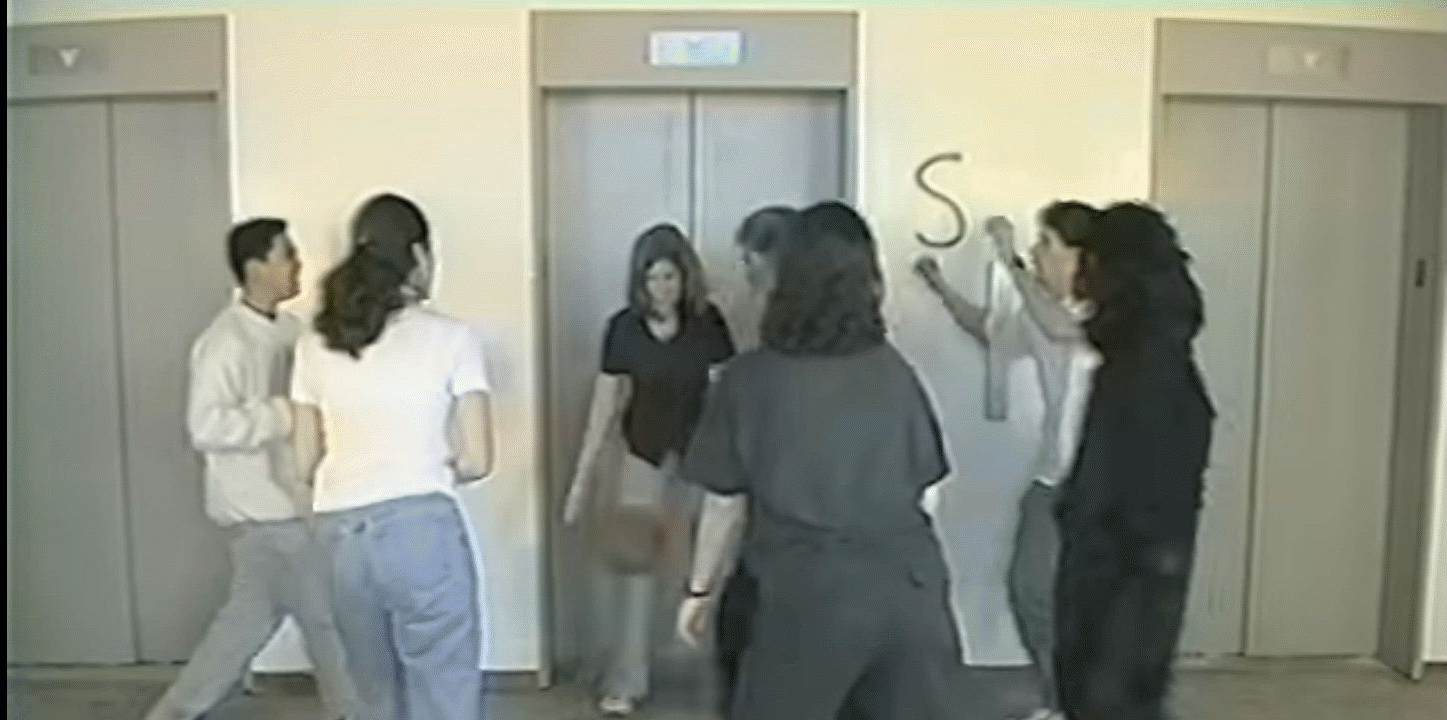


Holistically Evaluating a Room Booking Service's Transition from Online Booking to In-Person Access

BOOKING ROOMS

what's up with that



LOOK AT THE WHOLE PICTURE

I'm not gonna be the guy who misses the gorilla.

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FIND WAY TO BOOK ROOM
BOOK ROOM
CANCEL ROOM
FIND PHYSICAL ROOM
ENTER ROOM
INTERVIEW



**YEAH BUT WHAT
HAPPENED?**

USABILITY ISSUES

Labels need another look.

Investigate My Account integration.

Cancel one hour in a two hour block?

Cancellation through clicking?

USABILITY ISSUES

PIN pad – swipe or tap?

Unclear PIN needed

Where is the room?

EXPLICIT INSTRUCTIONS



RULE BENDING



Image courtesy of [Planka.nu](https://planka.nu) [STHLM](https://sthl.m.se).



LACK OF KNOWLEDGE



THANKS COOL CATS

Want more info? Hit me up:

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