

Zenya - current user experiences

Introduction

Infoland offers Zenya software which allows organisations to work more efficiently. Zenya consists out of 4 modules; Zenya Doc/Flow/Check/Risk. Our project is focused on Zenya Doc. Zenya Doc is mainly used to search for information and reading that information. Infoland wants Zenya Doc to be useful to a wide audience. It's our job to find out if and how we can make interactive content that fits as many use cases as possible. In order to achieve this, research on what use cases there are and what the users experience is needed.

Goal

The goal is to find out what types of use cases there are for the Zenya software and what the current Zenya users experience when they're using the Zenya software.

Motivation

Researching the current user experience helps defining the goals, needs and pain points of the users which we can later convert into user stories and eventually app features. In addition, this research helps us get to know the users better.

Research question

Who are the users and what do the users experience when they use Zenya?

Plan of action

Types of research

The first type of research that will be done is desktop research since (at the time of writing) it's difficult to get into contact with Zenya Doc users.

The primary source of this piece of research will be community.infoland.nl. On this platform there are a lot of problems being shared and questions asked by users with regard to the Zenya Doc software.

The second type of research will be field research.

The primary source of this piece of research will be talking face to face to users that have specific use cases and observing how they use the Zenya Doc software.

Desktop research

Who are the users?

General info:

- Dutch, but also foreign nationalities

Desk workers

Possible jobs; managers/administrators

Role; needs to add content for employees who need instructions or information in general. The content often consists out of protocols, manuals, guidelines and other types of instructive/informative documents.

Goals/needs;

- Desk workers want to save their valuable time by making the information available online for the non-desk workers so that the non-desk workers can work more independently.
- Desk workers want to provide non-desk workers with

Non-desk workers

Possible jobs; doctors/electrical engineers/cleaners/truck drivers

Role; needs to use the content delivered to them in order to do their job.

Results

Community.infoland.nl contained a lot of specific questions from users on how certain functions of Zenya worked and how to manage their Zenya workspace. For this reason mostly desk workers seemed to be active on the platform. Unfortunately this won't be very helpful in our research since there questions are very specific and generally don't give any information on how the users are experiencing the app.

App reviews

The app stores don't give sufficient information about the user experience either.

REVIEWS

 Review policy and info



Paul Vrugt

★★★★★ November 24, 2017

Supersnel mijn documenten!



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2 beoordelingen

