Drag and drop tool design guideline and workflow suggestion for making contract interface

Ting Hsuan, Yang

Abstract

Users rarely read traditional contracts in full and with a clear comprehension, Amplify aims to enhance the user experience of reading contracts and they plan to develop new third party digital products to optimise the journey of signing documents.

This The project is exploring the possibility of using the drag and drop tool to create a contract interface. Through lecture review, product review and prototype testing, the project analysed user requirements and came up with possible design solutions.

The final outcome is a high fidelity prototype with workflow recommendations.

Introduction & Background

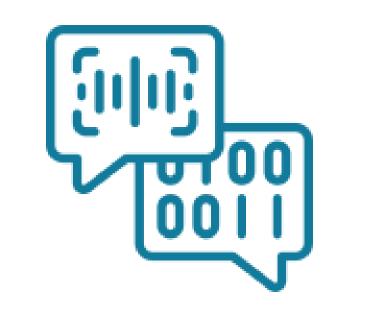
Amplify is a company that focuses on improving the readability of legal documents. Users find it difficult to read traditional contracts. That is because most of the contracts are created from a legal perspective and didn't consider the user's needs.

They offer an artificial intelligence platform that evaluates the probability for a customer to understand the content that is less understandable and makes suggestions for how to make the content more understandable and simpler.

Moreover, the company aims to simplify the signing journey by providing dynamic content based on consumer needs to increase engagement.

Service Flow





Traditional Contract

Simplified Language

Simplified Journey

Purpose

This project aims to explore the possibility of a drag and drop tool to convert a text contract into an easy-to-read interface based on the user journey and the workflow of accessing the tool.





Lecture Review

Product

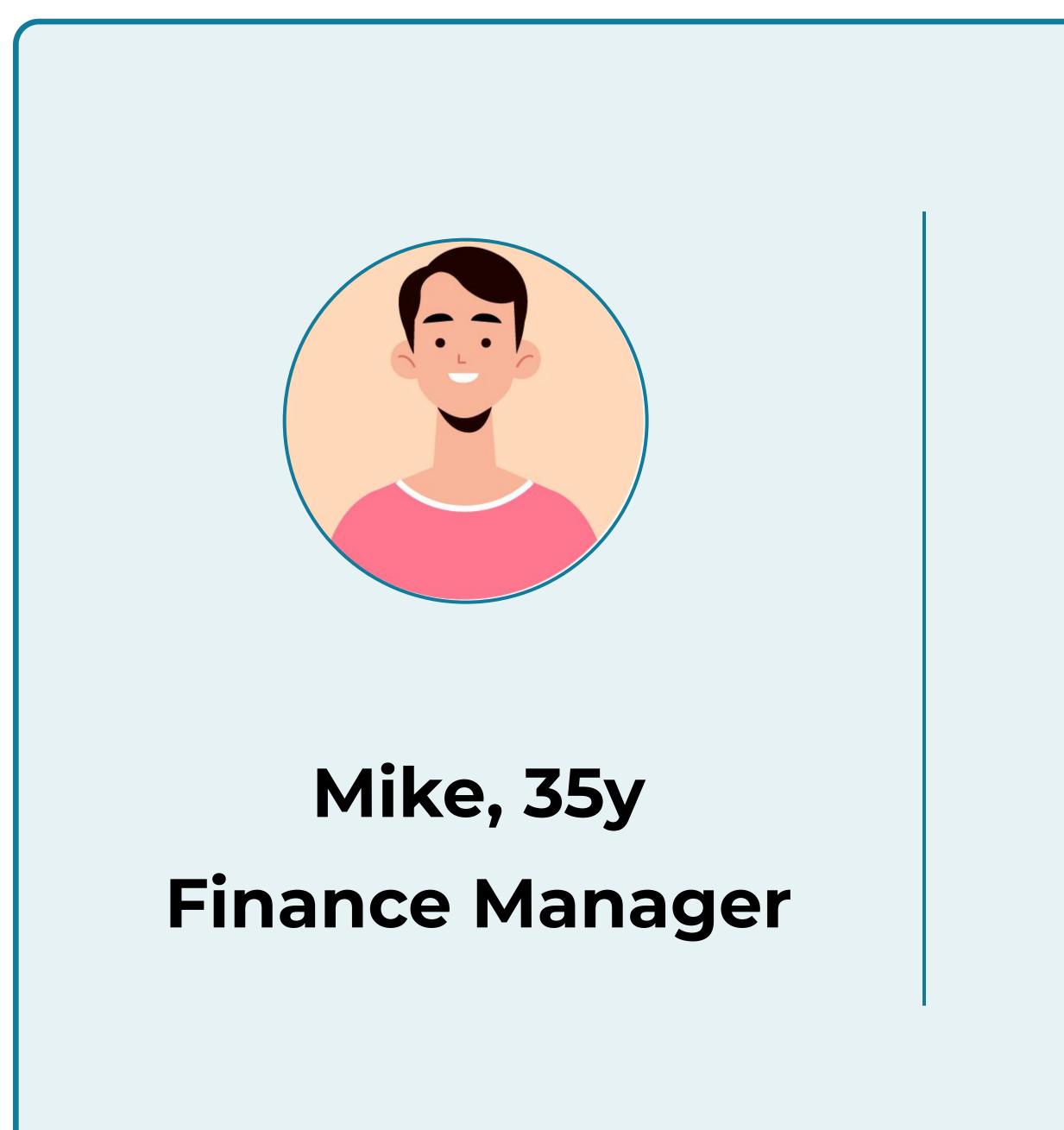
There are two factors worth considering while designing drag and drop too. First, Clear instruction and feedback significantly reduce inaccuracies and errors in drag and lower tools. Secondly, space and distance are the keys to elements' movement. Users may need to relocate their mouser on the touchscreen if they run out of space.

Readability

Passera (2015) stated that text-only contracts with content that has been re-ordered and structured can enhance comprehension. Furthermore, restructured content with visual diagrams has the best result on intellectual performance. A logical and informative framework that supports the reader keeps consistency.

Persona

Building the proto persona based on literature review and discussion to integrate user needs.



Intro:

Management level people Not facing customers directly Not familiar with commom design tool

Why: Want to provide better service for customers

Needs: Complete tasks efficiently

Needs: Clear and simple function, let the user complete task without errors and efficiently.

Hypothesis

Layout

Simplify the information architecture and present the required elements in an intuitive way.

Workflow

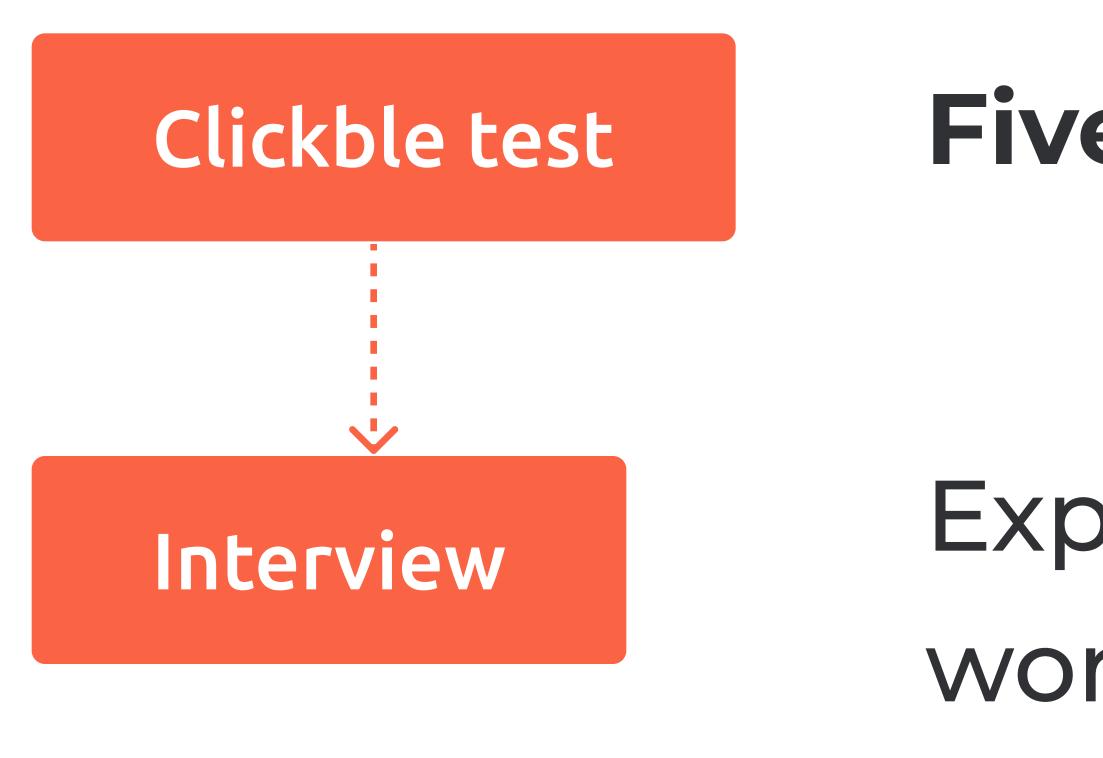
Providing designed templates to increase editing efficiency.

Usability Test

Goal: To find out does the interaction and instruction of design platform is suitable for all user and gain more insight from the participant.

Metrics: Learnability, Efficiency, Memorability, Errors, Satisfaction are the metrics used in this test.

Task:



Results

What is good:

The design is clean and neat and easy to use. The overall experience is smooth and the templates are helpful for editing.

What can be improve:

One or two of the icons are not very clear. A more flexible editing template would be nice. The process of copying and pasting is annoying.

Workflow

Amplify		Documonto
Amplify] [Documents

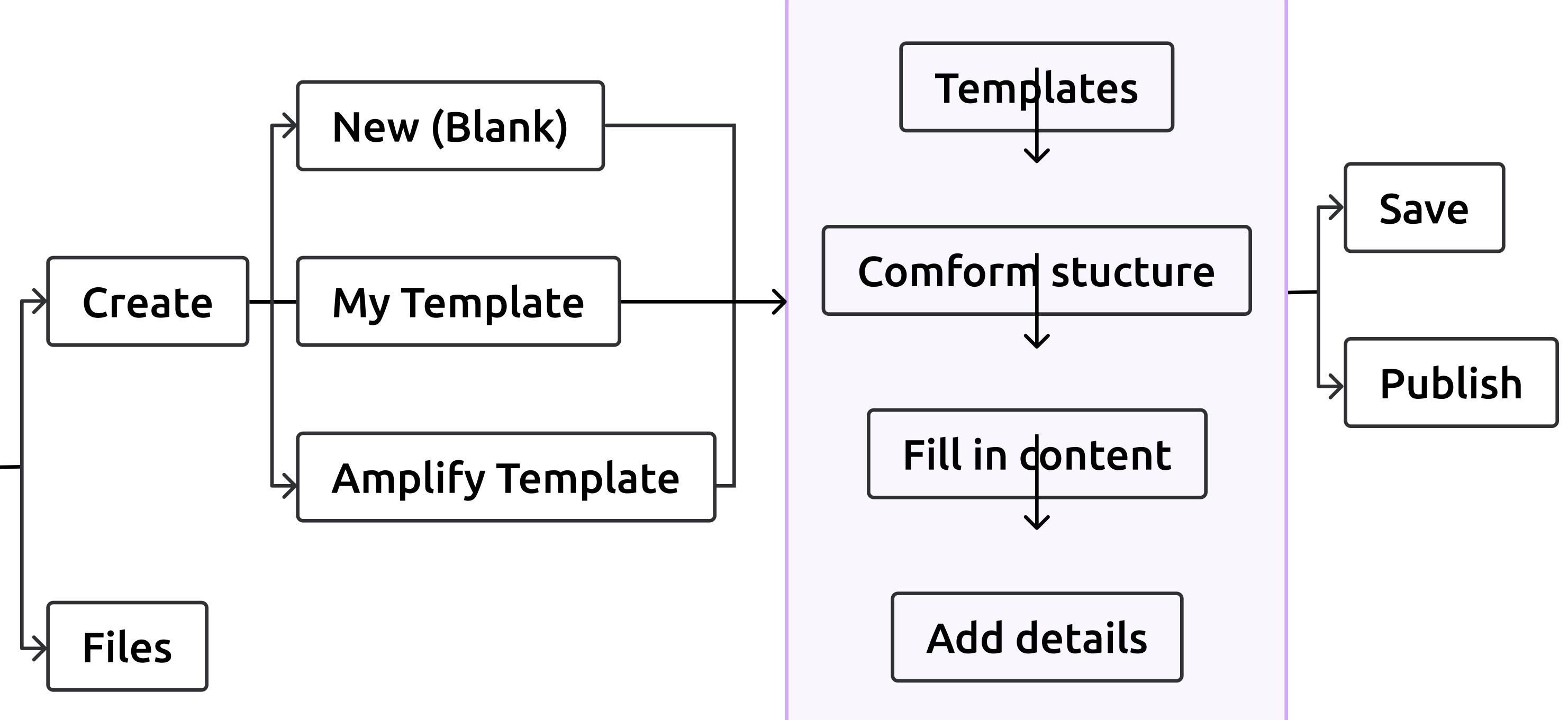
Service flow suggestion

Language improved



Five functional task tests

Explore the above features and inquire about possible workflows and thoughts



Content modeling

Make an interface