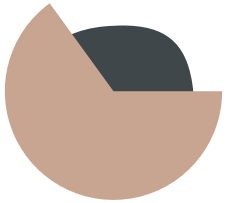
TicketChain

Blockchain-powered ticketing system

User Research

65%



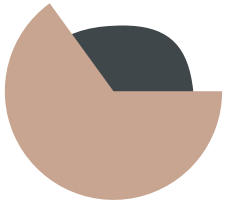
Had their day heavily impacted

68%

80%

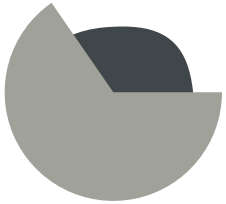
User Research

65%



Had their day heavily impacted

68%

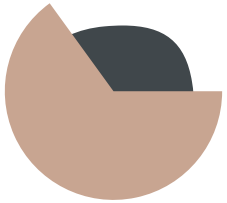


Planned their day ahead with queue in mind

80%

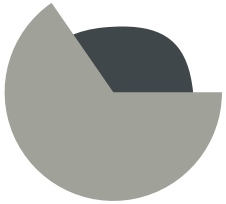
User Research

65%



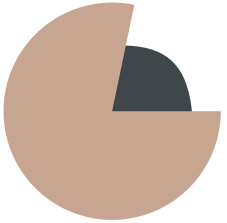
Had their day heavily impacted

68%



Planned their day ahead with queue in mind

80%

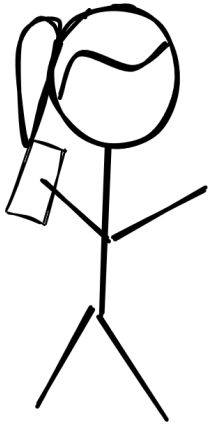


Very familiar with technology and use their phones frequently

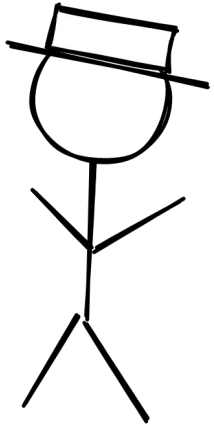
95%

Demand for an app that facilitates this process

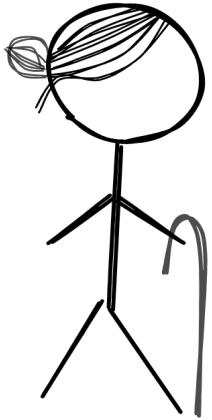
Personas



Student

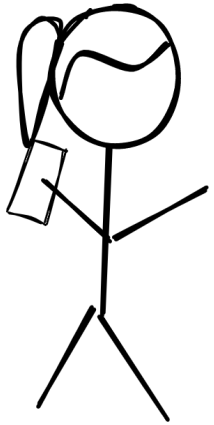


Worker



Elderly

Personas



Student

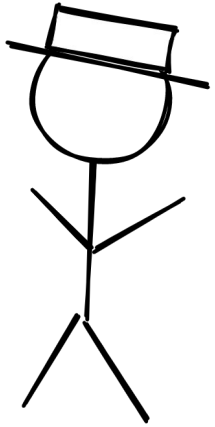
Characteristics :

- Arbitrary schedules
- Are always busy since they have to study

Attitude:

- Try to predict the “dead” hours

Personas



Worker

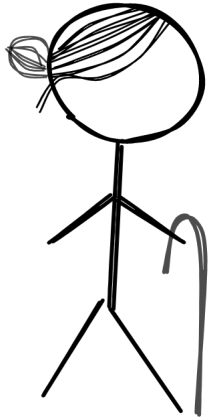
Characteristics :

- Very strict schedules

Attitude:

- Renew transportation ticket on free time

Personas



Elderly

Characteristics :

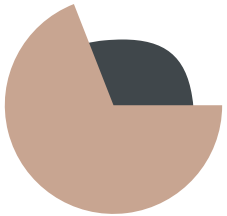
- No restrictions regarding schedules

Attitude:

- Try to get up early and do things in the morning

Desired Features

68%



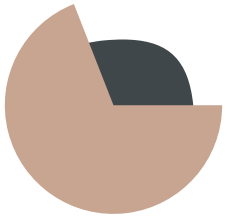
Notifications of the state of the queue

86%

72%

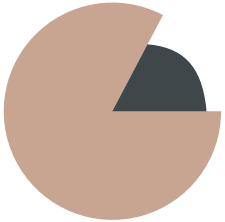
Desired Features

68%

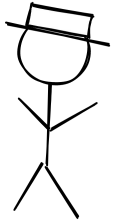


Notifications of the state of the queue

86%



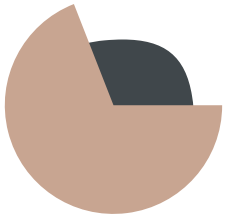
Estimation of current waiting time



72%

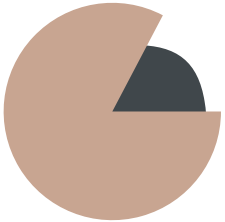
Desired Features

68%

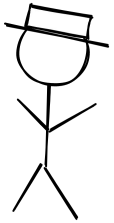


Notifications of the state of the queue

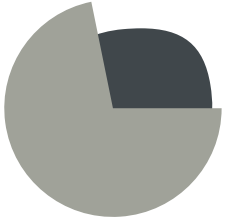
86%



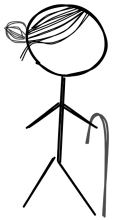
Estimation of current waiting time



72%



Prediction of most/least busy times



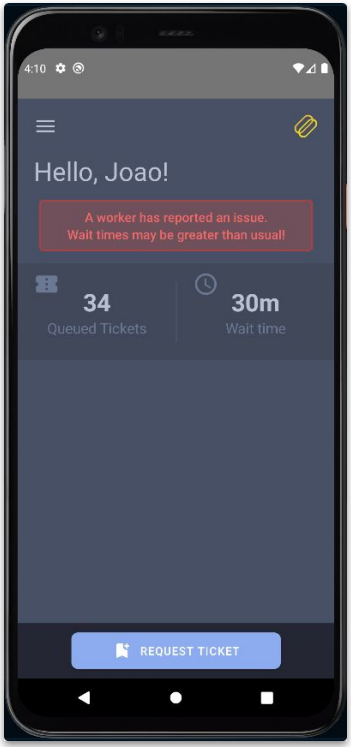
How it works

- Decentralized system
- Integrity
- Authentication

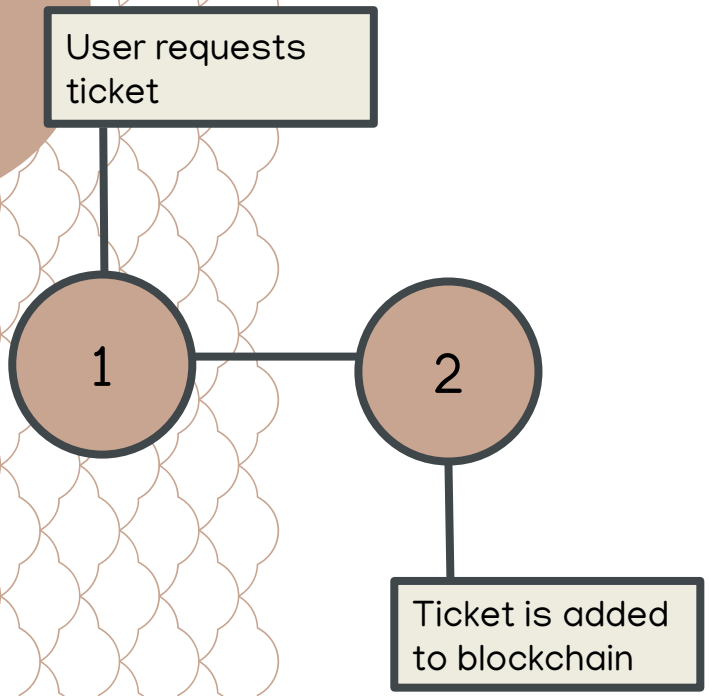
How it works

User requests ticket

1



How it works



How it works

User requests ticket

Worker scans ticket

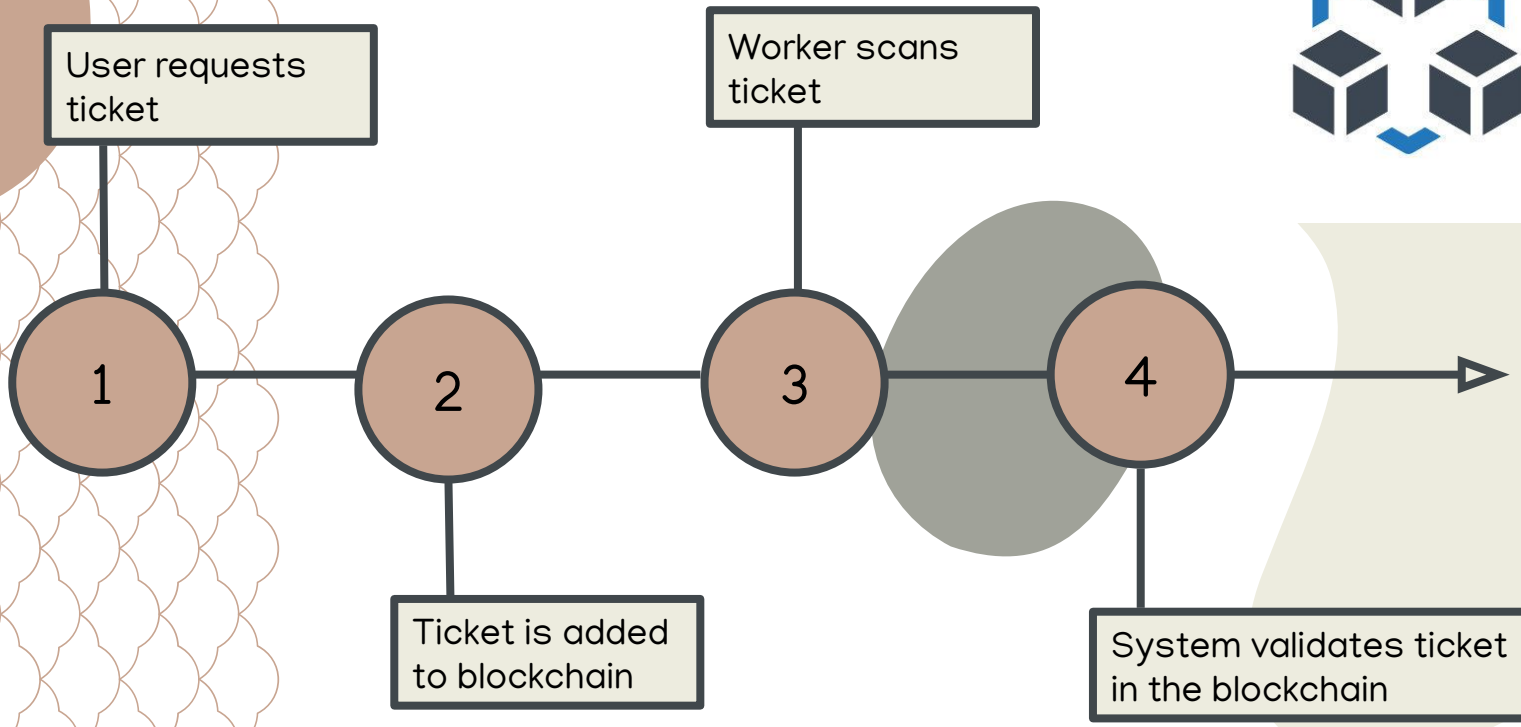
1

2

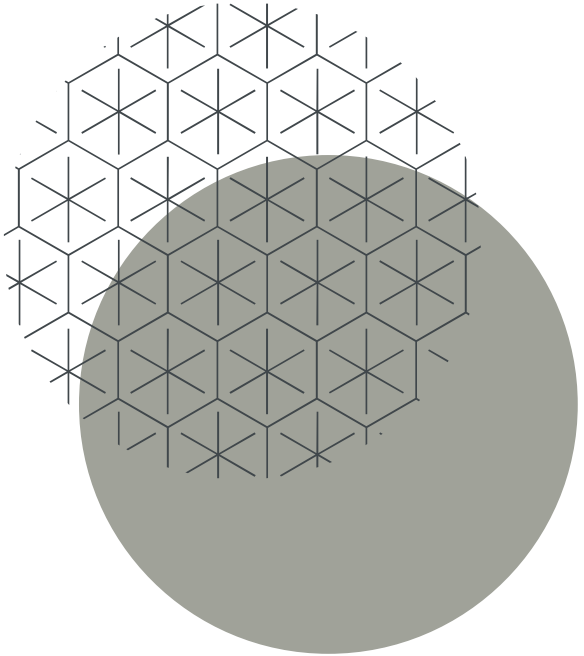
3

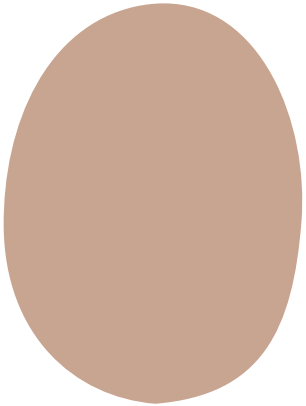
Ticket is added to blockchain

How it works

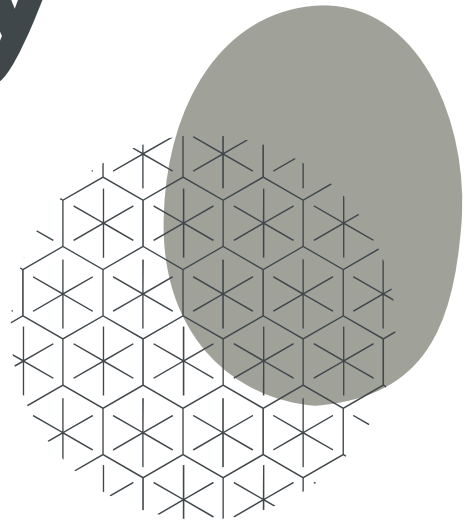

User requests ticket
Worker scans ticket
1
2
3
4
Ticket is added to blockchain
System validates ticket in the blockchain

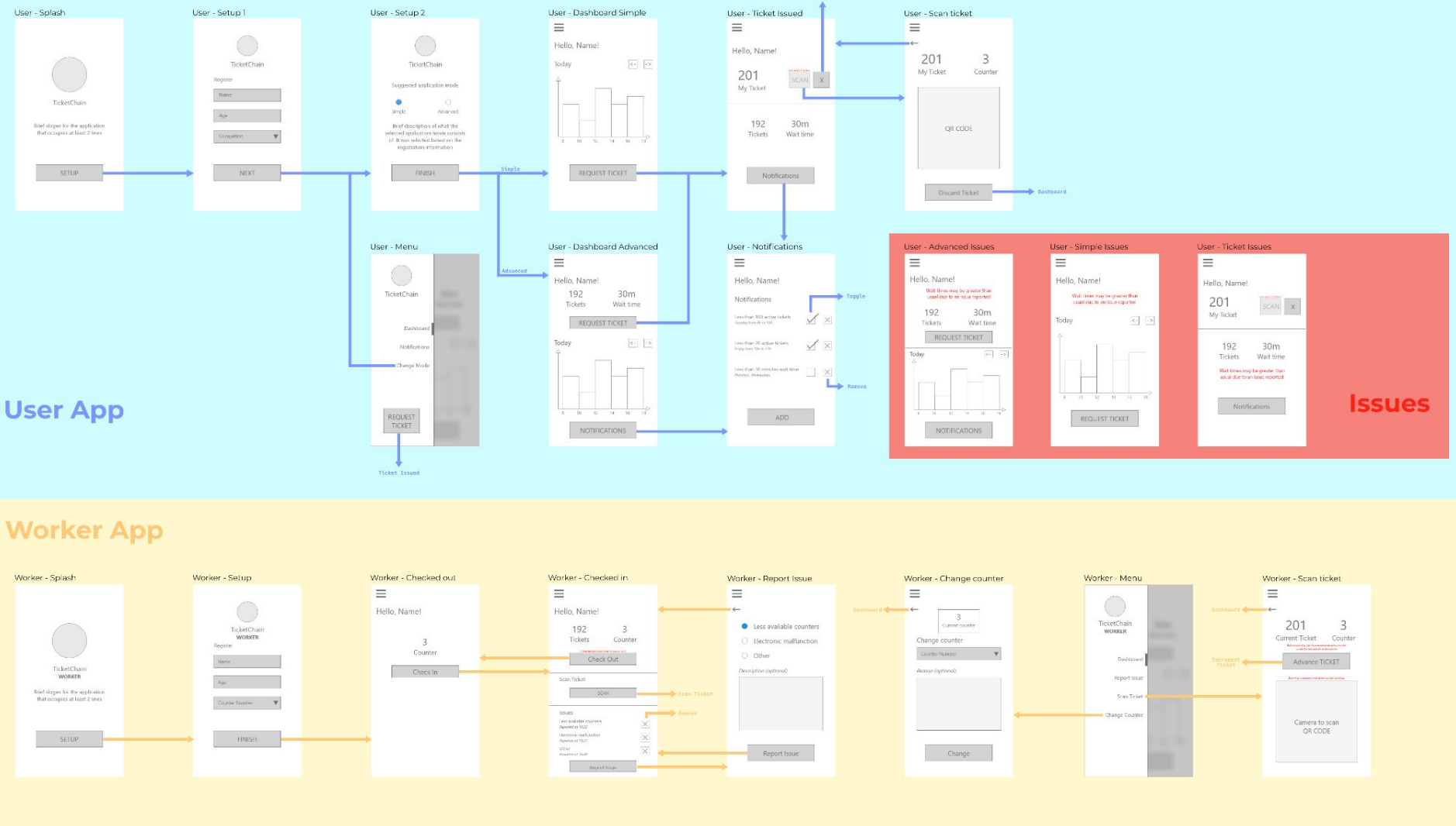
Demo

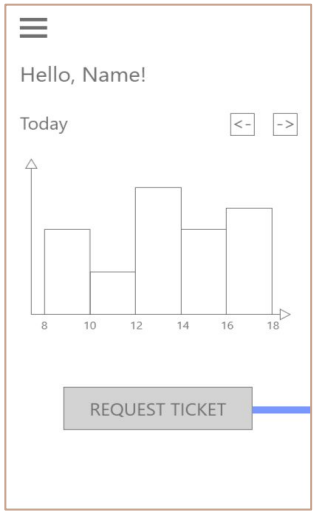




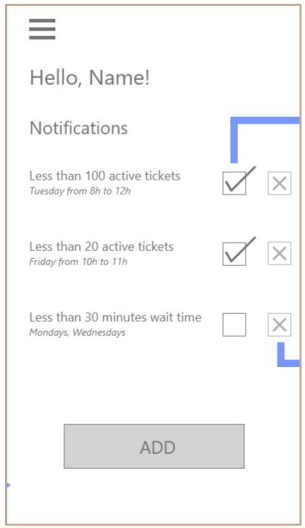
Low-fidelity Testing

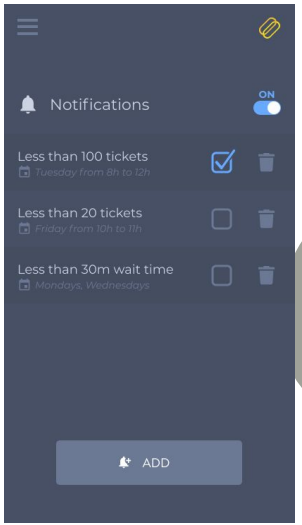



User App
User - Splash
TicketChain
Brief slogan for the application that occupies at least 2 lines
SETUP
User - Setup 1
TicketChain
Register
Name
Age
Occupation
NEXT
User - Setup 2
TicketChain
Suggested application mode
Simple
Advanced
Brief description of what the selected application mode consists of. It was selected based on the registration information
FINISH
Simple
Advanced
User - Dashboard Simple
Hello, Name!
Today
REQUEST TICKET
User - Dashboard Advanced
Hello, Name!
192
Tickets
30m
Wait time
REQUEST TICKET
Today
NOTIFICATIONS
User - Ticket Issued
Dashboard
Hello, Name!
201
My Ticket
SCAN
X
192
Tickets
30m
Wait time
Notifications
User - Scan ticket
201
My Ticket
3
Counter
QR CODE
Discard Ticket
Dashboard
User - Notifications
Hello, Name!
Notifications
Toggle
Remove
ADD
User - Menu
TicketChain
Dashboard
Notifications
Change Mode
REQUEST TICKET
Ticket Issued
Issues
User - Advanced Issues
Hello, Name!
Wait times may be greater than usual due to an issue reported
192
Tickets
30m
Wait time
REQUEST TICKET
Today
NOTIFICATIONS
User - Simple Issues
Hello, Name!
Wait times may be greater than usual due to an issue reported
Today
REQUEST TICKET
User - Ticket Issues
Hello, Name!
201
My Ticket
SCAN
X
192
Tickets
30m
Wait time
Wait times may be greater than usual due to an issue reported
Notifications
Issues
Worker App
Worker - Splash
TicketChain
WORKER
Brief slogan for the application that occupies at least 2 lines
SETUP
Worker - Setup
TicketChain
WORKER
Register
Name
Age
Counter Number
FINISH
Worker - Checked out
Hello, Name!
3
Counter
Check In
Worker - Checked in
Hello, Name!
192
Tickets
3
Counter
Check Out
Scan Ticket
SCAN
Scan Ticket
Remove
Issues
Report Issue
Worker - Report Issue
Less available counters
Electronic malfunction
Other
Description (optional)
Report Issue
Worker - Change counter
Dashboard
3
Current counter
Change counter
Counter Number
Reason (optional)
Change
Worker - Menu
TicketChain
WORKER
Dashboard
Report Issue
Scan Ticket
Change Counter
Worker - Scan ticket
Dashboard
201
Current Ticket
3
Counter
Increment Ticket
Advance TICKET
Camera to scan QR CODE


Hello, Name!
Today
<-
->
8
10
12
14
16
18
REQUEST TICKET

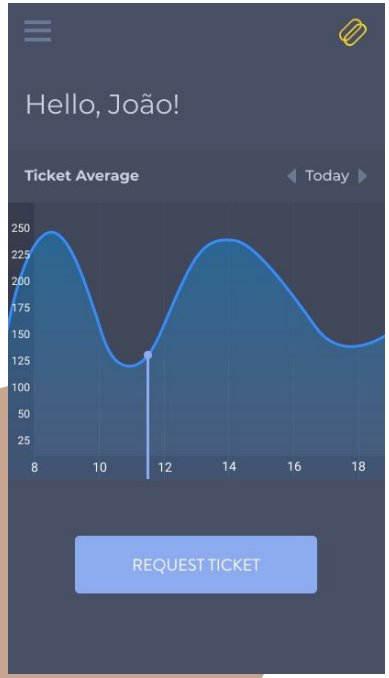
Hello, João!
Ticket Average
Today
250
225
200
175
150
125
100
50
25
8
10
12
14
16
18
REQUEST TICKET

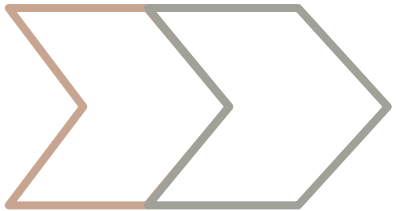

Hello, Name!
Notifications
Less than 100 active tickets
Tuesday from 8h to 12h
Less than 20 active tickets
Friday from 10h to 11h
Less than 30 minutes wait time
Mondays, Wednesdays
ADD


Notifications
ON
Less than 100 tickets
Tuesday from 8h to 12h
Less than 20 tickets
Friday from 10h to 11h
Less than 30m wait time
Mondays, Wednesdays
ADD

"It was a bit difficult to read the graph and not very practical."

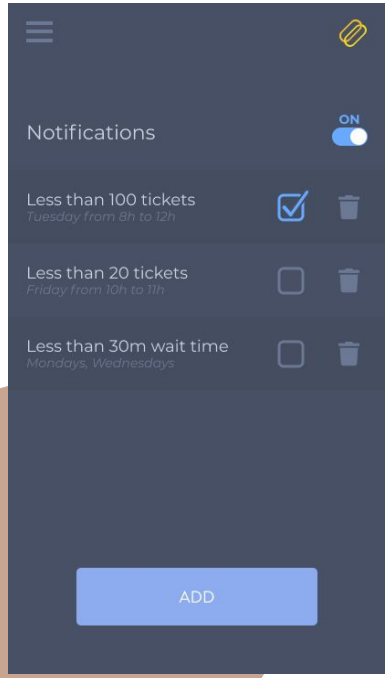
Ticket Average

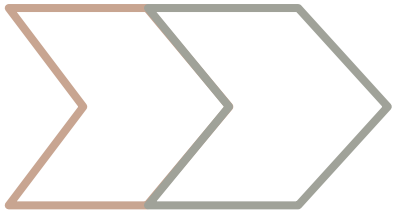


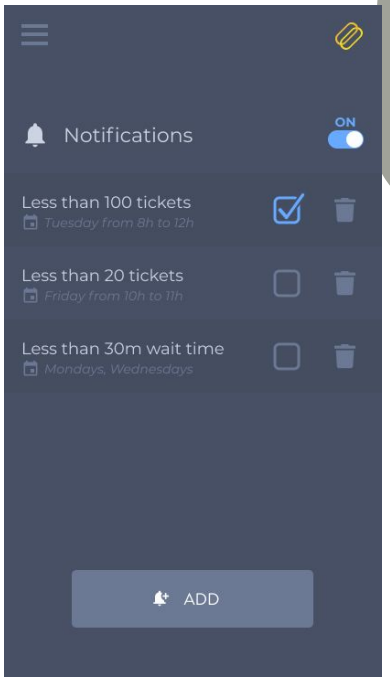


"The "Add" button gives the perception that it is a "Save" button."

Notification Settings







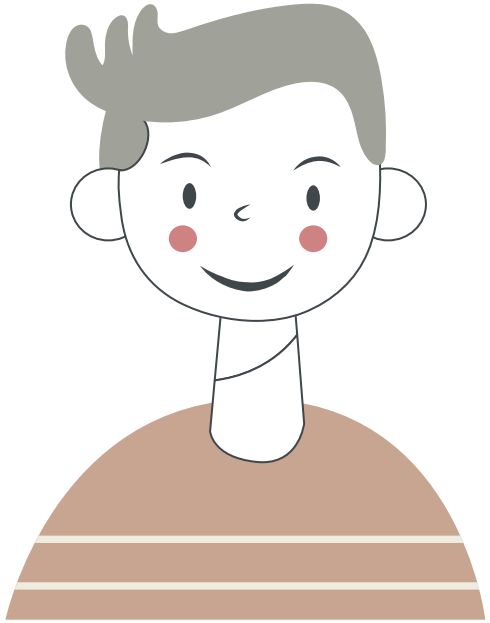
"A bright mode would help the more elderly and the people with partial visual impairments."

Dark and Bright Mode

High-fidelity Testing

High-fidelity Testing

- “Very intuitive!”
- “Looks so smooth!”
- “It’s so simple, you really cannot miss it!”



85%

Did not need any help navigating through the app

75%

Of test cases defined had no participants making any mistakes

100%

Were happy with the end result and would love to use it in the future

A block is worth a thousand tickets

Thanks

Do you have any questions?

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