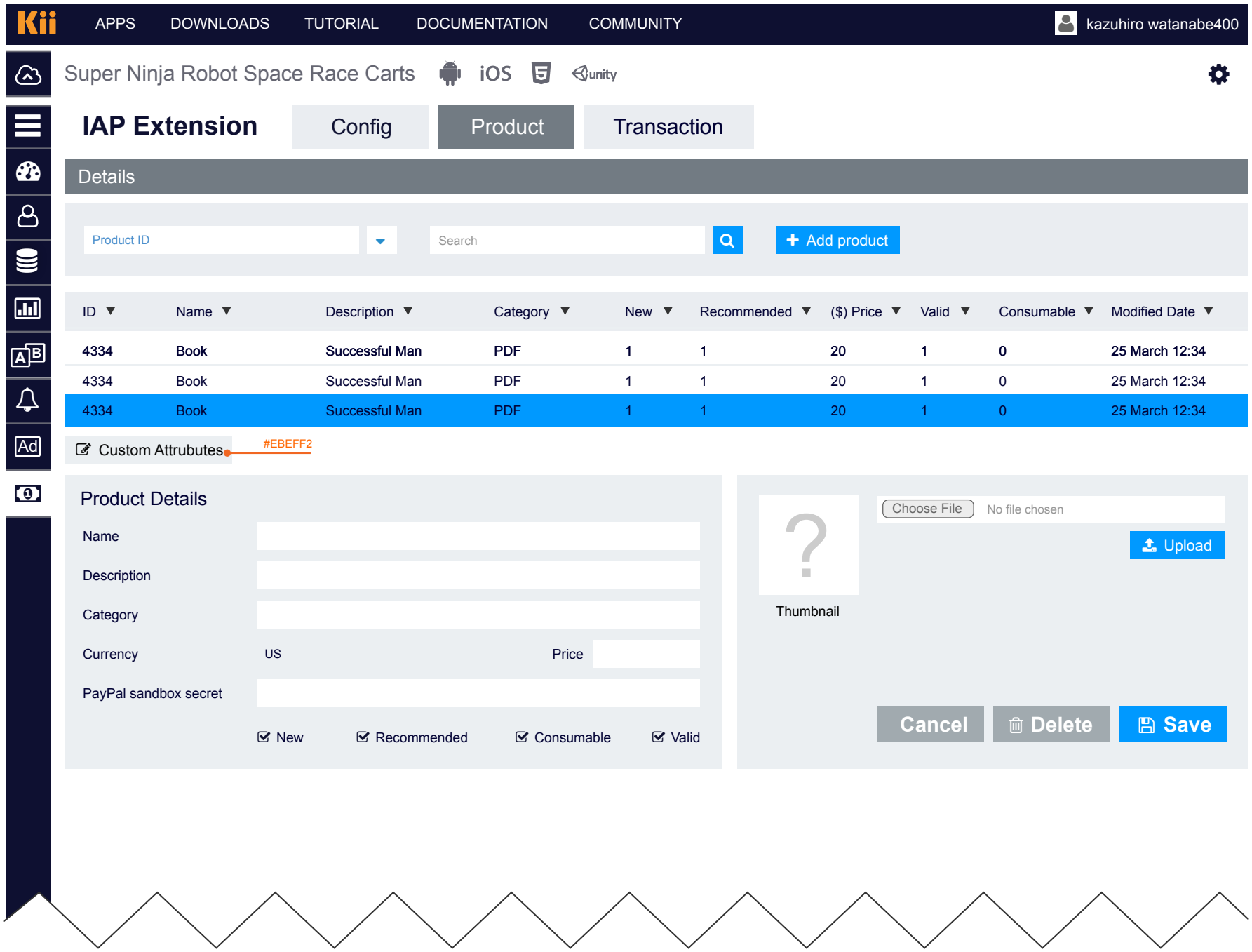
4. In App Purchase - Configure Extension (part 2)



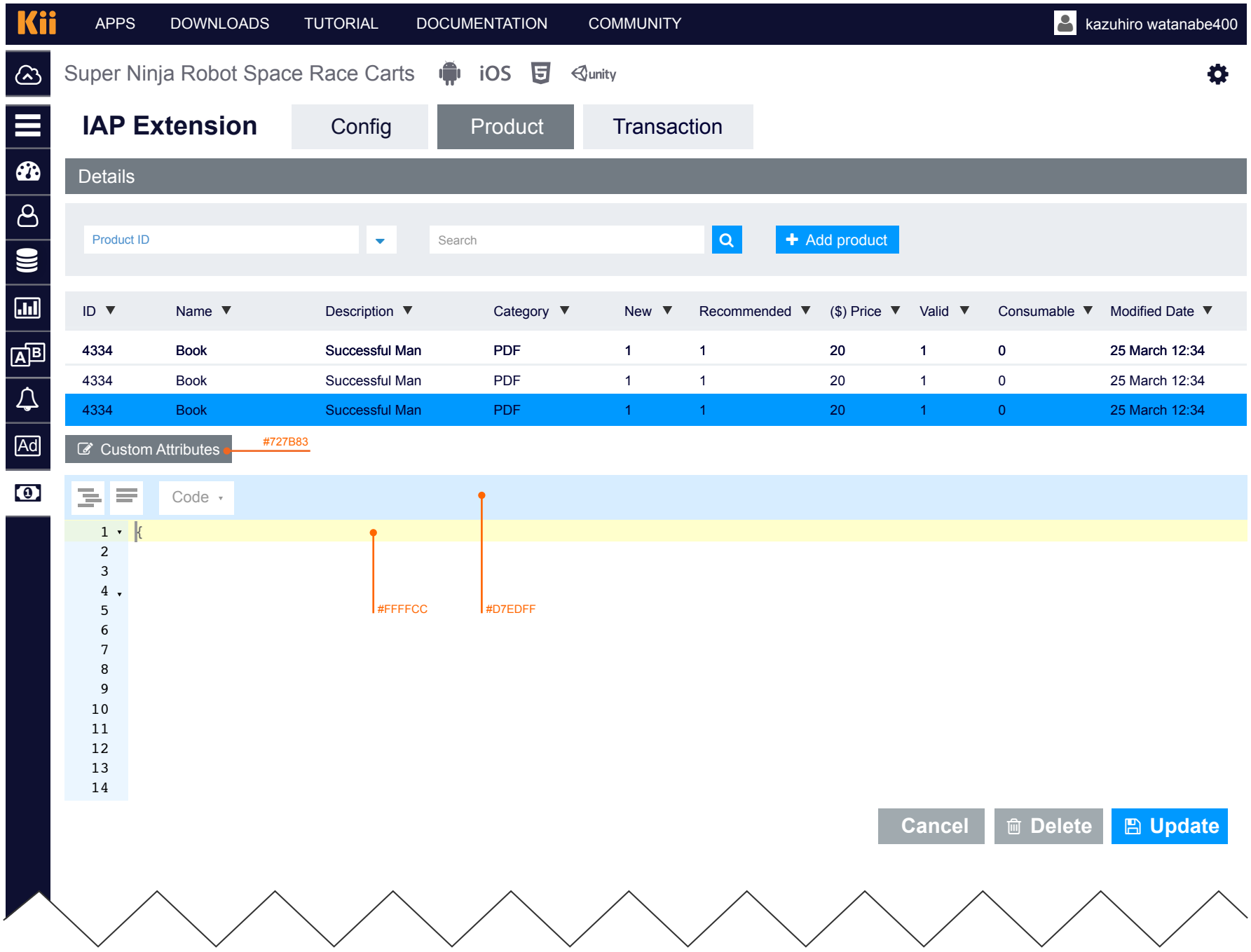
5. In App Purchase - Manage Product



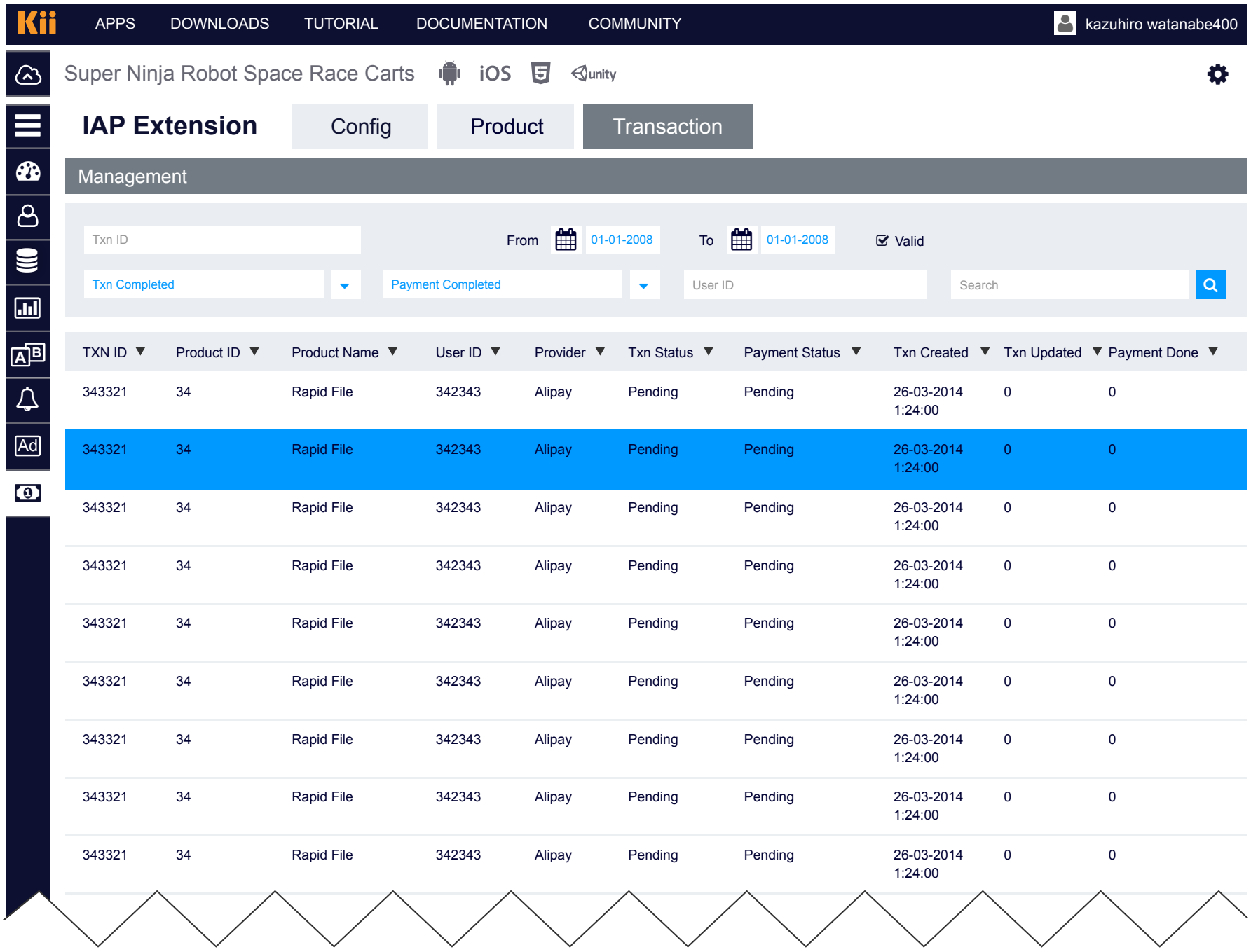
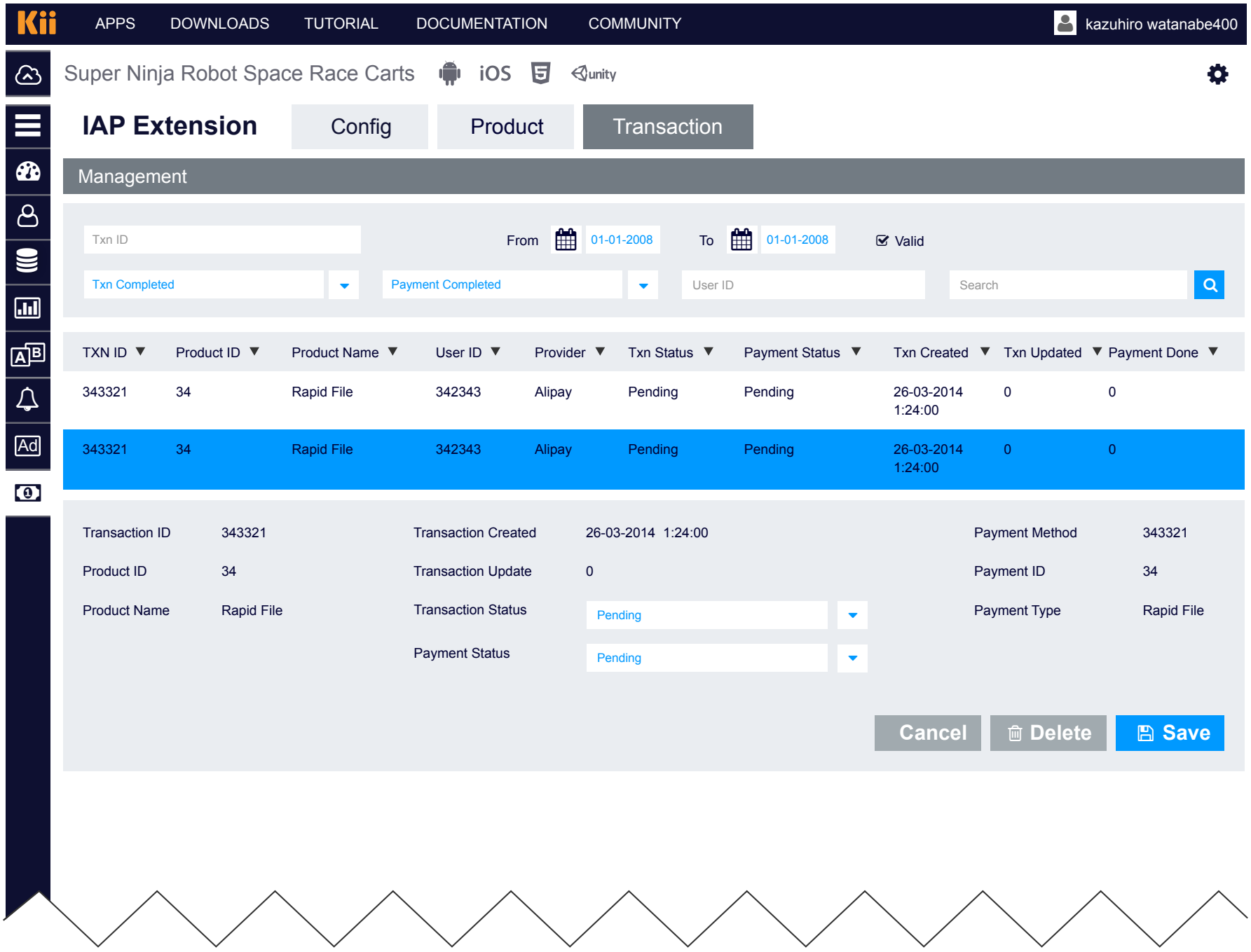
6. In App Purchase - Edit Product Details



7. In App Purchase - Edit Product Details with JSON



8 In App Purchase - Transaction Management



9 In App Purchase - Transaction Edit