

Teamwork usability improvements from version 4.1 to 4.2

This document is a support for this blog post:

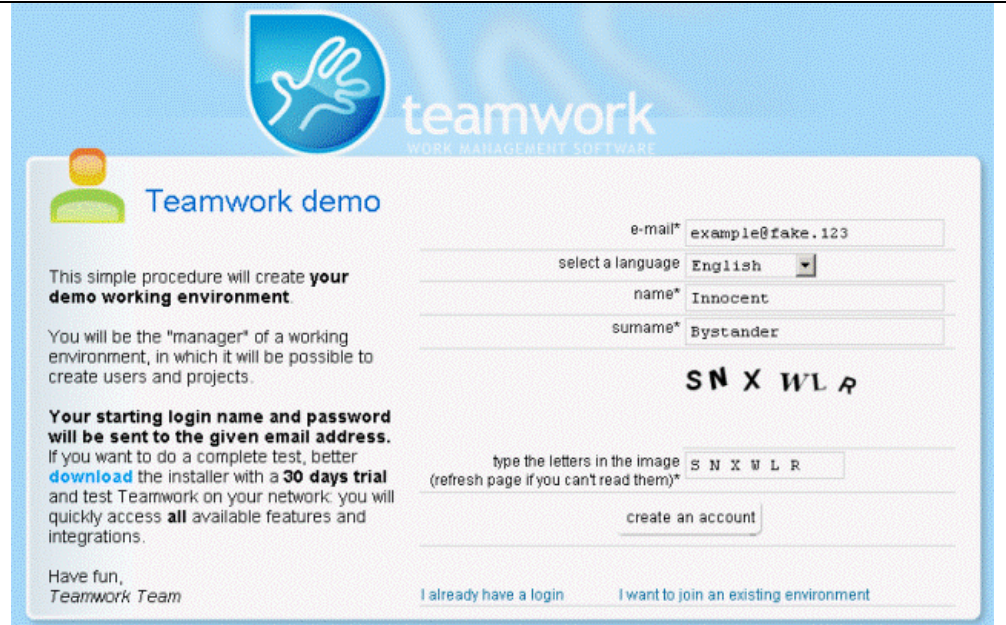
“Notes on usability, game mechanics, and Teamwork evolution”

<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.



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/>

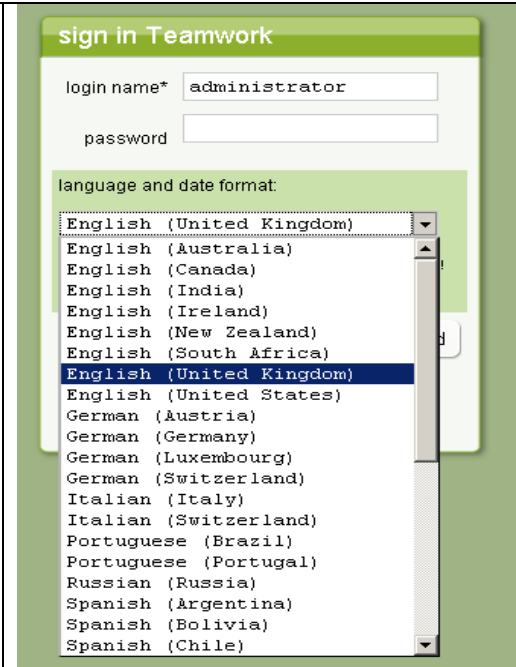
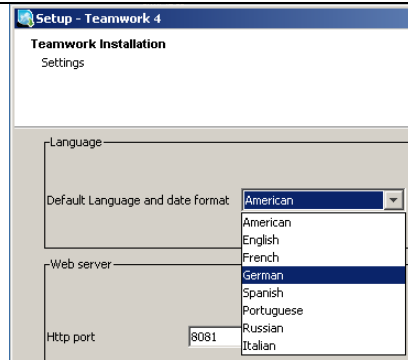


create an account with **European settings** for date and currency

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:

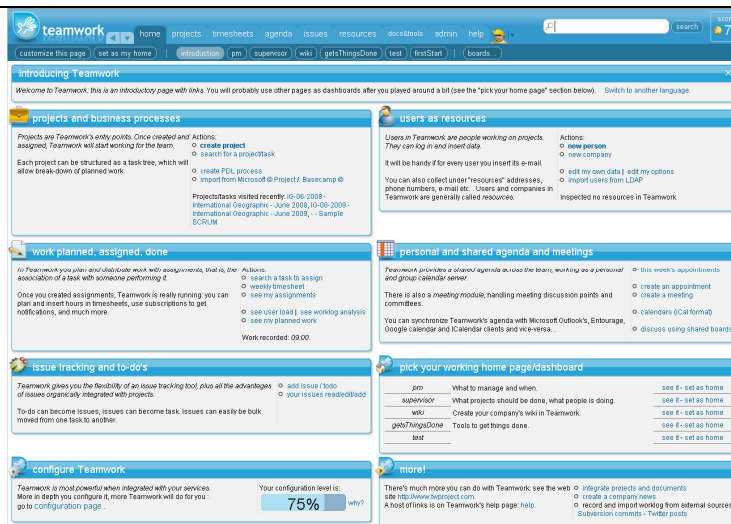
language and date format	English (United Kingdom)
friday is working day	<input checked="" type="checkbox"/>
saturday is working day	<input type="checkbox"/>
sunday is working day	<input type="checkbox"/>
currency format	###,##0.00£
default date display format	EEEE, MMM dd yyyy
default date format	dd/MM/yyyy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

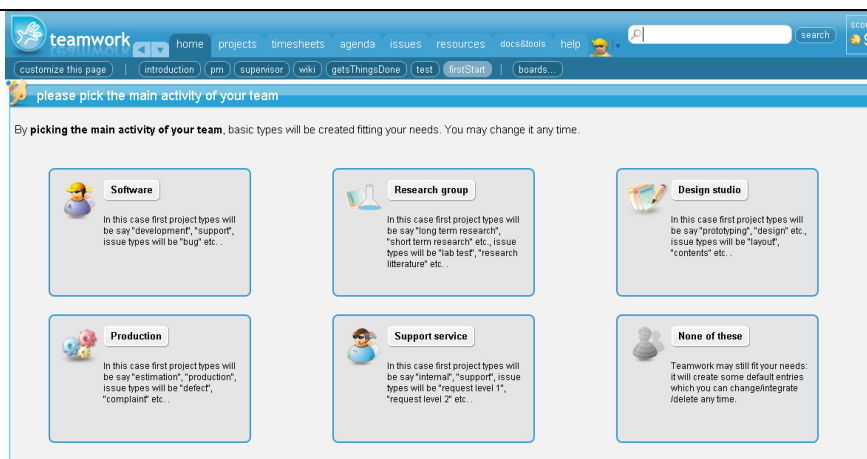


solution:

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.

projects/Make user guide readable upside down

general project tree assignments gantt documents diary subscriptions dependencies costs tags logs security

(id: 7248) code/short name: name: Make user guide readable upside down type: add

description: status: active relevance: 0 progress: 0% by working work estimated: 0d 0.00 worklog done: 0d 0.00 see plan

start: 13/05/2009 days: 10 end: 26/05/2009 is milestone: No milestones defined.

tree: statistics: work done/estimated: 0% time elapsed: 10% descendant task closed/total: 0% team/all users: 2% issues closed: 0% block issues closed: 0%

additional project management data: There are no custom forms filled.

created by Gina Pallone on 13/05/2009-14:22:56 area: FrontStart last modified by Gina Pallone on 13/05/2009-14:35:37

delete print/export report snapshot save

solution:

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

teamwork home projects timesheets agenda issues resources docs/tools admin help

Progress has been set to 100%.

Task correctly saved

task details create copy/move workgroup issues (00) agile see plan check worklog MSPProject child import MSPProject export

projects/June 2009/prepare papers

general project tree assignments gantt documents diary subscriptions dependencies costs tags logs security

(id: 2) code/short name: JUNE09.01 name: prepare papers type: add

tags: description: status: completed relevance: 0 progress: 100% by working work estimated: 17d 7.30 worklog done: 6d 9.00 see plan

start: 03/04/2009 days: 32 end: 19/05/2009 is milestone: No milestones defined.

tree: statistics: work done/estimated: 39% time elapsed: 88% descendant task closed/total: 100% team/all users: 25% issues closed: 0% block issues closed: 0%

additional project management data: There are no custom forms filled.

created by System Manager on 03/02/2009-15:58:21 area: reblock last modified by System Manager on 13/05/2009-14:54:57

delete print/export report snapshot

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:

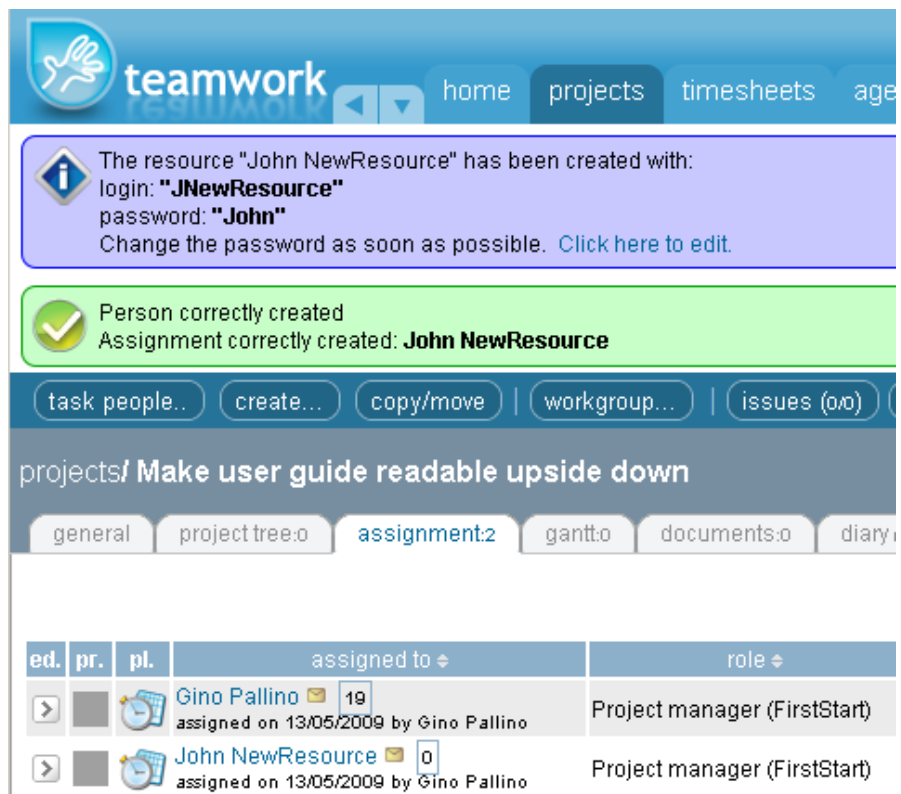
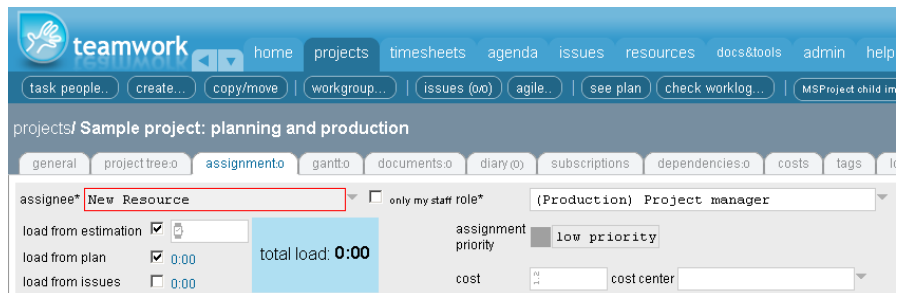
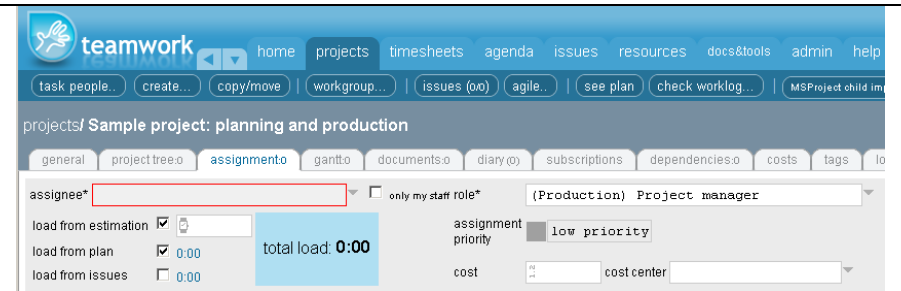
- to create a project assignment, first create task or resource
- to create an assigned issue, create in order resource, task, assignment, and then the issue.

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.



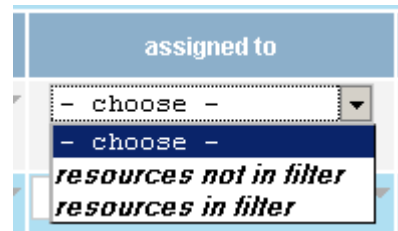
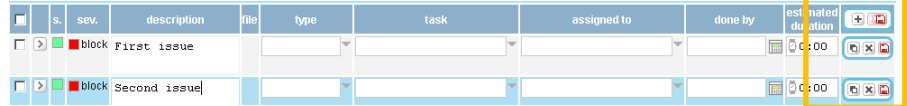
ed.	pr.	pl.	assigned to	role
>			Gino Pallino 19 assigned on 13/05/2009 by Gino Pallino	Project manager (FirstStart)
>			John NewResource 0 assigned on 13/05/2009 by Gino Pallino	Project manager (FirstStart)

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”.


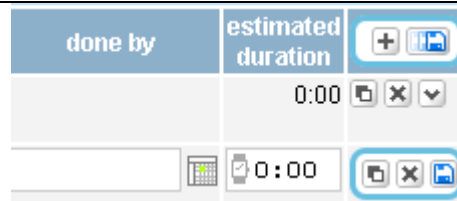
The second is that for issues on a task, the assignments had to be created beforehand on the task in order to set resources on issues. Otherwise, this mysterious combo appeared...



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.



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