Touch IoT with SAP Leonardo

Prototype Challenge: Story

A dispatcher is responsible for a group of vehicles/technicians that are on the road within a working area of about 4,000 square Km. Within this area the technicians provide continuous service to a huge amount of end customers. Challenge is to be sure the right technician with the right tools and materials are dispatched to the problem-location. The availability of needed materials and tools within the service-vehicles has to be upheld, all within the gross weight limits of the vehicle. Information about vehicle status and availability of tools and materials can support the dispatcher in making the best call in sending the best combination to the required intervention. Drop out of vehicle/technician due to vehicle malfunction, missing tools and lack of materials has to be avoided when possible.

The ‘Dispatcher’ prototype has to provide the necessary information to the ‘Dispatcher’ concerning vehicle status, tools and materials when needing to assign a technician to a ‘job at hand’. This information is based on vehicle information, extended with the material availability based on posting information, on sensors in the vehicle and on material and tool presence traced by RFID and GPS tracking.

The dispatcher can based on thresholds also contact the technician in order to redirect him to the nearest storage location to reload the service vehicle with the necessary materials and tools or if the sensors detect a possible problem with the vehicle, a redirection to one of the vehicle service locations can be executed.
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**Prototype Challenge : Persona**

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**JOHN**

The Dispatcher

“I want to provide the best service to our customer, first time right.”

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**Responsibilities**

- I am responsible for dispatching technicians
- I am responsible for multiple technicians in a +4.000 square kilometer area
- I spend almost the entire day in the office but also have to be available when in the field myself.
- Dispatching is a continuous job for me (and my counterpart)

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**Main Goals**

- Being the person who makes the dispatching decisions based on the information at hand, I need to make sure that the customer gets the right service first time with the shortest possible delay.
- More efficient operation of our service department.

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**Needs**

- I need to know the location of all our technicians and vehicles.
- **I need to know the special skills of each technician**
- I need to know status of each vehicle (technical) and technician (operational).
- I need to know the available tools in each vehicle and warehouse.
- I need to know the available materials in each vehicle and warehouse.

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**Pain Points**

- No clear overview on actual vehicle/technician location
- Vehicle status only available after call from technician (standard : ‘out of order’) 
- Technicians dispatched often missing tools/materials for the job.
- Hence above pain points, an extra pain point is I need to call several technicians before knowing whom I can dispatch.

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**About**

- 15 year service technician, 5 years dispatching, 5 year member or MRO commission.
- As person making the dispatching decisions, I need to get the highest customer service in the most efficient way
- Working centrally, actual and correct information is my highest need to bake the best ‘call’s’
- I work with the Chief customer service, Technicians and Logistics (MRO & Tools) department
As a Dispatcher in a service organization,

I need a way to get real time information on all ‘items’ (like vehicle, technician, tools and materials) needed for performing service to our customer.

This do that I can dispatch the most suited technician for the job, having the needed tools at hand, to the customer.
### Prototype Challenge: UX Journey

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**Tips for a smooth UX:**
- **Tip 1:** Include feedback mechanisms to ensure users can provide timely and meaningful contributions.
- **Tip 2:** Strive for elegance in user interactions to enhance the user experience.
- **Tip 3:** Implement heuristics to optimize the UX design for better usability.

**Actions:**
- Implement responsive design
- Test iteratively with users
- Leverage feedback from early testing sessions
- Continuously iterate based on user feedback
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Prototype Challenge: Build Mock-Up

https://standard.build.me/prototype-editors/api/public/v1/snapshots/00abf9737e0b384e0e18e1f6/artifacts/latest/index.html#/launch_page