

DISPATCH

A Case Study In Improving User Experience

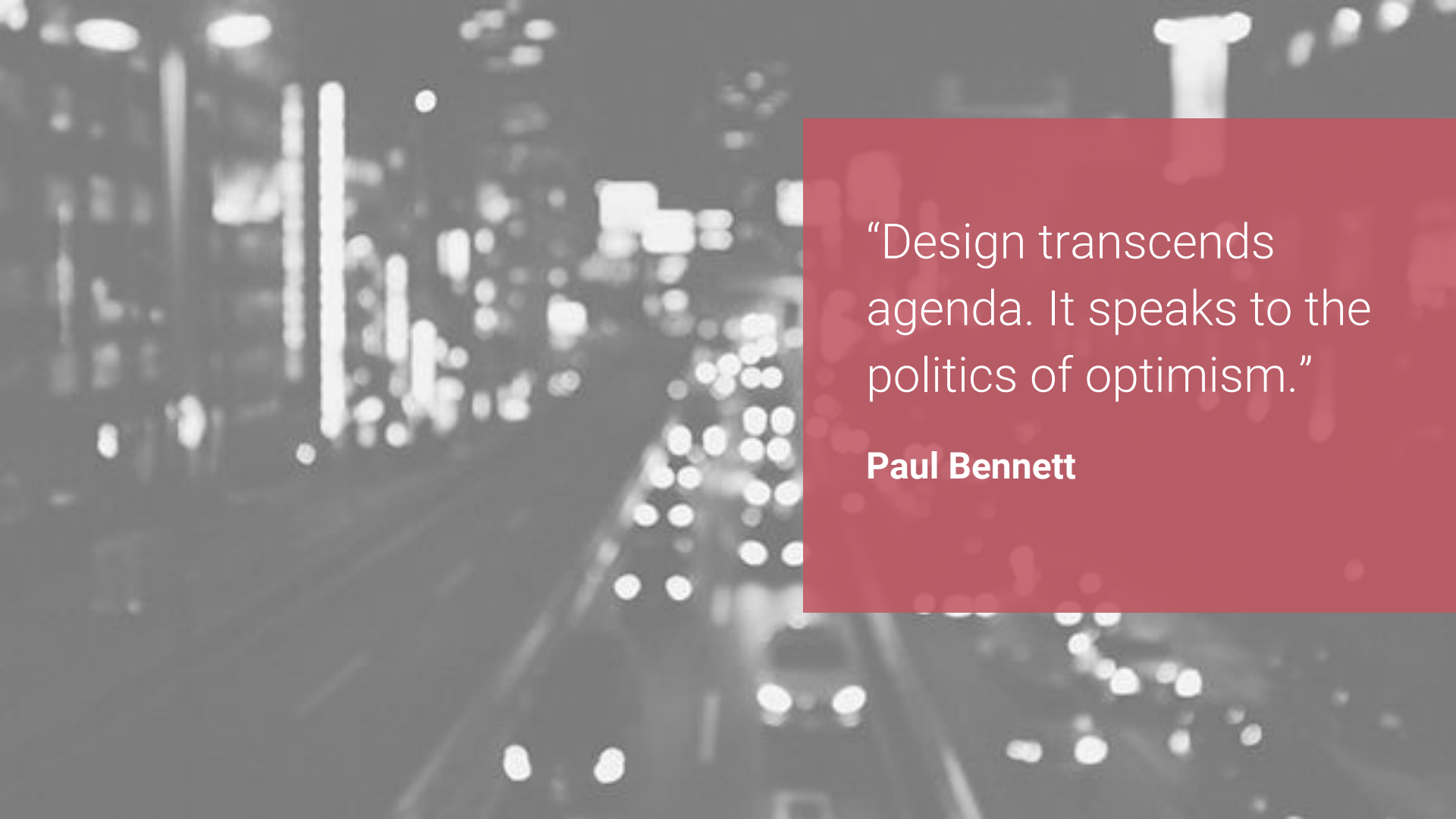
DISPATCH TODAY

DSP

- Select Stocks
- Map and Route Stocks
- Review Batch

DSPM

- Reverse Dispatch
- Dry Run
- Login
- Logout
- Change Destination
- Release Problem
- Review Batch



“Design transcends agenda. It speaks to the politics of optimism.”

Paul Bennett

WHO DID WE TALK TO


- Trainers
- Branch Managers
- Branch Dispatchers



COMMON FEEDBACK FROM USERS

LISTING SCREEN

1. Consolidate Listing and Mapping screens
2. Make all stocks visible in the listing table; remove pagination
3. Ability to add/remove columns
4. Table functionality virtually unknown to users, ie. sort, filter, group
5. Add Automatic Refresh to see stocks real time

ASAP  Choose a Branch

Dispatch Listing Screen: Dallas (441)

Drag a column header and drop it here to group by that column

<input type="checkbox"/>	Stock Number	Due Date	Time Remaining (Hrs.)	Process Status	Pickup Location	City	State	Year / Make / Model	Priority	Salvage Provider
<input type="checkbox"/>	000-14348196	12/18/2014 03:18 PM	-259	Wait Dispatch	DAVID ERVIN	Rockwall	TX	1993 / TOYOTA / T...		The Transportation...
<input type="checkbox"/>	000-14365415	12/19/2014 12:00 AM	-250	Wait Dispatch	Bikes For Bikers	The Colony	TX	2008 / OTHER / OT...		State Farm Catastr...
<input type="checkbox"/>	000-14342890	12/19/2014 08:45 AM	-242	Wait Dispatch	White - Residence	Windom	TX	1997 / NISSAN / T...		State Farm Insuran...
<input type="checkbox"/>	000-14338017	12/19/2014 09:05 AM	-241	Wait Dispatch	WINNIE SNOWDE...	GRANDALL	TX	1993 / LEXUS / ES...		American Heart As...
<input type="checkbox"/>	000-14347736	12/19/2014 09:28 AM	-241	Wait Dispatch	1ST CHOICE TOWI...	Melissa	TX	2006 / BMW / Z4 3...		State Farm Insuran...
<input type="checkbox"/>	000-14333365	12/19/2014 10:44 AM	-240	Wait Dispatch	CALIBER COLLISI...	FORT WORTH	TX	2007 / CHEVROLE...		USAA - SE1 (EDI)
<input type="checkbox"/>	000-14334837	12/19/2014 10:50 AM	-240	Wait Dispatch	SERVICE KING	Grand Prairie	TX	2005 / HONDA / CL...		USAA - San Antoni...
<input type="checkbox"/>	000-14348180	12/19/2014 11:00 AM	-239	Wait Dispatch	ADAMS AUTOMOTI...	Van Alstyne	TX	2008 / NISSAN / AL...		Texas Farm Burea...
<input type="checkbox"/>	000-14357271	12/19/2014 04:29 PM	-234	Wait Dispatch	RISE C SUAZO	Wylie	TX	2003 / DODGE / N...		Junk A Car Nation...
<input type="checkbox"/>	000-14333968	12/20/2014 09:05 AM	-217	Wait Dispatch	Two - Residence	Arlington	TX	2000 / VOLKSWAG...		ACCC General Age...
<input type="checkbox"/>	000-14355724	12/20/2014 09:42 AM	-217	Wait Dispatch	CURTIS MAYES	Granbury	TX	1994 / DODGE / S...		Heritage For The B...
<input type="checkbox"/>	000-14359936	12/20/2014 10:03 AM	-216	Wait Dispatch	BRENDAJUAN RI...	Weatherford	TX	1992 / BUICK / LE...		Junk Car Zone LL...
<input type="checkbox"/>	000-14359005	12/20/2014 10:17 AM	-216	Wait Dispatch	RANDY HESTER	JUSTIN	TX	2001 / MAZDA / 626		IQ AutoMillers Auto...
<input type="checkbox"/>	000-14361723	12/20/2014 11:25 AM	-215	Wait Dispatch	CAROLYN HEINRI...	WEATHERFORD	TX	1989 / CHRYSLER...		Junk Car Zone LL...
<input type="checkbox"/>	000-14363667	12/20/2014 01:17 PM	-213	Wait Dispatch	ROMELIA VALVERDE	MINERAL WELLS	TX	2004 / SATURN / ION		Junk A Car Nation...

25 items per page Page 1 of 3 1 1 - 25 of 65 items

[MAP SELECTED STOCKS](#)

MAPPING SCREEN

1. Icons don't mean anything
2. Page is too busy; too much information
3. Most don't use generate routes feature
4. Once stock is selected, it would be nice if it would be grayed out
5. Map is buggy

ASAP Choose a Branch

LIST VIEW

Dispatch Mapping Screen: Dallas (441)

View Map Legend

Tow Area: 10 mi

Selected Stocks

Starting branch address:
204 Mars Road Wilmer, TX

- ★ 000-14367389
🚒 / FWD / Front end
Brigdon - Residence
113 Leighton Dr, Terrell, TX 75160
- ★ 000-14327857
🚒 / Front end
Jr Auto
3015 W Davis St, Dallas, TX 75211
- 000-14000053
🚒 / Right Front
GP AUTO BROKERS
405 BILL IRWIN ST, Grand Prairie, TX 75050
- 000-13944998
🚒 / Front end
Starting branch address:
Mars Road Wilmer, TX

Number of vehicles at this location : 2

ADD TO LIST

Stock Number	Year/Make/Model	Provider Name	Towable	Damage	Process Status
000-14253234	2005 / DODGE / RAM...	USAA - San Antonio (...	🚒	🚒	RW
000-14290857	2012 / JEEP / COMPASS	United Automobile Insu...	🚒	🚒	FW

Address: 2500 Brennan Ave, Fort Worth, TX 76106

Map Legend

General Pins

- 🚒 High Priority Pin
- 📍 General Pin

Tow Types

- 🚒 High Priority Tow Only Pin
- 📍 Tow Only Pin
- 🚒 High Priority VIC Tow Pin

GENERATE ROUTE

CREATE BATCH

Protected Mode: Off

125%

TOW BATCH REVIEW SCREEN

1. Would like to manage Logout functionality (edit, undo, bulk).
2. Legibility is difficult (color, text-size, etc.)

ASAP Choose a Branch

LIST VIEW MAP VIEW

Tow Batch Review: Dallas (441)

Tower Information

Assign Tower*
Bobby Joe Linton - 8810

903563690
5577 US Highway 80 East
Longview, TX 756056771

Print Destination

Documents To: Dallas

IAA Check To: \ipcpr-print1\CorpIT-8000

Vehicle Sticker To: \ipcpr-print1\CorpIT-8000

Tow Package

Documents

- Stock Number: 000-13944998
Return Tow Bill
- Stock Number: 000-14000053
Return Tow Bill
- Stock Number: 000-14338017
Tow Bill

Stock Number	Storage End	Total Payment Amount	Total Hauling Charges	Payment Type	Checks Payable To	Dispatch Note	Destination
000-13944998	10/10/2014	\$0.00	\$47.00		D & W TOWING & RE...	per dan, towable w/o key, ok to pay, 8.25% vsf needed, c...	Michael Eyerly
000-14000053	10/29/2014	\$0.00	\$62.00		Dallas Inbound	Licensed/Kau Ham performed dispatch reversal	CR AUTO BROKERS
000-14338017			\$37.00		AAA Wrecker Service		

10 items per page

CANCEL DISPATCH

1 - 3 of 3 items

DISPATCH

Storage Charges

Start Date	End Date	# of Days	Responsible Party	Rate Type	Fee Amount	Tax Amount	Calculated Total
10/30/2014	01/12/2015	14	Salvage Provider	Daily	\$18.00	\$21.11	\$39.11

Advance Charges

Current Charges

Charge Type	Amount	Tax Amount	Responsible
Notification Fee	\$25.00	\$0.00	Salvage Provider
Fuel Charge	\$17.40	\$0.00	Salvage Provider
Storage	\$252.00	\$21.11	Salvage Provider
Daily	\$30.00	\$0.00	Salvage Provider

Payments

Payment type: Add Check

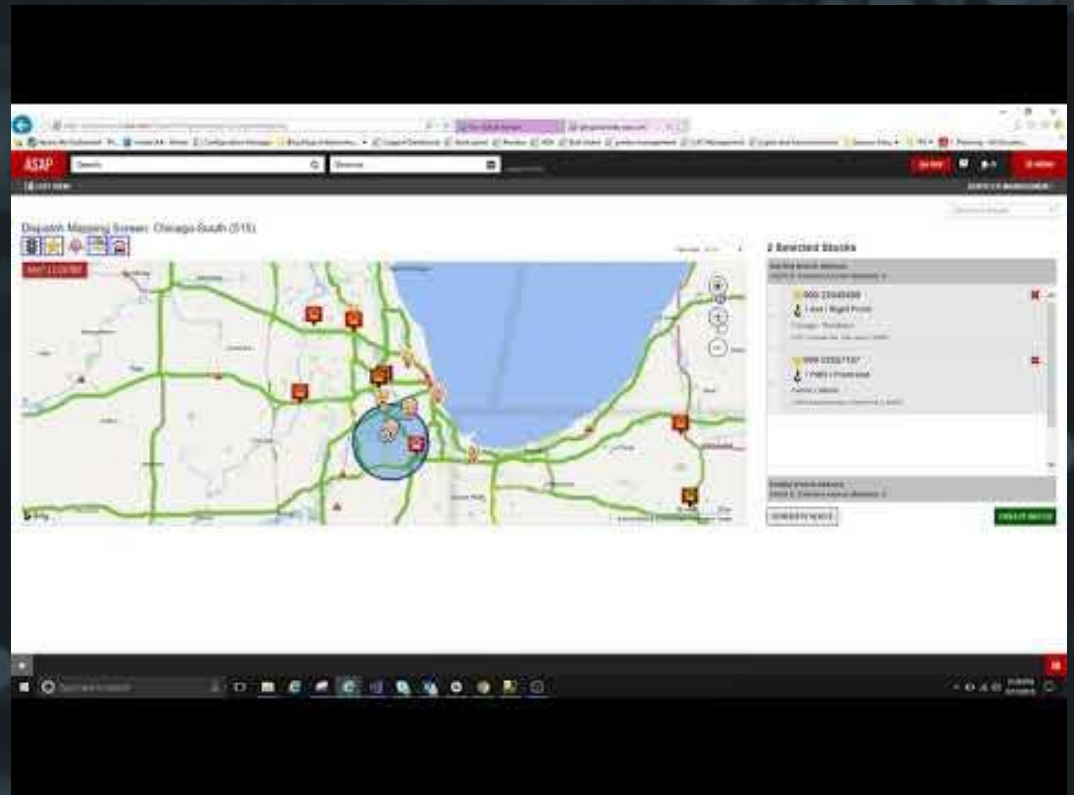
Transaction date: []

Payment amount: \$0.00

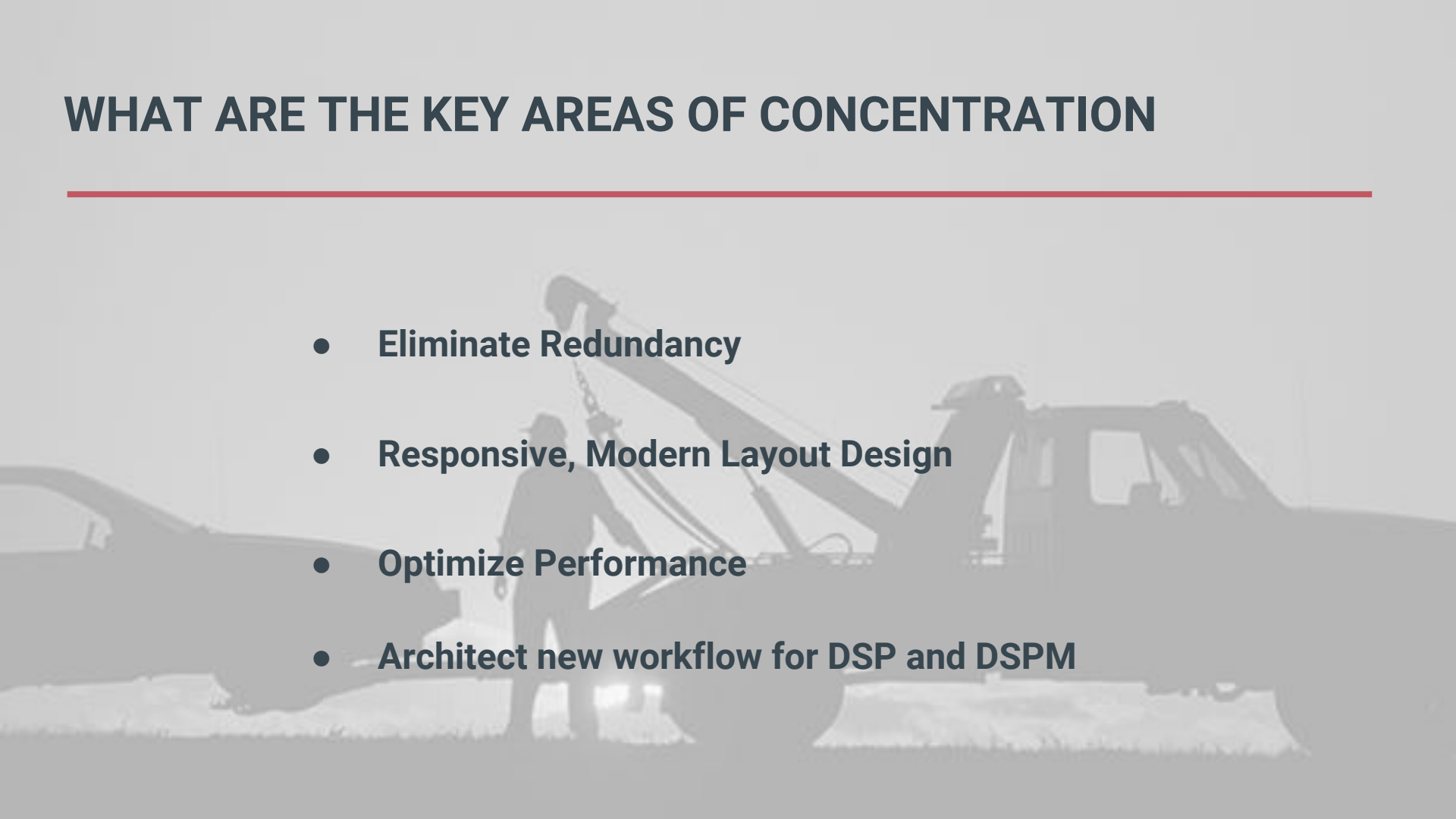
Reference number: []

PERFORMANCE ISSUES

1. All around performance is slow



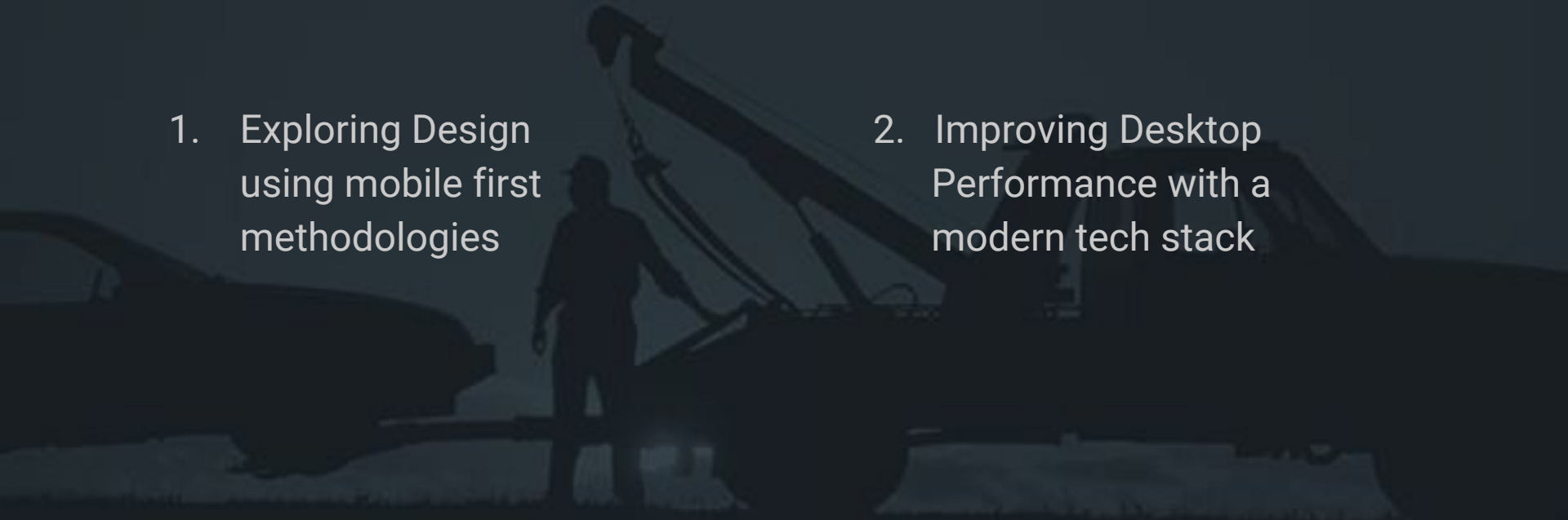
WHAT ARE THE KEY AREAS OF CONCENTRATION

- **Eliminate Redundancy**
 - **Responsive, Modern Layout Design**
 - **Optimize Performance**
 - **Architect new workflow for DSP and DSPM**
- 

WHAT DOES FUTURE DISPATCH LOOK LIKE?

1. Exploring Design using mobile first methodologies

2. Improving Desktop Performance with a modern tech stack



MOBILE PROTOTYPE

KEY FEATURES

- **Combines List and Map Screens**
- **Entire application reduced to 3-Step Form w/ validation**
- **Eliminates need for tables/pagination while retaining filter, sort data**
- **Seamless DSP to DSPM Integration**
- **Added “Settings” for user to configure repeatable steps**
- **Lists Batches by created date**
- **Map pins more discernable**

DESKTOP ANGULAR APPLICATION

KEY FEATURES

- **Handles automatic refresh through HTTPClient/Observable**
- **Local Storage Memory settings for Branch Properties**
- **DB: Firebase Cloud Firestore**
- **Google Maps VS Bing Maps**
- **Material Design VS Kendo**



QUESTIONS?