

# STORY: SERVICE REQUEST

Companies, especially big ones, offer internal services for their employees to request something or express their feelings. Incidents, complaints, proposals and service orders are some types of service request. Service request is also known as ticket.

In general, the scenario is chaotic. There are several channels to each of needs, such as phones, email addresses and systems with different interfaces. Employees get lost in discovering which of the channels is the correct one. Besides, they would like to follow their request during the request lifecycle. However, sometimes that is hard or impossible.

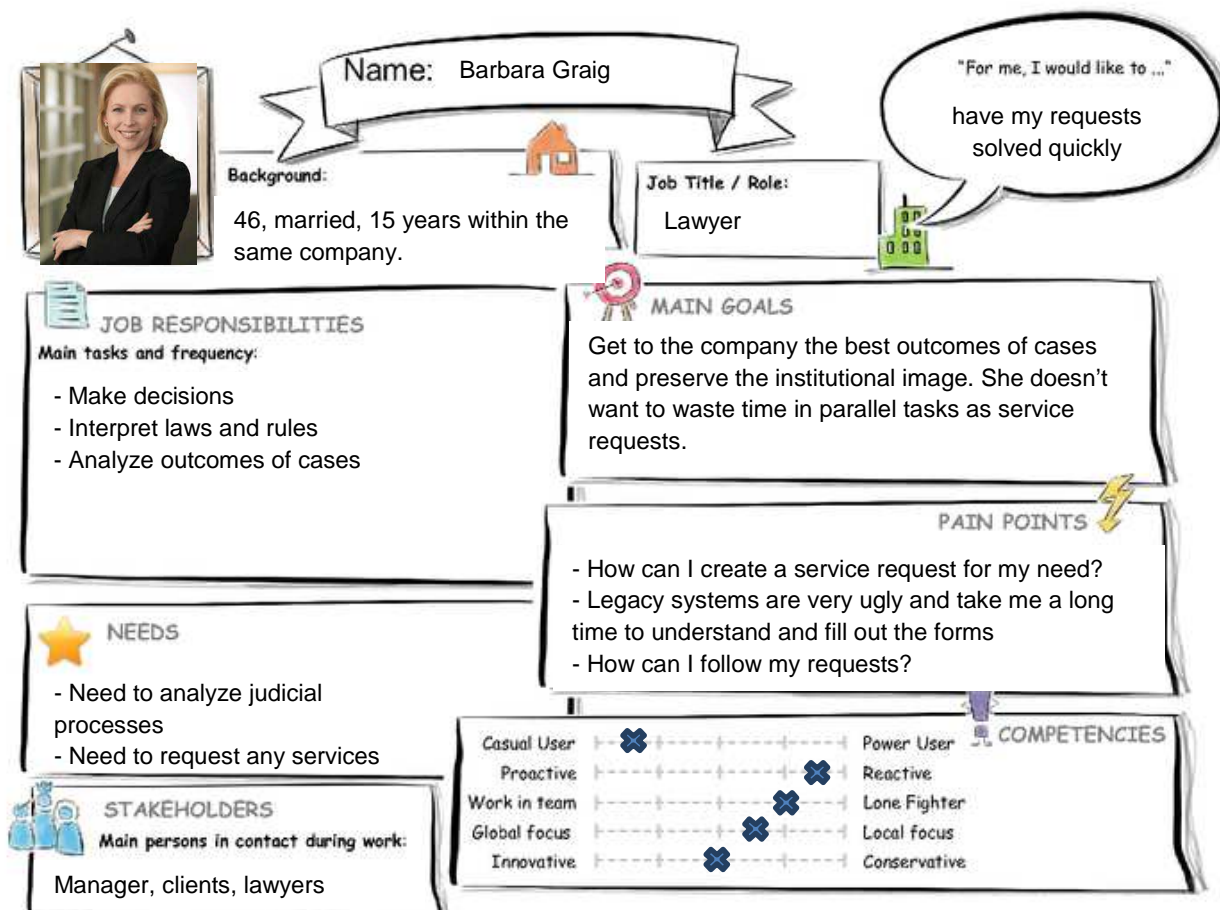
Depending on the industry, the spectrum of employee profiles is huge. A lot of them might not have large experience with computers or technological stuffs.

The goal is develop an app in order to provide a single standardized channel, where the employees can create their requests easily and follow them any time.

The backend, where and how the requests are handled, is a suggestion to a new study in the CRM scope.

*\* The text contains Segmentation, Targeting, and Positioning.*

## PERSONA



# USER EXPERIENCE JOURNEY

## Introduction to Design Thinking

### User Experience Journey

#### Current User Experience Journey

##### Mindset

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

##### Actions

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

##### Touch points

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

I'm going to complain about the air conditioned temperature ☹️

Go to the form in order to create a service request

Computer

Smartphone

Phone system

What's the status of my last request?

Who have taken my request?

Choose type of request

Write a note about my issue

Form in order to submit a request

List of previous requests

What's the deadline to complete my request?

It is behind the schedule ☹️

Attach files

Send my request

Wait

Call center agent

Email

The service was good, so they deserve a high grade in the satisfaction survey. 😊

I don't agree with this answer ☹️

Search previous requests

Answer satisfaction survey

Categorization

#### Duration of the Journey: 5 min

Legends  
 ● Pain Points  
 ● Fail Points

## POINT OF VIEW

**Barbara Graig, the lawyer** needs a way to **quickly create a service request** so that **she can concentrate on her main job responsibilities.**

# MOCKUP

Service Requests (4)	Service Request
<p>Search <input type="text" value="Q"/></p> <p>4300001003 Air-conditioner temperature 10/02/2016 Type: Complaint Status: Open</p> <p>4300000980 Salary difference 03/12/2015 Type: Service Status: Work in Progress</p> <p>4300000564 Overtime 27/10/2015 Type: Question Status: Closed</p> <p>4300000283 Air-conditioner temperature 16/09/2015 Type: Complaint Status: Closed</p>	<p><b>ID: 4300001003 Air-conditioner temperature</b></p> <p>Info Notes History Attachments <b>Survey</b></p> <p>Status: Open</p> <p>Channel: SAP Fiori Launchpad      Priority: High Type: Complaint      Expected date: 12/02/2016</p> <div style="display: flex; justify-content: space-between;"> <div style="border: 1px solid black; padding: 5px;"> <p>Categorization</p> <p>Level 1: Environment</p> <p>Level 2: Air-conditioner</p> <p>Level 3: Temperature</p> </div> <div style="border: 1px solid black; padding: 5px;"> <p>Current Team: Building Maintenance</p> <p>Due on: 15/02/2016 (SLA 5 days)</p> <p>First response date:</p> <p>Closed Date:</p> </div> </div> <p>Reason</p> <div style="border: 1px solid black; padding: 5px; min-height: 30px;"> <p>I'd like to ask for someone to adjust the air-conditioner temperature. It's very cold.</p> </div> <p>Final Answer</p> <div style="border: 1px solid black; padding: 5px; min-height: 30px;"> </div>
<p>↑ ↓ +</p>	

Mockup 1 – Start screen with Service Request Info (Request is open – surveys is disabled)

Service Requests (4)	Service Request
<p>Search <input type="text" value="Q"/></p> <p>4300001003 Air-conditioner temperature 10/02/2016 Type: Complaint Status: Open</p> <p>4300000980 Salary difference 03/12/2015 Type: Service Status: Work in Progress</p> <p>4300000564 Overtime 27/10/2015 Type: Question Status: Closed</p> <p>4300000283 Air-conditioner temperature 16/09/2015 Type: Complaint Status: Closed</p>	<p><b>ID: 4300001003 Air-conditioner temperature</b></p> <p>Info <b>Notes</b> History Attachments Survey</p> <p>User: xxxx - date: 10/02/2016 - time: 14:25</p> <p>I'm on 2nd floor.</p> <p>User: yyyy - date: 10/02/2016 - time: 14:20</p> <p>Please, inform your location.</p> <p>User: xxxx - date: 10/02/2016 - time: 13:45</p> <p>I'd like to ask for someone to adjust the air-conditioner temperature. It's very cold.</p> <div style="border: 1px solid black; padding: 5px; min-height: 50px;"> </div> <p style="text-align: right;"><input type="button" value="Add Note"/></p>
<p>↑ ↓ +</p>	

Mockup 2 – Service Request Notes

Service Requests (4)	Service Request																														
<p>Search <input type="text" value="Q"/></p> <p>4300001003 Air-conditioner temperature 10/02/2016 Type: Complaint Status: Open</p> <p>4300000980 Salary difference 03/12/2015 Type: Service Status: Work in Progress</p> <p>4300000564 Overtime 27/10/2015 Type: Question Status: Closed</p> <p>4300000283 Air-conditioner temperature 16/09/2015 Type: Complaint Status: Closed</p>	<p>Info Notes <b>History</b> Attachments Survey</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Date</th> <th>Time</th> <th>User</th> <th>Event</th> <th>Old value</th> <th>New value</th> </tr> </thead> <tbody> <tr> <td>10/02/2016</td> <td>14:43</td> <td>yyyy</td> <td>Designed team</td> <td>Call Center</td> <td>Building Maintenance</td> </tr> <tr> <td>10/02/2016</td> <td>14:25</td> <td>xxxx</td> <td>Added note</td> <td></td> <td></td> </tr> <tr> <td>10/02/2016</td> <td>14:20</td> <td>yyyy</td> <td>Added note</td> <td></td> <td></td> </tr> <tr> <td>10/02/2016</td> <td>13:45</td> <td>xxxx</td> <td>Created service request</td> <td></td> <td></td> </tr> </tbody> </table>	Date	Time	User	Event	Old value	New value	10/02/2016	14:43	yyyy	Designed team	Call Center	Building Maintenance	10/02/2016	14:25	xxxx	Added note			10/02/2016	14:20	yyyy	Added note			10/02/2016	13:45	xxxx	Created service request		
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Mockup 3 – Service Request History

Service Requests (4)	Service Request
Search	ID: 4300001003 Air-conditioner temperature
<ul style="list-style-type: none"> <li>4300001003 Air-conditioner temperature 10/02/2016 Type: Complaint Status: Open</li> <li>4300000980 Salary difference 03/12/2015 Type: Service Status: Work in Progress</li> <li>4300000564 Overtime 27/10/2015 Type: Question Status: Closed</li> <li>4300000283 Air-conditioner temperature 16/09/2015 Type: Complaint Status: Closed</li> </ul>	<p>Info Notes History Attachments Survey</p> <p>File</p> <p><a href="#">Manual.pdf</a></p> <p><a href="#">Photo001.jpg</a></p>
<p>↑ ↓ +</p>	<p>Add File</p>

Mockup 4 – Service Request Attachments

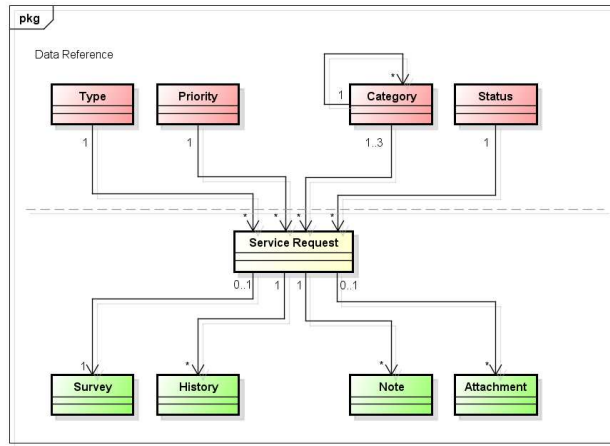
Service Requests (4)	Service Request																								
Search	ID: 4300000564 Overtime																								
<ul style="list-style-type: none"> <li>4300001003 Air-conditioner temperature 10/02/2016 Type: Complaint Status: Open</li> <li>4300000980 Salary difference 03/12/2015 Type: Service Status: Work in Progress</li> <li>4300000564 Overtime 27/10/2015 Type: Question Status: Closed</li> <li>4300000283 Air-conditioner temperature 16/09/2015 Type: Complaint Status: Closed</li> </ul>	<p>Info Notes History Attachments Survey</p> <p>Status: Answered</p> <p>Deadline: 15/11/2015 Answered at: 14/11/2015</p> <table border="1"> <thead> <tr> <th>Question</th> <th>Very Dissatisfied</th> <th>Dissatisfied</th> <th>Neutral</th> <th>Satisfied</th> <th>Very Satisfied</th> </tr> </thead> <tbody> <tr> <td>Quality</td> <td><input type="radio"/></td> <td><input checked="" type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> </tr> <tr> <td>Duration</td> <td><input checked="" type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> </tr> <tr> <td>Experience</td> <td><input type="radio"/></td> <td><input checked="" type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> <td><input type="radio"/></td> </tr> </tbody> </table> <p>Remarks</p> <p>One of my questions wasn't answered properly.</p>	Question	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Quality	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Duration	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Experience	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Experience	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>																				
<p>↑ ↓ +</p>	<p>Send</p>																								

Mockup 5 – Service Request – Satisfaction Survey

Service Requests (4)	New Service Request						
Search	*Title: When is the payday?						
<ul style="list-style-type: none"> <li>4300001003 Air-conditioner temperature 10/02/2016 Type: Complaint Status: Open</li> <li>4300000980 Salary difference 03/12/2015 Type: Service Status: Work in Progress</li> <li>4300000564 Overtime 27/10/2015 Type: Question Status: Closed</li> <li>4300000283 Air-conditioner temperature 16/09/2015 Type: Complaint Status: Closed</li> </ul>	<p>*Priority: High</p> <p>Expected time: / /</p> <p>*Type: Question</p> <p>Categorization</p> <ul style="list-style-type: none"> <li>*Level 1: HR</li> <li>Level 2: Payday</li> <li>Level 3:</li> </ul> <p>*Reason Note:</p> <p>I'd like to know when is usually the payday in this company.</p> <p>Attachments:</p> <table border="1"> <thead> <tr> <th>File</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>example1.pdf</td> <td></td> </tr> <tr> <td>example2.txt</td> <td></td> </tr> </tbody> </table> <p><a href="#">Attach Another File</a></p>	File	Action	example1.pdf		example2.txt	
File	Action						
example1.pdf							
example2.txt							
<p>↑ ↓ +</p>	<p>Save Cancel</p>						

Mockup 6 – New Service Request

# SAP WEB IDE APP PROTOTYPE



## Template: Master/Detail

Service Requests (4)

ID	Type	Status
4300001003	Air Conditioner	Open
4300000980	Salary Difference	Work in progress
4300000564	Overtime	Closed
4300000283	Air Conditioner	Closed

**Service Request Detail: Air Conditioner (ID 4300001003)**

Status: Open | Priority: High | Type: Complaint | Team: Building Maintenance

**Categorization:**  
 Level 1: Environment  
 Level 2: Air Conditioner  
 Level 3: Increase temperature

**Dates:**  
 Expected at: 12/02/2016 | Due on: 15/02/2016 (SLA 3 days)  
 First response at: 10/02/2016 | Closed at:

**Reason:**  
 I'd like to ask for someone to adjust to air conditioner temperature. It's very cold.

**Final Answer:**

*Add new service request*

Screenshot 1 – Start screen with Service Request Info – the user can create and follow-up service requests.

Service Request Detail: Air Conditioner (ID 4300001003)

Date	User	Type	Text
10/02/2016 01:45	Barbara Graig	Reason	I'd like to ask for someone to adjust to air conditioner temperature. It's very cold.
10/02/2016 02:20	John Doe	Question	Please, inform your location
10/02/2016 02:25	Barbara Graig	Answer	I'm on 2nd floor.

New note

Screenshot 2 – Service Request Notes – input and read notes (ask, answer, justify, etc.).

Service Request

ID 4300001003

**Air Conditioner**

Date	User	Event	Old Value	New Value
10/02/2016 01:45	Barbara Graig	Created Service Request		
10/02/2016 02:20	John Doe	Added Note		
10/02/2016 02:25	Barbara Graig	Added Note		
10/02/2016 02:43	John Doe	Designed Team	Call Center	Building Maintenance

Screenshot 3 – Service Request History – what happened to the request so far.

Service Request

ID 4300001003

**Air Conditioner**

Anexos (2) +

- Manual.pdf  
Thu Apr 14 2016 - Barbara Graig
- File01.doc  
Thu Apr 14 2016 - Barbara Graig

Screenshot 4 – Service Request Attachments – upload and download files

Service Request

ID 430000283

**Air Conditioner**

Status: Answered  
Deadline: 19/09/2015  
Answered at: 15/09/2015

Question	Rating
Quality	★★★★★
Duration	★★★★★
Experience	★★★★☆

Remarks

The service was fast.

Send

Screenshot 5 – Service Request Survey – after the service request is finished, the user can answer a survey

Service Requests (4) New Service Request

Procurar

ATUALIZAR

Air Conditioner 4300001003 10 de fev de 2016 Type: Complaint	Open
Salary Difference 4300000980 3 de dez de 2015 Type: Service	Work in progress
Overtime 4300000564 15 de out de 2015 Type: Question	Closed
Air Conditioner 4300000283 9 de set de 2015 Type: Complaint	Closed

### General Information

\*Title:

\*Type:

\*Priority:

\*Expected at:

### Categorization

\*Level 1:

Level 2:

Level 3:

### Reason

### Anexos (0)

Sem dados

+ ↕ ⌵
Save Cancel

Screenshot 6 – New Service Request

Ordenar por	Filtrar por	Filtrar por: Status
<input checked="" type="radio"/> Ordem crescente	Status	<input type="checkbox"/> Open
<input type="radio"/> Ordem decrescente	Type	<input type="checkbox"/> Work in progress
<input checked="" type="radio"/> Service Request ID		<input type="checkbox"/> Closed
<input type="radio"/> Status		
<input type="radio"/> Type		

OK Cancelar
OK Cancelar
OK Cancelar

Screenshot 7 – Sort and Filter

Link to the video in Youtube: <https://youtu.be/OZTqtBuS0a8>