🧺 Affinity Diagram: CSGO Laundry App Accuracy

🧠 User Experience Problems

- Machines marked "available" but already in use
- App updates slowly or freezes
- Confusing interface labels
- Lack of notifications

⚙️ Technical Issues

- Sensor and server desynchronization
- Poor WI-Fi connectivity in laundry rooms
- Backend data not refreshed in real time
- Old app version compatibility issues

🕐 Time & Efficiency Impact

- Users waste time walking to laundry rooms for unavailable machines
- Longer laundry wait times during peak hours
- Reduced trust in app rellability leads to inefficient manual checking

💬 User Suggestions / Potential Solutions

- Improve real-time syncing between machines and the app
- Add user reporting features ("Mark as in use" / "Machine free")
- Send push notifications for machine status changes