



Blues Wireless provides products which help users connect devices wirelessly to a cloud service and be able to access, monitor and control them remotely. **Blues Notehub** is one of the core products of Blues Wireless I was tasked with.

## Role

UI Designer, Lead UX Engineer in charge of entire product design process, from research, prototype, design, development and testing.

## Tools

Adobe CC, Miro, VirtualBox, VSCode, Github.

# The Challenge

Customers need a way to view important alerts about invites, devices, routes, events, billing, related to their user and billing accounts at a glance, without having to browse through pages and/or sign-in to Notehub.io

# Research and Information Architecture

Notification system gives a user a quick overall status of important activities related to their Notehub account, without having to navigate to each specific page or email to check.

Notification system consist of a quick dropdown menu which displays a handful of notifications and View all button which takes the user to a dedicated notification page with all notification related to the account.

Notifications are dismissible, invites are not. The total number of active notifications is updated if dismissed or viewed. Notifications that require an action by account owner have a link to specific page or a CTA eg: Accept/Decline invite.

Notifications are bundled into two groups: General informational notifications and Pending invites notification which requires user's action.

Depending on level of complexity and number of notification groups we can include a filter system for specific notification group or type.

# Research and Information Architecture

## What types of activities should trigger a notification?

- User's account is successfully verified
- Auto recharge successful / unsuccessful
- Payment successful
- Insufficient funds
- User is invited to join a project or billing account
- Route error
- Firmware update failed
- Payment Method added/edited/deleted

## Questions

Should all notifications be posted in the Notehub UI and also sent out as email or should it be either or case by case basis?

# Goals and Expectations

**#1**

Define Notehub events types that trigger notifications.

**#2**

Design in-app and email notifications and define conditions in which each or both are triggered.

**#3**

Ability for user to search notifications by using date filter.

**#4**

Apply privacy condition to restrict user access on shared accounts.

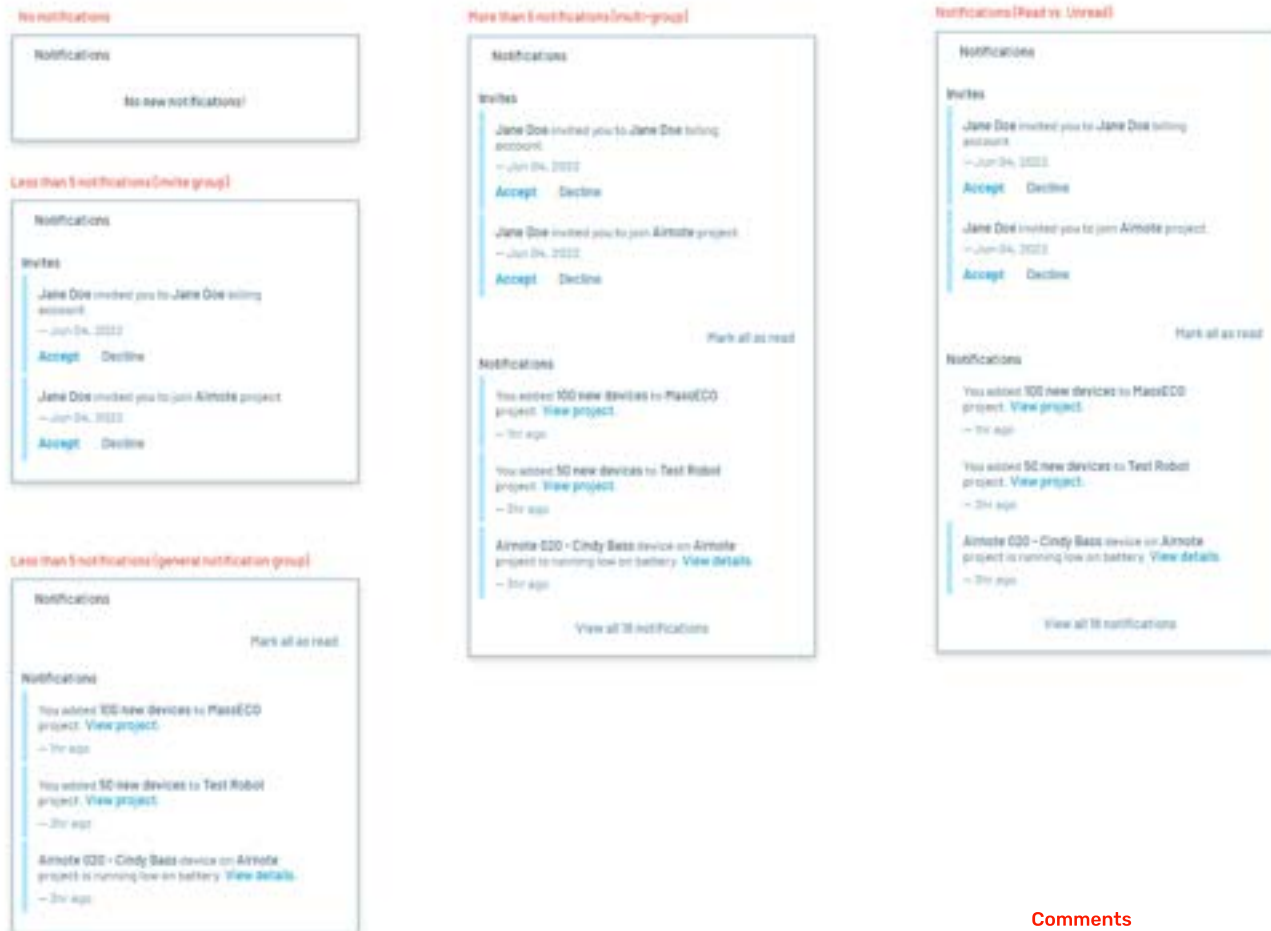
# Wireframes, Prototypes & Usability testing



## Comments

- Notifications sorted by most recent on top
- Generally notifications <24hrs, are displayed in time reference from when they occurred ie: 37mins ago, 2hrs ago..
- Notifications older than 24hrs are displayed in date bucket as (Month Day, Year) ie May 31, 2022
- High frequency notifications are bundled and displayed an hourly time bucket
- Invitations are only dismissible when 'Accepted' or 'Declined'
- If action applied by owner does not affect functionality of their account no notification is generated
- If action applied by owner affects functionality of account, in-app notification is generated
- If critical action applied by another member other than owner, notification is generated
- Informational notifications when user dismisses them or visits notification page
  - Notification dropdown menu displays a maximum of 5 items, user needs to click on 'View all notifications' to see the rest.
  - Clicking on a notification bubble renders it as 'read'
  - Notification bubble are automatically marked as read if user clicks on the CTA in email generated by event
  - Some notifications may not be displayed depending on user member access

# Wireframes, Prototypes & Usability testing

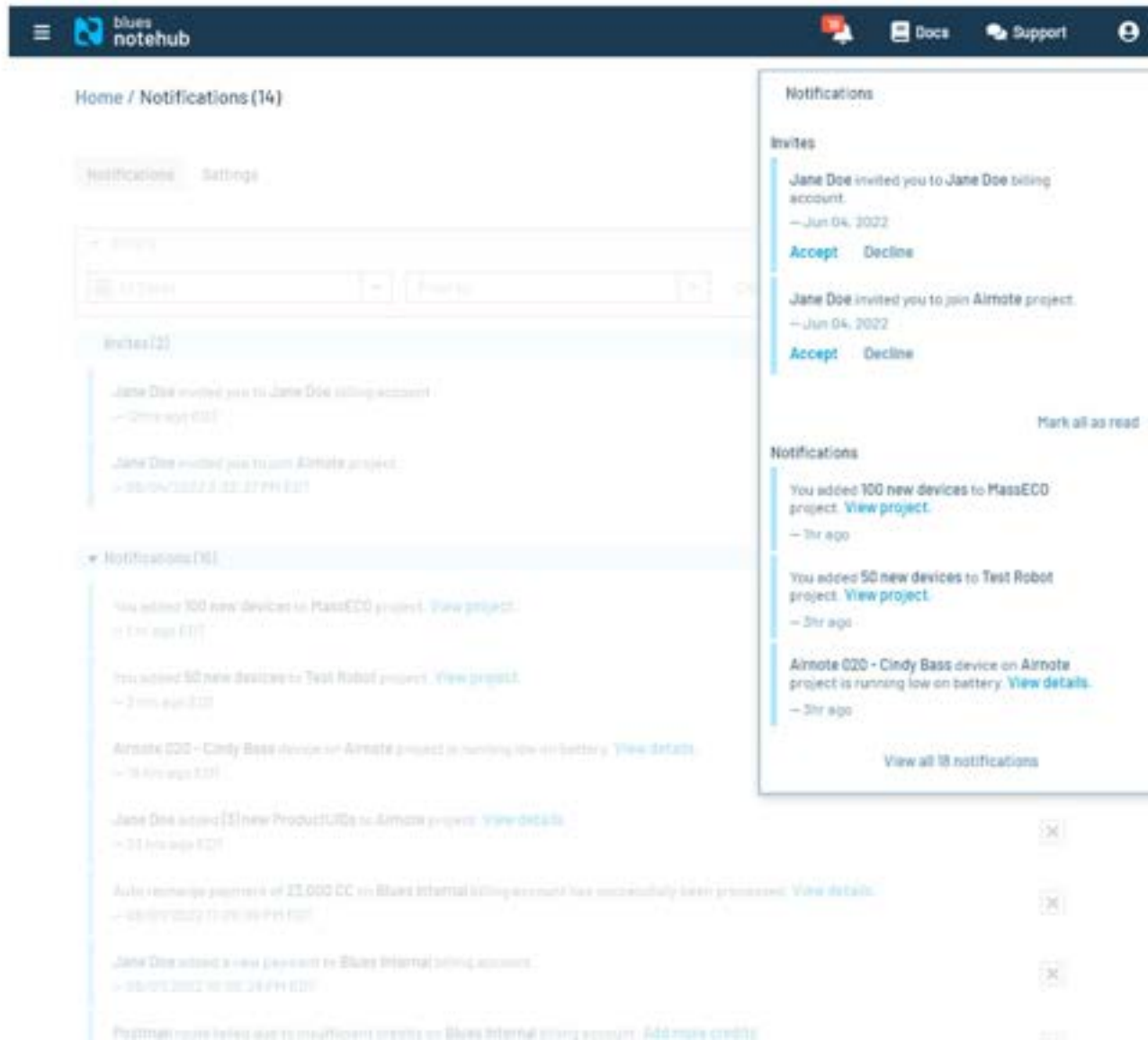


## Comments

- Notifications are grouped into 'Invites' and 'General' notification groups.
- User can delete individual notification on notification page
- Marking notification as read keeps notification on notification page
- Deleting notification removes notification on notification page

# Wireframes, Prototypes & Usability testing

Wireframes • Notifications

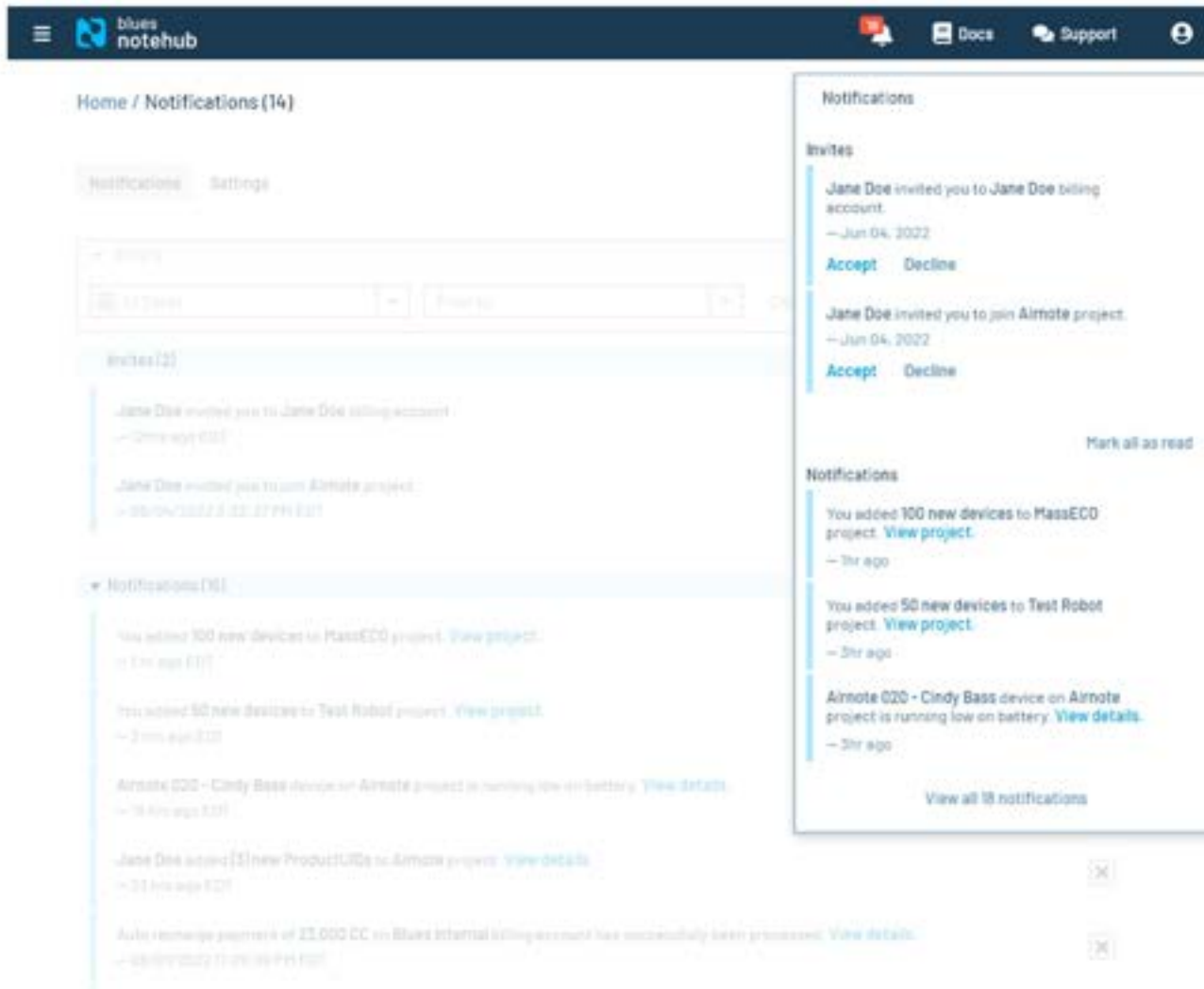


## Comments

- Comments
- Marking all as read dismisses all general notifications but keeps invite notifications if any present
- View all notification takes user to dedicated notification page with a full list of active notifications



# Wireframes, Prototypes & Usability testing



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# Wireframes, Prototypes & Usability testing

The screenshot shows the 'blues notehub' interface. At the top, there is a dark navigation bar with a menu icon, the 'blues notehub' logo, and icons for notifications, docs, support, and a user profile. Below the navigation bar, the breadcrumb 'Home / Notifications (14)' is visible. The main content area has two tabs: 'Notifications' (active) and 'Settings'. A 'Filters' section contains a date range selector set to 'All Dates', a 'Filter by' dropdown, and a 'Clear all' button. The notifications are grouped into sections: 'Invites (2)' and 'Notifications (12)'. The 'Invites' section lists two invitations from 'Jane Doe' with 'Accept' and 'Decline' buttons. The 'Notifications' section lists four items, each with a 'View project' or 'View details' link and a trash icon for deletion.

blues notehub

Home / Notifications (14)

Notifications Settings

Filters

All Dates Filter by Clear all

Invites (2)

Jane Doe invited you to Jane Doe billing account. — 12hrs ago EDT [Accept](#) [Decline](#)

Jane Doe invited you to join Airmote project. — 06/04/2022 3:32:37 PM EDT [Accept](#) [Decline](#)

[Mark all as read](#)

Notifications (12)

You added 100 new devices to MassECO project. [View project](#). — 1 hr ago EDT

You added 50 new devices to Test Robot project. [View project](#). — 3 hrs ago EDT

Airmote 020 - Cindy Bass device on Airmote project is running low on battery. [View details](#). — 18 hrs ago EDT

Jane Doe added (3) new ProductUIDs to Airmote project. [View details](#). — 23 hrs ago EDT

# Wireframes, Prototypes & Usability testing

Wireframes • Notifications

Activity	Desktop	Email	Frequency
<b>General</b>			
Notehub newsletter	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Immediately
<b>Project</b>			
Newly provisioned devices	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Immediately
Project invitation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Immediately
Project deleted	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Immediately
Member access changes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Immediately
Device error	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Immediately
Routing error	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Immediately
Project billing account changes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Immediately
<b>Billing account</b>			
Payment method changes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Immediately
Billing account invitation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Immediately
Insufficient credit balance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Immediately
Auto-recharge enabled / disabled	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Immediately

We may still send you important notifications related to your account outside of your notification settings.