

The User Story

My name is Julia and I'm an employee of a small but quickly growing IT Consulting company. With becoming a bigger company I've got an expectation that my company is also behaving more like a bigger company and – for example – makes more and better company benefits available to us. Being 'out of the office' a lot on client sites makes it very difficult to be personally in touch with my manager or my own team members to e.g. discuss annual leave or other topics. Any online processes will help to simplify this for me.

One of my requests and also of several of my colleagues' is to be more flexible with our annual leave – that is to be able to buy or sell annual leave as I require. As a small company we used to have informal discussion to agree this, but now I feel we should have a streamlined process and an app in place to submit such requests and get them approved by my manager in a quick and convenient manner.

I need my company to make a Purchase Leave / Cash out Leave app available to me that runs on my company laptop, tablet and also my mobile phone. I expect it to be an easy-to-use app that shows me at a glance what amount of annual leave I have currently available as well as my options to sell my currently available leave or buy more based always in line with company policy. Initiating the process should be simple and straightforward along with an ability to track the approval process and the outcome.

Segmentation: Any Industry
Targeting: All employees (not contractors or externals)
Positioning: Simplifies annual leave planning – accessible from any device

The Current User Experience Journey

Duration of the Journey: 2 weeks

Mindset

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

I need more cash to help buy some new golf clubs

No pay rise or bonus in sight

What other company benefits do I get?

Must contact HR Advisory to find out.

I will sell some of my annual leave!!!

Can I even do this right now?

How much can I sell. What are the rules again?

When could I even see my manager to discuss??

OK, meeting finally had. Long discussions.

Extra money in my paycheck 😊

Actions

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

Marvel at new golf clubs

Be shocked how much they are

Decide to go and find some extra cash using my company benefits

Search through company intranet

Call HR Advisory

Call my manager to discuss

Call HR Advisory again

Fill in a form to sell annual leave

Meet my manager to sign form.

Scan and email form to Payroll

Get paid extra and buy clubs

Touch points

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

Golf shop

Bank account

HR Advisory

Pay check

Manager

Paperform

Telephone

Intranet

Scanner

Email

The Mockup: Master/Detail – One selected request

My Requests

Request ID 10000121

BUY LEAVE 10 DAYS

Year: 2015 Annual Leave ✓ Approved

Request ID 10009023

CASH OUT LEAVE 2 DAYS

Year: 2016 Annual Leave ✓ Approved

Request ID 10009200

CASH OUT LEAVE 3 DAYS

Year: 2016 Annual Leave ⌚ Awaiting Manager Approval

+ Create new request

Request Details

Request 10009200

CASH OUT LEAVE 3 DAYS

Year: 2016 Annual Leave ⌚ Awaiting Manager Approval

Request Date: 31/09/2016

Request

Attachments ⁰

Notes ¹

Transaction Details

Item	Days	Value
Initial entitlement At time of request	10 DAYS	N/A
Cash out Days requested to sell	3 DAYS	3 * 150.00 = 450 USD
New entitlement After completion of transaction	7 DAYS	N/A

✕ Withdraw request

The Mockup: Master/Detail – Further request detail (Notes)

The screenshot displays a mobile application interface with a 'My Requests' list on the left and a 'Request Details' view on the right.

My Requests List:

- Request ID 10000121: BUY LEAVE, 10 DAYS, Annual Leave, Year: 2015, Approved.
- Request ID 10009023: CASH OUT LEAVE, 2 DAYS, Annual Leave, Year: 2016, Approved.
- Request ID 10009200: CASH OUT LEAVE, 3 DAYS, Annual Leave, Year: 2016, Awaiting Manager Approval.

Request Details View (Request 10009200):

- CASH OUT LEAVE**, 3 DAYS, Annual Leave, Year: 2016, Request Date: 31/09/2016, Awaiting Manager Approval.
- Navigation: Request (i), Attachments (0), Notes (1).
- Notes: 15/03/2016: Julia Employee; As discussed last Friday - cashing out 3 days.
- Buttons: + Add notes, + Create new request, Withdraw request.

WebIDE: Master/Detail – One selected request

The screenshot displays the SAP WebIDE interface. The top navigation bar includes the SAP logo, a search icon, and the user name 'Default User'. The main content is split into two panels: 'My Requests' on the left and 'Request Details' on the right.

My Requests Panel:

- Request ID: 10000121: BUY LEAVE, 10 DAYS, Annual Leave, Approved.
- Request ID: 10009023: CASH OUT LEAVE, 2 DAYS, Annual Leave, Approved.
- Request ID: 10009200: CASH OUT LEAVE, 3 DAYS, Annual Leave, Awaiting Manager Approval (highlighted).

Request Details Panel (Request ID: 10009200):

- Request ID: 10009200
- CASH OUT LEAVE, 3 DAYS, Annual Leave
- Year: 2016
- Request Date: 31/09/2016
- Status: Awaiting Manager Approval
- Navigation icons: Request (1), Attachments (0), Notes (1)

TransactionDetails Table:

Item	Days	Value
Initial Entitlement		
At time of request	10 DAYS	N/A
Cash Out		
Days requested to sell	3 DAYS	3 * 150.00 = 450 USD
New Entitlement		
After completion of transaction	7 DAYS	N/A

Bottom navigation bar: Create new request, Withdraw request.

WebIDE: Master/Detail – Further Detail (Notes)

The screenshot displays the SAP WebIDE interface with a Master/Detail view. The top navigation bar includes the SAP logo, a search icon, and the user name 'Default User'. The main area is split into two panes: 'My Requests' on the left and 'Request Details' on the right.

My Requests (Master View):

- Request ID: 10000121
BUY LEAVE (10 DAYS)
Year: 2015
Annual Leave
Approved
- Request ID: 10009023
CASH OUT LEAVE (2 DAYS)
Year: 2016
Annual Leave
Approved
- Request ID: 10009200
CASH OUT LEAVE (3 DAYS)
Year: 2016
Annual Leave
Awaiting Manager Approval

Request Details (Detail View):

Request ID: 10009200
CASH OUT LEAVE (3 DAYS)
Year: 2016
Request Date: 31/09/2016
Annual Leave
Awaiting Manager Approval

Navigation icons: Request (1), Attachmnts (0), Notes (1).

Notes:

15/06/2016: Julia Employee
As discussed last Friday - caching out 3 days

+ Add notes

Footer:

- + Create new request
- Withdraw request