Build Your Own SAP Fiori App in the Cloud

SAP Fiori UX Design and Build Challenge, May 2015

Corporate Library Orders Fiori App

Story

Peter is the financial manager at a large multi-national engineering company. He is very particular that his time is spent efficiently. Over many years, his company has invested in building up a large library of books that cover a wide range of subjects, particularly covering the areas the company is involved in. The library is kept up to date with most of the latest publications in different formats. Peter's specific interest is in the field of marketing, an area in which the corporate library is well endowed.
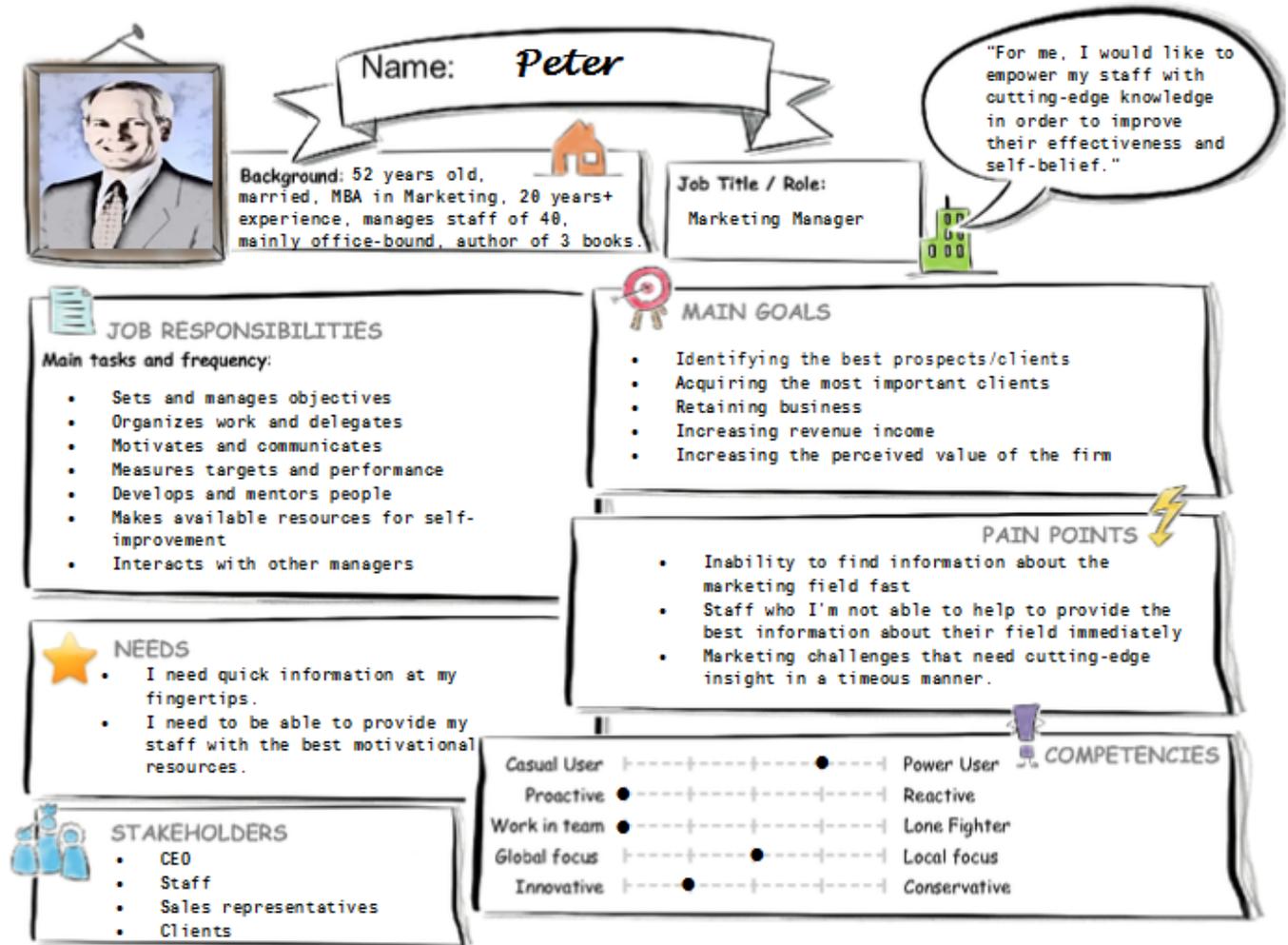
When Peter is looking for one or more publications in order to do research or find information, he sometimes starts by browsing books on Amazon.com, and/or doing research on the internet. He may need more information right away, and may decide to look for the book in the corporate library.

He has to start the journey to the library by descending 11 stories from his office floor to where it is located. Having arrived there, he browses for the books he is looking for, aisle by aisle. The electronic publications are accessed via a catalog on a computer in the library, where he may have to wait in a queue for a seat at one of the three computers. Once he has found what he is looking for, he checks the title(s) out at the front desk of the library, where he may also have to wait his turn.
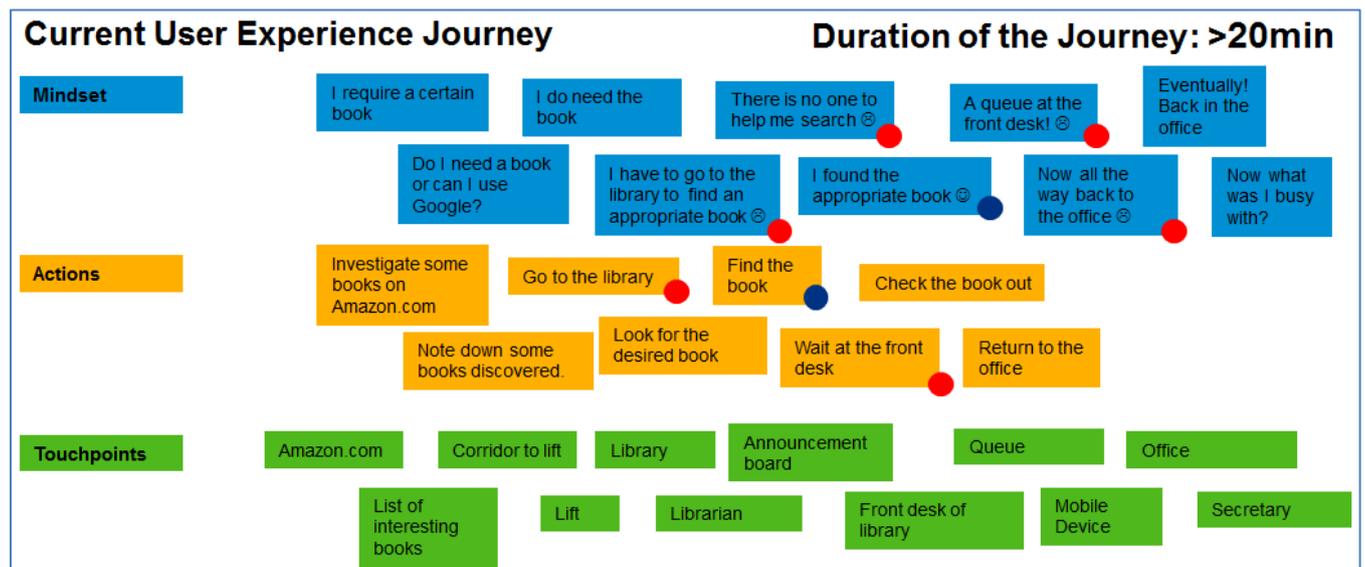
The company has just completed a project of creating a listing of all their corporate library's contents on their SAP system. It was decided that a Fiori App would be developed in order to simplify the process of retrieving books from the library. The App will show a listing of books contained in the library, stored locally on the user's device, and updated via a function in the App. The user will be able to choose a book, look at some of its details, view the book on Amazon.com (in a separate browser window), and then order the book from the library, if it is available. The book will then be delivered to the office of the requestor. The user can also add the book to a wish list for future reference. This wish list function is important to Peter since, up until now, he has kept a list of books that have caught his interest written down in a text file on his computer.

Since the App is a great time-saver, it would be made available to any employee in the company who is interested in it.

Persona

Name: **Peter**

Background: 52 years old, married, MBA in Marketing, 20 years+ experience, manages staff of 40, mainly office-bound, author of 3 books.

Job Title / Role: Marketing Manager

"For me, I would like to empower my staff with cutting-edge knowledge in order to improve their effectiveness and self-belief."

JOB RESPONSIBILITIES

Main tasks and frequency:

- Sets and manages objectives
- Organizes work and delegates
- Motivates and communicates
- Measures targets and performance
- Develops and mentors people
- Makes available resources for self-improvement
- Interacts with other managers

MAIN GOALS

- Identifying the best prospects/clients
- Acquiring the most important clients
- Retaining business
- Increasing revenue income
- Increasing the perceived value of the firm

PAIN POINTS

- Inability to find information about the marketing field fast
- Staff who I'm not able to help to provide the best information about their field immediately
- Marketing challenges that need cutting-edge insight in a timeous manner.

NEEDS

- I need quick information at my fingertips.
- I need to be able to provide my staff with the best motivational resources.

COMPETENCIES

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

STAKEHOLDERS

- CEO
- Staff
- Sales representatives
- Clients

User Experience Journey

Current User Experience Journey

Duration of the Journey: >20min

Mindset

- I require a certain book
- I do need the book
- There is no one to help me search ☹
- A queue at the front desk! ☹
- Eventually! Back in the office
- Do I need a book or can I use Google?
- I have to go to the library to find an appropriate book ☹
- I found the appropriate book ☺
- Now all the way back to the office ☹
- Now what was I busy with?

Actions

- Investigate some books on Amazon.com
- Go to the library
- Find the book
- Check the book out
- Note down some books discovered.
- Look for the desired book
- Wait at the front desk
- Return to the office

Touchpoints

- Amazon.com
- Corridor to lift
- Library
- Announcement board
- Queue
- Office
- List of interesting books
- Lift
- Librarian
- Front desk of library
- Mobile Device
- Secretary

Mock-up

In developing the Corporate Library Orders Fiori App, an SAP Fiori Full Screen Application template was chosen. In order to satisfy the needs of the user with regards to a wish list, a tab strip containing two tabs is employed on the master screen. Switching between the two tabs either displays the list of books in the library, or the wish list of the user, as shown in the first two mock-up screens below.

The Update button in the Footer of the Library Books screen is used to update the list of books on the user's device from the list stored on the SAP backend. (A delta-update is performed to aid performance.) Search, Sort, and Filtering functions are provided for the two lists.


The wish list is updated from the detail screen, and will be discussed below. The user can choose a book from either the main list (Library Books) or from the Wish List, after which the detail screen, Book Details, as shown in the following mock-up, is displayed.
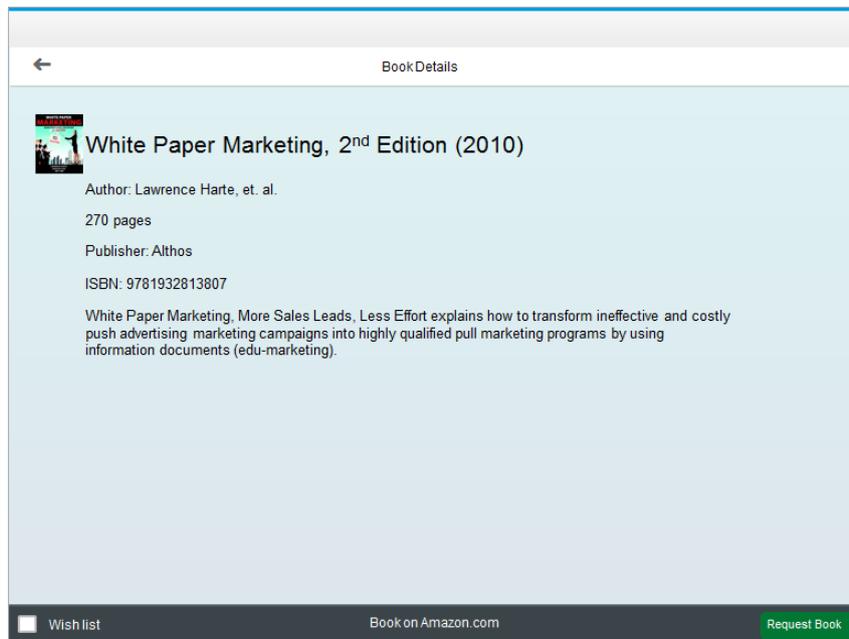
On the Book Details screen, the user is presented with more information on the book chosen, including an icon of the cover of the book, and a short abstract. Clicking on the icon opens up a pop-up displaying an enlarged front cover of the book.


The Footer of the screen contains a checkbox and two buttons. The Wish list checkbox is used to either place the book onto the user's wish list, or to remove it, based on the status of the checkbox. If the checkbox is ticked, the book is displayed on the Wish List screen as described above. In addition, either of two pop-up messages is displayed informing the user that the book has either been added to the wish list or has been removed from it, again, depending on the status of the checkbox.
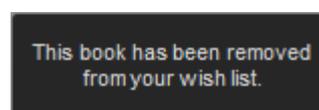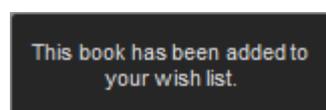
The Book on Amazon.com button enables the user to view the book on the Amazon.com website. When pressed, a new browser window is opened to the Amazon.com website for the specific book, as shown in the figure below.

Finally, if the user wants to order the book from the corporate library, the Request Book button is pressed to send a message to the librarian, with a pop-up message as shown below being presented to the user. The message contains all the necessary information about the user in order for the library to contact the user, and for the book to be delivered correctly and timeously.
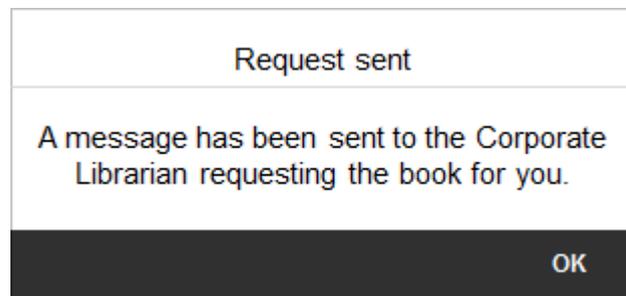
(A short video has been included with this submission, showing the current status of implementation of the Fiori app described above.)

Sources:

- For the Persona, inspiration for some of the information in the Job Responsibilities section was taken from http://guides.wsj.com/management/developing-a-leadership-style/what-do-managers-do/
- The Mock Data used by the app was created with information from Amazon.com.