

# Intranet Tools Page

Main features and UX/UI

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June 06, 2024

# Introduction

The availability of company tools is one of the key content for the intranet.

**17.2%**

Of the total clicks on the intranet Homepage are related to the Tools

## Scope

Our aim is to create a web-based application for integrating tools effectively on our intranet and Teams with a user-friendly and responsive design.

# Key User Stories

**01**

The application will be multi-lingual, embedded in a SharePoint page as well as in Teams, from both desktop and mobile view, ensuring its seamless visibility and access.

**02**

There will be a consolidated list comprising all tools grouped along with their respective countries and business purpose enhancing the organization and access.

**03**

A search box equipped with autocomplete will be integrated into the platform, which will expedite the tool searching process while making it more efficient.

**04**

Every user will be presented with a targeted set of tools based on their country, role and access rights.

**05**

Admins will have the capability to set up an initial list of favourite tools for certain user groups and individuals as per requirements.

**06**

Users will have the autonomy to mark their preferred tools, allowing for a personalized and interactive user experience.

**07**

Preferred tools will be prominently highlighted to the users for easy identification and access.

**08**

Users will have the freedom to browse and search for tools not within their set target, fostering an exploratory environment and user flexibility.

# Requirements for the development

The application reachable for all users where they can search for corporate tools, both from the Group and from their Country. To do this, here a list of requirements that the webpart should satisfy:

- embedded on a page of the Intranet and available on Teams
- all tools (Group + Countries) are collected in one list
- search box with filters
- user sees targeted tools → Group + his Country
- the admin can set up an initial list of favourite tools, which the user can later remove from favorites.
- user can set preferred tools
- preferred tools are in evidence
- each tool belongs to a category or tag (a category list must be previously defined)
- user can browse or search tools out of his target
- multilanguage available (English + Italian)
- responsive

# UX/UI proposal

A draft of the page UI is fully available at the link:

<https://eyitalia.invisionapp.com/console/share/NWBER3YUFA2/988226792>

From a UX perspective, some items are clickable (such as the search field on the top-right) and you can move using the side arrows to see different UI solutions for the page.

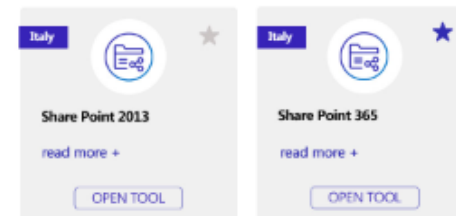
Instructions for the various possible user interactions with the application are available on the draft page; they are also listed on the next slides.

## Tools

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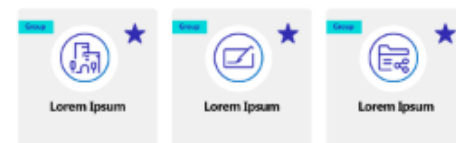
Share Point |

### Results for the search "Share Point"



### Favourites ★

+ Add tool

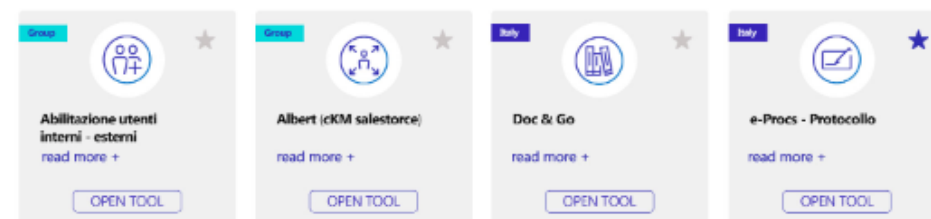


### Categories

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### Gestione processi di business



# UX/UI proposal

## Slide 1

### *Unprofiled user*

Upon landing on the page, an unprofiled user sees the button "Not profiled yet?" (linked to the Profile yourself page), some Group tools among the favorites that have been set by the admin, and below the list of group tools. At the bottom, they can choose select the Region; by clicking on one, they see the tools profiled for that region.

## Slide 2

### *Profiled User (Example: Italy)*

Upon landing on the page, a user profiled for Italy sees some Group + Italy tools among the favorites that have been set by the admin, and below the list of Group + Italy tools. At the bottom, he can select another Region (they are all shown except Italy); by clicking on one, they see the tools set with the profile for that region.

### *Categories*

A set of categories suitable for everyone is proposed by Stucchi and Mele. The best result is achieved with a limited list of categories, although country admins can add additional categories. The band with category buttons populates based on the categories associated with the tools visible for the user's profile (Group only or Group + for example Italy).

### *Tool List*

As a first rule, Group tools always appear before others (even in favorites), and as a second rule, the order of the tools is alphabetical based on the name of the tools.

# UX/UI proposal

## *Searchbox Search Tools from Other Regions*

This box performs a search on the list of tools that do not match the user's profile: for non-profiled users all except those profiled for the Group, for users profiled as Italy all except those profiled for Group + Italy.

## *Missing Tools*

By clicking on the "Write us!" button, an Outlook email opens with a pre-set address and subject (to be defined).

## **Slide 3**

### *Open Tool + Read More*

By clicking on "Open tool," the tool's link opens in a new tab. By clicking on "read more," a pop-up opens showing additional information, such as a description and attachments or links (up to 6 items including links and attachments). An example of 6 attachments + links is shown in slide 4.

## **Slide 4**

Example of 6 attachments + links

## **Slide 5**

### *Favorites*

To add a tool to the favorites, the user clicks on the corresponding gray star, and a confirmation pop-up appears. From that point forward, the user sees the tool both at the top among the favorites and in the list of tools dedicated to his profile at the bottom. Clicking on the tools at the top among the favorites directly opens the tool's link in a new tab. There is no limit to the number of favorites that can be added.



# UX/UI proposal

## Slide 6

Click the blue star to remove this favourite

## Slide 7

*Remove favourites*

To remove the tool from the favorites, the user clicks on the blue star (the star of the Doc & Go tool in slide 6), a confirmation message appears and from that moment the tool only appears in the list of tools dedicated to his profile at the bottom.

## Slide 8

*Searchbox*

The user types in the name of the tool he is searching for, and an autocomplete function is active. The search operates on the names and descriptions of the tools. The search is conducted on the list of tools that match the user's profile (for example, Group only for unprofiled users or Group + Italy for users profiled for Italy). By clicking on the magnifying glass, the results are displayed. Slide 9 shows the case where there are no results.

## Slide 9

No results from the searchbox.

# UX/UI proposal

## Slide 10

### *Profiled User (Example: Germany)*

Following the same mechanism as slide 2 (Italy), upon landing on the page a user profiled for Germany sees some Group + Germany tools among the favorites that have been set by the admins, and below the list of Group + Germany tools. At the bottom, he can select another Regions (he sees all except Germany); by clicking on one, they see the tools profiled for that region.

## Slide 11

### *Countries labels*

This slide shows some examples of how the labels of the different countries are displayed, using 1 or 2 lines

## Open points

Below is a list of open points to be discussed and defined, based on the development solution, so that all involved parties can envision the type and amount of work required for managing the application:

- the data scheme for each user and tool
- the solution for uploading new tools and managing and updating those already online (admin permissions, interface, etc.)
- Management of multi-language content

# Data scheme - proposal

Based on the current Italian Tools page, we propose a first draft of the structure for the tool list that should manage all the Nexi tools.

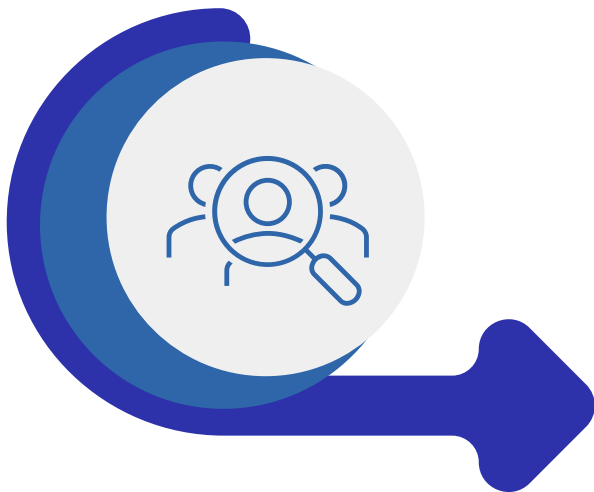
Tool category	Tool name	Tool image	Target	Link title 1	Link description 1	Link 1	Attachments intro text	Attachment title 1	Attachment description 1	Attachment 1 (pdf / internal / external link)

↑

Max n. of attachments: 6

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# Project phases – where we are



## Define

EY

- ✓ Identification of needs and requirements for the application
- ✓ Definition of the tools search engine and its primary functions

NEXI

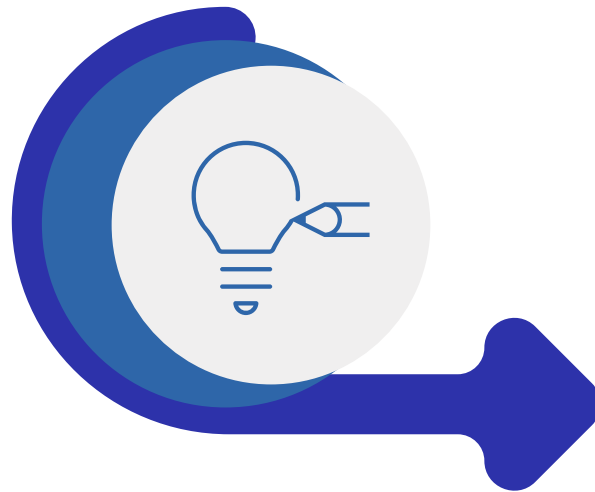
- ✓ Validation of requirements
- ✓ Research and collection of information on how tools are organized in other Regions



## Design

- ✓ Definition of the User Experience (UX) for the application
- ✓ User Interface Design (UI)
- ✓ Visual demo of the main requirements
- ✓ Preparation of the graphic assets for the development

- Validation of the design (UX, UI, demo)
- Definition of the technological infrastructure, including database



## Develop

- Support in content uploading
- Support in user testing

- Development of the front end and server-side components, including databases
- Implementation of cyber security measures
- Content uploading
- User testing
- App publishing and rollout



nexi