



OH!Bot Technology

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User Research



Stakeholder Map





Main Task Definition



Appointment
Scheduling



Membership &
Promotion



Analysis
Report



Appointment Scheduling

PAIN POINT

More usage scenarios than expected

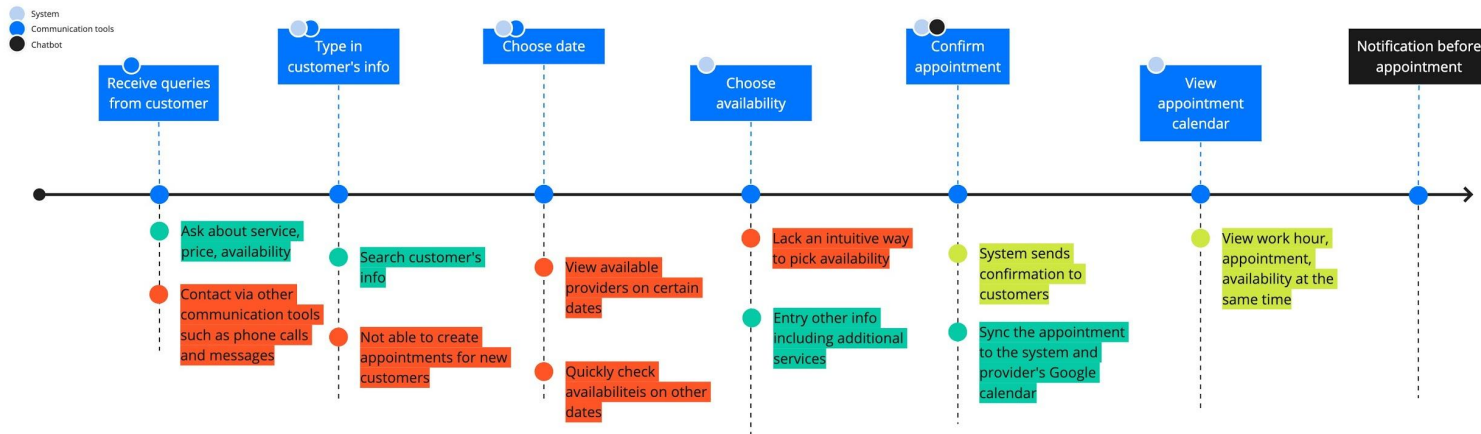


IDEAL

Customers make appointments through chatbot.



REALITY



PAIN POINT

Desktop web app can't fulfill all needs



IDEAL

Service providers arrange appointments and schedule using company's computer while at work.



REALITY

- Service providers update appointment information in the end of the work day.
- Service providers frequently use mobile phones to check appointments and reply to customers.



Appointment Scheduling Mobile MVP

Different views to check appointments



Create appointments using mobile phones

