

CASE

A water purifier company has decided to create a mobile application, to reduce the number of support calls.

WHAT TO DO ?

Pick a use case from the below-mentioned design requirement and come up with a solution covering all the aspects of interaction design.

As an end user I should be able to:

- Raise and track the service requests
- See service request history
- Check for the new products and latest updates about products
- Service notifications
- Service ratings

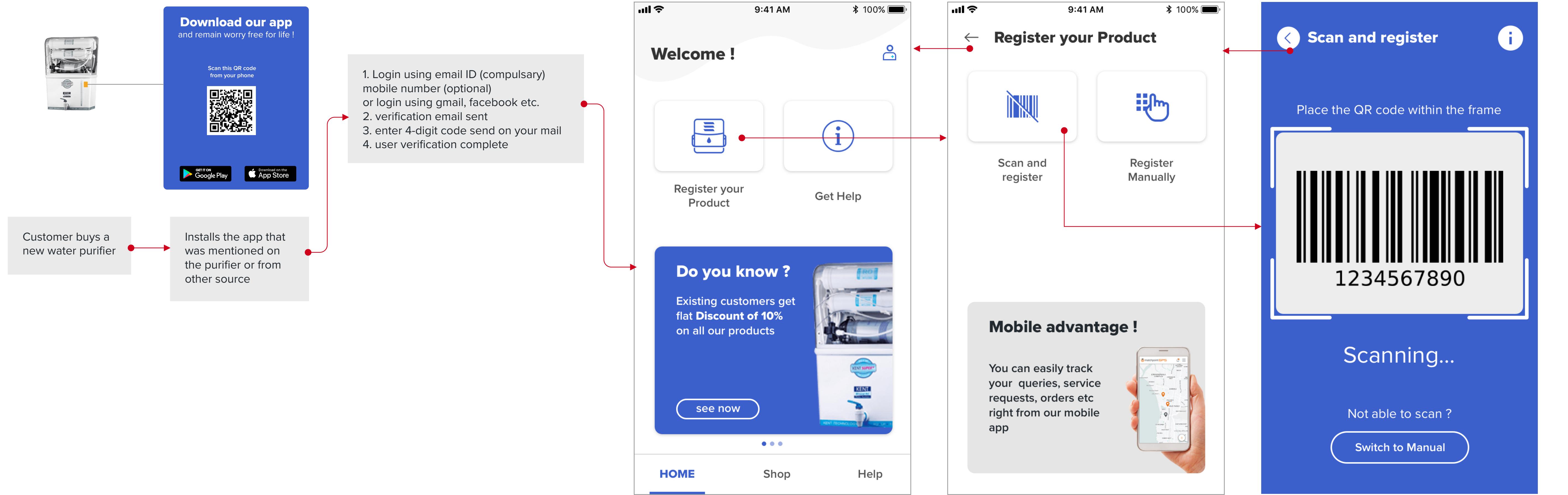
As a Service engineer, I should be able to:

- Track the assigned service requests in the order of priority
- Capture the service related information
- See the past service request history
- Check the availability of spares
- Request placement for Spares to warehouse
- Profile ratings

END USER

Existing Customer - already bought and installed company water purifier

NEW CUSTOMER



0. ONBOARDING AND REGISTERING

This is the first welcome screen, for the user, where he can :

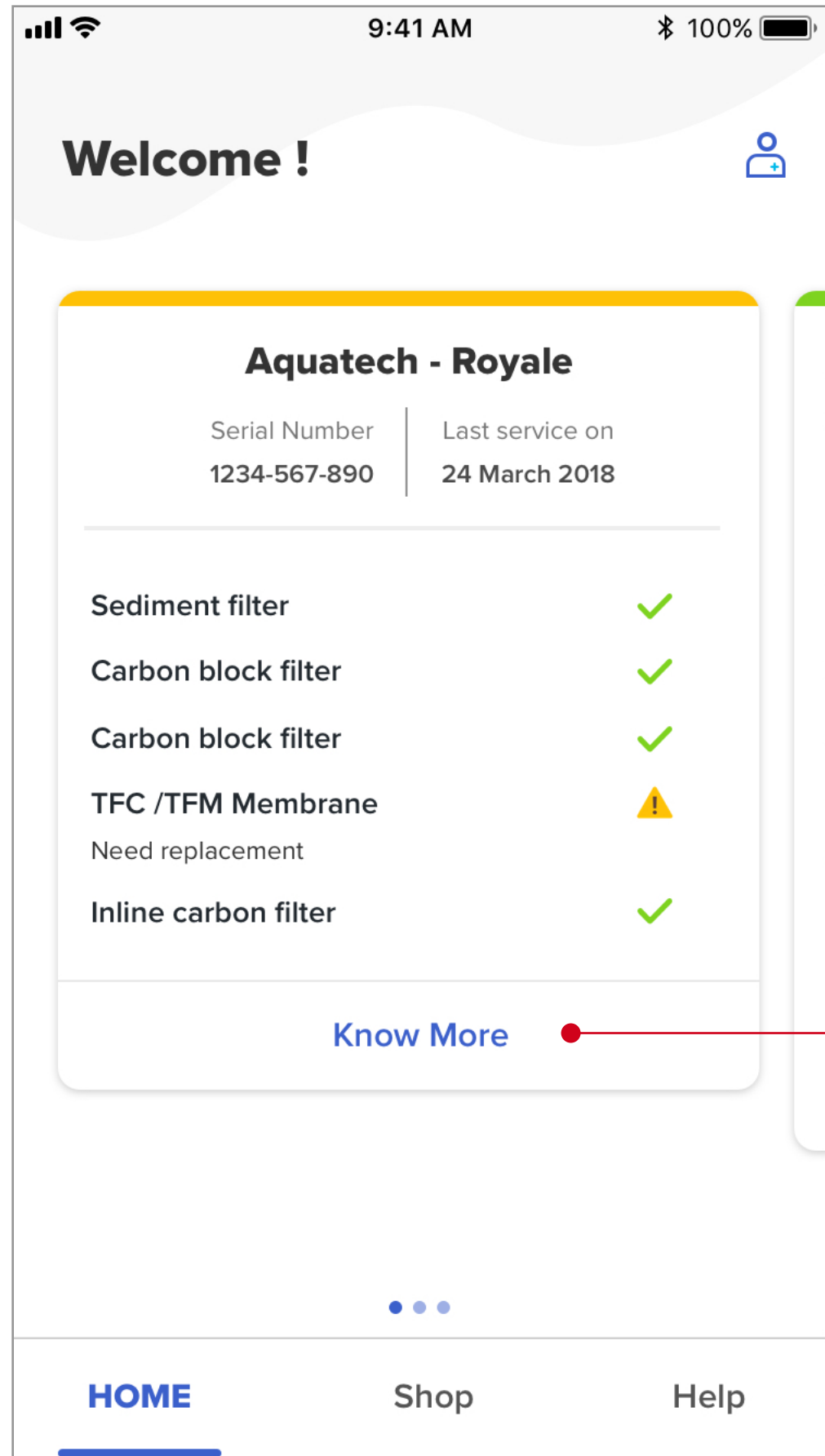
- 1. register a new purifier
- 2. directly go to the help section

User can register for a new product :

- 1. Manually
- 2. Via scan

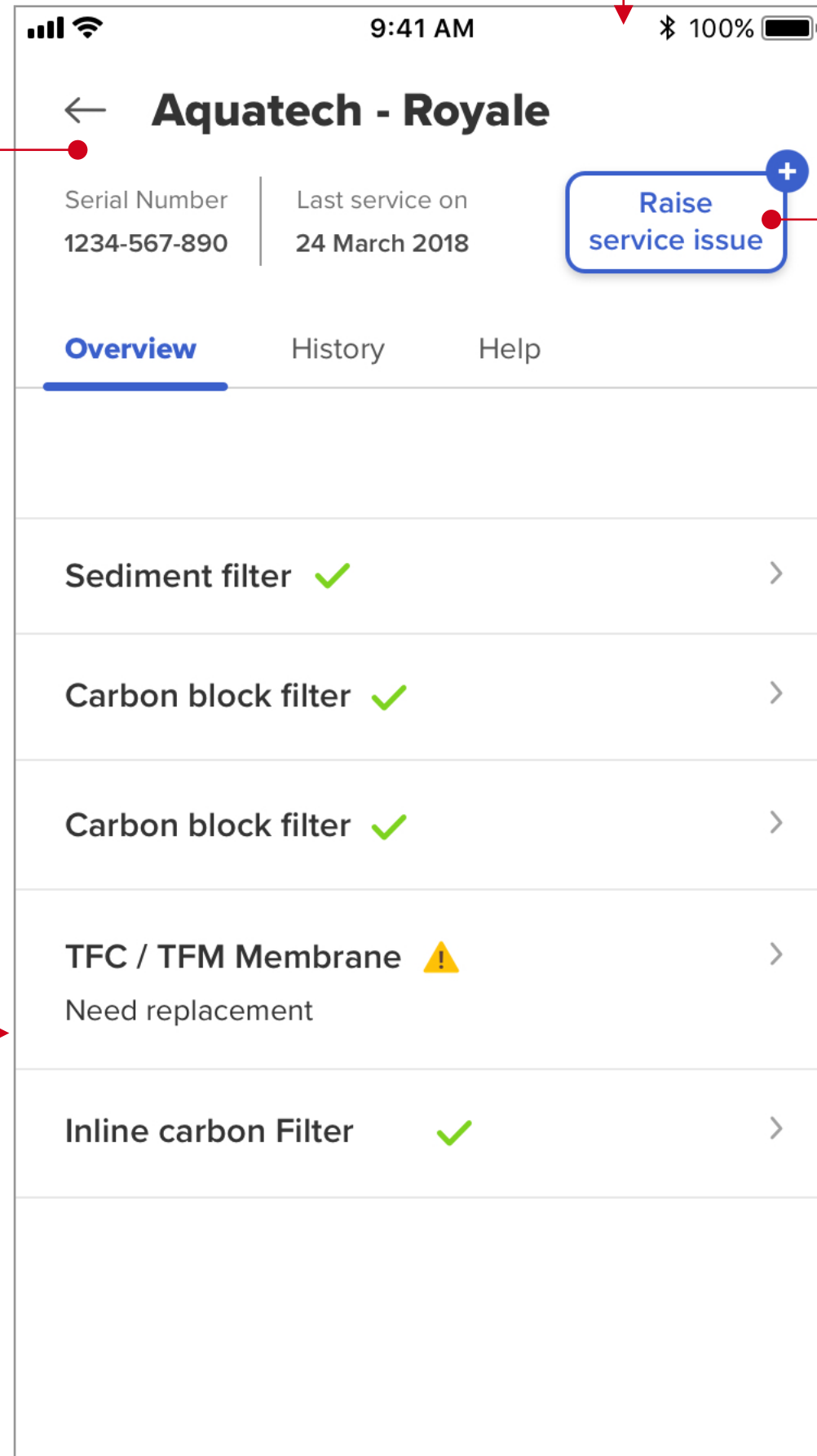
Help icons are placed at most screens for user to see of where he can look for help regarding the current screen

1. RAISE AND TRACK SERVICE REQUEST

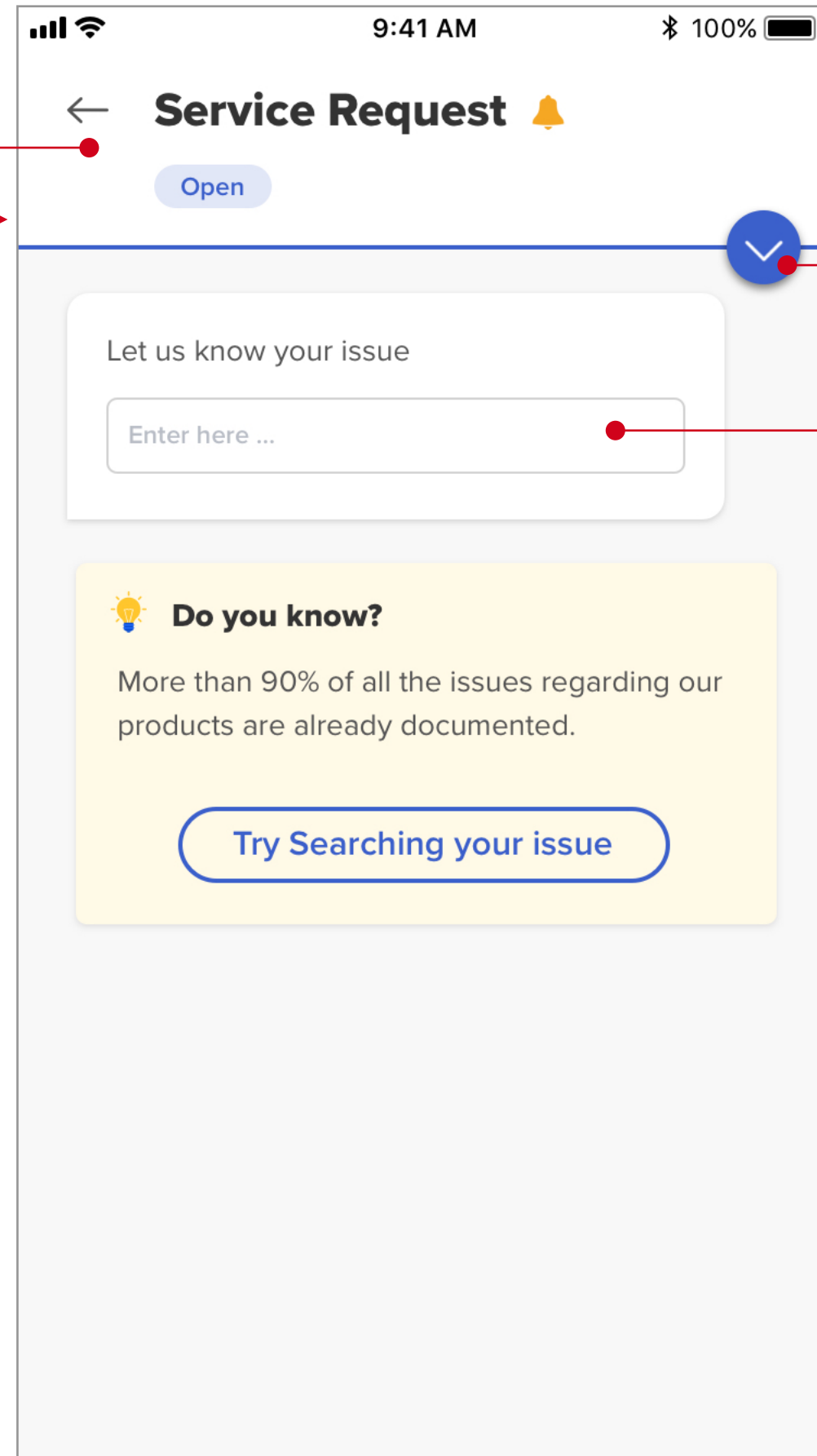


After the user has registered (atleast one product), he will be directed to HOME

He clicks on know more to see the details for the product he owns.



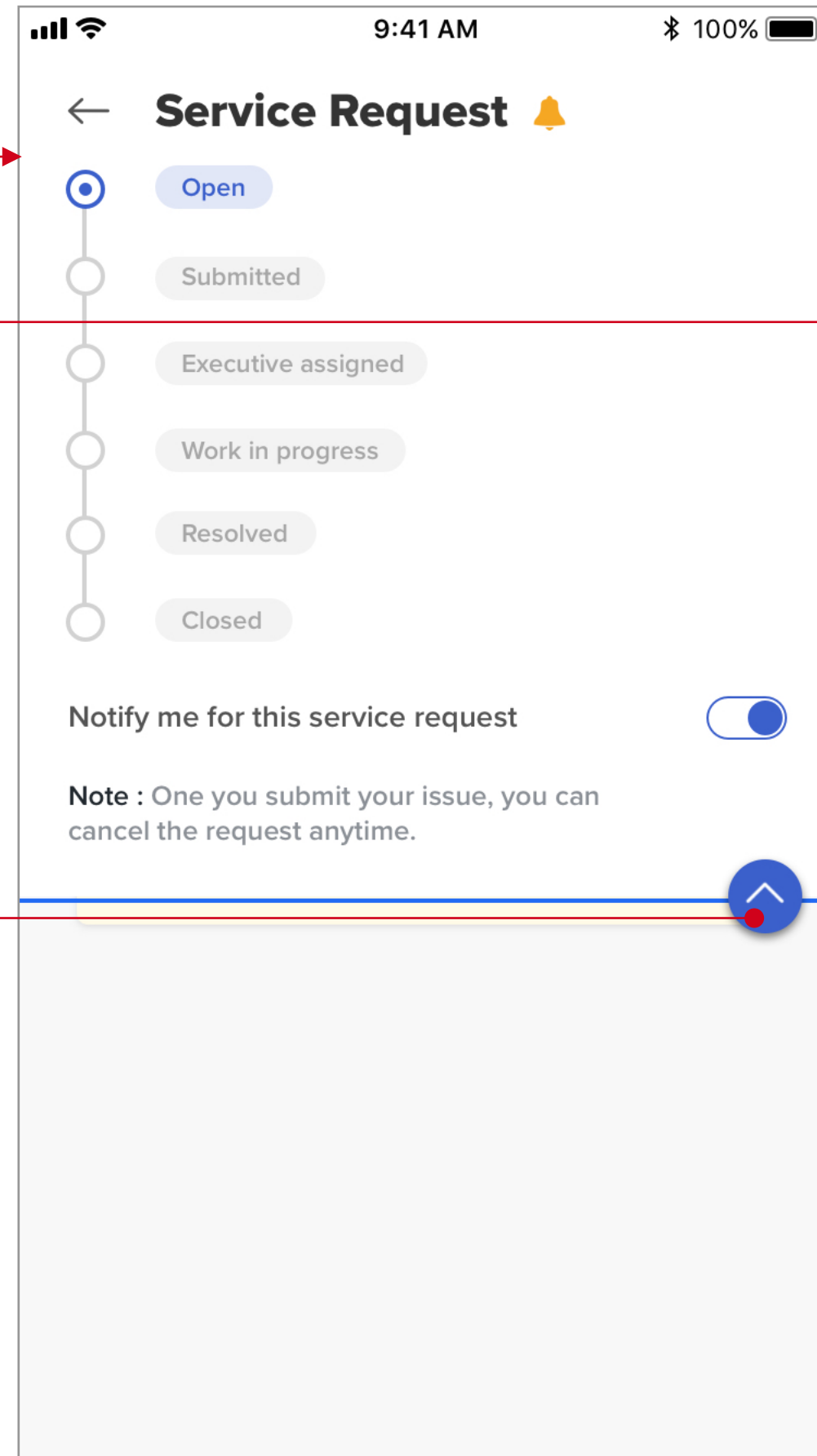
User clicks on the “Raise service issue” to create a new service issue



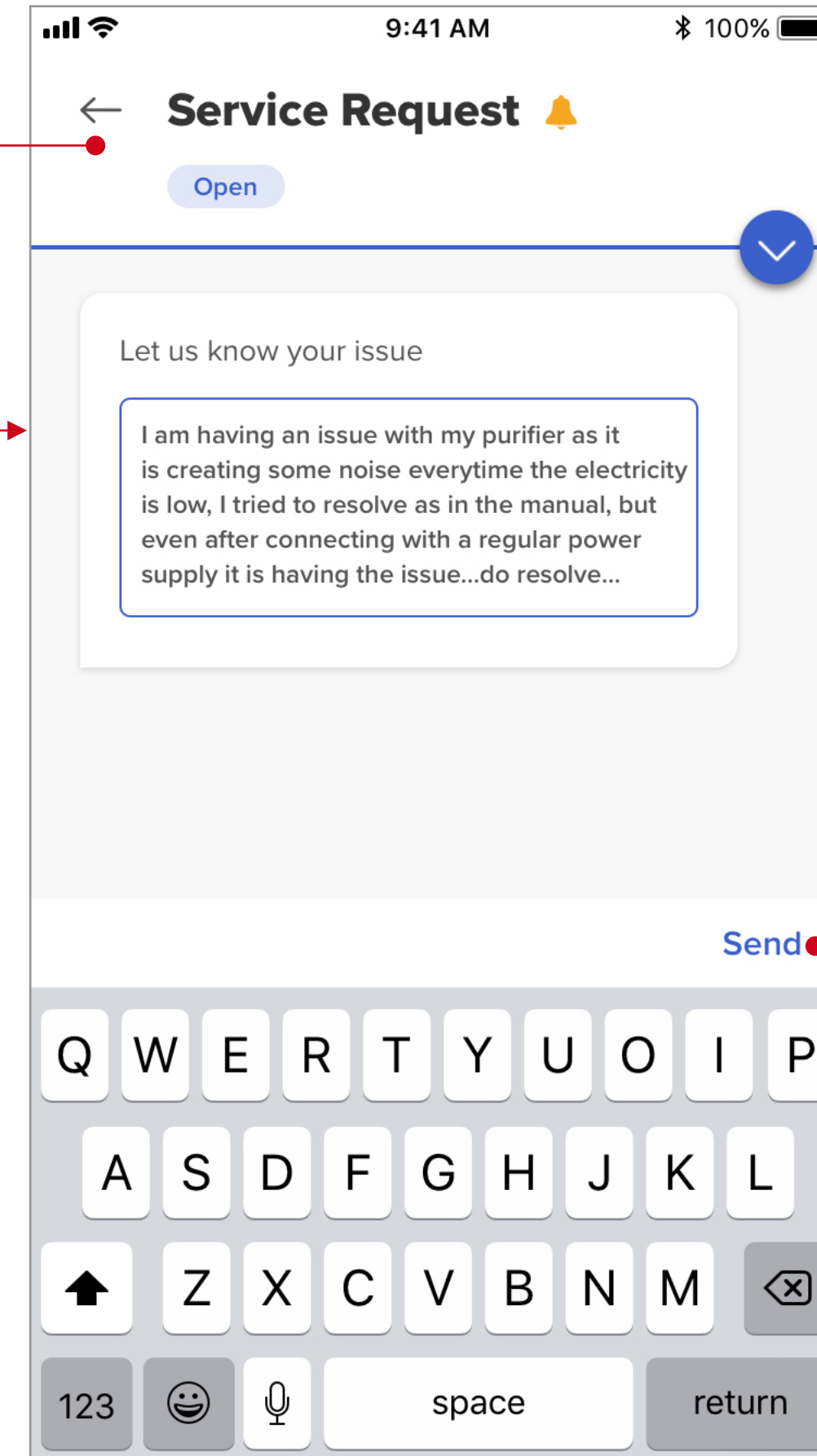
Since the user has not entered the issue, the service request is “OPEN”.

Clicking on the down arrow icon shows the user the states that upcoming

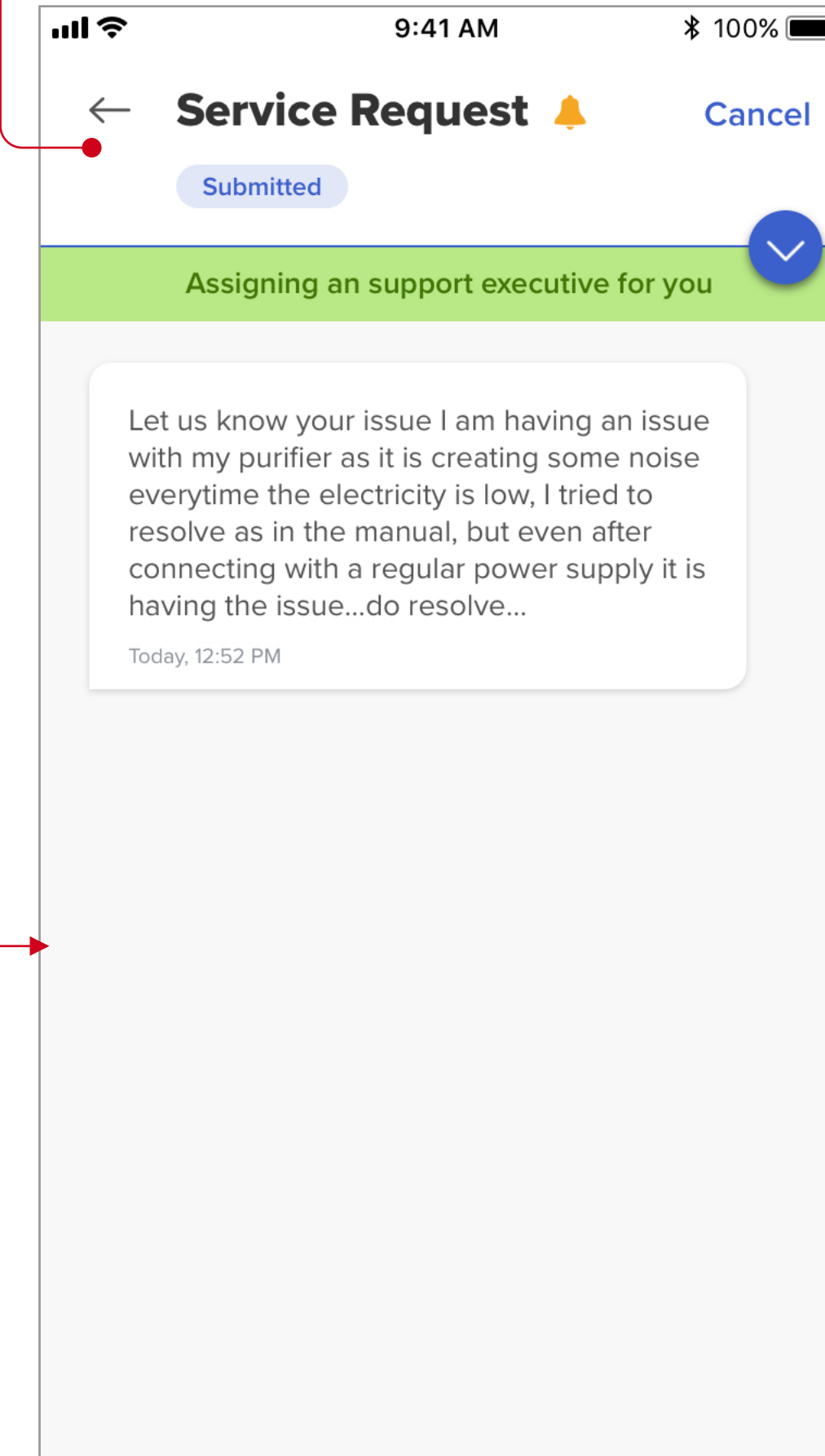
Clicking on “Try searching your issue” will redirect the user to the “HELP” section



clicking on the up arrow icon, hides the service request panel



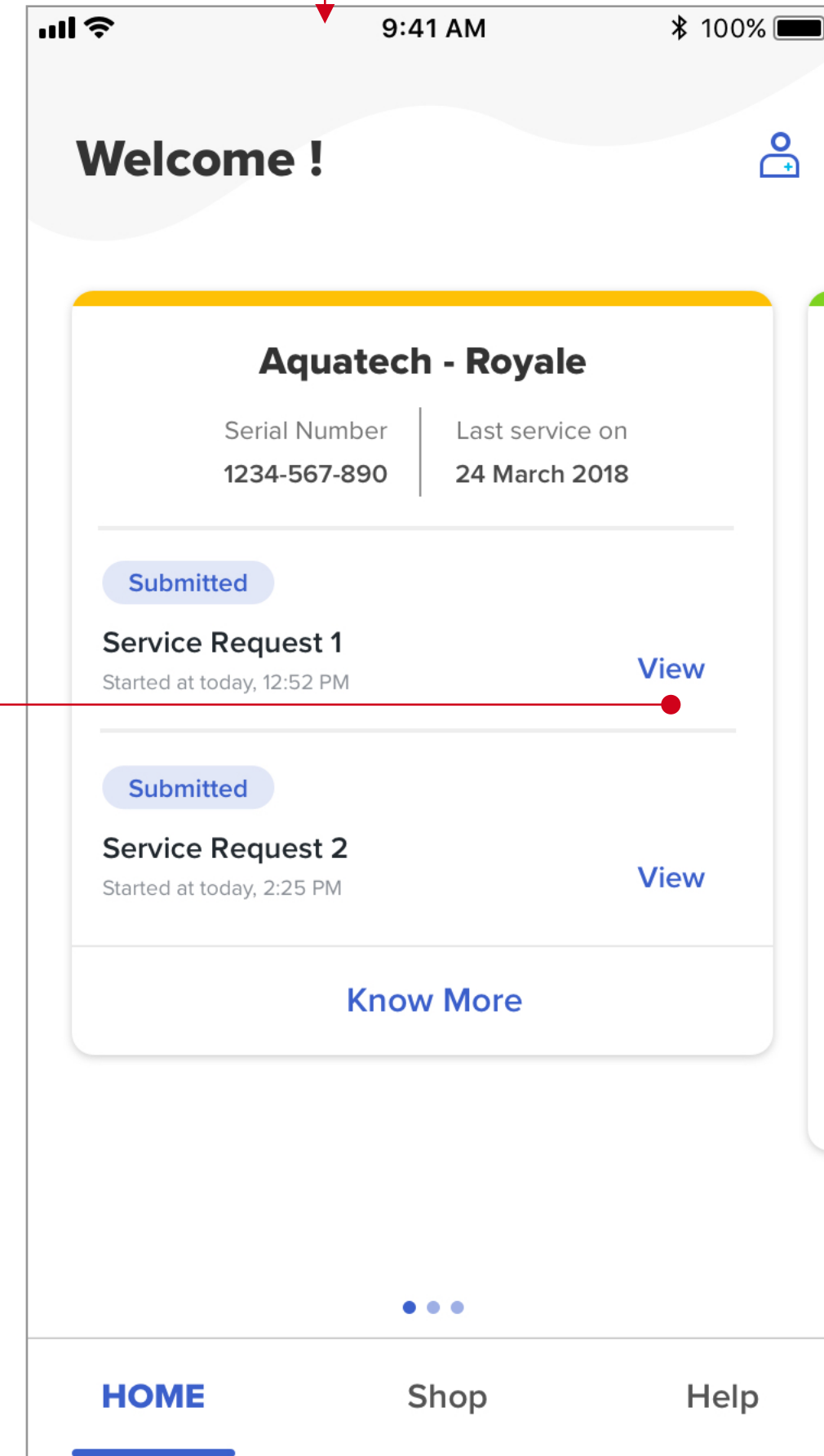
User can type his request and send it



the user request is now sent to the server.

1. Status changes to Submitted
2. Next state is being shown to the user in green status bar
3. Option to CANCEL the service request is available

few more screens which will show the user interacting with the support executive along with recommended system messages and any other references Help articles for user to CLOSE the issue

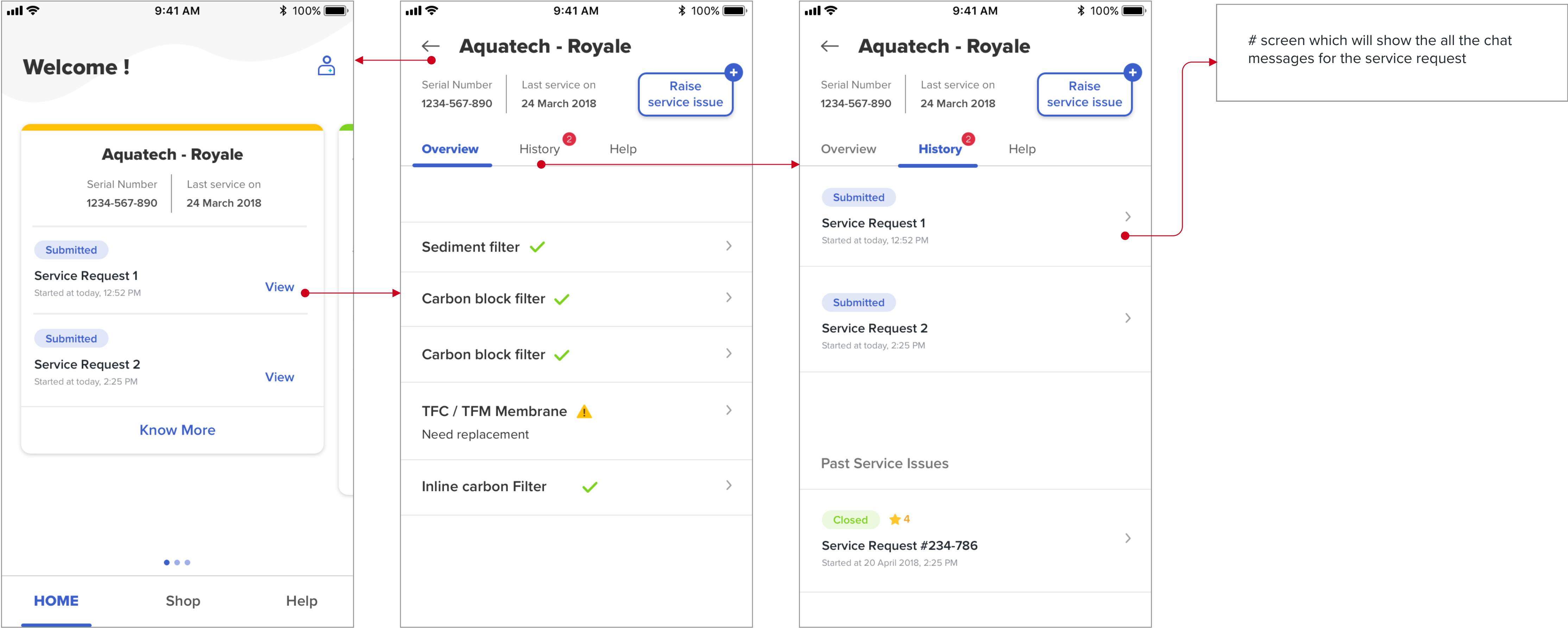


If the user goes back to HOME, he can always see current service requests that are present on the product.

The status will keep on changing, Clicking on “View” will take the user directly to the service request page.

Know more will take the user to the Product Overview section.

2. SEE SERVICE REQUEST HISTORY



Once the service request have been created, they will be seen on the main product card.

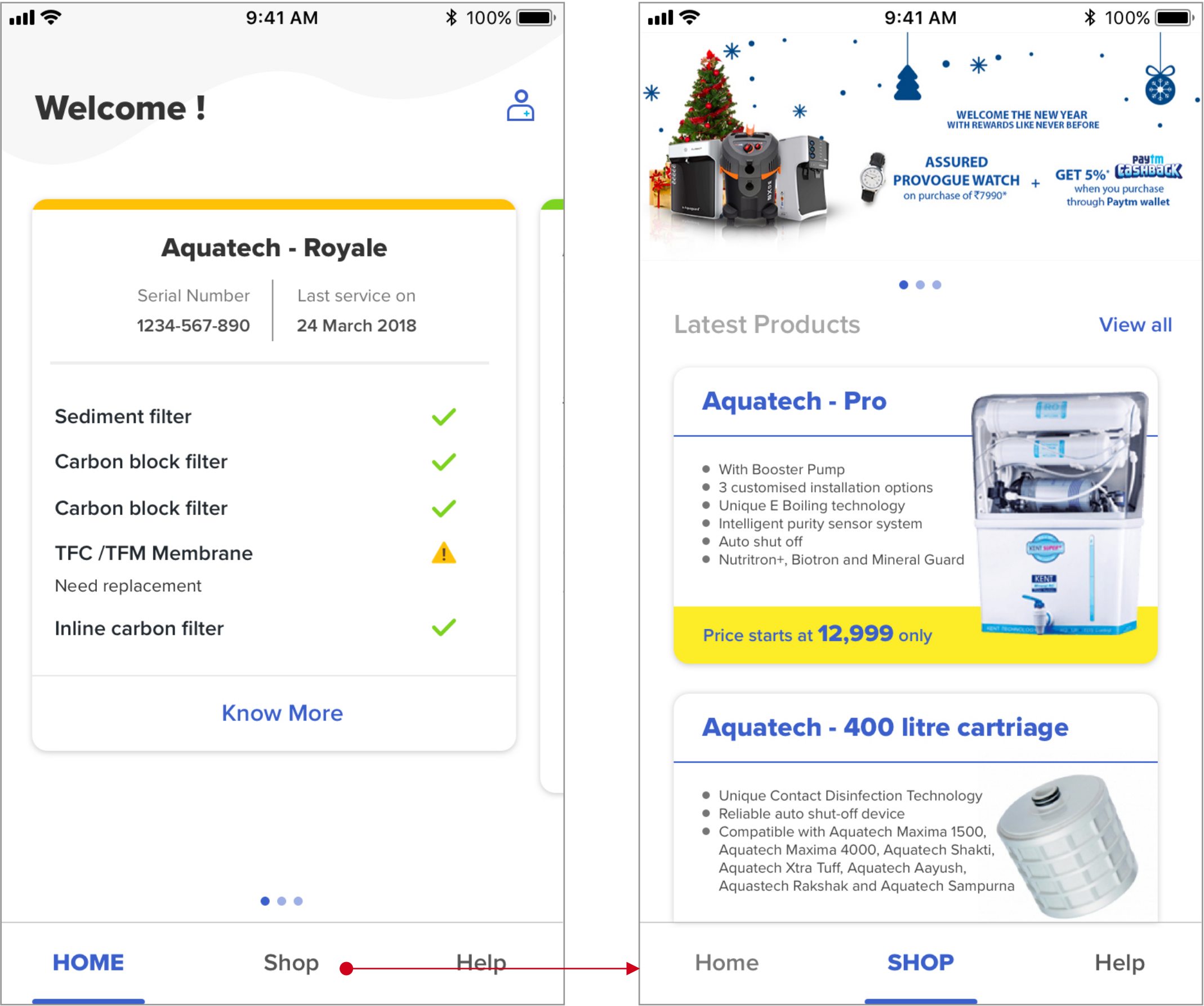
User clicks on “Know more”

“Overview” screen opens by default

User clicks on the “Hlstory” tab to see the Hlstory screen

History tab shows the ongoing service requests along with the past service issues

3. CHECK FOR THE NEW PRODUCTS AND LATEST UPDATES ABOUT PRODUCTS



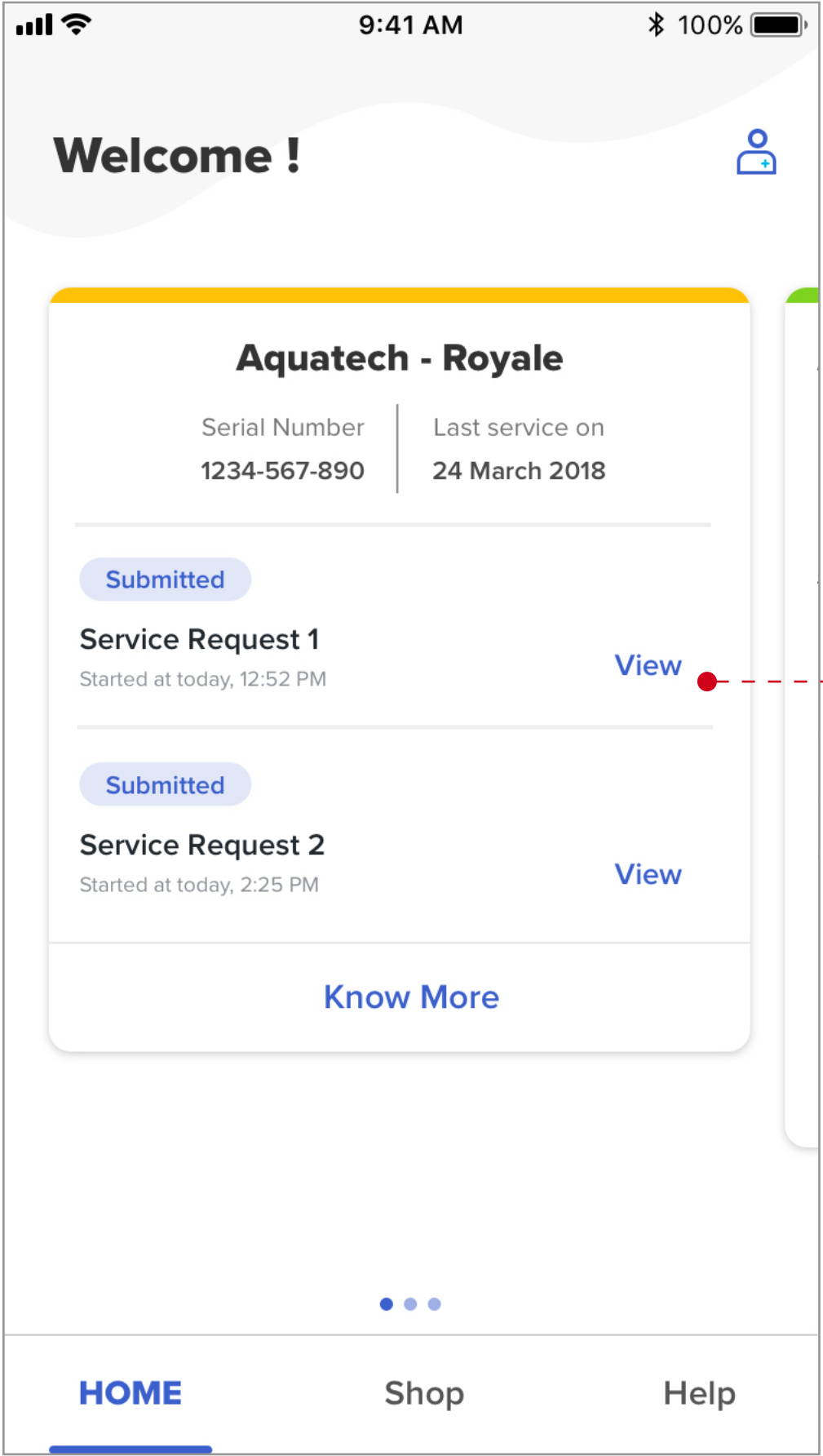
The user can directly go to the SHOP section to see the new products that are available for sale

#the user will be directed to a lot of micropages under the SHOP section at various touchpoints

Offers and latest launch banners are at the top

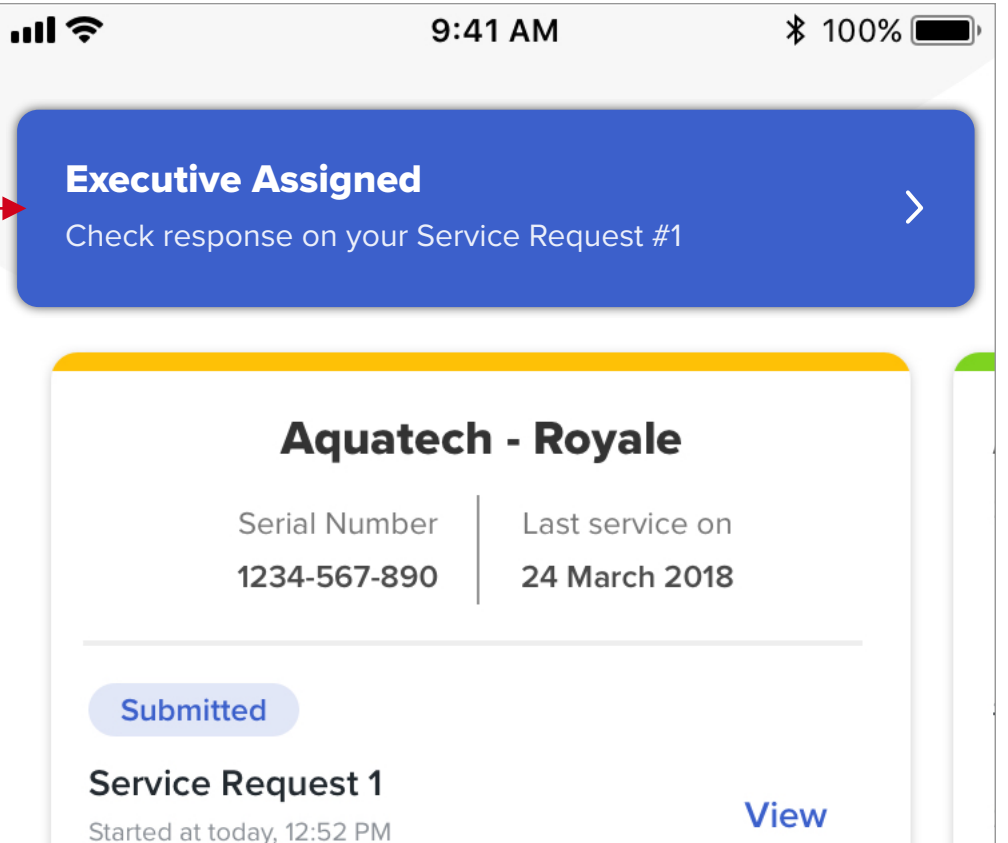
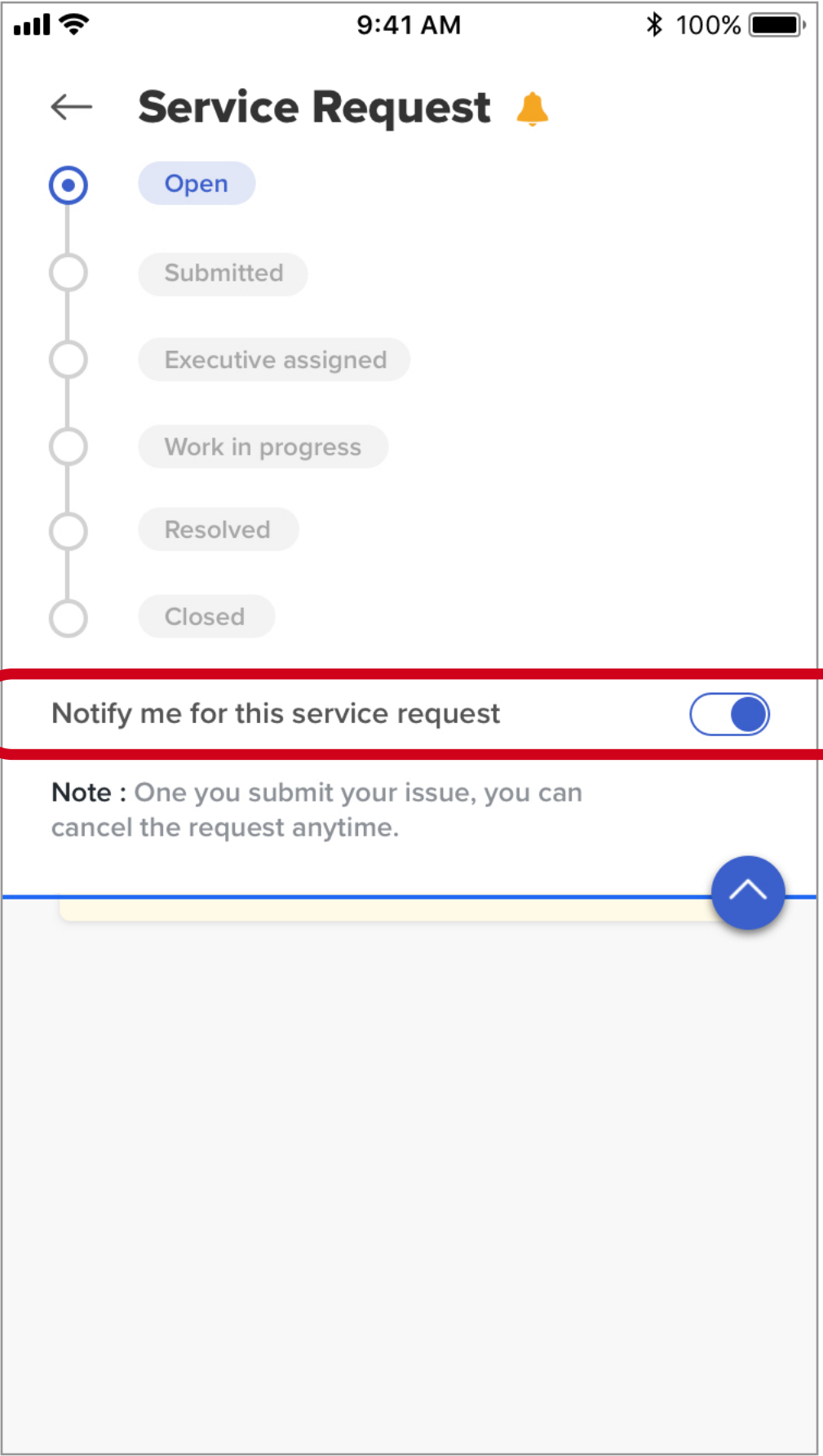
All the products can be viewed from the “view all” button

4. SERVICE NOTIFICATIONS



After the user has the service request screen, he can pull the dropdown to change the notifications settings for the service request.

Deafult the notifications are on (yellow bell indicates that)

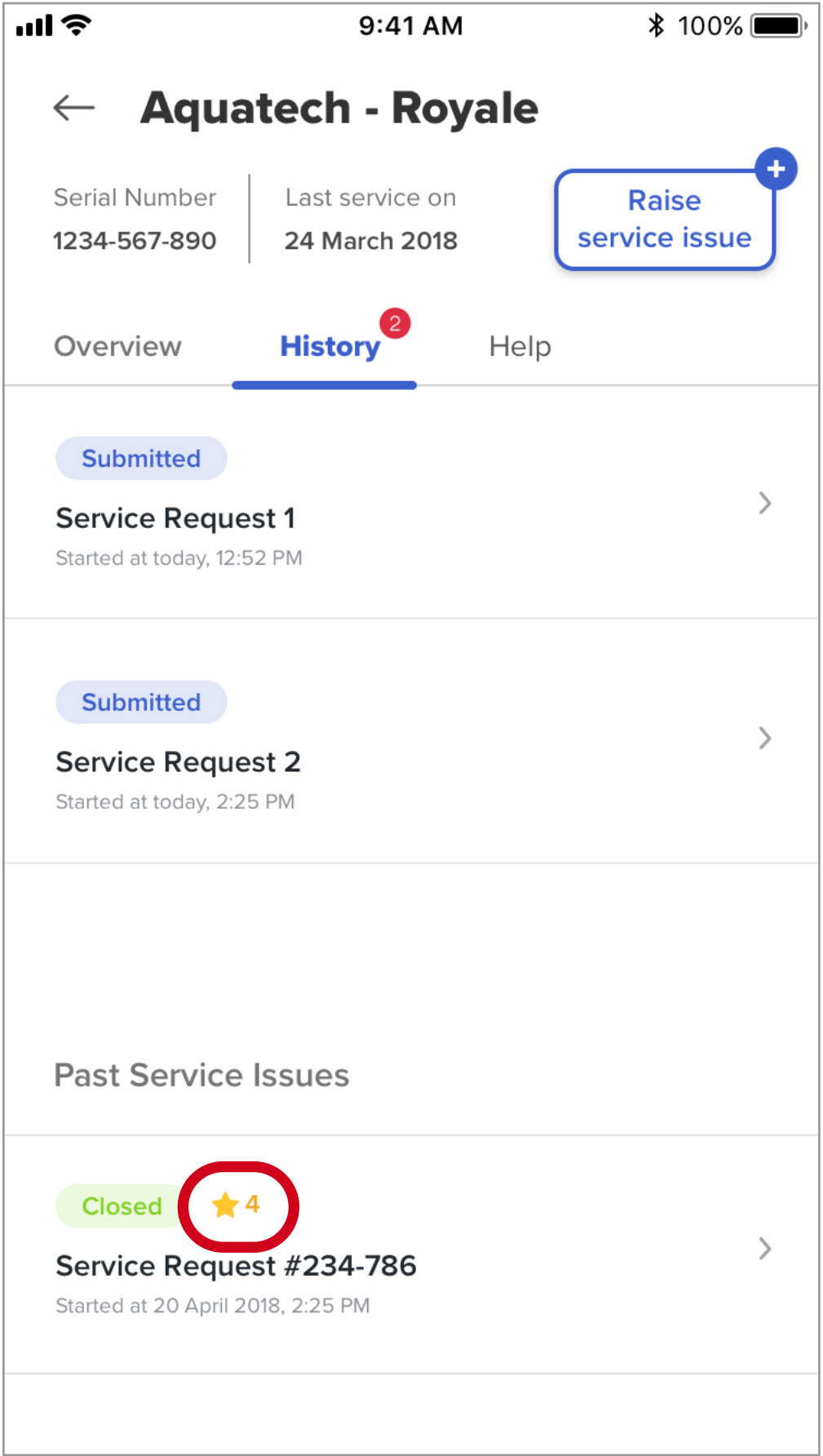


Notifications will be visible on the app and could be outside the app (if app permissions are granted by the user)

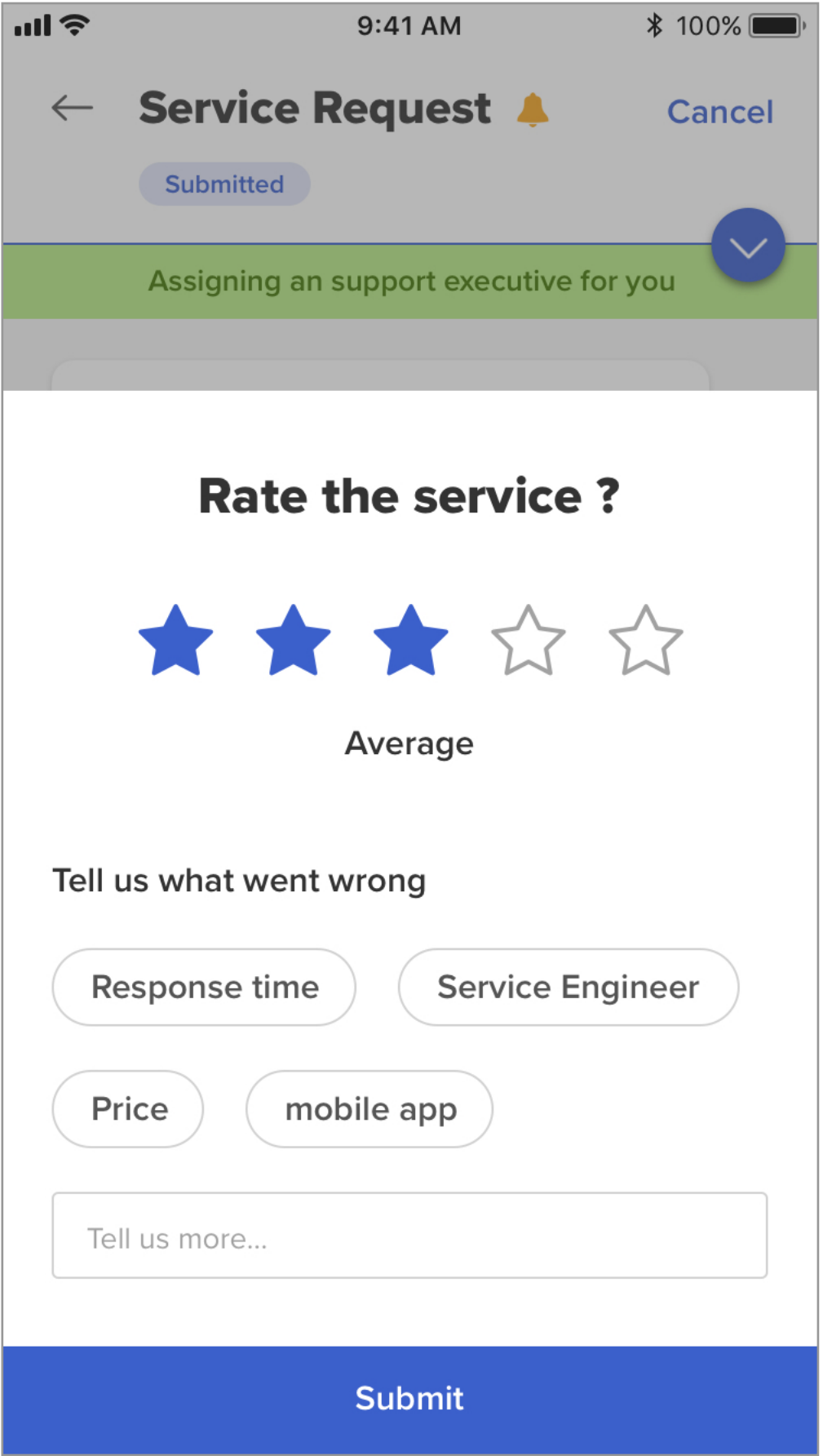
Once the service request have been created, they will be seen on the main product card.

User clicks on “Know more”

4. SERVICE RATINGS



The feedback will be visible on every past ratings in the history section



Once the service request is CLOSED, a feedback form is displayed

The average rating for a service request are shown on respective record

REFERENCES

<https://www.cherryleaf.com/2010/08/3-strategic-ways-to-reduce-the-number-of-support-calls/>

<http://customerthink.com/smarter-customer-service-3-contact-reduction-strategies-that-work/>

<https://www.sysaid.com/blog/entry/5-ways-to-reduce-telephone-calls-to-your-it-help-desk>

<http://www.watgeneral.com/support/pdf/RD102.pdf>

<https://www.eurekaforbes.com/>