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**PUBLIC SUMMARY BACHELOR THESIS**

JCC Software is a company that creates customer service software packages for customer-oriented organizations such as local governments. One of their products is called JCC-Klantgeleiding; this product is used in the city hall to guide visitors through their visit at city hall. At the moment, there is no clear overview of the current situation in the city hall; this includes things such as waiting times and the number of waiting visitors.

The goal of the project is to design an overview screen for JCC-Klantgeleiding, which provides the user with a clear overview of the current situation in the city hall. It would, for instance, show the average waiting times and the number of upcoming appointments.

Using such a product, the person in charge of the occupancy rate in a city hall could either scale up the number of counter employees or scale them down. Meaning that if the waiting times get too long, another counter is opened and that when the waiting time gets too low, a counter could be closed. With this, the efficiency of the city hall can be increased, and the waiting times could be lowered.

First, research was done into several aspects of the project, such as target group, current situation, market analysis, and literary research. By using the findings from the research phase, a list of requirements was devised. Here it was established that the best way to show the information to the user was by creating a dashboard.

Using this information, the ideation phase, was started. Here, using the information from the research phase, many ideas were created.

During the concept phase it became clear that further testing was needed to determine the best way to display the information on a dashboard. Therefore, a test was devised to determine two things; The amount of information to be shown to the user and which charts should be used to show that.

In order to test this, three concepts were created, each displaying the information in a different way and amount. These concepts were then shown to a set of test subjects who were interviewed. The test subjects can be divided into two groups, consultants from JCC Software and city hall employees. During the interview the test subjects were asked to interpret parts of the dashboard to determine the readability of the concepts. Furthermore, they were asked for their preference when it came to the charts and appearance. Lastly, they were asked if the information displayed on the concepts was sufficient and whether they missed any information.

Through this testing, it became apparent that the different city halls have very different preferences for a dashboard. The differences were not only in the sense of appearance but also on what was exactly displayed and the different

charts. Overall it became clear that the differences between the city halls are too great to create a 'one size fits all' solution.

All in all, the best solution is to create one default setting with the option to customize. Due to this, the final design itself is a suggested default setting for the JCC-Klantgeleiding dashboard. Furthermore, some settings are recommended to be added. For example, a setting that should be added is the option to change the color of the charts; this request was made by a large part of the test subjects. Next, many test subjects indicated the wish to be able to select the charts that are visible and possibly even move around to suit their preferences.