User Experience Outline - Smarta System

Tenant

* Pre Move-In
  + User wants to tour apartments. Properties with Smarta system and Smarta locks allow user to tour apartment autonomously
    - Currently, a representative is typically paid to give potential tenants tours
  + User downloads the Smarta app and on the first page it asks “Are you..”
    - A tenant
    - Touring apartments
    - An employee
  + User selects touring apartments and inputs First, Last name, email address, mobile phone number and a password (option for Sign-In with Apple)
  + User selects touring apartments
  + User can browse through Smarta properties in their area, or select address of specific apartment complex they want to tour, with room photos and information
    - This also provides value to property manager. If Smarta brand is tied to trustworthy and cool smart features, properties will benefit from users downloading our app to browse through ONLY properties with Smarta tech, significantly narrowing their search radius
  + User picks a time and date to tour the complex and unit, generating a private key to the complex and unit that only work during the hour they have to tour
  + User arrives at address and is able to use key to unlock front door and unit door
    - While touring, Smarta app will project information about the complex including any amenities or important features
  + Once hour runs out, user’s key no longer works and Smarta app will ask them to leave promptly
  + If user wants to rent apartment, Smarta will store the units they’ve toured and provide an “Apply to Rent Now” button
  + User’s application is submitted to property manager, where they will either accept or decline
  + If accepted and user agrees to contractual lease terms, user’s account shifts from “touring” to a “tenant”
* Move-In
  + After user accepts agreement for unit lease, Smarta uses the email address of account to send information about their new smart apartment and the functionality of the app, including rent payment and issue reporting
  + By the day the user moves into apartment, the Smarta app will allow them to unlock their front door through the Smarta app
  + All information the landlord would like to provide (wifi password, rules, events, etc.) is sent to the user’s app under a “Property Information and Rules” menu option in the settings, which the user is prompted to read after they unlock their door for the first time
* During Lease
  + User should feel as if Smarta is a passive, yet reliable tool for them to automate aspects of their day
  + Smarta system should be proactive in anticipating needs, but not throw them at user more than necessary
    - I.e. if user put a load of wash into a smart washing machine, the Smarta app will only prompt them if the wash is interrupted or when it’s nearly completed
    - However, if users tends to wash clothes every 3 days for a few months and Smarta notices it’s been 5 days since the last wash, the app should send a notification saying “Looks like your usual laundry day passed by! Want me to reserve a machine for you soon?”
    - Unlike many other apps that send notifications to stay relevant, Smarta’s app will be used everyday for locking and unlocking door, so there’s no need to keep reminding user it exists for no reason
  + Controlling Devices
    - Simple, clean UI for managing several devices in home. For MVP, this could likely be as simple as a button to lock and unlock the door. Will expand when new devices are added to ecosystem
  + If user runs into issue, whether it’s maintenance like a broken sink, a mess like a spill in an elevator, or a noise complaint for rowdy neighbors, there will be an issue reporting section of app
    - Example of Issue Reporting process:
      * Where is the problem?
        + My Unit
        + Another Unit
        + Elevator
        + Floor Hallway (Which Floor?)
        + Outside
      * What’s the problem there?
        + Something’s Broken
        + There’s a Mess
        + Disturbance (Loud Noise, Smoking, etc)
        + Other (Please Specify)

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* + - * How urgent is it?
        + Sliding scale of 1-10
  + User can pay rent and utilities from the Smarta app as well
    - Rent and utility payment in a chat-bot/dynamic form system
      * Example:
        + Here to pay rent for this month? (Yes) Great! Did you also want to pay utilities? (Yes) Okay then, this month’s rent is $1,100 and your utilities this month cost $67.82, so today’s total balance is $1,167.82. Want me to pay that for you? (Yes) Great! Just to be sure, we’re using your card ending in 4325 correct? (Yes) Okay, one second… And done! Your payment for rent and utilities has been made for the month of x. To check all of your previous payments, click the rent history section. Otherwise, see you later!
      * If users says no to paying rent, they can open an issue with rent or utility payment directly through this section
      * Users can also set up automatic monthly payments
    - \*Perhaps this is where we can implement decentralized data economy savings
  + User can create and access routines to automate devices around their day
    - App section will ask user for input of new routine in natural language and translate it to a system of actions on devices in the home
      * Example
        + user inputs “I want the lights and thermostat to turn off whenever I leave the house.”
        + Smarta Suggestion: when [user] (leaves home) then [all lights in all rooms] (turn off) and [thermostat] (turns off).
        + Do you want to create this routine? (Yes) Awesome! What do you want to call it? (Leaving) Okay! I’ve created the routine “Leaving” for you.
  + User can communicate directly with Landlord in the “contact landlord” section of app, but only after
    - Reporting an issue with complex
    - Reporting an issue with rent/utility payments
    - Landlord reaches out to them first

Property Manager/Landlord (desktop only)

* Tenant Management
  + Communicating with potential tenants
    - Section for “prospective tenants”
    - Can see all people who have toured apartments through Smarta app
    - Can reach out through email to prospective tenant for any sales or marketing materials
  + Communicating with current tenants
    - Section for “Units and Residents”
      * List of units with information on who is in them
      * If manager selects one unit, they can contact them directly through the Smarta app
        + Manager and tenant can communicate via the “contact landlord” section of app
      * If manager wants to send message to all residents, there should be an option on top of list that says “contact all”
* Employees
  + Landlord can add and manage employees through the desktop app
  + Employees have their own login style of mobile app that just shows their currently open tickets, history of work completed, and has a section to call property manager directly
  + Property manager can schedule employees and issue preferences to them
    - For maintenance, preferences to higher ticket issues like leakages, broken equipment and messes
    - For front desk/operations employees, they can receive small issues like small spills, upset residents, etc.
* Maintenance
  + Automated maintenance tickets
    - When users report an issue on the “issue reporting” section of mobile app, a ticket is automatically generated and assigned to whatever employee is scheduled and has free time for new tasks
    - Ticket is pushed to maintenance worker’s app so they can perform the tasks necessary to close it
    - When completed, worker marks it as so and property manager can access completed tickets with descriptions in a “completed tickets” section of the desktop app
* Accounting and Operations
  + Collecting rent
    - Property manager can view all rent payments made by tenants through an “accounting” section of app
    - Dashboard will have monthly reports on
      * Paid
      * Past Due
        + If tenant is past due, landlord can send a notification reminder to tenant’s mobile app prompting for rent or to contact them if they need any help
  + Collecting and paying utilities
    - Same system as rent, work with NG to ensure efficient payments
  + Manage all income and expenses
    - Property manager can keep track of all expenses using a built in system
    - Overview of expenses to revenue ratio over time
    - Smarta creates suggestions for advertising listings and cost-saving options to improve this ratio
      * Future feature, would be hard to meet deadlines for MVP implementation
    - Store documents on platform for quick access
* Energy Consumption
  + Measure consumption of electricity from individual devices to create an energy report
  + Compare how different devices utilize energy and Smarta can make suggestions if there is enough data input to do so
    - Will likely have to wait until more devices are available in our ecosystem to have any significance