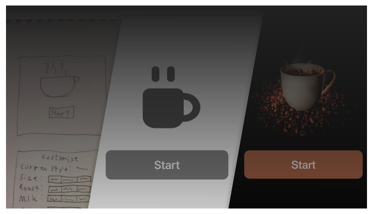
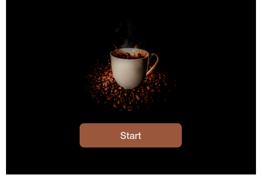

Start
Start



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❶ Sketching

At the start of each sketch, the clearest difference between each sketch is made as the first one depicts a well defined button to press and a visual representation of what the user is likely to receive at the end of the interaction. While the second sketch instead takes the minimalist route with some flair by not defining a specific button. The third sketch trusts that the user knows what kind of machine it is by, offering a greeting instead of a coffee mug unlike the rest.

The rest of the frames depict some similarities between the different sketches, whether it be similar menus or graphical components. The first one places greater focus on an approach that constantly seeks to have the user reaffirm their choices. Whilst the second one keeps to a minimalistic approach in the information provided at a time to avoid overwhelming the user. As for the third one it provides greater visual representations of options throughout the dialogue with the machine.

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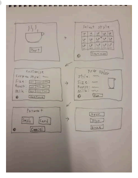
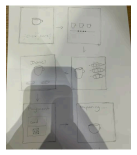
Anton's sketch

Sketch ①



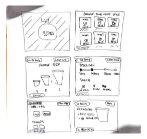
Elijah's sketch

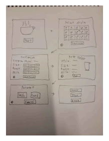
Sketch ②



Martin's Sketch

Sketch ③





❷ Interaction principles

The wireframes utilize affordances like highly visible buttons, making them the most prominent elements to guide interaction. Symbols suggest actions leading to specific outcomes, such as canceling or going back. For example, a grey highlight indicates a button, as shown in the fourth frame where the button is removed.

Visualizing sizes can be difficult, so we added cups depicting different sizes. The selection frame uses a minimalistic interface focused on buying coffee. Norman (2014) highlights that reducing slips can be achieved by simplifying the interface with fewer options and gently guiding users to prevent errors. This includes providing needed precision and encouraging users to check for errors (Norman, 2014).

To address potential errors, we added "go back" and "cancel" buttons for users to redo steps or cancel orders. As highlighted by Nielsen Norman Group (2008), the visibility of system status is crucial for guiding users effectively.

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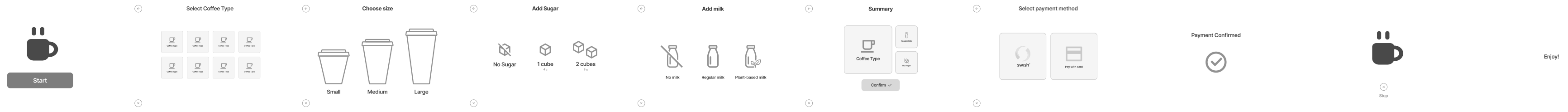
Start
Select Coffee Type
Coffee Type
Choose size
Small
Medium
Large
Add Sugar
No Sugar
1 cube
2 cubes
Add milk
No milk
Regular milk
Plant-based milk
Summary
Coffee Type
Confirm
Select payment method
swish
Pay with card
Payment Confirmed
Stop
Enjoy!

❸ Software with style

In addition to making it visible and simple, we adopted a minimalist design approach to enhance user experience. By reducing noise and keeping elements qualitative and informative, users are given a straightforward path from start to finish. According to Nielsen Norman Group (2017), consistency and standards are crucial in user interface design, which we have adhered to by maintaining a consistent layout throughout the process.

The color palette is dark, sleek, and modern, using hues that feel natural and match the essence of coffee. For typography, we chose Helvetica Neue, a modern and versatile font known for its readability and fitting seamlessly with the contemporary look. The minimalistic design reduces cognitive load, focusing on essential elements to guide user actions effectively (Nielsen Norman Group, 1995).

To further enhance usability, we implemented "go back" and "cancel" buttons, ensuring they are intuitive and easily accessible. This attention to universal design principles helps new users navigate the process without confusion.

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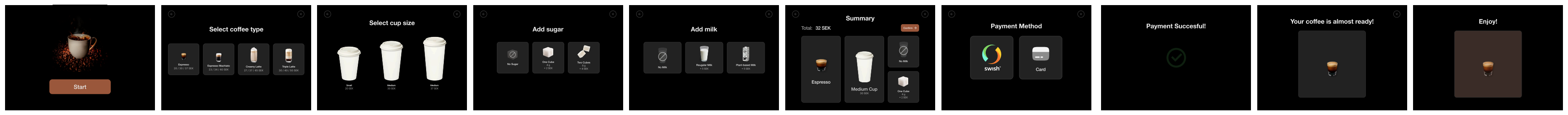
Start
Select coffee type
Espresso
20 / 30 / 37 SEK
Espresso Machiato
23 / 34 / 40 SEK
Creamy Latte
27 / 37 / 45 SEK
Triple Latte
30 / 40 / 50 SEK
Select cup size
Small
20 SEK
Medium
30 SEK
Medium
37 SEK
Add sugar
No Sugar
One Cube
4 g
+ 2 SEK
Two Cubes
8 g
+ 4 SEK
Add milk
No Milk
Reugalar Milk
+ 5 SEK
Plant-based Milk
+ 5 SEK
Summary
Total: 32 SEK
Confirm
Espresso
Medium Cup
30 SEK
No Milk
One Cube
Payment Method
swish
Card
Payment Succesful!
Your coffee is almost ready!
Enjoy!

❹ References

Article 1: Nielsen Norman Group. (n.d.). Visibility of system status: The first usability heuristic. Nielsen Norman Group. Retrieved June 11, 2024, from https://www.nngroup.com/articles/visibility-system-status/

Article 2: Nielsen Norman Group. (n.d.). Progress indicators make a slow system less insufferable. Nielsen Norman Group. Retrieved June 11, 2024, from https://www.nngroup.com/articles/progress-indicators/

Article 3: Nielsen Norman Group. (1995). Aesthetic and minimalist design. Nielsen Norman Group. Retrieved from https://www.nngroup.com/articles/aesthetic-minimalist-design/

Article 4: Nielsen Norman Group. (2017). Consistency and standards. Nielsen Norman Group. Retrieved from https://www.nngroup.com/articles/consistency-and-standards/

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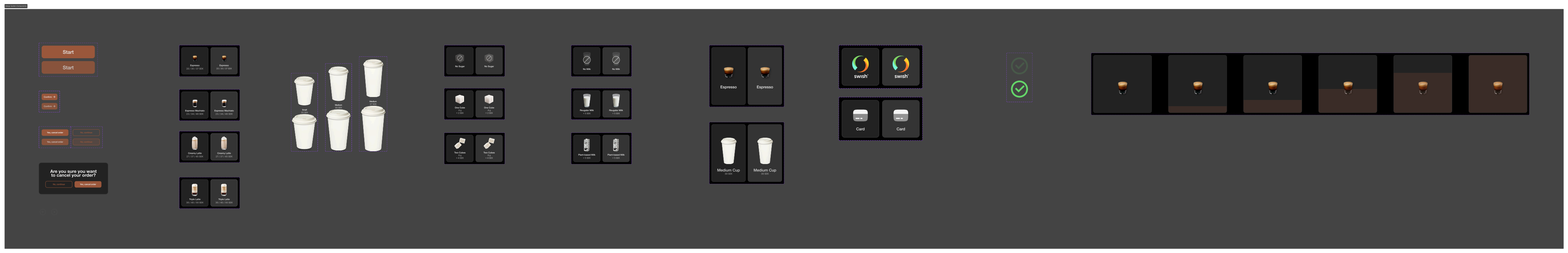
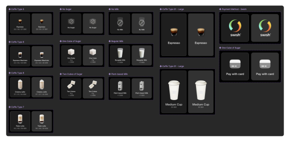
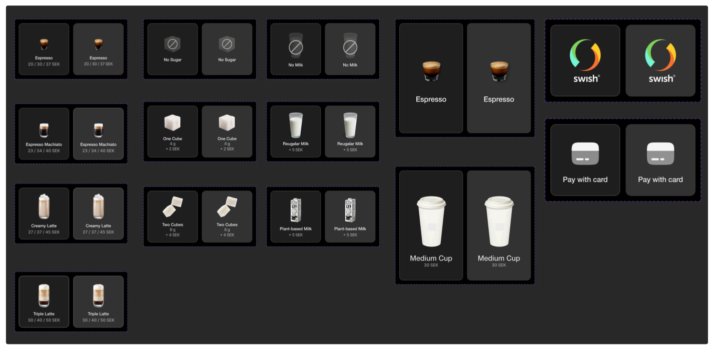
Design System (Components)

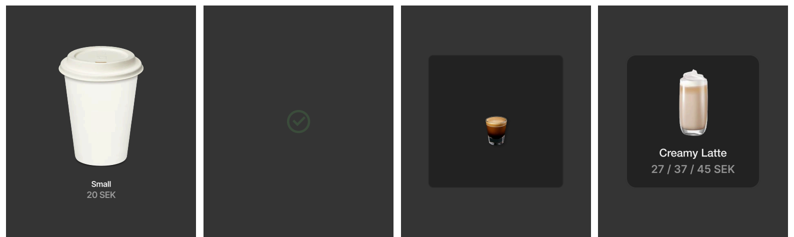

Start
Start
Confirm
Confirm
Yes, cancel order
No, continue
Are you sure you want to cancel your order?
No, continue
Yes, cancel order
Espresso
Espresso Machiato
Creamy Latte
Triple Latte
Small
Medium
No Sugar
One Cube
Two Cubes
No Milk
Reugalar Milk
Plant-based Milk
Espresso
Medium Cup
swish
Card

Start
Are you sure you want to cancel your order?
swish




Espresso
20 / 30 / 37 SEK
Espresso Machiato
23 / 34 / 40 SEK
Creamy Latte
27 / 37 / 45 SEK
Triple Latte
30 / 40 / 50 SEK
No Sugar
One Cube
4 g
+ 2 SEK
Two Cubes
8 g
+ 4 SEK
No Milk
Reugalar Milk
+ 5 SEK
Plant-based Milk
+ 5 SEK
Espresso
Medium Cup
30 SEK
swish
Pay with card

Start
Start
Are you sure you want to cancel your order?
Espresso
Medium Cup
Pay with card


Small
20 SEK
Creamy Latte
27 / 37 / 45 SEK