

Affinity Diagram

How Will it Help

Helps report
issues quicker

Easier to access

process less
stressful

it can show
troubleshooting
tips

how will it work

Mobile App/
Website

press the button
to report the
issue

get updates on
what the issue
may be/ when
help is coming

shows what you
can do in the
meantime

Price factors

creating the app

Promotion

Updating the app

Maintaining the
app

long term uses

used in larger
buildings

used for more
than just Wi-Fi
issues

Business use

Contacting
professionals
who may not be
in the building

Possible issues

Finding people to
respond to the
request

Not having the
available
resources to help
(future
expansion)

support across
multiple
platforms

the usual bugs
and things that
come with apps