

UX/UI CHALLENGE

H o m i e M é x i c o

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Designs

UX

UI

Flowchart

Designs

Challenge

Creativity

Interactions

Situation

The HR team decides to add 15-minute massage sessions twice a week as a benefit for Homie employees.

Problematic

Every day at 9 in the morning they hang a sheet of paper on the door of the massage room. They do not have a proper management of the sessions.

Goal

Develop a mobile application that allows managing and attending to the pain points of shift administration, both for the HR team and for end users.



Empathize



Given the above information, I proceed to capture the progressive development of the objective, starting with the "Empathy" stage, corresponding to the Design thinking methodology. To do this, I decided to start collecting the information, taking the points that I considered important to take into account.

Key Points of the Exercise

- ✔ HR Tem
- ✔ Homie Employees
- ✔ Massage sessions for Homie employees
- ✔ Only two (2) sessions per week (15m each).
- ✔ Sessions are "scheduled" on the same day.
- ✔ Sessions are "scheduled" on a sheet of paper.
- ✔ Each employee "schedules" his or her own session
- ✔ There is a dedicated massage room (on the 6th floor).
- ✔ There may be several shifts during the day.



Empathize



Users

I also identified the different users that could use the application. These (initially) would be:



Homie's Employees



HR Team



External Users
(Physiotherapists and/or masseurs)

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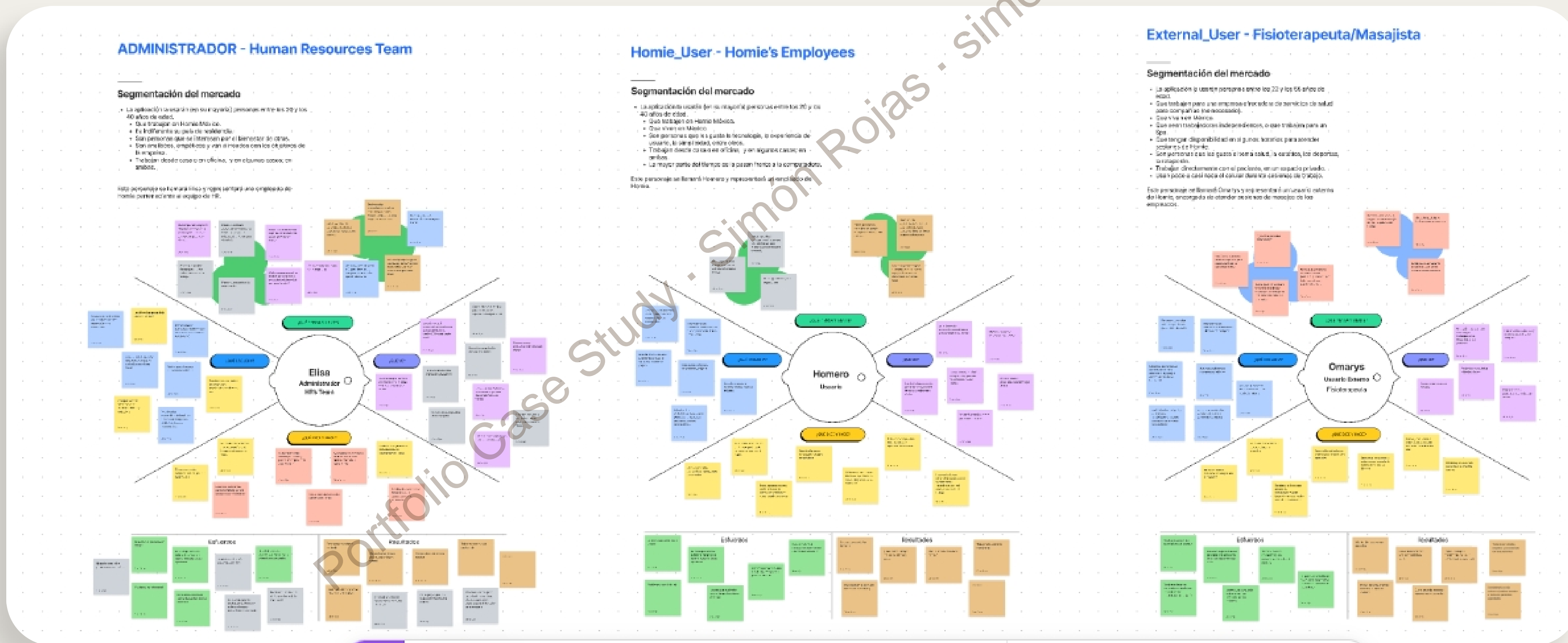


Empathize

Users



I made an empathy map for each user to try to understand and know a little more about them.





Define



According to the information collected, I was able to detect the different needs or pain points of each user.



Homie's Employees

They are full of work and need to relax.

They want to schedule their sessions in a more convenient way without having to travel between floors to sign up.

They must sign up for sessions on the same day they want to have them.

They want to have better organization of their time.

They want to be able to take care of their physical and mental health.



HR Team

They have a need to keep Homie employees on track with their sessions.

They need to be aware of all the sessions that occur during the day and how often each employee takes them so they don't exceed their limits.

They want and need relaxation time as well.

They need to be attentive to the outside therapy staff.



External users

They need to know their patients and the sessions of the day.

They want to be able to meet the expectations of all their patients.

They need to be able to see and know a little patient history.

They are interested in pre-session details about side effects presented by a particular product.



Define



I then drafted the following questions for each archetype, which I will use to understand what and where I



**Homie's
Employees**

How could Homie employees effectively schedule their respective massage sessions?



HR Team

How could you better manage and monitor the sessions of Homie employees and external users?



**External
Users**

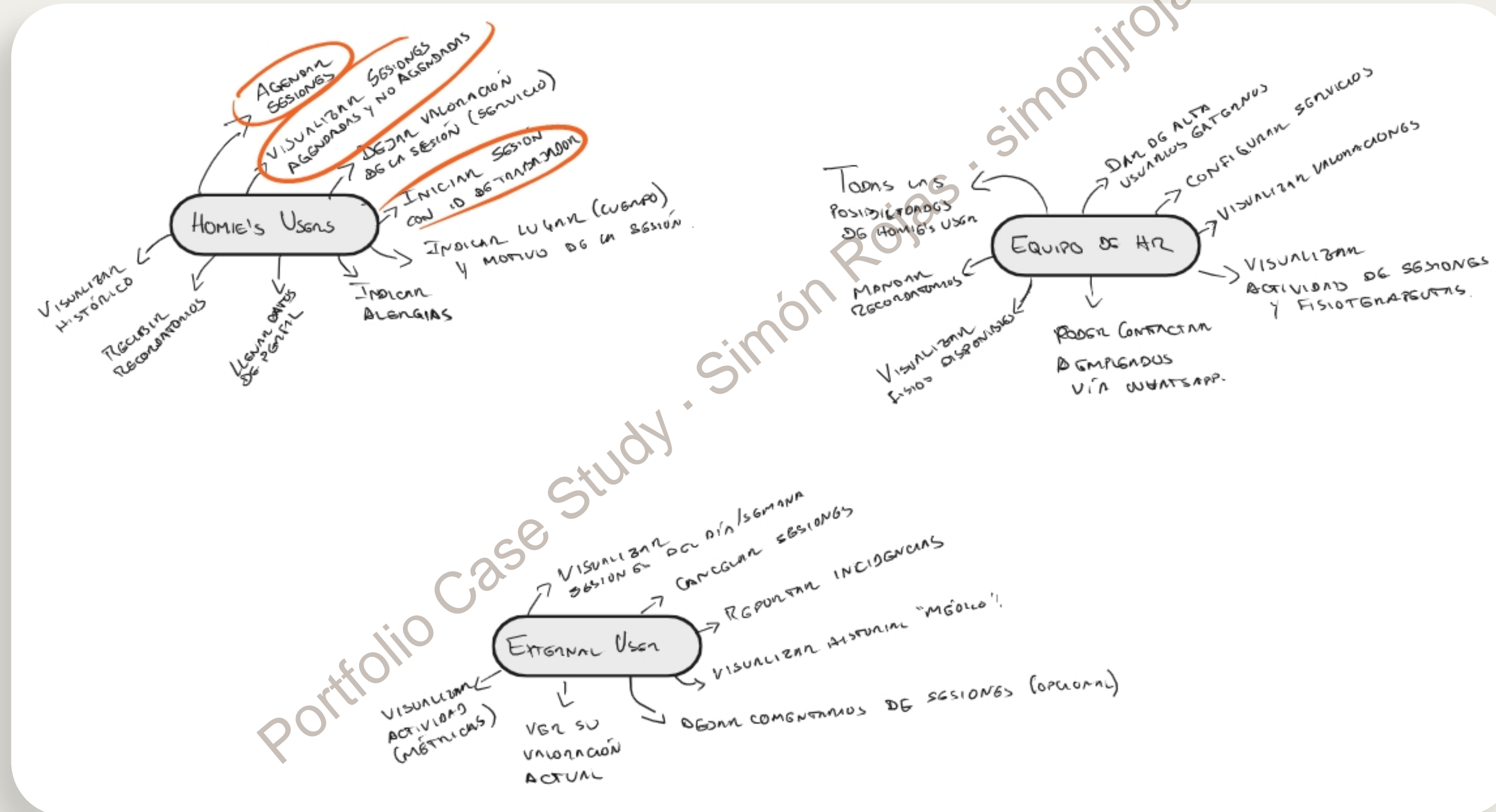
How could the professional attend each session in a timely and assertive manner in his or her day-to-day work?



Prototyping

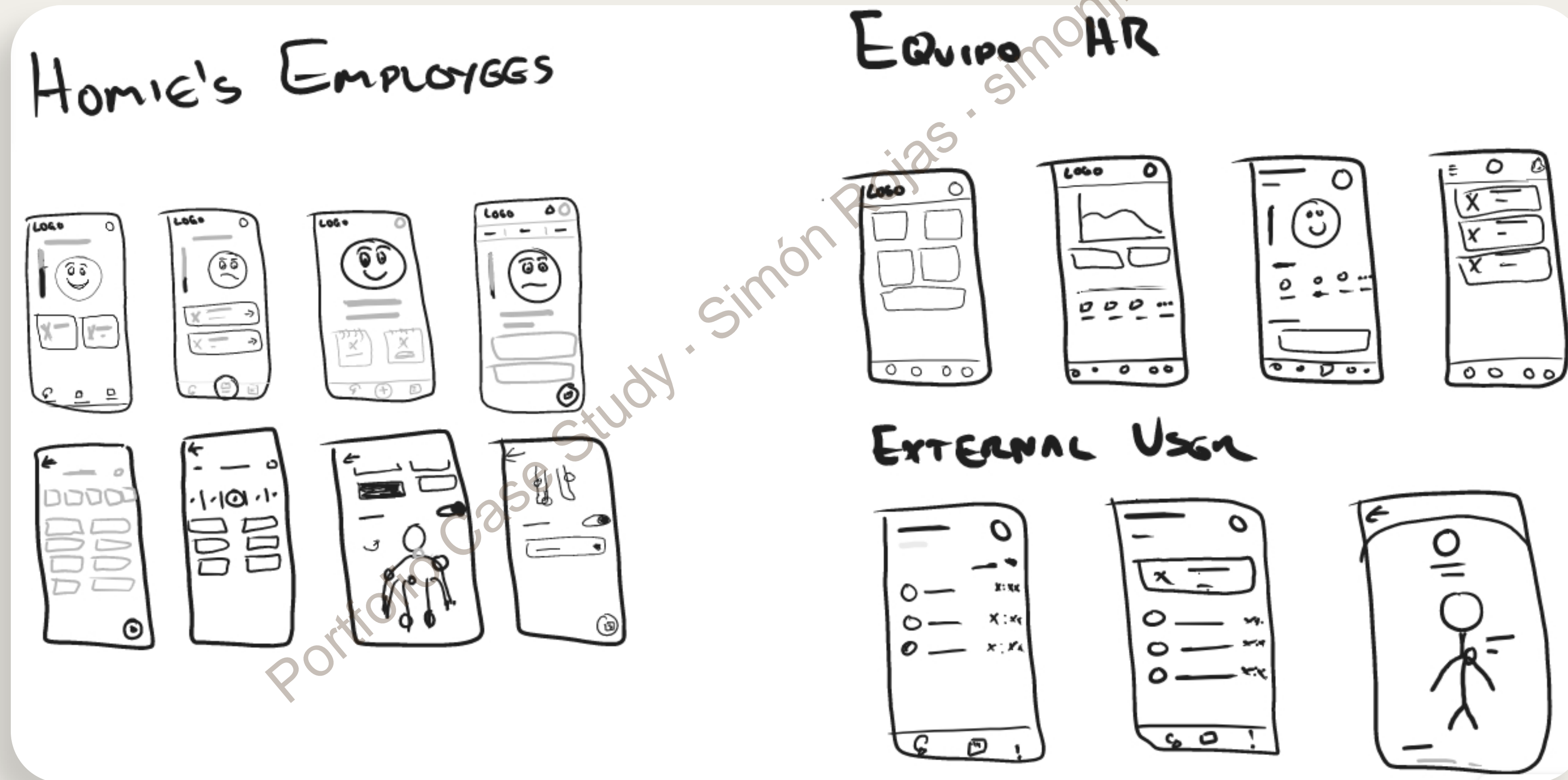


Based on the brainstorming, I generated a mind map for each user, so I could filter and sort the different





Once the ideas were organized, I made some sketches of the screens that I considered most important for each





Prototyping



Based on the sketches, I started to give a little more life to the options I liked, to better visualize the ideas put





Validate or Test



After having the designs a little more elaborated, I decided to consult with my sister, who for the purposes of the exercise played the role of stakeholder, due to her extensive experience as an employee of large companies with these benefits. With her I was able to obtain important feedback that later required rethinking certain

Readjusted stages

Empathize

- Take into account the different roles within the HR team.
- Relevant information on benefits of this style offered by companies.

Some Points Reframed

Define

- Change of: Physiotherapists or massage therapists > Massage therapists.
- Eliminate a need and desire raised in the external user, based on the type of benefit provided.

They need to be able to see and know a small history of the patient.

They are interested in pre-session details about side effects presented by a particular product.

Idear

- New, more specific ideas on metrics available to the HR team.

Prototyping

- It was prototyped with the comments obtained, making the relevant modifications until reaching a real prototype that represented in detail all of them.

RESULT

