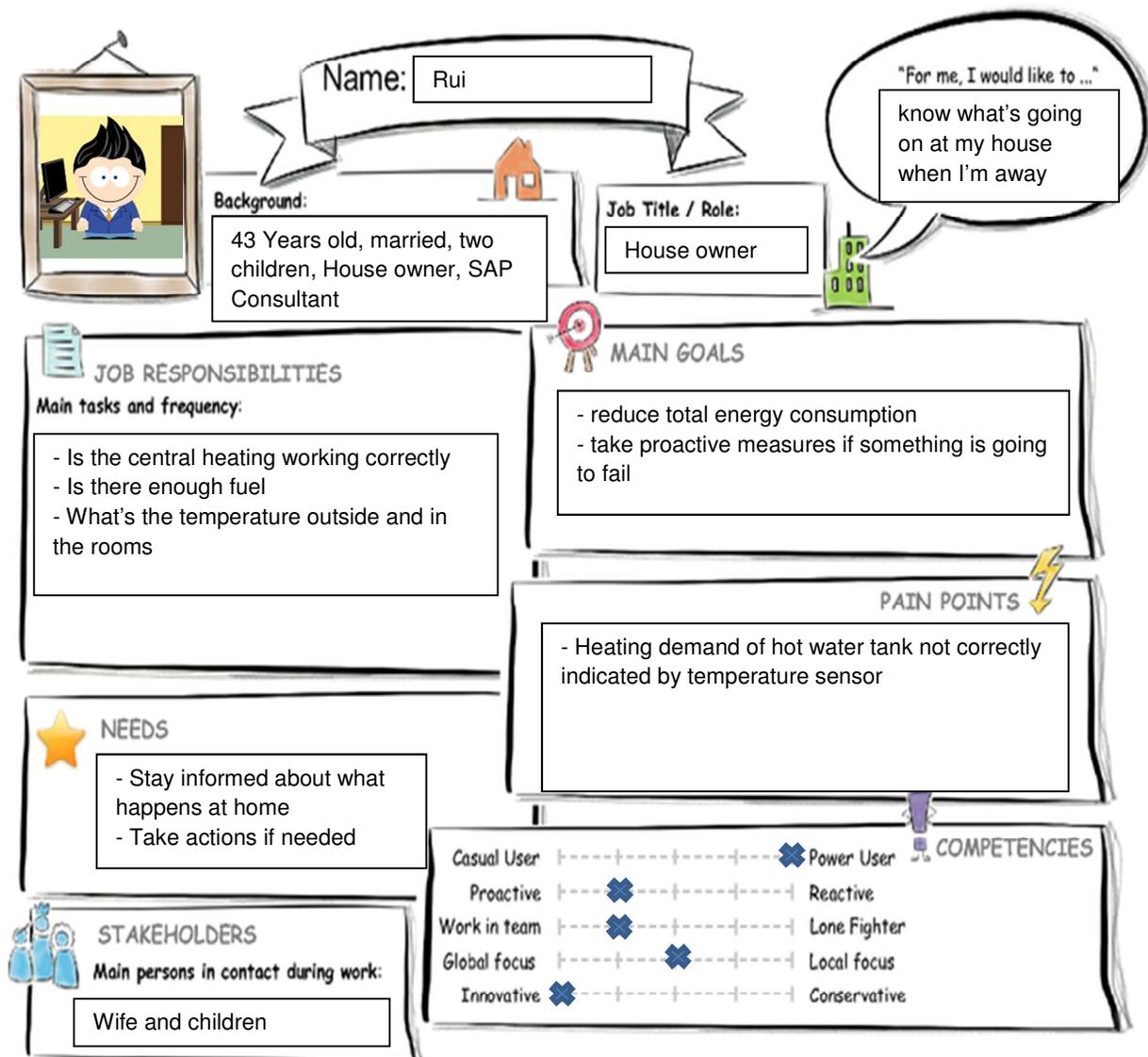# Fiori App for Home Automation

Story

Modern central heating systems allow internet remote control. In the Fiori App for Home Automation the information of the central heating is combined with data from indoor and outdoor sensors for temperature and humidity. The app targets house owners and their families who want to stay informed about their home when being away. Also it allows remote control of smart home thermostats.
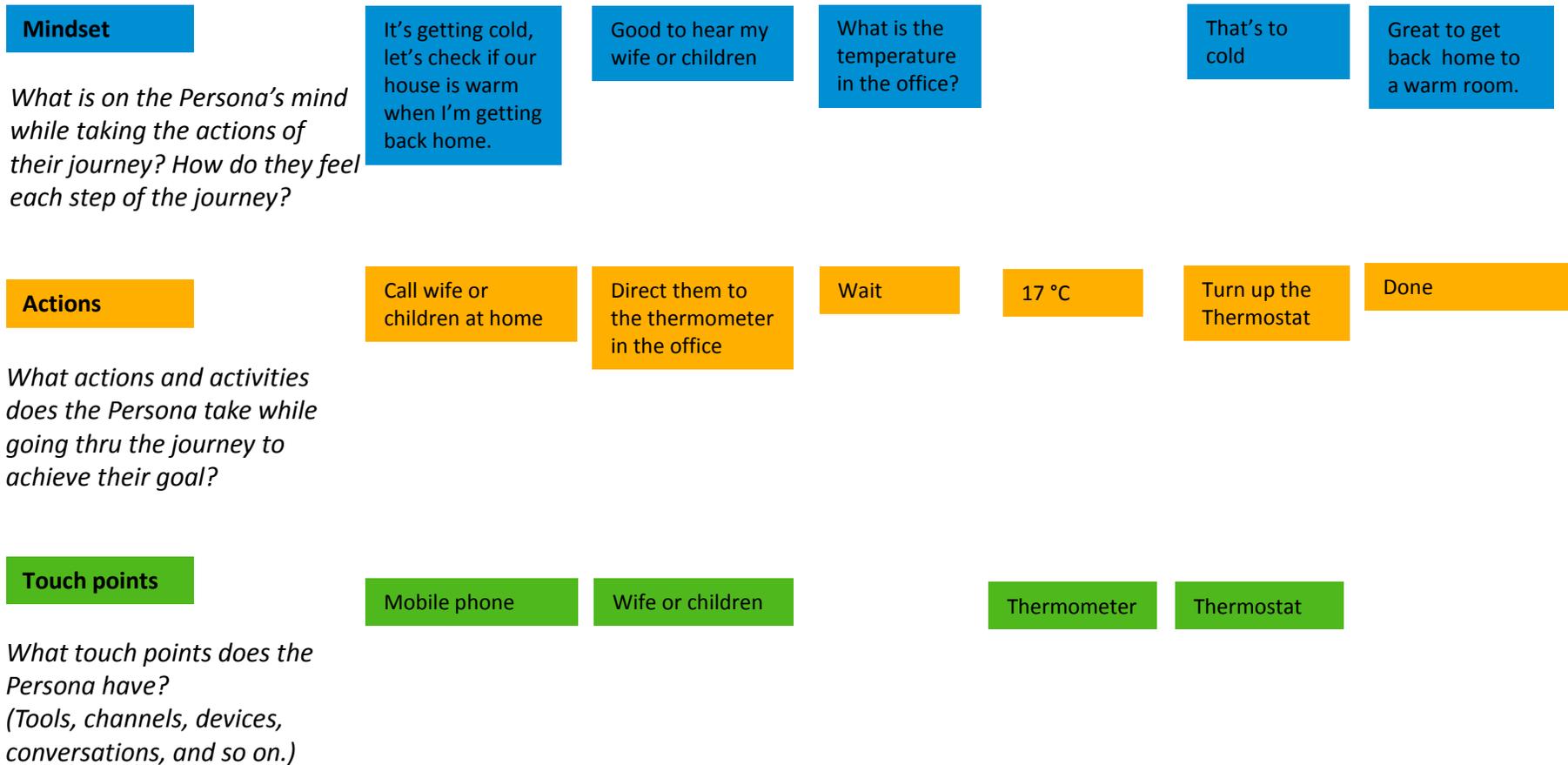
Persona

Name: Rui

"For me, I would like to ..."
know what's going on at my house when I'm away

Background:
43 Years old, married, two children, House owner, SAP Consultant

Job Title / Role:
House owner

JOB RESPONSIBILITIES
Main tasks and frequency:

- Is the central heating working correctly
- Is there enough fuel
- What's the temperature outside and in the rooms

MAIN GOALS

- reduce total energy consumption
- take proactive measures if something is going to fail

PAIN POINTS

- Heating demand of hot water tank not correctly indicated by temperature sensor

NEEDS

- Stay informed about what happens at home
- Take actions if needed

STAKEHOLDERS
Main persons in contact during work:

Wife and children

COMPETENCIES

Casual User	----X	Power User
Proactive	-X---	Reactive
Work in team	-X---	Lone Fighter
Global focus	---X-	Local focus
Innovative	X----	Conservative

Fiori App for Home Automation
User Experience Journey

Current User Experience Journey

Duration of the Journey: 5 min

Mindset

What is on the Persona's mind while taking the actions of their journey? How do they feel each step of the journey?

It's getting cold, let's check if our house is warm when I'm getting back home.	Good to hear my wife or children	What is the temperature in the office?		That's to cold	Great to get back home to a warm room.

Actions

What actions and activities does the Persona take while going thru the journey to achieve their goal?

Call wife or children at home	Direct them to the thermometer in the office	Wait	17 °C	Turn up the Thermostat	Done

Touch points

*What touch points does the Persona have?
(Tools, channels, devices, conversations, and so on.)*

Mobile phone	Wife or children		Thermometer	Thermostat

Sensors (12)

Search

Living Room	21.3 °C
Temperature OK	1 minute ago

Kitchen	18.1 °C
Temperature to low	2 minutes ago

Bedroom	19.1 °C
Temperature OK	4 minutes ago

Supply Temperature	56.9 °C
Temperature OK	2 minutes ago

Outside	8.3 °C
	5 minutes ago

Sensor

Kitchen

18.1 °C

2 minutes ago

Sensor ID:	10
Location:	Kitchen
Sensor Type	DS18B20
Measured at	Sun May 10 2015 09:52:05 GMT+0200 (CEST)

Adjust

← Sensors (12) ☰

Search 🔍 ⟳

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Sensor

Kitchen
18.1
°C

2 minutes ago

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2015-05-09 @ 2015-05-10 📅

20

15

10

5

Adjust ↗