openSAP

IMAGINE IOT
PROTOTYPE CHALLENGE

FROM COFFEE TO CLOUD

Prototype description

This prototype aims at presenting a solution for monitoring a coffee machine in the context of a development team.

Story

The current prototype aims at presenting a solution for monitoring a coffee machine as part of an asset management tool. The main goal is to provide the users the status of the current coffee preparation warning the moment it is ready to be served. This way it can be consumed the moment the preparation cycle is finished and the machine turned off when there´s no more coffee available.

With the help of a software, the user informs the preparation parameters such as powder used, number of cups expected and starting time. A sensor keeps reading the ready light of the coffee machine and sends the information to the cloud.

The users can monitor the preparation details and status from an app in any supported device. As a matter of gamification, users earn points for preparing the coffee, updating the powder stock and/or informing when the coffee machine ran out of coffee. This way the resources may be managed and consumed in an optimized way.

Ramon

Junior developer

"Coffee is the developer´s fuel … no coffee … no work. ☺"

About

- 18, single highly technical but unexperienced.
- Due to his youth, Ramon still lacks on initiative, this way a well-defined workflow is always welcome.
- In other hand, he´s extremely connected and tech consumer, apps rule his life.

Responsibilities

- I am part of a development team.
- I do not have to take any decisions yet but follow the lead of my experienced colleagues.
- As any other colleague I have to contribute with the Team´s coffee process.
- I am willing to help and contribute in a positive and constructive way to the success of our initiatives.

Main Goals

- As a junior developer, I have the opportunity to deal with the most diverse aspects of the development and I plan to the take best profits of is.
- Participate on the Team´s dynamics is key to be accepted and feel integrated.

Needs

- I understand that I still need some level of support from my mattes.
- Well-defined workflows help me on defining priorities and guidance, this way I keep focused.

Pain Points

- Considering my willingness on contribute I may fall into going way far of my responsibilities.
- Due to my lack of experience, I easily get stuck and need support to resume my tasks.

Point of View

As a ___teammate and coffee consumer___

I need a way to ___check and interact with the coffee preparation workflow defined by my team___

so that ___I can contribute in a positive way to the optimization of the coffee machine usage___.

UX Journey

User Experience Journey – Coffee Workflow

ACTIONS	> Just arrive at the office. > Check if there is coffee available in the coffee machine.	> Confirm the next to prepare it. > Check the queue.	> Prepare the coffee and start the process. > Update the queue.	> Keep checking for the readiness light in the coffee machine.	> When ready to be served the coffee machine changes its status.	> When the coffee machine ran out of coffee it should be turned off and everyone advised.
MINDSET	> "Oh, bad luck. No coffee available."	> "Who's next?" > "Humm … my turn to prepare the coffee."	> "Ok, I'll choose the powder of my taste and get the coffee machine ready."	> "I have to keep monitoring the coffee machine; otherwise my workmates will take it all."	> "Hurray! Now I am ready to start my day accordingly."	> "Humm … no more coffee, it ran out really quick this time." > "While I tell the others I'll turn off the coffee machine."
FEELING	☹		red		red	red
TOUCH POINTS	> Kitchen > Coffee machine	> Office > Coffee preparation queue (list or report)	> Kitchen > Coffee ingredients > Coffee machine > Office	> Kitchen	> Kitchen > Coffee machine > Coffee mug	> Kitchen > Coffee machine

Prototype

Test case

*R*amon just arrived at office and checks for coffee:

- Opens the app;
- Checks the list and … no coffee is available;
- For curiosity Ramon checks the last round, he **chooses the first line** of the table;
- To return chooses the **Back pushbutton** (arrow at the footer);

- Now chooses **Checklist pushbutton** to check who´s next to prepare the coffee;
- It is his turn;
- Chooses **New Coffee pushbutton**;

- Ramon prepares the coffee;
- In the app chooses the machine, number of cups and powder;
- Chooses **Start pushbutton**;

- Back to the main screen Ramon sees the On Going coffee status;
- Ramon brought a new pack of coffee to the stock;
- In the main screen, Ramon chooses **Checklist pushbutton**;
- In the checklist chooses **Add Stock**;
- In the app informs the brand, taste and presence of caffeine and chooses **Add pushbutton**;

- Back to main screen Ramon sees that the coffee is ready;
- He takes the last cup of coffee;
- In order to inform the other colleagues **chooses the Ready line**;
- In the line details chooses **Finish**;

As a matter of reward, a gamification is in place here:
1. When a new coffee is prepared, the user earns three points;
2. When the user adds items to stock, earns two points;
3. When informs the others the end of coffee, earns one point.

This way the participation is fostered.

App:
https://standard.build.me/api/projects/9c8472019169f3d50cd416e7/prototype/snapshot/latest/index.html#/14775321583511237_S1

Partial scenario in case of Build.me fails.

Main Screen

From Coffee to Cloud

Machine: Mister Coffee Machine

❌ Master Grain Decaff 23/10/16 5:23PM

Status: Off

Machine: Mister Coffee Machine

❌ Master Grain Coffee 22/10/16 4:25PM

Status: Off

Checklist

Off Details

From Coffee to Cloud

Prepared by
Dante Off

Coffee Machine

Mister Coffee Machine 8 Cups

⭐☆☆☆

Coffee Powder/Grain

🛒 Master Grain Decaff

Taste: SOFT
Caffeeine: No

Ready Screen

From Coffee to Cloud

Machine: Mister Coffee Machine

🕐 Master Grain Coffee 24/01/61 9:35AM

Status: Ready

Machine: Mister Coffee Machine

❌ Master Grain Decaff 23/10/16 5:23PM

Status: Off

Machine: Mister Coffee Machine

❌ Master Grain Coffee 22/10/16 4:25PM

Status: Off

Checklist

AddStock Screen

From Coffee to Cloud

🍫 Powder Stock

Brand:

Master Grain Coffee

Taste:

STRONG

Caffeine:

Yes

Checklist Screen

From Coffee to Cloud

Queue ↑↓ ▼ ▤ ⚙

Sequence: 2
Workmate: Dante
Score: 122 points

Sequence: Next to prepare the coffee
Workmate: Ramon
Score: 254 points

Sequence: 1
Workmate: Ledesma
Score: 143 points

New Coffee Add Stock

Prepare Coffee

From Coffee to Cloud

🍫 Coffee Setup

Machine:

Mister Coffee Machine

Number of Cups:

12

Coffee Brand:

Master Grain Coffee

Start

OnGoing Screen

From Coffee to Cloud

Machine: Mister Coffee Machine

🕐⭐ Master Grain Coffee 24/01/61 9:35AM

Status: On going
Ready in: [10 min.]

Machine: Mister Coffee Machine

❌ Master Grain Decaff 23/10/16 5:23PM

Status: Off

Machine: Mister Coffee Machine

❌ Master Grain Coffee 22/10/16 4:25PM

Status: Off

Checklist

Checklist Add Stock

From Coffee to Cloud

Queue ↑↓ ▼ ▤ ⚙

Sequence: 1
Workmate: Dante
Score: 122 points

Sequence: 2
Workmate: Ramon
Score: 254 points

Sequence: Next to prepare the coffee
Workmate: Ledesma
Score: 143 points

New Coffee Add Stock