

Case study

Design mobile app for technicians supporting circular economy

Android and iOS mobile app

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Date: February 2023

Considerations

- **Device:** mobile
- **Type of solution:** mobile application
- **Users:** Technicians
- **Goal:** Help technicians to have an organise agenda and make insightful reports to improve support team productivity.
- **Important concept:** Circular economy

Model of production and consumption, which involves sharing, leasing, reusing, repairing, refurbishing and recycling existing materials and products as long as possible.

Kick of the project

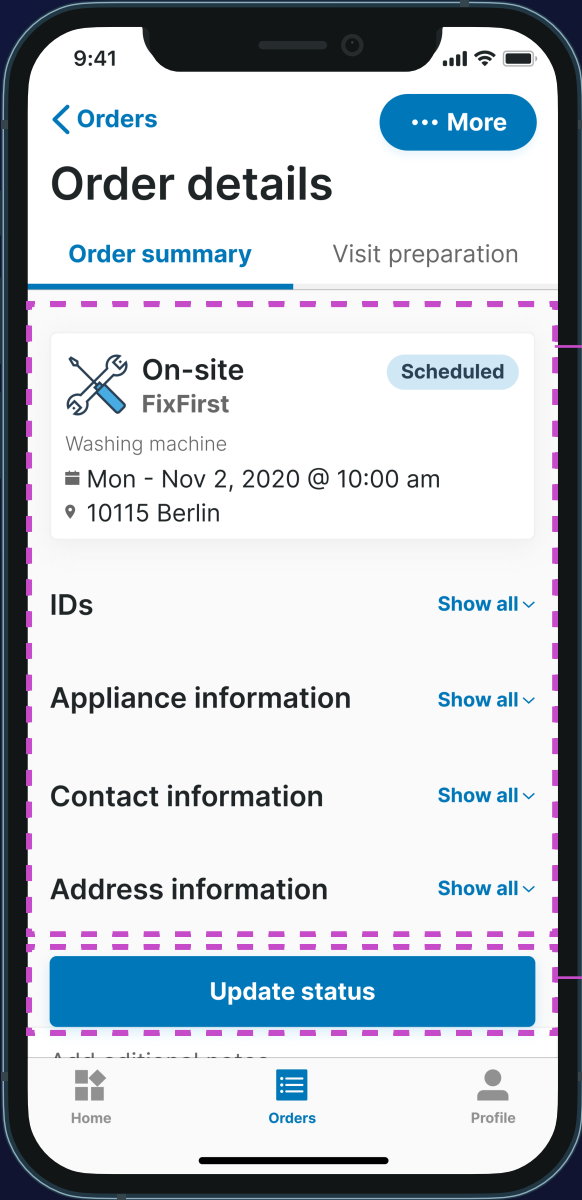
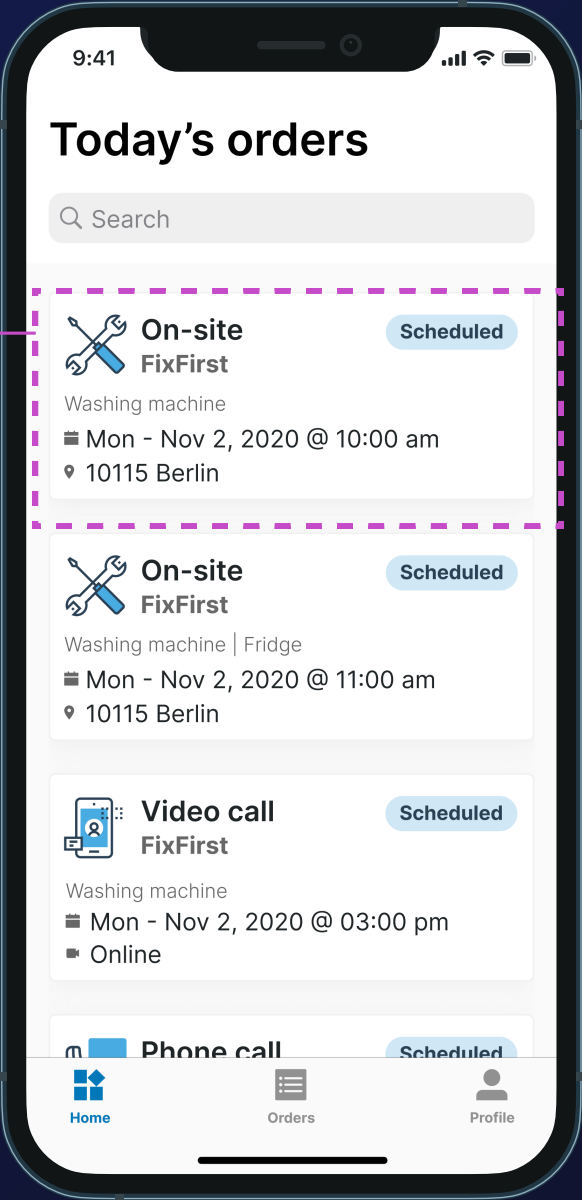
- Objectives of the POC
- What feedback from our clients have we received?
- What will happen if...?

Framing the problem

- The POC partner (home appliance brand) needs to be more informed of the operations of their service partners.
- There is a high rate of customers that prefer to replace their appliance since sometimes they have to wait weeks for the repair appointments.
- Technicians have access to a smartphone during their repair appointments.
 - Pain points
 - Not having an organised and efficient schedule.
 - Not having all the order details and spare parts information.
 - Having to reschedule or cancel the orders.
 - Filling out long and complex work reports.
 - Difficulty pressing small bottoms since they tend to have bigger ones and are usually using gloves.

Proposal

Large buttons and clear status of the appointment



Main information displayed, secondary information hidden

Clear CTA

Proposal

Simple way to
submit reports in 5
steps

Work report

1/5 Tasks performed & time details

Tap on the performed tasks

Driving
30 min
0 hrs 5 hrs

Inspection
30 min
0 hrs 5 hrs

Repair
1 hr
0 hrs 5 hrs

Consultation
0 hrs 5 hrs

Other tasks
0 hrs 5 hrs

Next

Work report

2/5 Spare parts & materials used

☐ No spare parts or materials used

Spare parts
Update the status of all the spare parts

Bayonet Drain Pump >

Pump Filter Assembly >

Screws >

Input any other spare used

Input spare part #1 >

+ Add spare parts

Materials
Check the materials used

Next

Outcomes and lessons learnt

- Establishing the color palette, fonts, layouts, and spacing from the beginning of the projects was vital to maintain consistency and be efficient in the creation of the necessary components.
- The app design for android and iOS follow the Human Interface Guidelines and Material Design. An exception was made for some buttons that require to be bigger so that the app has better usability for the technicians.
- During the design process, the remote demos and usability tests allowed us to find improvement points in the designs.