

Step 9: Design Requirements

1. Card 1:
 - a. Name of high-level category: Work Schedules
 - b. Name of second-level category: Daily Work Schedules and Tasks
 - c. Requirement statement: Task Planning – Identifying priorities, scheduling meetings
 - d. Rationale for requirement: Maintaining a healthy work-life balance is essential for productivity and well-being. Employees often struggle with overworking or failing to take breaks, leading to stress and burnout.
 - e. A note or comment that elaborates on this requirement: WorkMate can have an AI-driven break time reminder feature and provide work-life balance insights to help employees identify priorities, schedule meetings effectively, and take necessary breaks based on their stress levels.
2. Card 2:
 - a. Name of high-level category: HR
 - b. Name of second-level category: HR support, encouragement and priority
 - c. Requirement statement: Challenges in Seeking HR Help: difficulty in accessing HR when needed
 - d. Rationale for requirement: Many employees struggle to reach HR due to limited availability or hesitation in direct communication, especially in small companies with understaffed HR teams.
 - e. A note or comment that elaborates on this requirement: A feature WorkMate should implement is AI-driven documentation that allows employees to record concerns, generate reports, and seek support efficiently, reducing HR workload while ensuring workplace issues are addressed.
3. Card 3:
 - a. Name of high-level category: Workplace Support Resources, Issues and Preferences
 - b. Name of second-level category: Conflict Resolution Preferences
 - c. Requirement statement: One-on-One AI Support Preference: prefers individual AI assistance rather than group interactions
 - d. Rationale for requirement: Employees may prefer a private and non-judgmental space to express workplace frustrations before escalating concerns.
 - e. A note or comment that elaborates on this requirement: WorkMate should focus the main interaction to be via a chat interface offers real-time emotional support, adjusting responses based on sentiment analysis. This would help employees process emotions, receive personalized coping strategies, and decide on the next steps before taking further action.
4. Card 4:
 - a. Name of high-level category: Workplace Support Resources, Issues and Preferences
 - b. Name of second-level category: Support resources provided by the workplace

- c. Requirement statement: Anonymous Support Channels – Helplines, support and other anonymous channels and resources
 - d. Rationale for requirement: Many employees hesitate to report workplace issues due to fear of retaliation or lack of confidentiality.
 - e. A note or comment that elaborates on this requirement: WorkMate should provide a secure and structured anonymous reporting system, ensuring that concerns are documented and escalated while maintaining employee privacy. This can foster a safer and more transparent workplace culture.
5. Card 5:
- a. Name of high-level category: Workplace Support Resources, Issues and Preferences
 - b. Name of second-level category: Concerns on seeking support in the workplace
 - c. Requirement statement: Awareness Gap – Resources exist but are not well-utilized.
 - d. Rationale for requirement: Users may not be aware of the available workplace support resources or may find them difficult to access. A lack of visibility and promotion leads to underutilization, reducing their potential impact.
 - e. A note or comment that elaborates on this requirement: WorkMate should ensure that workplace support resources are easily discoverable through intuitive navigation, clear categorization, and proactive communication (e.g., notifications, reminders, or AI-driven recommendations).
6. Card 6:
- a. Name of high-level category: AI and Tools
 - b. Name of second-level category: Communication Tools in the workplace
 - c. Requirement statement: Internal Communication Tools – Slack, Zoom, Teams, Outlook, SharePoint
 - d. Rationale for requirements: Seamless integration and accessibility of workplace communication tools improve efficiency and collaboration. Users expect a frictionless experience when switching between tools.
 - e. A note or comment that elaborates on this requirement: WorkMate should prioritize interoperability, ensuring a cohesive experience across Slack, Zoom, Teams, Outlook, and SharePoint. Features like unified notifications, smart recommendations, and quick access shortcuts can enhance usability.
7. Card 7:
- a. Name of high-level category: Workplace Culture
 - b. Name of second-level category: Colleagues & team culture and support
 - c. Requirement statement: Team Socialization – Limited but valued social opportunities.
 - d. Rationale for requirement: Limited team socialization can impact morale, engagement, and collaboration. While not a primary work function, opportunities for informal interactions help build stronger teams.
 - e. A note or comment that elaborates on this requirement: WorkMate should facilitate social interactions by integrating casual communication spaces, event

reminders, and lightweight team-building activities. It should balance professional and social interactions without overwhelming users.

8. Card 8:

- a. Name of high-level category: Workplace Support Resources, Issues and Preferences
- b. Name of second-level category: Conflict Resolution Preferences
- c. Requirement statement: AI vs Human HR – Prefers AI for conflict resolution in urgent situations
- d. Rationale for requirement: Users prefer AI-driven conflict resolution for immediate and impartial responses in urgent situations. However, the perceived inaction of HR in workplace concerns creates frustration and distrust.
- e. A note or comment that elaborates on this requirement: WorkMate should offer AI-driven conflict resolution features while also improving HR's role by increasing transparency, follow-up mechanisms, and personalized support. A hybrid approach can balance efficiency and human empathy.

Step 10: Personas

- Description of the User Group
 - The primary user group for WorkMate consists of corporate employees working in high-pressure environments across industries such as gaming, consulting, and IT services. These employees frequently face workplace stress, challenges in accessing HR support, and difficulties in managing their emotional well-being. They often work in fast-paced, demanding roles where stress is a constant factor, yet they may lack effective tools to address their emotional and workplace concerns.
- Role in Relation to WorkMate
 - This group represents workplace support seekers, employees who need stress management tools, structured HR assistance, and AI-powered emotional support to navigate their work environment more effectively. Many struggle to engage with HR, either due to limited accessibility, a lack of trust, or HR prioritizing managerial-level concerns. Despite experiencing high stress from workload demands, communication barriers, and organizational challenges, they largely rely on self-driven coping strategies rather than formally seeking workplace support. Additionally, they hesitate to address workplace concerns through formal channels, often preferring peer support or avoiding conflict altogether.
 - WorkMate serves as a discreet and judgment-free AI companion, helping employees process emotions, document workplace concerns, and proactively manage stress in a structured yet accessible way.
- How This User Group Was Identified
 - This user group was determined based on behavioral patterns observed across corporate employees in high-pressure environments. Many of these employees

experience stress from heavy workloads yet prefer to self-manage stress rather than use company-provided resources like HR support.

- Our user research findings reinforced these insights, as participants frequently mentioned workplace stress, difficulties in remote communication, and dissatisfaction with HR accessibility. Additionally, they showed interest in structured HR reporting and unbiased AI-driven guidance, demonstrating a need for WorkMate's AI-powered workplace support solutions.

- Persona 1

1. **Name and demographic info:** Emily Chen, 25 years old, works as a Data Analyst in a mid-sized gaming company. She lives in a shared apartment in Shanghai. She is in her first year in the industry.
2. **Goals:** To manage work assigned to her without affecting her performance
3. **Tasks:** Works long hours to keep up with experienced colleagues
4. **Environment:** Works in-office, using Slack for communication; HR is not physically present in the office
5. **Challenges:** Feels overwhelmed by workload and the pressure to catch up with more experienced colleagues
6. **A quote:** "I think that for me, the most stress comes from I'm new to this industry since I am the first year here and I have less experience than other people."

- Persona 2

1. **Name and demographic info:** Arun Kapoor, 50 years old, Senior Account Director at a multinational IT consulting firm. Based in Bangalore, India. Has over 25 years of experience in IT consulting and manages global teams across different time zones. Lives with his spouse and two children.
2. **Goals:** Successfully manage international teams and client relationships while maintaining high productivity. Balance demanding work hours with personal life and well-being.
3. **Tasks:** Lead strategic planning and decision-making. Ensure seamless communication and collaboration across global teams. Handle high-priority client escalations and business challenges.
4. **Environment:** Hybrid work model with a mix of remote and in-office work. Uses digital tools like Slack, Teams, and email for communication. Regularly interacts with employees and clients across multiple time zones.
5. **Challenges:** High work stress from managing complex projects and large teams. Remote collaboration barriers reducing efficiency. Long work hours affect work-life balance.
6. **A quote:** "The biggest challenge isn't just workload—it's making sure everyone stays aligned and engaged when half the team is in a different time zone and the other half has their cameras off in meetings."