

The recurring-subscription management tool that lets you finally take control of your recurring payments and services.

Jen Kang | Brendan Lee | Si Liu | Vivian Yu

Koala	4-21 PM	Rc	on Swanson 💰
DELETIX		\$8.99 <i>i</i> Mo.	Due Dec. 2
Spotify		\$10 _{/Mo.}	Due Dec. 4
		\$39.99 _{Mo.}	Due Dec. 12
Amazon Prime		\$100 /yr.	^{Due} Dec. 17
charity: water		\$20 /Mo.	^{Due} Dec. 19
XBOX 360		\$60 /yr.	^{Due} Dec. 22
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- 1. View the Koala homepage
- 2. Navigate to Netflix Detailed View
- 3. View your Usage Score for Netflix
- 4. Go to Settings
- 5. Click "Unsubscribe"
- 6. Return to homepage

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- 1. View the Koala homepage
- 2. Navigate to the Account Page
- 3. Click on the expired card
- 4. Edit the expired card
- 5. Update the expired information
- 6. Save your changes
- 7. View confirmation of change

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Testing Process Heuristic Evaluations Iterate **Three Usability Tests** Iterate **In-Class Critiques**



Testing Process

Heuristic Evaluations

Iterate

Three Usability Tests

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In-Class Critiques



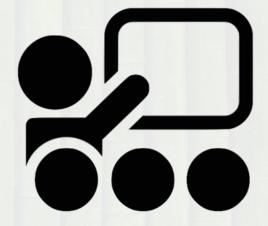
Testing Process

Heuristic Evaluations

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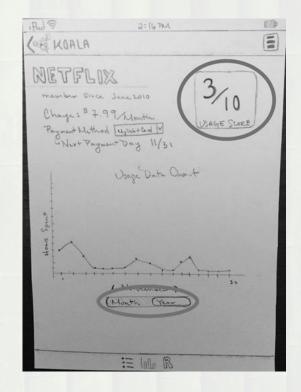
In-Class Critiques



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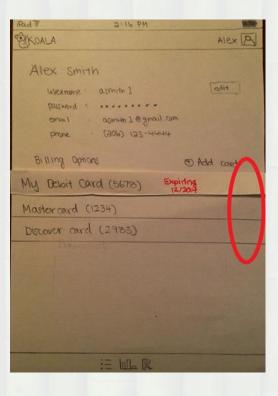
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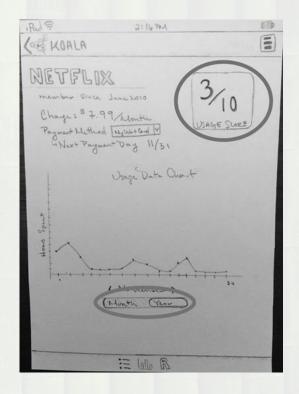
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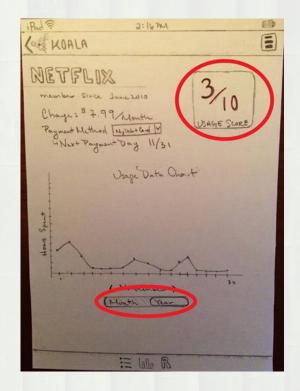




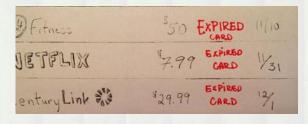
Heuristic Evaluations

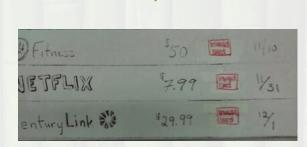
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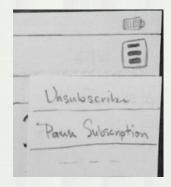
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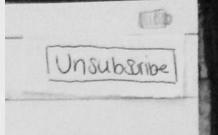
Testing Results



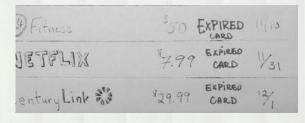


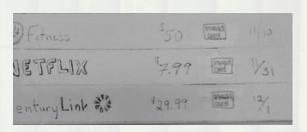


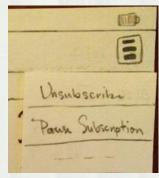




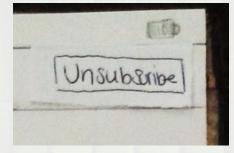
Testing Results











In-Class Critiques

Billing Options (Add card Successfully v My Debit Card (5678) Masterrard (1234) Discover card (2983)

Are you sure you wish to unsubscribe from Netflix? NU YES

· Century Link This card pays For these services: · Netflix · 24 Hour Fitness cancel Save dil.

In-Class Critiques

Billing Options (Add could Successfully v V My Debit Card (5678) Masterrard (1234) 1 Discover card (2983) V

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Final Paper Prototype

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- 5. Click "Unsubscribe" and confirm
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	Username: machoman123		
4	Password : ·····		
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EN G	Phone : (622) 466-2677		
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Cardholder Name	Ron Swanson	
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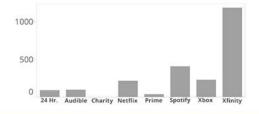
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	Password : ·····	
	Email : rswanson@pawnee.gov Phone : (622) 466-2677	
My Debit Card Visa Credit Card	(3064)	>
Mastercard Cree		>
American Expre	ss Credit Card (1029)	>

- 1. View the Koala homepage
- 2. Navigate to the Account Page
- 3. Click on the expired card
- 4. Edit the expired card
- 5. Update the expired information
- 6. Save your changes
- 7. View confirmation of change

iPad ≑	4:21 P	м	1 100%
Koala		Ro	on Swanson 🚷
DELETUX	✓ Payment Updated!	\$8.99 _{/Mo.}	^{Due} Dec. 2
Spotify	✓ Payment Updated!	\$10 /мо.	^{Due} Dec. 4
ØFITNESS		\$39.99 /Mo.	^{Due} Dec. 12
Amazon <i>Prime</i>		\$100 /vr.	^{Due} Dec. 17
charity: water	✓ Payment Updated!	\$20 /мо.	^{Due} Dec. 19
XBOX 360		\$60 //r.	^{Due} Dec. 22
	Home	الملك Data	
	6		

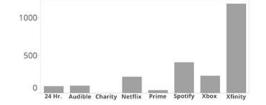


Distinct count of service uses per year





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Koala			Ron Swanse	on 🔏
Yearly Budget				Ξ
Xfinity	Char	24 H	r. Fitness	•
\$960	\$240	Ama	Amazon Prime	
		Audible		~
		Charity		1
		Netflix Spotify Xbox Live Xfinity		~
				-
	Netf			-
	\$107			
24 Hr. Fitness				
\$479.90	Audit \$96	ole	Xbox \$60	



Home Data

Koala	4:21 PM	Ron	Swanson
Spotify		\$10 /мо.	_{Due} Dec 10
@FITNESS		\$39.99 /Mo.	Due Dec 10
Amazon Prime		\$100 /vr	^{Due} Dec 10
Charity: water		\$20 /мо.	^{Due} Dec 10
XBOX 360		\$60 /yr.	^{Due} Dec 10
	(+)		
	1 Hame		



Lessons Learned

- Usability testing works
- ...but it has its limits
- Over-designing can be a problem



Thanks for listening!

Questions?