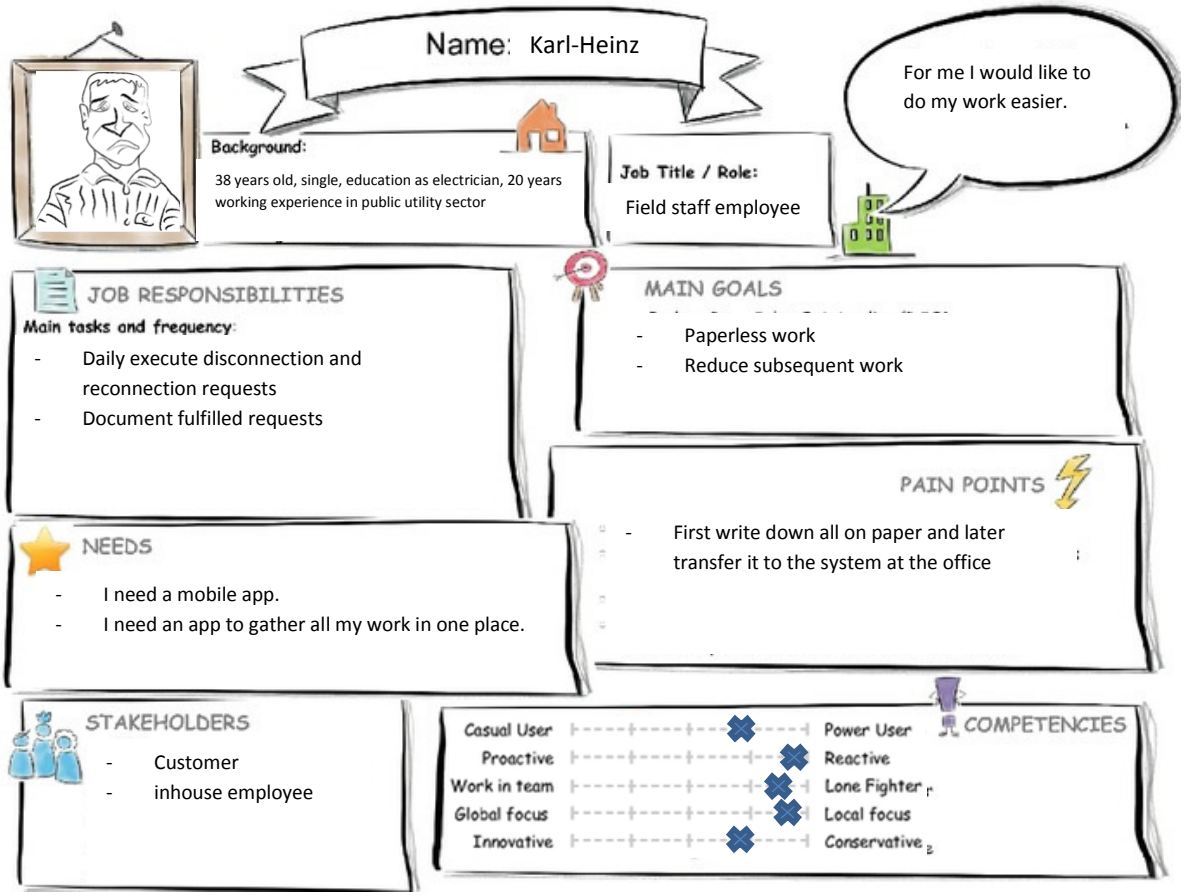
Story

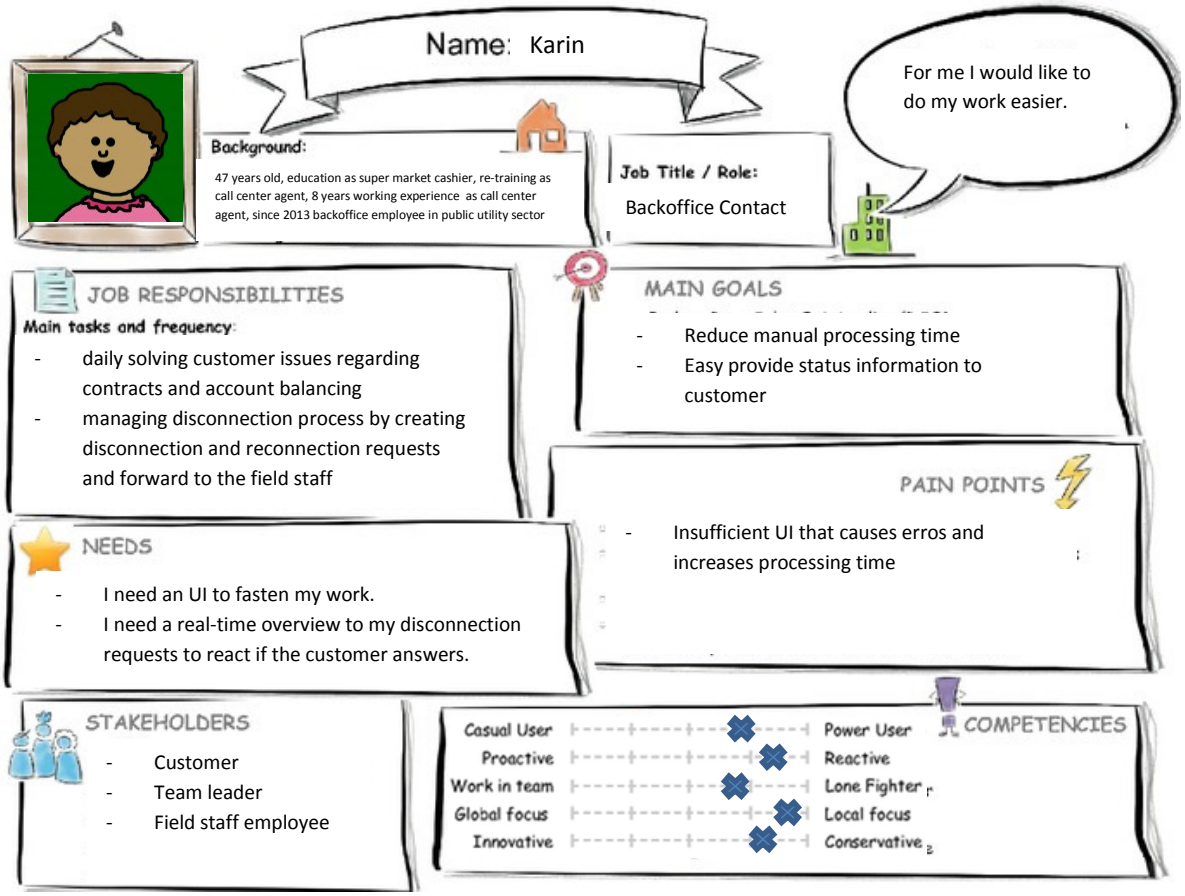
Supplier of the public utility sector are faced with the problem that certain customer does not pay their electricity fees although they received at least 2 or 3 demand notes. In this case an in-house back-office employee creates a disconnection request and forwards the request to a field staff employee. 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
For me I would like to do my work easier.
Background:
38 years old, single, education as electrician, 20 years working experience in public utility sector
Job Title / Role:
Field staff employee
JOB RESPONSIBILITIES
Main tasks and frequency:
- Daily execute disconnection and reconnection requests
- Document fulfilled requests
MAIN GOALS
- Paperless work
- Reduce subsequent work
PAIN POINTS
- First write down all on paper and later transfer it to the system at the office
NEEDS
- I need a mobile app.
- I need an app to gather all my work in one place.
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
For me I would like to do my work easier.
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
PAIN POINTS
- Insufficient UI that causes erros and increases processing time
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.
STAKEHOLDERS
- Customer
- Team leader
- Field staff employee
COMPETENCIES
Casual User
Power User
Proactive
Reactive
Work in team
Lone Fighter
Global focus
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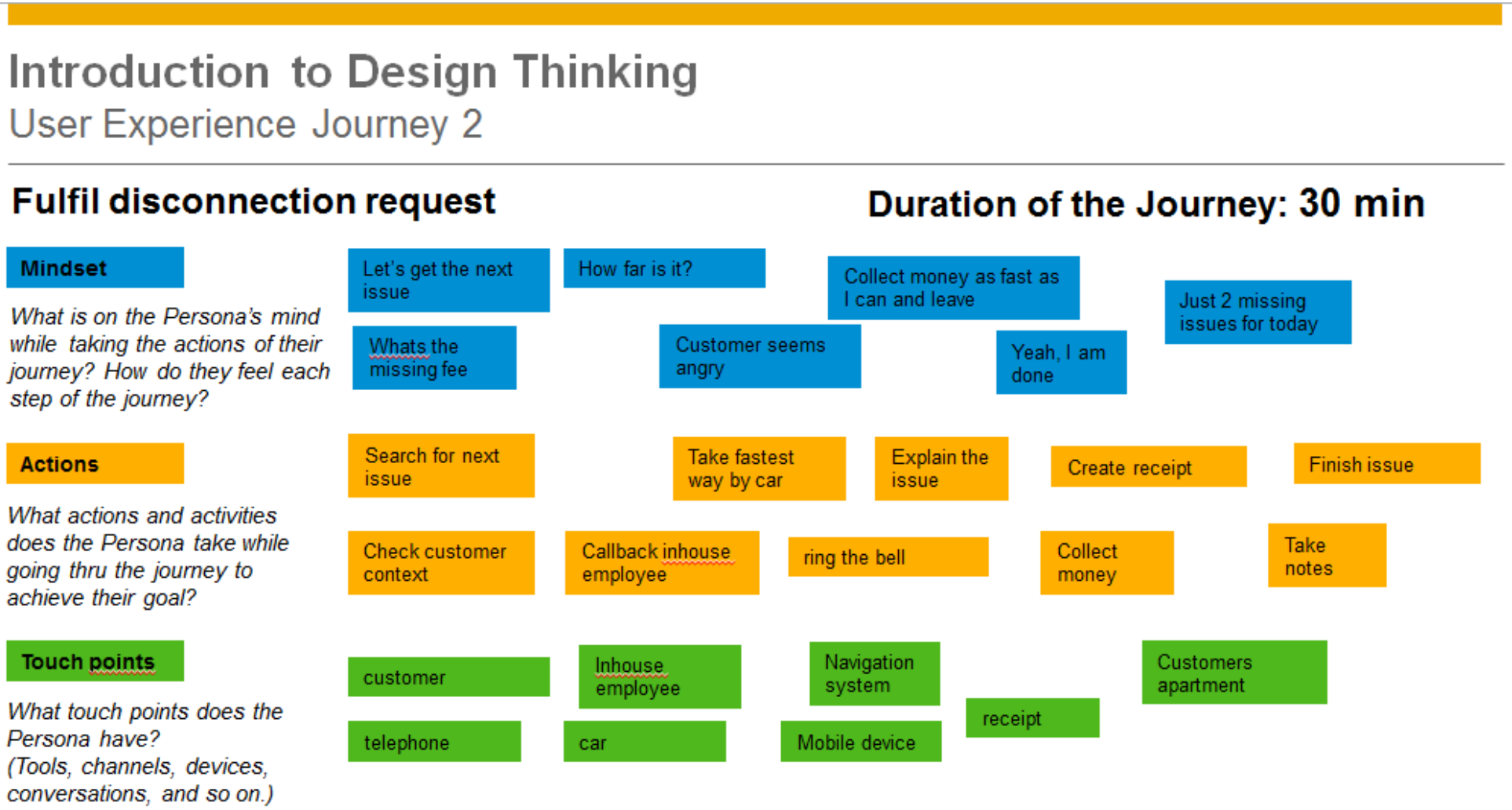
User Experience Journey (Persona 1)



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

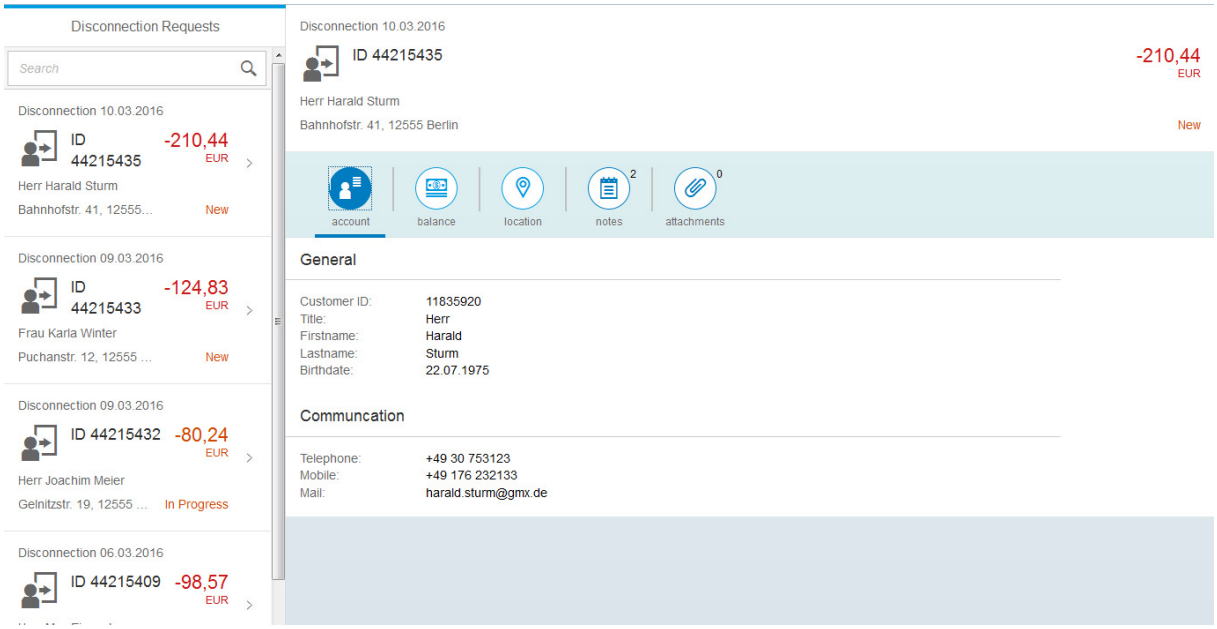
Need: I need an app to gather all my work in one place.

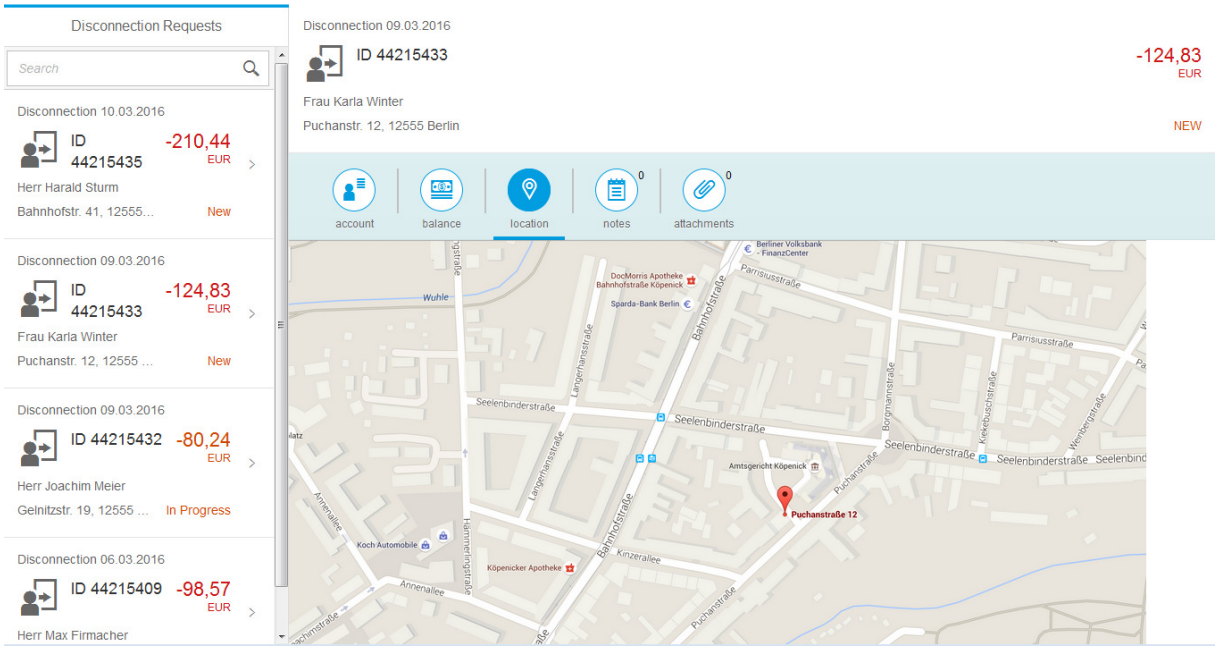
Because: he is little orderless and here and there lost important notes within his paperwork.

Mockup

Prototype is available via following link

https://standard.experiencesplash.com:443/api/projects/b2286712ad0aa2770bac458c/prototype/snapshot/latest/index.html#/1458139820227_S0





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: