Step 12: Conceptual Design & Storyboards
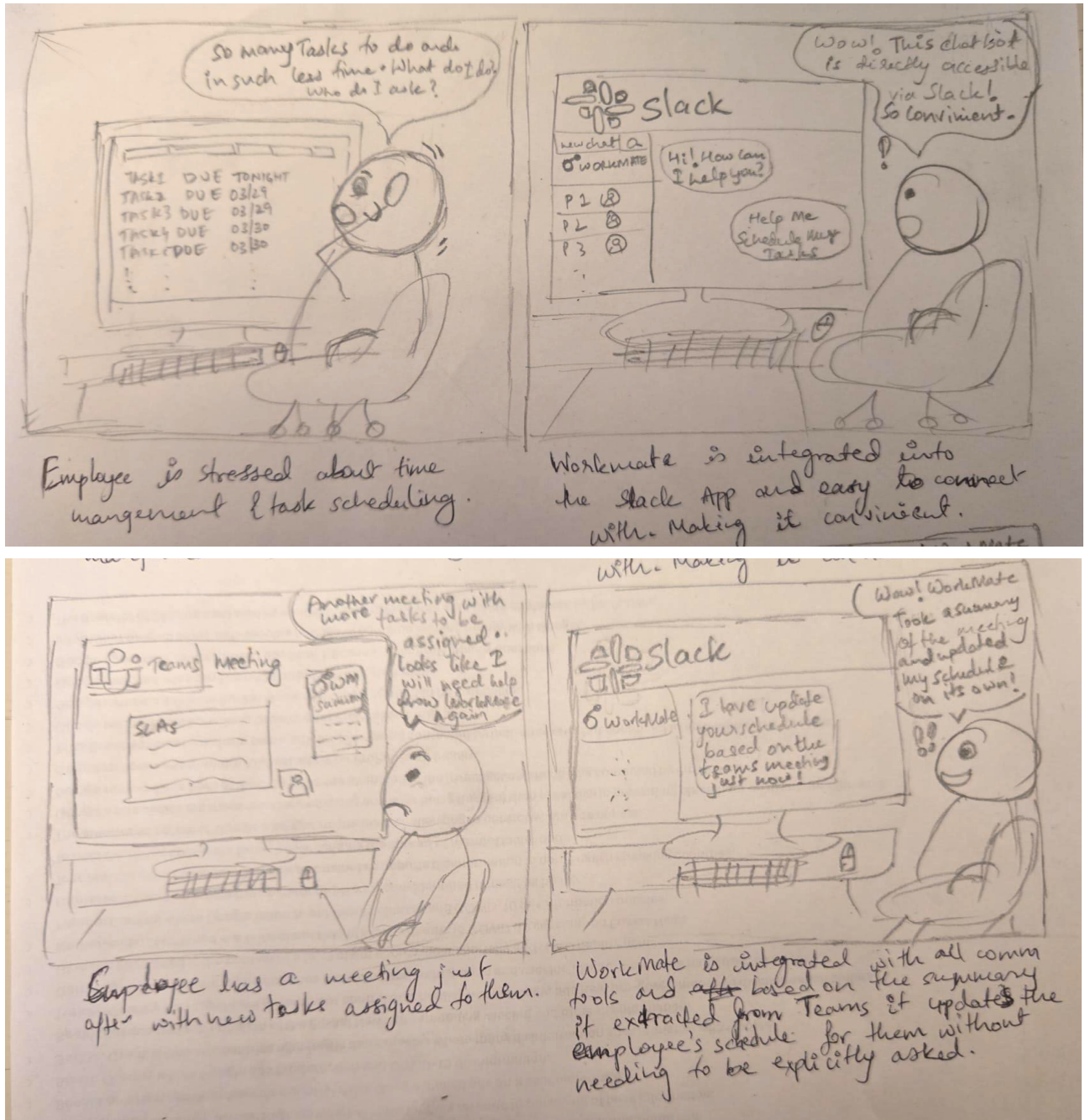
Ecological:

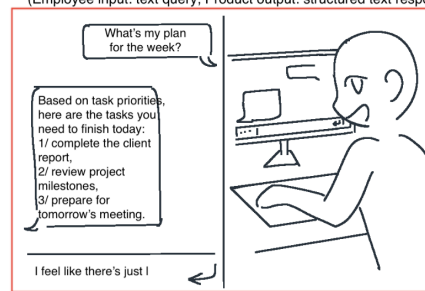| Slack/Teams Bot: WorkMate integrated directly into workplace communication tools. |
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Keep; Ideation #1

- **Annotation:** The sketch depicts WorkMate as a seamless integration within Slack and Teams, enabling employees to report issues, access HR support, and receive productivity suggestions without leaving their workflow.
- **Rationale:** Since workplace communication tools (Slack, Zoom, Teams, etc.) are essential for efficiency and collaboration (ref. Card 6), integrating WorkMate into them ensures frictionless access. This aligns with the expectation that tools should work cohesively, providing unified notifications and quick access to AI-driven support.
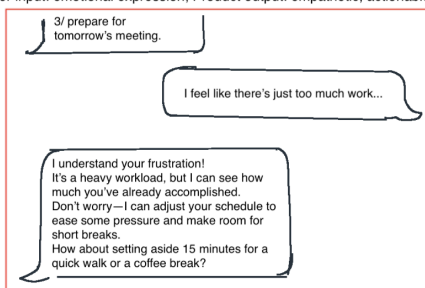
Interactive:

The employee feels overwhelmed by a heavy workload.

There's just so much work to do…

The employee chooses to interact with WorkMate to seek support. The left part illustrates how the employee previously interacted with WorkMate via text input.
(Employee input: text query; Product output: structured text response)

What's my plan for the week?

Based on task priorities, here are the tasks you need to finish today:
1/ complete the client report,
2/ review project milestones,
3/ prepare for tomorrow's meeting.

I feel like there's just l

When the employee expresses stress, WorkMate empathically acknowledges the employee's feelings and suggests adjustments to the schedule.
(User input: emotional expression; Product output: empathetic, actionable advice)

3/ prepare for tomorrow's meeting.

I feel like there's just too much work...

I understand your frustration!
It's a heavy workload, but I can see how much you've already accomplished.
Don't worry—I can adjust your schedule to ease some pressure and make room for short breaks.
How about setting aside 15 minutes for a quick walk or a coffee break?

The employee feels relieved.
(Outcome: emotional relief, positive user feedback)

WorkMate, you're truly my savior. All I need to do is ask.

Chat Interface: A simple AI chat window for emotional support and workplace concerns.

Keep; Ideation #1

- **Annotation**: In the sketch, WorkMate provides a private chat interface where employees can

express workplace frustrations, seek emotional support, and receive AI-generated guidance and tips based on sentiment analysis.

- **Rationale**: Employees prefer one-on-one AI assistance over group interactions for workplace concerns as seen from Card 3. The chat feature directly aligns with the need for a confidential and judgment-free space where employees can process emotions and receive personalized coping strategies before escalating concerns.

Sentiment-Based Smart Replies: AI adjusts tone based on user sentiment.

KEEP; Ideation #2
Annotation: In the sketch, WorkMate initially assists the employee with work planning. When the employee expresses feeling overwhelmed by their workload, WorkMate swiftly adjusts its tone, offering encouragement and recommending resources to uplift the employee's mood.
Rationale: This feature aligns with Card 3, where WorkMate provides one-on-one AI support tailored to each employee's mental well-being. The AI's ability to adapt its response in real-time ensures personalized emotional support, helping employees manage stress effectively as their workload and emotions change along the time.
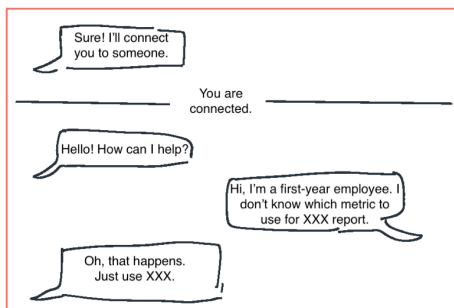

Emotional:

The employee is overwhelmed, stressed, and anxious, struggling to find the right metric for the report. They feel helpless because their mentor is unavailable.
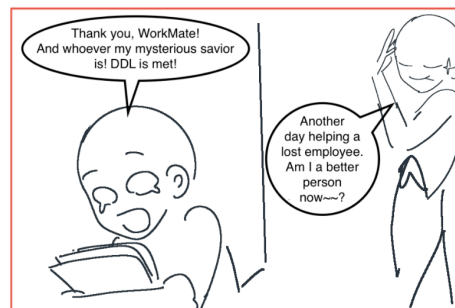
Oh my god, I don't know which metric to use for this report! And my mentor isn't here!!!
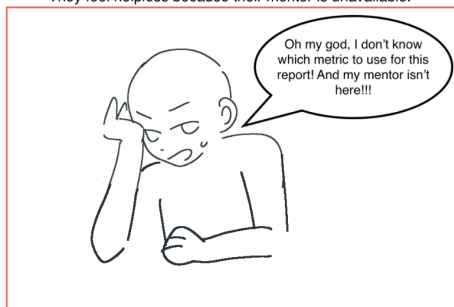
Desperation leads them to WorkMate, where they frantically request assistance in finding a senior.

Please!!! WorkMate, help me find a senior!!!

WorkMate successfully connects the employee with a senior, who quickly provides the needed solution.

Sure! I'll connect you to someone.

You are connected.

Hello! How can I help?

Hi, I'm a first-year employee. I don't know which metric to use for XXX report.

Oh, that happens. Just use XXX.

The employee feels grateful and relieved, celebrating the fact that their deadline has been met. Meanwhile, the senior who assisted them experiences a sense of fulfillment, pondering whether they've become a better person by helping someone in need. This suggests a lasting emotional impact: not just solving an immediate problem but fostering a supportive work environment.

Thank you, WorkMate! And whoever my mysterious savior is! DDL is met!

Another day helping a lost employee. Am I a better person now~~?

Collaborative Peer Support Feature: Employees can opt into anonymous peer-to-peer support.

KEEP; Ideation #1
Annotation: In the sketch, WorkMate prompts the employee with a question: *"Regarding this issue, there are several peers ready to help! Do you want to connect to them?"* The employee selects *"Please. Thx,"* and is then matched with another employee. The two exchange advice through a chat-based interface.
Rationale: This feature aligns with Card 7, where WorkMate aims to foster workplace socialization. By enabling anonymous peer support, it helps first-year employees seek advice in a less intimidating, chat-based format, reducing hesitation and discomfort when asking for help. This promotes a stronger sense of workplace connection while maintaining a low-pressure environment for discussions.