

Develop Challenge

Price Inspector App

Story

Companies that are in the business of manufacturing and distribution of products employ sales people to help with selling the products to customers. Sales Representatives interact with customers on a regular basis and are usually on the go and use their smart phone or tablet to do most of their work.

When a Sales Representatives gets a call from customers requesting for a price and availability of a product, they use the existing 'Check Price and Availability' Fiori app.

But what if the customer inquires why has the price changed. What if the sales representative could proactively check if there are going to be any price changes in the future and advice the customer that maybe they should place a bigger order now.

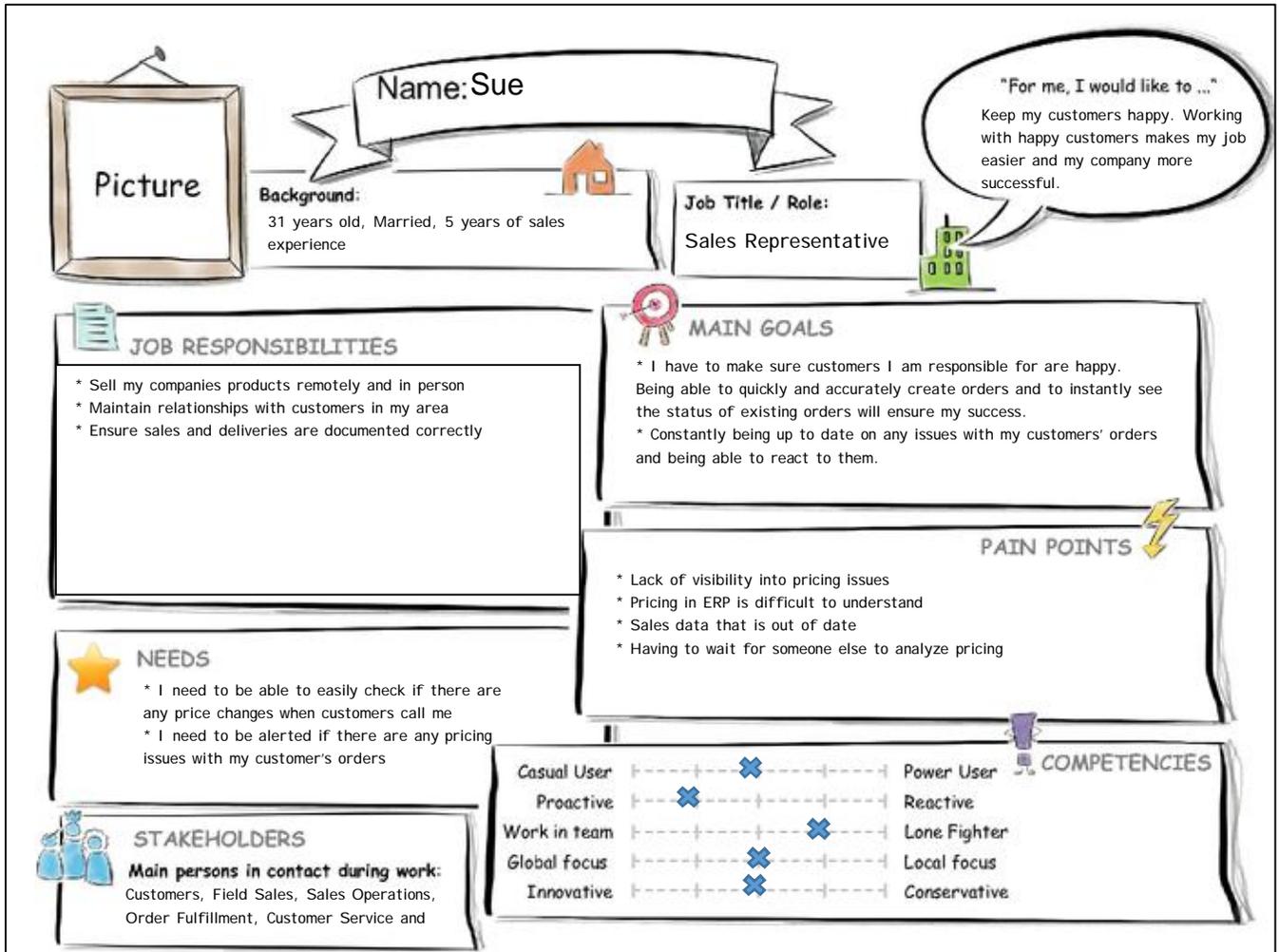
Currently, if the sales representative needs to check if there are any price changes, they would need to login to the back end ERP system and analyze how the price is calculated. This may be time consuming especially if sales rep is on the road or the sales representative may not have the expertise in this area. This can lead to a customer getting frustrated with not getting answers in time or worse, could lead to the company losing money if the customer does not place the order.

The Price Inspector app will help sales representatives to get a deeper insight into the pricing of a product but in a simple and easy to use app. It will show if the price has changed recently and when is the next price change occurrence in the future using a time based graph. It will also list all the conditions, with filtering capabilities, showing how the price was calculated. Selecting a specific condition will provide detailed information on each condition.

The Price Inspector app will be applicable to any industry that are in the business of manufacturing and distribution of products and will complement the existing Sales and Distribution Fiori apps, Check Price and Availability, Track Sales Order, Create Sales Order.

Persona

A typical persona of a sales representative is described below



User Experience Journey

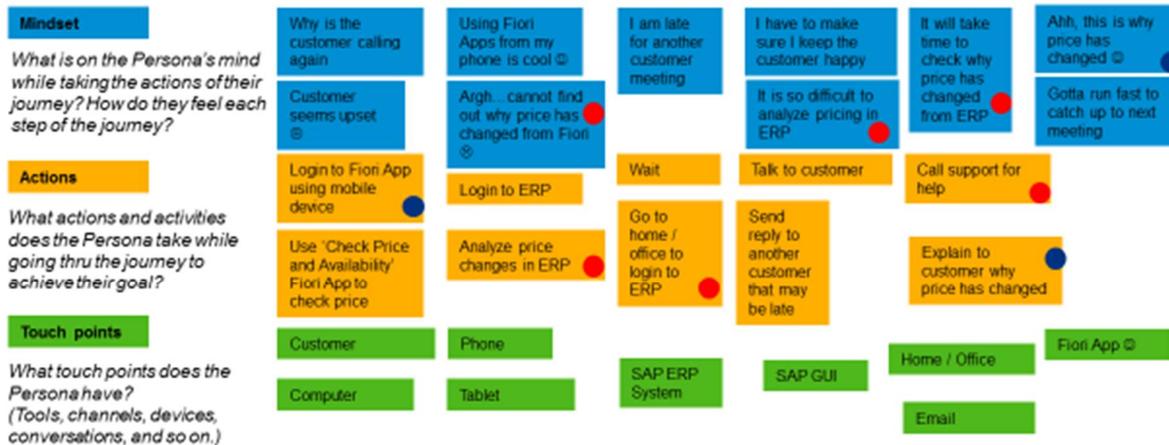
Sue gets an inquiry from a customer requesting why the price of a product has changed. Her current experience in helping the customer with her inquiry is shown. Her pain points are indicated with red dots and the blue dots are the desirable outcomes.

Introduction to Design Thinking

User Experience Journey

Current User Experience Journey

Duration of the Journey: 15 min



Point of View

Sue, the Sales Representative needs to easily check if there are any price changes when customers call so that she can save time to do other tasks

Mockup

There are 2 pages, the main page displaying the product list and product detail and a child page displaying the condition detail.

1. Main Page

- Master view (Product List View)
 - Shows all products along with price
 - Displays a red indicator if the price has changed recently
- Detail View (Product Detail View)

- Header shows product ID and description along with price. Displays indicators if price has changed or price will change in future
- Display price changes graphically showing price changes on specific dates. Note that the chart shown here is just a mockup and will be changed to use one of standard SAPUI5 chart types.
- List of all conditions involved in calculating the price e.g. price, discount, etc. along with any important attributes (e.g. if price was recently changed)
- Filter by price, discount, tax and other conditions
- Filter by all conditions or active condition (default)
- Selecting a condition (except totals) will go to the condition detail child page

ABC Company
Product

Product A	1,000 USD
PRD_A	Changed
Product B	2,000 USD
PRD_B	Changed
Product C	3,000 USD
PRD_C	No Change
Product D	4,000 USD
PRD_D	No Change

Product A

Product ID: PRD_A

1,000

USD

Price Recently Changed: **Yes**

Possible Price Change in Future: **Yes**

A-z
✓
Price¹
Discount²
Tax¹
Other⁰

Condition	Value	Attributes
Price 1200.00 USD per 1 each	1200.00 USD	Recently Changed >
Special Customer Discount 10 % of 1200.00	120.00 USD	>
Seasonal Discount \$80	80.00 USD	>
Net Total	1000.00 USD	
Tax 10 % of 1000.00	100.00 USD	>

2. Child Page (Condition Detail View)

- The header displays the price, validity and access (sales org/distribution channel/division/customer) used to get the condition record
- Displays the changes in amount graphically. Note that the chart shown here is just a mockup and will be changed to use one of standard SAPUI5 chart types.
- Displays a detail list of all changes in a table format

ABC Company
← Condition

Product A	1,000 USD
PRD_A	Changed
Product B	2,000 USD
PRD_B	Changed
Product C	3,000 USD
PRD_C	No Change
Product D	4,000 USD
PRD_D	No Change

Price

Sales Organization: 1000
Distribution Channel: 01
Division: 01
Customer: ABC Company
1200 USD per 1 each

1,200
USD

Valid From: March 15, 2015
Valid To: Jan 1, 2017

i

The chart is a horizontal timeline with three vertical tick marks. Above each tick mark is a price value: 1,100, 1,200, and 2,000. Below each tick mark is a date: Jan 1, 2014, March 15, 2015, and Jan 1, 2017.

Change	Old Value	New Value
January 1, 2017 Rate Changed	1200.00 USD	2000.00 USD
March 15, 2015 Rate Changed	1100.00 USD	1200.00 USD
January 1, 2014 Rate Changed	900.00 USD	1100.00 USD
January 1, 2014 Valid From Date Changed	April 10, 2014	January 1, 2014

Study

<https://standard.experiencesplash.com/home/projects/7d9652a7b942ca5a0ba9049f/research/participant/4b4231be290f18cd0bad83d0>

SAP Web IDE Prototype Video

Below is the link to the YouTube video giving a short demo of the Price Inspector App.

<https://youtu.be/xGFgVo9yXcA>

All the design components have been implemented. The main variations are

1. The "No Change" indicator is not shown in the master product list to keep it simple.
2. The Total line item in the detail view was not developed because of time constraints but is expected that it will be developed in future.
3. The condition value changes chart in the child page (Condition Detail View) was not developed because of time constraints but is expected that it will be developed in future. Since a price change time chart was already developed in the Product Detail page, decided to spend time on the timeline SAPUI5 control to display the change log instead of a table control.
4. The access keys (sales organization, distribution channel, division) in the child page (Condition Detail View) has been moved to the icon tab bar to keep it simple.