

10,000 Floor Elevator

Introduction to User Experience Principles and Processes

Kayla Pennoyer

Criteria & Constraints

- If the interface uses a mobile app, there should be an additional way to access the elevator such as kiosks, in case someone does not have a device.
- If possible, input/output such as audio, text, and visuals should have an alternative for accessibility.
- Users should have a way to change their floor or check their own personal status.
- If the solution includes a scanned card or wearable device, these should be available throughout the building.
- A scrolling panel should not be used in isolation to select the floor, as selecting one floor among 10,000 would likely create a frustrating user experience.

Most Useful Features

- Numbered buttons input, especially in a familiar format/layout
- Ability to move forward/backward to edit input, or ability to input on a separate interface (personal or outside the elevator)
- Quick scan/input upon entry
- Up to 5 number spaces for 10,000 floors
- Visual component for progress on trip

I derived most of the above criteria from the first 3 designs in this process. While scrolling wheels as seen in design A are engaging and useful in many cases, doing this to select one floor of 10,000 would be tedious and likely difficult. Design A is also a purely visual design, which I attempted to balance in design C, but a combination of input/output methods for diverse access would be ideal. The first several designs also do not allow users to confirm their floor choice or edit the number if they make a mistake, which at best would result in frustration, and at worst result in elevator shutdown/delays.