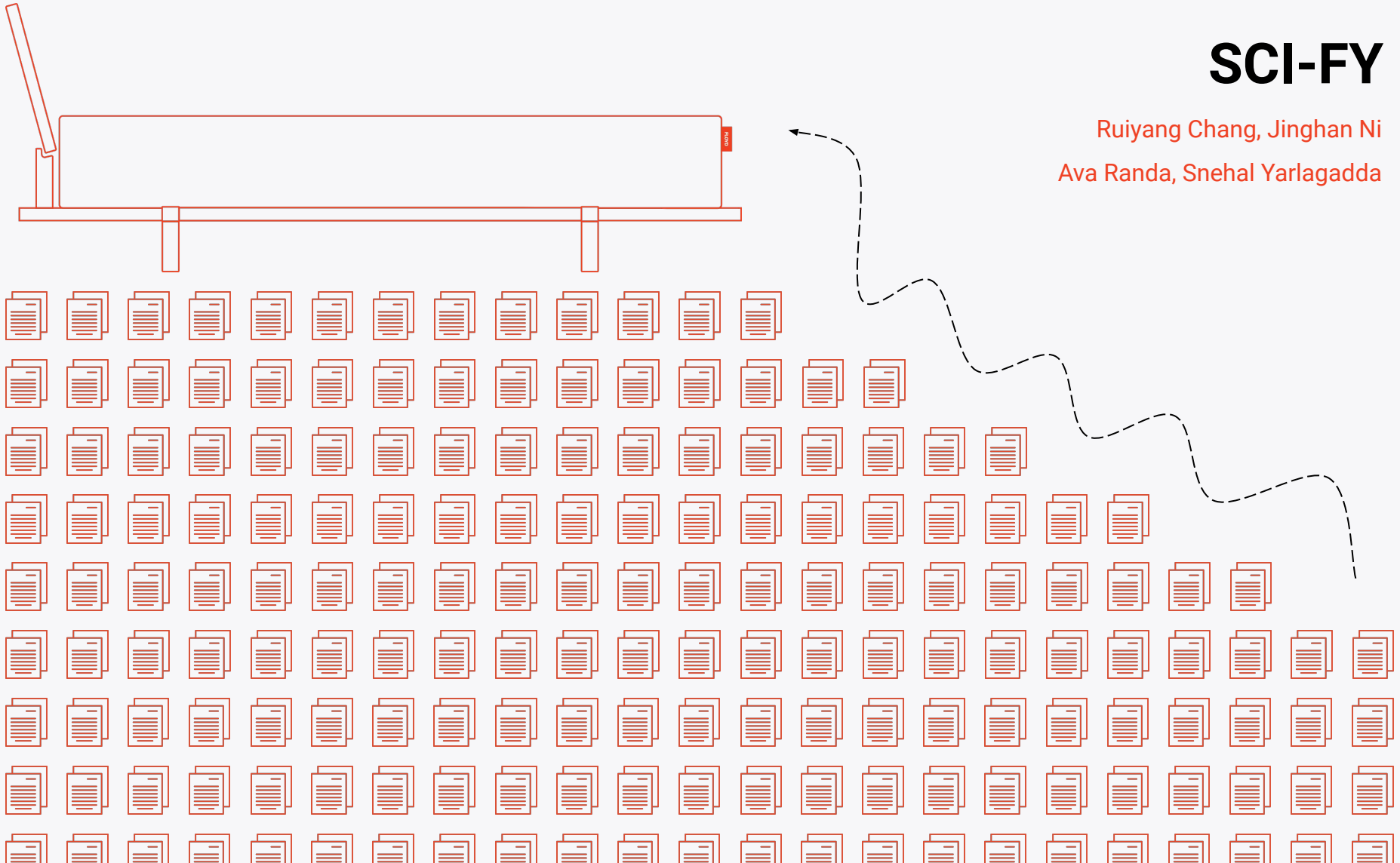


FLOYD

SCI-FY

Ruiyang Chang, Jinghan Ni
Ava Randa, Snehal Yarlagadda

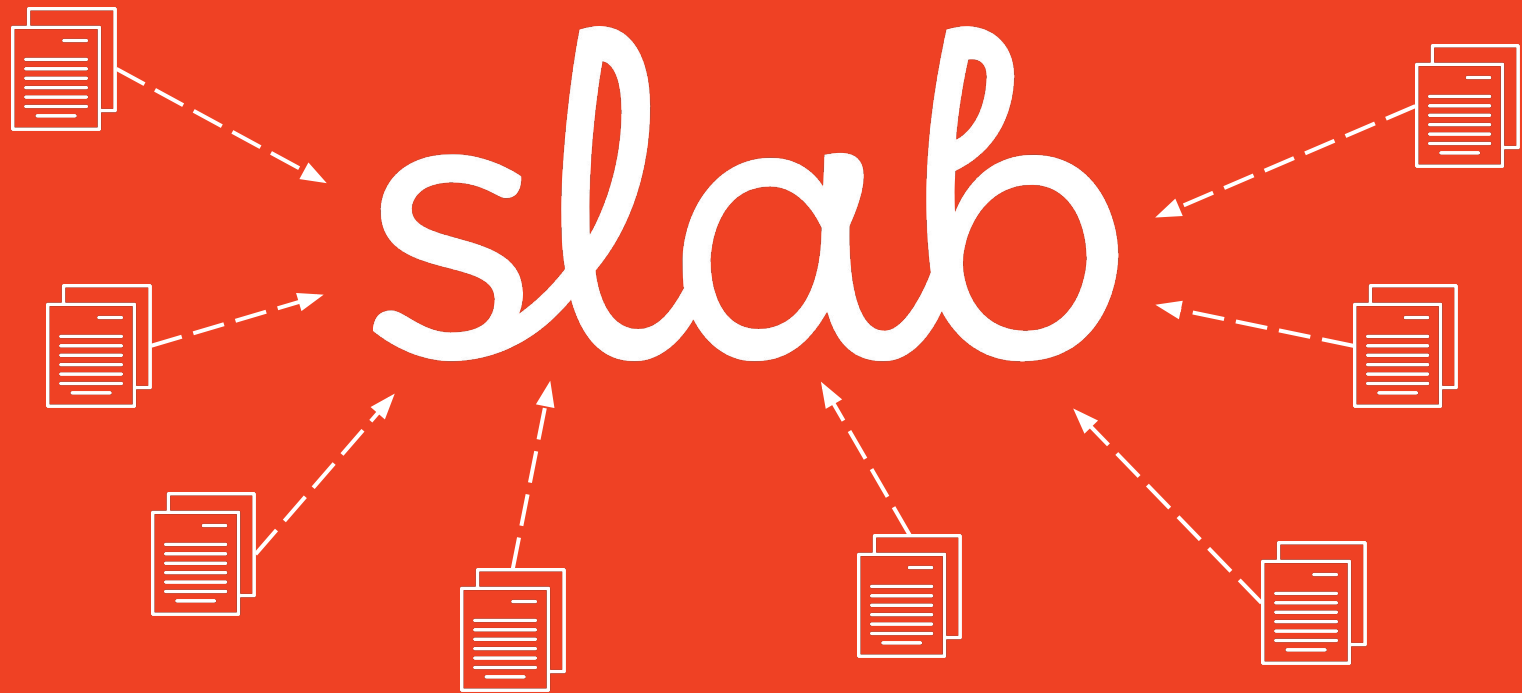




**Furniture for keeping:
Modern & Approachable**

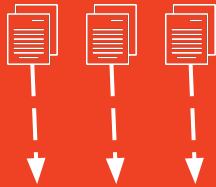
RECOMMENDATION

TRANSITION TO SLAB



RECOMMENDATION

TRANSITION TO SLAB

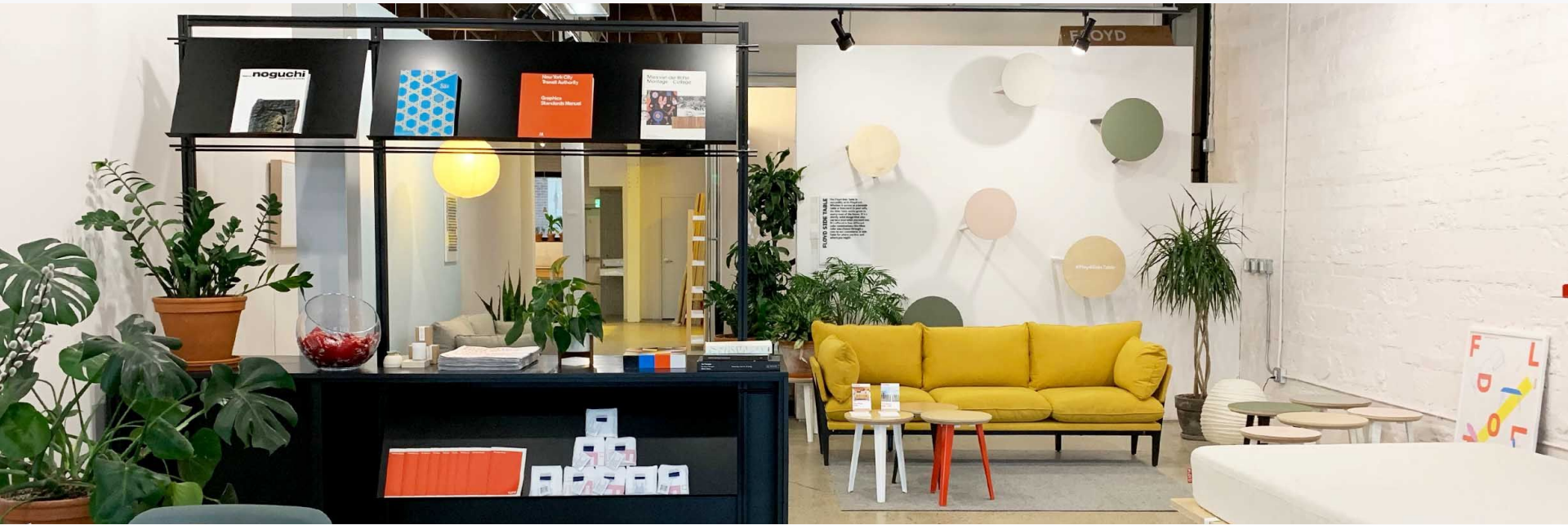


slab

- CX team has success with Slab
- Extending to other teams!
- Slab also integrates with Asana, Google Drive & Slack

PROBLEM

LOCATING PRODUCT INFO



PROBLEM

LOCATING PRODUCT INFO

“

Slack is terrible for communicating info. - DT1

”

“

They don't provide a good tool in the showroom for showroom staff to access information. - UX1

”

“

CX team may not get informed or trained to use the data, which is always available to them. - SC1

”

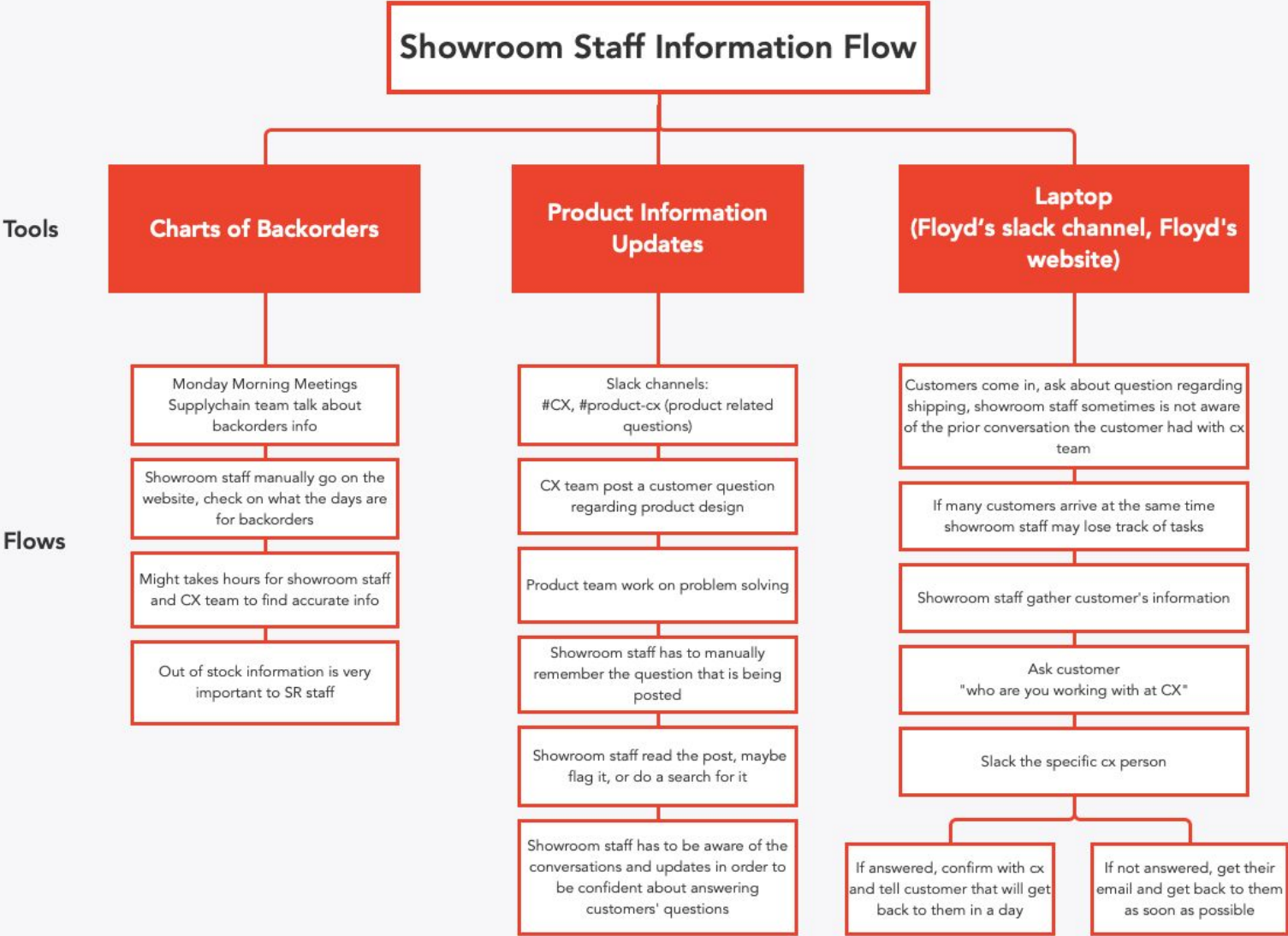
“

Communication between teams could be inefficient because of not knowing where the information is. - SR1

”

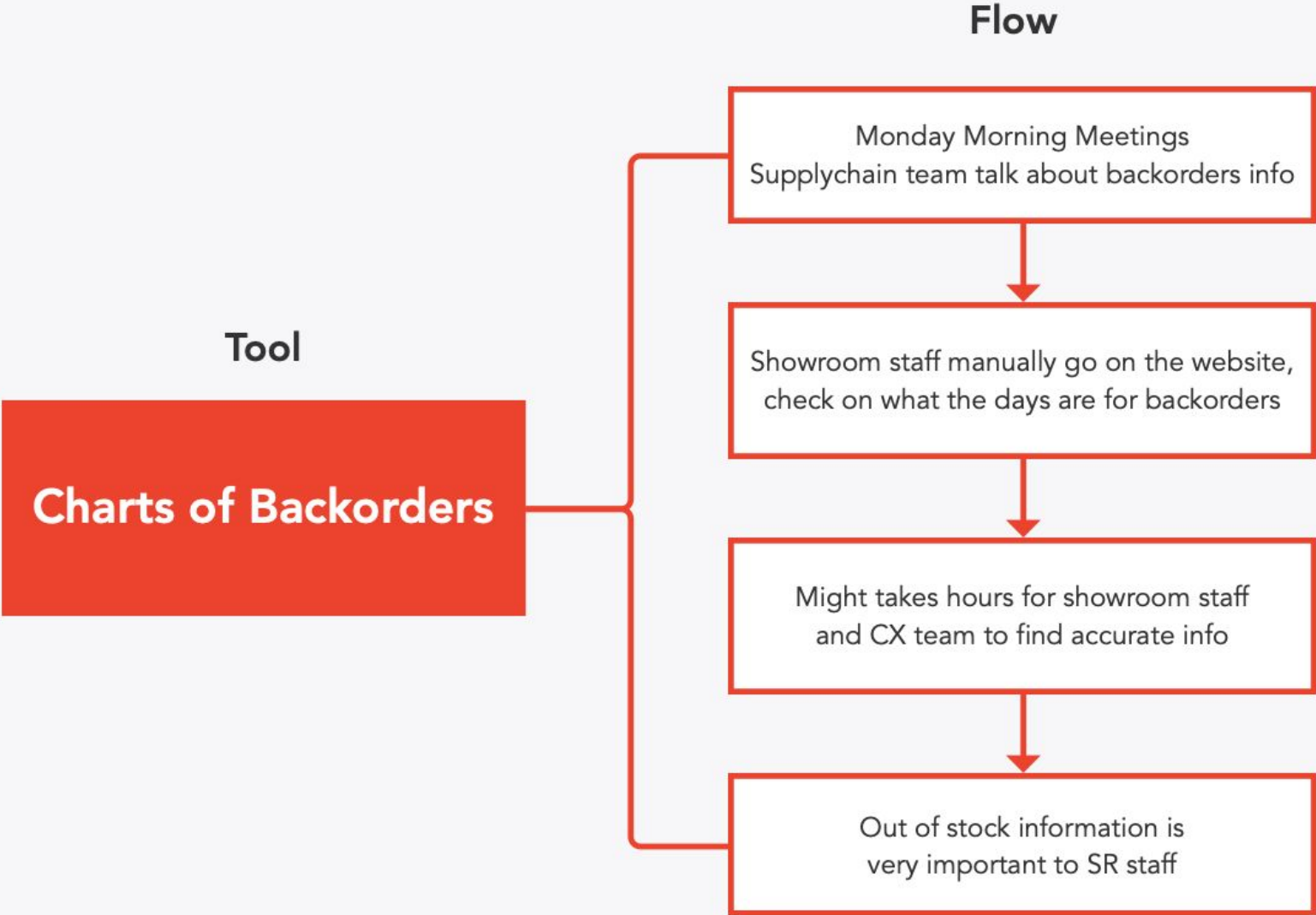
PROBLEM

LOCATING PRODUCT INFO



PROBLEM

LOCATING PRODUCT INFO



FINDINGS

MORE THAN SHOWROOM

The problem diverged from showroom...



There is a lack of digital information
organization and streamlined
process for communication



Q&A

