

Teamwork usability improvements from version 4.1 to 4.2

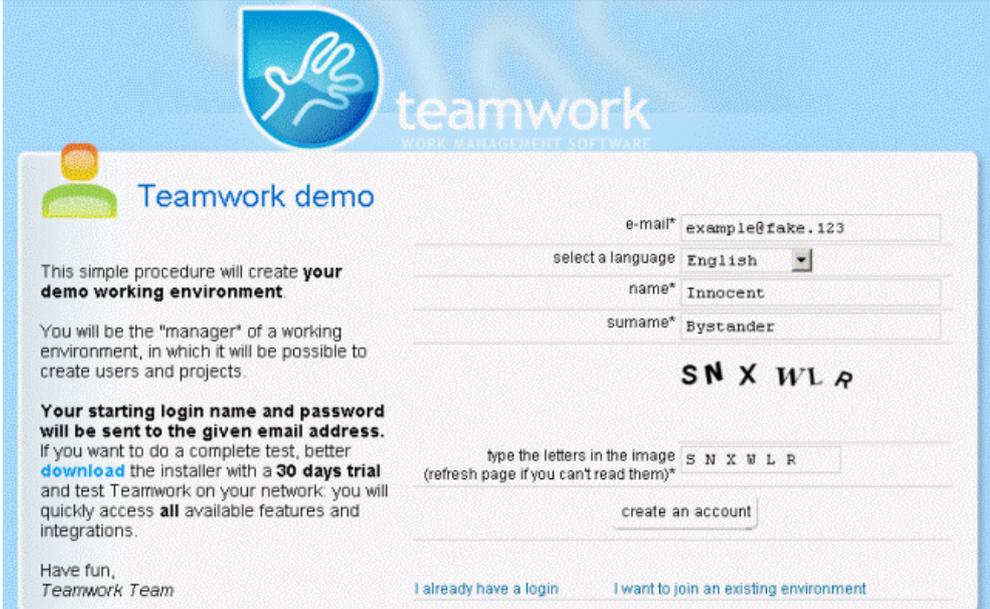
This document is a support for this blog post:

“Notes on usability, game mechanics, and Teamwork evolution”

<http://blog.twproject.com/2009/05/13/usability-game-mechanics-teamwork>

1.1 action: Creating an online demo account

problem:
Capcha fails as it gives the impression of having spaces between letters.



Teamwork demo

This simple procedure will create **your demo working environment**.

You will be the "manager" of a working environment, in which it will be possible to create users and projects.

Your starting login name and password will be sent to the given email address. If you want to do a complete test, better **download** the installer with a **30 days trial** and test Teamwork on your network: you will quickly access **all** available features and integrations.

Have fun,
Teamwork Team

select a language

S N X W L R

type the letters in the image (refresh page if you can't read them)*

[I already have a login](#) [I want to join an existing environment](#)

solution:
Made capcha not only case sensitive, but also “space-insensitive”.

1.2 action: Inserting a date or currency

problem:

At first login, the user could not choose the “internationalization settings”, which Teamwork would use in the following, like the dates format, or the currency.

solution for the demo version:

There are two demo servers, one configured for USA/Canada, the rest for European like locale.

Click below to create your Teamwork online demo account:



create an account with **USA/Canada settings** for date and currency

I can't get to my demo account any more!
If you were using the one for USA/Canada, go to this URL:
<http://demous.twproject.com/>

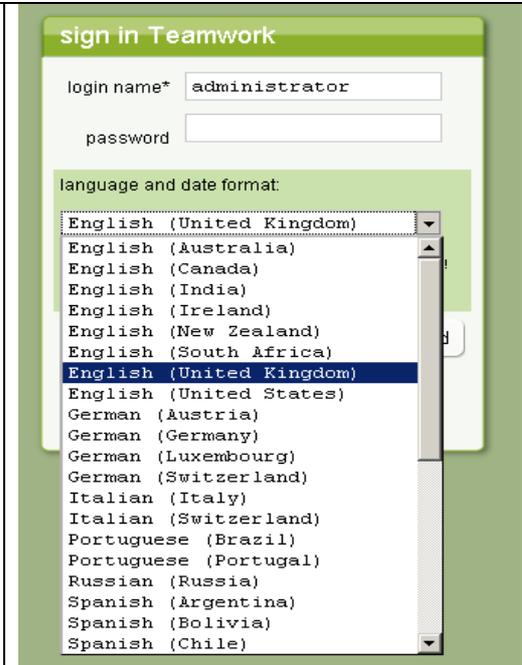
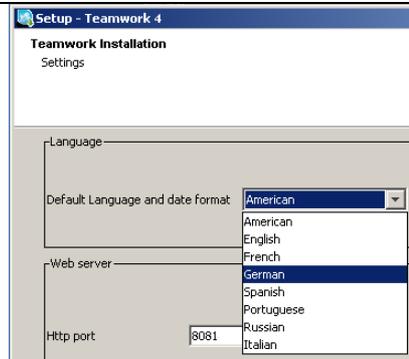


create an account with **European settings** for date and currency

I can't get to my demo account any more!
If you were using the one for Europe, go to this URL:
<http://demo.twproject.com/>

solution for the installed version:

The installer already asked for the language. But in case the user didn't pay attention to that, the user at the very first login may pick it.



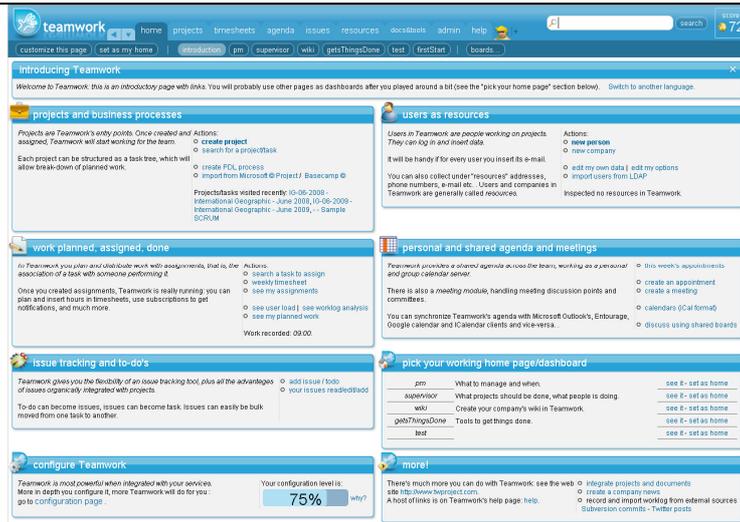
notes: We are aware that locale settings are more refined than a simple language choice, and that the combo is too limited. One can set more refined options once inside the application:

| | |
|-----------------------------|-------------------------------------|
| language and date format | English (United Kingdom) |
| friday is working day | <input checked="" type="checkbox"/> |
| saturday is working day | <input type="checkbox"/> |
| sunday is working day | <input type="checkbox"/> |
| currency format | ###,##0.00£ |
| default date display format | EEEE, MMM dd yyyy |
| default date format | dd/MM/yyyy |
| default hour format | HH:mm |
| default timestamp format | dd/MM/yyyy-HH:mm:ss |

1.3 action: Start Teamwork with an introductory page

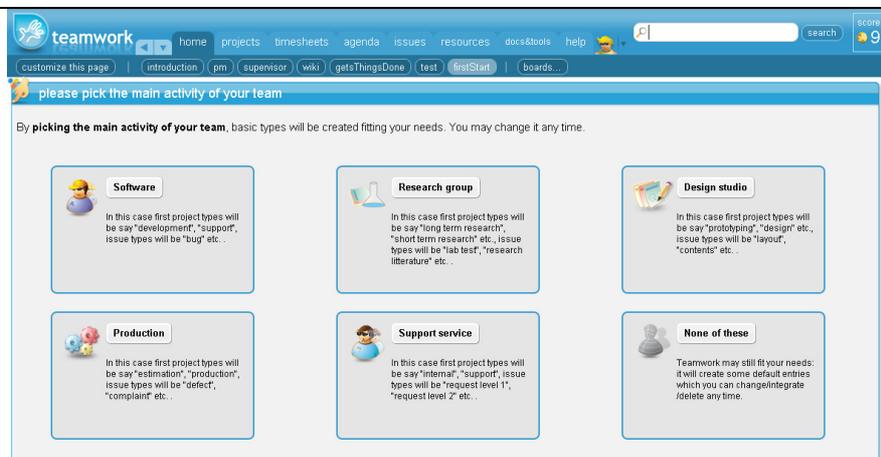
problem:
Given the wide spectrum of possibilities that Teamwork offers, the users at first are a bit lost.

This page, which points to several usage paths, was already better than the almost empty dashboard with which version 3 started. Its main aim is to give the user an idea of the breadth of Teamwork.

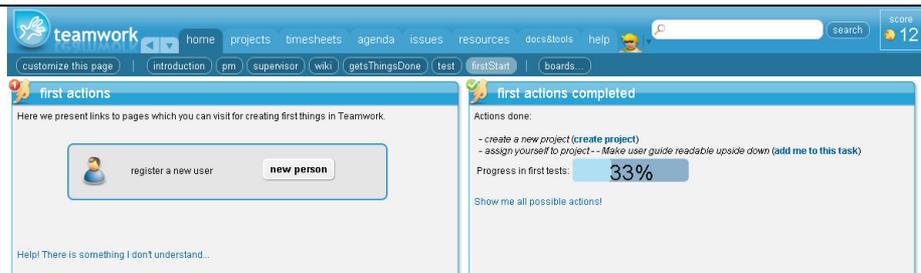


solution:
The solution came in two steps.

First step: pick a type.
After login the user has as first screen an activity type picker.



Second step: follow suggested actions.
We created an heuristics to suggest a possible path of first steps; one of course can "escape" any time.



notes: Notice the progress: this is a typical behavior reinforcement tool.

Progress in first tests: **33%**

1.4 action: Create a project.

problem:

Users exhibited a general uncertainty about whether the requested operation was completed, like saves of tasks etcetera. Combine this with the fact that “ajax” based pages don’t need a save, others do, feedback from the application was not always coherent.

All this created difficulties. In the image, the feedback on save, for example, was too small.

solution:

Users get a prettier, consistent and visible feedback, which is uniform in case of informations, warnings and exceptions.

The screenshot shows a project management interface for a task named "Make user guide readable upside down". The task is active and has a progress bar at 0%. The interface includes fields for start and end dates, relevance, progress, and worklog. A small feedback message at the bottom reads: "created by Gina Pallino on 13/05/2009-14:22:56 area: FrontStart last modified by Gina Pallino on 13/05/2009-14:26:37". The feedback message is very small and difficult to read.

The screenshot shows a project management interface for a task named "prepare papers". The task is completed and has a progress bar at 100%. The interface includes fields for start and end dates, relevance, progress, and worklog. A large, clear feedback message at the top reads: "Progress has been set to 100%." and "Task correctly saved". The feedback message is large and easy to read.

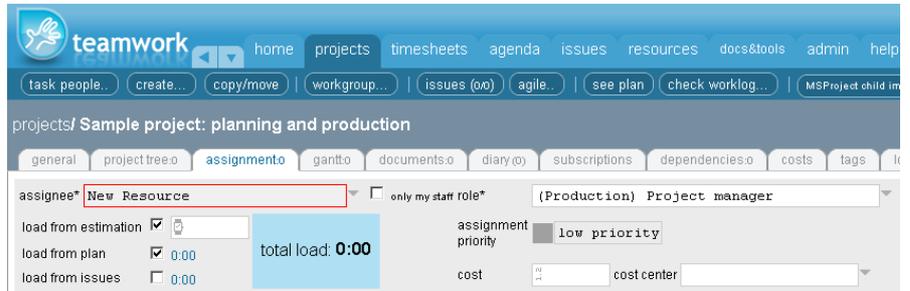
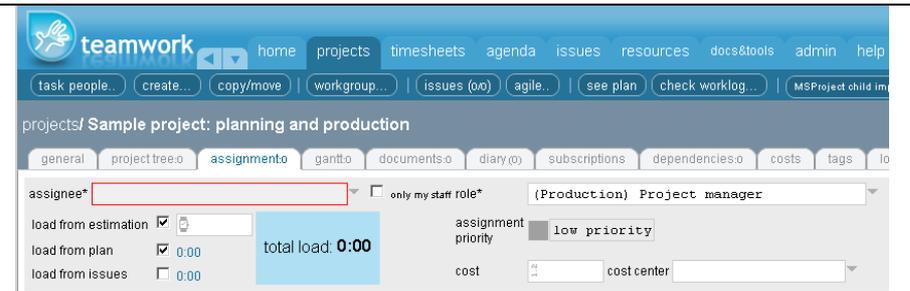
notes: This same feedback has been used throughout Teamwork.

1.5 action: Assign someone to an existing project

problem:

The first problem here was that the feedback on mandatory fields was too "light". The second one is that one had to follow *fixed paths* in order to create things:

- to create a project assignment, first create task or resource
- to create an assigned issue, create in order resource, task, assignment, and then the issue.

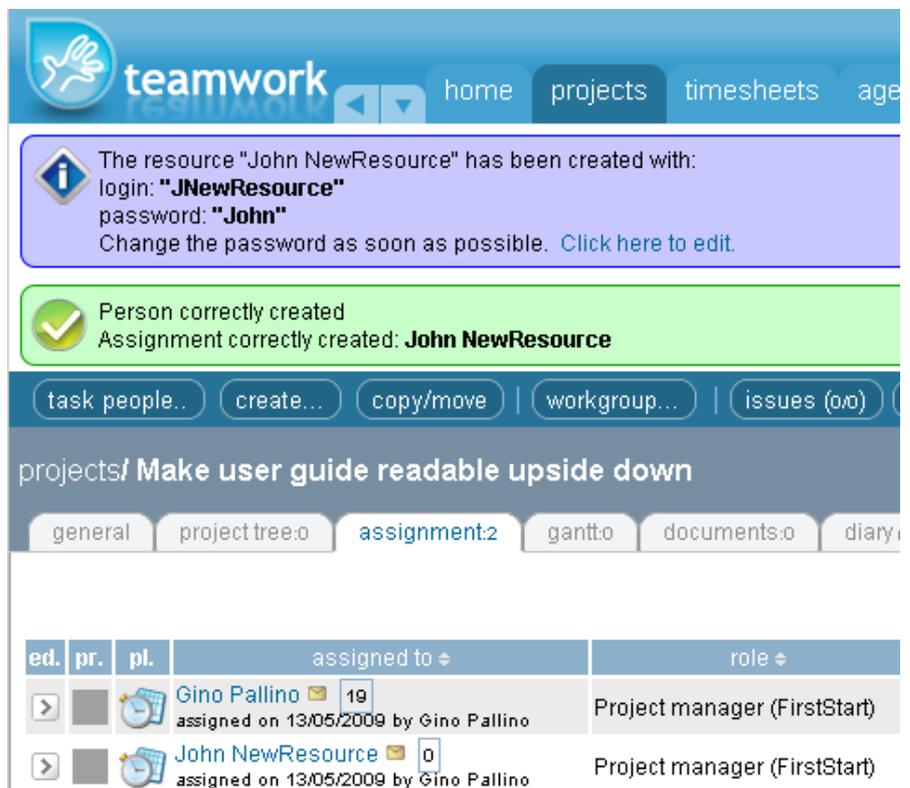


solution:

Feedback on mandatory fields is now hard to ignore 😊.

Resources and assignments get created automatically when adding project assignments and issues.

The new feedback system is used to encourage users to fill the details.



1.6 action: Create an issue assigned to someone

problem:

The first problem here was that the red save button was ignored by users, as it was interpreted as “delete”.

The second is that for issues on a task, the assignments had to be created beforehand on the task in order to set resources on issues. Otherwise, this mysterious combo appeared...

| | s. | sev. | description | file | type | task | assigned to | done by | estimated duration | |
|--------------------------|----|-------|--------------|------|------|------|-------------|---------|--------------------|--|
| <input type="checkbox"/> | > | block | First issue | | | | | | 0:00 | |
| <input type="checkbox"/> | > | block | Second issue | | | | | | 0:00 | |

| | s. | sev. | description | file | type | task | assigned to | done by | estimated duration | |
|--------------------------|----|-------|--------------|------|------|----------------------|--|---------|--------------------|--|
| <input type="checkbox"/> | > | block | First issue | | | - Sample project: pl | - choose - | | 0:00 | |
| <input type="checkbox"/> | > | block | Second issue | | | | - choose - <i>resources not in filter</i> <i>resources in filter</i> | | 0:00 | |

assigned to

- choose -

- choose -

resources not in filter

resources in filter

solution:

Save buttons are in blue.

Instead of the mysterious combo, all the project assigned resources are shown (in bold), and also the unassigned ones: in case the latter are selected, the assignment gets created.

| done by | estimated duration |
|---------|--------------------|
| | 0:00 |
| | 0:00 |

| | | |
|----------------------------------|--|----------------------|
| <input type="checkbox"/> > block | On issues automatically create assignments when choosing resources unassigned on task. | IG-06-2009 Internat1 |
|----------------------------------|--|----------------------|

| assigned to | done by |
|---|---------|
| <div style="border: 1px solid #ccc; padding: 5px;"> <p>Bracco Baldo</p> <p>Check Spell</p> <p>Walter Scott</p> <p>Aaron O'Hara</p> <p>Afra Balletta</p> </div> | |

A new assignment has been created for Doc. Aaron O'Hara on task IG-06-2009 - International Geographic - June 2009 [Click here to edit.](#)