



Problem Space

NGOs like the Broseph Foundation often operate without centralized digital systems to manage cases or volunteers. These organizations face fragmented data, lack of real-time updates, and limited visibility on their legal aid impact—especially in areas where government systems fall short.

Target User

John (38) – Legal Program Coordinator at Broseph Foundation

Goals:

- Assign and monitor volunteer-managed cases
- View case progress by type and region
- Generate monthly impact reports
- Flag urgent cases for immediate attention

Pain Points:

- No centralized volunteer/case management
- Manual case outcome aggregation
- Low-connectivity challenges for volunteers
- Scattered data across platforms

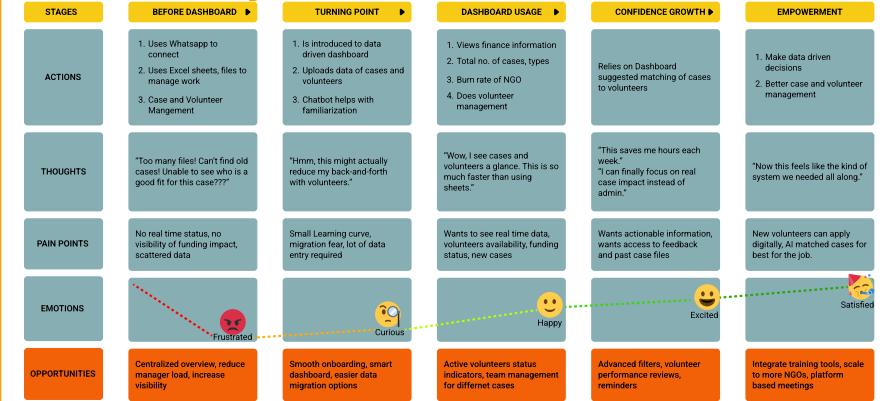
Design Goals

- Centralize volunteer and case data
- Support smart case assignment via AI
- Visualize impact through metrics and trends
- Improve onboarding and task management for NGO teams
- Create a flow that makes it easy for a manager to assign a case to an available volunteer.

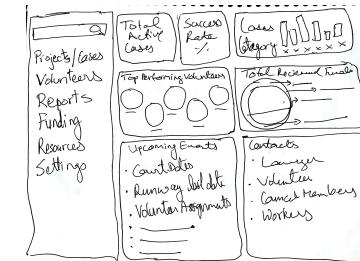
Task Tested

Find a new case request, and based on the matched volunteer suggested, go to their profile, and assign the matching case to the volunteer. Secondary task can be completed by interacting with the chatbot.

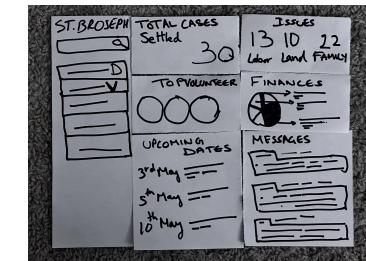
User Journey



Sketching



Paper Prototype



H1 H2 Body Small Text Label



Testing and Feedback Highlights

Paper Prototype

- Spacing and font sizes were inconsistent
- Calendar was too basic — redesigned and expanded
- "Inbox" renamed to "New Case Requests"
- "Top Volunteers" replaced with "New Volunteer Applications"
- Added tags below case names for clarity
- Introduced AI-powered "Case Match" module

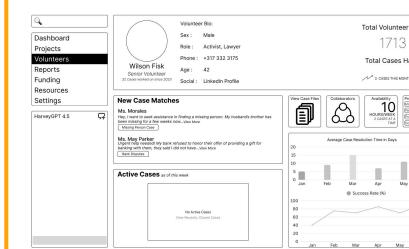
Mid Fidelity

- Improved spacing and font hierarchy
- Banner reintroduced with embedded metrics (Success Rate, Resolution Time)
- The main flow was now more easily achievable but still needed color / visual notification to guide user
- Second screen received strong positive feedback

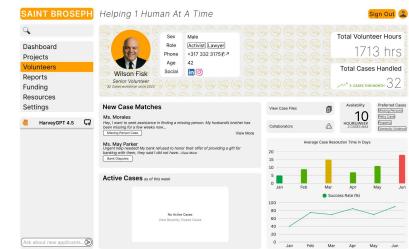
Key Features Added

- Revamped New Case Requests and Upcoming events components
- Clear system suggestion visibility to guide the user to accomplish assigning new cases to a matching volunteer
- Chatbot (based on RAG) that gives information based on the NGO data available.
- Instantly updates active cases upon assignment by manager.

Mid-Fid Prototype Link



Hi-Fid Prototype Link



Key Takeaway & Next Steps

- Users liked the visual tags that guide them to finish a task, reducing cognitive load through recognition over recall.
- Users liked the LLM chatbot, since they are so used to it now and liked how it presented the information requested.
- Discuss & test with real volunteers from Broseph Foundation.