

Story

Supplier of the public utility sector are faced with the problem that certain customer does not pay their electricity fees although they received at least 2 or 3 demand notes. In this case an in-house back-office employee creates a disconnection request and forwards the request to a field staff employee. This employee visits the customer to collect the missing fee. In case the customer does not pay the employee disconnects the apartment/house.

This app is designed to encourage the in-house as well as the field staff employee. Both use the same system. The in-house employee creates the disconnection request within den Fiori App on a desktop PC. The field staff employee usually uses a mobile device or tablet. The employee opens the app and searches for new and open disconnection requests and is going to finish each request one by one. All items are visualized additionally at a map to simplify work. The employee documents all steps of his work in the app. The employee is able to use the integrated camera of its device to connect additional documents and photos to the disconnection request.

Persona 1

Name: Karl-Heinz

Background: 38 years old, single, education as electrician, 20 years working experience in public utility sector

Job Title / Role: Field staff employee

For me I would like to do my work easier.

JOB RESPONSIBILITIES

Main tasks and frequency:

- Daily execute disconnection and reconnection requests
- Document fulfilled requests

MAIN GOALS

- Paperless work
- Reduce subsequent work

NEEDS

- I need a mobile app.
- I need an app to gather all my work in one place.

PAIN POINTS

- First write down all on paper and later transfer it to the system at the office

STAKEHOLDERS

- Customer
- inhouse employee

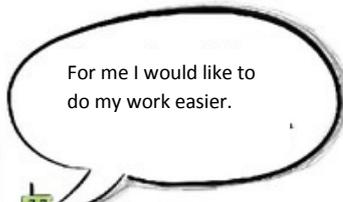
COMPETENCIES

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

Persona 2



Name: Karin



Background:

47 years old, education as super market cashier, re-training as call center agent, 8 years working experience as call center agent, since 2013 backoffice employee in public utility sector

Job Title / Role:

Backoffice Contact

JOB RESPONSIBILITIES

Main tasks and frequency:

- daily solving customer issues regarding contracts and account balancing
- managing disconnection process by creating disconnection and reconnection requests and forward to the field staff

MAIN GOALS

- Reduce manual processing time
- Easy provide status information to customer

NEEDS

- I need an UI to fasten my work.
- I need a real-time overview to my disconnection requests to react if the customer answers.

PAIN POINTS

- Insufficient UI that causes erros and increases processing time

STAKEHOLDERS

- Customer
- Team leader
- Field staff employee

COMPETENCIES

Casual User	-----+-----	✖	-----+-----	Power User
Proactive	-----+-----	✖	-----+-----	Reactive
Work in team	-----+-----	✖	-----+-----	Lone Fighter
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Introduction to Design Thinking

User Experience Journey 2

Fulfil disconnection request

Duration of the Journey: 30 min

Mindset

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

Let's get the next issue

Whats the missing fee

How far is it?

Customer seems angry

Collect money as fast as I can and leave

Yeah, I am done

Just 2 missing issues for today

Actions

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

Search for next issue

Check customer context

Take fastest way by car

Callback inhouse employee

Explain the issue

ring the bell

Create receipt

Collect money

Finish issue

Take notes

Touch points

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

customer

telephone

Inhouse employee

car

Navigation system

Mobile device

receipt

Customers apartment

Point of View

User: Karl-Heinz

Need: mobile app

Because: wanna finish his issues without any rework at the office to get home earlier.

User: Karl-Heinz

Need: I need an app to gather all my work in one place.

Because: he is little orderless and here and there lost important notes within his paperwork.

Mockup

Prototype is available via following link

https://standard.experiencesplash.com:443/api/projects/b2286712ad0aa2770bac458c/prototype/snapsheet/latest/index.html#/1458139820227_SO

Disconnection Requests

Search

- Disconnection 10.03.2016
ID 44215435 **-210,44** EUR
Herr Harald Sturm
Bahnhofstr. 41, 12555... **New**
- Disconnection 09.03.2016
ID 44215433 **-124,83** EUR
Frau Karla Winter
Puchanstr. 12, 12555... **New**
- Disconnection 09.03.2016
ID 44215432 **-80,24** EUR
Herr Joachim Meier
Gelnitzstr. 19, 12555... **In Progress**
- Disconnection 06.03.2016
ID 44215409 **-98,57** EUR

Disconnection 10.03.2016

ID 44215435 **-210,44** EUR **New**

Herr Harald Sturm
Bahnhofstr. 41, 12555 Berlin

account | balance | location | notes ² | attachments ⁰

General

Customer ID: 11835920
Title: Herr
Firstname: Harald
Lastname: Sturm
Birthdate: 22.07.1975

Communication

Telephone: +49 30 753123
Mobile: +49 176 232133
Mail: harald.sturm@gmx.de

Disconnection Requests

Search

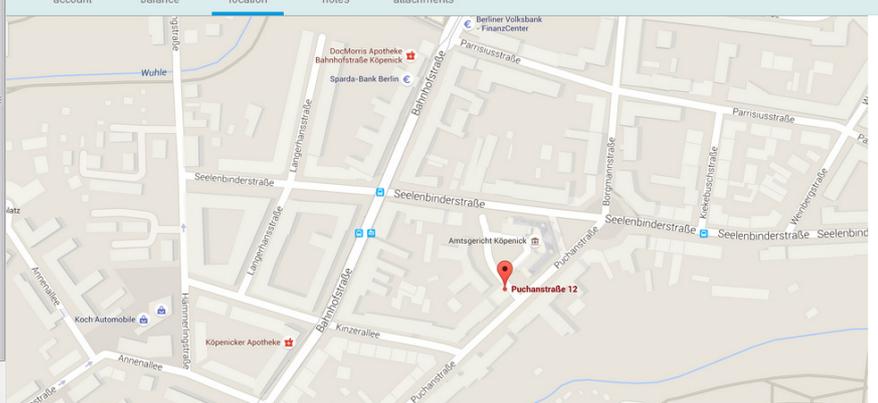
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Disconnection 09.03.2016

ID 44215433 **-124,83** EUR **NEW**

Frau Karla Winter
Puchanstr. 12, 12555 Berlin

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Study

<https://standard.experiencesplash.com/home/projects/b2286712ad0aa2770bac458c/research/participant/dbd4c11badad90ed0bb32b22>

WebIDE Video Link:

<https://www.youtube.com/watch?v=Es8Y63yHzpE>

Application Link in Testmode

(unfortunately camera is not working on test page, but test page is required when using mock data):

<https://disconnectionappmob-s0008552506trial.dispatcher.hanatrial.ondemand.com/test/testService.html>

QR Code mobile device

if you download SAP Hybrid App Toolkit Companion App via Appstore:

