openSAP

TOUCH IOT WITH SAP LEONARDO

MONITOR OF ELECTRICAL BUS (AOUTONOMOUS)

Template Description
This is a template that can be used for the Prototype Challenge included as part of the openSAP course “Touch IoT with SAP Leonardo.”
I’m regional manager at a big Tour operator. My main task is, make vacation time of people in Prague exciting and funny. I have a few tourist trails in the center of Prague and several eBuses, which are working autonomous.

Our main tasks are:

- Technical task. Checking if equipment works fine (battery charge level, temperature inside and so on).

- Marketing task. We have “multilanguage audio guide system” in every eBus and tourists can use headphones with native language. We want to make our excursions in Prague more interesting for different “languages group”. That’s why, we record, which language how many people use and how many people go away before the excursion comes to the end.

Now it’s making a ours colleague, who is in eBus all time and does these tasks
**Persona**

Explain the needs, goals, and pain points addressed

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**Peter**

Service Manager

“Do my best, so that I can’t blame myself for anything.”

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**About**

- 32, single, 3 years’ experience in tourism sector
- being the person, who checks eBus’s equipment, prepares reports of excursions, makes conversations with service specialists
- works with tourists, regional manager and service specialists

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**Responsibilities**

- I am responsible for the technical state of eBus, that all works correct and fine
- I am responsible for statistics of tourists and feedback from them
- I am responsible for cooperation with technical specialists, who repairs all defects
- I spend more than half of my time in eBus, but I also do work in my office, on the computer.

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**Main Goals**

- Being the person who provides the best tour service in EU, I have to keep the balance between improving the new technology and life communication with tourists.
- Better management of actual time spent outside and inside(in Office)

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**Needs**

- I always need to know the eBuses location.
- I need to know what charge of battery and another meter indications of eBus
- I need to know how many tourists used our service and ideally where from come these people.
- I need to know, which audio guide has to be improve.

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**Pain Points**

- The data entry for report is very time consuming
- Creation of weekly reports of KPI’s is complex and I can do this in Office only.
Point of View

As a **Service Manager**
I need a way to **check meter indications of eBus**
so that **eBus works fine and without incidents**

Point of View

As a **Service Manager**
I need a way to **know how many people used our eBuses and if they are satisfied with our service**
so that **we have good reputation and more visitors.**
UX Journey
Describe Actions, Mindset, Feelings and Touchpoints

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

Mindset
What is on the Persona’s mind while taking the actions of their journey?

Feelings
How does the Persona feel each step of the journey? In the template you can color code the different bars. If all 4 bars are colored the persona is super happy, whereas if the persona is upset only one bar is colored.

Touch Points
What touchpoints does the Persona have? Those can be, for example, tools, channels, devices, conversations, and so on.
**User Experience Journey Template – Getting meter indications and feedback in eBus**

<table>
<thead>
<tr>
<th>ACTIONS</th>
<th>Get on eBus at 7 a.m.</th>
<th>Check meter indications of eBus. It’s OK.</th>
<th>Check it again. Something wrong.</th>
<th>The problem has been repaired</th>
<th>New Tourist gets on eBus</th>
<th>Someone is going to leave the eBus</th>
</tr>
</thead>
<tbody>
<tr>
<td>MINDSET</td>
<td>“Today is cold”</td>
<td>“Yes, it’s good”</td>
<td>“Ooooh, no again”</td>
<td>“This time all was pretty easy to repair”</td>
<td>“I hope he will like our tour”</td>
<td>“No way, one outsider again”</td>
</tr>
<tr>
<td></td>
<td>“Oh, I want to sleep so much”</td>
<td></td>
<td>“What I should do with that”</td>
<td>“a Tourist hears my conversation with tech specialist”</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FEELING</td>
<td>😊</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOUCH POINTS</td>
<td>Own auto, transfer shuttle</td>
<td>Technical Guide</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ACTIONS</td>
<td>I have to speak with him to get the why</td>
<td>Understanding the reason</td>
<td>The tour is over</td>
<td>I have time to process incoming data</td>
<td></td>
<td></td>
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<tr>
<td>------------------</td>
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<td>-----------------</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>MINDSET</td>
<td>“Great, he has time”</td>
<td>“I don’t get it”</td>
<td>“I have 5 min pause”</td>
<td>“What I wrote actually here”</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>“The eBus is waiting for me too long”</td>
<td>“He speaks german, and I don’t”</td>
<td></td>
<td>“That’s it! The pause is over.”</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FEELING</td>
<td>😊</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOUCH POINTS</td>
<td>Vocabulary, notepad</td>
<td></td>
<td></td>
<td>notes</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Prototype
Prototype screens for an IoT application to solve your PoV

Goal of Prototype Challenge
As part of the Prototype Challenge, you are required to submit a mockup or set of mockups. While the minimum requirement is that you submit only one mockup, it is recommended that you submit at least two mockups so as to illustrate more effectively the user experience (e.g., the first mockup could represent the screen that the user is presented with initially, and the second mockup could illustrate a possible scenario of what happens based on interaction with the first screen).

Mockup Guidelines
Your mockup or set of mockups can be hand-sketched or can be created in other ways (for example, using BUILD). The choice is yours. We have provided you SAP Connected Goods templates via BUILD (available here) as well as via PowerPoint (available here). The filled-out templates are based on two different use cases: coffee machines and coolers. You are welcome to use those use cases for your IoT prototype or come up with a completely new use case for SAP Connected Goods. However, please have in mind that, if you pick one of the provided use cases (coffee machines or coolers), you have to change at least 50 percent of the building blocks on the device object page in order to be eligible for full points.
You can use this space to insert your mockup(s):

**Attention:**
This prototype has been in SAP BUILD created.
You can use this [link](#) to test prototype in Build.me directly

1. A tile for the app “Excursion eBus in Prague”

![Connected Goods](image)
2. Main Dashboard with KPI’s and Charts

**Excursions eBus (autonomous)**

Target Location: Prague, Czechia

**Battery Charge**

- 86%

**Temperatur (inside)**

- 22°C

**Notifications (5)**

- Jun 22, 2017 10:30:00
- Jun 22, 2017 12:15:13

**Average Battery Usage**

![Graph showing battery charge over time.]

- **Average Temperature (in °C)**

  - eBus (inside)
  - Outside

  ![Graph showing temperature inside and outside over time.]

Contact Person:
Jan, Skirevic
3. When the button “Geo-Match” has pressed, you can see the tour road and the location of eBus in “real time mode”
4. With button “Notify” you can create a message for service specialist, who responsible for this eBus.

5. You can see 10 last messages as well. You need to press link “See all” in notification area.