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.
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, diagnose 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 Janani Rumal. 
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
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 2/2

Primary button bar

Secondary button bar
Wizard Use Cases – Progress Bar

**Progress bar**

- **Steps**
  - Select a document template
  - Enter data

- **Transitions**
  - Currently executed transition

- **Diagram**
  - See the progress of the current Wizard

- **View**

- **Options**

- **Generation**

- **Format**

- **Find**

- **Print**

- **Language** ENG

- **Preview Mode** FINAL

- **Simulation running.**

- **Back**

- **Suspend**

- **Finish**
Contextual Help
Contextual Help - Forms

Form | Rules | Knowledge Base | Notes
--- | --- | --- | ---
Country * | | | 
Austria | | | 
City * | | | 
Vienna | | | 
ZIP code * | | | 
Bank * | | | 
IBAN * | | | 

* Required fields

Info tooltip
A postal code / ZIP code is a series of letters or digits or both, sometimes including spaces or punctuation, included in a postal address for the purpose of sorting mail.

Context help
The IBAN number has to start with two letters followed by eighteen numbers. You can find it on your bank debit card.
Symbols and Messaging – Message Bar

Info message bar
Symbols and Messaging – Message Bar

Warning message bar: The status of the current building block has been changed. You can’t continue editing in this tab anymore. Please, close the tab.
Symbols and Messaging - Dialogs

Warning message dialog

Are you sure you want to delete this item?

Info message dialog

Using this template overwrites your input in:
- Priority
- Assignment

Error message dialog

Document could not be exported. If the problem persists, please contact your system administrator.
Error Messages

Resolving actions

Explantory message
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
Simple Search Pattern

- Simple search
- Filter options closed
Simple Search Pattern

Filter options opened
Advanced Search Pattern

Advances search using natural language
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

Designed for a total user experience
UA Level AA Compliance of „Papyrus Style V2“
“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.
“Papyrus Style V2”: Main Accessibility Improvements

- Increased button size
- Increased item space
- New font family and increased font size
- Lighter splitters, scroll bars and other navigational elements
- Increased contrast ratio
- Accessible colors
Papyrus Software User Experience Statement

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