

Develop Challenge

Story

Dan is a Brazilian entrepreneur in the IT training market. His small training institution focuses on cutting edge SAP courses like HANA, Fiori, UI5, TDF, etc. The demand is so high that there is a queue of courses which will be delivered in different cities for hundreds of SAP consultants in the near future.

The more courses Dan sells, the harder it becomes to manage them. Nowadays he has no system helping him to find out who are the students in each class, or which of them have already paid or not and payment methods used. Also, each course has a different instructor and might be done in different locations each time.

Dan needs an app aimed for small training institutions which can help him organizing his SAP courses so he can keep focusing on delivering courses and not worrying about all bureaucracy involved in this process. The main features Dan wants are the ability to see which classes haven't reached the minimum number of students (so he can see when a payback was achieved) and a blocking system which disables him to register more students than the class capacity.

Persona



DAN JOHNSON

Owner / Salesperson

"I want to use something simple that enables me to register payments and check their status for each student of my institution"

ABOUT

Mid 30ies. Married. Bachelor in Business Administration.

Great and huge business network. Experience in head hunting SAP consultants.

Found his own SAP training institution 5+ years ago. Organizes SAP courses offered in weekends in different places.

WORKS WITH

Clients seeking in-company courses, Instructors and owners of rented classrooms

JOB RESPONSIBILITIES

I am responsible for all organization of SAP courses in terms of

- Marketing
- Sales
- Checking payments
- Communication with students
- Scheduling courses
- Reserving classrooms.

These tasks are done every day including weekends (as courses are usually done on Saturdays and Sundays).

NEEDS

- I need to spend more time selling and less time checking completed sales.
- I need to register different payment methods for each student who buys a course
- I need to register students data like full name and personal number (to print their certificate), email and phone number for general communication.

MAIN GOALS

- Avoid courses overbooking
- Register and easily check payment methods for each student.
- Differentiate courses that have achieved their payback from the ones that have not.

PAIN POINTS

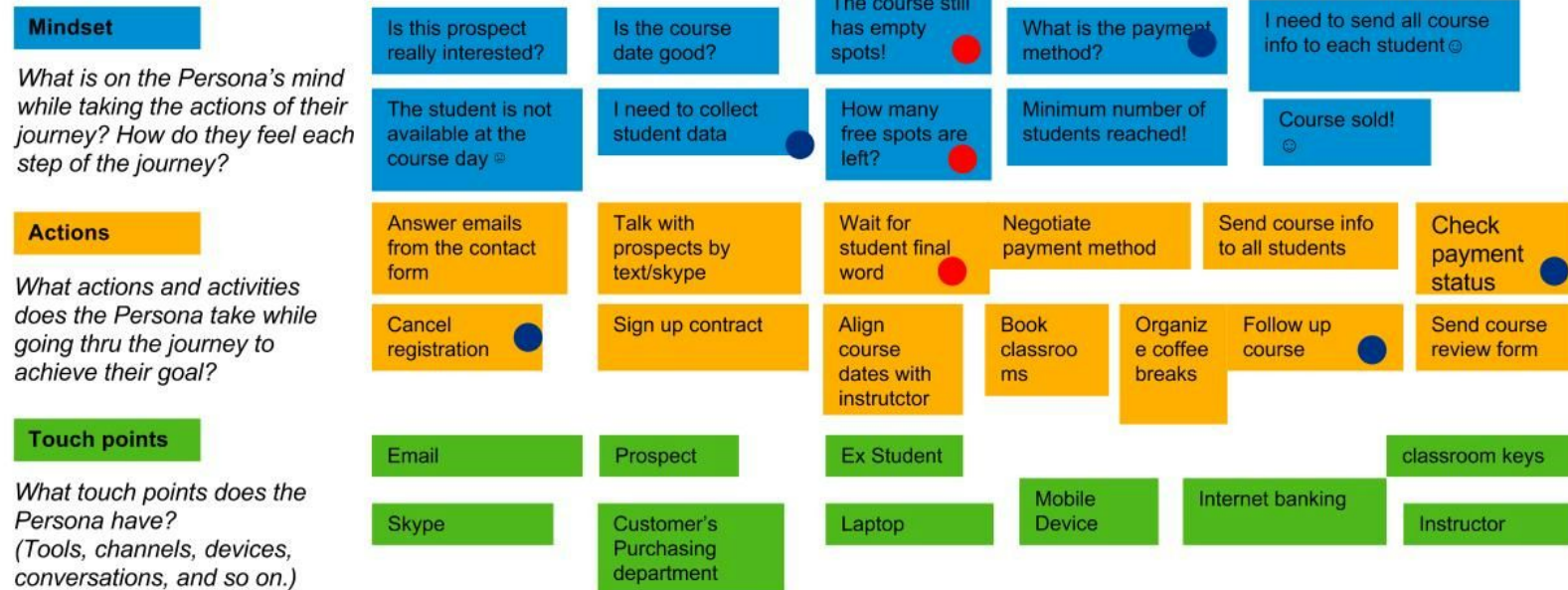
- Having to remember the current payment situation for each student.
- No existence of a student registration system
- Amount of time wasted checking how many spots are left for each course

User Experience Journey

User Experience Journey - Dan Johnson

Current User Experience Journey

Duration of the Journey: 2~4 weeks



Point of View

Dan, the owner needs a way to spend more time selling and less time checking completed sales so that he can grow his business by having more courses and more participants in each of them.

Dan, the owner needs a way to register different payment methods for each student who buys a course so he can implement a dunning process and follow up the cash flow.

Dan, the owner needs a way to register student data so he can give discounts for recurrent students, print student certificates and being able to communicate with them at anytime.

Mockup

<https://standard.experiencesplash.com/api/projects/3a027cee76998fdc0bac21ae/prototype/snapshot/latest/index.html>

Courses

Course Name

- 1 **Fiori 4 Developers** **4** Students
Class: 2 Min: 7 Max: 16
Starts on: 4/3/16, 12:00...
Location: São Paulo
- 2 **HANA 4 Developers** **15** Students
Class: 1 Min: 10 Max: 16
Starts on: 3/20/16, 12:00...
Location: São Paulo
- 3 **HANA 4 Basis** **7** Students
Class: 1 Min: 10 Max: 16
Starts on: 2/16/16, 12:00...
Location: São Paulo
- 4 **SAPUI5 4 Developers** **20** Students

Course Detail

1 **Fiori 4 Developers** **4** Students
Class: 2
Starts on: 4/3/16, 12:00 AM
Location: São Paulo
Minimum: 7
Maximum: 16

Pressione **F11** para sair do modo de tela cheia

Students Prospects Payments

Add Student +

Full Name	Personal Number	Email	Payment Status	Method	Paid	To Be Paid	Actions
John Willson	12345	john@gmail.com	Completed		750	0	
Peter Maldonado	23456	peter.m@gmail.com	Incomplete		200	450	

The screenshot displays the SAP Fiori Course Detail application. On the left, a 'Courses' sidebar lists four courses: 'Fiori 4 Developers' (4 students), 'HANA 4 Developers' (15 students), 'HANA 4 Basis' (7 students), and 'SAPUI5 4 Developers' (20 students). The main area shows the 'Course Detail' for 'Fiori 4 Developers', including class information and a 'Prospects' tab. A table lists two prospects: Roger and Bill, each with a 'Register' button. A notification at the top indicates a keyboard shortcut (F11) to exit full-screen mode.

Course Name

1 Fiori 4 Developers 4 Students

Class: 2 Min: 7 Max: 16

Starts on: 4/3/16, 12:0... Location: São Paulo

2 HANA 4 Developers 15 Students

Class: 1 Min: 10 Max: 16

Starts on: 3/20/16, 12:... Location: São Paulo

3 HANA 4 Basis 7 Students

Class: 1 Min: 10 Max: 16

Starts on: 2/16/16, 12:... Location: São Paulo

4 SAPUI5 4 Developers 20 Students

← Course Detail

Pressione **F11** para sair do modo de tela cheia

1 Fiori 4 Developers 4 Students

Class: 2 Minimum: 7 Maximum: 16

Starts on: 4/3/16, 12:00 AM Location: São Paulo

Students Prospects Payments

Add Prospect +

Prospect	Email	Phone Number	Actions
Roger 1	roger@gmail.com	11912345678	Register
Bill 2	bill@company.com	1123456789	Register

↑ ↓ ↕ +

The screenshot displays the SAP Fiori Course Detail app interface. On the left, a 'Courses' list shows four items: 'Fiori 4 Developers' (4 students), 'HANA 4 Developers' (15 students), 'HANA 4 Basis' (7 students), and 'SAPUI5 4 Developers' (20 students). The main area shows details for 'Fiori 4 Developers', including class information and a 'Payments' tab. The payment table lists a student named Peter Maldonado with a due date of 4/24/16 and a value of 450 USD.

Student	Due Date	Value
Peter Maldonado 1	4/24/16, 12:00 AM	450 USD

Study

<https://standard.experiencesplash.com/home/projects/3a027cee76998fdc0bac21ae/research/participant/468f4fa8c0a4ed180bb59b51>

App

- Via Fiori Launchpad

<https://flpportal-p786518trial.dispatcher.hanatrial.ondemand.com/>

- Direct Link

<https://opensap2016-p786518trial.dispatcher.hanatrial.ondemand.com/>

The list of courses is displayed in the Master Page. Data such as course name, start date and location is displayed, as well as how many students are enrolled up to this point. Number in red indicates that the minimum number of students wasn't reached yet.

At the right part of screen (inside the Detail page), there are three tabs. The first one displays student data, whereas the second one shows prospects (people interested in the course who haven't decided yet if they will enroll). Finally, there is a timeline of payments in the last tab. Inside "Students" tab, it's possible to track the payment status of each student for that course. Green text means that the whole payment is Complete. Text in red means that there are still debts for that student.

It's also possible to insert a new student for the chosen course or register a prospect as a Student.

Moreover, the app contains:

- Sorting and filtering capabilities
- Semantic colors
 - Red text means something is still in debt)
 - Green text means something already payed.
- Registration of new courses via Wizard

Build Your Own SAP Fiori App in the Cloud - 2016 Edition

Fábio Pagoti

Courses (5) Course Detail

1
Fiori 4 Developers 4/16
Students

Class: 2
Starts on: Apr 2, 2016, 9:00:00 PM
Location: São Paulo - Classroom A

2
HANA 4 Developers 15/16
Students

Class: 1
Starts on: Mar 19, 2016, 9:00:00 PM
Location: São Paulo - Classroom B

3
HANA 4 Basis 7/16
Students

Class: 1
Starts on: Feb 15, 2016, 10:00:00 PM
Location: Rio de Janeiro

4
SAPUI5 4 Developers 20/20
Students

Class: 1
Starts on: May 8, 2016, 9:00:00 PM
Location: Rio de Janeiro

5
Fiori 4 Developers 16/16
Students

Class: 1
Starts on: Dec 1, 2015, 10:00:00 PM

1
Fiori 4 Developers 4
Students
Minimum: 7
Maximum: 16

Class: 2
Starts on: Apr 2, 2016, 9:00:00 PM
Location: São Paulo - Classroom A
Fix Costs: 1500 BRL
Price: 1000 BRL

Students
 Prospects
 Payments

[+ Add Student](#)

Student	Email	Payment Status	Paid	To Be Paid	Actions
John Wilson 12345	john@gmail.com	Complete	1000 BRL	0 BRL	
Peter Maidonado 23456	peter.m@gmail.com	Incomplete	200 BRL	750 BRL	
Lind Kitty 23456	lindk123@gmail.com	Incomplete	500 BRL	500 BRL	
Oscar Augusto 473856	osc.augusto.313@gmail.com	Complete	1000 BRL	0 BRL	

Students
 Prospects
 Payments

[+ Add Prospect](#)

Prospect	Email	Phone Number	Actions
Roger 1	roger@gmail.com	11912345678	Register
Bill 2	bill@company.com	1123456789	Register

Students
 Prospects
 Payments

Kate Scott will pay 400 BRL on
5/18/16 at 9:00 PM

DUE

Kate Scott paid 400 BRL on
4/18/16 at 9:00 PM

PAID