HEY! YOU GOT A PACKAGE!

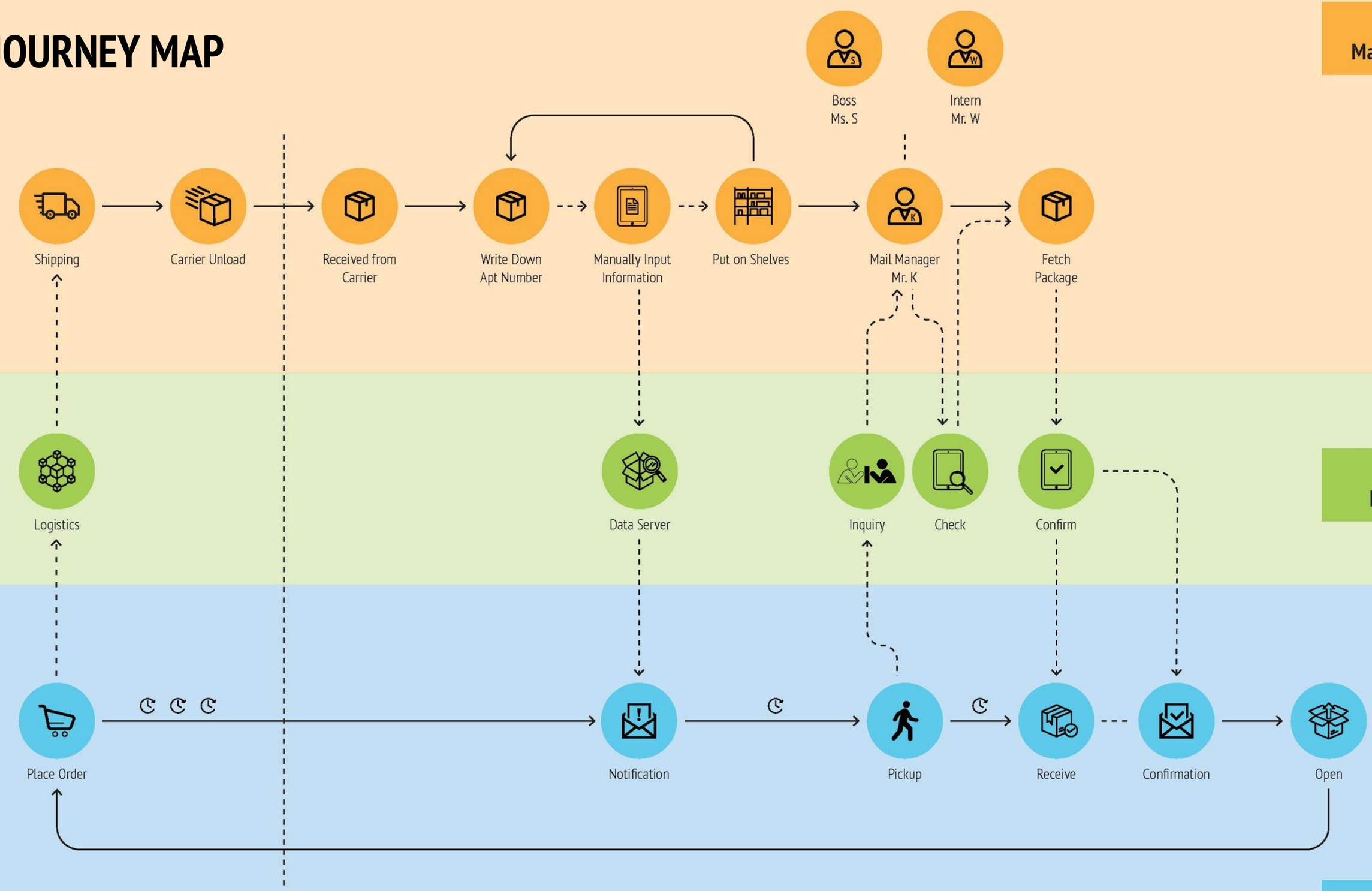
Introduction to observing users | Week 9 | Ran & Yan

JOURNEY MAP

Mail Management

System Interaction

Customer Engagement



EMOTION MAP

Mail Management

Boss
Ms. S

Intern
Mr. W

Shipping

Carrier Unload

Received from Carrier

Write Down Apt Number

Manually Input Information

Put on Shelves

Mail Manager Mr. K

Fetch Package

System Interaction

Logistics

Data Server

Inquiry

Check

Confirm

Place Order

Notification

Pickup

Receive

Confirmation

Open

Customer Engagement

POSTA - PERSON

Mail Management

BOSS

Boss
Ms. S

Colleague

Intern
Mr. W

Shipping

Carrier Unload

Received from Carrier

Carriers

Write Down Apt Number

Manually Input Information

Put on Shelves

Mail Manager Mr. K

Main Actor

Fetch Package

Logistics

Data Server

Inquiry

Check

Confirm

System Interaction

Place Order

Notification

Pickup

Residents

Receive

Confirmation

Open

Customer Engagement

POSTA - OBJECTS

Mail Management

Boss
Ms. S

Intern
Mr. W

Tablet

Shipping

Carrier Unload

Containers

Received from Carrier

Write Down Apt Number

Markers, Stickers

Manually Input Information

Put on Shelves

Signage

Mail Manager Mr. K

Fetch Package

System Interaction

Logistics

Data Server

Block the Entrance

Inquiry

Check

Tablet, Computer

Confirm

Place Order

Notification

Pickup

ID Card

Receive

Confirmation

Open

Customer Engagement

POSTA - SITUATIONS

Mail Management

System Interaction

Customer Engagement

Be supervised all the time

Boss Ms. S

Intern Mr. W

Overloaded with packages on Mondays & holidays

Shipping

Carrier Unload

Received from Carrier

Write Down Apt Number

Manually Input Information

Put on Shelves

Mail Manager Mr. K

Fetch Package

Logistics

Data Server

Inquiry

Check

Confirm

Crossover waiting line with laundry service

Place Order

Notification

Pickup

Receive

Confirmation

Open

Residents not picking up packages

Long Waiting Time

OPPORTUNITIES

Mail Management

System Interaction

Customer Engagement

Adding Digital Scanners

Self-service Lockers

Adding Separate Mail Rooms

Offer More Relaxing Working Environment

Boss Ms. S

Intern Mr. W

Shipping

Carrier Unload

Received from Carrier

Write Down Apt Number

Manually Input Information

Put on Shelves

Mail Manager Mr. K

Fetch Package

Logistics

Data Server

Inquiry

Check

Confirm

Separate Laundry Room From Mail Rooms

Place Order

Notification

Pickup

Receive

Confirmation

Open

Offer More User-friendly Notification System

Develop A Smart Information System