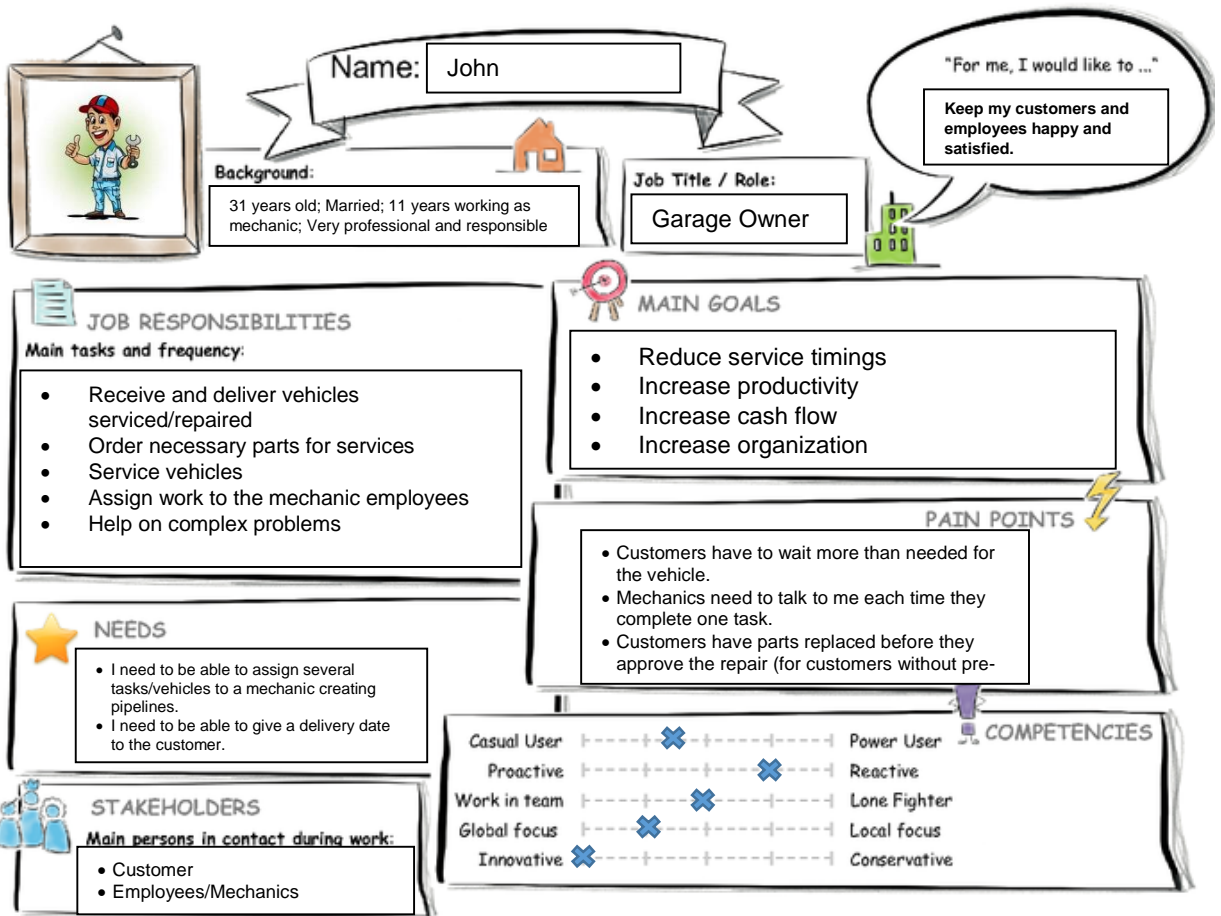# STORY:

John is a garage owner.
Until now the garage was a small business and he was the only mechanic, however, the customers are happy and the number of vehicles incoming has increased drastically.
John already admitted two more mechanics to help with the prompt delivery of the vehicles but the management of all the vehicle services is becoming a very hard task.
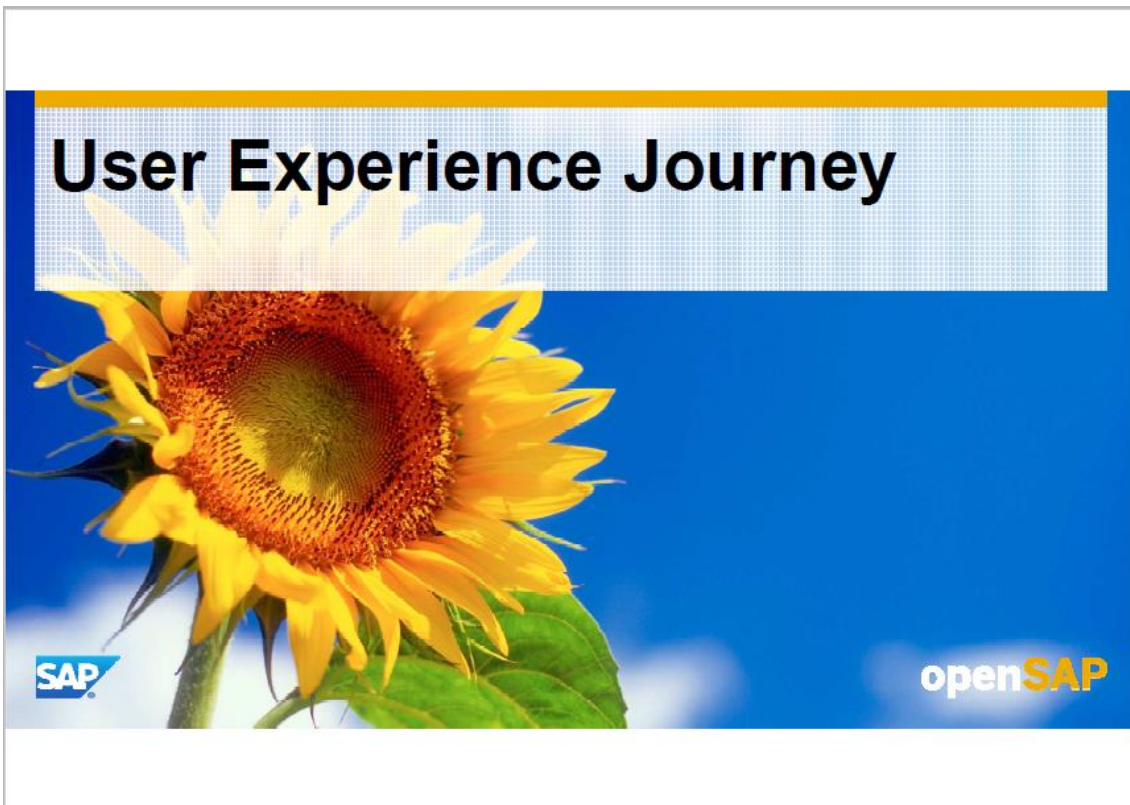To keep the quality and customer satisfaction, John would love to have one application to help him with the work assignment and dispatch.
This app will allow him to assign the mechanic, provide expected delivery dates and to keep good control on the services pipeline.

Persona:

Name: John

Background:

31 years old; Married; 11 years working as mechanic; Very professional and responsible

Job Title / Role:

Garage Owner

"For me, I would like to ..."

Keep my customers and employees happy and satisfied.

JOB RESPONSIBILITIES

Main tasks and frequency:

- Receive and deliver vehicles serviced/repaired
- Order necessary parts for services
- Service vehicles
- Assign work to the mechanic employees
- Help on complex problems

MAIN GOALS

- Reduce service timings
- Increase productivity
- Increase cash flow
- Increase organization

PAIN POINTS

- Customers have to wait more than needed for the vehicle.
- Mechanics need to talk to me each time they complete one task.
- Customers have parts replaced before they approve the repair (for customers without pre-

NEEDS

- I need to be able to assign several tasks/vehicles to a mechanic creating pipelines.
- I need to be able to give a delivery date to the customer.

COMPETENCIES

Casual User	✖	Power User
Proactive	✖	Reactive
Work in team	✖	Lone Fighter
Global focus	✖	Local focus
Innovative	✖	Conservative

STAKEHOLDERS

Main persons in contact during work:

- Customer
- Employees/Mechanics

User Experience Journey:

Introduction to Design Thinking
User Experience Journey

Current User Experience Journey

Duration of the Journey:

Mindset

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

Actions

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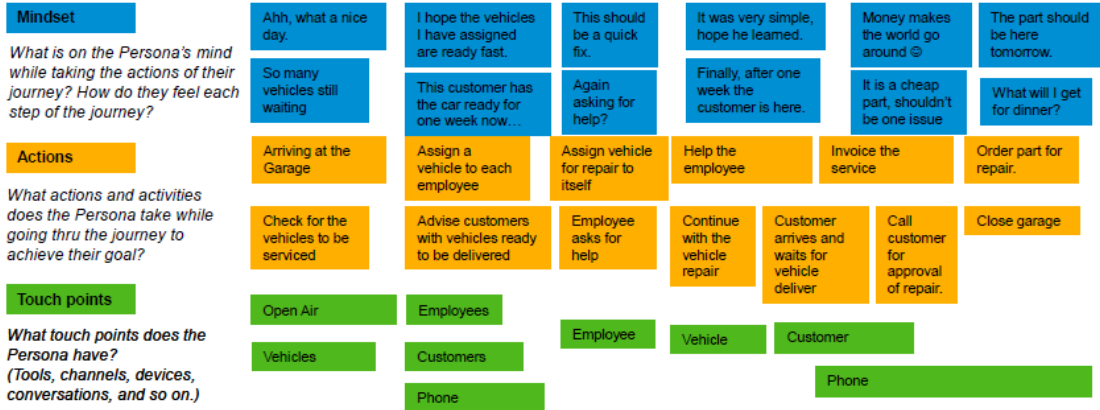
Touch points

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

Introduction to Design Thinking
User Experience Journey 2

Current User Experience Journey   **Duration of the Journey: 8 hours**

Mindset

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

Ahh, what a nice day.	I hope the vehicles I have assigned are ready fast.	This should be a quick fix.	It was very simple, hope he learned.	Money makes the world go around ☺	The part should be here tomorrow.
So many vehicles still waiting	This customer has the car ready for one week now…	Again asking for help?	Finally, after one week the customer is here.	It is a cheap part, shouldn't be one issue	What will I get for dinner?

Actions

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

Arriving at the Garage	Assign a vehicle to each employee	Assign vehicle for repair to itself	Help the employee	Invoice the service	Order part for repair.	
Check for the vehicles to be serviced	Advise customers with vehicles ready to be delivered	Employee asks for help	Continue with the vehicle repair	Customer arrives and waits for vehicle deliver	Call customer for approval of repair.	Close garage

Touch points

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

Open Air	Employees			
Vehicles	Customers	Employee	Vehicle	Customer
	Phone			
			Phone	

Public   3

Introduction to Design Thinking
User Experience Journey 3

Current User Experience Journey   **Duration of the Journey: 8 hours**

Mindset

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

Ahh, what a nice day.	I hope the vehicles I have assigned are ready fast.	This should be a quick fix.	It was very simple, hope he learned.	Money makes the world go around ☺	The part should be here tomorrow.
So many vehicles still waiting	This customer has the car ready for one week now…	Again asking for help?	Finally, after one week the customer is here.	It is a cheap part, shouldn't be one issue	What will I get for dinner?

Actions

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

Arriving at the Garage	Assign a vehicle to each employee	Assign vehicle for repair to itself	Help the employee	Invoice the service	Order part for repair.	
Check for the vehicles to be serviced	Advise customers with vehicles ready to be delivered	Employee asks for help	Continue with the vehicle repair	Customer arrives and waits for vehicle deliver	Call customer for approval of repair.	Close garage

Touch points

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

Open Air	Employees			
Vehicles	Customers	Employee	Vehicle	Customer
	Phone			
			Phone	

Public   4

Point Of View:

PoV #1:

John, the Mechanic needs a way to **quickly assign vehicle services to an employe**e so that **he can increase productivity.**

PoV #2:

John, the Mechanic needs a way to **be able to inform the customer of the expected delivery date for his vehicle** so that **he increases customer's satisfaction.**

PoV #3:

John, the Mechanic needs a way to **quickly identify if for a specific vehicle part substitution is pre-approved by customer** so that **he can reduce service timings and increase productivity.**

PoV #4:

John, the Mechanic needs a way to **have more free time** so that **he can help his employees on complex problems.**

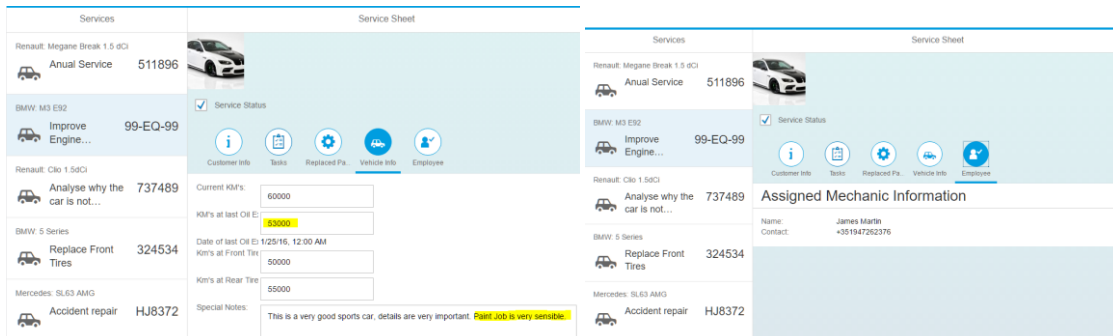# Mock Up:

Develop Challenge Screenshots:

App opens with first service selected, then we selected the second one:
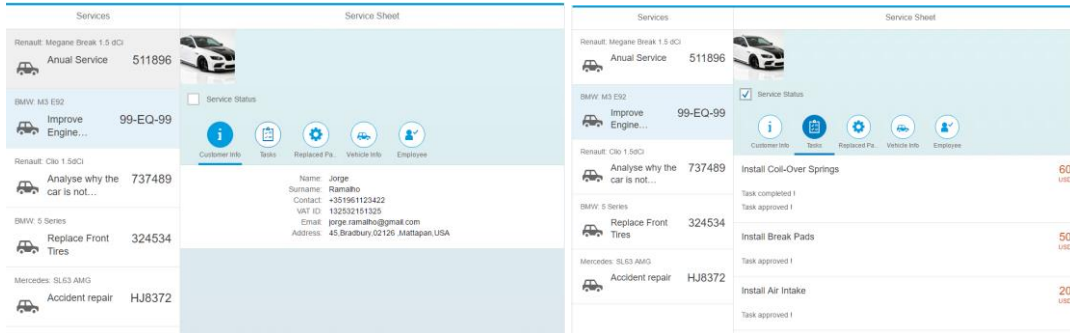
Several tabs with all information related to this service.
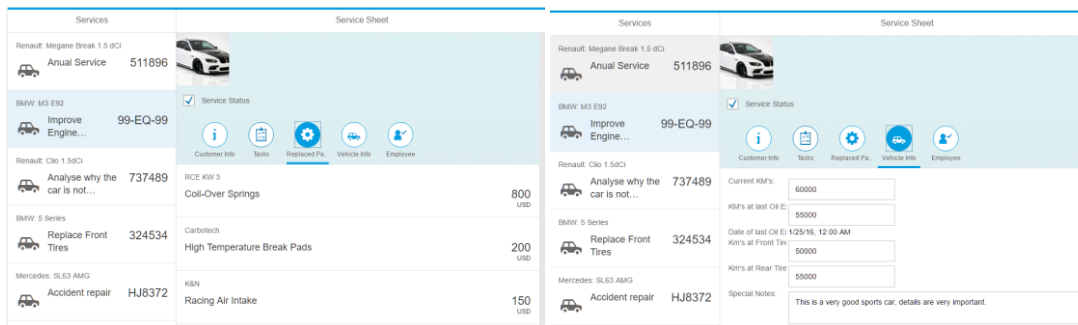
Data can be edited:

Develop Challenge Youtube video link:

https://youtu.be/zu7nDLzZ7KQ