@Home
Concept Video Report

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Documentation and User Testing shared

Value Proposition
@Home is a fast and easy way to connect great home service providers to everyone who needs help at home.

Problem and Solution Overview
The garbage disposal is clogged. You've just chipped a bathroom tile. Your apartment is a mess. The leg on your chair snapped. These are just some of the many problems that we face in the home. While we'd all love to take out the time to make sure our homes are up to spec, the pace of life today and perhaps general laziness holds us back. For many of these problems, we need the expertise of a plumber or electrician and the efficiency of a handyman or cleaner. However, finding someone nearby with the skill, time, and willingness to do the job is time intensive enough to postpone the task to take care of more immediate concerns. @Home is our solution to this problem. It's a platform the helps people access home service providers while helping service providers establish a market for their product. A customer can open the app, select a service, add some relevant details, and be matched with service providers near them. A service provider is notified when they are being matched and provide a price for the customer's review. When the customer requests the service, the provider knows where to go and proceeds to the location in order to provide the service. People need a faster, easier, and more reliable way to solve problems at home. People need @Home.

UI Sketches

Design 1:

Screen 1
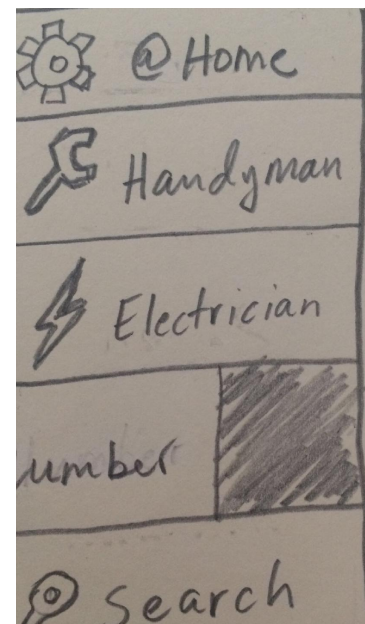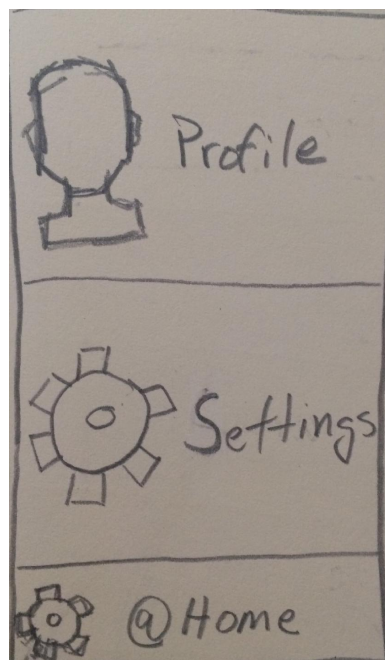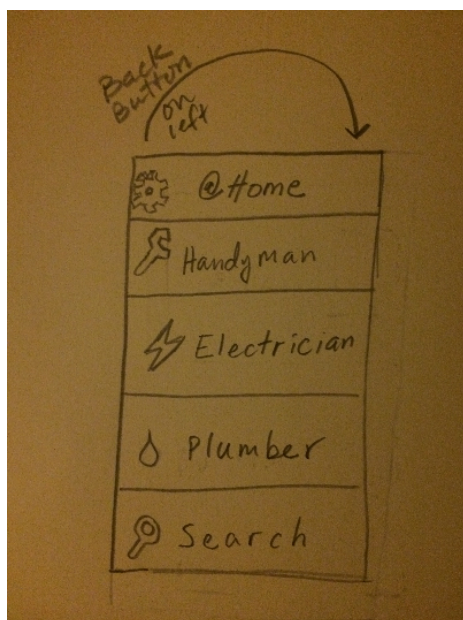
⚙ @ Home

Construction

Repair

Custom

Screen 2

⚙ @Home

1 hour

2 hours

6 hours

Tomorrow

Screen 3

⚙ @Home

Name
Time
Price ⭐ 3
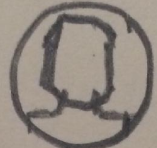
Name
Time
price ⭐ 4.5

Name
Time
Price ⭐ 4

Screen 4
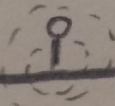
⚙ @Home

Satisfaction

⭐ ⭐ ⭐ ⭐

Make Payment

Screen 5
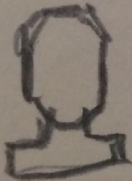
⚙ @Home

ETA
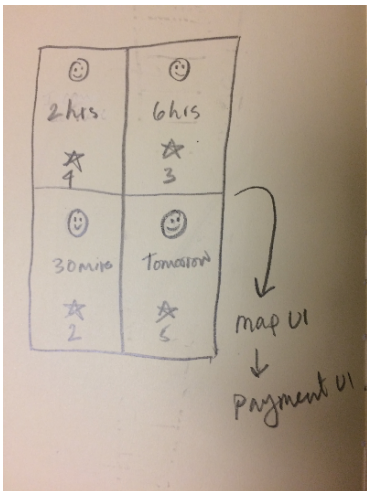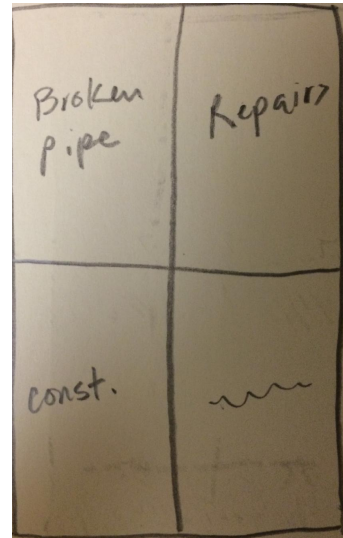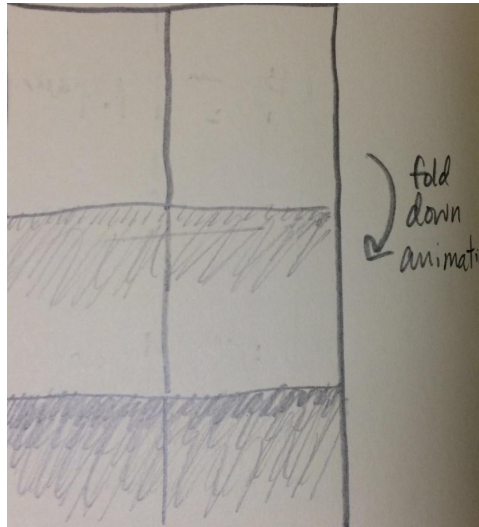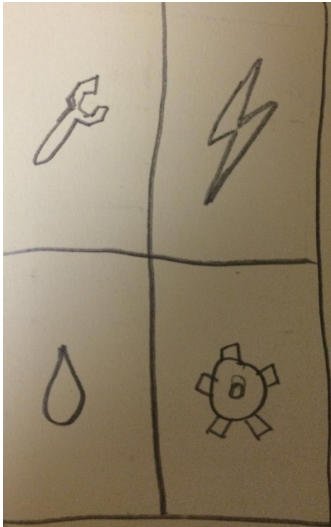
Design 2:

Selected Design Rationale

We chose UI design number one for @Home. Design one is all around a more intuitive universal design than number two. The goal behind this design was to allow the user to interact with @Home without having to actively think about the UI. We wanted it to be something that is there and looks appealing but doesn't hinder the user in any way and allows them to seamlessly interact with our product. While design number two was appealing because it looked nice and has room for some flashy animation, it would be less intuitive and most likely hinder the users ability to easily interact with the app.

Taking a closer look at design number one, on the start page you can see the gear icon in the upper right corner of the top bar. Tapping this icon (universal for settings) slides the top bar down to reveal two options to tap, profile and settings. In these two pages you can create a profile and manage all account settings and app settings. Sliding the @Home bar back up will bring the user right back to the page they were last viewing. Below the @Home top bar are options to chose of services you need and a search option. Tapping on one of these bars or swiping it from right to left will make the next page slide in from the right. The next page of this design looks largely the same but with narrower options for the service you need. Once an option is selected in the same manner as before, a similar page with times is brought up. Once a time frame of when you need the service, the app suggests three options of people who can get the job done and fit your timeframe and search criteria. The match's name, earliest arrival time, approximate price, and star rating are all displayed next to their picture. One is then chosen and an interface with a map displaying their location and arrival time is brought up. After the job is done, the final make payment and give a star rating screen is displayed.
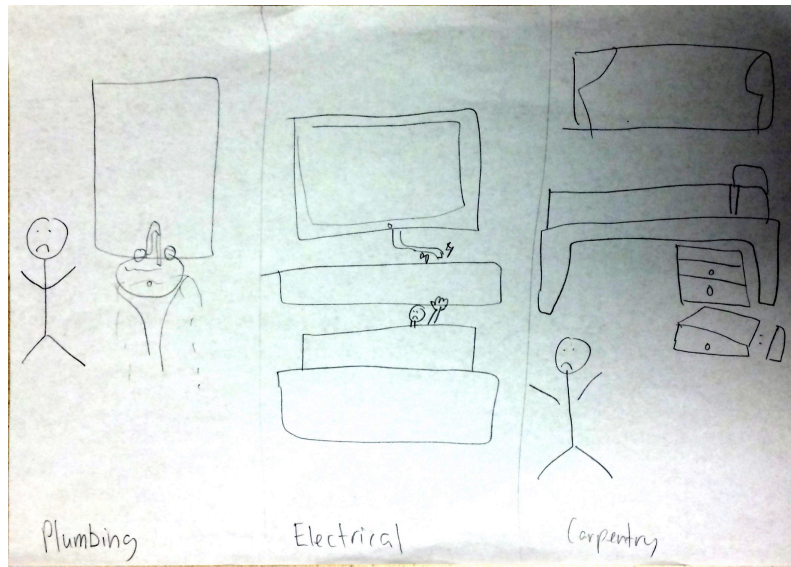
This user interface allows one to search for a service, find and request a worker, track their arrival, and finally make a mobile payment and rate the worker on their job done and the overall experience.
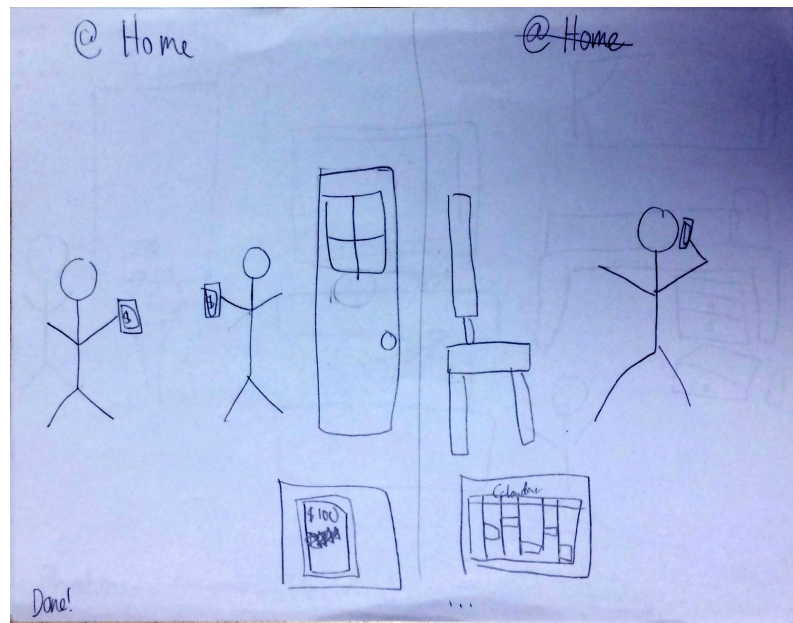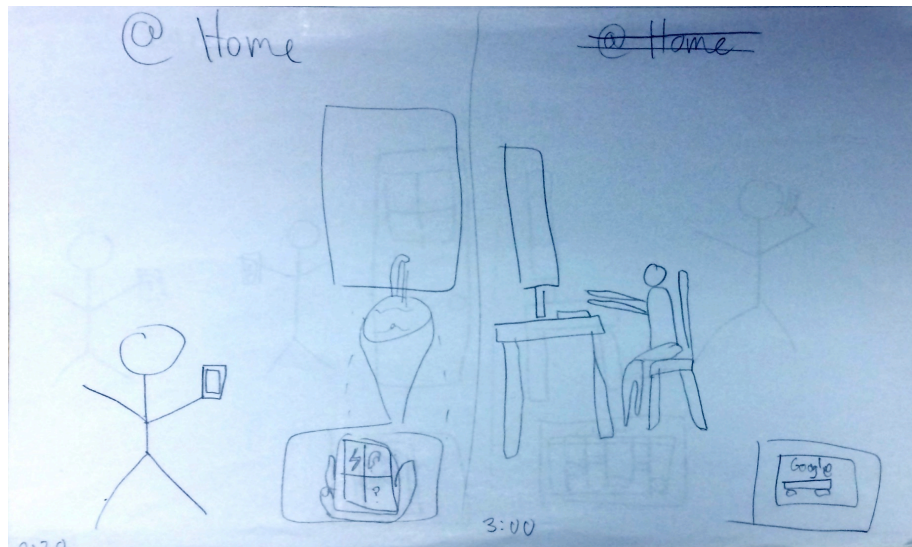
UI Storyboards
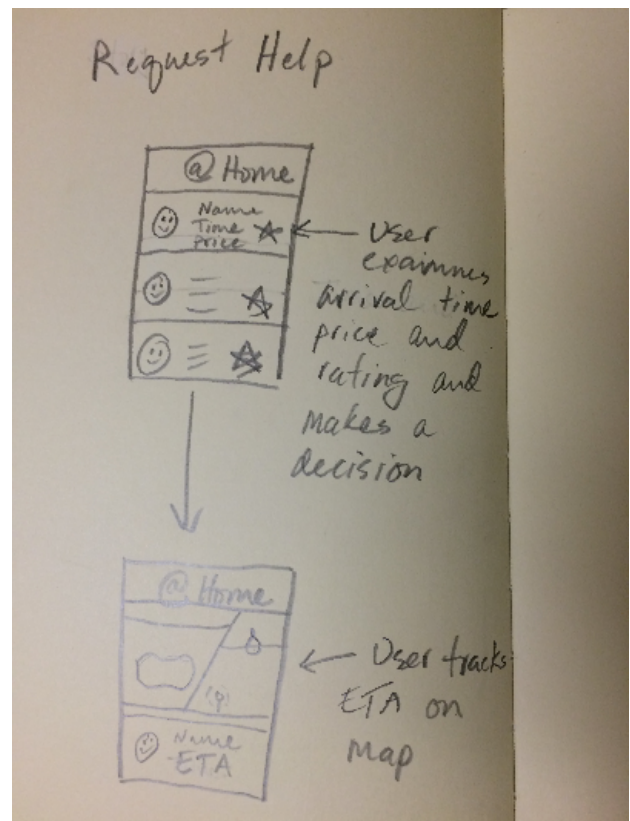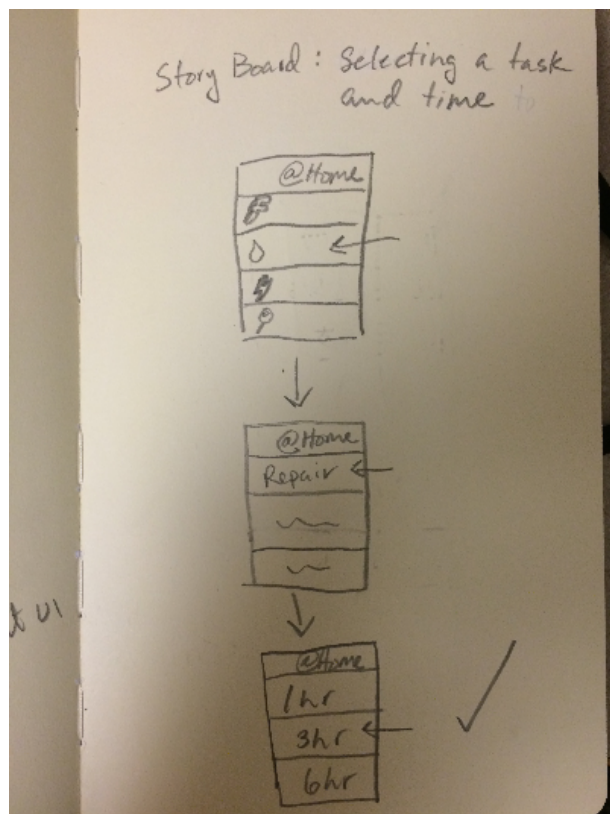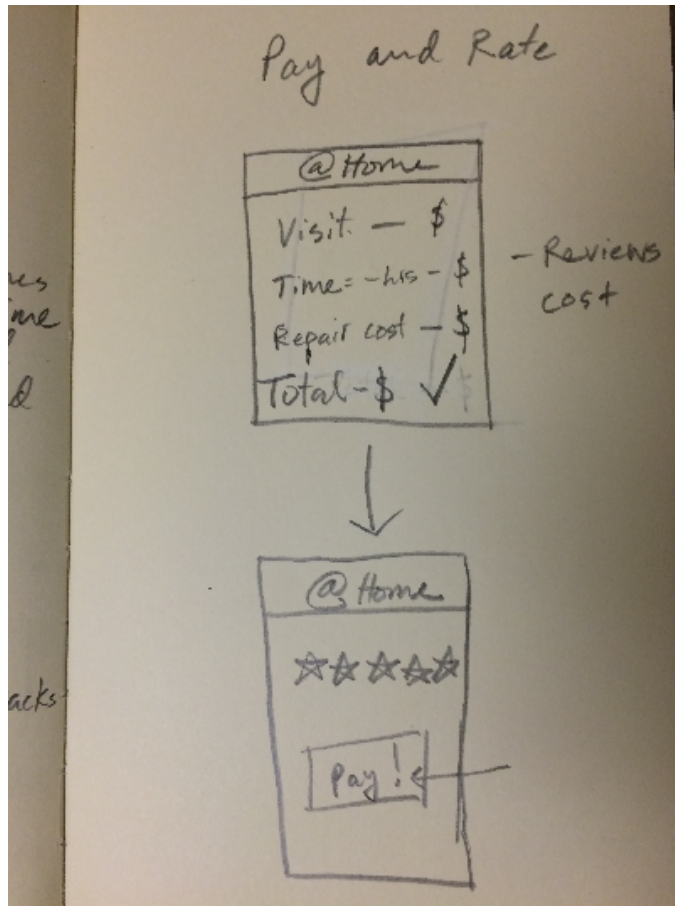
Video Planning Storyboards

Concept Video Description

In the making of our Concept Video, we found it difficult to find a way to show all the different situations our app can help in, such as plumbing, electricity, etc. We only had enough time in the short span of 2 minutes to show one problem and how @Home fixed it, but we didn't want to make it seem like that was all @Home did. We dealt with this by showing a few different issues in the start (clogged pipe, TV not working, broken drawer) but only showed the fix for one. Hopefully, this made the purpose of our app a little clearer.

We believe our idea of the split screen and contrast of two scenarios, with and without @Home, worked very well in demonstrating our concept. An important part of our app idea is how inconvenient the process of calling in home help currently is, and by splitting the screen and showing both scenarios, we were able to simultaneously express both the problem we were tackling as well as the solution we were proposing – all while keeping the video short and to the point.

Another aspect we believe worked very well in our video was the comic streak; there were some funny scene scattered here and there to keep the audience engaged in the video. Lastly, given our diverse backgrounds, it was very easy to find a way to split up the tasks for the video.

The design prep phase took about two hours; we met and decided how to split up roles, the general idea and storyline of our video, the location, shooting times, actors, etc. After that was decided and the storyboard and UI sketches had been finalized, it took us two hours to shoot the video. It shouldn't have taken so long, but we ran into some complications regarding iPhone dimensions; two of us have different iPhone models, and while the sketches were built for the newer version, that was also the one we were trying to shoot with so that led to some confusion. However, once that was done, it took about four hours to edit the video and finalize the changes.