

Jobs-to-be-Done (JTBD) and User Flows

- **Main User:** Team manager at any level and industry.
- **Super User:** HR Team manager.
- **Viewer only user:** Member of an existing team
- **Purpose:** The app helps the manager visualise the performance of their team/s members and create performance reviews for their team by analysing all the collected ratings and feedback over a period of time.
- **Pain point:** Team managers struggle to complete their periodic team members' performance reviews and in most cases, their evaluation is superficial and possibly detrimental for the individual and organisation.

JTBDs

First-Time User

1. Register to the app

- *When I need to evaluate my team's performance, I want to register for the app, so I can start tracking and analyzing their progress.*

2. Login to the app

- *When I want to access my team's performance data, I want to log in to the app, so I can manage my team effectively.*

3. Set up the team/business context

- *When I onboard the app, I want to set up my team and business context, so I can tailor the app to my organization's needs.*

4. Create a team

- *When I need to evaluate a specific team, I want to create a team in the app, so I can start tracking their performance.*

5. Add members to the team

- *When I want to evaluate individual team members, I want to add them to the app, so I can track their performance over time.*

6. Rate a member's performance on a specific activity

- *When I need to evaluate a team member's contribution, I want to rate their performance on a specific activity, so I can provide meaningful feedback.*

7. Give general written feedback

- *When I want to provide holistic feedback, I want to write general comments, so I can help the team member improve.*
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Regular User Behavior

1. Login to the app

- *When I need to check my team's progress, I want to log in to the app, so I can stay updated on their performance.*

2. Review the overall performance of team members (Dashboard)

- *When I need a quick overview of my team's performance, I want to review the dashboard, so I can identify areas for improvement.*

3. Rate a member's performance on an activity

- *When I observe a team member's contribution, I want to rate their performance, so I can track their progress over time.*

4. Give general written feedback

- *When I want to provide constructive feedback, I want to write comments, so I can help the team member grow.*
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User Reviewing Members' Performances

1. Generate a performance review

- *When it's time to evaluate a team member's performance, I want to generate a review, so I can provide a comprehensive assessment.*

2. Select timeline

- *When I need to evaluate performance over a specific period, I want to select a timeline, so I can focus on relevant data.*

3. Select document download format

- *When I need to share a performance review, I want to choose a download format, so I can easily distribute it.*

4. Share via email

- *When I need to communicate a performance review, I want to share it via email, so I can keep stakeholders informed.*
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Rare User Configuration Actions

1. Change configurations/settings for the team

- *When my team's structure changes, I want to update the app's settings, so I can keep the data accurate.*

2. Change organization context

- *When my organization's context changes, I want to update the app, so I can ensure the performance metrics are relevant.*

User Steps, Pain Points, and Emotions

First-Time User

- **Steps:**

1. Register to the app.
2. Log in to the app.
3. Set up team/business context.
4. Create a team.
5. Add members to the team.
6. Rate a member's performance on an activity.
7. Give general written feedback.

- **Pain Points:**

- Time-consuming setup process.
- Confusion about how to define activities or job titles.

- **Emotions:**

- Frustration during setup.
- Relief once the team is configured.

Regular User Behavior

- **Steps:**

1. Log in to the app.
2. Review the overall performance of team members (Dashboard).
3. Rate a member's performance on an activity.
4. Give general written feedback.

- **Pain Points:**

- Forgetting to log performance data regularly.
- Difficulty finding specific members or activities.

- **Emotions:**

- Satisfaction when seeing progress.

- Stress when behind on evaluations.

User Reviewing Members' Performances

- **Steps:**

1. Log in to the app.
2. Select team and member.
3. Generate a performance review.
4. Select timeline.
5. Select document download format.
6. Share via email (optional).

- **Pain Points:**

- Difficulty selecting the right timeline.
- Overwhelm when generating reviews for multiple members.

- **Emotions:**

- Pressure to meet deadlines.
- Pride when completing thorough reviews.

Rare User Configuration Actions

- **Steps:**

1. Log in to the app.
2. Go to settings.
3. Change configurations/settings for the team or organization context.

- **Pain Points:**

- Uncertainty about how changes will affect existing data.
- Difficulty navigating settings.

- **Emotions:**

- Annoyance when updates are required.
- Confidence when settings are correctly configured.