

## Story

An application I designed is targeted to transportation companies running its own repair services, for their fleet. It is used to approve Service Orders by Fleet Managers. Service Orders can be created by drivers assigned to a particular vehicle, or by Service Managers. Service Manager is a person, who coordinates repair services in particular garage, which is a home for a several vehicles.

My application is an approval app for Fleet Manager. He or she receives a complete Service Order, approved by Service Manager, and with proposed date and time of service. Fleet Manager has to verify, whether service time does not collide with schedule. If so, Fleet Manager cannot approve Service Order, unless vehicle's schedule is changed not to collide with service in another Fiori app, or reject it, providing comment (i.e. asking for postponing service).

Application provides Fleet Manager with information about Service Order, contact persons, vehicle data, service history for particular vehicle, and visualization of vehicle's availability.

## Persona definition

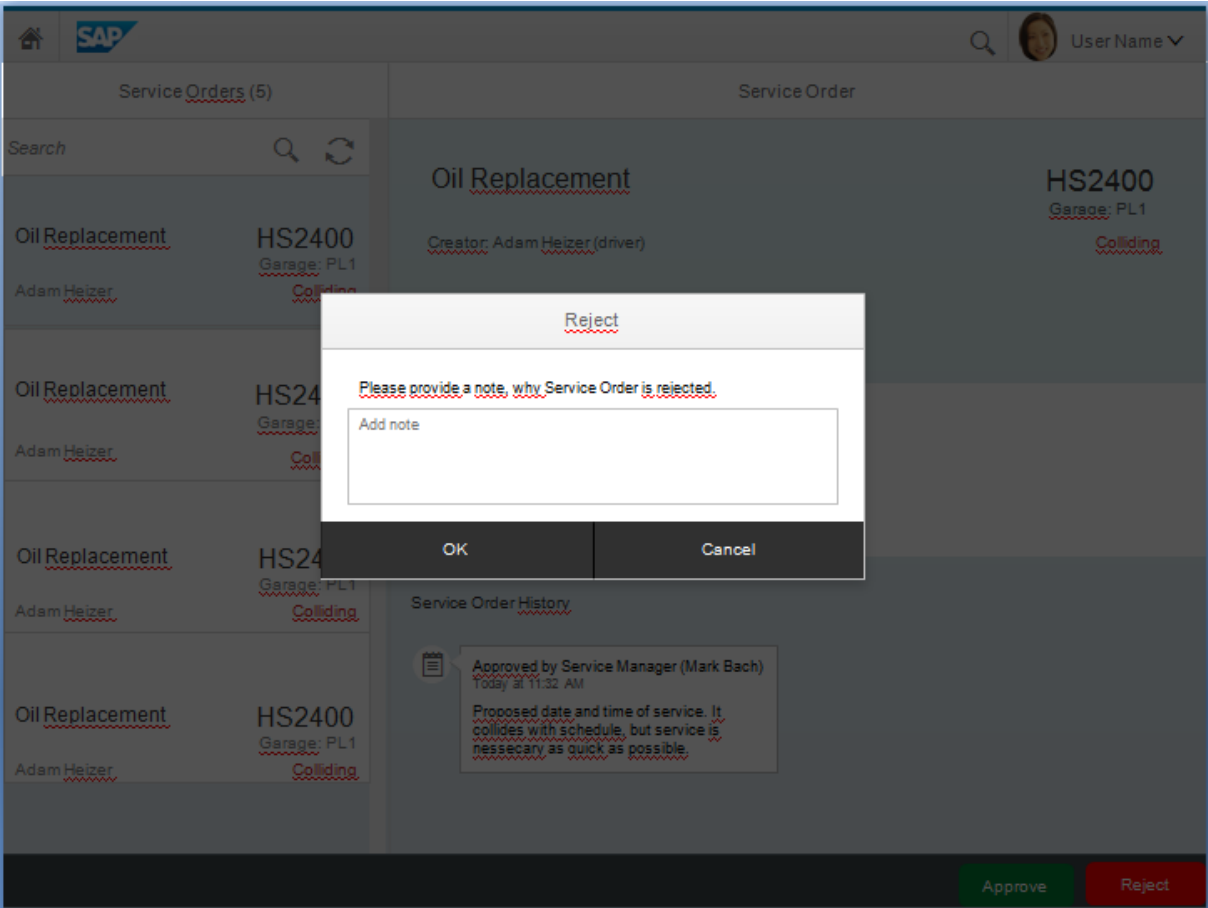
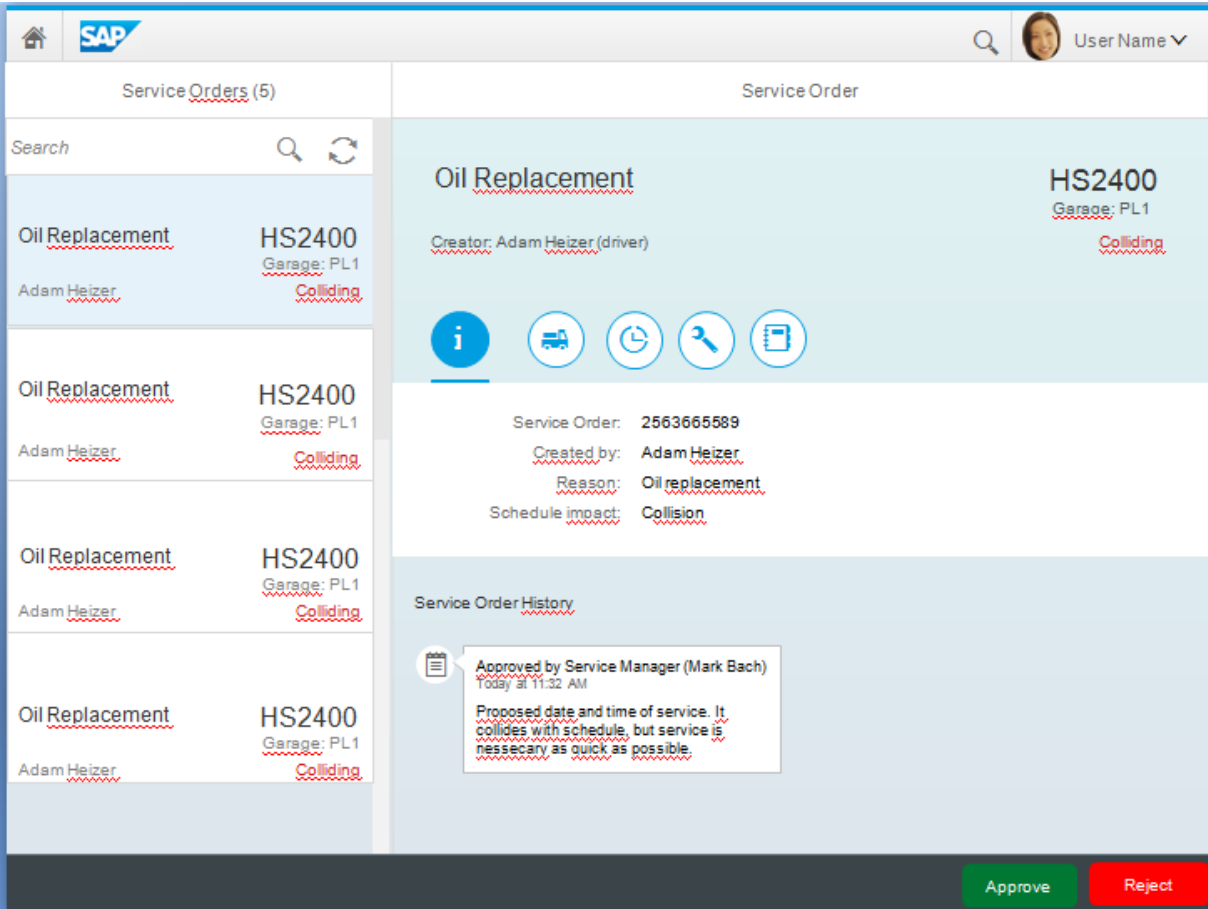
My persona is Kate, 33 years old woman, who works as a Fleet Manager in a big transport company responsible for ground transportation of heavy goods in Europe. She is responsible for a fleet consisting of 35 vehicles, located in two garages in Poland. One garage is a home for 12 trucks, and the other 23 trucks.

She is in charge of: scheduling transports for vehicles, assigning drivers to particular machines, contact with Service Managers to set up vehicle maintenance and repairs. Her main goal is to minimize cost of travels, and optimize resource usage, delivering all transports on time.

Her main pains are stressful situations triggered by driver's illness or vehicle failure, which requires immediate change of schedule. Immediate decisions would also be quicker if she could use mobile app, while she is traveling, and does not have an access to her computer. She also dislikes all phone calls received from Service Managers, which requires quick decision, and triggers another actions, she has to remember. Moreover, each time she wants to know more about particular vehicle's condition, she has to look for a phone number to the garage, vehicle is assigned to.

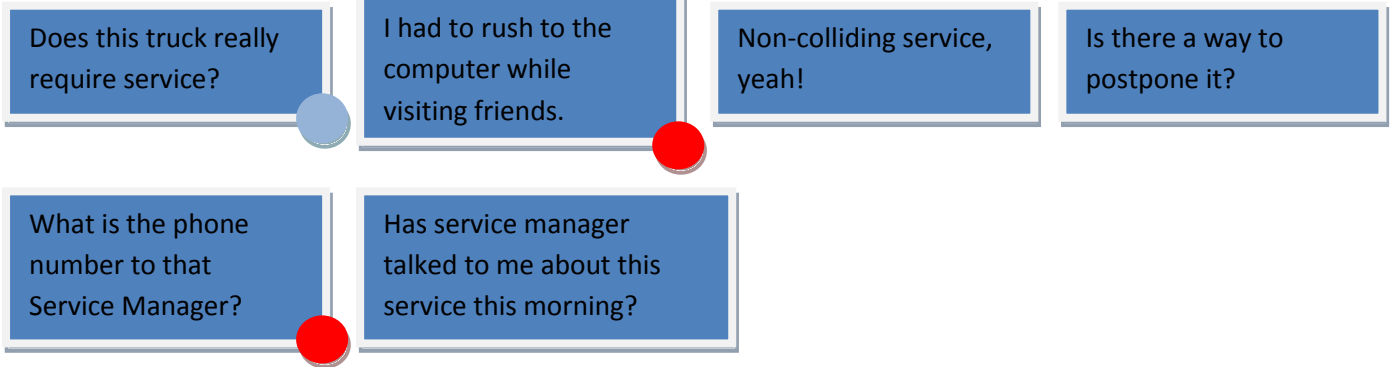
She is not type of technology person, but she really appreciates all applications, which help in her work. Her need is to have a clear system which indicates what actions have to be done in case of emergency situations. Also limiting phone conversations concerning particular scenario, will be a real time-saver.

# Prototype

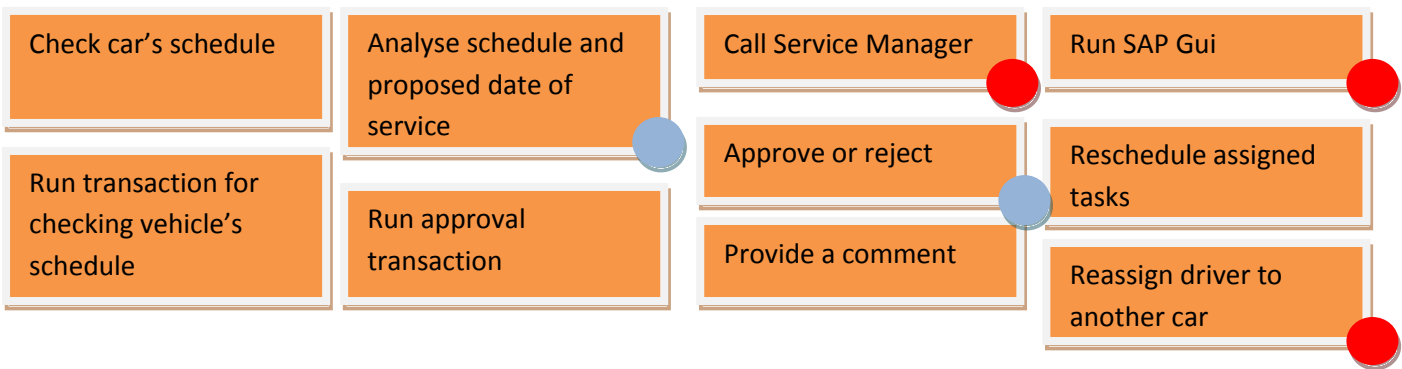


# User experience journey

## Mindset



## Actions



## Touchpoints

