

UXRM 2020 -2

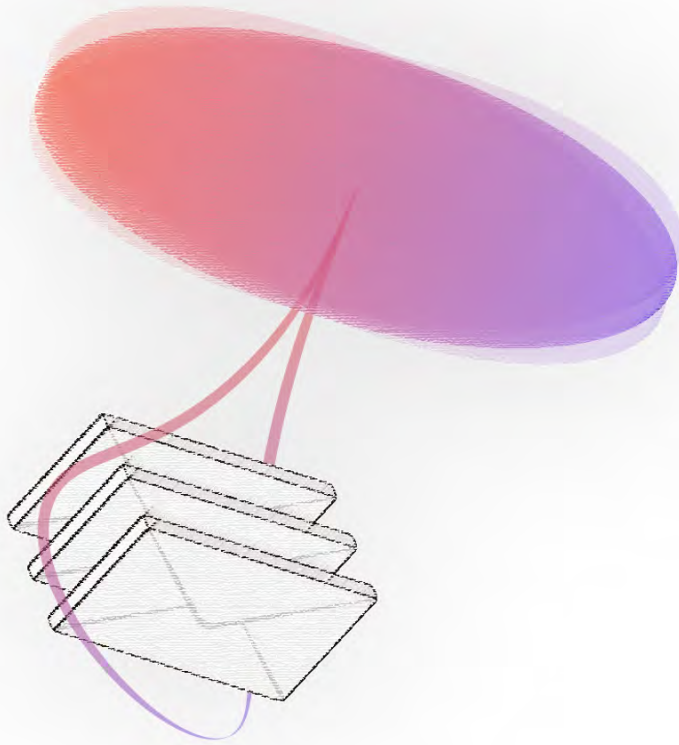
Final
Presentation

InboT : Why is your inbox so messy?

Team 2 "Mailbomb"

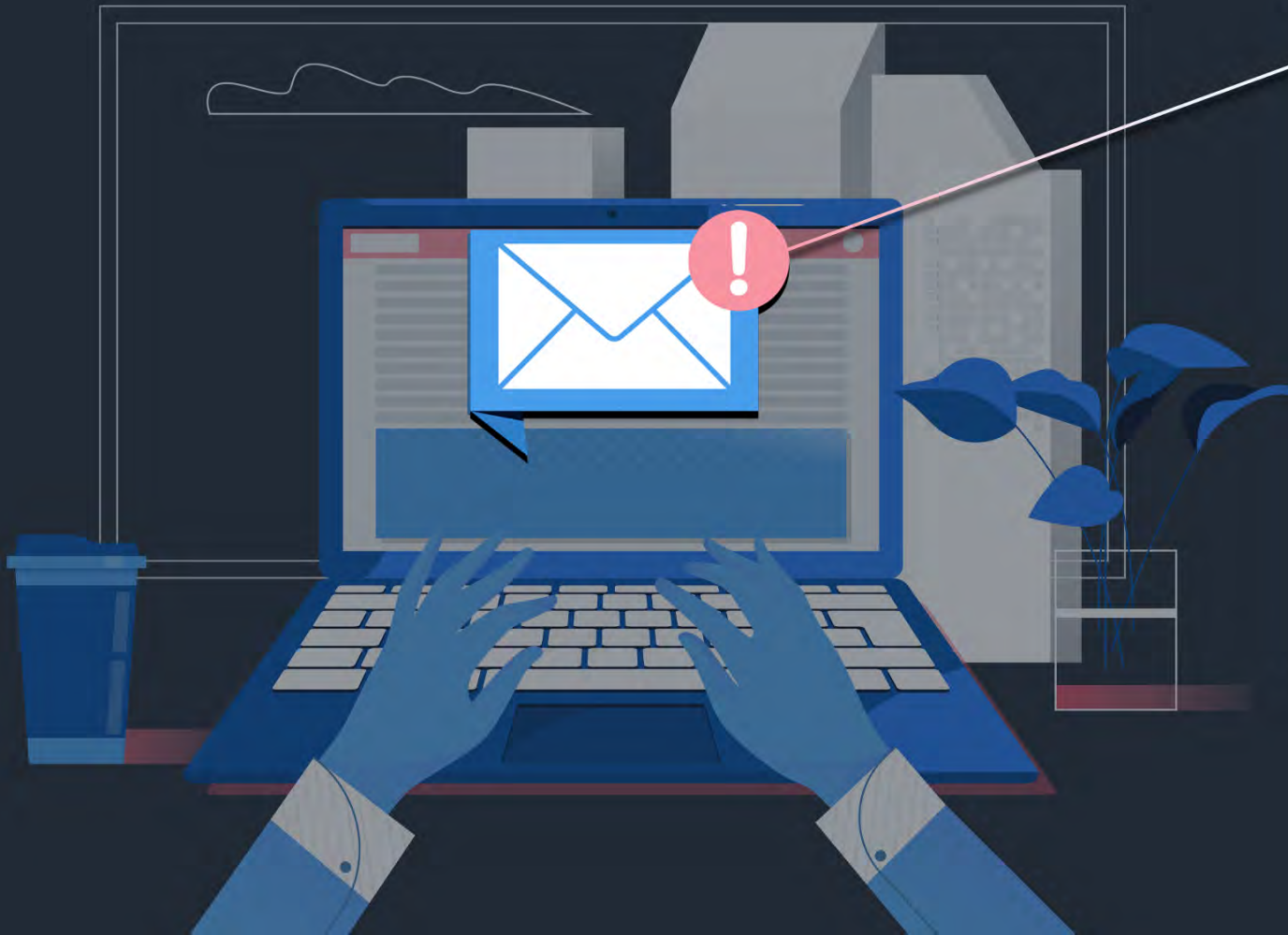
Daeun Hwang / Soomin Kim / Jihyun Um / Jiho Um

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About Our Project



Email is still growing!

“The usage of email has showed a gradual growth with 1~3% difference every year from 2011 to 2018.”

(KISDI)

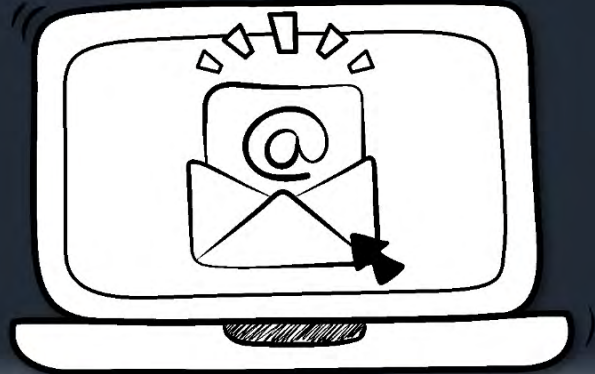
“The number of worldwide email users will top 4.0 in 2020 and is expected to grow to over 4.4 billion by the end of 2024. Over half of the world population uses email in 2020.”

(RADICATI)

“In 2019, the email usage of people living in Seoul has turned out to be 67.8% and 27.1% of the people answering they are using email said they have used email within 24 hours.”

(Ministry of Science, ICT & Future Planning, KISA)

About Our Project



Problem	Information in piled up emails easily gets lost.
Product/System	E-mail Service
Target Audience	Anyone who feels the need to organize their e-mail
Research Question	1. Can a redesigned email interface improve email arrangement experience free of the problem identified? 2. How can we modify email interfaces to encourage willing users to organize their inbox?

METHOD

Survey #1

Interview #1

User Session #1

Interview #15

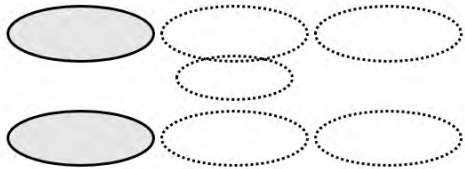
Survey #2

Interview #2

User Session #2

METHOD

Survey



Survey #1 General Usage Survey

: To investigate a general email usage and tendency

Audience : Any email users
Type : Google Survey form

The number of response collected : 209

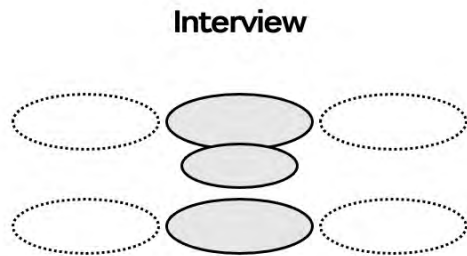
Survey #2 Non-experts Targeted Survey

: To find out the universal perception of people who have difficulty organizing their emails

Audience : Anyone who finds it difficult to organize their e-mail
Type : Google Survey form

The number of response collected : 119

METHOD



*Expert : An email user who organize more than one email account on a regular basis



: To examine their general organizing routines.

Total 8 participants / 30 minutes - 1 hours



: To examine their motivations and implied emotions on organization.



: To examine the perceptions of non-experts toward email organization.

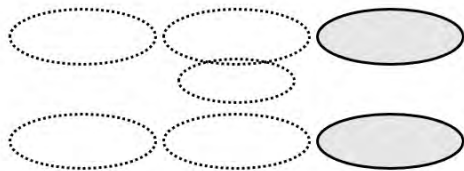
Total 4 participants / 30 minutes - 1 hours
Transcripts collected → Coding Process [in progress]

Among participants who have responded to Survey #2, our team have recruited the volunteers in a priority of who selected multiple options on desired conditions but have the inbox not satisfying the conditions.

METHOD

User Session #1
Type : Exploratory

User Session



With : Prototype ver.1

: First, to check general impression and usability of the prototype for the users. And second, to verify if there are any points that users may misunderstand or find it unintuitive in contrast to what the design aimed.

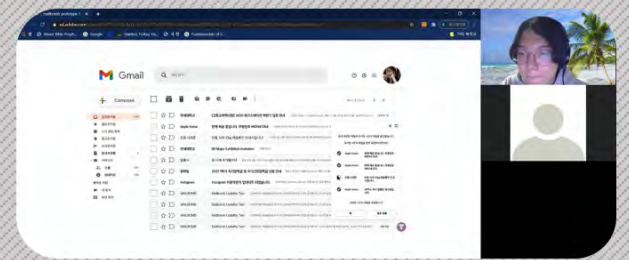
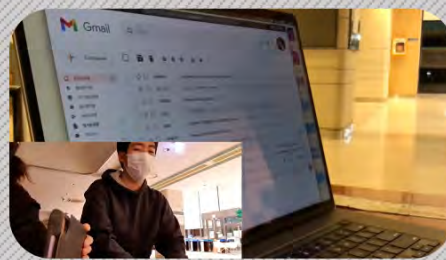
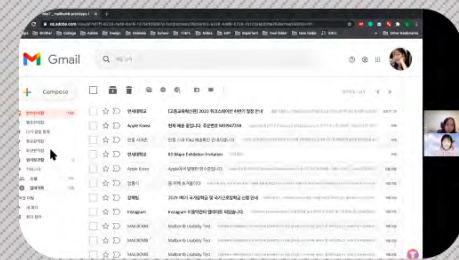
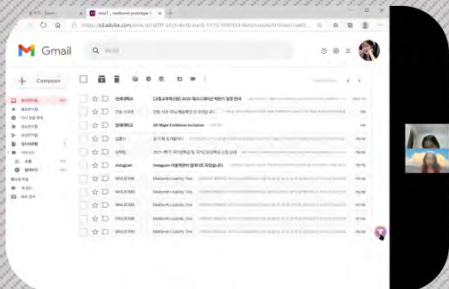
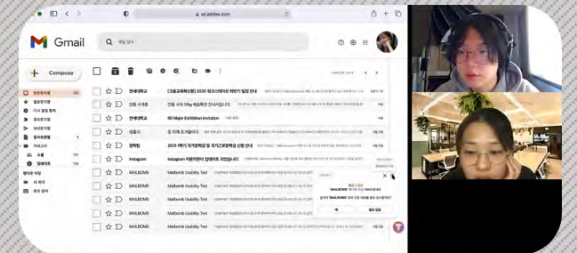
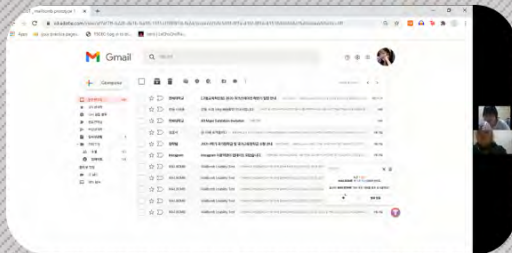
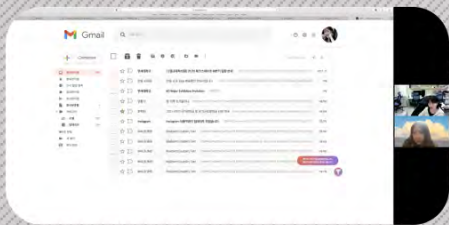
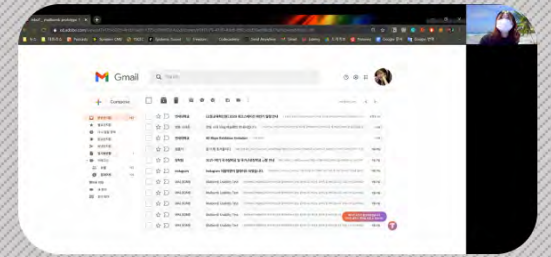
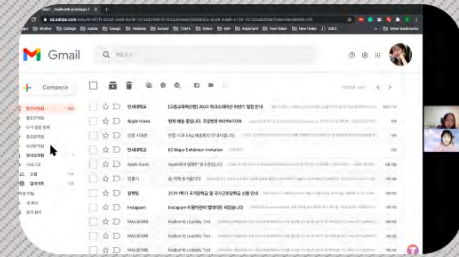
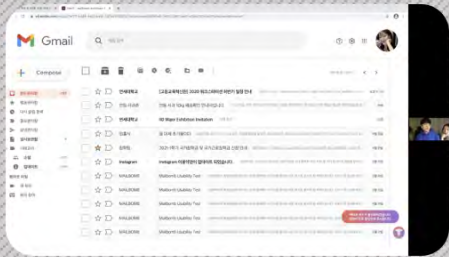
One-on-one usability tests were run either Zoom or offline. Total 12 participants from different groups and varying experience with email / 45 minutes - 1,5 hour

The participants were given 3 basic tasks and 3 advanced tasks to perform, following the instructor's request and questions. Probe questions were used throughout the sessions, and feedbacks or comments were received after wrap-up evaluation questions. The participants were asked to speak out loud each step they would like to proceed through while also specify what screen or interface they expect to see.

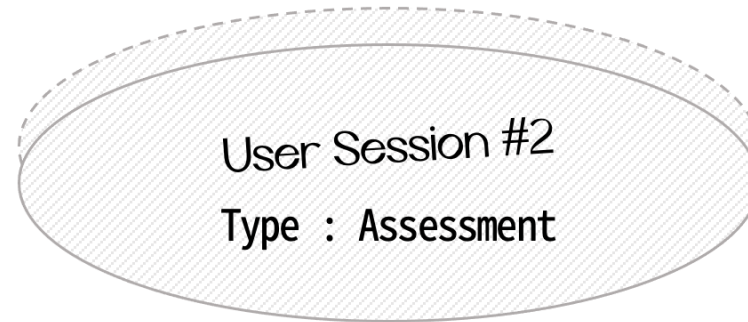
Key findings were collected through the observations.

User Session #1

Type : Exploratory



METHOD



User Session



With : Prototype ver.2

: After modifying overall layouts and implementing several features, total four participants from the previous usability testing was recruited in this session again, and six new participants were recruited. This aimed to check whether modification improved user experience and intuitiveness.

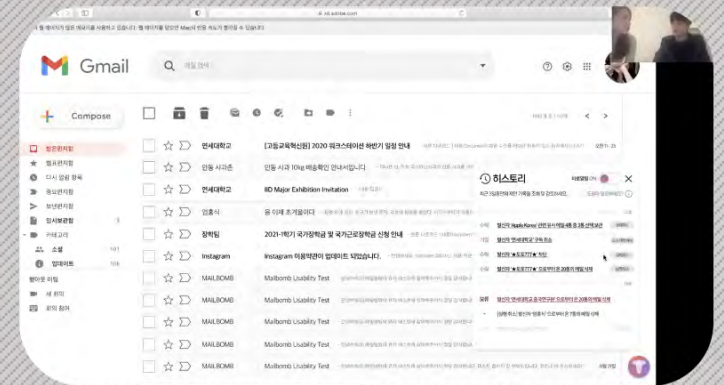
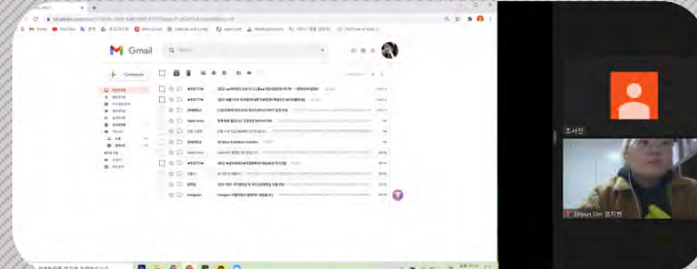
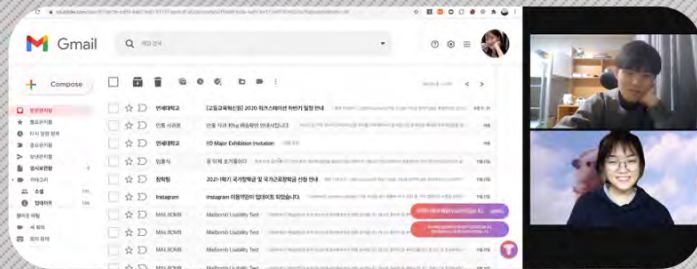
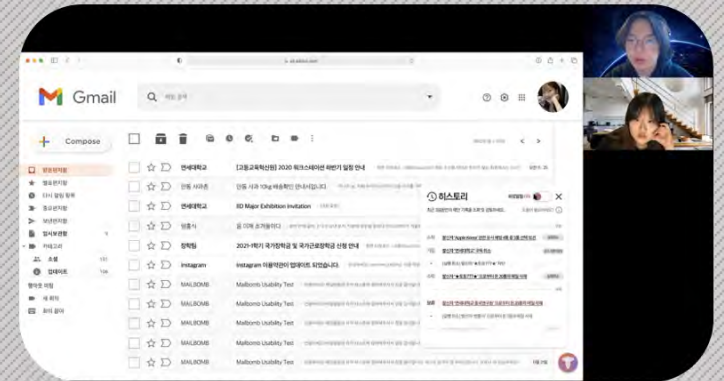
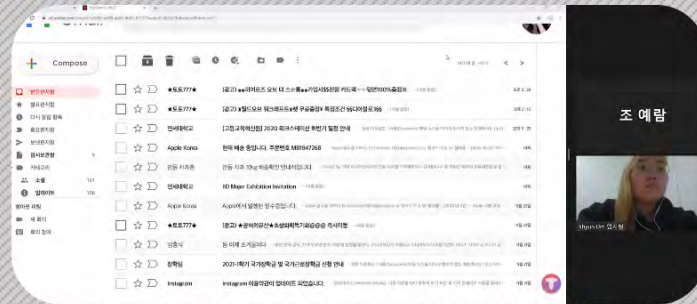
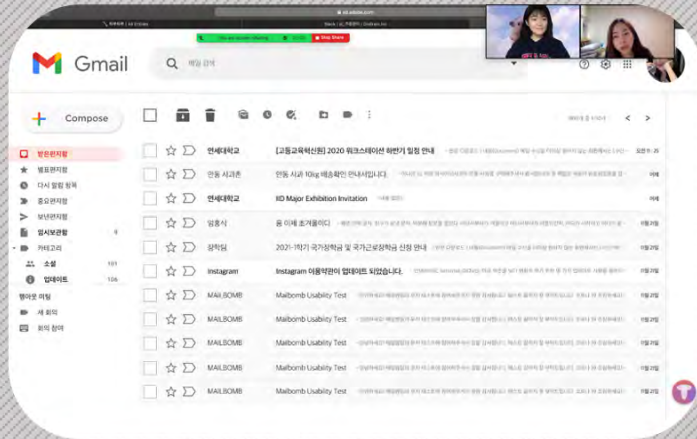
One-on-one usability tests were run either Zoom or offline. Total 8 participants from different groups and varying experience with email / 30 minutes - 1 hour

The participants were given 3 basic tasks and 3 advanced tasks to perform, following the instructor's request and questions. Probe questions were used throughout the sessions, and feedbacks or comments were received after wrap-up evaluation questions. The participants were asked to speak out loud each step they would like to proceed through and also specify what screen or interface they expect to see.

Key findings were collected through the observations.

User Session #2

Type : Assessment

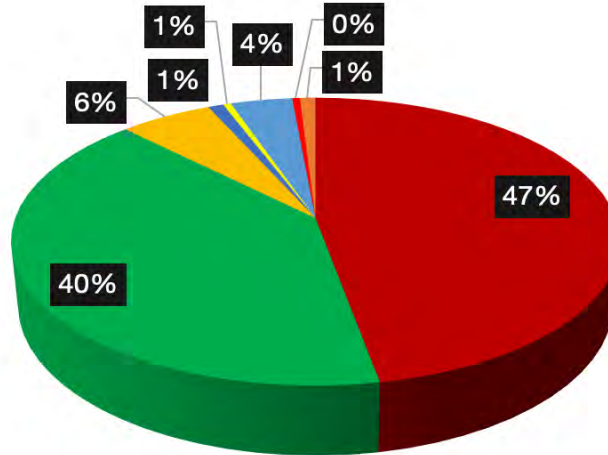


INSIGHT

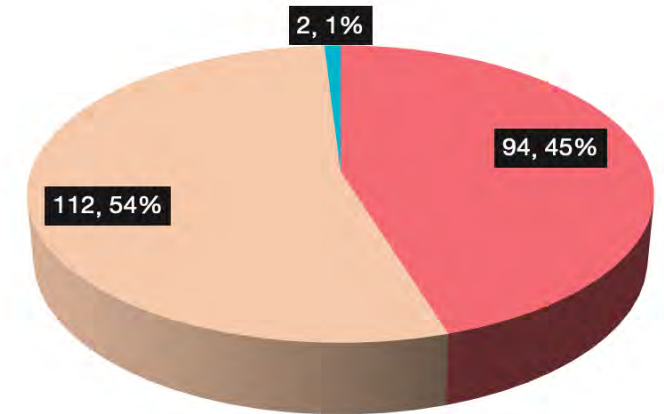
1.

Unorganized email inbox must be aided with a universal solution.

Q3. What is the email platform you use most frequently?



Q4. What device do you mostly use to check your email?



Mobile (54.6%)
Laptop (44.9%)

Gmail (46.9%)
Naver mail (40.1%)

- Gmail / 지메일 (구글)
- Naver Mail / 네이버 메일
- Daum Mail / 다음 메일 (Hanmail / 한메일)
- MSN / Hotmail
- Kakao Mail / 카카오톡 메일
- Outlook / 아웃룩
- Nate Mail / 네이트 메일
- Yahoo / 야후 메일

- 노트북 및 컴퓨터 / PC
- 핸드폰 / Phone
- 태블릿PC / Tablet PC

INSIGHT

2.

Users distrust the current automatic sorting system. (ex. spam)

Interview #1 _ User 1

(Q: Yeah, How much would you trust that auto categorization features?)

A: I wouldn't know until I use it, it would do make it work to a certain extent, **but I will have to get my hands on and check.**

Interview #1 _ User 2

A: **I don't trust computers.** Let's say I set up the keyword as 'Special Offer' and my marketing professor might mention that in his lecture, I'm just so afraid of that.

Interview #2 _ User 4

Q. How much do you trust auto categorization that is supported by email platforms?

A. I don't trust Ai in general so 0% ... It would make a lot of errors in early stages of Ai. **Even if it develops and error rate goes down to 0.1% I still wouldn't use it.**

Interview #1 _ User 4

A: If a certain program categorizes on its on, or Ai does **auto care, it just feels uncomfortable. There would be a lot of errors,** and security problems as well. Even if its little more work, I like taking care of it on my own, and it kind of makes me feel proud.

Interview #1 _ User 3

Q. Then, how much do you trust auto categorization that is supported by email platforms?

A. hm I say 85% trust.

Q. Oh that's a lot. Could you tell me why?

A. It is auto categorization, right? It will use datas and keywords so it must have organized it well. Not 100% trust... **it may make mistakes.**

INSIGHT

3.

The new function that will be suggested for efficient organization should not have many steps to perform.

Interview #1 _ User 2

Q: Have you ever been notified figured out new updated functions by yourself except for the email?

A: No, I think that would be annoying? I even get annoyed by receiving emails.

Interview #1 _ User 3

Q: Do you do something else after that? you don't have to talk about all your accounts for this question.

A: Just in general, I delete my trashcan that has all the deleted mails in it. **This is a lot of work, because you have to delete it twice.** Receiving spam mail is also so much work though.

Interview #2 _ User 3

Q: How about setting up a keyword so that it can be marked as spam mail? You can set your own keywords.

A: I could use that to block those mails that you just mentioned. Yeah those ads

Q: Ah (Laughs)

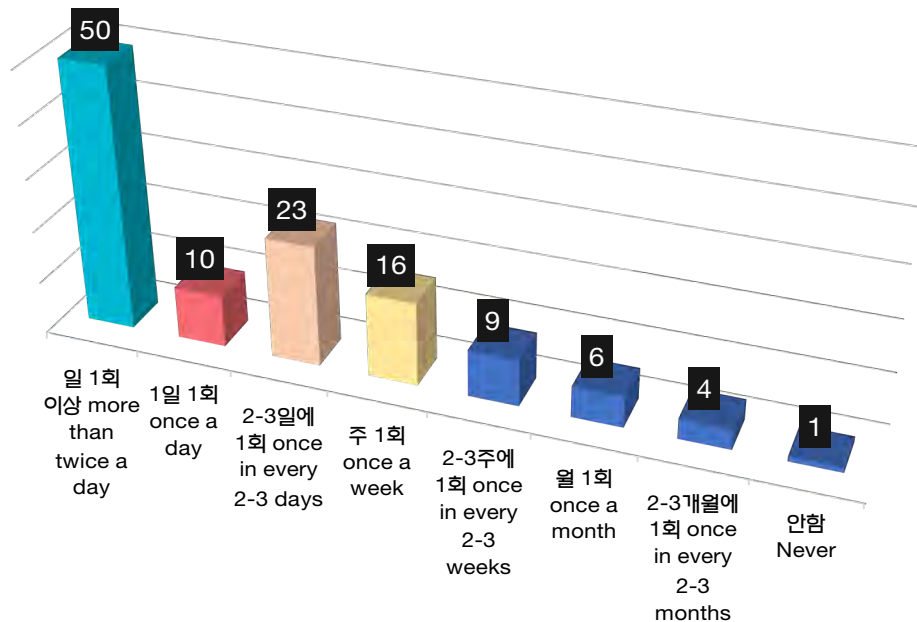
A: But I wouldn't set up my own keywords to categorize. **I think that's too much work.**

INSIGHT

4.

There is no correlation between the frequency of checking the inbox and the condition of the inbox.

Q3. How often do you check your emails?



Interview #1 _ User 1

(Q. How often do you check your mail notification right away let's say out of 10 mails?)

A: 10 mails... unless I'm working on something or working out or in class, playing game, **I just check it right away.**

Interview #1 _ User 2

A: (laughs) well I guess I check my school mail **at least once a day.** My laptop gets noticed and I have to delete them. I have to delete them alarms.

Interview #1 _ User 3

(Q. How often do you check your email?)

A. Everyday! **At least 2-3 times a day for sure.** There might be important notifications or mail from professors.

Interview #1 _ User 4

(Q. How often do you use your mail?)

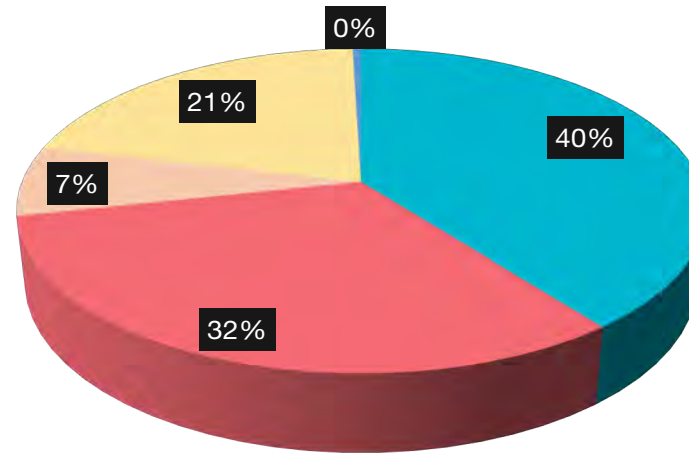
A. **I really use it often.** But I just don't like numbers showing so I don't read the content and just mark it as read.

INSIGHT

5.

Empty inbox is not the main concept of organized box.

Q5. Check all the necessary condition of organized inbox.



- 스팸 메일이 정리(삭제 또는 스팸처리) 되어있음 Spam mails deleted
- 안 읽은/확인하지 않은 메일이 없음 No unread mails
- 받은 메일함이 텅 비어있음 Empty inbox
- 메일의 종류에 따라 폴더 별로 구분이 되어 있음 (업무/뉴스레터/친목 대화) Categorized mails
- (기타) 필수까지 해야하는건 없는거 같아요

Interview #1 _ User 1

(Q: Yeah, How much would you trust that auto categorization features?)

A: I wouldn't know until I use it, it would do make it work to a certain extent, **but I will have to get my hands on and check.**

Interview #1 _ User 2

A: **I don't trust computers.** Let's say I set up the keyword as 'Special Offer' and my marketing professor might mention that in his lecture, I'm just so afraid of that,

Interview #2 _ User 4

Q. How much do you trust auto categorization that is supported by email platforms?

A. I don't trust Ai in general so 0% ... It would make a lot of errors in early stages of Ai. **Even if it develops and error rate goes down to 0.1% I still wouldn't use it.**

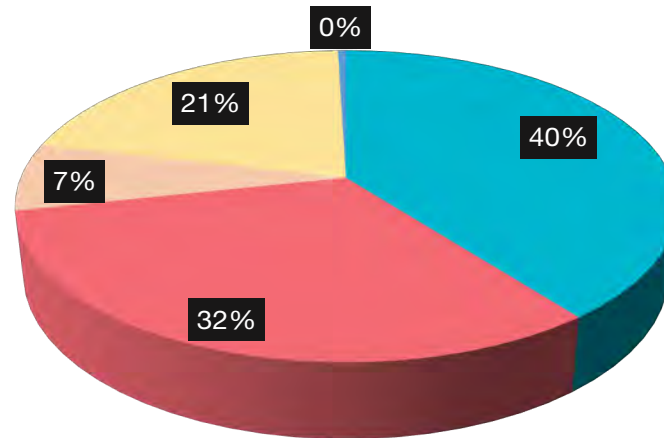
INSIGHT

6.

The standard of an ideal organized mailbox is similar for both experts and non-experts.

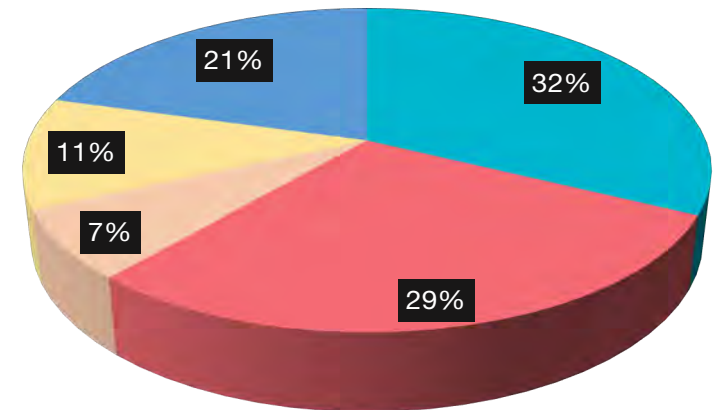
Survey #2: no spam(85) and no unread mails(69), were selected out of 119 responders, both experts and non-experts considered no spam and no unread mails, as necessary.

Q5. Check all the necessary condition of organized inbox.



- 스팸 메일이 정리(삭제 또는 스팸처리) 되어있음 Spam mails deleted
- 안 읽은/확인하지 않은 메일이 없음 No unread mails
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- (기타) 필수까지 해야하는건 없는거 같아요

Q6. Check all the conditions that your current email account meets.



- 스팸 메일이 정리(삭제 또는 스팸처리) 되어있음 Spam mail is managed(deleted or marked as spam)
- '안 읽은/확인하지 않은' 메일이 없음 No unread/unchecked emails
- 받은 메일함이 비어있음 (받은메일함 0개) Empty inbox
- 메일의 종류에 따라 폴더 별로 구분이 되어 있음 (업무/뉴스레터/친목 대화) Mail is organized by folders
- 어떤 것도 충족하고 있지 않음 None of the above

INSIGHT

7.

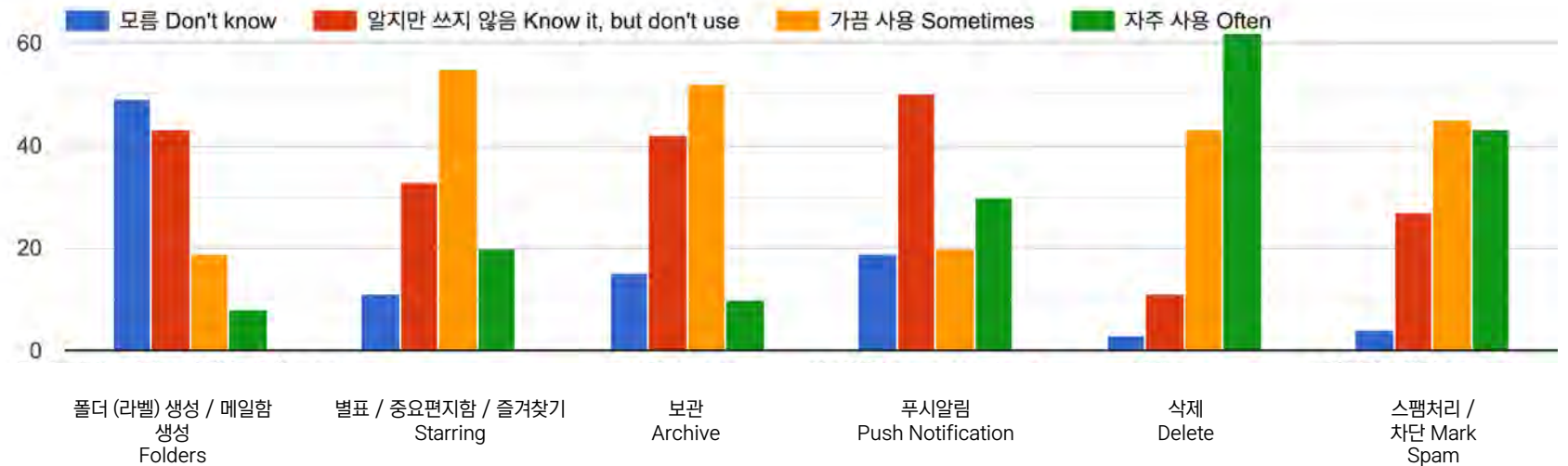
Users do not actually use functions even if they recognize it.

Interview #1 _ User 2

A: ...Honestly they already exist but I don't use it, I have my own reasons behind not using it.

Among the 6 functions that email platforms commonly provide, at least 60% users knew about the existence of each feature but 'delete' was the only function that more than half of the users (52%) use the function often.

Q4. Tell us how frequently you are using each functions.



INSIGHT

8.

Users have rejection against structural changes that remove distinctions of the conventional mail forms with other communication services

“Proven tools designed specifically for the enterprise ... have a better chance of gaining acceptance and post-implementation support from the IT organization. And email is one of those tools.”

DesRochers, M. (2017, 08). 5 reasons why email is still the digital workhorse. Core HR, HRIS and Payroll Excellence Essentials, Retrieved from <https://search.proquest.com/magazines/5-reasons-why-email-is-still-digital-workhorse/docview/1951201223/se-2?accountid=15179>

INSIGHT

9.

Piled up emails demotivate organizing inbox.

Interview #1 _ User 1

A: I think I'm in a stage where I want to (organize) but I can't so it'd be great if (the new email function) could help me out. 'Select All' function would have helped me try (to organize) at least. **Deleting everything that's not recent by few years.**

Interview #1 _ User 1

A: But I couldn't. I don't think the numbers are not even counting properly. Cause they've been stacked for years.

Q: Why do you think that happened?

A: ...you don't have to erase it, so **if I have managed it from the beginning, I would have kept doing it, but I can't do it anymore.**

Interview #1 _ User 3

A: I organized for about 5 pages **but there were so many(so I quit organizing)...** Yeah it was too much.

INSIGHT

10.

Regardless of the actual existence, the user gets affected by its visibility.

Interview #1 _ User 4

A: I don't care as long as I can't see (the number of unread emails).

Interview #1 _ User 2

A: I can't watch notifications getting stacked, I hate the notifications showing... When I see the notification, I need to get rid of them.

Interview #2 _ User 4

A: The notification badge is annoying, and I can't stand it piling up, so I organize it.

DESIGN REQUIREMENTS

INSIGHTS

1. **Unorganized email inbox must be aided with a universal solution.**
2. Users distrust the current automatic sorting system (ex: spam).
3. The new function that will be suggested for efficient organization should not have many steps to perform.
4. There is no correlation between the frequency of checking the inbox and the condition of the inbox.
5. Empty inbox is not the main concept of organized inbox.
6. **The standard of an ideal organized mailbox is similar for both experts and non-experts.**
7. Users do not actually use the function even if they recognize it.
8. Users have rejection against structural changes that remove distinctions of the conventional mail forms with other communication services.
9. Piled up emails demotivate organizing inbox.
10. Regardless of the actual existence, the user gets affected by its visibility.

DESIGN REQUIREMENTS

1. **New function must be universal**
2. New function must be simple and intuitive
3. New function must be familiar
4. New function must be proactive
5. New function requires the user's final confirmation
6. New function (solution) must be applied to both old mails and new mails.

DESIGN REQUIREMENTS

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1. Unorganized email inbox must be aided with a universal solution.
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6. **New function (solution) must be applied to both old mails and new mails.**

SOLUTION IDEATION



OLD MAIL CLOUD

Remove but not erase

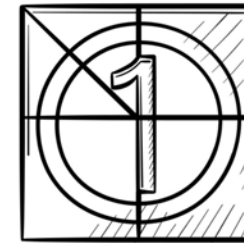
Providing an online storage where users can move their old mails from their inbox. Users might set a certain period of time that if not check certain mails for that set period, they are moved to the cloud. This cleans inbox without drastic structural changes and free of pressure of erasing mails.



POP-UP ASSISTANT

Predict a desire

Pop-up assistant is an automated algorithm. It anticipates the user's repetitive behavior and suggests a method for organizing. It is a function that automatically asks you if you want to repeat the action in a similar form of mail with one click.

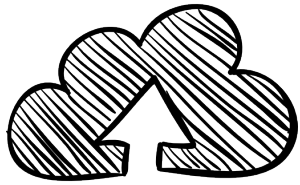


TIMEBOMB

Blowing Up Message

As the name "time bomb" addresses, it adds a small, circle countdown bomb shape on the profile or the name of the email received. By adding this small feature, it keeps the original structure of the email. It also drives the user to be conscious of the time left so that the user can have more tendency to check emails quickly.

SOLUTION IDEATION



OLD MAIL CLOUD

OLD MAIL
STRONG



NEW MAIL
MILD



POP-UP ASSISTANT

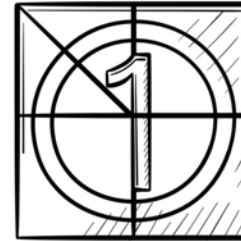
OLD MAIL
MODERATE



NEW MAIL
STRONG



**FINAL
SELECTION**



TIMEBOMB

OLD MAIL
WEAK



NEW MAIL
EXTREME



DESIGN ALTERNATIVES

Three Variations



POP-UP ASSISTANT
FRIENDLY VER.

- USER LEVEL SYSTEM
- IMMEDIATE POP-UP / CLICK-TO-SEE
- CHARACTERIZATION
- POSSIBLE TO DELETE POP-UP
- SOUND WHEN POP-UP

☰ M Gmail a



□ ◦ C :

90.계통 1-30 < > ≡ ▾

□ 기본	☞ 소셜	▷ 프로젝트
□ ☆ ▷ 뒤늦게	제문계목	본문원
□ ☆ ▷ 뒤늦게	제문계목	본문원
□ ☆ ▷ 뒤늦게	제문계목	본문원
□ ☆ ▷ 뒤늦게	제문계목	본문원
□ ☆ ▷ 뒤늦게	제문계목	본문원
□ ☆ ▷ 뒤늦게	제문계목	본문원
□ ☆ ▷ 뒤늦게	제문계목	본문원

Option #1

호보 정리과님!
쿠랑이기에 받은 메일
이런 호보정리과님! 인가?
사서지킴이! 감사하네

마우스 올리면
transparency
더 올라감

DESIGN ALTERNATIVES

Three Variations



POP-UP ASSISTANT
SECRETARY VER.

- ~~○ USER LEVEL SYSTEM~~
- ~~○ IMMEDIATE POP-UP / CLICK TO SEE~~
- ~~○ CHARACTERIZATION~~
- ~~○ POSSIBLE TO DELETE POP-UP~~
- ~~○ SOUND WHEN POP-UP~~

Option #2

90.기대중 1:30 < > ≡ ≡ ≡

≡ M Gmail a

☐ ◦ C :

☐ 기본	☐ 소셜	☐ 프로모션
☐ ☆ ▷ 누누	제문개목 본문영	-----
☐ ☆ ▷ 누누	제문개목 본문영	-----
☐ ☆ ▷ 누누	제문개목 본문영	-----
☐ ☆ ▷ 누누	제문개목 본문영	-----
☐ ☆ ▷ 누누	제문개목 본문영	-----
☐ ☆ ▷ 누누	제문개목 본문영	-----
☐ ☆ ▷ 누누	제문개목 본문영	-----

☒ [쿠팡]에서 온 이메일 2개를 삭제하셨네요. 같은... 삭제할까요? YES Lv. 2

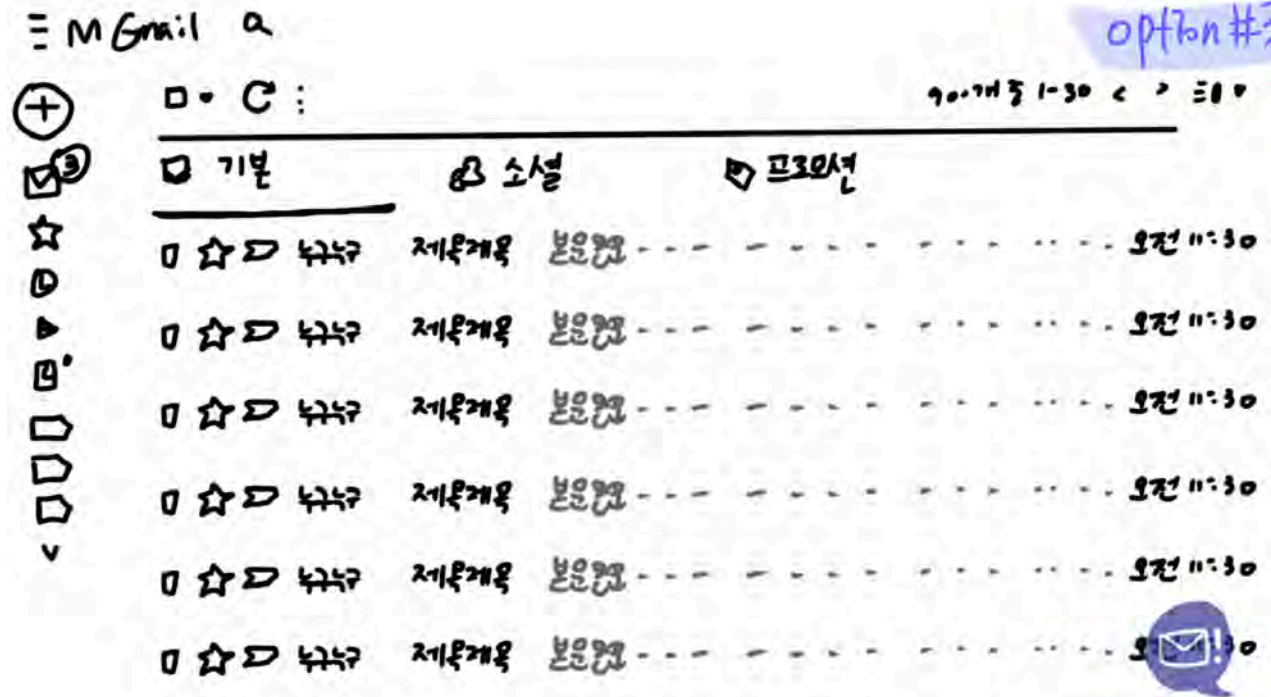
DESIGN ALTERNATIVES

Three Variations



POP-UP ASSISTANT
INTROVERT VER.

- ⊖ USER LEVEL SYSTEM
- ⊖ IMMEDIATE POP-UP / CLICK TO SEE
- ⊖ CHARACTERIZATION
- ⊖ POSSIBLE TO DELETE POP-UP
- ⊖ SOUND WHEN POP-UP



PERSONA



Jin Yoo

The Mess

SEX / AGE Male / 24
EMAIL Gmail, Naver mail
EDUCATION Hongik University
OCCUPATION University Student
LOCATION Seoul, Hapjeong

“ I just can't get anything done with my email. ”

Behavior

- Used Naver Mail since 3rd grade, haven't organized single mail ever since.
- Heavy user of Instagram, with 30k followers. Sometimes gets advertisement requests through DM.
- Has a YouTube Channel on Vlog, but has edited 2 videos.
- Has very unorganized inbox. He receives about 50+ mails everyday including spams and he gets stressed a lot. Does not know about unsubscription functions.
- Has a very high idealized standard of organized inbox, but it feels too overwhelming to even start.
- Self-esteem regarding email is so low that he has mild rejection against trying out anything about email.

Devices

MOBILE
iPhone 11 Pro

LAPTOP
MacBook Air

OTHERS
None

Interests

- Fashion brands
- Selfies
- Jordan series
- Instagram followers.

Goals

- To not lose money or people from messy inbox
- To build a simple and intuitive organizing routine that he can follow.
- To not be stressed just by looking or thinking about email inbox.

Frequently used applications



INSTAGRAM



YOUTUBE



TIKTOK

Frustrations

- Gets called out often by friends and professors for not checking email.
- Gets stressed just by looking at his inbox.
- Cannot erase any email because he is insecure about his inbox organization.
- Feels so lost where to start organizing with 1000+ emails.

Personality



PERSONA



Sally Lim

The Worried

SEX / AGE Female / 26
EMAIL Gmail, Naver mail
EDUCATION Yonsei University
OCCUPATION Researcher
LOCATION Seoul, Mapo

“ *I don't want to be the best,
more than average is just enough* ”

Behavior

- Updates her mobile phone software and applications with latest version to get rid of notification badges.
- Replies to other people's messages, such as Kakao Talk, even when she doesn't really want to, and sometimes feels frustrated and stressed by himself who can't cut it off.
- Usually have appointments on weekends, but actually a homebody who has a hobby of collecting pajamas and subscribes to a number of daily YouTubers who frequently post v-logs with quiet daily lives.
- Lives near her school by herself to fulfill her dream of living alone and usually spends money on interior props. Her room is decorated in white tones desiring simple style, but in fact has a little storage room where many of her belongings piled up
- Gathering only the important pictures in the gallery by checking them as 'hearted'. Favorite singers are Jannabi and IU.

Devices



Interests

- Self-interior
- Pajamas
- Cleaning
- Healing
- Guitar

Goals

- Wants 'Mark as read' process to be simplified

Frequently used applications



Frustrations

- She is doing 'Mark as read' because of her obsessive motives against notification badges.
- However, since processing 'Mark as read' is tedious, everytime she does this process she feels meaningless.
- Blames herself for not being able to simply delete unread emails

Personality



PERSONA



Minji Jung

The Modest

SEX / AGE Male / 22
EMAIL Gmail
EDUCATION Korea University
OCCUPATION Exchange Student
LOCATION Milano

“ *I do what I can, that's enough* ”

Behavior

- Whenever roommates tell her to clean the room, she simply puts everything into the drawer.
- As an exchange student, she communicates with every professor and student via email. Thus checks emails right away whenever she gets a new email.
- Just in case that she misses a notification, the notification sound is set with a loud and unique sound.
- Turned on notification for every apps she uses to not miss 장범준's insta live or her friends in Korea gossiping about others.
- She puts every schedule in Google calendar, but feels lazy to classify them with different colors and categories.
- Only deletes explicit advertisement emails altogether once in a week.

Devices

MOBILE
iPhone XR

LAPTOP
MacBook Pro (15)

OTHERS
None

Interests

- 장범준
- Makeup goods
- Fashion

Goals

- Not make any mistakes from missing any emails
- Get rid of piled up emails somehow

Frequently used applications



Frustrations

- Always nervous about missing important emails
- Constantly receiving unrelatable advertisement emails
- School emails that aren't important getting piled up

Personality



PERSONA



Cheolmin Park

The passionate

SEX / AGE Male / 42
EMAIL Gmail, Outlook
EDUCATION Seogang University
OCCUPATION Electro Engineering Professor
LOCATION Gyeonggi-do, Ilsan

“ I want to organize but I don't have time for that. ”

Behavior

- Likes to spend money on his computer, he has two laptop and one desktop at home.
- Upgrades his desktop parts quite regularly
- Gets many academic newsletters and emails from his students.
- Tries to manage them as soon as possible, because once it gets piled up, there are too many.
- Likes to organize but doesn't have time.
- Hates unread emails.
- Deletes unimportant-advertisement mails, and uses 'mark as read' on newsletters.
- Hates students sending emails out of format.



OUR SOLUTION: InboT



POP-UP ASSISTANT

SECRETARY VER.

+

INTROVERT VER.



Seamless,

Effortless,

Mind Less.



Why is your inbox so messy?

OUR SOLUTION: InboT

Format : Chrome Plugin

Slogan :

Seamless, Effortless, Mind Less
You are just a click away!

Idea :

InboT is a pop-up assistant that utilizes an automated algorithm. It anticipates the user's repetitive behavior and suggests a method for organizing. It asks you if you want to repeat the action in a similar form of mail with one click,

1. Customized Suggestions

- InboT gives a customized suggestions by analyzing behavioral patterns of each user. It can also give lazy users a suggestion by recognizing laziness as another pattern.

2. Undo & History

- Pop-ups don't get piled up but replaced by new ones.
- It prevents users from being worried or anxious.

3. See More

- For a more accurate organization process.
- Reduces distrust towards the AI's decisions.

4. Alarm ON/OFF

- Alarm can be turned off to minimize user work disruption

PROJECT RESULT

Run-Through Video of Prototype #2.1

Prototype #2.1

Team 2 MailBomb SoomHyun / JhoUm / Daehyung / Jihyun Um | Seoul ID: U2024-000-0 | Project: Why is your inbox so messy?

Inbot
Seamless Effortless Mind Less

Why is your inbox so messy?

You are just a click away.

Inbot is a pop-up assistant that utilizes an automated algorithm. It anticipates the user's repetitive behavior and suggests a method for organizing. It asks you if you want to repeat the action in a similar form of mail with one click.

Proactive and Reliable
The proactive notification can nudge users to start organizing. It also asks for the user's final confirmation as well without bothering users to not that worried.

Universal yet Familiar
As being a Google plugin format, it is comparatively less burdensome than installing a separate app-service or creating a new email account in a new platform. It does not change the structure of the existing email service but provides customized solutions to different users. It can theoretically be applied to various platforms and devices.

Simple and Intuitive UI
All functions are accessible within two clicks, and are labeled. This allows users to understand the functions and therefore encourages the usage. The notification is simple and concise enough that it does not annoy users by interfering with the user's workflow.

Lazy is the new Behavior
Worring that you might not trigger any suggestion, because you are a 'great' user? Don't sweat! Users behavior is recognized as another behavior. Inbot detects user's preferences and will suggest to cancel certain subscriptions or delete ancient emails, for more pleasant gleaning.

Switch On/Off Browse Anytime
Too many notifications are stressful. But this pop-up never get pissed up, since new one just replace the old one. Users can turn off the alarm, then Inbot will just silently give you a notice with gentle color change in its icon without showing a pop-up. And don't worry of missing one. We have a history tab where everything is recorded - catch it up when there is time, or leave it.

About Our Project
Team Mailbomb introduces a universal solution for everyone's inbox to be easily organized.

Details are one of the most significant and comprehensive communication mediums. However, many have difficulties managing it effectively with conflicting priorities of convenience, usability, and style of use through email clients to organize them. To solve this problem, we have been developing and creating a service that helps with such issues and helps to organize them with your workflow.

Project of MailBomb - SoomHyun, JhoUm, Daehyung, Jihyun Um

inbot_runthroughvideo.mp4 | QuickTime Player(으)로 열기

Gmail | You can also check the past suggestions.

Compose | 1852개 중 1-50개

- 연세대학교 [고등교육혁신원] 2020 워크스테이션 하반기 일정 안내
- 안동 사과촌 안동 사과 10kg 배송확인 안내드립니다.
- 연세대학교 IID Major Exhibition Invitation
- 영흥식 응 이제 초겨울이다
- 장학팀 2021-1학기 국가장학금 및 국가근로장학금 신청 안내
- Instagram Instagram 이용약관이 업데이트 되었습니다.
- MAILBOMB Mailbomb Usability Test
- MAILBOMB Mailbomb Usability Test
- MAILBOMB Mailbomb Usability Test
- MAILBOMB Mailbomb Usability Test
- MAILBOMB Mailbomb Usability Test
- MAILBOMB Mailbomb Usability Test

History | 최근 3일동안의 제안 기록을 조회 및 검토하세요.

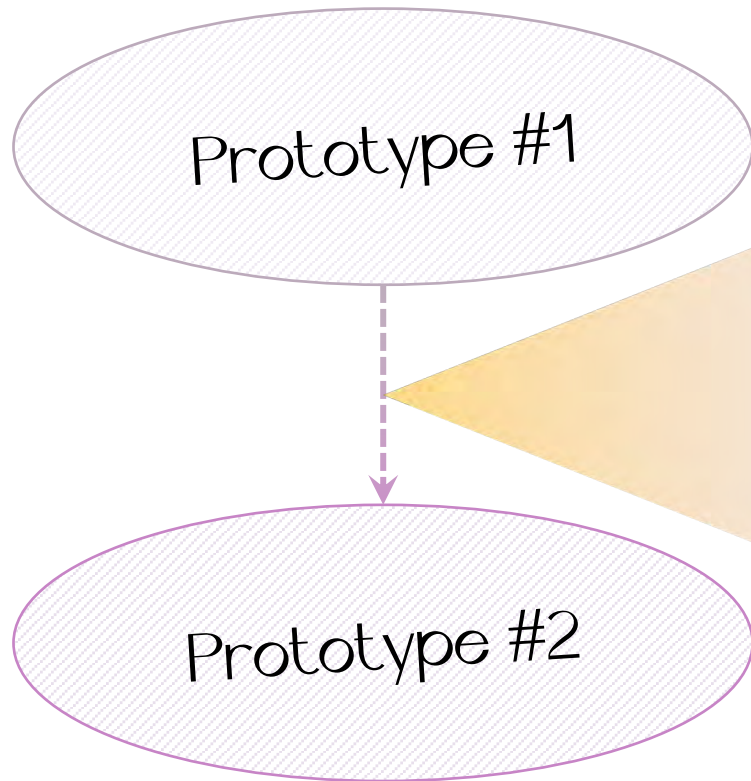
받은편지함 | 별표편지함 | 다시 알림 항목 | 중요편지함 | 보낸편지함 | 임시보관함 | 카테고리 | 소셜 | 업데이트

행아웃 미팅 | 새 회의 | 회의 참여

00:47 | 00:59

PROTOTYPE

Evaluation / Modification via User Test



OVERALL CHANGES

1. Increase font size
2. Change in wordings

- a. 자세히보기 → '~메일 검토'
- b. 액티브모드/패시브모드 → 바로알림 on/off
- c. 제안 히스토리 → 히스토리
- d. 중요 표시 → 별표 표시

PROTOTYPE

Evaluation / Modification via User Test

Add Immediate Undo Function

20통의 유사한 메일이 삭제되었습니다.

'★토토777★' 이(가) 차단되었습니다.

Prototype #1

유사 메일이 일괄 삭제되었습니다.

실행취소

'★토토777★' 이(가) 차단되었습니다.

실행취소

Prototype #2

PROTOTYPE

Evaluation / Modification via User Test

Make it more distinguishable between 'immediate undo' and 'undo in history'

Immediate Undo

(not available)

Undo in History

자세히 보기 X ≡

제안 [발신자 '★토토777★' 차단] 을
실행 취소하시겠습니까?

실행 취소 아니요

해당 제안이 실행 취소되었습니다.

Prototype #1

Immediate Undo

니다. 실행취소 실행 취소되었습니다.

Undo in History

히스토리 비로알림 ON X

최근 3일동안의 제안 기록을 조회 및 검토하세요. 도움이 필요하세요?

수익	발신자 'Apple Korea' 관련 유사 메일 4통 중 3통 선택 보관	실행 취소
가점	[발신자 '★토토777★' 차단]	실행 취소
수익	해당 제안을 실행 취소하시겠습니까?	실행 취소 필요 없음
보류	발신자 '연세대학교 중국연구소' 으로부터 온 20통의 메일 삭제	실행 취소
-	[실행 취소] 발신자 '임홍식' 으로부터 온 7통의 메일 삭제	실행 취소
수익	발신자 'Pinterest' 구독 취소	실행 취소

히스토리 비로알림 ON X

최근 3일동안의 제안 기록을 조회 및 검토하세요. 도움이 필요하세요?

수익	발신자 'Apple Korea' 관련 유사 메일 4통 중 3통 선택 보관	실행 취소
가점	[발신자 '★토토777★' 차단]	실행 취소
수익	해당 제안을 실행 취소되었습니다.	실행 취소
수익	발신자 '★토토777★' 으로부터 온 20통의 메일 삭제	실행 취소
보류	발신자 '연세대학교 중국연구소' 으로부터 온 20통의 메일 삭제	실행 취소
-	[실행 취소] 발신자 '임홍식' 으로부터 온 7통의 메일 삭제	실행 취소
수익	발신자 'Pinterest' 구독 취소	실행 취소

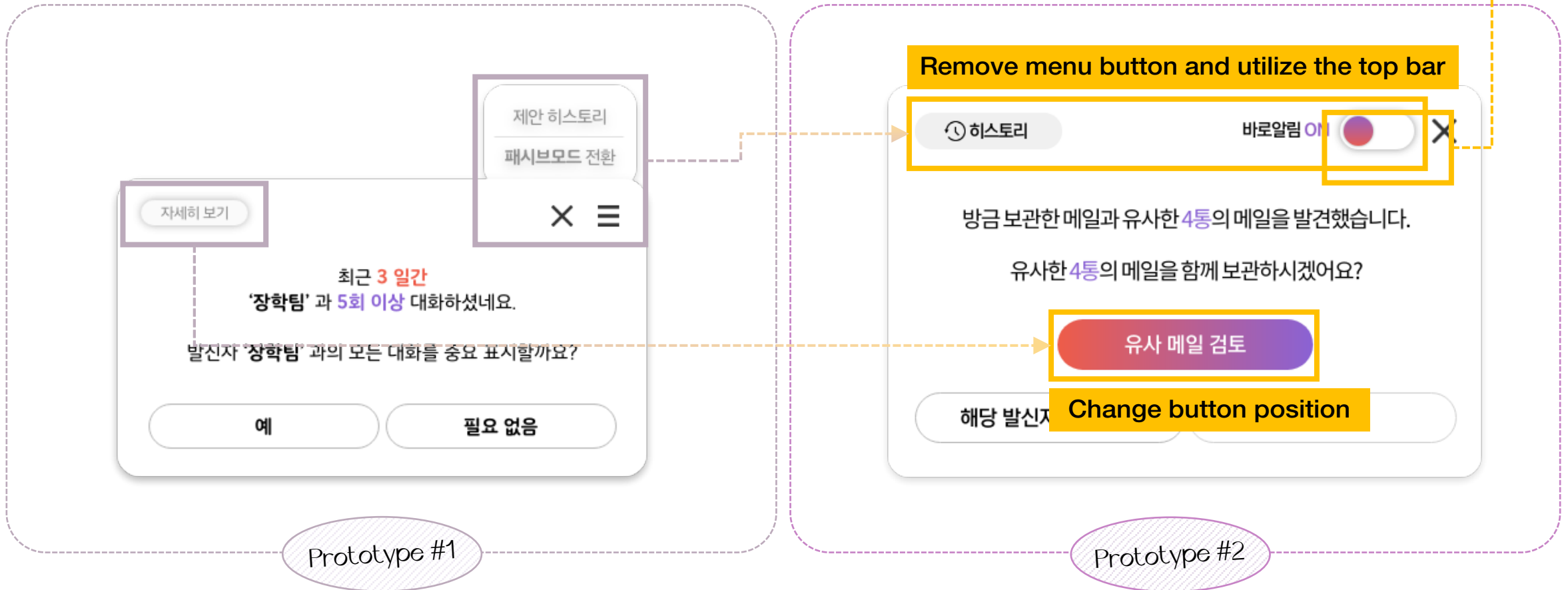
Prototype #2

PROTOTYPE

Evaluation / Modification via User Test

Increase Accessibility of each function

Switch Design



PROTOTYPE

Evaluation / Modification via User Test

Add Home (Default) Screen

Previously, when there was no suggestion, a menu appeared when you clicked the icon to emphasize simplicity, but after the update, a home screen appeared. Changes to a more acceptable structure for users

제안 히스토리

패시브모드 전환

Prototype #1

🕒 히스토리

바로알림 ON



현재 도착한 제안이 없습니다.

Prototype #2

PROTOTYPE

Evaluation / Modification via User Test

Prototype #1

방금 보관한 메일과 유사한 4통의 메일을 발견했습니다.

유사한 4통의 메일을 함께 보관하시겠어요?

<input checked="" type="checkbox"/>	Apple Korea	현재 배송 중입니다. 주문번호 MB1947268
<input checked="" type="checkbox"/>	Apple Korea	현재 배송 중입니다. 주문번호 MB1342213
<input type="checkbox"/>	안동 사과촌	안동 사과 10kg 배송확인 안내서입니다.
<input checked="" type="checkbox"/>	Apple Korea	APPLE 에서 발행한 영수증입니다.

선택한 3통의 메일을 보관합니다.

예 필요 없음

Prototype #2

방금 보관한 메일과 유사한 4통의 메일을 발견했습니다.

유사한 4통의 메일을 함께 보관하시겠어요?

<input checked="" type="checkbox"/>	Apple Korea	<u>현재 배송 중입니다. 주문번호 MB1947268</u>
<input checked="" type="checkbox"/>	Apple Korea	<u>현재 배송 중입니다. 주문번호 MB1342213</u>
<input type="checkbox"/>	안동 사과촌	안동 사과 10kg 배송확인 안내서입니다.
<input checked="" type="checkbox"/>	Apple Korea	APPLE 에서 발행한 영수증입니다.

유사 메일 검토 닫기

선택한 3통의 메일 보관 필요 없음

Enable a click that opens each mail

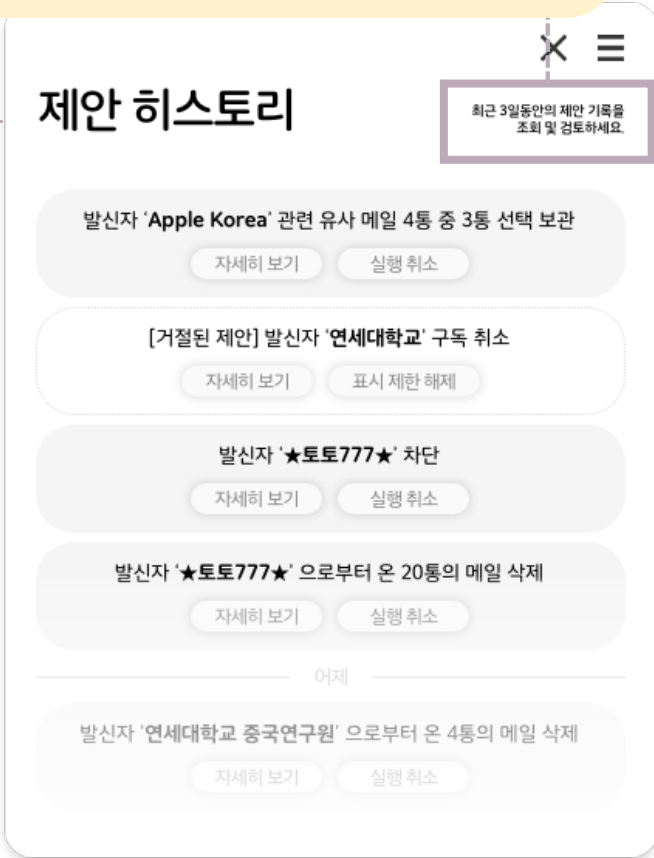
This function used to be in the separate window in Prototype #1. However, InboT Prototype #2 offers the users to be able to review the mails sorted with only stretching out motion inside the current window.

PROTOTYPE

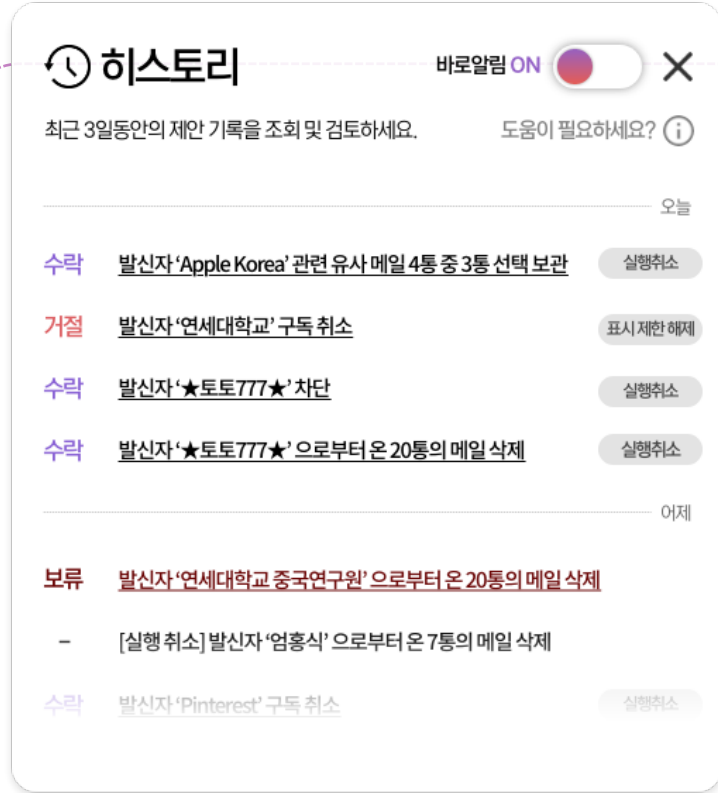
Evaluation / Modification via User Test

Overall UI change for 'History'

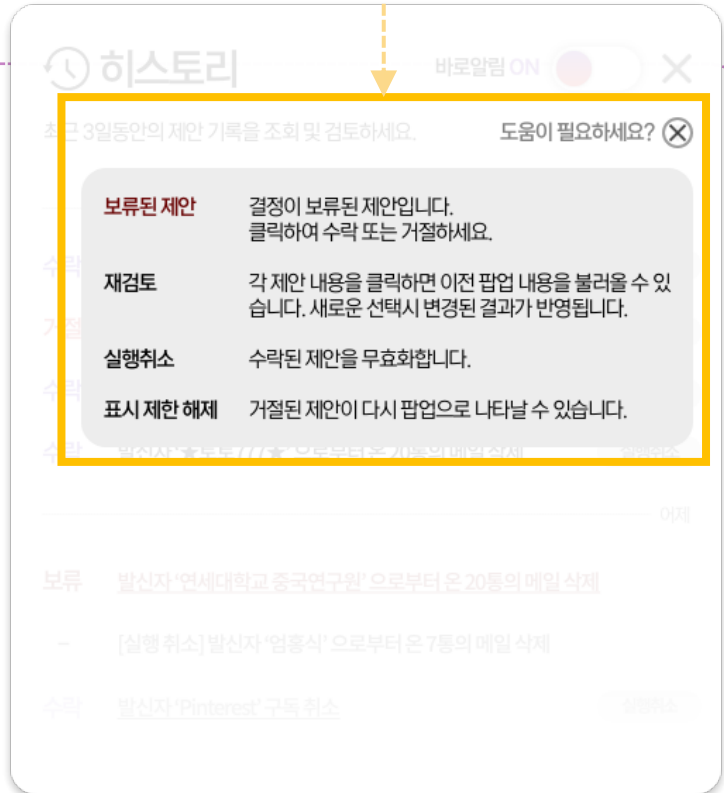
More detailed "How to use"



Prototype #1



Prototype #2



PROTOTYPE

Evaluation / Modification via User Test

Overall UI change in Alarm ON/OFF function

No change in icon when alarm is turned off

When new pop-up comes, it does not immediately show up but only shown with slight icon change.



Inform a current status only with a pop-up that disappears.

액티브 모드가 활성화되었습니다. 제안이 바로 팝업으로 표시됩니다.

패시브 모드가 활성화되었습니다. 아이콘 클릭시 제안을 보실 수 있습니다.

Prototype #1



Icon in alarm-off mode



Icon when a new pop-up arrived in alarm off mode

바로알림이 활성화되었습니다. 제안도착하면 팝업으로 표시됩니다.

히스토리

바로알림 OFF



현재 도착한 제안이 없습니다.

Use a switch design.

Always can check a current status with any screen.

히스토리

바로알림 ON

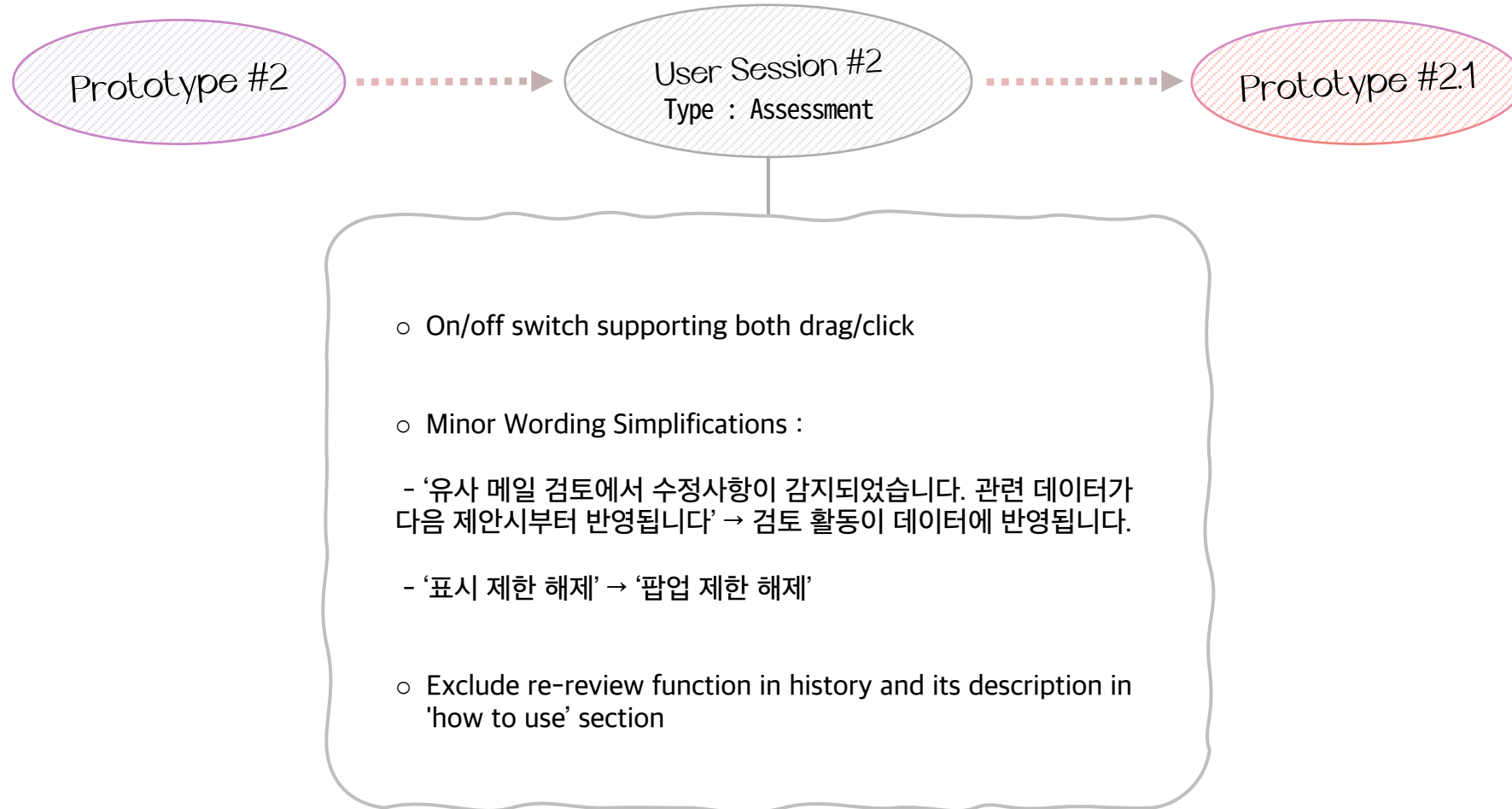


현재 도착한 제안이 없습니다.

Prototype #2

PROTOTYPE

Evaluation / Modification via User Test



DISCUSSION

InboT Prototype Test Results

Fruitages from Updating

- ✓ Giving 'See More' as an option made users feel more secure (because AI can make mistakes)
 - most users used this function every single time
 - this relieves user's feeling of insecurity (of making mistakes)
- ✓ The intuitiveness of each functions increased through updates.

What could be more added?

User Response

- ✓ The notification did not hinder user's original action (opacity control, fade out) but this could also mean that the notifications are not notable enough.
- ✓ Proactive recommendation can be an easy way for users to organize their inbox.
- ✓ Users wanted more personalized settings.

Logical Next Step

- ✓ Using more diverse mediums, looking for ways to encourage users to organize more while maintaining the degree of interference of now.
- ✓ Continuously studying on the Algorithms of more customized proposals
- ✓ Considering offering more customized options, such as modifying screen capacity

DISCUSSION

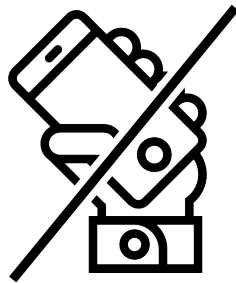
Limitations



Limitation 1: Imaginary Email environment

For the user test sessions, our team could not use user's' own emails because of privacy issues.

Therefore, every participant was given a same made-up inbox which were not enough for us to research whether our service is ready for a perfectly customized situations.



Limitation 2: Mobile uses were not taken into consideration when making solution even though there were significant number of users using email on mobile devices.

According to the results collected from Survey 1's Question 2, Users check their email using both desktop and mobile (Mobile 53.6% and computer 44.9%). However, the solution was thought to be well-working in a chrome plug-in format, so the solution focused on the desktop users..

DISCUSSION

Recommendation

The solution has earned many positive feedbacks from the participants. Its biggest spirit lies on the fact that it is easy to use, intuitive to react, proactive by suggesting in advance, and does not dilute the essence of conventional email services.

As the limitations mentioned, the solution was made as a chrome plugin. The function is holding a strength of not changing the original email environment yet expands to different email platforms. For now, however, it is also true that because of this format, the service is optimized for Gmail users using chrome browser plugin.

Still the potential lies on the fact that it is a chrome plugin-it is not limited to 'Gmail'. This addresses that if there InboT is prepared into more diverse versions for different email platform, it can be easily applied to them by just using a chrome browser. Also, our team believes that this service idea can be realized into various format such as mobile applications.

Thus, the future recommendations would be first expanding it for other email platforms such as Navermail and Kakaomail in webpage, which would be followed by developing a mobile applications supporting various versions.



27 Team Meetings...!

방바닥에서 만두...

팀플 끝나고 아이...

후리스 입고 따수...

검은색 물건들과...

원수민(대부분 학생/연대유도국)

임지호

원수민

원수민

원수민 임지현

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UXRM 2020-2

Thank You.

Final
Presentation

Team 2 "Mailbomb"

Soomin Kim / Jiho Um / Daeun Hwang / Jihyun Um