

# BUILD YOUR OWN SAP FIORI APP IN THE CLOUD – 2016 EDITION

## DEVELOP CHALLENGE – FIORI APP “HOTEL ROOM CHECK” FOR FREQUENT TRAVELERS

### CONTENT

This contribution to the Develop Challenge consists of the document at hand (6 pages) and a YouTube video, available at <https://youtu.be/Xlh5igbaQUE>, with a duration of 2:50 minutes.

### 1 STORY

Frequent travelers, such as consultants, do often have preferred hotels for their business trips. It is not uncommon to always stay at the same hotel in each destination.

However, even in one and the same hotel, rooms can differ, e.g. with regard to WiFi or cellular network connectivity, the level of noise, the usability of the entertainment equipment, the distance to elevators or stairs etc.

After each hotel stay, a frequent traveler could thus:

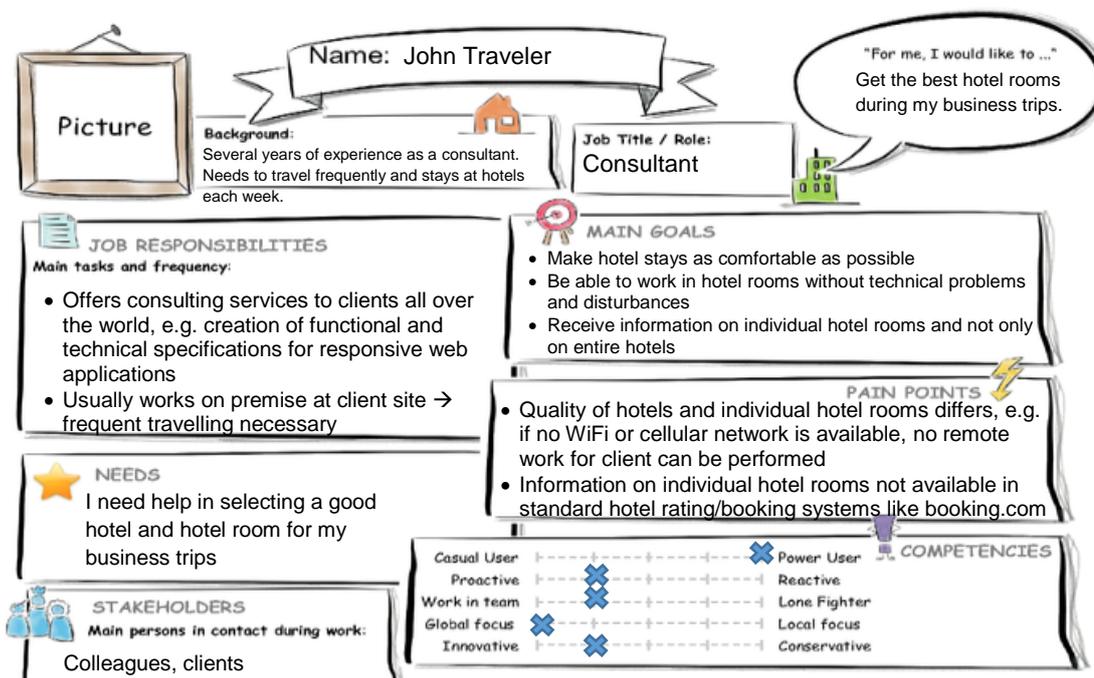
- track stays in hotels and particularly in certain hotel rooms
- note down advantages and disadvantages of the room the traveler has stayed in
- rate hotel rooms he/she has stayed in

Tracking the quality of individual hotel rooms offers a number of benefits for frequent travelers:

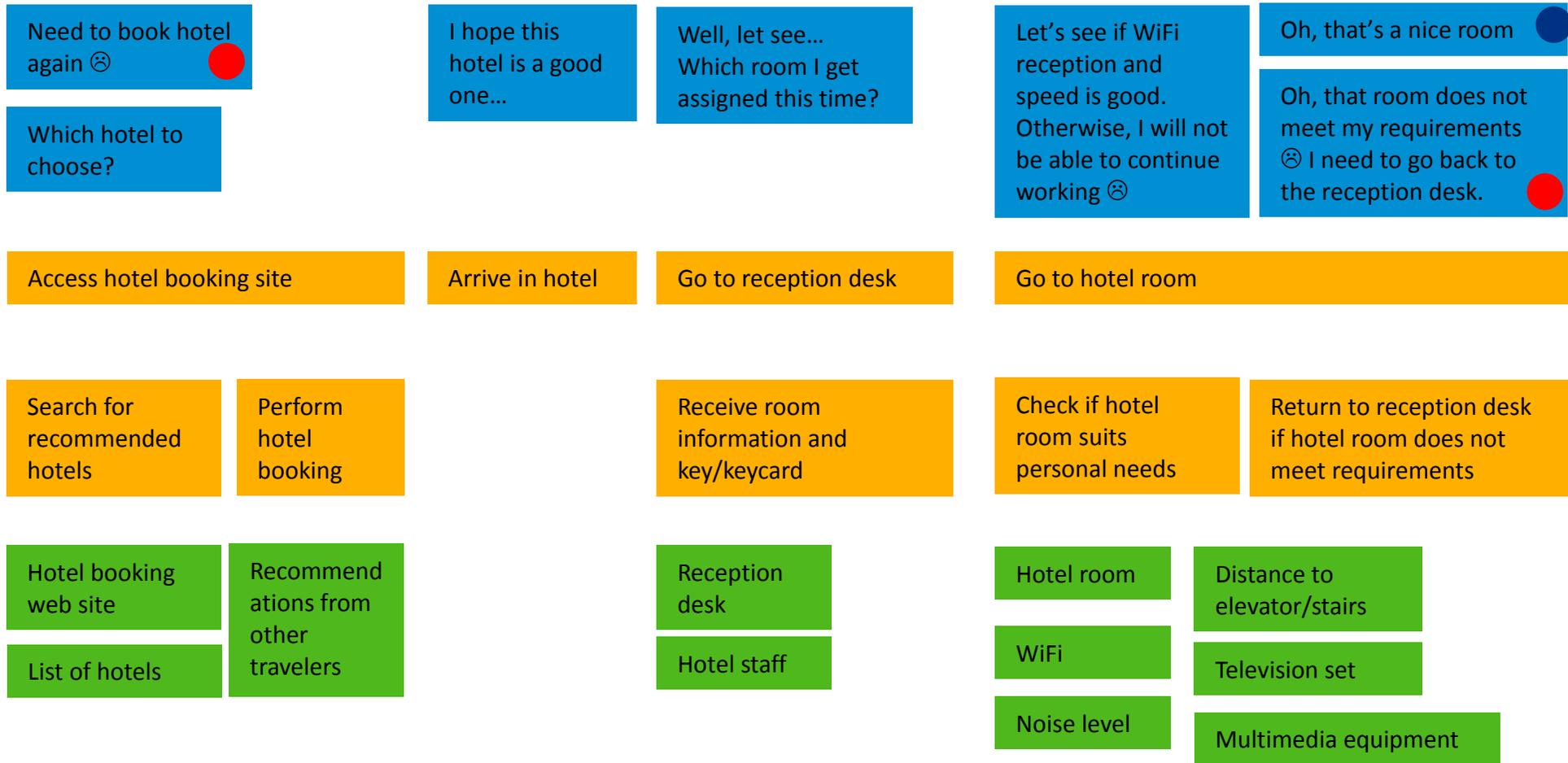
1. Upon arrival at the hotel, the frequent traveler is usually proposed a room by the reception desk clerk. By using the Fiori app “Hotel Room Check”, the frequent traveler could check if he/she has already stayed at that room. If this is the case, he/she could check if the room suits his/her needs. If not, he/she could immediately ask to be assigned to a different room.
2. Before booking a hotel, the frequent traveler could check the Fiori app for the overall rating of that hotel and its rooms. This overall rating could be calculated based on the room ratings created by the frequent traveler.

The app could also offer the possibility of combining data from different users. Users could thus access the room ratings of other users in order to get a broader basis for decision making.

### 2 PERSONA



### 3 USER EXPERIENCE JOURNEY



#### Mindset

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

#### Actions

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

#### Touch points

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

## 4 POINT OF VIEW

This section briefly describes the Point of View (PoV) for the Persona John Traveler (see section 2).

- John Traveler needs a way to rate hotel rooms, occupied by him during a hotel stay, so that he obtains an extensive dataset of hotel room reviews.
- John Traveler needs a way to obtain a hotel rating based on previously created hotel room ratings that he can use for decision making during the hotel booking process.
- John Traveler needs a way to search for hotel room reviews so that he can decide on whether to agree on a hotel room proposed by a reception desk clear during a hotel stay.
- John Traveler needs a way to share hotel room reviews with peers (colleagues, other travelers) so that he can base future hotel bookings/room selections on a broader review base.

## 5 MOCK-UP

The Mock-Up, built with SAP BUILD, is available at

[https://standard.experiencesplash.com/api/projects/f5e4190e6937480e0b9c8623/prototype/snapshot/latest/index.html#/1457430961209\\_S3](https://standard.experiencesplash.com/api/projects/f5e4190e6937480e0b9c8623/prototype/snapshot/latest/index.html#/1457430961209_S3)

It consists of the following screens:

1. Main Screen with list of already rated hotels (left hand side) and detailed information about the currently selected hotel (right hand side), including the list of already rated rooms of that hotel

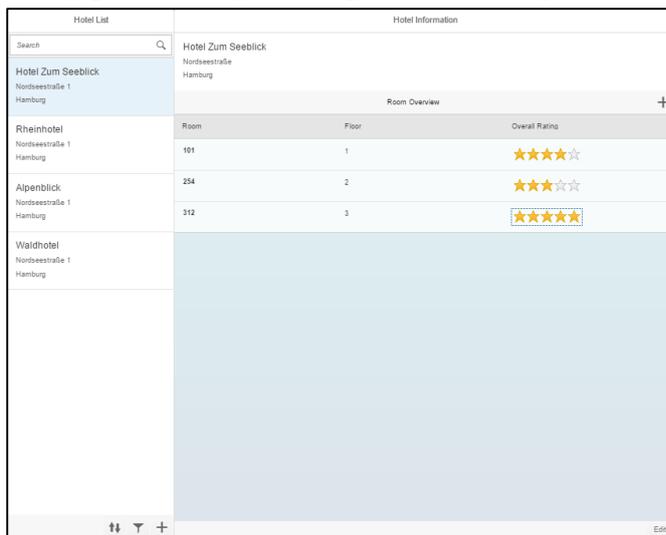


Figure 1: Main screen

2. Detail screen of a room, showing the details and ratings of the selected hotel room. This screen can be reached by clicking on a room available in the room list (see right hand side of Figure 1).

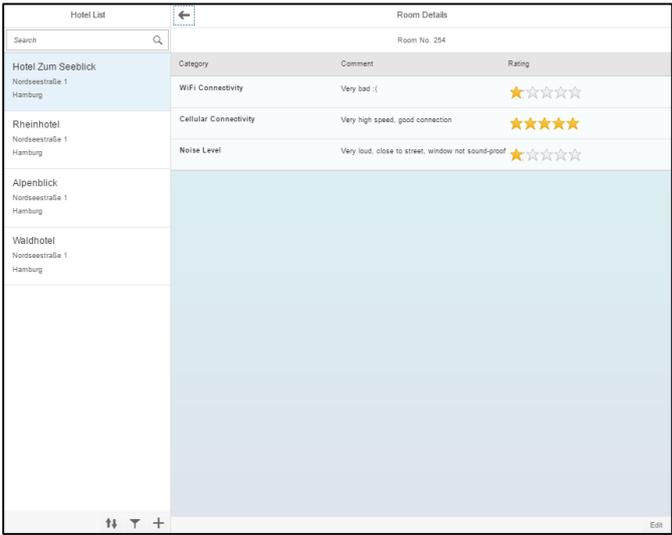


Figure 2: Room details and rating

3. A new hotel can be added by using the “+” sign, which is available in the footer of the hotel list.

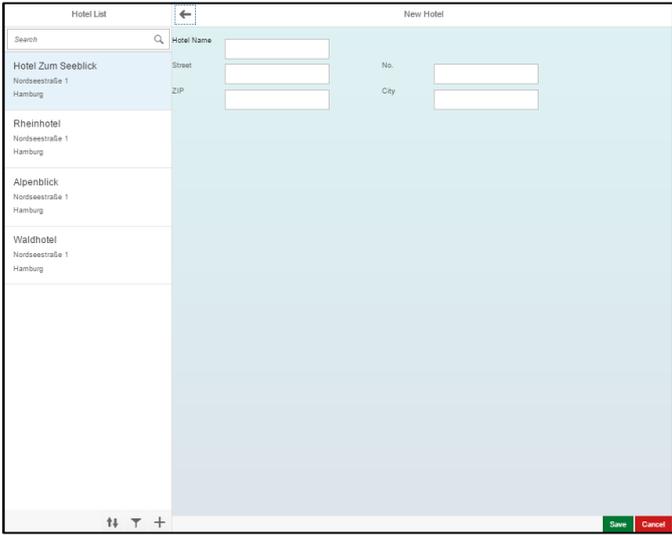


Figure 3: New hotel

4. A new hotel room can be added for rating by using the “+” sign, available on top of the list of hotel rooms (see right hand side of Figure 1).

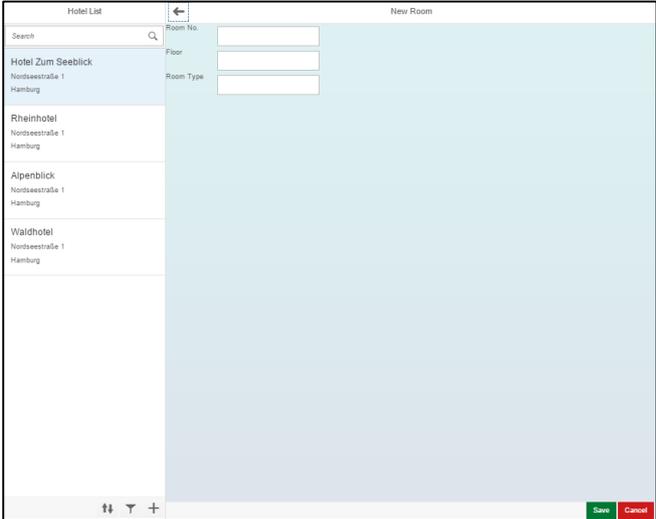


Figure 4: New hotel room

## 6 STUDY

The study is available at

<https://standard.experiencesplash.com/home/projects/f5e4190e6937480e0b9c8623/research/participant/34dc03d732d1bcd40bab3e82>

## 7 IMPLEMENTATION

A video of the implemented application can be found on YouTube at <https://youtu.be/Xlh5igbaQUE> (Overall duration 2:50 minutes).

The following screenshots are taken from the live application (see YouTube video for a demo of the full functionality):

1. Main Screen with list of already rated hotels (left hand side) and detailed information about the currently selected hotel (right hand side), including the list of already rated rooms of that hotel

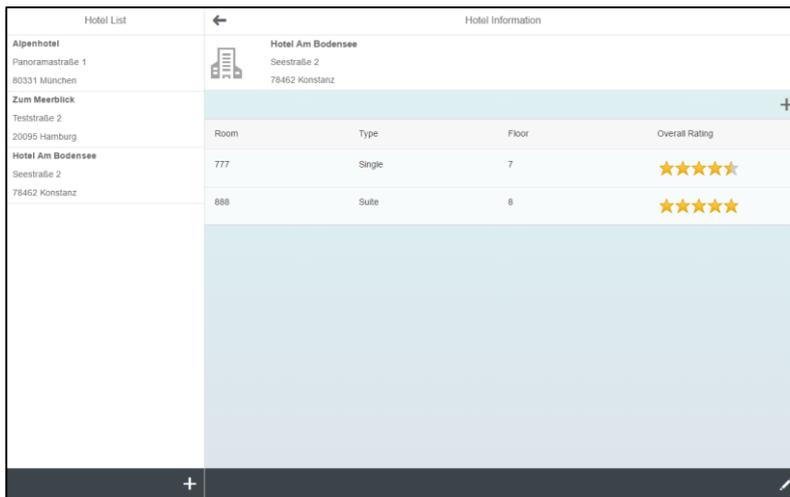


Figure 5: Hotel list (left) and Hotel details (right), including list of rated rooms of that hotel

2. The details of a hotel room, including the rating of different categories such as Wifi oder cellular connectivity, can be displayed by clicking on the room entry displayed in the hotel room list (see right hand side of Figure 5).

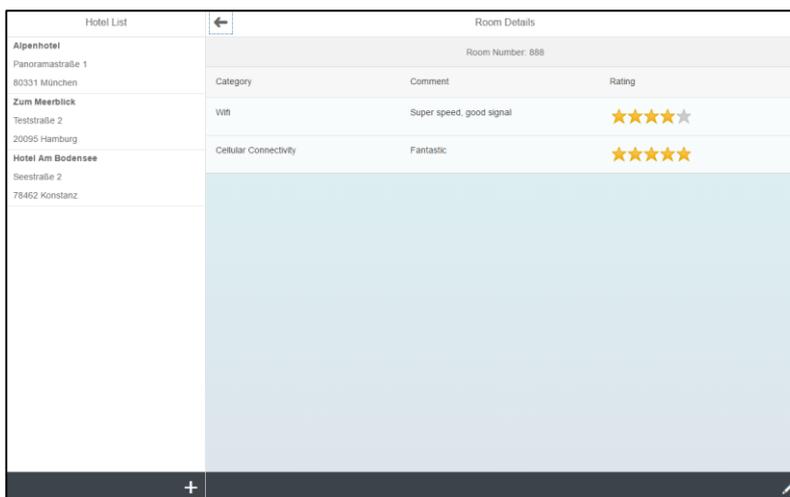


Figure 6: Room details with rating of different categories (here Wifi and cellular connectivity)

3. A new hotel entry can be added by clicking on the plus sign (+) displayed in the footer of the hotel list.

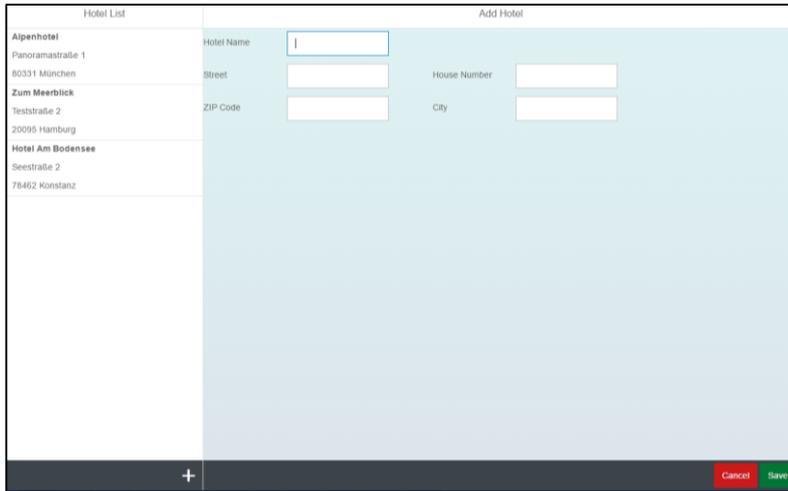


Figure 7: Creation of a new hotel entry

- A new hotel room entry can be added by clicking on the plus sign (+) displayed in the details page of a particular hotel (see right hand side of Figure 5).

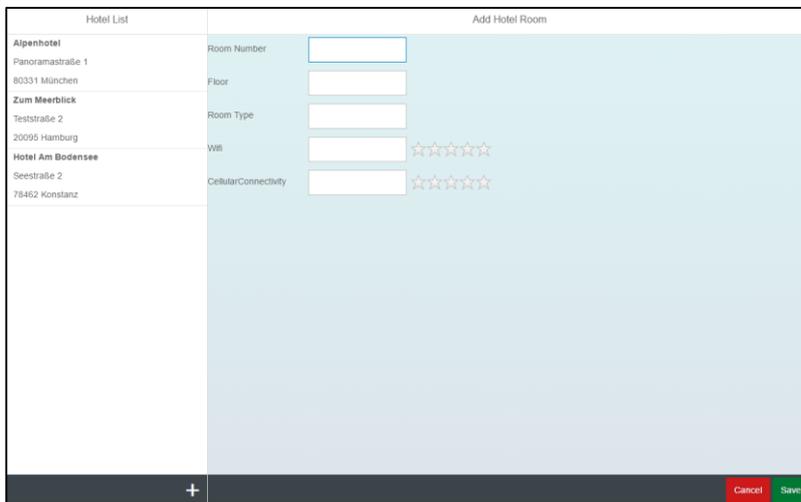


Figure 8: Creation of a new hotel room entry

Application structure in SAP WebIDE:

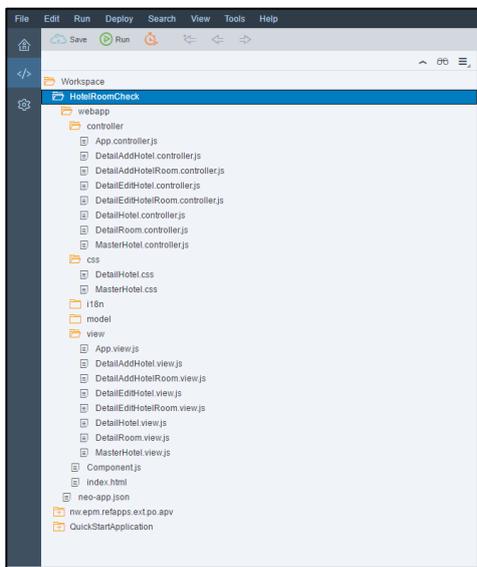


Figure 9: Application structure