

Build Your Own SAP Fiori App in the Cloud Develop Challenge

Catharina Broermann

Table of Contents

Video (Developed App)	1
Story	1
Persona	2
User Experience Journey	3
Point of View.....	3
Mock Up.....	3
Study.....	3

Video (Developed App)

<https://youtu.be/tAHJ1qZCXxE>

Comment: Just noticed that my mockdata is shitty at some point 😊

The timeframe below the Service Order Status should be an actual timeframe (like “10.00 - 12.00”) and not “12.55 – 12.55” for every object.

The timeframe is the timeframe in which the customer is available at home.

Story

Heinz turns off the engine of the company transporter at the first stop of his journey. He takes his smartphone and chose the current customer from the overview of his journey.

“An overflowing washer” he reads. Besides his usual tools he takes a pump and 6 grommets which were stated as needed spare parts in the detailed description of the defect.

After entering the customer’s apartment, he clicks the “start work” button of his app to document the time the repair takes. He confirms that he used the pump and the grommets and also adds a strainer to the list of spare parts. When leaving the place, he clicks the “fixed” button to report that he successfully completed the task.

Without any further action, the report for the invoicing and his team lead is done and he can drive to the next customer on his journey to fix another washer.

Persona

Name:

Heinz

“For me, I would like to...” :

focus on my main task which is fixing broken washers.

Background:

56; Married; Working as a plumber since his in-firm training 40 years ago

Job Title / Role:

Plumber in the field service

Job Responsibilities (Main tasks and frequency):

Working on the Service Orders which were allocated to him by the team lead, that means:

- visit the customers who requested Services
- bring the spare parts needed
- fix the defect washer
- if the washer can't be fixed, request a new service so the customer doesn't have to
- report working time and the spare parts he needed in preparation for the invoicing process

Main Goals:

- complete the journey, have enough time for every customer on it
- reduce the time repairs take
- avoid the need of a second visit

Needs:

I need an overview of the customers allocated to my journey.

I need to be prepared: to know what is broke and what to bring.

I need to contact the customer in some cases, e.g. when I can't find the entrance.

I need to document my work easily.

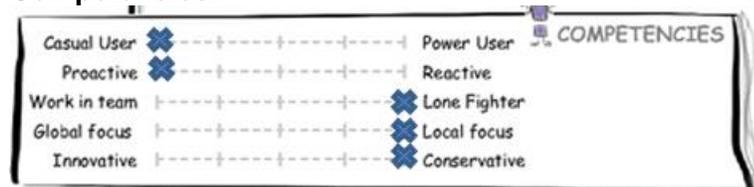
Pain Points:

- can't find the bell or the entrance
- go twice to the car to get the spare parts needed
- documentation of my work is annoying and time-consuming

Stakeholders:

- team lead
- customer
- invoicing

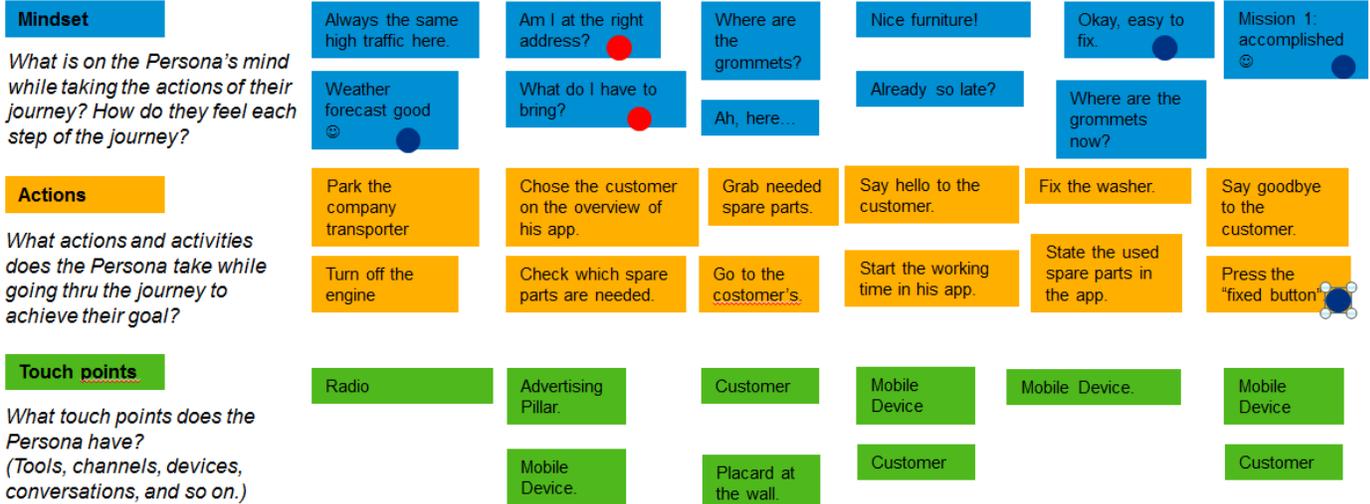
Competencies:



User Experience Journey

Current User Experience Journey

Duration of the Journey: 75 min



Point of View

Heinz, the plumber, needs a way to quickly and simply report his working time and used spare parts to the invoicing so that he can concentrate on his main task: fixing defect washers.

Mock Up

https://standard.experiencesplash.com:443/api/projects/056fdc533a8aa0a50baa9f71/prototype/snapshot/atest/index.html#/1458031744578_S0

Study

<https://standard.experiencesplash.com/home/projects/056fdc533a8aa0a50baa9f71/research/participant/27311512ffd320b30bac4483>