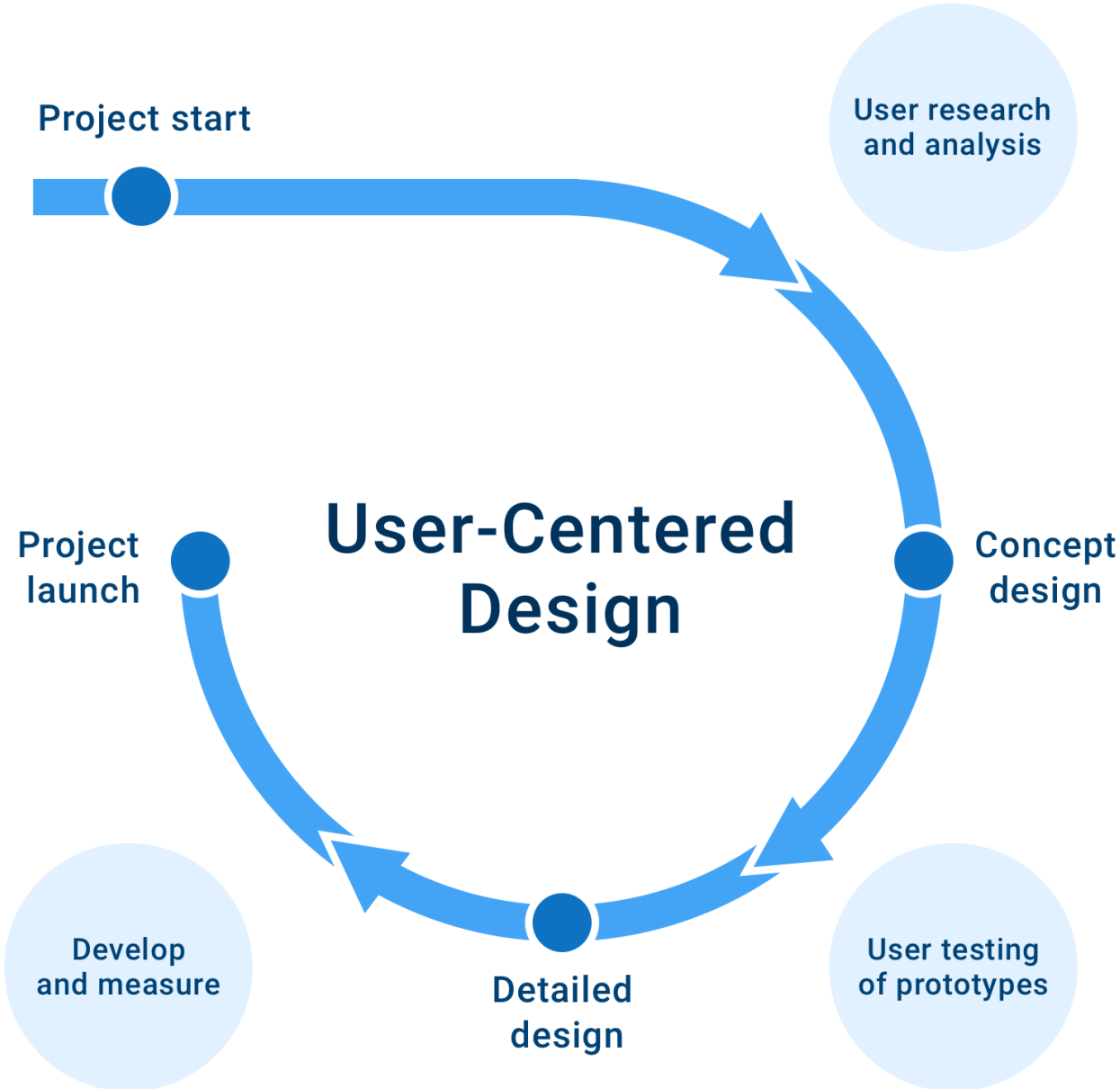
Papyrus Software

User Experience Statement

Preface

- Papyrus has a dedicated **User Experience** (UX) design team to unify Papyrus Business User Interfaces
  - Address UX from a holistic business user perspective
  - Follow a prototype – review – refine process
  - Clearly distinguishing between UI and UX aspects
- Focus is on providing intuitive UIs across all channels, devices, platforms by following User Centered Design (UCD) processes and main usability heuristics.
- This summary provides an overview about the concepts, methodologies and applied principles.



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10 Usability Heuristics

Visibility

Show system status, tell what's happening

Mapping

Use familiar metaphors & language

Freedom

Provide good defaults & undo

Consistency

Use same interface and language throughout

Error Prevention

Help users avoid making mistakes

Recognition

Make information easy to discover

Flexibility

Make advanced tasks fluid and efficient

Minimalism

Provide only necessary information in an elegant way

Error Recovery

Help users recognize, diagnize and recover from errors

Help

Use proactive and in-place hints to guide users

Based on Nielsen's ten heuristics. Updated by Scott Klemmer and Janaki Kumar.

nngroup.com

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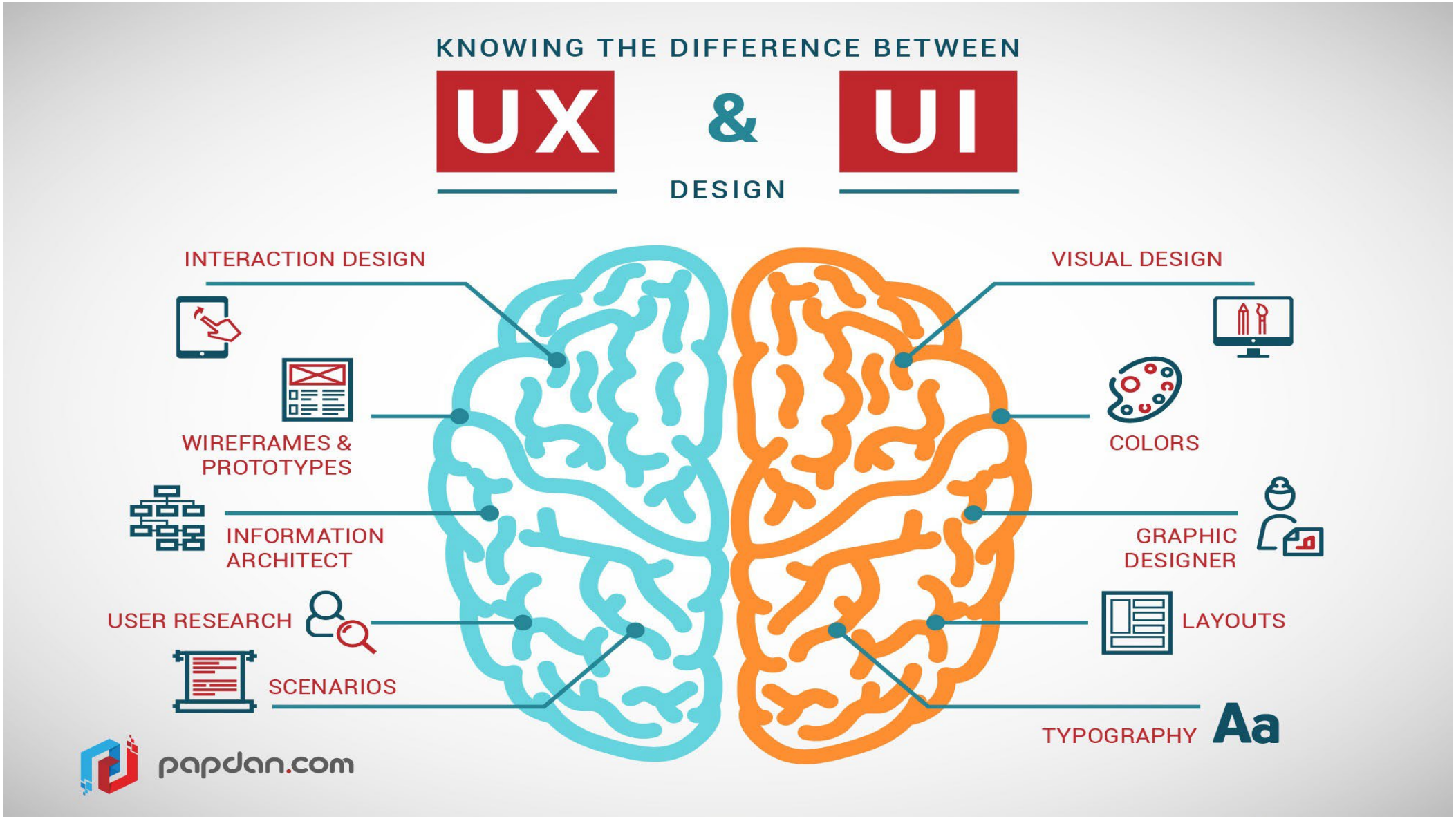

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Papyrus UCD process

- The first step is always **a user research**, understanding the business requirements through discussions with all stakeholders and the analysis of findings.
- In the next step user stories **are documented and prioritized** which gives a base for conceptual and wire-framing work which is validated through user testing of prototypes.
- Last step is with **pixel perfect designs** which serve as input for the actual implementation that is again validated through user testing.
- Process is **repeated** until optimal application design is achieved.

Papyrus UI Components

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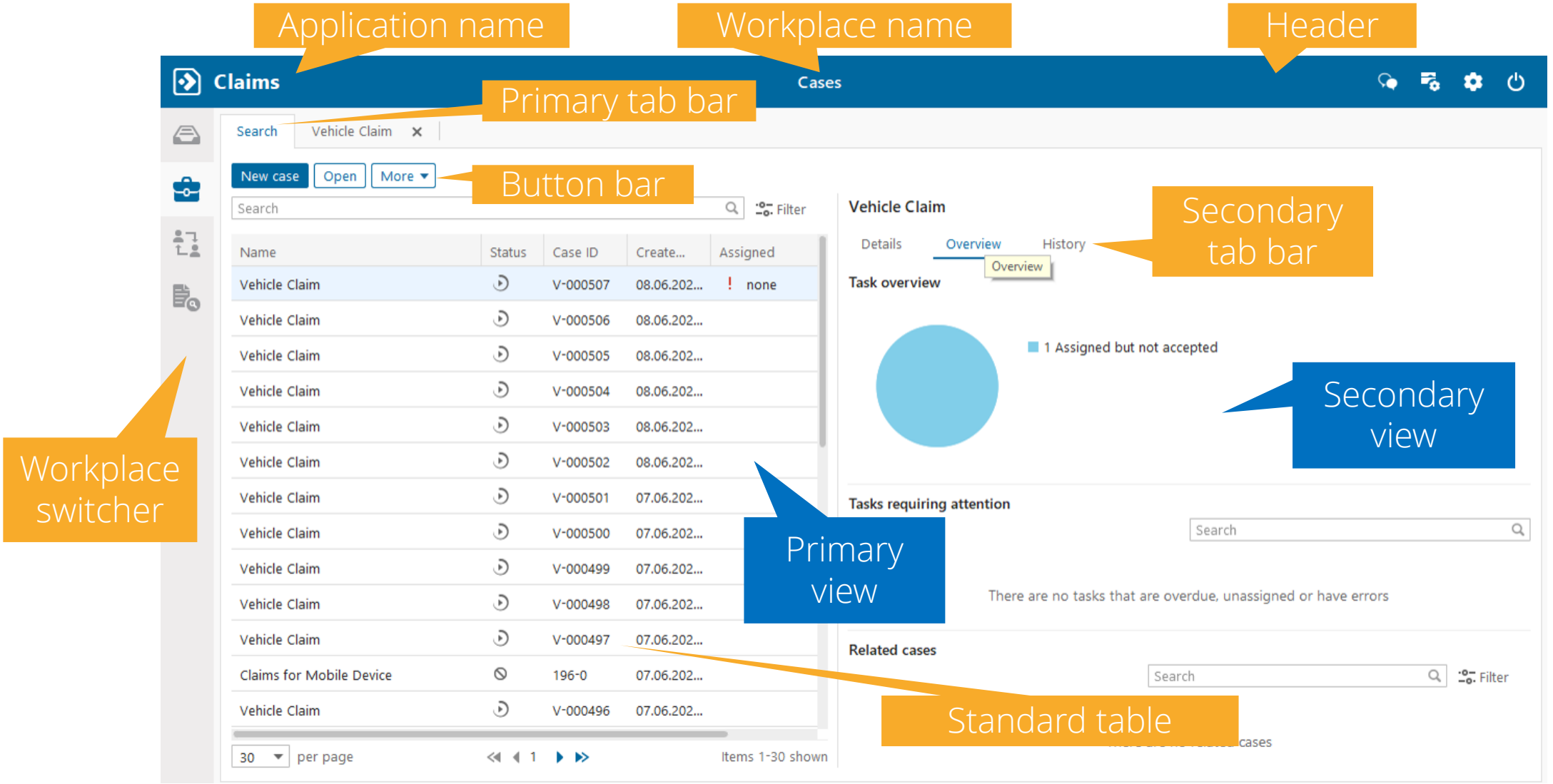
UI Components



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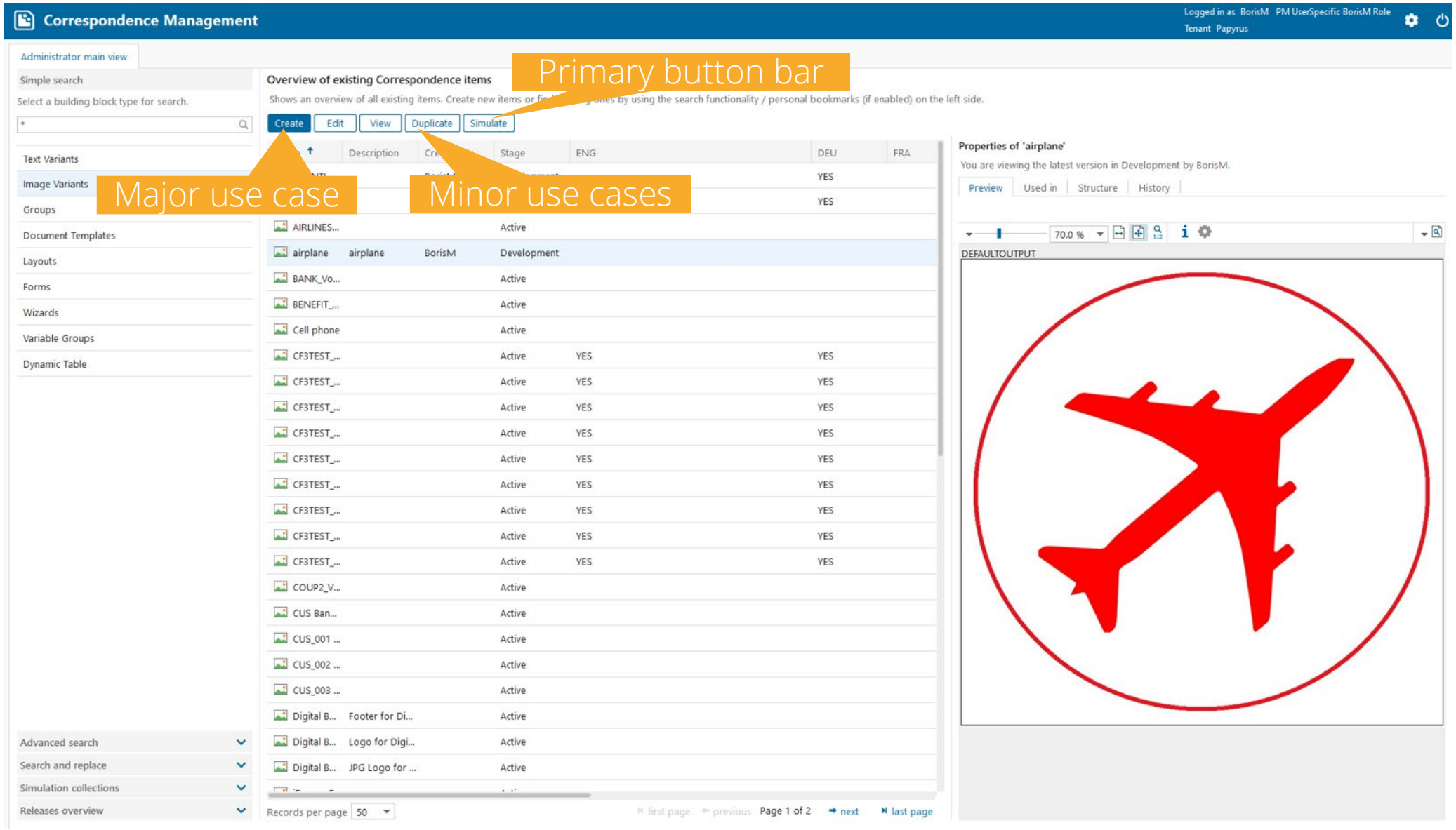
Description

- Papyrus applications
  - Applications are structured in Workplaces which can be switched with the Workplace switcher.
- Background color
  - The usage of a consistent white background for the view provides an even-tempered perception. Colored background is only used in the tab bars to separate the active tab from inactive tabs.
- Color contrast
  - Colors which are used for UI elements are fulfilling accessibility (W3C) guidelines for the AA level.

Application Examples

Button bar grouping 1/2



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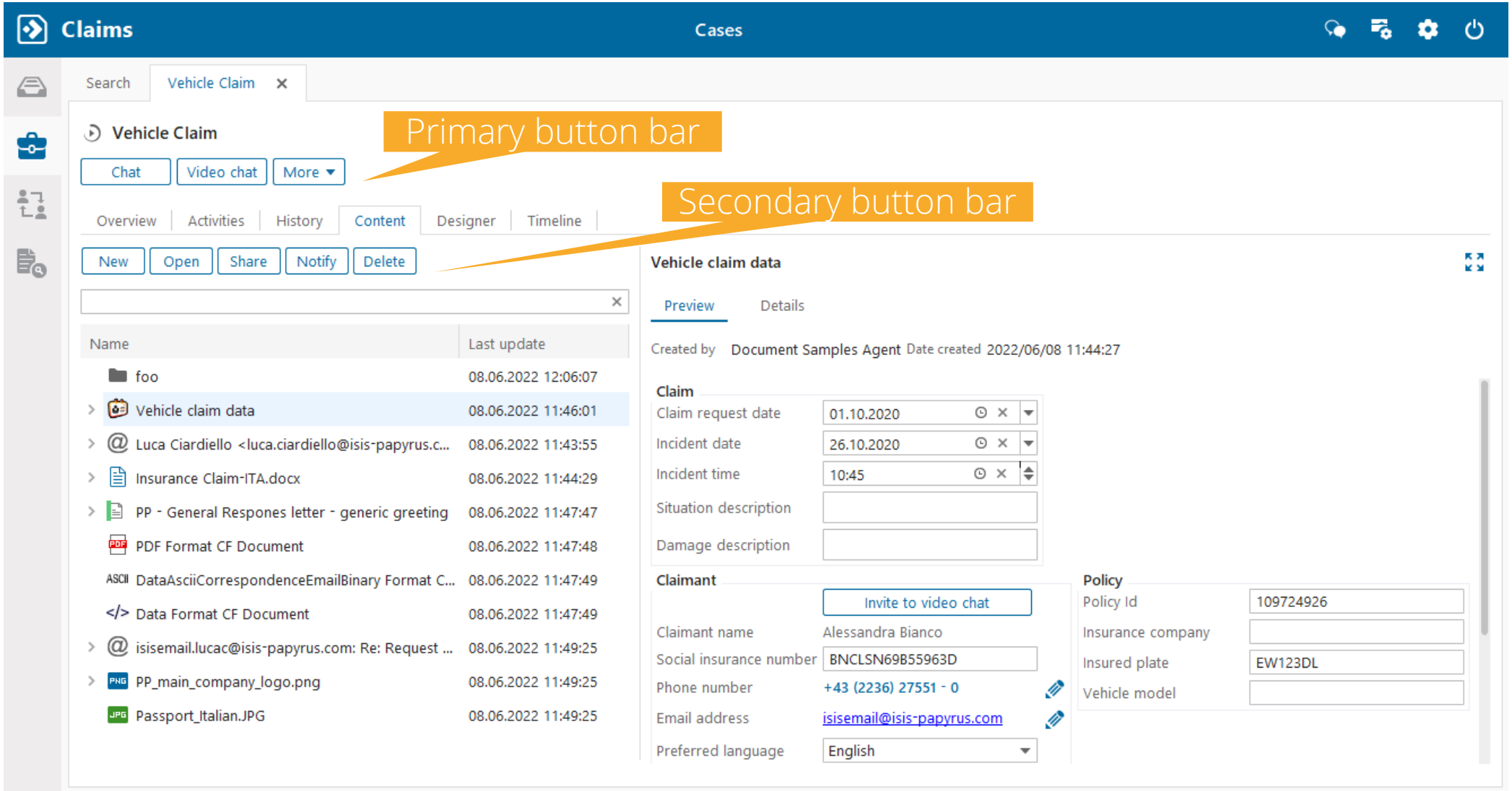
Button bar grouping 2/2



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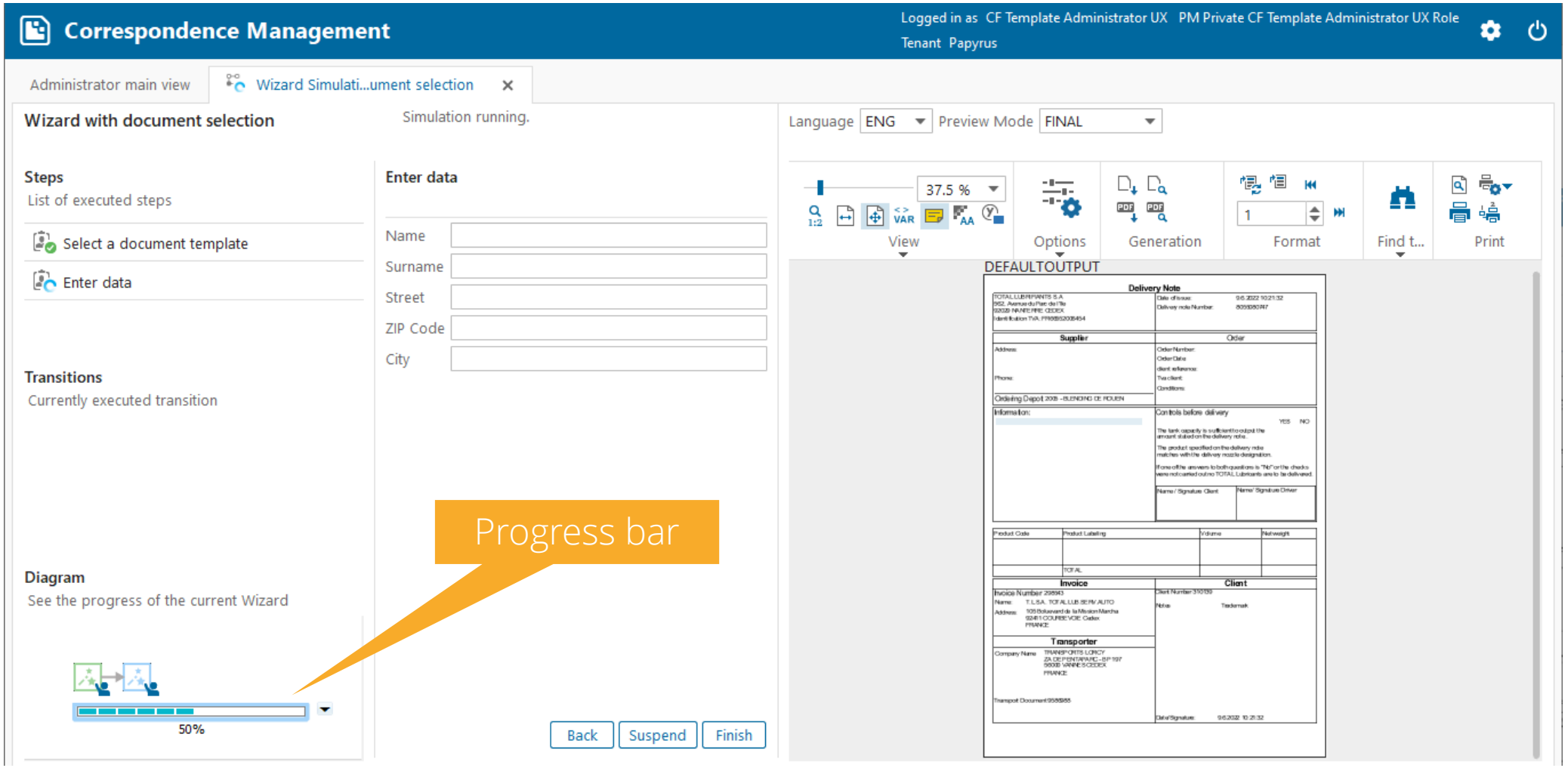
Wizard Use Cases – Progress Bar



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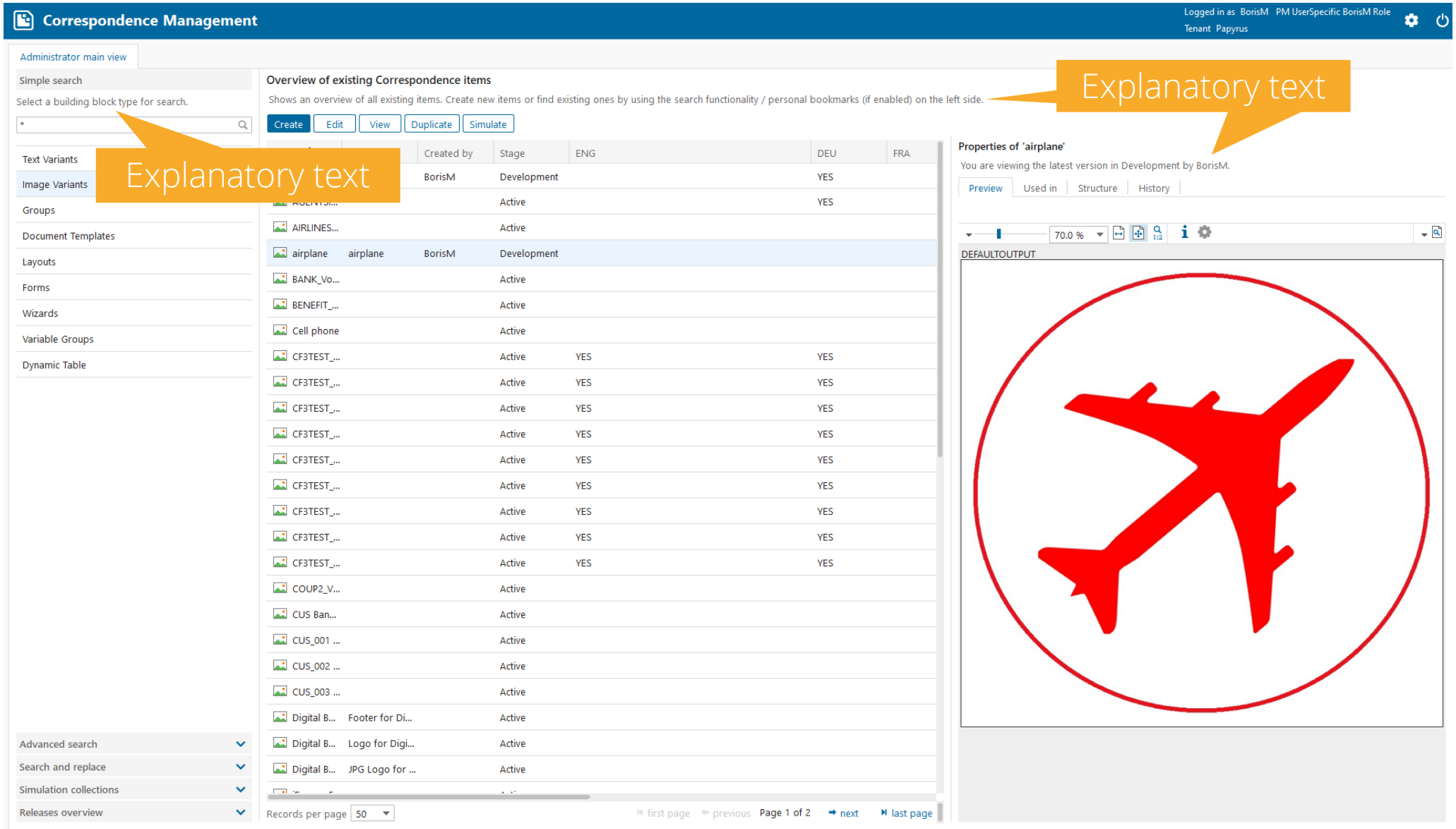
Contextual Help



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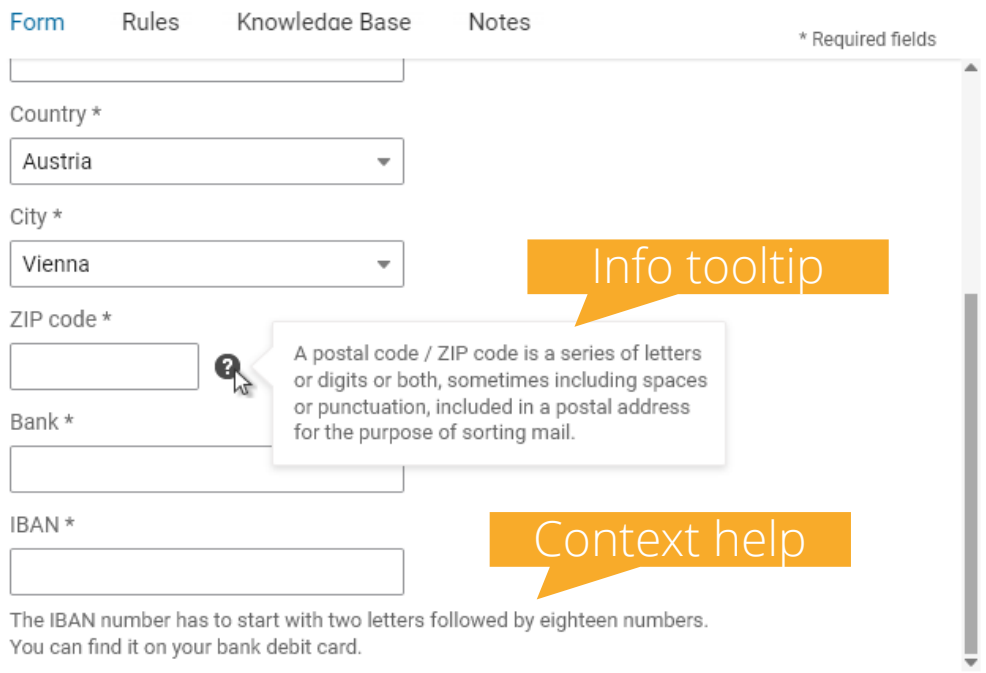
Contextual Help - Forms



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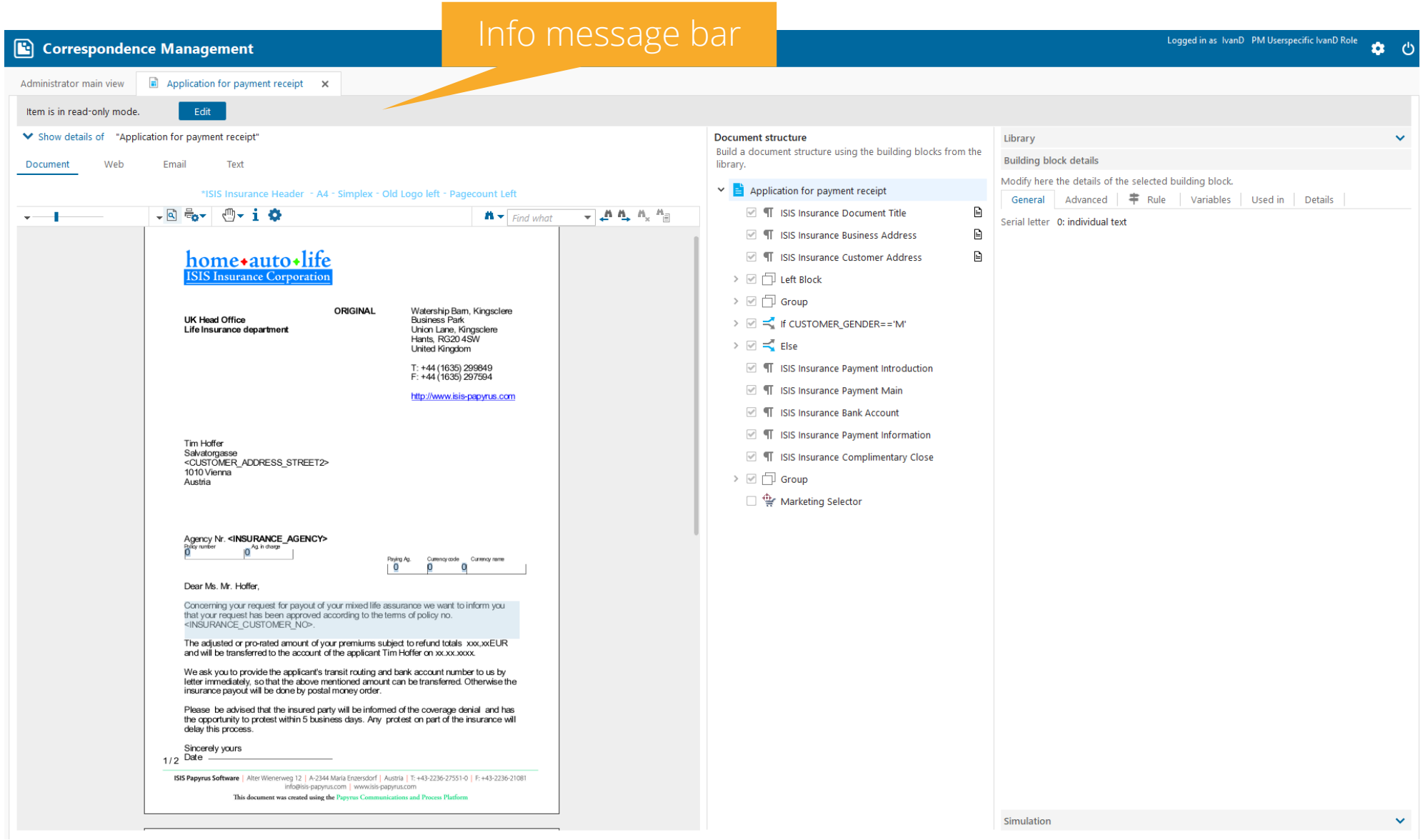
Symbols and Messaging – Message Bar



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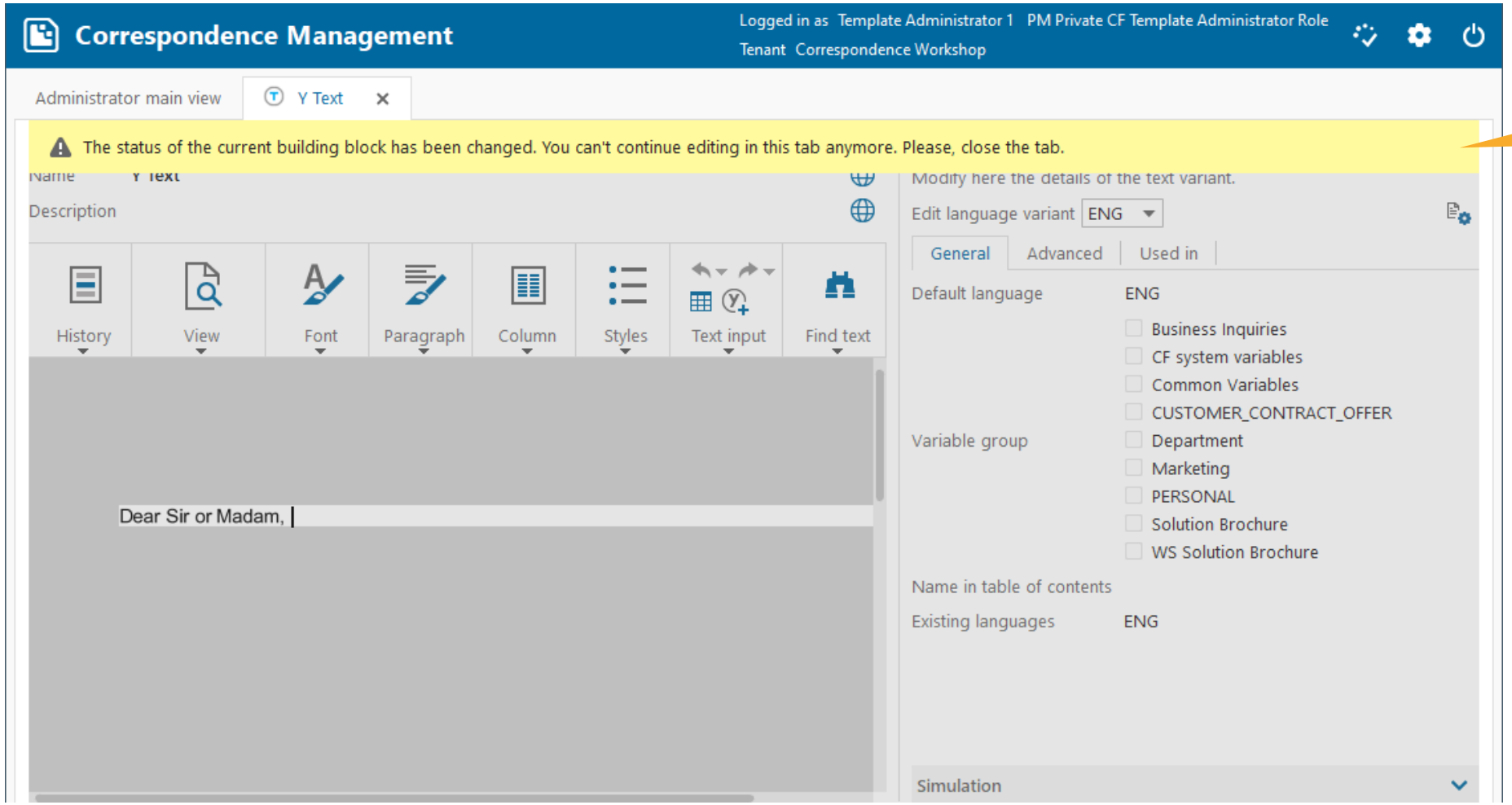

Warning message bar

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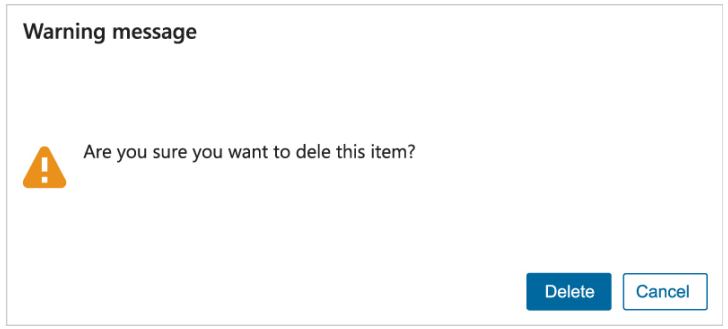
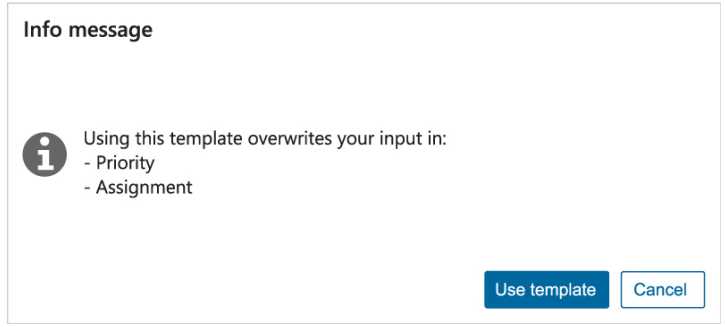
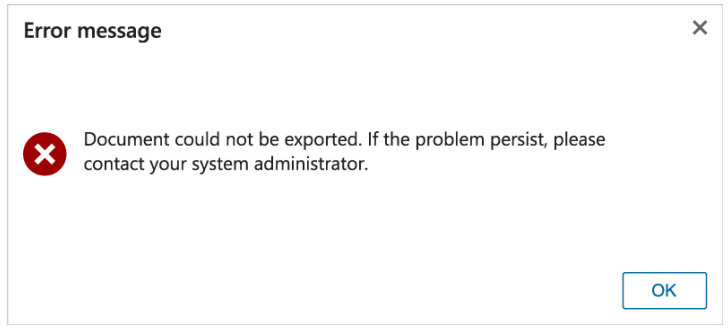
Symbols and Messaging - Dialogs



Warning message dialog



Info message dialog



Error message dialog

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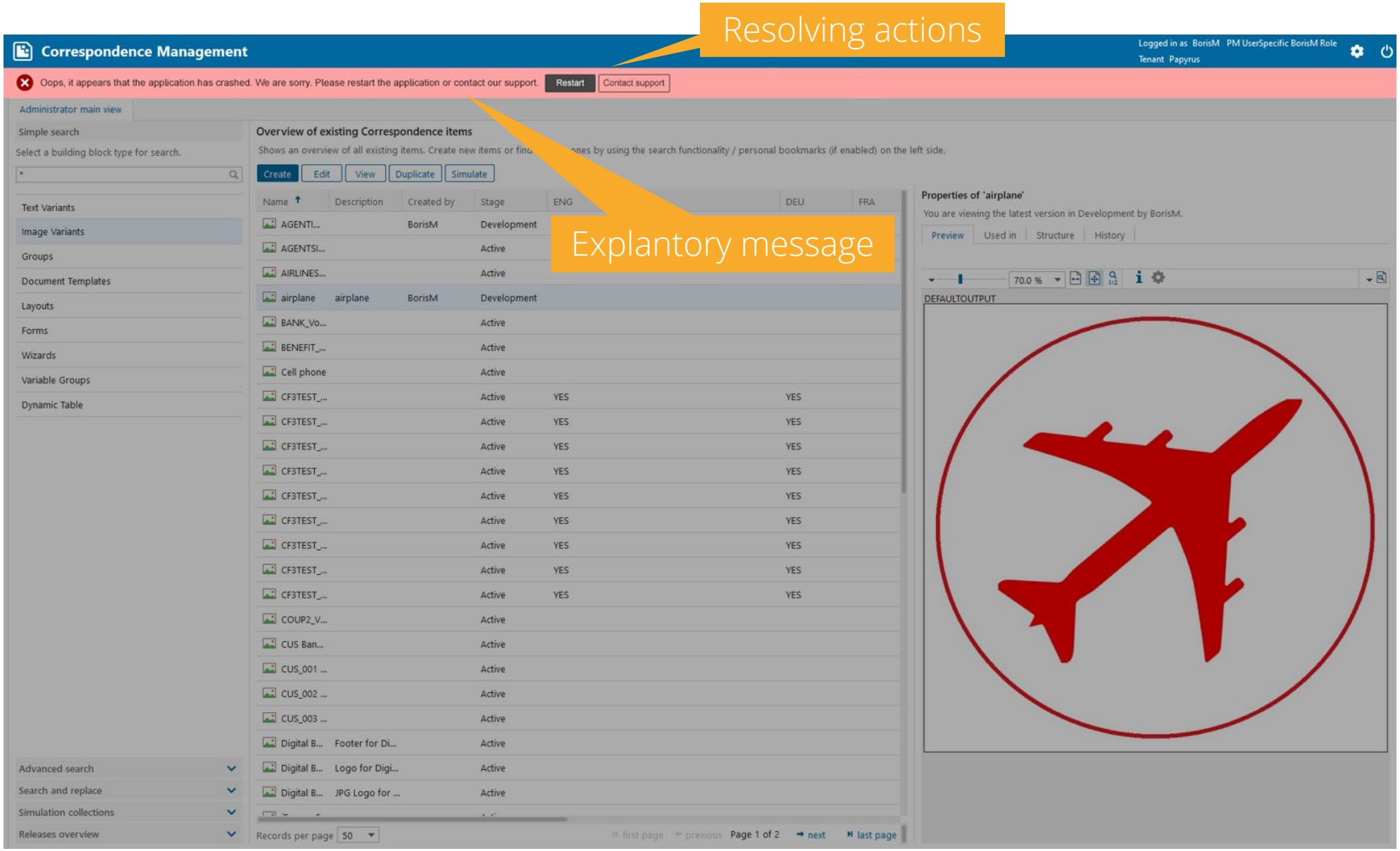
Error Messages



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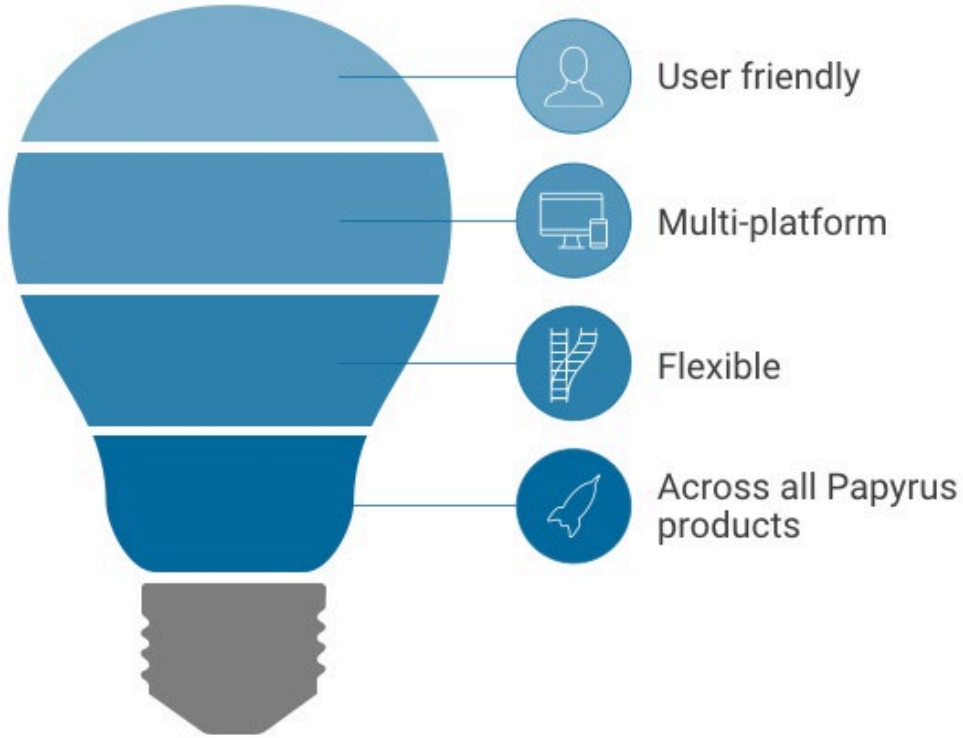
Search and Filter Concept

- The main goal of Papyrus Software **Search and Filter Concept** is to create a unified, user-friendly experience for all Papyrus Software users regardless of the device and operating system they are using.

- It consists of generic UI patterns that are grouped by the following controls:

    - Categories
    - Simple search
    - Filtering and sorting
    - Advanced search
    - Recent searches
    - Favorite searches
    - Save search
    - Results representation



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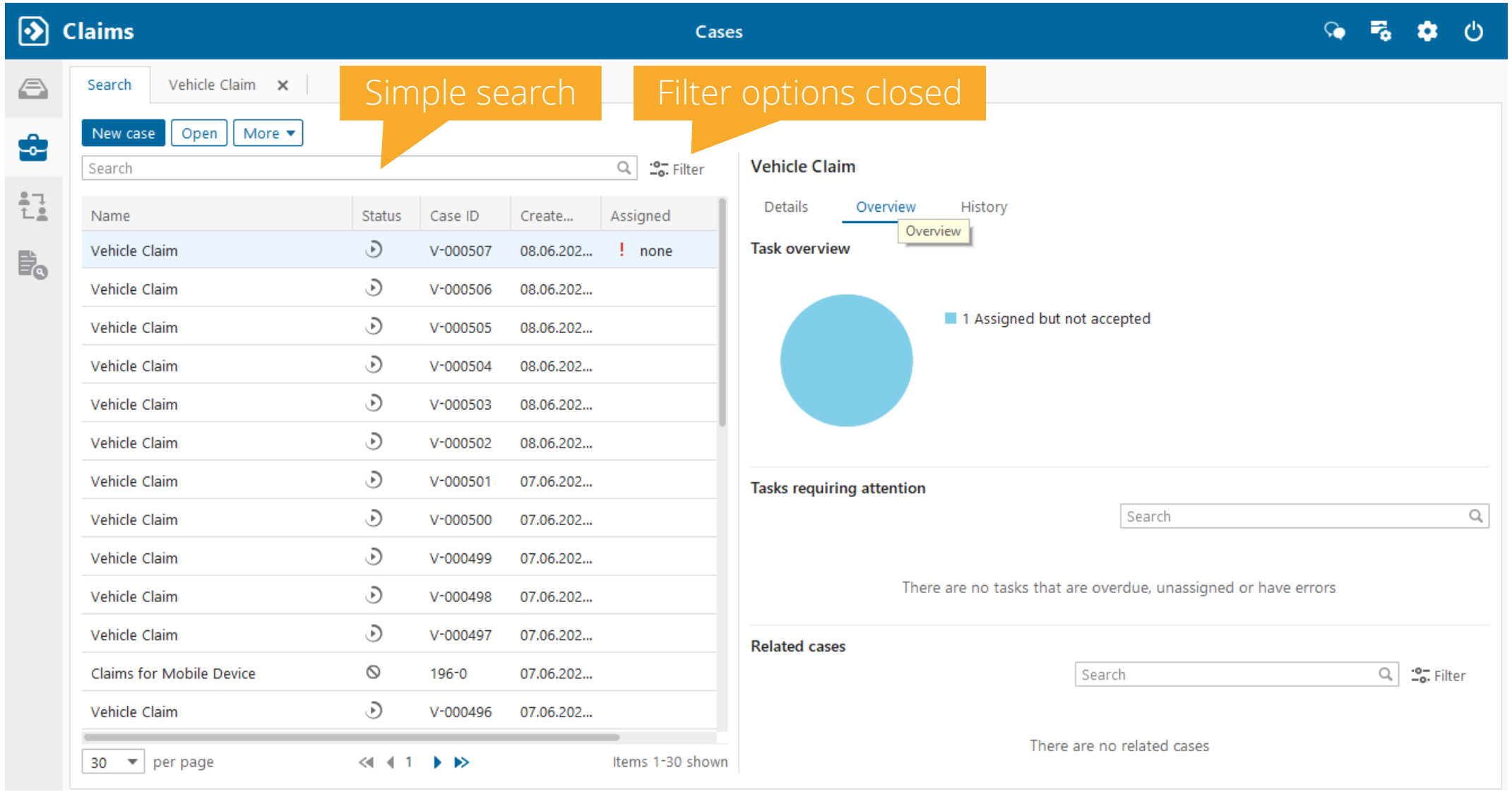
Simple Search Pattern



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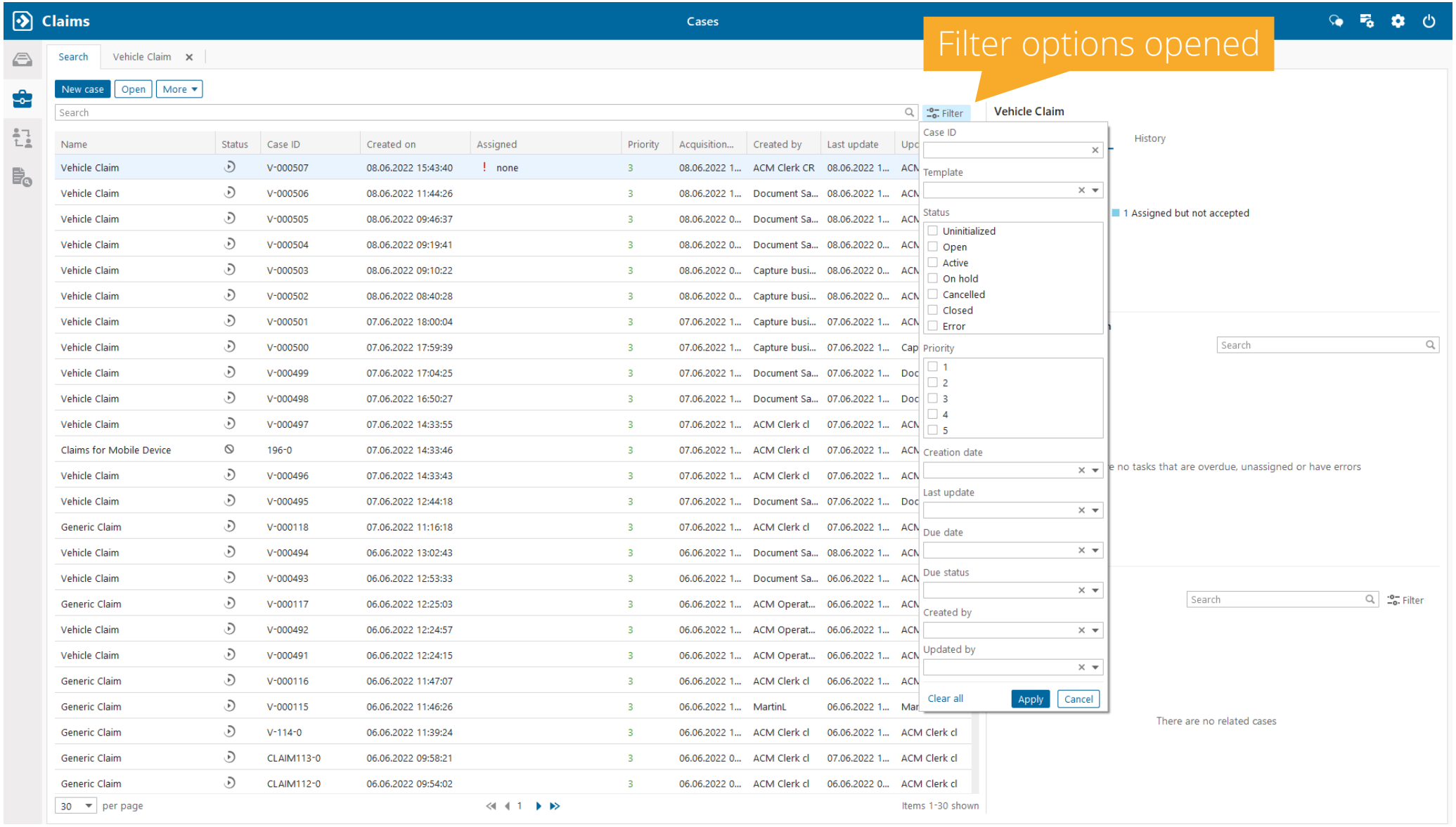

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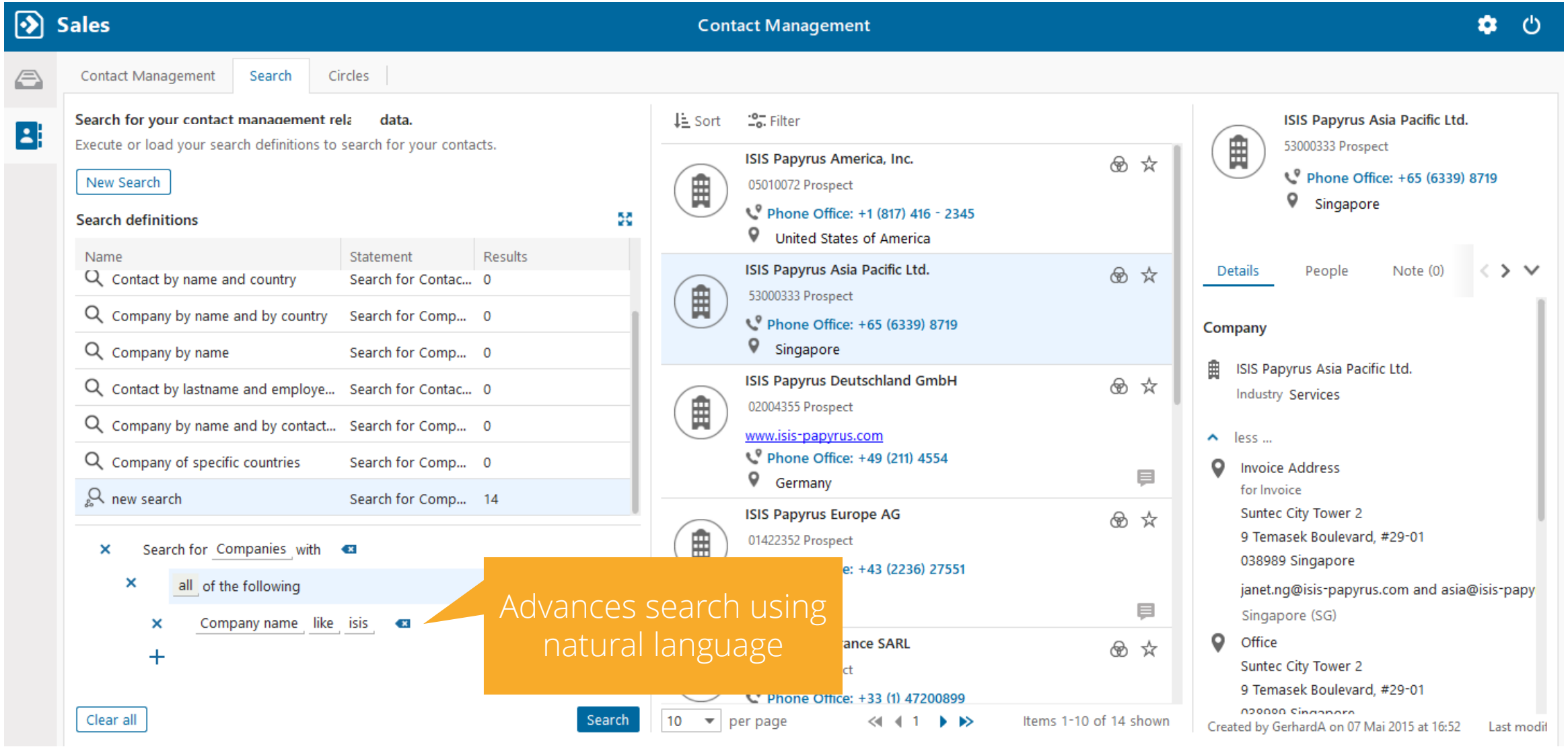
Advanced Search Pattern



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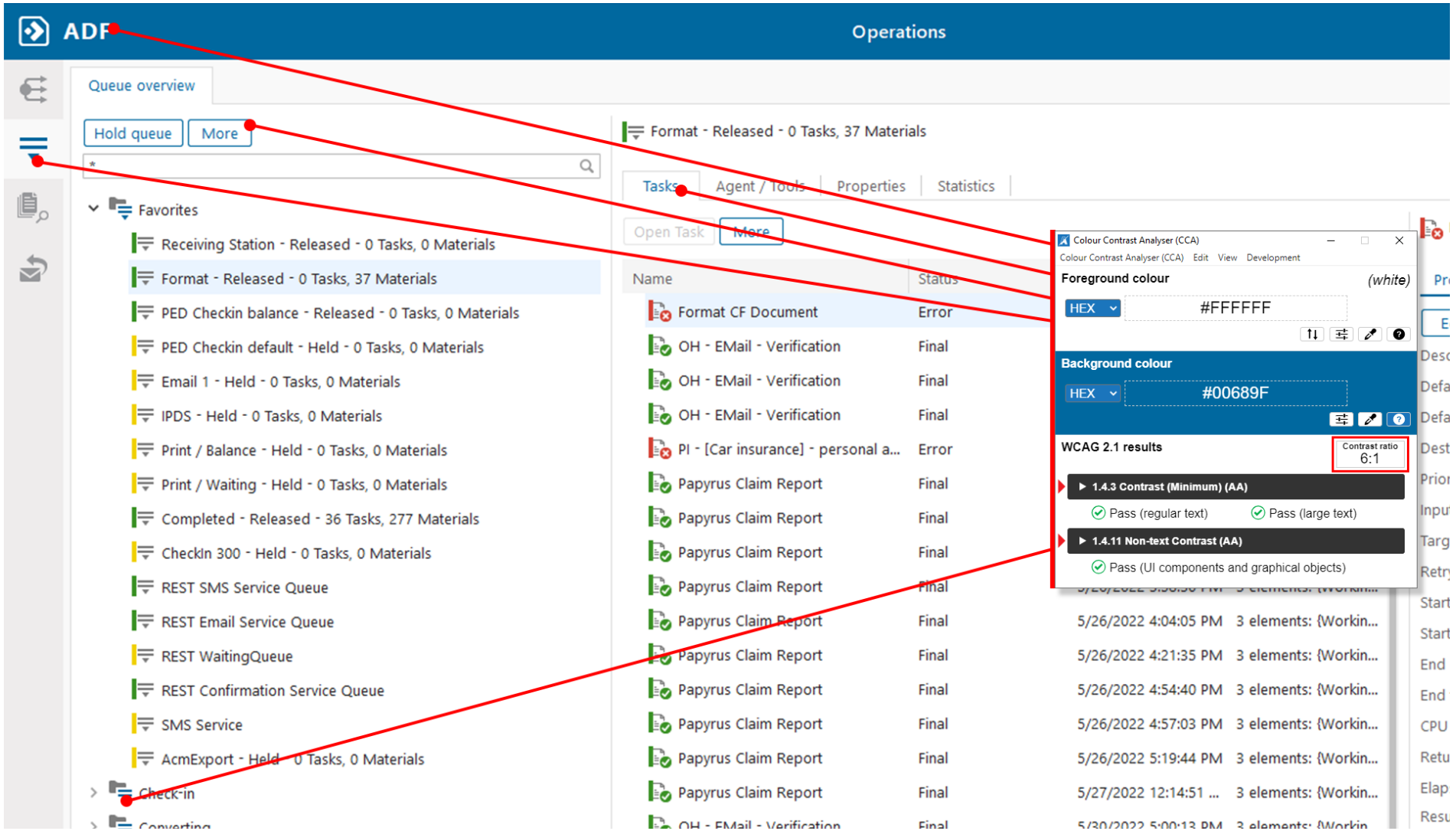
User Accessibility

Dedicated to comply with the following rules:

- European Accessibility Act (2022 – 2025)
- American Disabilities Act
- Web Content Accessibility Guidelines 2.1
  - Enforce WCAG 2.1 Level AA standard

UA Level AA Compliance of „Papyrus Style V2“



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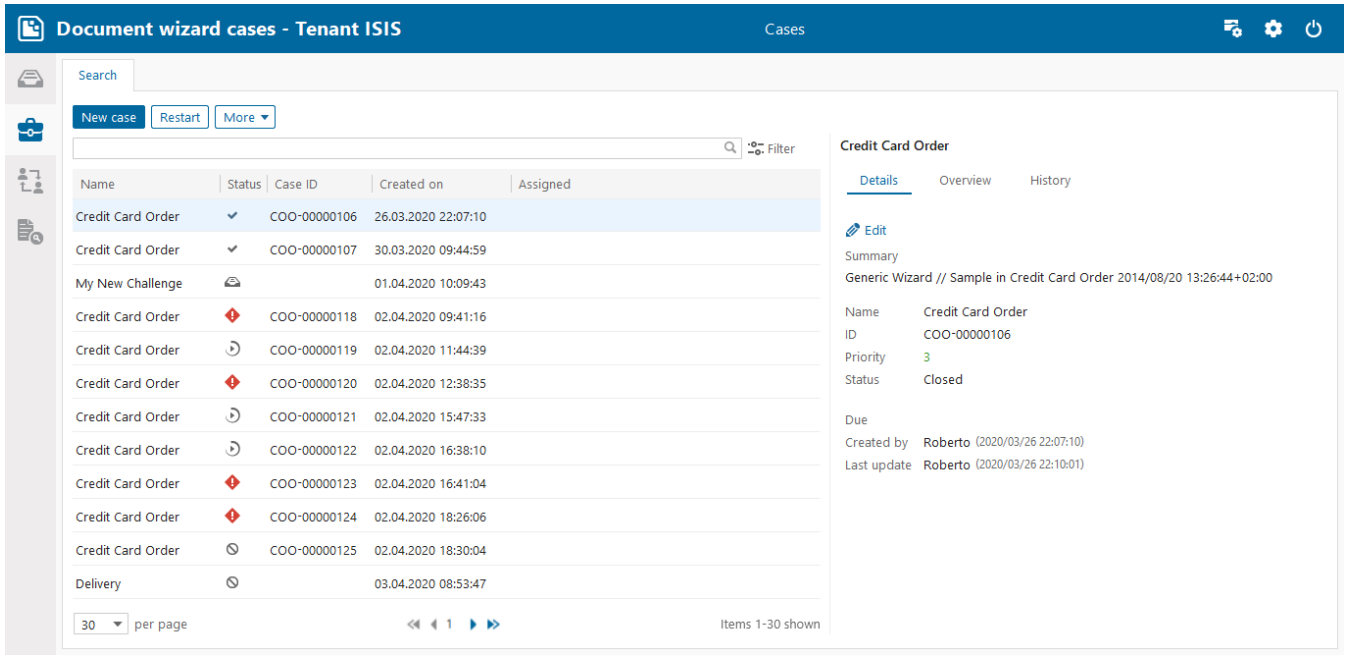
„Papyrus Style V2“: Main Accessibility Improvements



Clean design

Papyrus Style V2 introduces more space and reduce or remove all elements (borders, boxes, dots….) so users can be focused on the important content (information) on the screen.

Consistency

Using the same spacing (margins and padding), font sizes across our EYE Widget applications enables our users to have the same look and feel.

Usability

Increasing the size of the UI elements and font sizes as well allows our users to use our applications with ease, specially the users with low vision.

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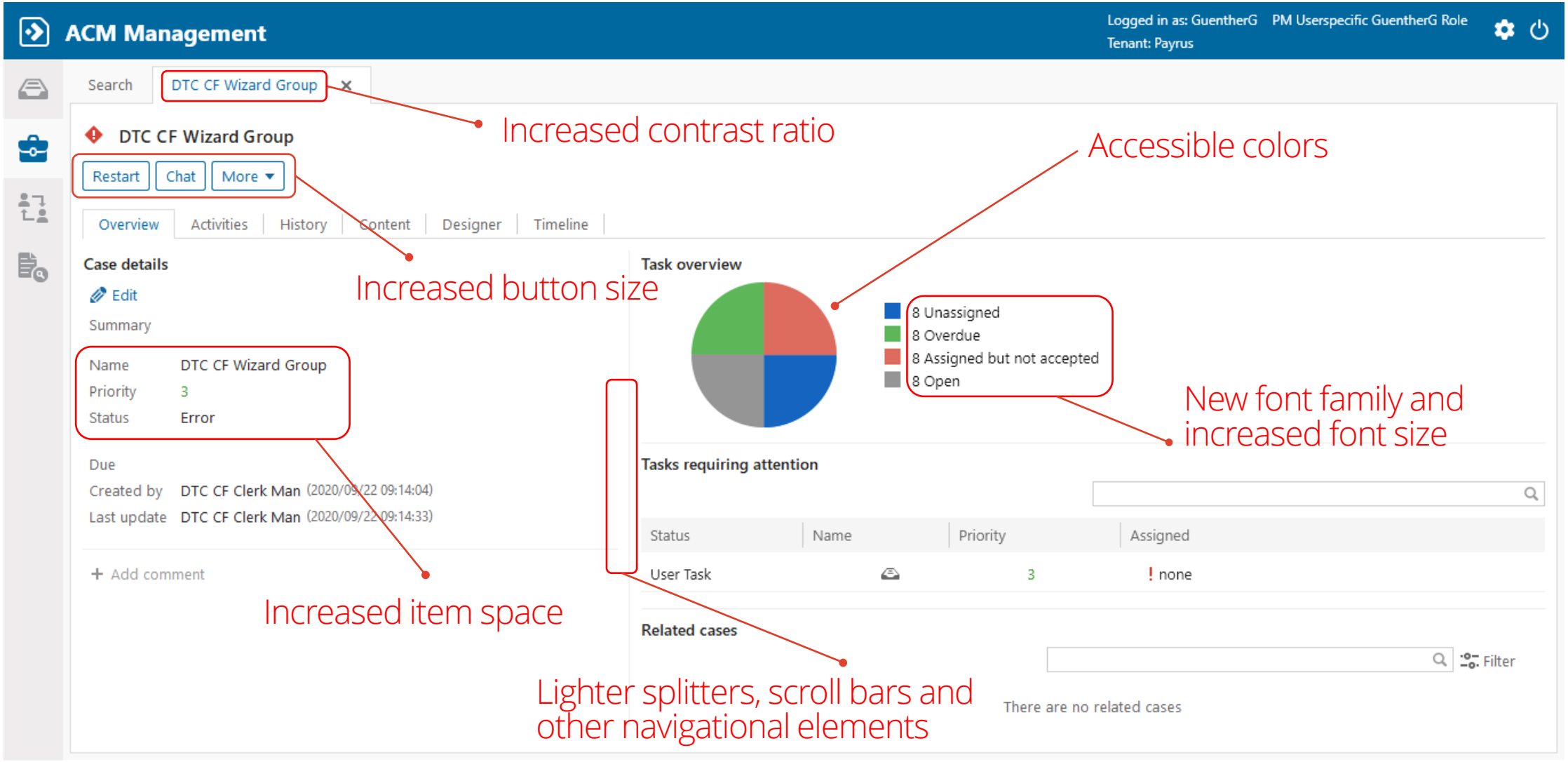
„Papyrus Style V2“: Main Accessibility Improvements



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