

# Auto Complete Interactions for Deem Car Services Mobile

## Defining the Customers' Journey

Car service customers are likely to fall into some of these basic type ahead interactions.

- First time user (incomplete address book, profile, no history, possibly no upcoming reservations)
- Intermediate User (partially activated profile, ride history, address book or upcoming reservations)
- Highly Active Daily User (rich address book, profile, ride history and upcoming transactions.)

Depending where the Deem Car Service customer is (in terms of activity) determines how the auto complete surfaces information to the customer.

The Auto complete can render the following results:

- Default Search View
- Direct user input (valid address)
- History Based
- Address Book or Favored Based Content
- Itinerary Based (future upcoming booked travel)
- Error Corrections “Did you mean”
- Nothing, we simply display nothing

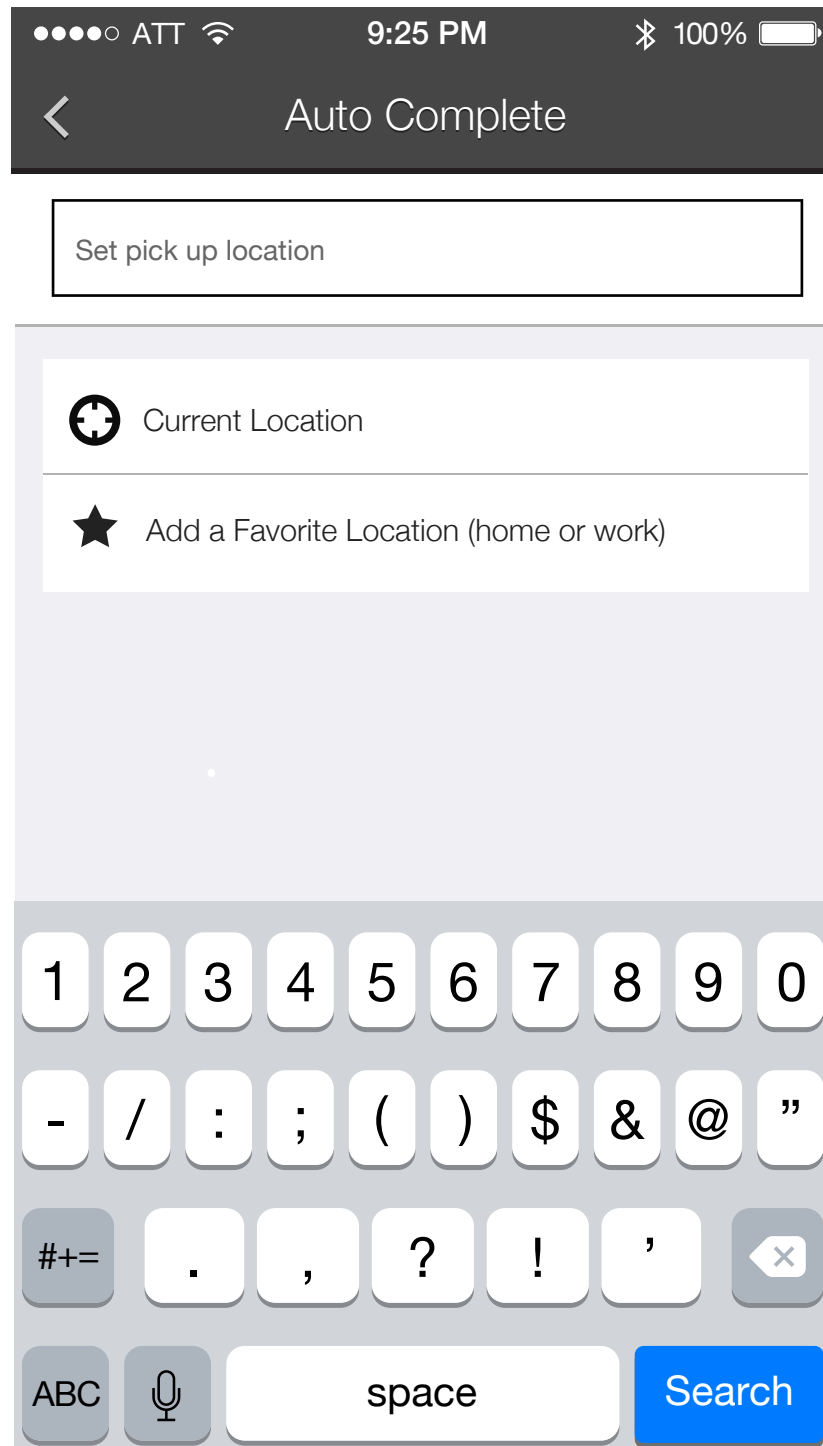
Auto complete is contextual based on:

- Location
- Activity Based (First time, intermediate and highly active users)
- History

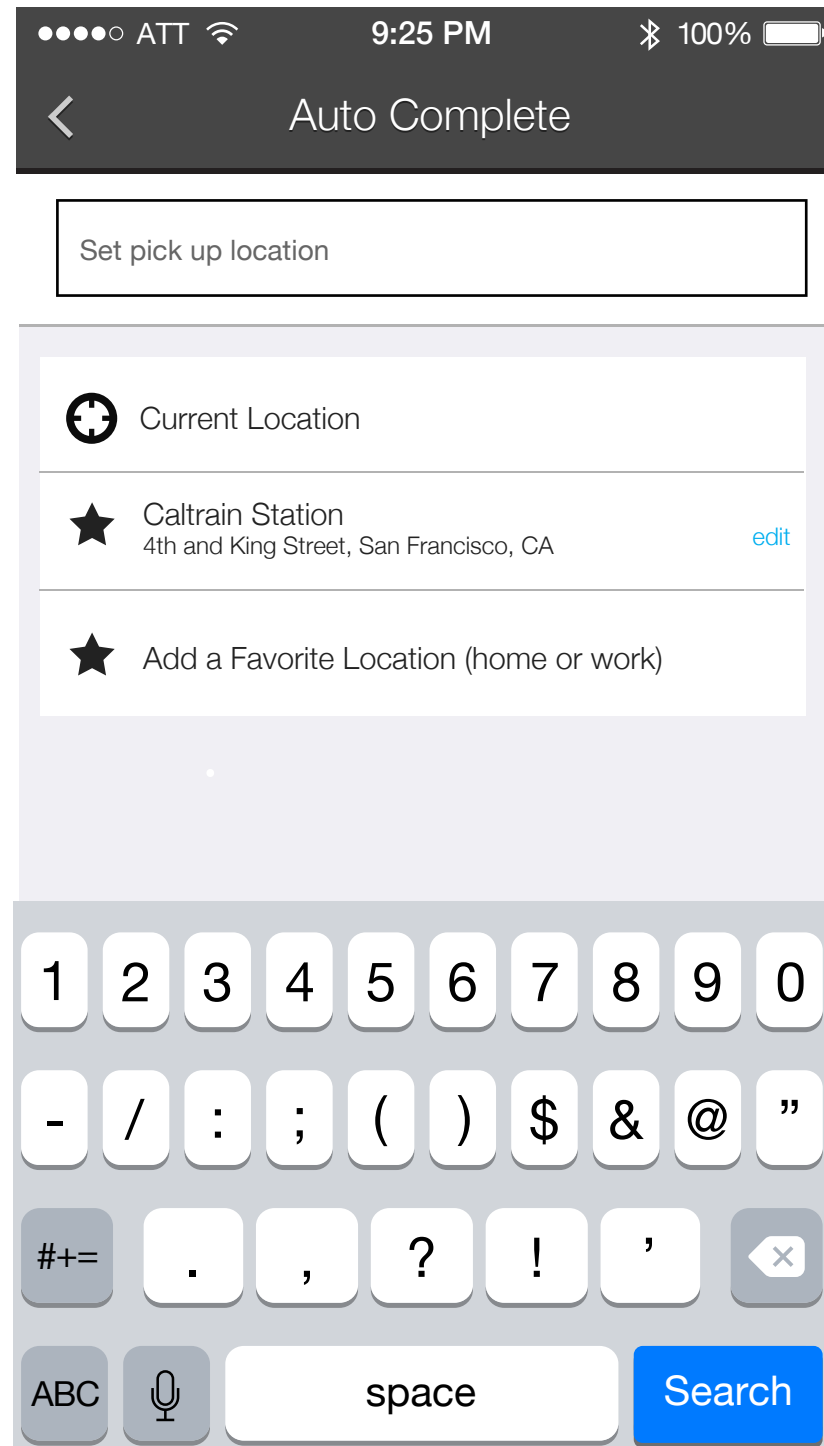
# Default Search Layout

Deem Car Service customer initiates a search.

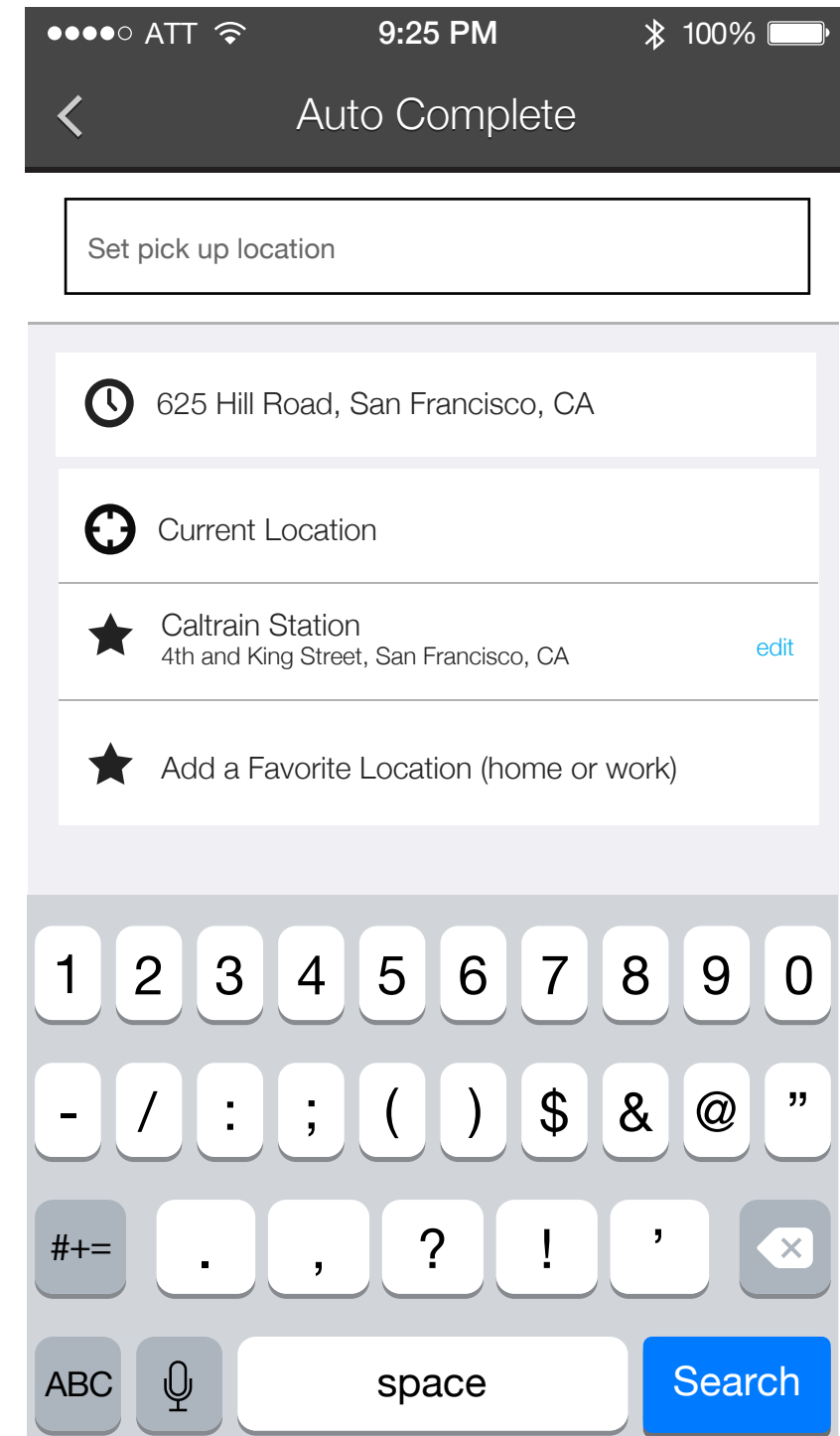
First Time User



Intermediate User



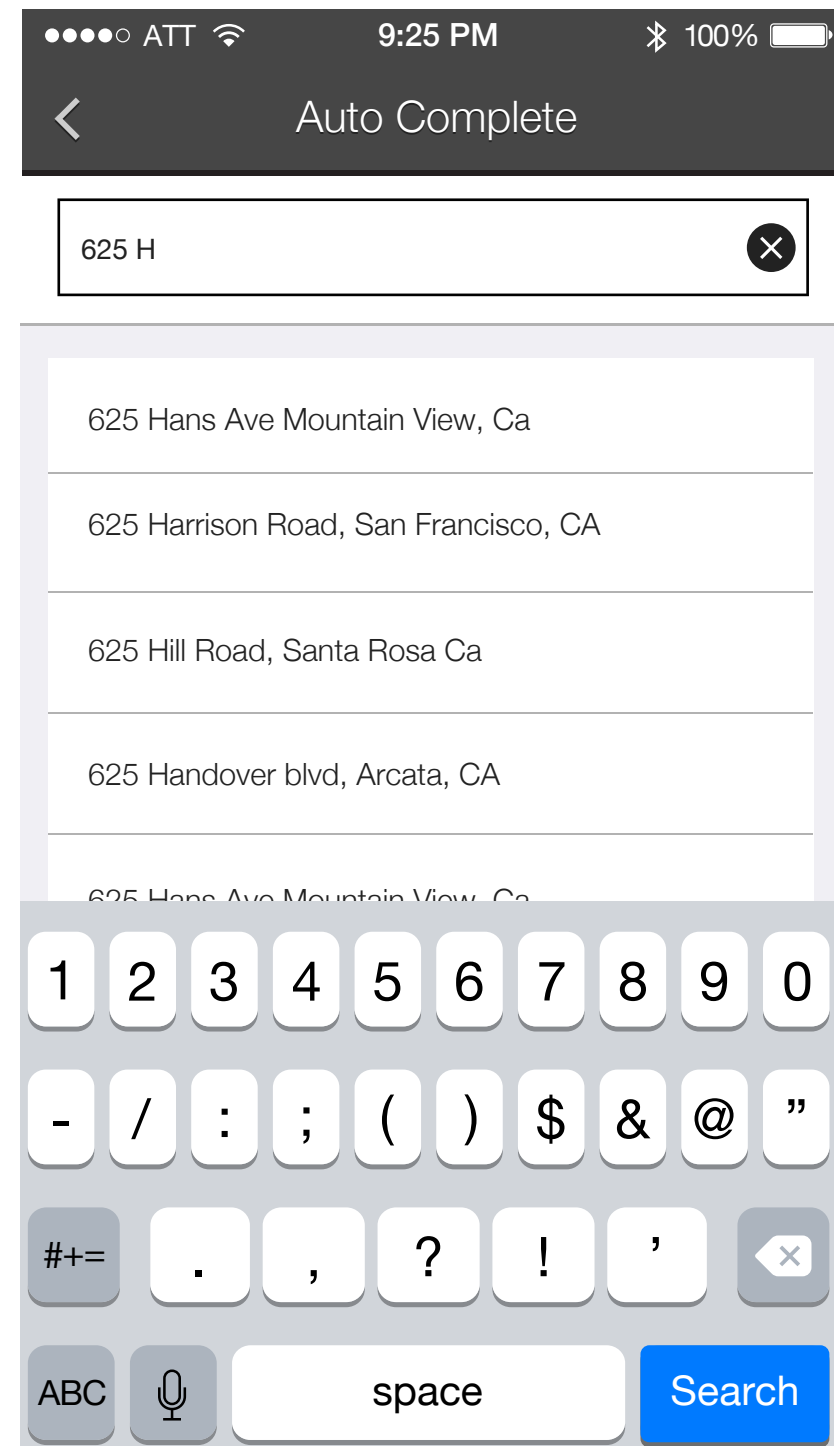
High Active User



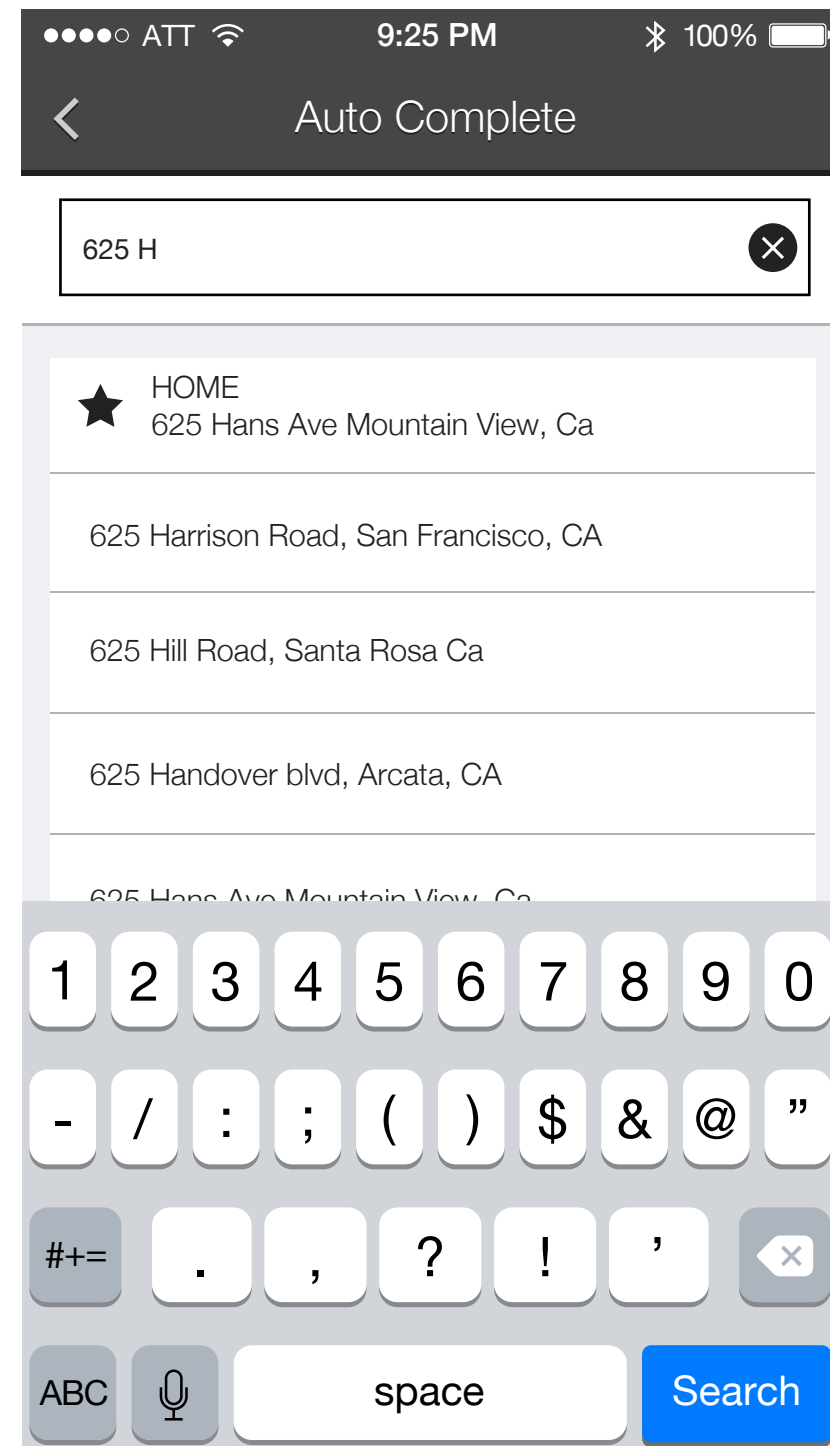
# Direct User Input

Deem Car Service customer initiates a search, that user then proceeds to search for an address.

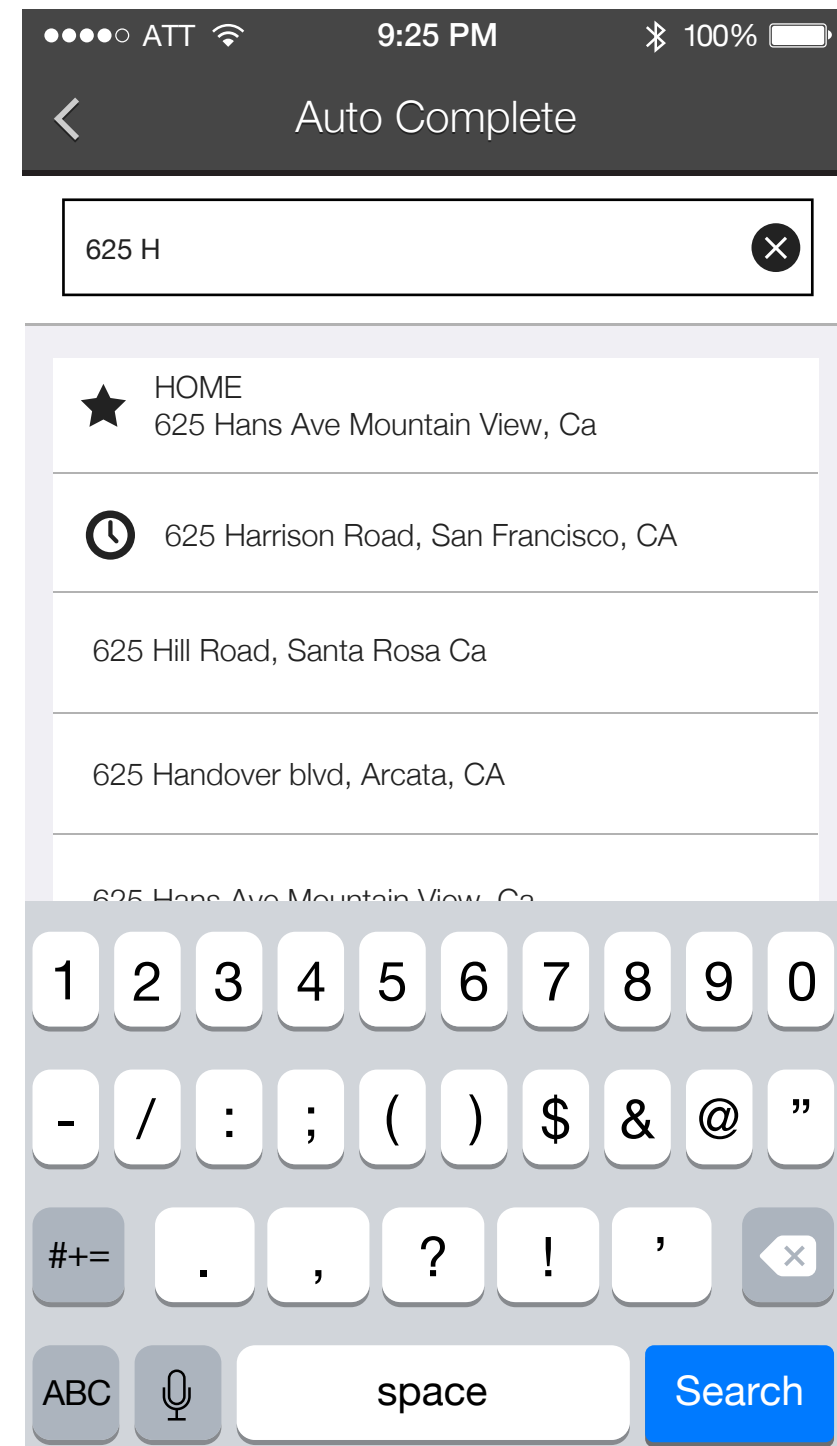
First Time User



Intermediate User



High Active User

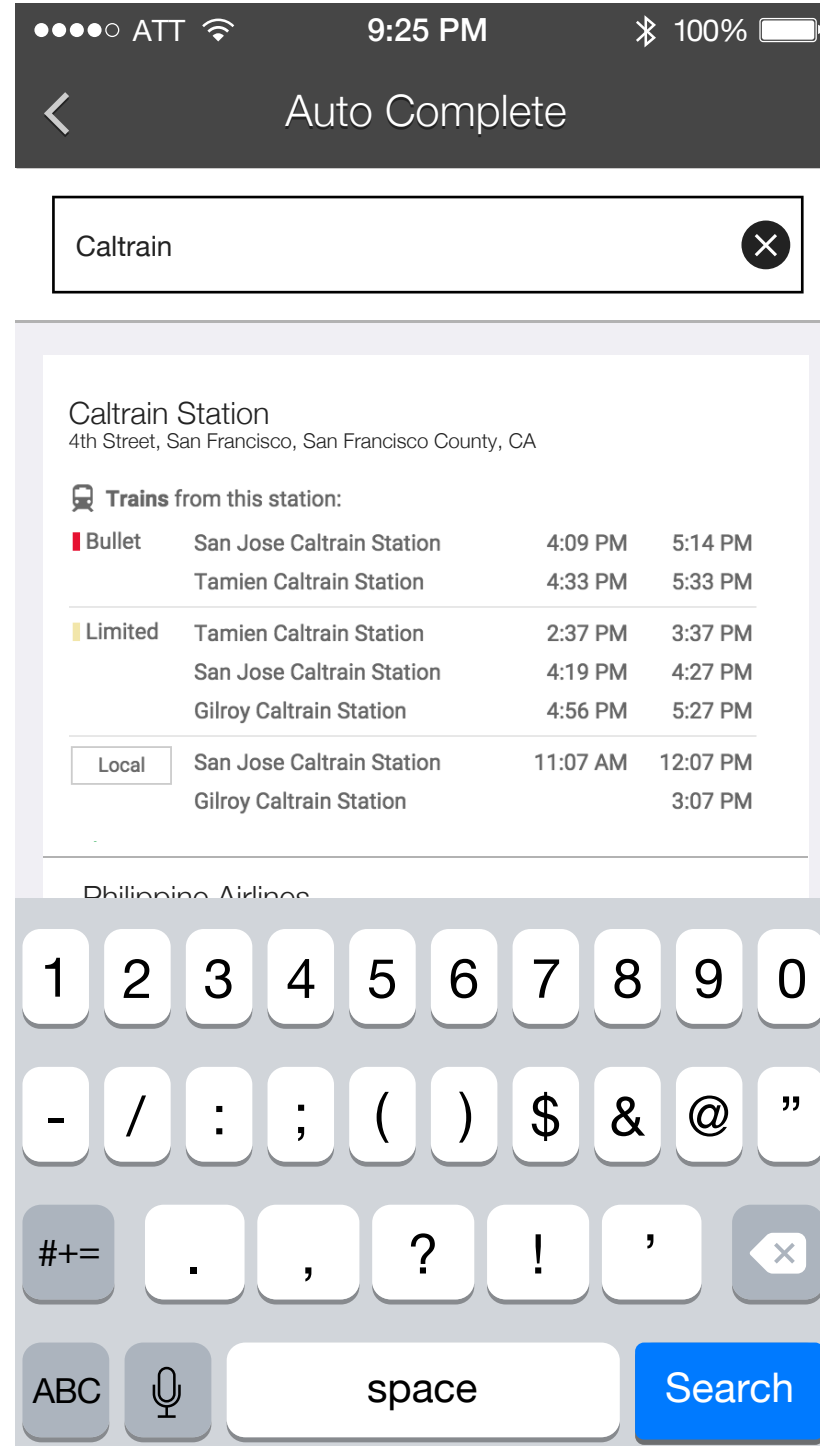
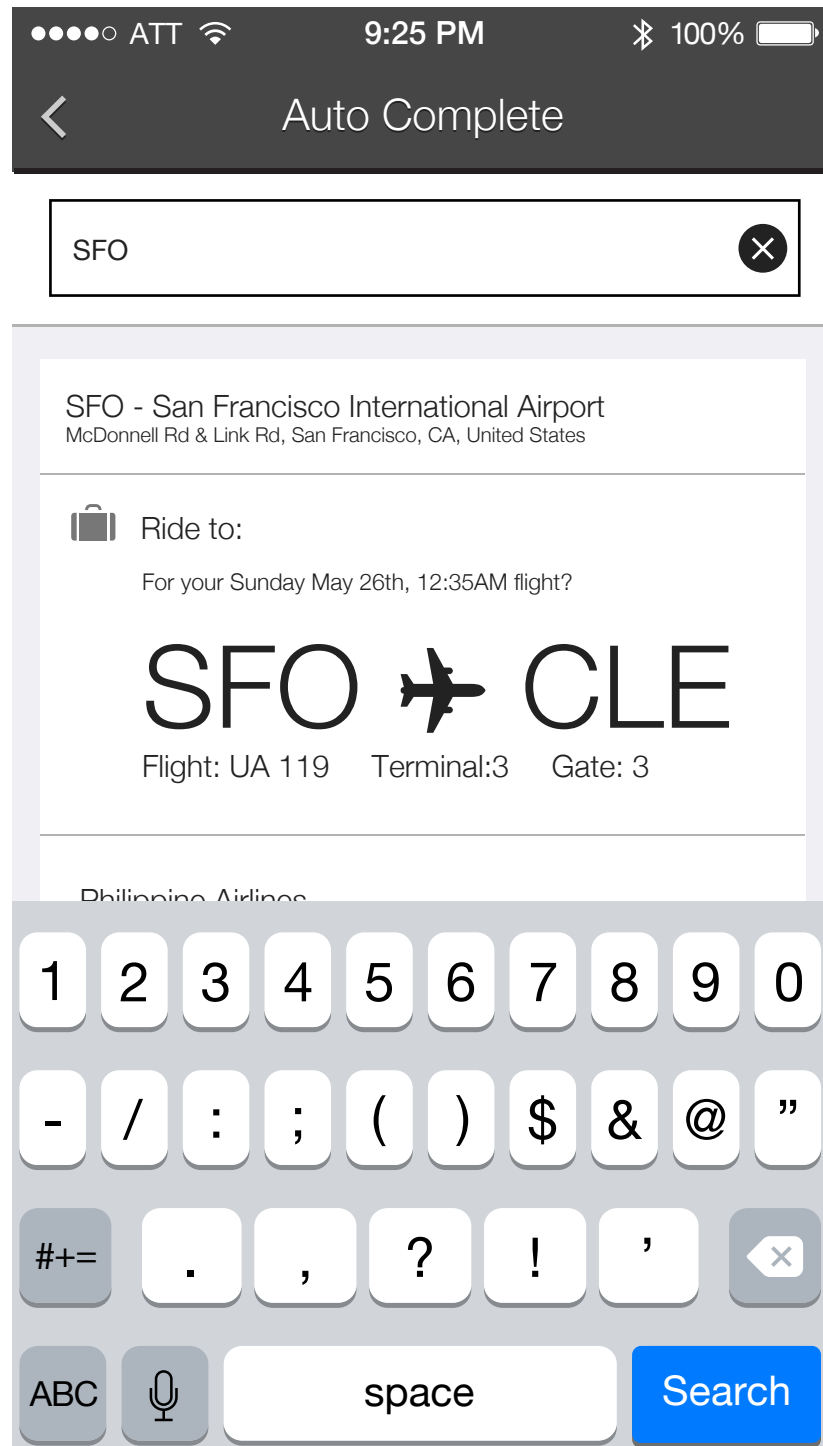


# Content Based Search

Deem Car Service customer initiates a search, with the context of scheduling a ride to an active upcoming active reservation.

Car Service Search with active upcoming reservations.

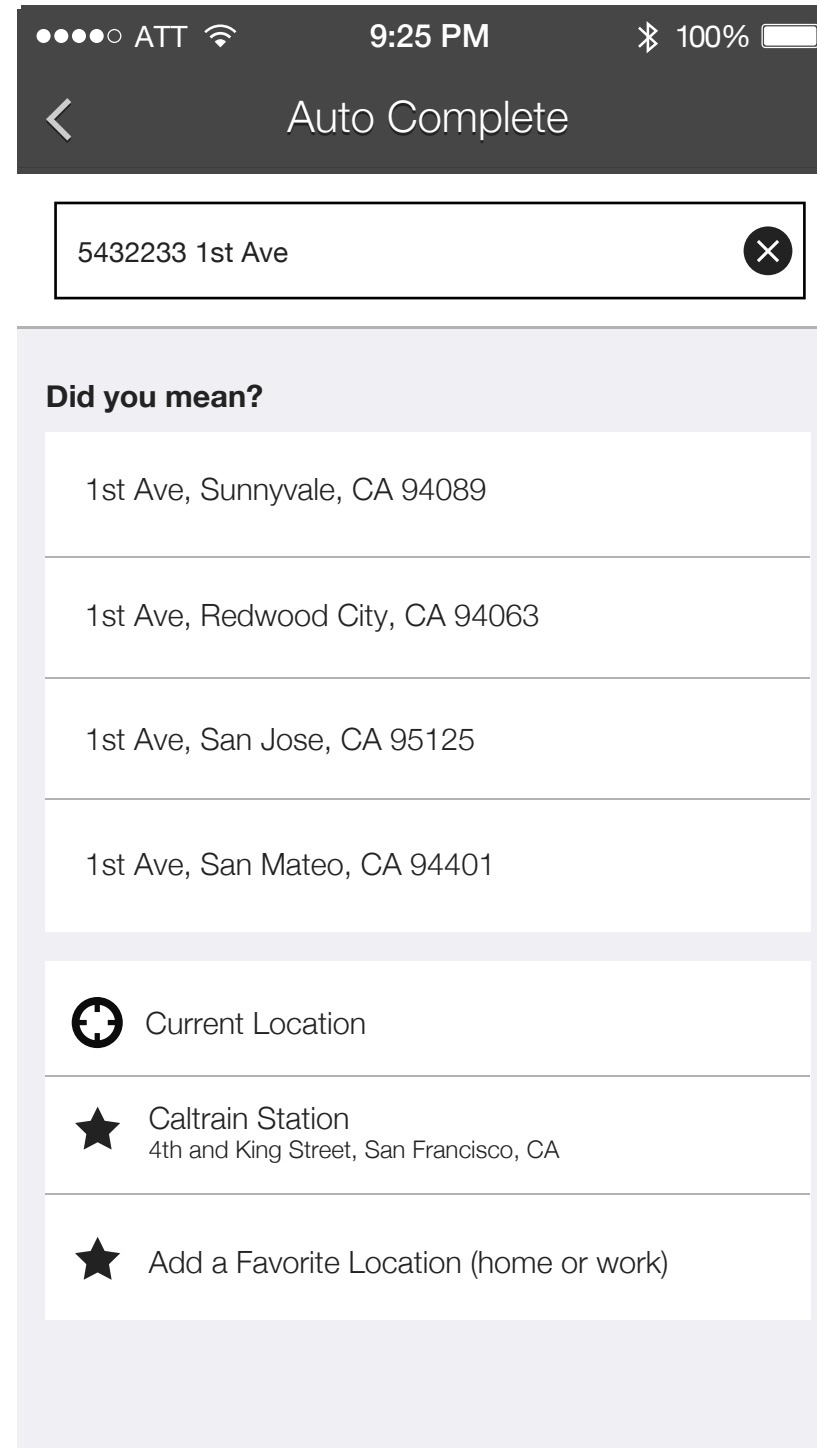
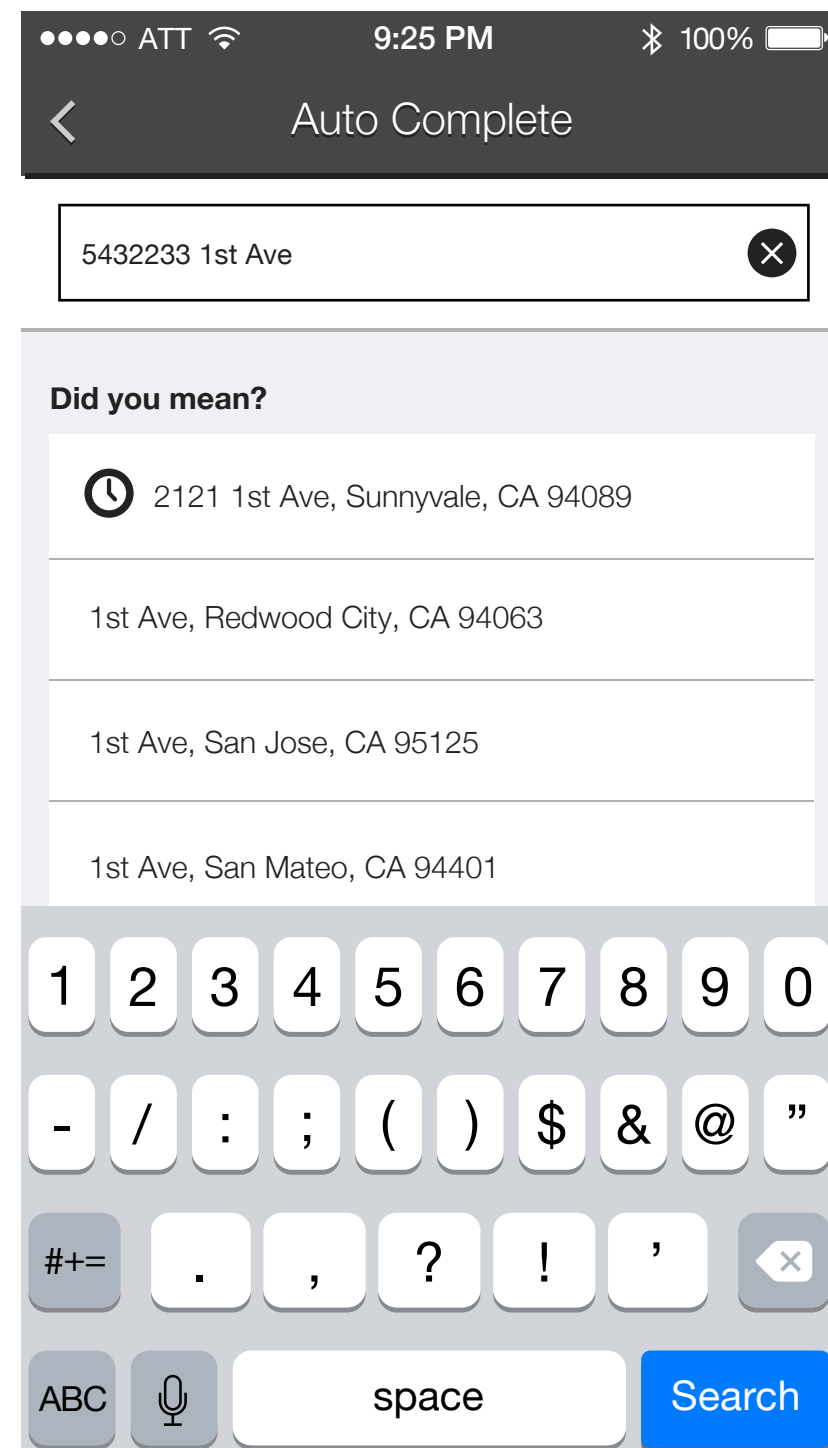
Future iteration based on the same concept.



# Errors

Deem Car Service customer can break the search flow.

Able to detect some semblance of address, try to help. If keyboard dismissed, reveal the base UI.



If insane input, don't deal with crazy.

