

Design Exercise: Booking a Puppy

Amanda Chan

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amandachan.net

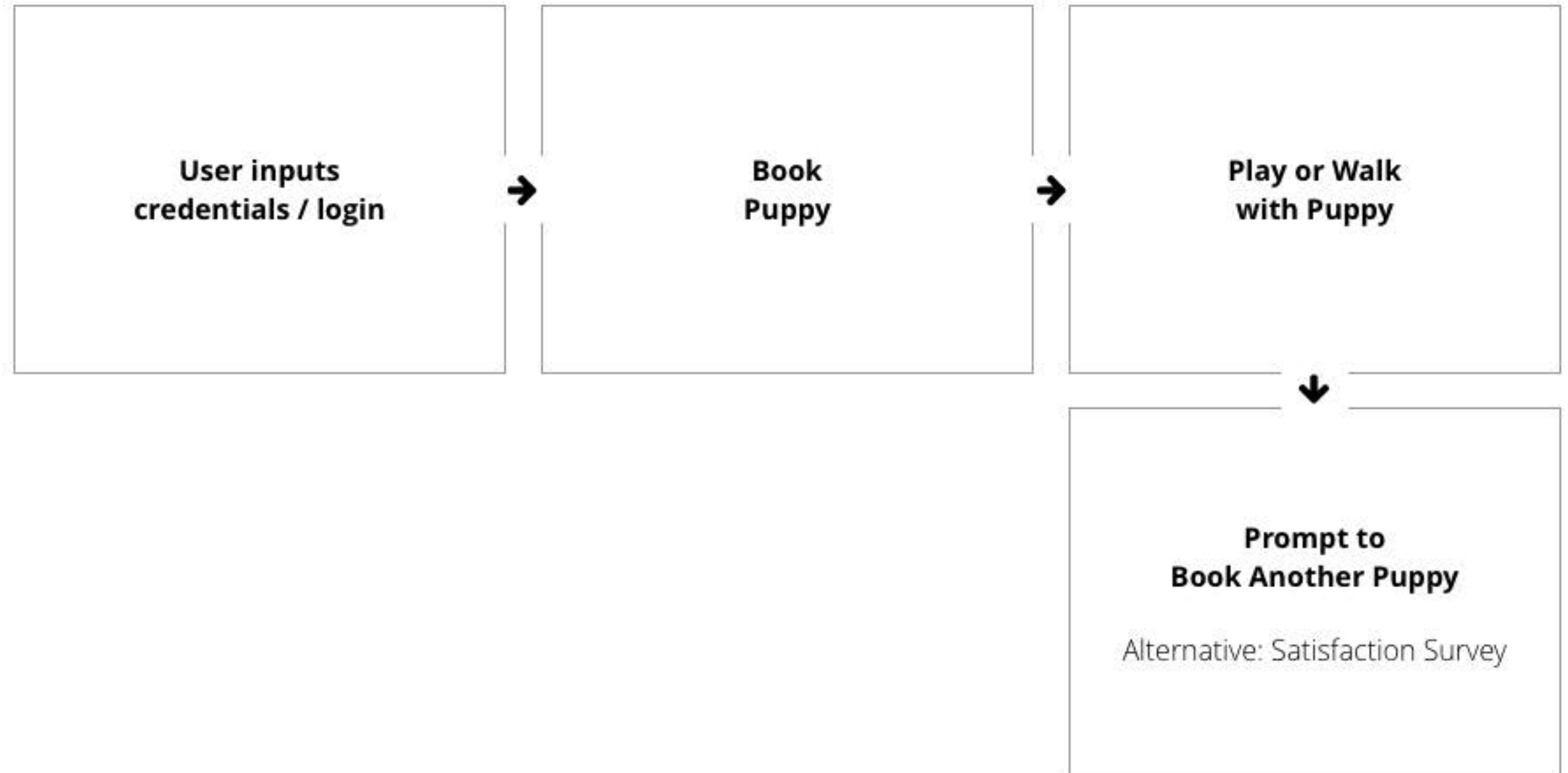
amchan03@gmail.com

User Flow

Let's say the scenario is as follows:

"There are currently 2-5 puppies on any given day in an office of around 40 people.

We want a fair system that allows everyone to have time with a dog of their choice, and the dogs get to go out twice a day for at least 10 minutes. People can combine play time and walk time, or do one or the other."



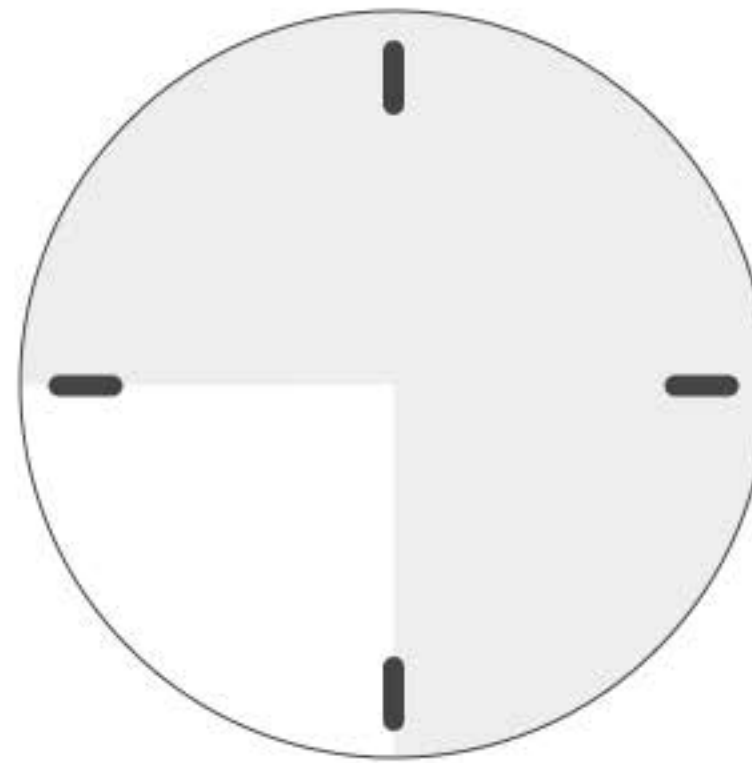
Finding Time Slots

In order to create a schedule or time table to book a puppy, we need to determine a few things first.

How many hours are there in a work day?

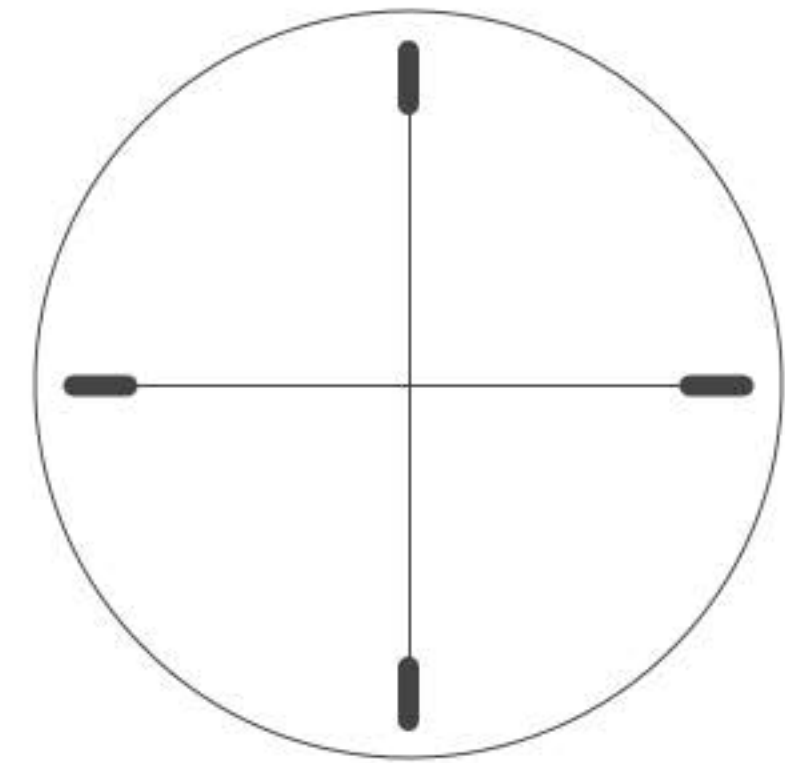
How many time slots per hour should we allow?

How do we ensure puppies get a walk twice a day at minimum?



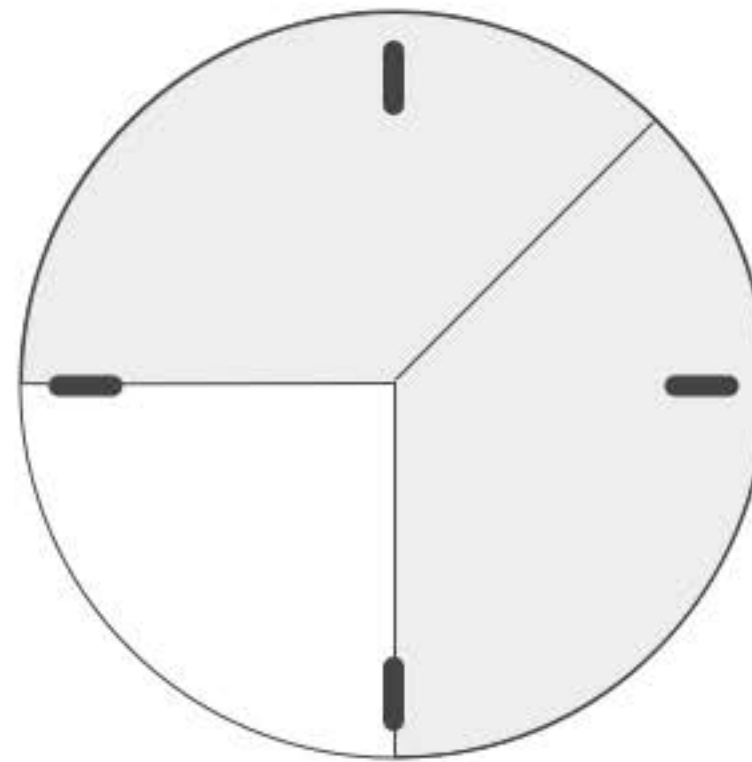
Average Work Day

9:00 - 6:00 P.M.



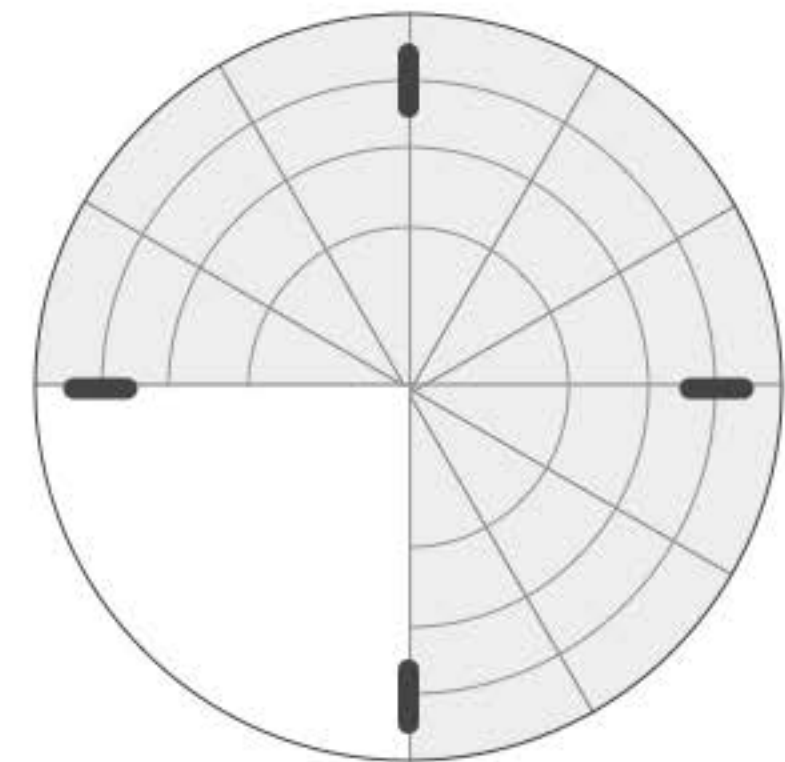
15-Minute Blocks

per hour for walk or play



Two Shifts

to ensure each puppy gets one walk per shift



36 Time Slots

per day per puppy

9 hours
x 4 time slots
= 36 time slots
per puppy

Booking Rules

Any one can sign up 24 hours in advance for one time slot to allow equal access for all employees.

Same-day sign-up for any time slot.

If the puppy has not been walked within half an hour of the end of each half-shift, the next user will be required to walk the puppy instead.

Select Puppy



Lassie



Beethoven



Pongo



Frankenweenie

When

A dropdown menu with a downward-pointing chevron icon on the right side. Play Walk

Book Puppy

Puppy Manager (PM)

What it may look like on the managing side!

In this case, let's assume all the puppies are headed by one entity, rather than arriving from multiple farms.

PM should also be able to blackout any dates for puppy due to any upcoming dog show, acting gig, or veterinary appointment he or she may have.

Changes in puppy's schedule will notify user of any cancellation with a prompt to re-book.

PUPPY MANAGER (PM)

← ALL PUPPIES

 Pongo
Dalmatian, 1 of 101

DEC 31, 2019

SAVE

TIME	PERSON	PLAY	WALK
7:30	Jane	✓	
9:45	Joe	✓	
10:00	Bob		✓
10:15	Tom	✓	
10:30	Eric		✓
10:45			

[Handwritten signature/initials in the bottom right corner of the table area.]

Puppy Manager (PM)

Some of you may ask, “Why not use the PM’s schedule view for the user reservation as well? Wouldn’t it be better for users to choose Play or Walk when they can see what others have already chosen?”

Not necessarily! The more information a user must process, the longer it takes to make a decision a.k.a. Hick’s Law.

The goal is to get the user to make a reservation as quickly and easily as possible. We want to reduce as much cognitive effort as we can.

Therefore we will suggest a time and even have Play pre-checked by default to nudge the user.

Select Puppy



When

3:30 P.M. Today ▼

Play Walk

Book Puppy

Recommended solution that simplifies the choice architecture. Only information relevant to the user is displayed, so he or she needs only to choose a puppy and time before hitting Book.



Not shown: the previous screen in which the user must select a puppy first, adding another step in the process.

It is not that this view would not literally work, but it requires more time for the user to scan for an available time slot, figure out whether or not to Play or Walk, and ultimately make a final decision. The risk for more users to exit mid-flow is substantially increased.

Unaccounted Variables

The proposed solution only aims to satisfy the goal of a human booking a time with a puppy as effortlessly as possible.

What have we not accounted for in reality?

The best interests of our puppy of course! Because our prompt does not delineate these constraints or requirements, the current solution is only designed with the human in mind.

Rest time for puppies

Feeding puppies

Awareness of allergies


Time to administrate any medication

Toy allocation


Sketches

Booking a Puppy


2-5 puppies a day → 2 breeds
 40 people, play time or walk time




AVG. WORK DAY
9-6 PM



15 minute blocks
per hour
for walk/play



PUPS MUST WALK
ONCE PER 1/2
SHIFT



9 hours x 4 ppl
= 36 time
slots per day
per puppy

WHEN

3:30 PM

PLAY WALK

BOOK PUPPY

SELECT PUPPY

* UNACCOUNTED (V2)

* rest time
(no-human contact)

* food/allergies

* medications

* toys allocation

Rules for Booking

- 1 slot per day
- bell curve of puppy engagement (presumed, not empirical)
- Anyone can sign-up 24 hours in advance for 1 slot
- Same day anyone can sign up for empty slot in next 3 hours
- When booking, select walk/play
- If no one has walked puppy once in either half-shift, next person ~~has~~ must walk puppy