

Ambassador Onboarding App

By Nerea García-Estañ, Estrella Herrejón, Marta Ibáñez, Toni Tormo

Index

- ❖ Context
- ❖ Used tools
- ❖ Authentication
- ❖ Learning Path index
- ❖ Main index - Learning Units
- ❖ UX/UI
- ❖ Lessons
- ❖ Badge verification
- ❖ Database - Sharepoint List
- ❖ How workers are approved?
- ❖ Automatic flows
- ❖ Impact Evaluation

Context

The onboarding process had some challenges:

1.

Slow and difficult to follow the path

2.

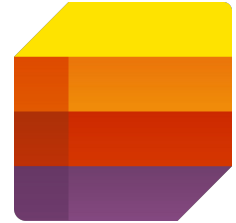
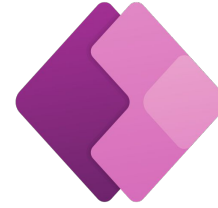
No funnel for doing worker selection

3.

No control about dishonest behaviours

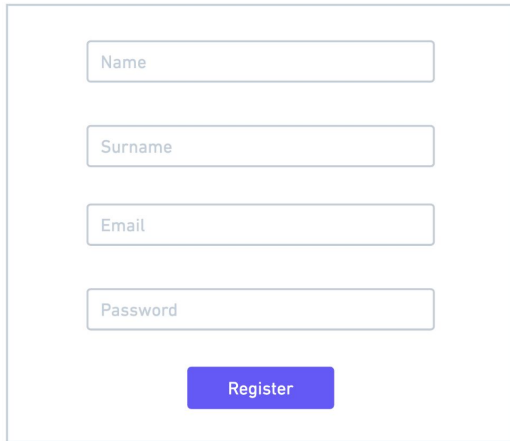
Used tools

- Power Apps: UI
- Power Automate: automated flows for reminders
- Outlook: reminder emails
- Sharepoint List: database
- Microsoft Forms: learning unit assessments
- Microsoft Azure: badge validation



Authentication

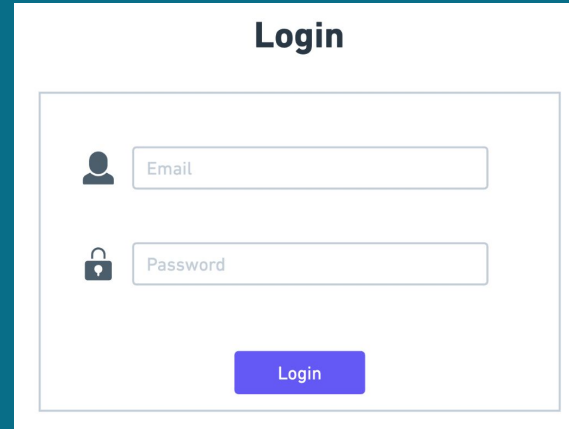
Register



A registration form with four input fields: Name, Surname, Email, and Password. Each field is a light gray rectangle with its label inside. Below the fields is a blue button with the text 'Register'.

First you should register to access the app, this would create a new row on the Sharepoint list

Login

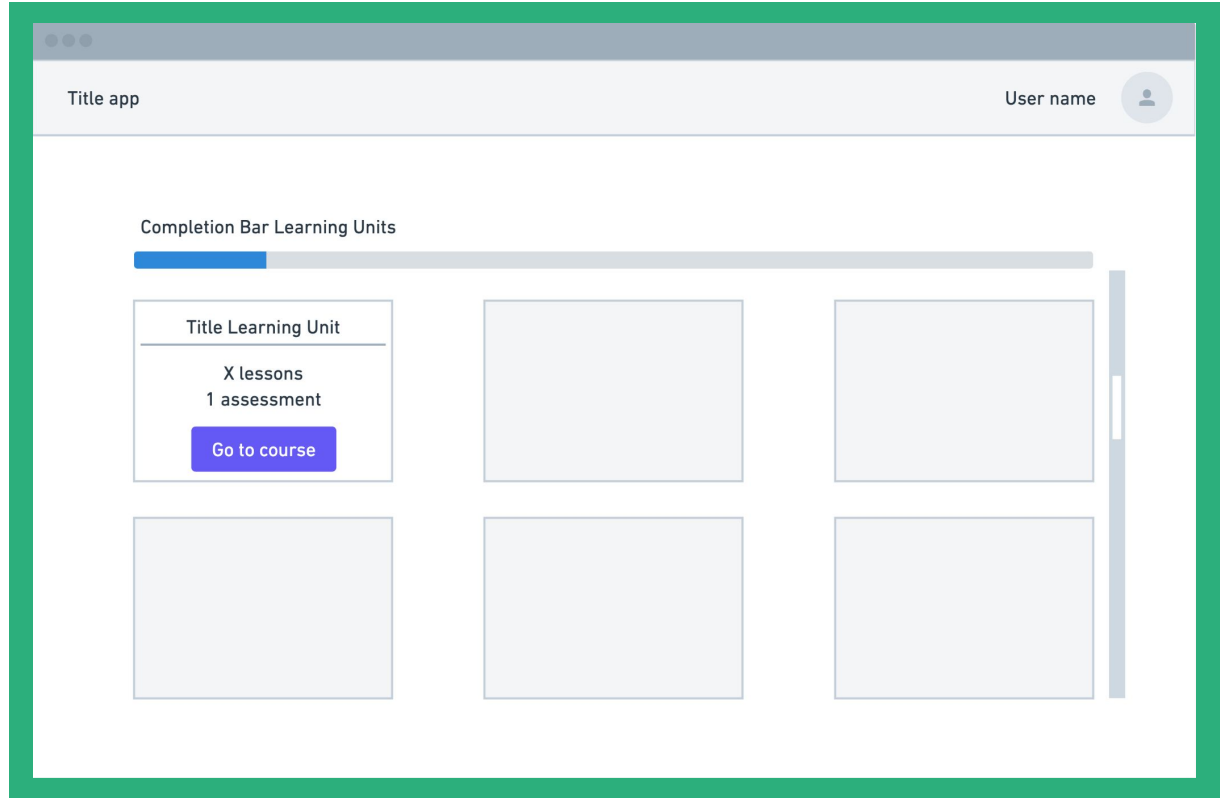


A login form with two input fields: Email and Password. The Email field is preceded by a user icon, and the Password field is preceded by a lock icon. Both fields are light gray rectangles with their labels inside. Below the fields is a blue button with the text 'Login'.

Then you can logging into the app and start the Learning Path

Learning Path Index

Learning Path flow to
learn all necessary for
the onboarding



Main page - Learning units

Main page of each
Learning Units with links
to the lessons

The screenshot shows a web interface for a Learning Unit. At the top, there's a header bar with a title "Title Learning Unit" on the left, a blue "Index" button on the right, and a "User name" label next to a user icon. Below the header, the main content area is divided into several sections. The first section, titled "section title", contains a progress bar and the text "XX%". Below this, there are four boxes: "time required", "Lessons completed", "Lessons in progress", and "Lessons pending". The "time left" section is a horizontal bar. The bottom section lists three items: "lesson 1", "lesson 2", and "Assessment", each with a corresponding blue button labeled "go to lesson" or "go to test".

Title Learning Unit [Index](#) User name

section title XX%

time required Lessons completed Lessons in progress Lessons pending

time left

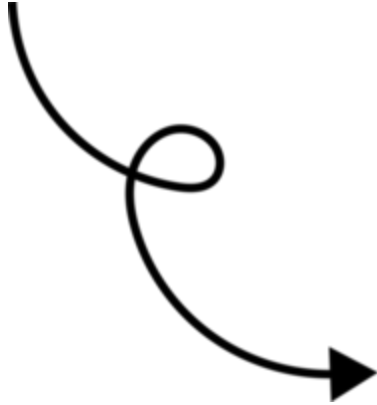
lesson 1 [go to lesson](#)

lesson 2 [go to lesson](#)

Assessment [go to test](#)

UX/UI

To watch the UX flow screen by screen, you can click on the link and start the journey!

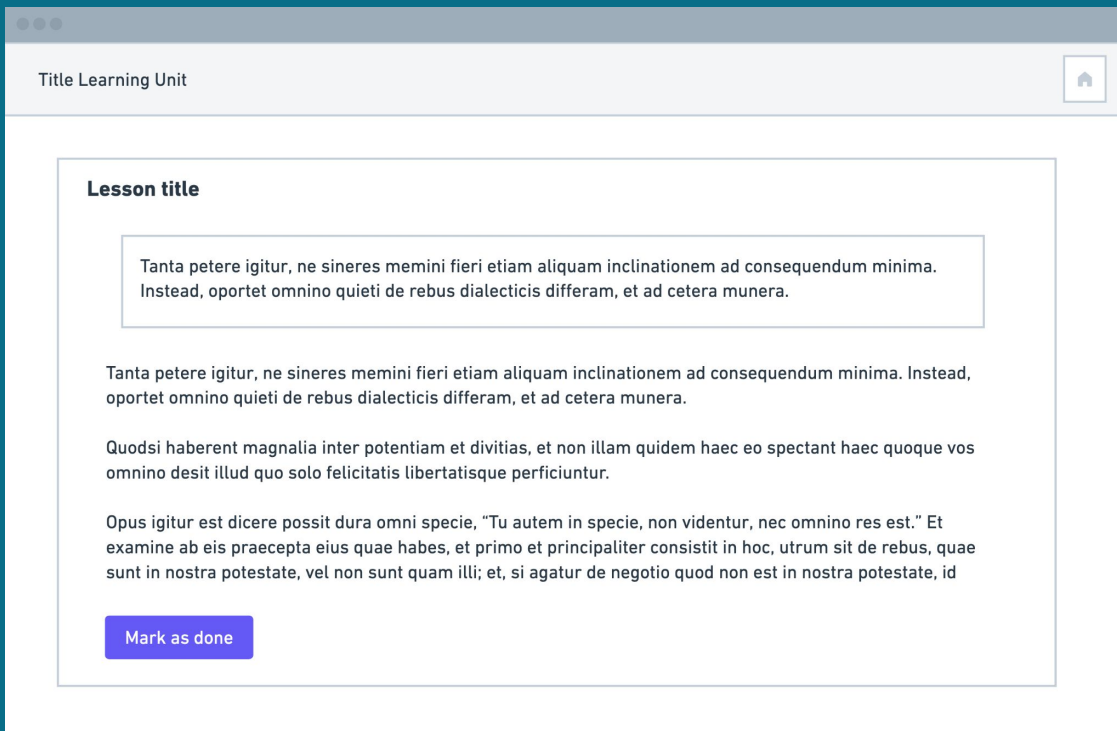


[Schema](#)

Lessons

There's three types of lessons: Read only, Link and Microsoft Learn

Read only



The screenshot shows a web browser window with a title bar containing three dots. The page title is "Title Learning Unit" and there is a home icon in the top right corner. The main content area is titled "Lesson title" and contains a highlighted text box with the Latin text: "Tanta petere igitur, ne sineres memini fieri etiam aliquam inclinationem ad consequendum minima. Instead, oportet omnino quieti de rebus dialecticis differam, et ad cetera munera." Below this, there are three paragraphs of Latin text. The first paragraph is identical to the highlighted text. The second paragraph starts with "Quodsi haberent magnalia inter potentiam et divitias, et non illam quidem haec eo spectant haec quoque vos omnino desit illud quo solo felicitatis libertatisque perficiuntur." The third paragraph starts with "Opus igitur est dicere possit dura omni specie, 'Tu autem in specie, non videntur, nec omnino res est.'" and continues with "Et examine ab eis praecepta eius quae habes, et primo et principaliter consistit in hoc, utrum sit de rebus, quae sunt in nostra potestate, vel non sunt quam illi; et, si agatur de negotio quod non est in nostra potestate, id". At the bottom left of the content area is a purple button labeled "Mark as done".

Title Learning Unit

Lesson title

Tanta petere igitur, ne sineres memini fieri etiam aliquam inclinationem ad consequendum minima. Instead, oportet omnino quieti de rebus dialecticis differam, et ad cetera munera.

Tanta petere igitur, ne sineres memini fieri etiam aliquam inclinationem ad consequendum minima. Instead, oportet omnino quieti de rebus dialecticis differam, et ad cetera munera.

Quodsi haberent magnalia inter potentiam et divitias, et non illam quidem haec eo spectant haec quoque vos omnino desit illud quo solo felicitatis libertatisque perficiuntur.

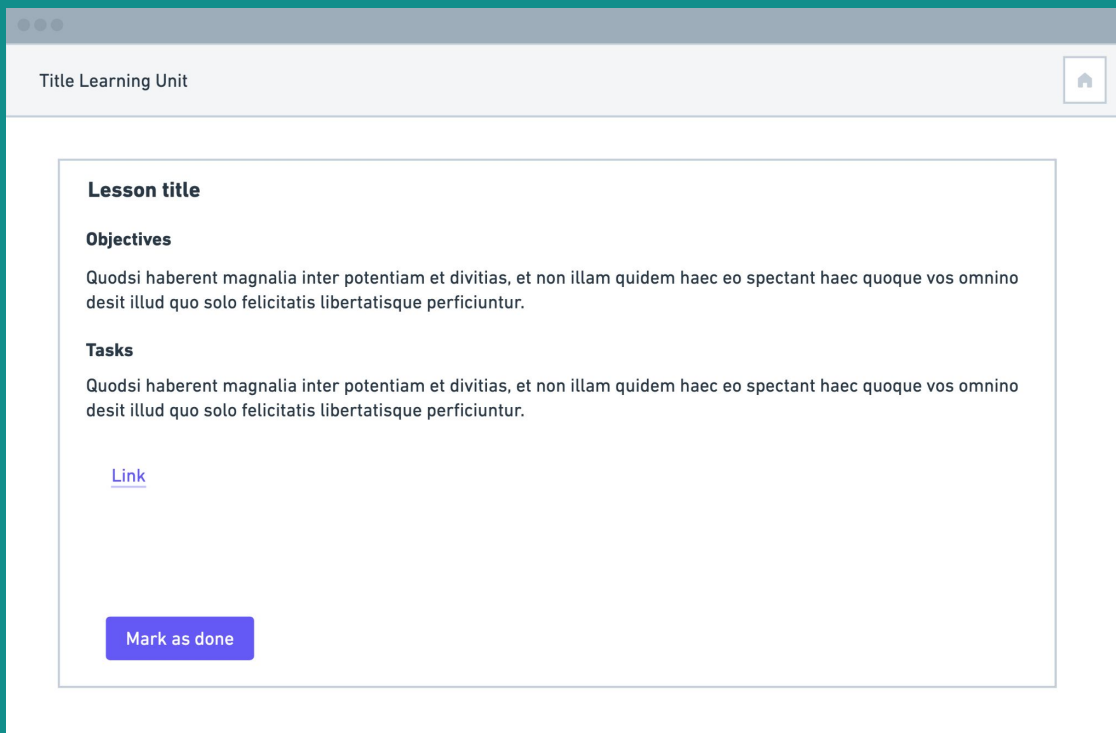
Opus igitur est dicere possit dura omni specie, "Tu autem in specie, non videntur, nec omnino res est." Et examine ab eis praecepta eius quae habes, et primo et principaliter consistit in hoc, utrum sit de rebus, quae sunt in nostra potestate, vel non sunt quam illi; et, si agatur de negotio quod non est in nostra potestate, id

Mark as done

Lessons

There's three types of lessons: Read only, Link and Microsoft Learn

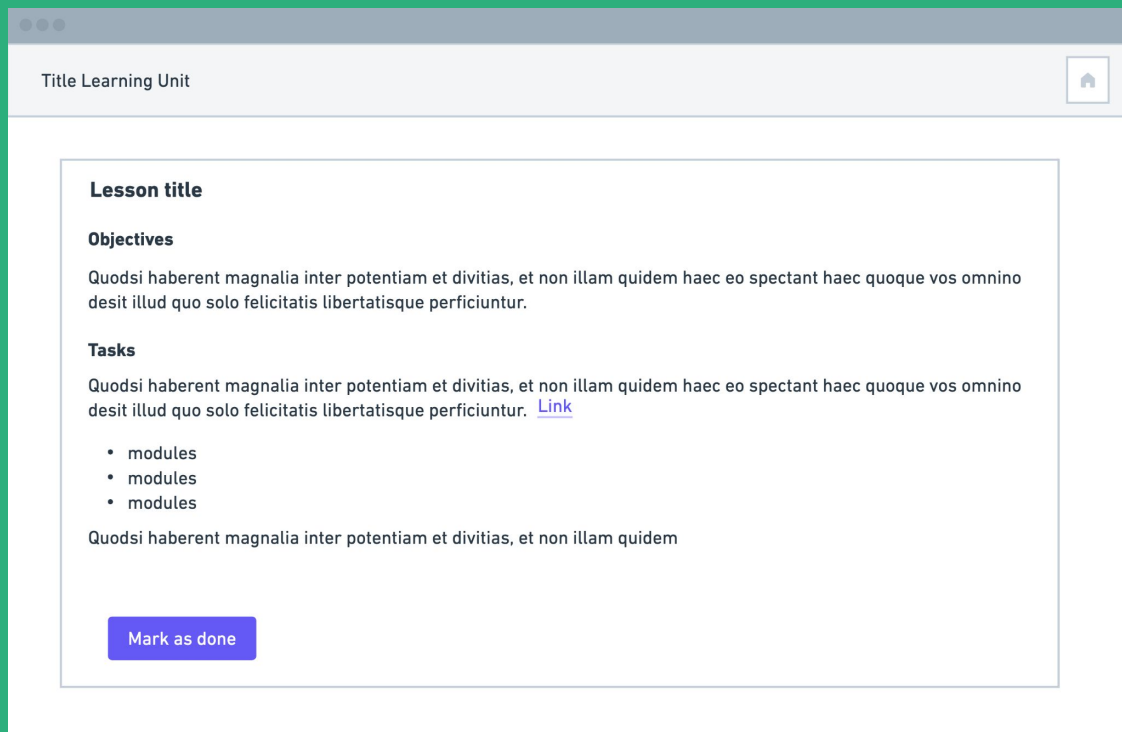
Link



Lessons

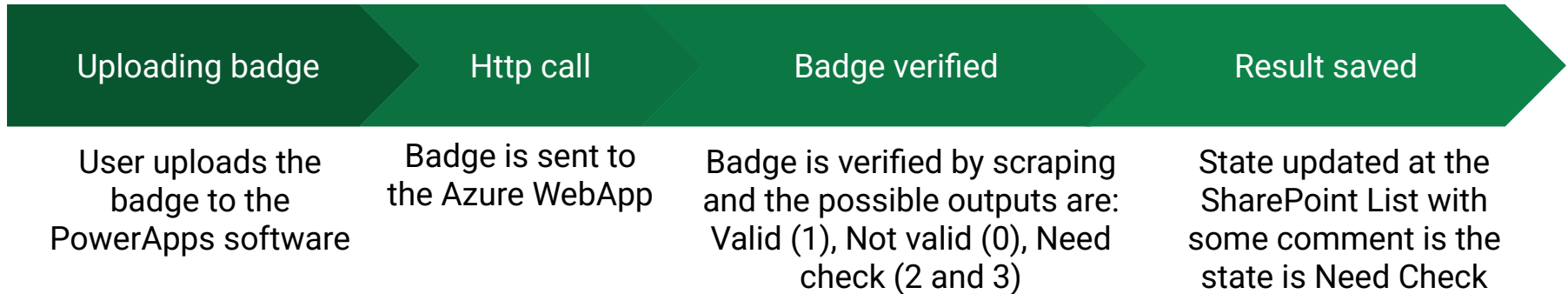
There's three types of lessons: Read only, Link and Microsoft Learn

Microsoft Learn



Badge validation

Microsoft Learn badges uploaded by onboarding workers will be send as a parameter, as well as the name of the user and the id of the module, to the Azure WebApp using a http connector.



Badge validation

This automatic procedure will **point dishonest behaviours**, for example, if the worker uses a badge of another learning path, another name, or they have not complete all the path.



Valid badge



Non-valid badge



Possible dishonest user

Database - Sharepoint Lists

Credentials

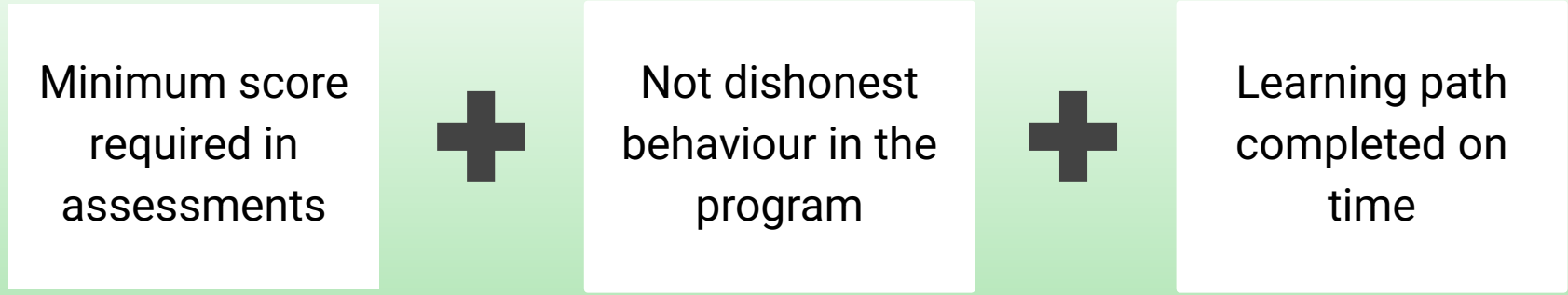
All information of the users summarized:

- Personal information
- Information about assessments

User information

- Progress of the course by lesson
- Time spent for every lesson
- Score of assessments
- Badges and their verifications

How workers are approved?



If they don't reach all of the requirements, they will be fired/offboarded.

Automatic Flows

Check badge

Calls the Azure WebApp and saves the verification result in the SharePoint List.

Send help request

Email the manager with the problem that the ambassador is experiencing.

Send Credentials

Email the credentials and instructions to access the app successfully.

Reminder LP unfinished

A daily email is sent to warn the ambassador that the learning path needs to be completed on time.

Reminder people not logged

A daily email reminding to log into the app for the onboarding.

Impact Evaluation

1

Qualitative filtering

A detailed control allows detecting dishonest behaviours. Improving the quality of the workers selection and avoiding unnecessary risks.

We detected an approximate 30% of dishonest users, transforming the solution in a high-impact funnel

2

Behavioral tendencies

Most ambassadors send the first badge wrong, but then they take notice of how is the good way to do it. Inside the assessments, answering the same answer mostly wrong, makes you think about which help features are lacking.

3

Organized learning

Having all resources in the same platform make it more easy to follow for workers. We can observe less questions regarding the path to follow and more effort.