# User Story

Most existing applications for managing condominiums, are complicated or full of unnecessary information. Managers often are not focused only on this, so they need a simple tool to use, versatile, clear and in real time, in which you can review all the important administrative information of each subsidiary, from anywhere in the region.

This application, using **Fiori UX**, will allow to the condominium administrator to have all of the basic and important information related to each subsidiary, and allows to get in touch with the owners/residents in real time. The main objective is that the administrator has the important information at hand in one application

The application will be fully utilize by the Administrator to:

- Display/Edit general information for each subsidiaries
- Monitor the status of each subsidiary account in the condo (maintenance fee, utilities, etc.)
- Send payment reminder when there is a pending payment
- Maintain constant communication with residents and owners

# Persona

**Name:** Sarah Benamburg

*"For me, I would like to ..."*
*Improve management of condominium effectively and efficiently*

**Background:**
40 years old. Bachelor of Business Manager. 7 years as condominium admin.

**Job Title / Role:**
Condominium Administrator

## JOB RESPONSIBILITIES

**Main tasks and frequency:**

- Review the state of Payments by filial.
- Check overdue payments.
- Edit information of each filial.
- Maintain constant communication with residents and owners.

## MAIN GOALS

- Reduce the waiting time of responses to requests
- Reduce the waiting time for the communications
- Improve the management of payments and notifications

## PAIN POINTS

- Can't respond fast enough with the current tools
- Look in different places for the information required (Excel, email, cellphone)

## NEEDS

- I need a tool that allows me to have more control of the core activities of the condominium
- I need to improve the handling of requests condominium owners
- I need to know who has paid and who is not

## STAKEHOLDERS

**Main persons in contact during work:**

- Administrator
- Condominium owners and residents

## COMPETENCIES

| | | |
|---|---|---|
| Casual User | ──┼──┼──┼─✖─┼──┼── | Power User |
| Proactive | ──┼─✖─┼──┼──┼──┤ | Reactive |
| Work in team | ──┼──┼──┼─✖─┼──┤ | Lone Fighter |
| Global focus | ──┼──┼─✖─┼──┼──┤ | Local focus |
| Innovative | ──┼─✖─┼──┼──┼──┤ | Conservative |

# User Experience Journey

## Current User Experience Journey

## Duration of the Journey: 6 hours

**Mindset**

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

| | | | | | |
|---|---|---|---|---|---|
| Another day ☺ | I wonder if Robert from 8A also paid | I cannot find the mail with proof of Robert's payment | Hmm, Elias sent me a text message a few days ago with a question | I need to focus first on finding who is pending to pay the maintenance fee | So many people are pending to pay, I will mark them in my Excel. ☺ |
| Oh, I have an email, it seems that Lily from 4D already paid | I need to update my Excel document | | | | |

**Actions**

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

| | | | | | |
|---|---|---|---|---|---|
| Turn on the computer | Open Excel document | Update Excel | Check emails with the request for common areas | Review the physical vouchers that are sent by the residents | Check bank accounts when receipts are not sent by mail or in person |
| Check the messages from the cellphone | Search mails with proof of payment | Answer emails with questions | Approve requests / Reject requests | Update Excel file | Turn off the computer |

**Touch Points**

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

| | | | | |
|---|---|---|---|---|
| Personal Computer | Excel document | Bank Accounts | Mobile Device | Proof of payment |
| e-mails | | | | |

## Point of View

**USER**
Sarah, our administrator

**NEED A WAY TO**
Needs a way to improve the management of the condominium

**SURPRISINGLY / BECAUSE / BUT / SO THAT**
So that she can enhance response times and has a better control of her tasks

*Sarah, our administrator, needs a way to improve the management of the condominium so that she can enhance response times and has a better control of her tasks.*

## Mockup



First view: General filial information and Payment status

- Basic information of the filial
- Personal information of owners and the tenants
- Upload files as purchase agreement, conditions for concessions, addendum, etc.
- Message exchange
- Payment statements can control who have outstanding payments

Complete button: Save all the information

**Information icon:** Some of the houses have been rented, so for the administrator is important to keep a record of the owner and the tenant. This information can be edited at any time.

## Attachment icon

The administrator can upload important documents such as: contracts, addendums, payment vouchers, special requests, among others.
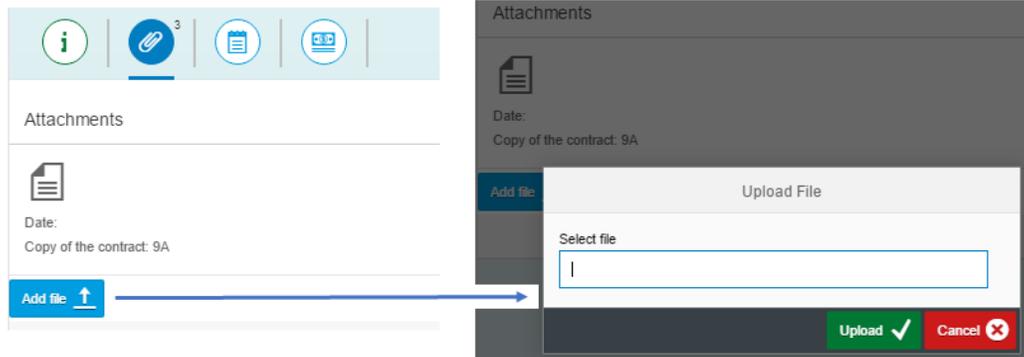


## Messages icon

The idea is to have real-time messages (or closest): If the owner sends a query through a message, the message immediately reaches the administrator's inbox.
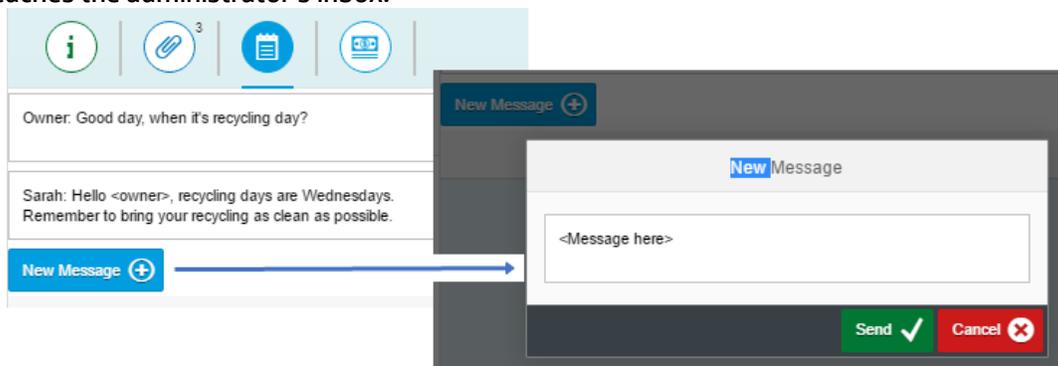


## Payment Status icon

At the moment, the information displayed on the table will be: date, description, the corresponding amount and payment status (completed or pending). This information can be updated with *Edit* button.



# Study

## Study Link

https://standard.experiencesplash.com/home/projects/26b496e70db00f440bab762d/research/participant/4af3aaf71e18a5b20bb2ec0d

# Prototype Link (Video)

https://www.youtube.com/watch?v=Y22kg64yf8M

# SAP Web IDE App Prototype

## Filial Information Tab



## Attachments Tab



## Payments Tabs

| FilialSet (4) | Condominium Management Tool |
|---|---|

**← FilialSet (4)**

Search 🔍 ↻

**09A**
Zia Smith            💲 Complete
Phone:(000) 1122-1111

**10A**
Adam Jonhson         💲 Pending
Phone:(000) 1122-2222

**11A**
Charles Doe          💲 Complete
Phone:(000) 1122-5555

**12A**
John Carter          💲 Pending
Phone:(000) 1122-6666

**09A**

Under construction: No                                    Payment Status: Complete
Rented: No

ⓘ  📎  💲  💬

**List of monthly payments**                                                +

| Date | Description | Total Amount | Payment Status | Action |
|---|---|---|---|---|
| 01/01/2016 | Maintenance - January | 150.00 | Complete | ✏️ ⊗ |
| 02/01/2016 | Maintenance - February | 150.00 | Complete | ✏️ ⊗ |
| 02/05/2016 | Other | 50.00 | Complete | ✏️ ⊗ |

## Messages Tab

**← FilialSet (4)**            Condominium Management Tool

Search 🔍 ↻

**09A**
Zia Smith            💲 Complete
Phone:(000) 1122-1111

**10A**
Adam Jonhson         💲 Pending
Phone:(000) 1122-2222

**11A**
Charles Doe          💲 Complete
Phone:(000) 1122-5555

**12A**
John Carter          💲 Pending
Phone:(000) 1122-6666

**12A**

Under construction: No                                    Payment Status: Pending
Rented: No

ⓘ  📎  💲  💬

**Messages**                                                               +

| | From:Administrator | Date:02/05/2016 12:00 | > |
| | Hi John. Remember that you have pending maintenance fee of January and February. | |

| | From:Administrator | Date:04/20/2016 12:00 | > |
| | John, please answer my calls. | |

| | From:Jonh Carter | Date:04/21/2016 12:00 | > |
| | Right now I can't take your call, please leave a message after the tone ... beeeeeep | |

| | From:Administrator | Date:04/21/2016 12:00 | > |
| | ... | |

| | From:Jonh Carter | Date:04/22/2016 12:00 | > |
| | :) I'm kidding, I pay the fee this weekend | |

## Payment Status

**← FilialSet (4)**            Condominium Management Tool

Search 🔍 ↻

**09A**
Zia Smith            💲 Complete
Phone:(000) 1122-1111

**10A**
Adam Jonhson         💲 Pending
Phone:(000) 1122-2222

**11A**
Charles Doe          💲 Complete
Phone:(000) 1122-5555

**12A**
John Carter          💲 Pending
Phone:(000) 1122-6666

**10A**

Under construction: No                                    Payment Status: Pending
Rented: Yes

ⓘ  📎  💲  💬

**List of monthly payments**                                                +

| Date | Description | Total Amount | Payment Status | Action |
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| 01/01/2016 | Maintenance - January | 150.00 | Complete | ✏️ ⊗ |
| 02/01/2016 | Maintenance - February | 150.00 | Pending | ✏️ ⊗ |