

1. “Design Thinking”

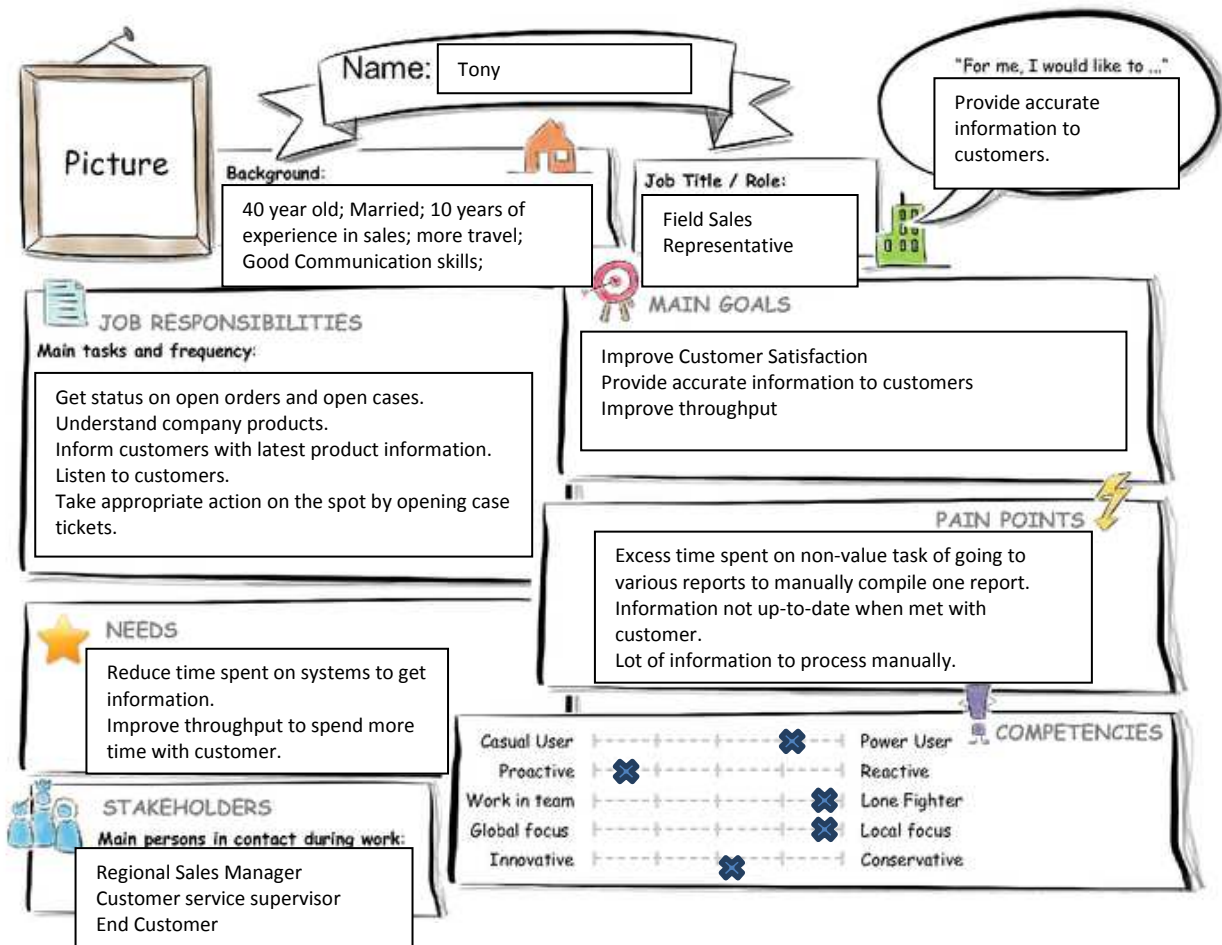
Try to write your story here: Field Sales Representative

Sales Representative's daily job is to meet his customers to resolve any issues while building relationship. Sales Rep need to have all pending sales order's status, discount Information and any open case (Repair and Remake Orders) status of the customers or accounts that he is going to meet.

To get this information, Sales Rep. has to spend lot of time. He has to execute multiple reports and compile one spreadsheet to get all the information he needed. First, login to SAP and using customer name he has to find customer number and then run a report to find all open sales orders. After that run another report to get customer discount information and another report to get open case status. Compiles all this to build a spreadsheet.

The new App for Sales Representatives will serve with all the information he needed, saving time for the sales rep and having the information readily available when needed. The App will also have update-to-date information readily available. Sales Rep will use this one Application to get all the information he needs quickly and accurately.

2. Persona



3. User Experience Journey

Introduction to Design Thinking

User Experience Journey 3

Current User Experience Journey

Duration of the Journey: 20 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?

I need to meet all these 10 customers this week.

Is the customer available to meet

Prepare customer list

Gather Customer open issues

Actions

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

Login to SAP

Go to Customer master XD03 and get customer numbers

Run open order report to get status for the customer numbers

Download report data to spreadsheet

Go to customer discount report to download data.

Run Open case report and download data to spreadsheet.

Consolidate all three spreadsheet data into one.

Repeat all the steps for every week

Touch points

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

District Sales Manage to get Customer list

Go to Office

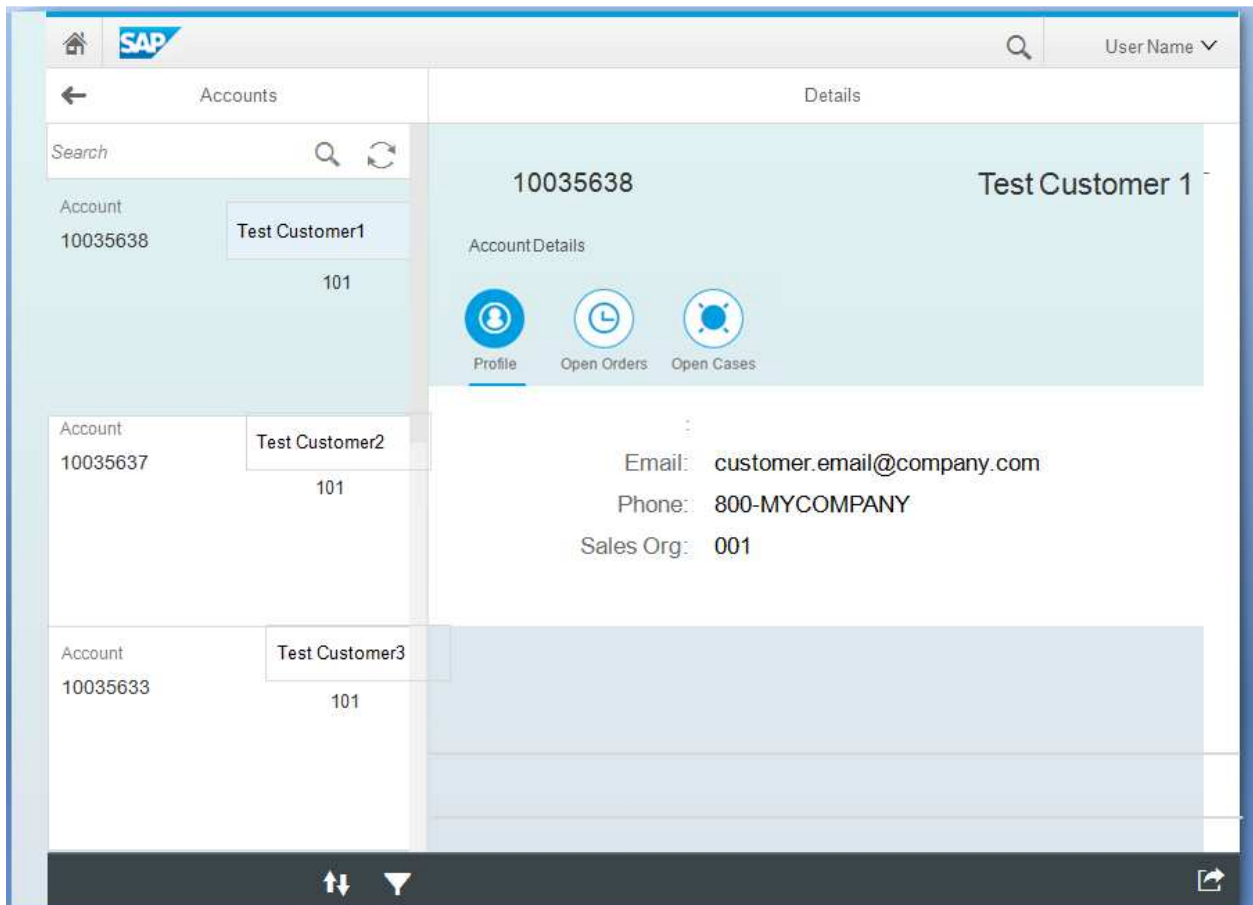
System

SAP GUI

Customer

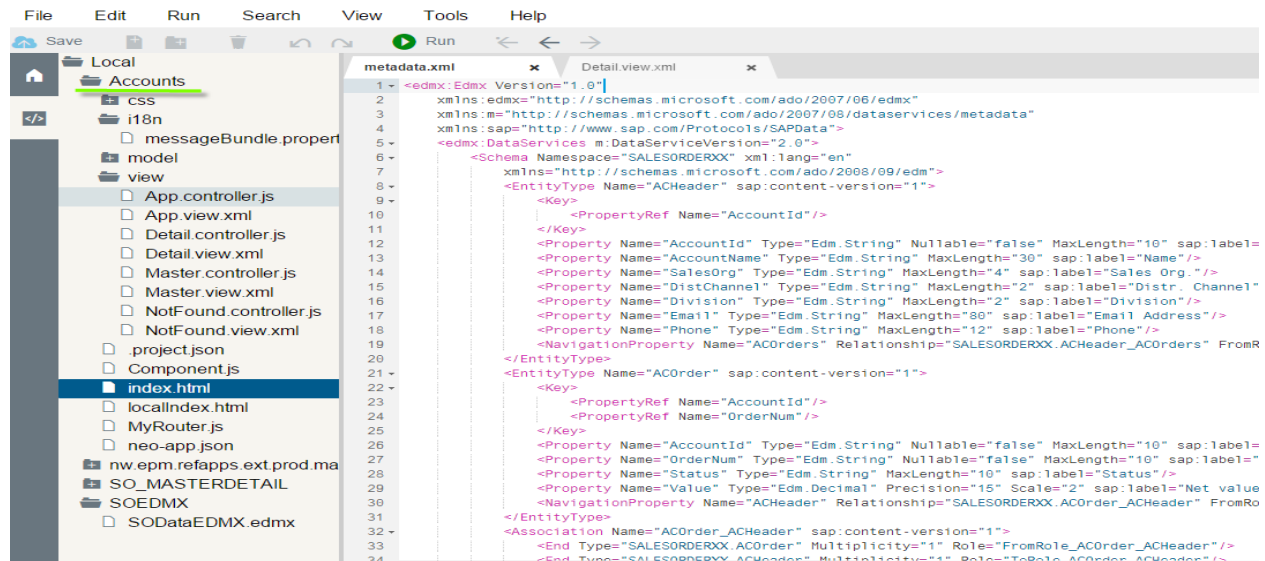
Spreadsheets

4. Mock Up.



5. App Prototype

Meta Data file:



The screenshot shows an IDE with a file explorer on the left and two code editors on the right. The file explorer shows a project structure with folders like 'Accounts', 'css', 'i18n', 'model', and 'view'. The 'view' folder contains files like 'App.controller.js', 'App.view.xml', 'Detail.controller.js', 'Detail.view.xml', 'Master.controller.js', 'Master.view.xml', 'NotFound.controller.js', 'NotFound.view.xml', 'Component.js', and 'index.html'. The 'Detail.view.xml' file is selected in the file explorer. The code editors show the following XML content:

```
1 <!-- Edmx Version="1.0" -->
2 xmlns:edmx="http://schemas.microsoft.com/ado/2007/06/edmx"
3 xmlns:m="http://schemas.microsoft.com/ado/2007/08/dataservices/metadata"
4 xmlns:sap="http://www.sap.com/Protocols/SAPData">
5 <edmx:DataService m:DataServiceVersion="2.0">
6 <Schema Namespace="SALESORDERXX" xml:lang="en"
7 xmlns="http://schemas.microsoft.com/ado/2008/09/edm">
8 <EntityType Name="ACHeader" sap:content-version="1">
9 <Key>
10 <PropertyRef Name="AccountId"/>
11 </Key>
12 <Property Name="AccountId" Type="Edm.String" Nullable="false" MaxLength="10" sap:label=
13 <Property Name="AccountName" Type="Edm.String" MaxLength="30" sap:label="Name"/>
14 <Property Name="SalesOrg" Type="Edm.String" MaxLength="4" sap:label="Sales Org."/>
15 <Property Name="DistChannel" Type="Edm.String" MaxLength="2" sap:label="Dist. Channel"
16 <Property Name="Division" Type="Edm.String" MaxLength="2" sap:label="Division"/>
17 <Property Name="Email" Type="Edm.String" MaxLength="80" sap:label="Email Address"/>
18 <Property Name="Phone" Type="Edm.String" MaxLength="12" sap:label="Phone"/>
19 <NavigationProperty Name="ACOrders" Relationship="SALESORDERXX.ACHeader_ACOrders" FromR
20 </EntityType>
21 <EntityType Name="ACOrder" sap:content-version="1">
22 <Key>
23 <PropertyRef Name="AccountId"/>
24 <PropertyRef Name="OrderNum"/>
25 </Key>
26 <Property Name="AccountId" Type="Edm.String" Nullable="false" MaxLength="10" sap:label=
27 <Property Name="OrderNum" Type="Edm.String" Nullable="false" MaxLength="10" sap:label="
28 <Property Name="Status" Type="Edm.String" MaxLength="10" sap:label="Status"/>
29 <Property Name="Value" Type="Edm.Decimal" Precision="15" Scale="2" sap:label="Net value"
30 <NavigationProperty Name="ACHeader" Relationship="SALESORDERXX.ACOrder_ACHeader" FromRo
31 </EntityType>
32 <Association Name="ACOrder_ACHeader" sap:content-version="1">
33 <End Type="SALESORDERXX.ACOrder" Multiplicity="1" Role="FromRole_ACOrder_ACHeader"/>
34 <End Type="SALESORDERXX.ACHeader" Multiplicity="1" Role="ToRole_ACOrder_ACHeader"/>
```

Design Components:

IconTab Filters and Tables



The screenshot shows an IDE with two code editors. The 'Detail.view.xml' file is selected in the file explorer. The code editors show the following XML content:

```
55 </IconTabFilter>
56 <IconTabFilter id="iconTabFilter2" key="" icon="sap-icon://history" text="Open Orders">
57 <content>
58 <Table id="idItemsTable" itemPress="" items="{path: 'ACOrders'}">
59 <columns>
60 <Column minScreenWidth="Tablet" demandPopin="true">
61 <Text text="Order Number" />
62 </Column>
63 <Column minScreenWidth="Tablet" demandPopin="true">
64 <Text text="Order Status" />
65 </Column>
66 <Column minScreenWidth="Tablet" demandPopin="true">
67 <Text text="Net Value" />
68 </Column>
69 </columns>
70 <items>
71 <ColumnListItem type="Navigation">
72 <cells>
73 <Text text="{OrderNum}" />
74 <Text text="{Status}" />
75 <Text text="{Value}" />
76 </cells>
77 </ColumnListItem>
78 </items>
79 </Table>
80 </content>
81 </IconTabFilter>
82 <IconTabFilter id="iconTabFilter3" key="" icon="sap-icon://status-error" text="Open Cas
83 <content> </content>
84 </IconTabFilter>
85 </IconTabFilter>
86 <core:ExtensionPoint name="extIconTabFilter" />
```

App Screenshots:

Icon Tab Filter Component

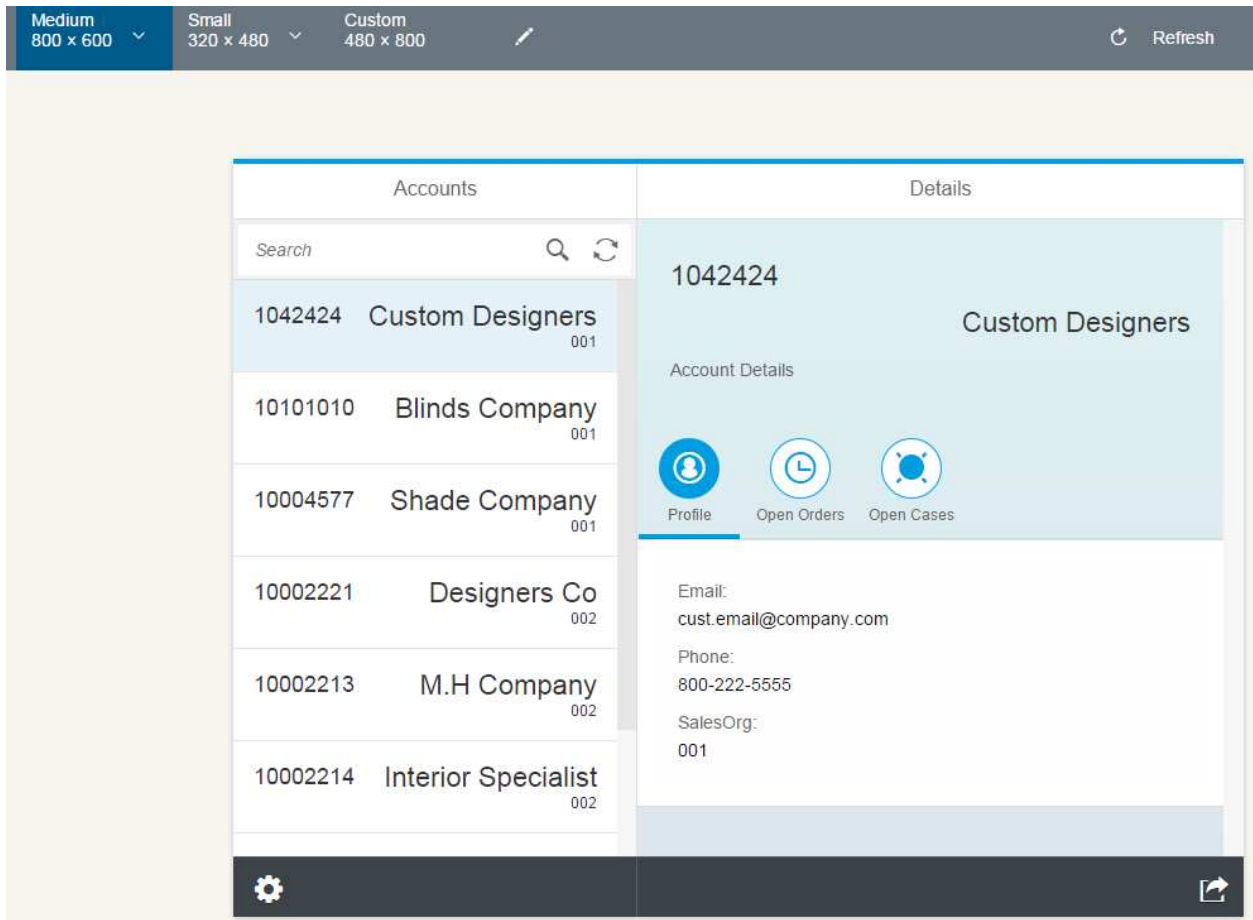


Table Component in “Open Orders” tab

The screenshot displays a software interface with two main sections: "Accounts" and "Details".

Accounts Section: A list of accounts is shown, each with an ID and a name. A search bar is located at the top of this section.

Account ID	Account Name	Code
1042424	Custom Designers	001
10101010	Blinds Company	001
10004577	Shade Company	001
10002221	Designers Co	002
10002213	M.H Company	002
10002214	Interior Specialist	002

Details Section: This section provides information for the selected account, "1042424 Custom Designers".

Account Details:

- Account ID: 1042424
- Account Name: Custom Designers

Navigation Options:

- Profile (User icon)
- Open Orders (Clock icon, currently selected)
- Open Cases (Gears icon)

Open Orders Table:

Order Number	Order Status	Net Value	
4000100	SHIPPED	594.5	>
4000102	CONFIRMED	688.25	>
4000110	HOLD	952	>
4000111	RELEASED	725.5	>

The interface also includes a settings gear icon in the bottom left and a share icon in the bottom right.