## **OVERVIEW**

The e-Host is designed for the landlord to help them connect to the traveler. Also, keep their daily task more efficient was our top priority in e-Host 2.0.

There is also essential to understand how a landlord developing their order and maintain a relationship with customers, with these background knowledge could help us to build a better product for a landlord to run their business professionally.

The goal of this project was not only to redesign the whole experience but also using cutting-edge technology to refactor the coding structure to meet the increasing needs of multiple country users.

## TIME

08/2017 - 11/2017

## **ROLE**

UX research Interaction design Visual design

**MISSION** 

- To help landlords to manage property and orders more efficiently. To help landlords to gain a higher profit from us.

To increase the landlord e-Host usage rate.

## **GOAL**

- To decrease the order reject rate of the landlord
- To increase the landlord self-upload property ratio.
- STAKEHOLDER

## Landlord

- Property facilitator
- AsiaYo property team AsiaYo country team

### In the beginning, we interview our most iconic property landlord and pick them by different types, such as

**USER STORIES** 

chain manage, self-manage, property facilitator, and startups. I also create the persona to display their basic info, daily work process, and pain point. After analyzing and organizing all the material, then I created the user stories. The following are the primary requirements of the e-Host 2.0. Users can easily upload property quickly.

Users can manage order clearly to sync the info to the inner system or inform internal staff.

- Users can update property listing quickly to gain more profit.
- Users can set up special offer to increase off-season order.
- Users can utilize the accept order feature automatically.
- 支尿 保訊 埃勒 错误 例如客人打單畫面,網站接台流和都整清楚·養得 設計提供整,不考慮中英文因素的話。技材器、訂 如果是理解,那個別的自然



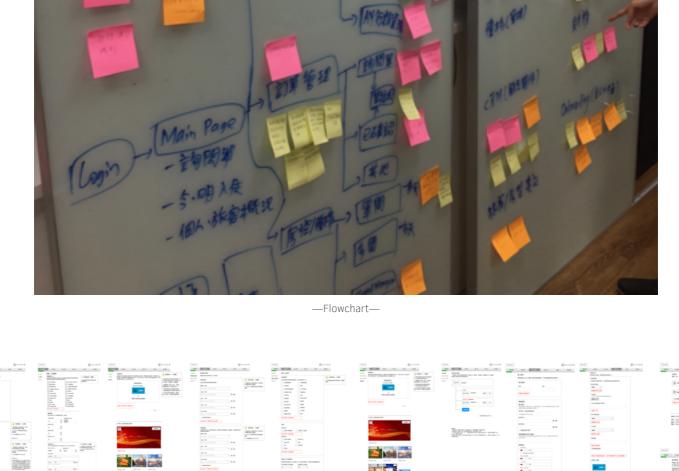


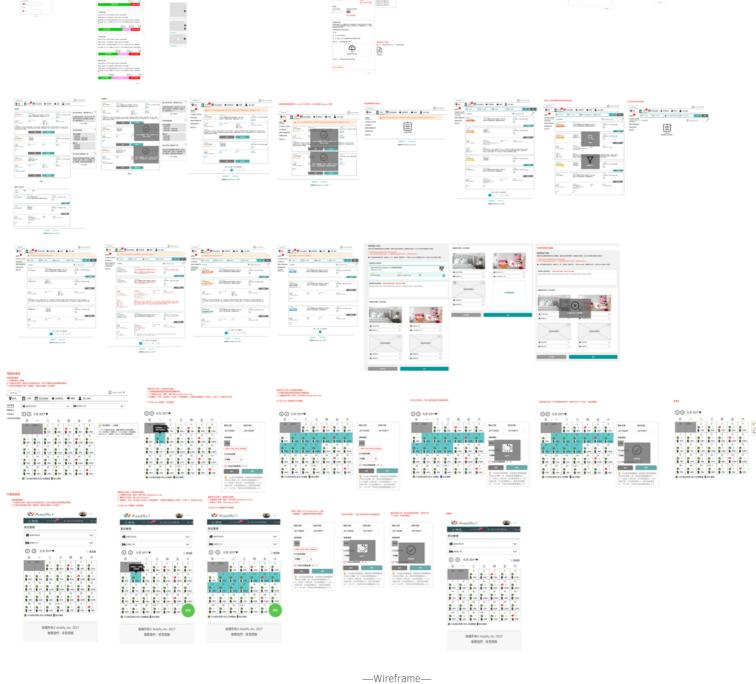
Base on user stories, I first build the flowchart and wireframe to discuss the flow of e-Host 2.0. PM, RD

# match with business needs.

INTERACTION DESIGN

and operation team were all involved in this stage to clarify and make sure user requirements would





It also fulfills the needs of cross devices scenario, due to the landlord would keep changing their devices

under different circumstance. 'AsiaYo! 房源管理 Hotel Monterey Sapporo(札幌蒙特利酒店)

Not only revamping the product UI and whole working process but also need to consider the UI

components apply to the future product. The design intends to create an "efficiency and professional" look and feels because at new version UI and branding tone was not consistency and no pattern to

VISUAL DESIGN

follow.

