

# Shwift

Process Book

Team 9

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# Shwift

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# Shwift

## User Personas



### Roy

Restaurant Manager at McDonalds

- Man in his mid 30s,
- overwhelmed during holiday season
- Needs
  1. He is already busy monitoring the logistics within the restaurant operations, so he wants to be able to care as little about shifts as possible.
  2. He is also unfamiliar with every single employee, so he needs a system that can allow him to easily switch shifts and make sure this switch is well informed without meeting every employee every time.

#### - Goals:

He wants to be able to instantly see a need for shift swap and contact available employees to take that shift.

#### - Expectations:

Ease of viewing all shifts that need swapping, ease of confirming swap, Way to contact and confirm employee, view all employees available, view all employee hour limit, notification when change occurs



### Thomas

Restaurant Manager at Bob's Burger

- 47 year old man, takes job seriously
- Works long hours
- New to the job
- Only knows the waiters/employees he usually manages
- Likes to plan ahead
- Use of technology:  
Not good with technology
- Prefers to talk to employees face to face
- Needs to see other schedules ahead of time, know who the employees are for other manager shifts

# Shwift



## John

Restaurant Employee at Bob's Burger

- 22 years old, just out of college
- Has second job that's more important
- Usually texts his coworkers in group chat to figure out shift swapping.  
Have trouble communicate with coworkers who don't use technology much
- Doesn't know other coworkers' schedules
- If can't find shift to swap might not show up.
- Needs:
  - To be able to find last minute shift switch
  - To be able to communicate with other workers efficiently

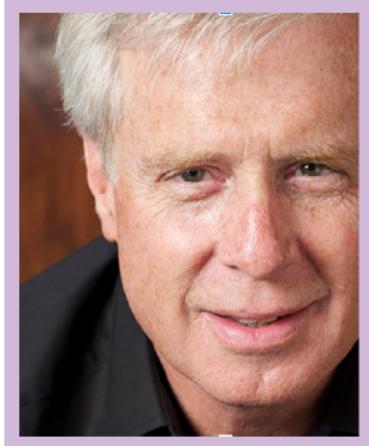


## Linda

Restaurant Employee at Danny's Donuts

- In her mid 30s. Married with 2 kids (3 & 8)
- Has 2 jobs, another side job doing cleaning service
- Use of technology:
  - always has her phone with her but not very active on social media and not very familiar with using apps
- Not good at time-planning
- often realizes she has stuff to do at last minute
- Needs:
  1. Have a flexible work schedule that she can check ahead
  2. Can easily find co-workers for swap shifting
  3. Able to make changes at last minute
  4. Make her manager happy

# Shwift



## Bob Berger

Restaurant Owner of Bob's Burger

- Business Owner
- 60 year old man
- Started company as family business
- not in the stores often
- Worried about the complaints from employees and managers
- Use of technology: rarely
- Decided to implement this technology to decrease complaints and increase worker experience
- Scared that angry workers will result in bad customer service and ultimately be bad for the restaurant

# Shwift

## **Scenario 1:**

Linda always has to make changes to her work schedule at Danny's Donuts at the last minute.

Sometimes her 8-year-old son's classes finish early (or late), so she needs to pick him up accordingly. She is always annoyed about the time conflict with his schedule. It's always difficult for her to find co-workers to swap shift with her at the last minute. This gives her a lot of anxiety and always puts her in a bad mood.

Our "easy shift swapping" website will help Linda to avoid the stress and anxiety of finding co-workers to swap shift at last minute, by allowing her to access a work schedule of all workers that is constantly updating, and find the coworker's contact information for the time slot she wants to swap.

## **Scenario 2:**

Thomas must have 100% of waiter shifts covered for his restaurant at all times.

Employees often call in because they are sick or have urgent matter to attend to as majority of the employees are younger than 21 and/or are students. He is often faced with a need for quick replacement. He needs to know who might be nearby and available to cover within an hour notice. He needs a system that these tech savvy millennials can use to quickly sub in or find replacements to alleviate his stress.

Our Shift subbing website will help Thomas find quick replacements by geography, availability, and prior on call status. Our website will help Thomas avoid stress of finding subs among dozens of workers who he doesn't know much about. It will allow her to manage her workflow, find quick solutions to sub outs, and achieve 100% shift coverage much more easily.

## **Scenario 3:**

John is a young guy who's trying to kickstart his career in the music industry. He's working as a waiter at Bob's Burgers to sustain his music dreams.

Sometimes John has late night gigs or suddenly finds out there is band practice and he prioritizes that over his restaurant jobs. He needs to be able to find someone to cover his shifts so he doesn't lose his only source of income.

# Shwift

Our shift swapping website will allow John to see the most updated and recent schedules of other employees so that he can find someone to switch shifts with quickly and accurately.

## **Scenario 4:**

Roy wants to be able to fill up open shifts with available employees as quickly as possible.

Roy sometimes forgets to fill up all the open shifts, given that he is already overwhelmed by the busy customer traffic during the holiday season. This, as a result, causes more stress to the employees who are present.

Our shift swapping website will keep track of unfilled open shifts, send automatic requests to available employees who can fill in and notify Roy to confirm swap.

## **Scenario 5:**

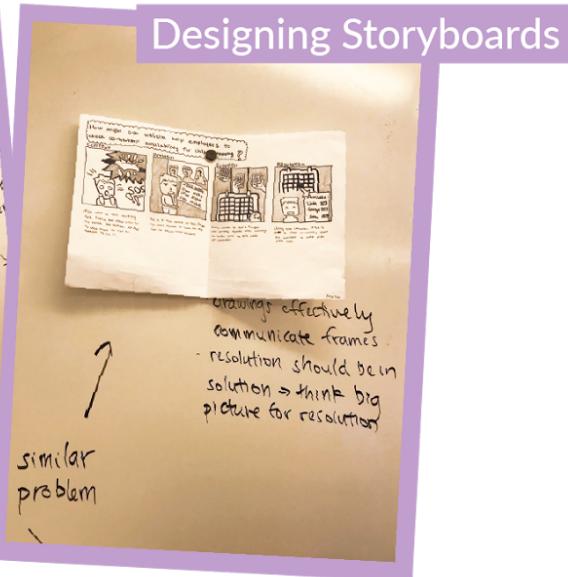
Bob is the owner of Bob's Burgers who is tired of hearing all the complaints that his employees make regarding shift swapping.

He is scared that unhappy employees create a negative vibe within the stores, which leads to less customers. Bob thought of the idea to implement a better shift swapping program to fix this problem.

This shift swapping website will not only ease the complaints from his employees, but it will, in Bob's hopes, increase the positivity in the working environment, resulting in a happier place overall.

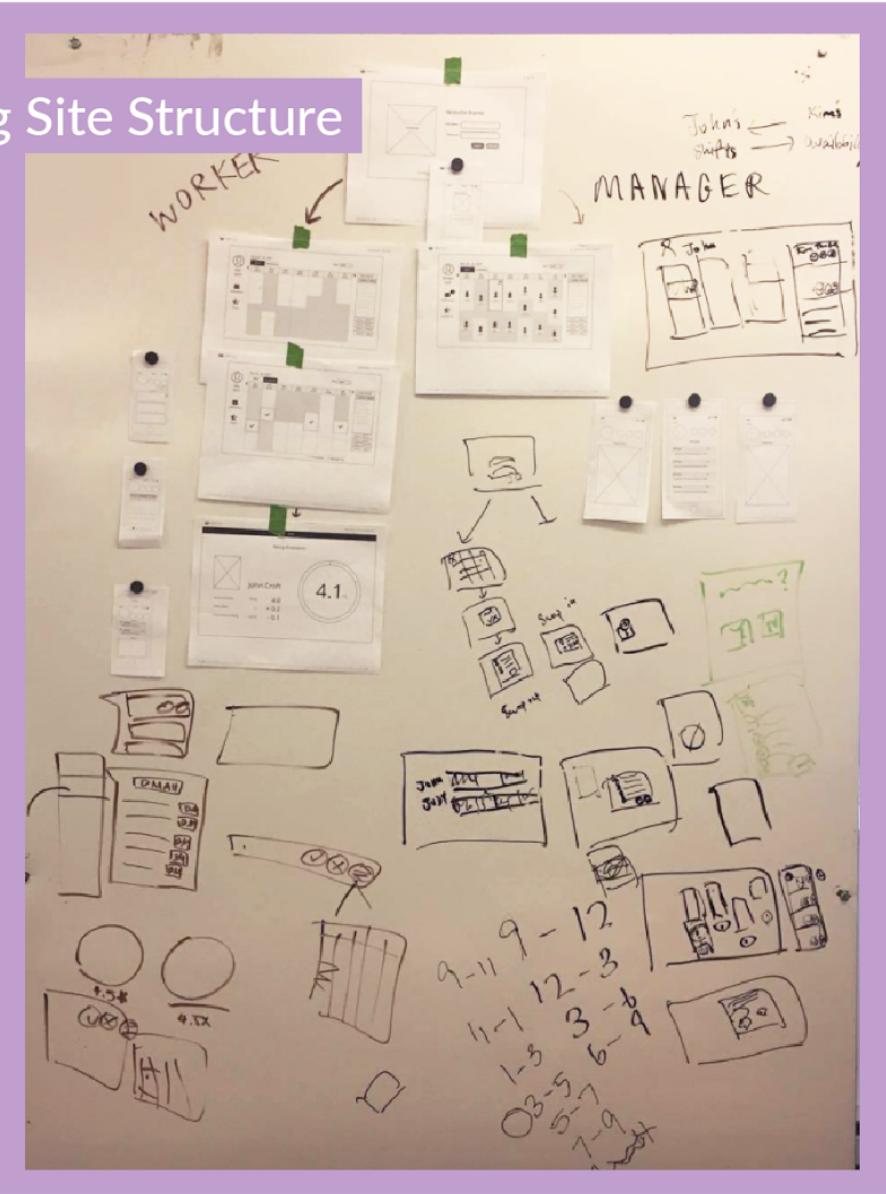
# Shwift

## Evidence of Brainstorming



# Shwift

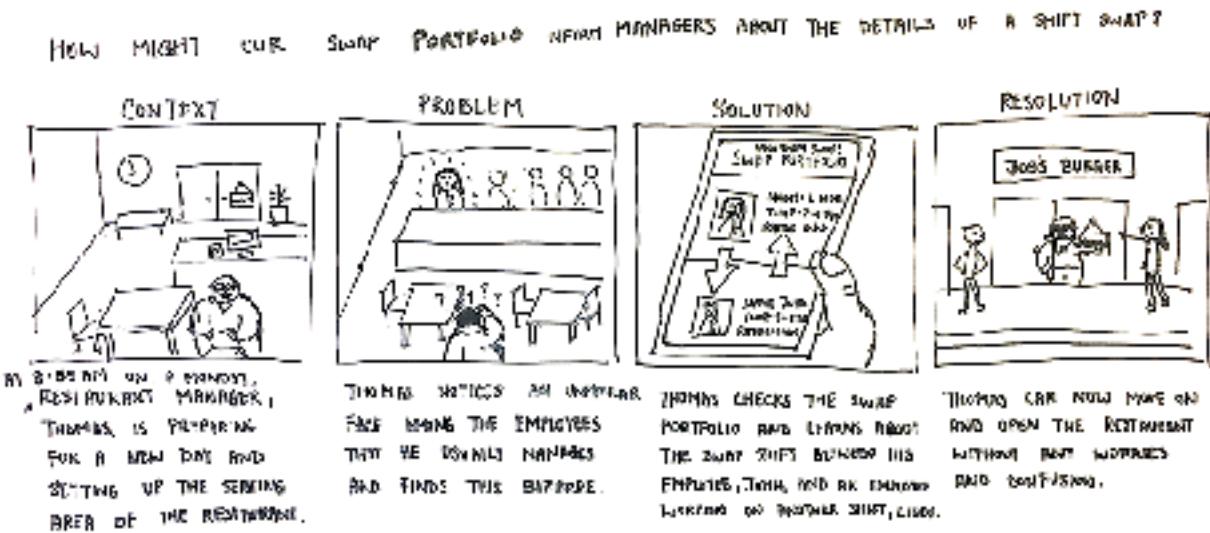
## Designing Site Structure



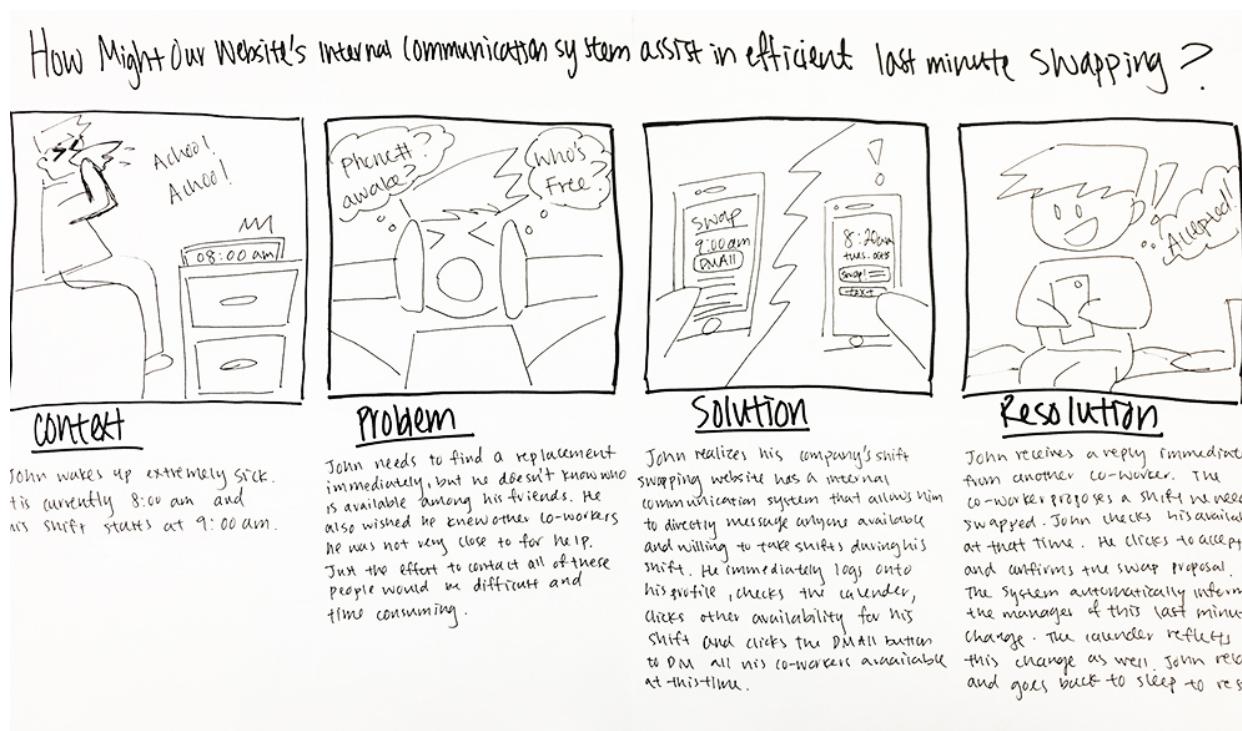
# Shwift

## Storyboards

Nicholas

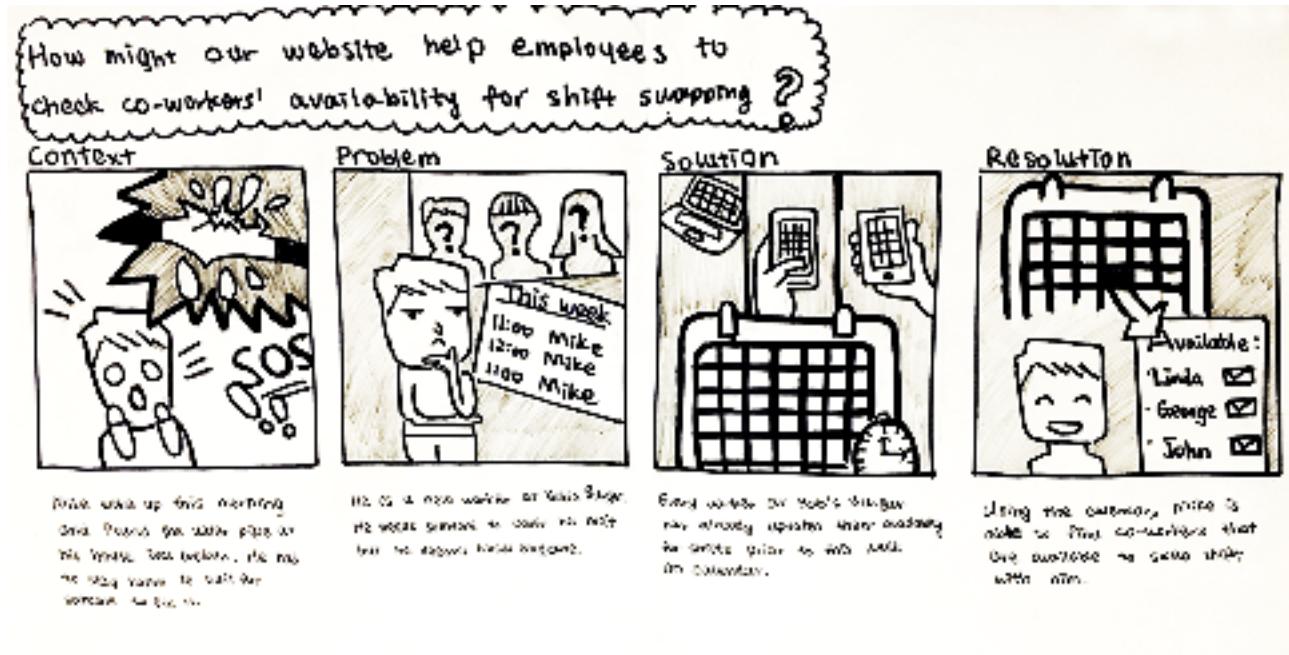


Christina



# Shwift

Rosie



Anni



# Shwift

Hayeon



# Shwift

## Wireframes

### Website

The wireframe shows a large empty rectangular area at the top, likely for a company logo or header. Below this is a placeholder for a company logo. To the right, there is a form field for 'User Name' with a placeholder '\*\*\*\*\*'. Below it is a password field with a placeholder '\*\*\*\*\*'. At the bottom right are two buttons: 'Log in' and 'Sign up'.

The wireframe displays a weekly calendar from October 16 to 22, 2017. The left sidebar includes a user profile icon, 'XXX', and 'Log out' link, as well as 'Notifications' and 'Points' icons. The main calendar grid has columns for each day of the week. A legend at the bottom indicates that dashed boxes represent 'I'm available' and solid grey boxes represent 'Working Time'. On the right, a sidebar titled 'Today's Agenda' lists time slots from 11:00 am to 1:00 pm.

Work	Availability
Sun 10/15	
Mon 10/16	
Tue 10/17	
Wed 10/18	
Thur 10/19	
Fri 10/20	
Sat 10/21	

I'm available   Working Time

# Shwift

Oct 16 - 22, 2017 view week

Manager Log out

Notifications 1

Ranking List

Work	Availability	Sun 10/15	Mon 10/16	Tue 10/17	Wed 10/18	Thur 10/19	Fri 10/20	Sat 10/21
		 Linda	 John	 John	 Rachel	 Mike	 Mike	 Mike
		 Mike	 Linda	 Anny	 Mike	 Mike	 John	 Linda
		 Mike	 Linda	 Anny	 Mike	 Mike	 John	 Linda

Today's Agenda

11:00 am - 2:00 pm

2:00 pm - 5:00 pm

5:00 pm - 8:00 pm

8:00 pm - 11:00 pm

11:00 pm - 1:00pm

Shwift

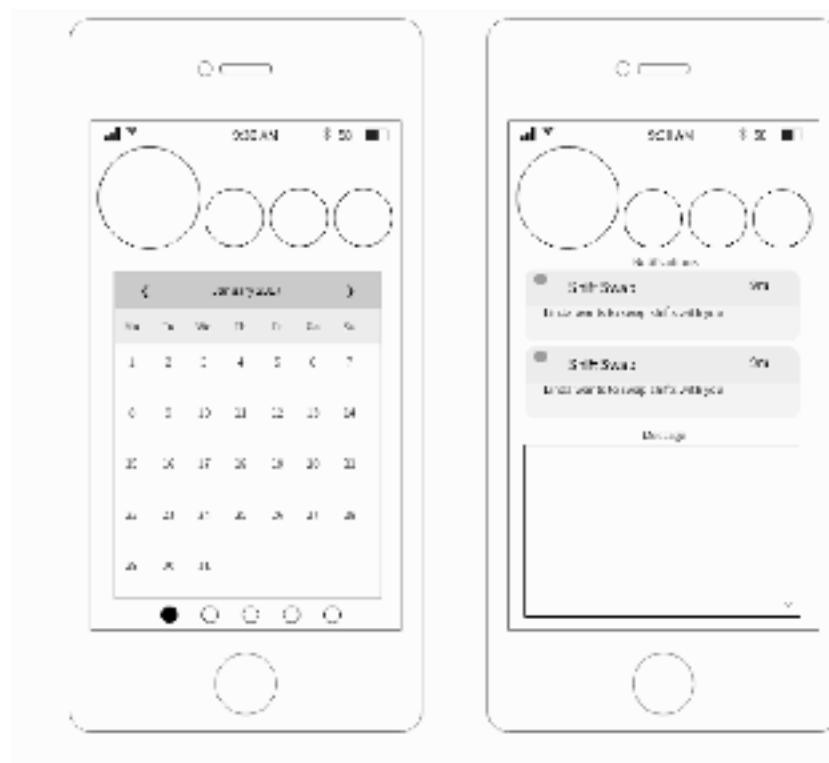
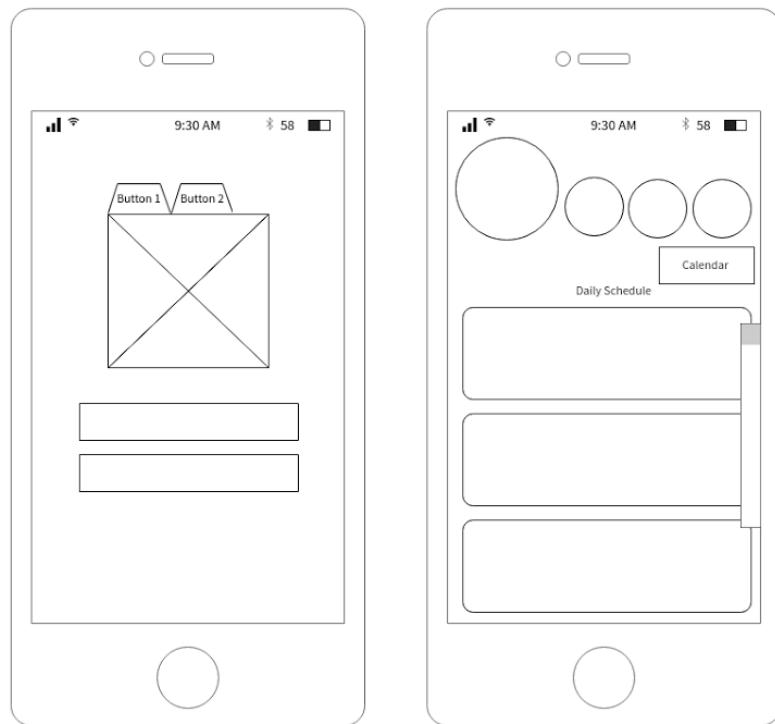
Rating Breakdown

John Croft

Shifts Attended	95%	4.0
Shifts Filled	2	+ 0.2
Performance Rating	5/10	- 0.1

# Shwift

## Mobile



## User Testing Report

### Setting up User Testing

On 10/9/2017 we tested the following tasks:

1. Dropping a shift
2. Seeing a shift swap request and accepting it
3. Pending request, undo shift change

### Common Issues and Solutions:

#### Task 1: Dropping a shift

- The information presented on the dashboard is too overwhelming
- It is not clear what the colors and symbols specify
- Drop and Swap actions are not clear
- After dropping a shift, there is no confirmation and the user is not sure if the transaction finished

#### **Solution:**

We will simplify the design of the website so that the calendar is not the first thing a user sees. There should be visual guides to help first time users understand the symbols and colors and the difference between a shift swap and shift drop action. We will update the calendar to show navigation between weeks and show clearly what day it is.

#### Task 2: Accepting a swap request

- Confusion over sidebar swap request corresponding to request on calendar.
- Confusion over own calendar vs. calendar of swap requester
- No mechanism to prevent accepting conflicts swaps
- Confusion over give swap request a slot

#### **Solution:**

We will provide clear and visible instructions that guide the user during each step of a shift swap. We also need to clearly connect the requests on the sidebar to the requests displayed on the calendar--we could incorporate a hover that highlights the shifts on the calendar.

#### Task 3: Pending request, undo change

- Expected to be able to tap on calendar to undo request/change
- Not sure if undo should be possible for last minute changes

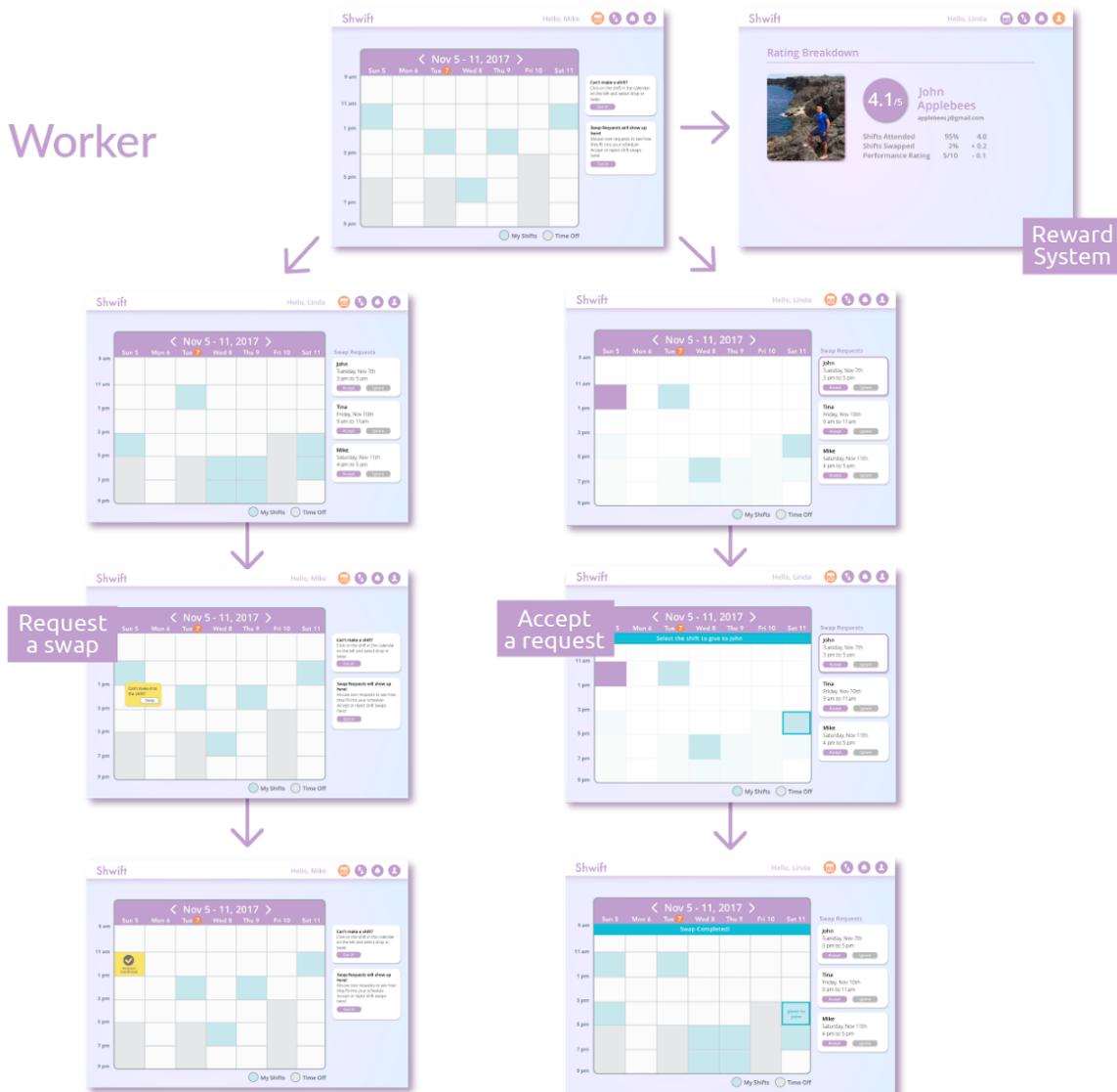
#### **Solution:**

We will create clickable calendar items for users to modify their shift swaps but also limit this because last minute changes should be final. Users should be able to access their own requests easily via the calendar.

# Shwift

## Desktop Navigation Map

Worker

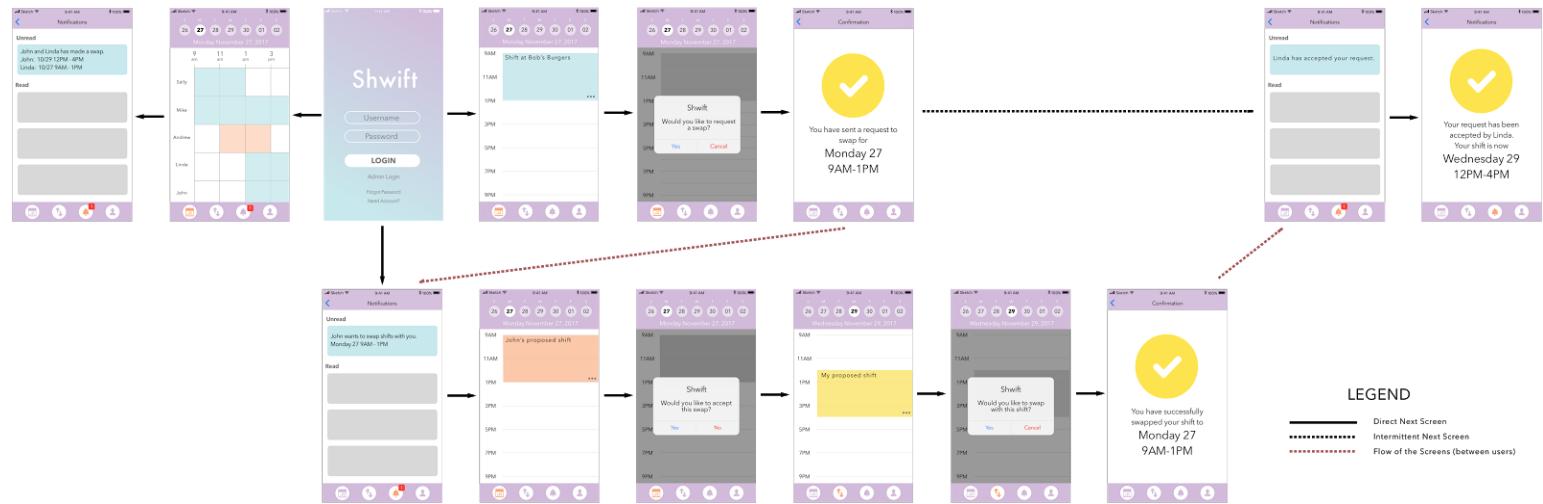


Manager



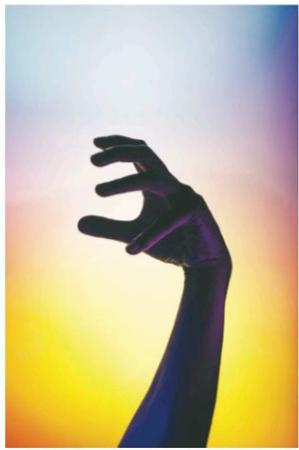
# Shwift

## Mobile Navigation Map



# Shwift

## Mood Board



# Shwift

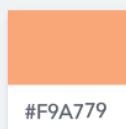
## Style Guide

### UI Style Guide

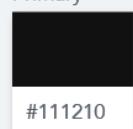
Shift Swapping

#### Colors

##### Accents



##### Primary



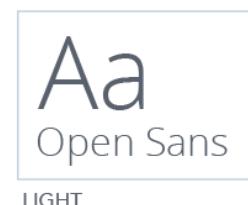
#### Typography

##### FONT FAMILY

Open Sans

##### STYLE

regular  
semibold  
light



##### HEADING 1

# Open Sans 48pt

##### HEADING 2

## Open Sans 32pt

##### HEADING 3

### Open Sans 20-24pt

##### BODY

Open Sans 16pt

##### INFO

Open Sans 12pt

# Shwift

## UI Style Guide

Shift Swapping

### Graphic Elements



Notifications



Swap History



Profile



Calendar



Accept Request



Reject Request

### Buttons

ALL CAPS | BOLD | 24pt

NORMAL

**REQUEST A SWAP**

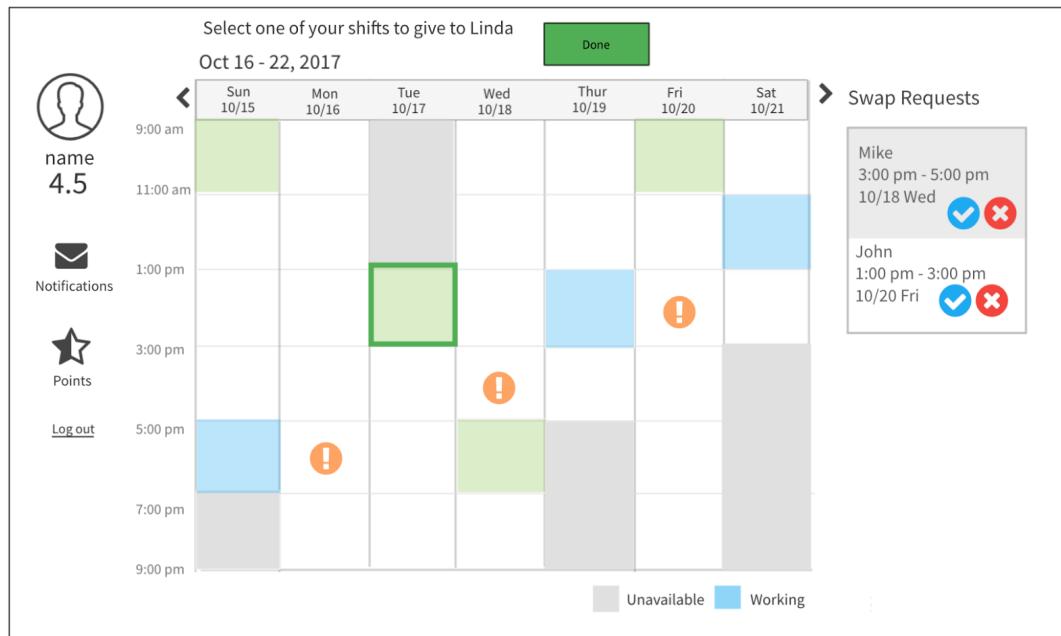
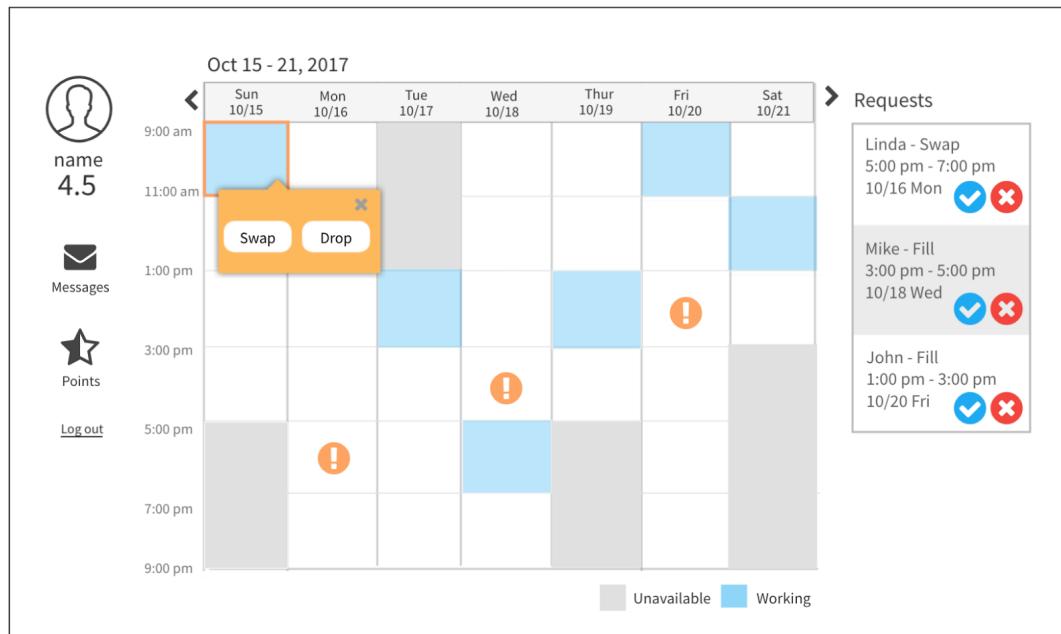
HOVER

**REQUEST A SWAP**

# Shwift

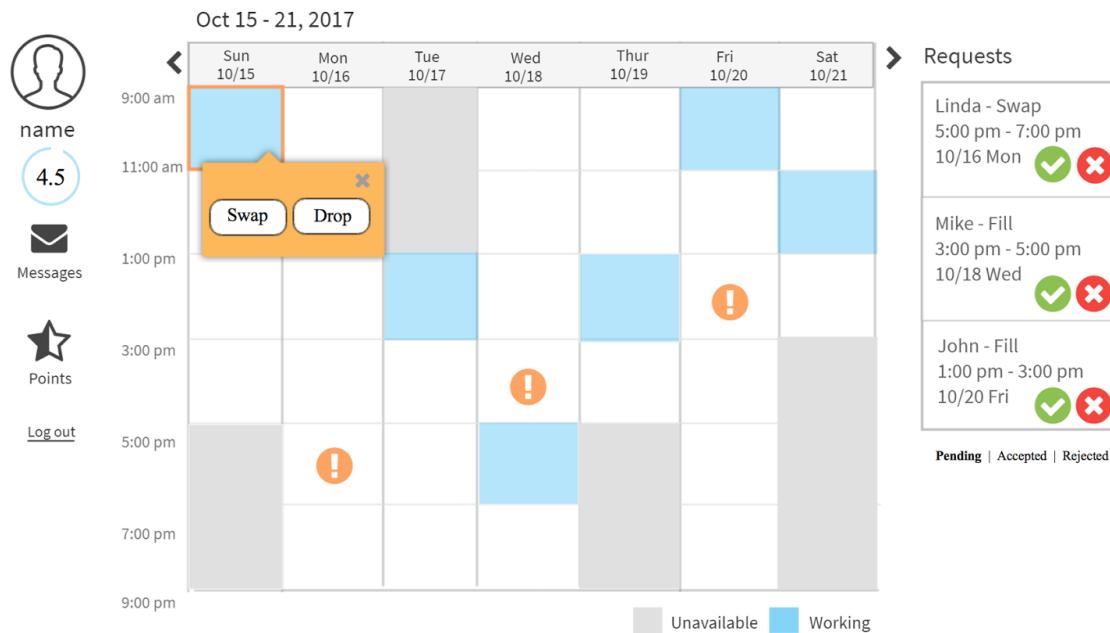
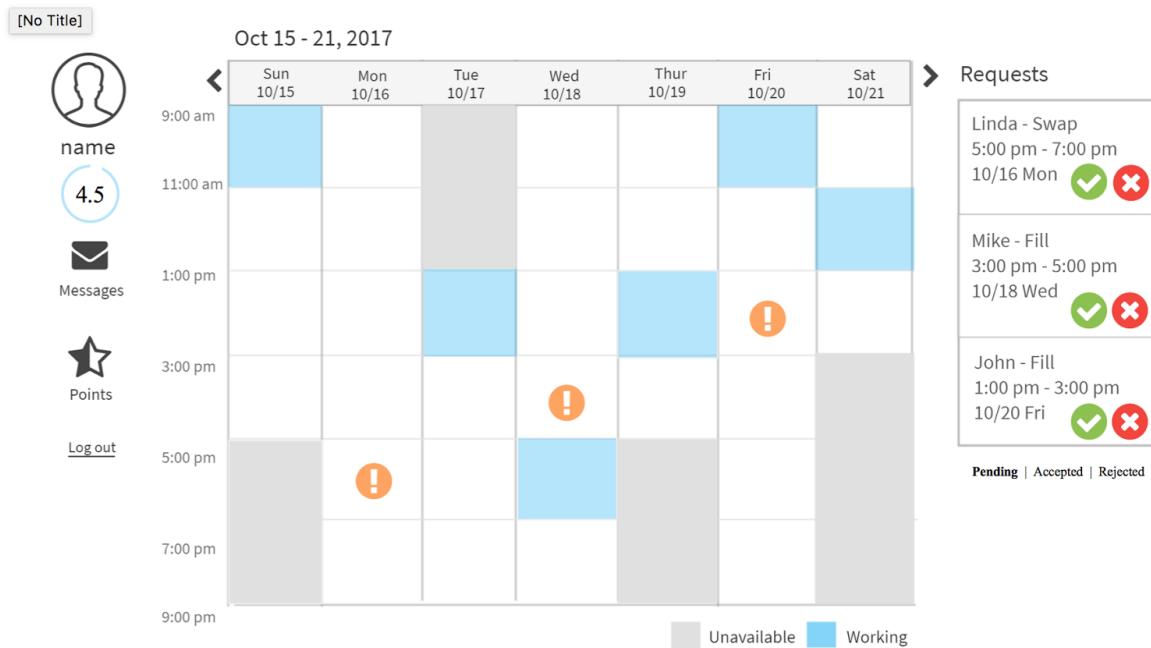
## Screen Design Iterations

### Web Iteration 1

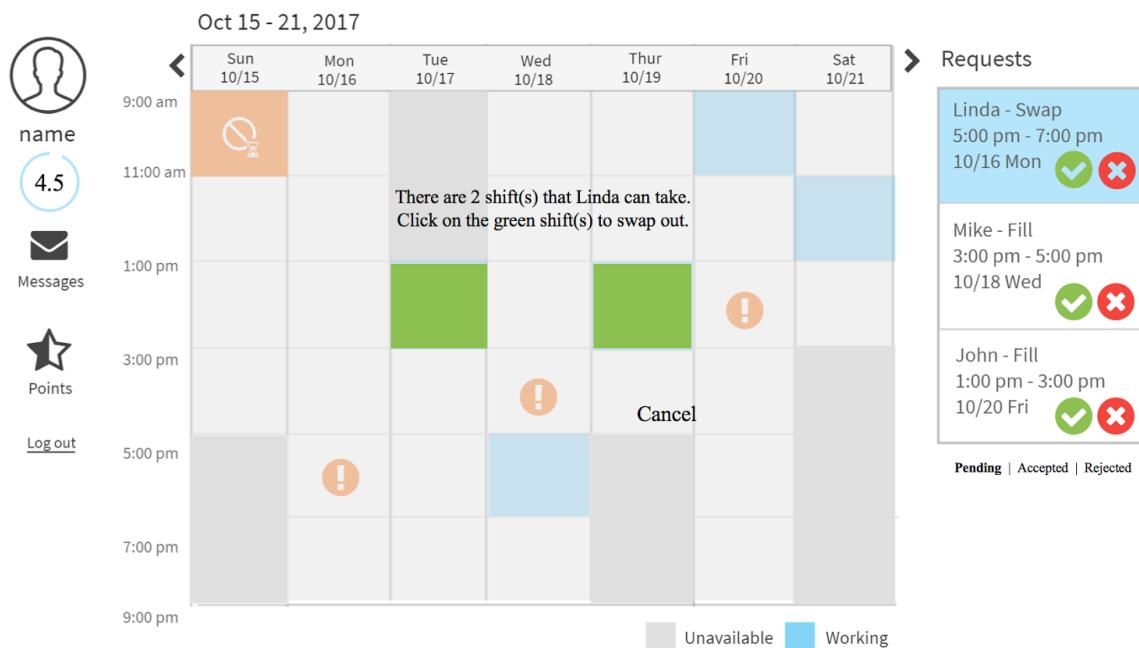
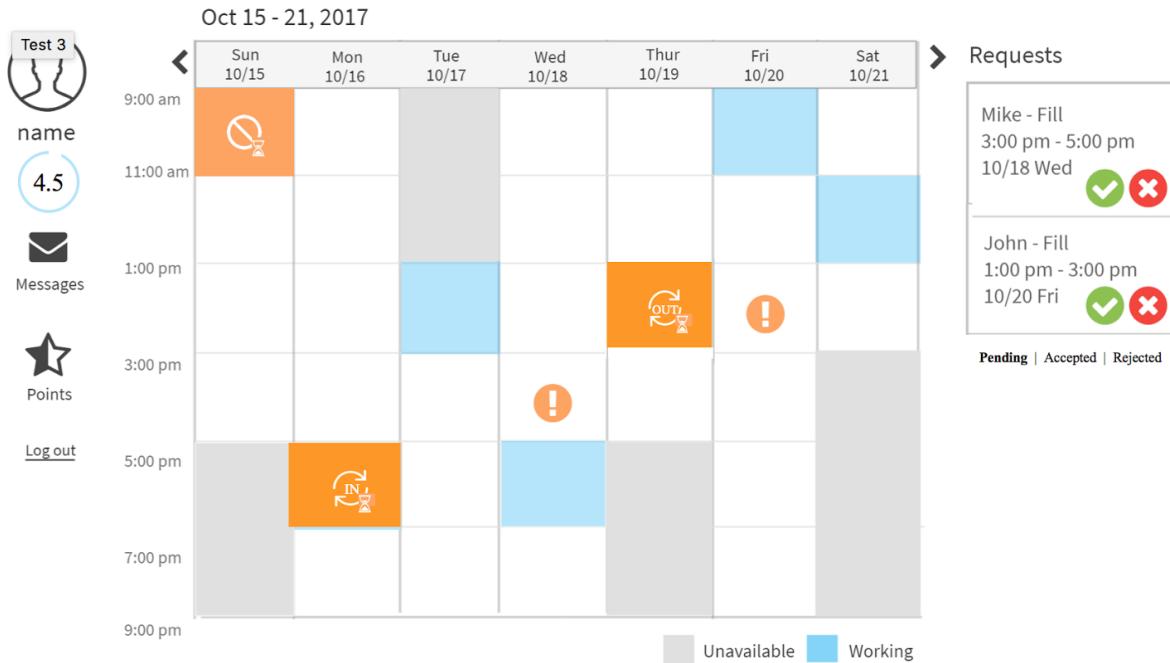


# Shwift

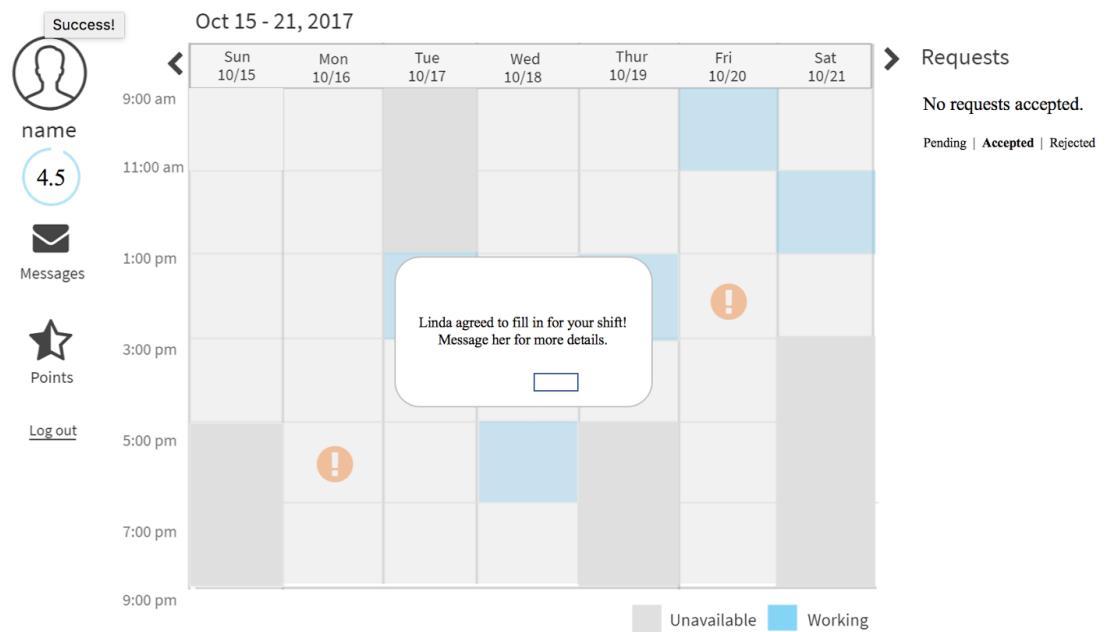
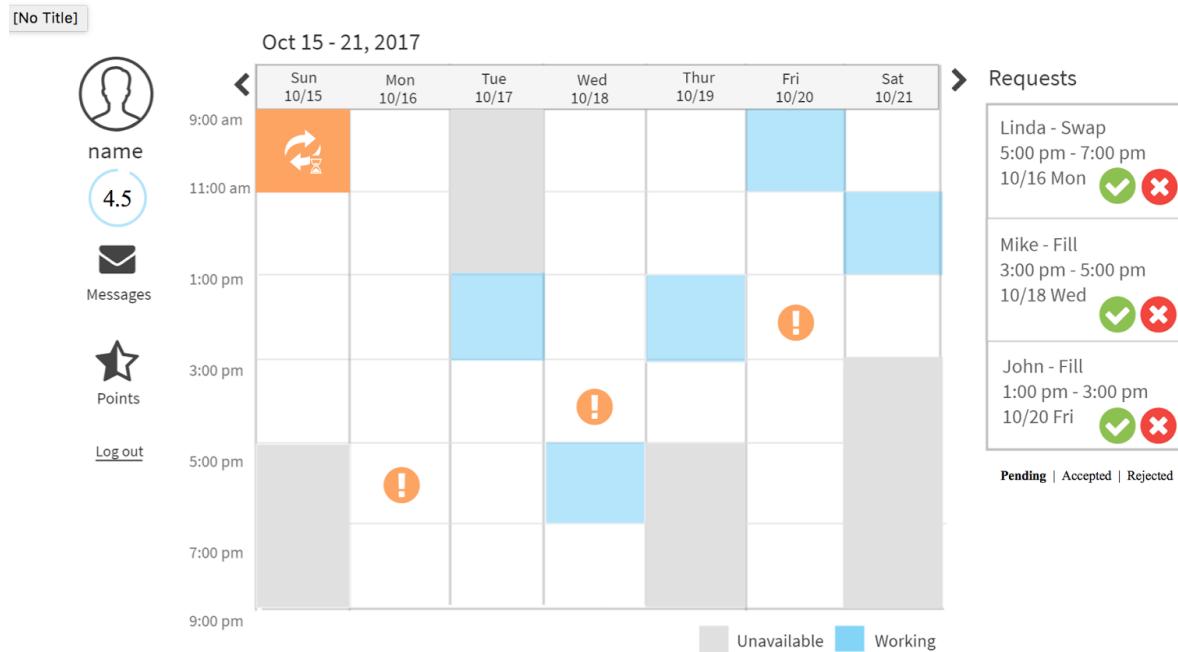
## Web Iteration 2



# Shwift



# Shwift



Shwift

## Web Iteration 3

The screenshot shows a shift calendar for the week of November 5-11. The days of the week are listed as columns: Sun 5, Mon 6, Tue 7, Wed 8, Thu 9, Fri 10, Sat 11. The hours of the day are listed as rows: 9 am, 11 am, 1 pm, 3 pm, 5 pm, 7 pm, 9 pm. Shaded blue cells represent scheduled shifts. A red circle with the number '7' is placed over the Tuesday column at the 1 pm slot. A light gray shaded area covers the entire 5 pm to 9 pm range for Sunday through Saturday. A tooltip box on the right side provides instructions for managing shifts and swap requests.

	Sun 5	Mon 6	Tue 7	Wed 8	Thu 9	Fri 10	Sat 11
9 am							
11 am							
1 pm							
3 pm							
5 pm							
7 pm							
9 pm							

**Can't make a shift?**  
Click on the shift in the calendar on the left and select drop or swap.

**Got it!**

**Swap Requests will show up here!**  
Mouse over requests to see how they fit into your schedule  
Accept or reject shift swaps here!

**Got it!**

Nov 5, 2017								
		9 AM	11 AM	1 PM	3 PM	5 PM	7 PM	9 PM
Mike								
Sally								
Andrew								
Chris								
Emily								
John								

My Shifts
Time Off

Swaps Made

**Emily**   **Mike**  
 Tuesday, Nov 5th  
 3 pm to 5 pm

**Mike**   **Emily**  
 Saturday, Nov 11th  
 3 pm to 5 pm

**Andrew**   **Mike**  
 Tuesday, Nov 5th  
 9 pm to 11 pm

**Mike**   **Andrew**  
 Sunday, Nov 12th  
 9 am to 11 am

# Shwift

Hello, Mike Smith

Can't make a shift?  
Click on the shift in the calendar on the left and select drop or swap.  
[Got it!](#)

Swap Requests will show up here!  
Mouse over requests to see how they fit into your schedule  
Accept or reject shift swaps here!  
[Got it!](#)

< Nov 5 - 11, 2017 >						
Sun 5	Mon 6	Tue 7	Wed 8	Thu 9	Fri 10	Sat 11
9 am						
11 am						
1 pm						
3 pm						
5 pm						
7 pm						
9 pm						

Hello, Mike

Can't make a shift?  
Click on the shift in the calendar on the left and select drop or swap.  
[Got it!](#)

Swap Requests will show up here!  
Mouse over requests to see how they fit into your schedule  
Accept or reject shift swaps here!  
[Got it!](#)

< Nov 5 - 11, 2017 >						
Sun 5	Mon 6	Tue 7	Wed 8	Thu 9	Fri 10	Sat 11
9 am						
11 am						
1 pm						
3 pm						
5 pm						
7 pm						
9 pm						

● My Shifts   ● Time Off

# Shwift

Shwift

Hello, Linda

Rating Breakdown

John Applebees

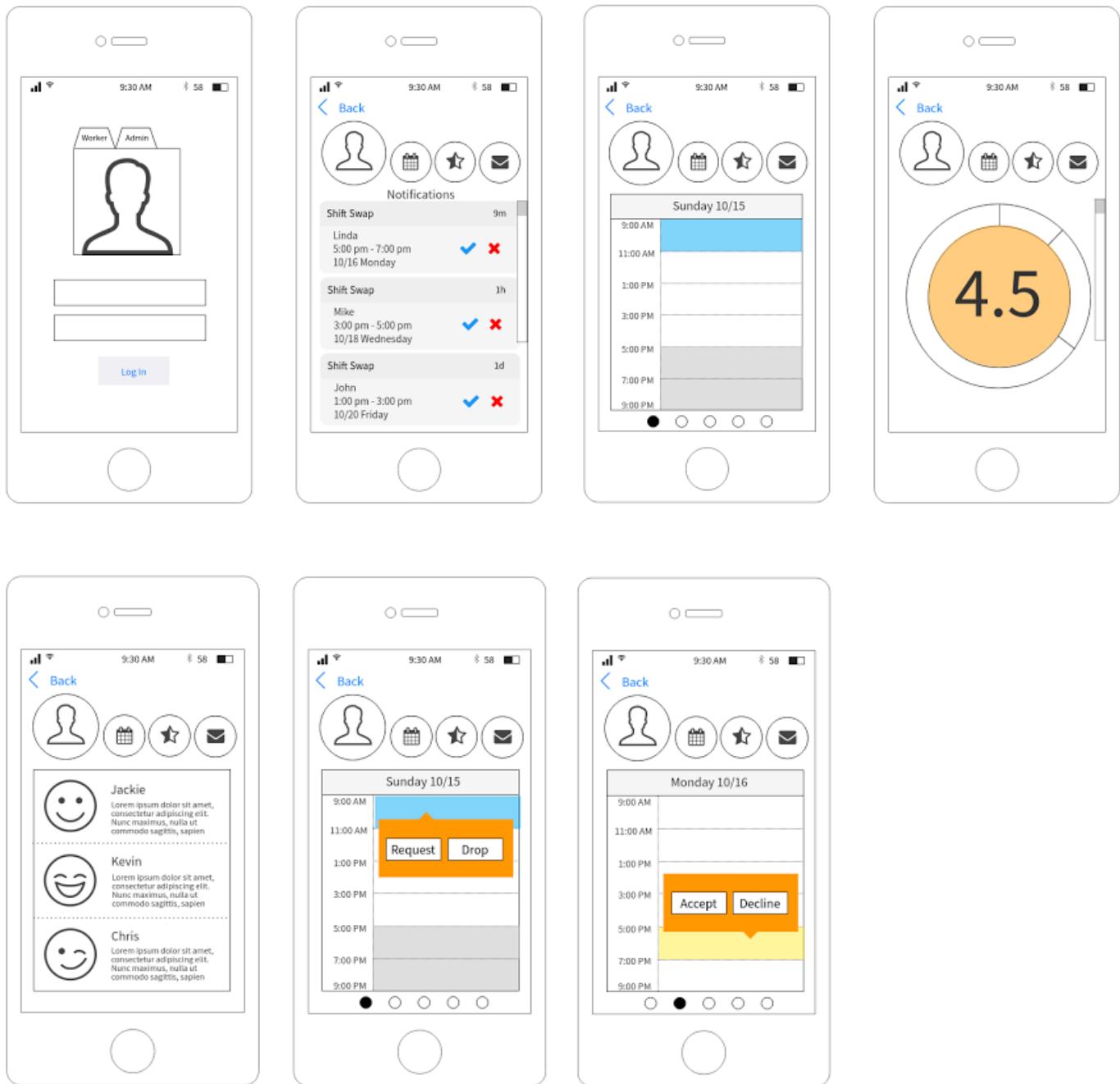
applebees.j@gmail.com

Shifts Attended 95% 4.0  
Shifts Swapped 2% + 0.2  
Performance Rating 5/10 - 0.1

4.1 /5

# Shwift

## Mobile Iteration 1



# Shwift

## Mobile Iteration 2

The image displays a 4x2 grid of screenshots from a mobile application called Shwift, illustrating the process of requesting and accepting shift swaps.

**Row 1:**

- Left Column:** Shows the login screen with fields for "Username" and "Password", a "LOGIN" button, and links for "Admin Login" and "Forgot Password".
- Right Column:** Shows a weekly calendar for November 2017. A specific slot on Monday, November 27, 2017, between 9AM and 1PM is highlighted in blue. A modal window titled "Shwift" asks, "Would you like to request a swap?", with "Yes" and "Cancel" buttons.

**Row 2:**

- Left Column:** Shows the weekly calendar for November 2017. A slot on Monday, November 27, 2017, between 9AM and 1PM is highlighted in orange and contains a question mark icon.
- Right Column:** Shows a weekly calendar for November 2017. A slot on Wednesday, November 29, 2017, between 12AM and 1PM is highlighted in yellow. A modal window titled "Shwift" asks, "Would you like to accept this swap?", with "Yes" and "No" buttons.

**Row 3:**

- Left Column:** Shows a confirmation screen with a large green checkmark icon. Text reads: "You have confirmed to swap Linda's shift. We will let you know if Linda approves your swap."
- Right Column:** Shows the weekly calendar for November 2017. Multiple slots on Wednesday, November 29, 2017, between 12PM and 5PM are highlighted in orange and contain question mark icons.

**Row 4:**

- Left Column:** Shows a confirmation screen with a large green checkmark icon. Text reads: "You have successfully swapped your shift to Wednesday 29, 2017 9AM-1PM"
- Right Column:** Shows the weekly calendar for November 2017. A slot on Wednesday, November 29, 2017, between 9AM and 1PM is highlighted in yellow.

# Shwift

## Mobile Iteration 3

The image displays the mobile application interface for Shwift across four screens, illustrating the shift swapping process.

**Screen 1: Login Screen**

- Header: Shwift
- Form fields: Username, Password
- Buttons: LOGIN, Admin Login, Forgot Password, Need Account?
- Bottom icons: Calendar, Swap, Bell, Profile

**Screen 2: Shift Schedule - Monday November 27, 2017**

- Header: Shwift
- Calendar: November 26, 27, 28, 29, 30, 01, 02
- Shifts: 9AM, 11AM, 1PM, 3PM, 5PM, 7PM, 9PM
- Bottom icons: Calendar, Swap, Bell, Profile

**Screen 3: Request Confirmation - Monday November 27, 2017**

- Header: Shwift
- Text: Would you like to request a swap?
- Buttons: Yes, Cancel
- Bottom icons: Calendar, Swap, Bell, Profile

**Screen 4: Confirmation - Request sent for Monday 27, 2017 9AM-1PM**

- Header: Confirmation
- Icon: Checkmark
- Text: Request sent for Monday 27, 2017 9AM-1PM
- Bottom icons: Calendar, Swap, Bell, Profile

**Screen 5: Shift Schedule - Wednesday November 29, 2017**

- Header: Shwift
- Calendar: November 26, 27, 28, 29, 30, 01, 02
- Shifts: 9AM, 11AM, 1PM, 3PM, 5PM, 7PM, 9PM
- Bottom icons: Calendar, Swap, Bell, Profile

**Screen 6: Acceptance Confirmation - Wednesday November 29, 2017**

- Header: Shwift
- Text: Would you like to accept this swap?
- Buttons: Yes, No
- Bottom icons: Calendar, Swap, Bell, Profile

**Screen 7: Confirmation - You have successfully swapped your shift to Monday 27, 2017 9AM-1PM**

- Header: Confirmation
- Icon: Checkmark
- Text: You have successfully swapped your shift to Monday 27, 2017 9AM-1PM
- Bottom icons: Calendar, Swap, Bell, Profile

# Shwift

## Final Demo

Desktop

Swift

Hello, Mike

Nov 5 - 11, 2017

Sun 5	Mon 6	Tue 7	Wed 8	Thu 9	Fri 10	Sat 11
9 am						
11 am						
1 pm						
3 pm						
5 pm						
7 pm						
9 pm						

Can't make a shift?  
Click on the shift in the calendar on the left and select drop or swap.

Swap Requests will show up here!  
Mouse over requests to see how they fit into your schedule  
Accept or reject shift swaps here!

My Shifts Time Off

Swift

Hello, Linda

Nov 5 - 11, 2017

Sun 5	Mon 6	Tue 7	Wed 8	Thu 9	Fri 10	Sat 11
9 am						
11 am						
1 pm						
3 pm						
5 pm						
7 pm						
9 pm						

Swap Requests

John  
Tuesday, Nov 7th  
3 pm to 5 pm

Tina  
Friday, Nov 10th  
9 am to 11am

Mike  
Saturday, Nov 11th  
4 pm to 5 pm

Accept Ignore

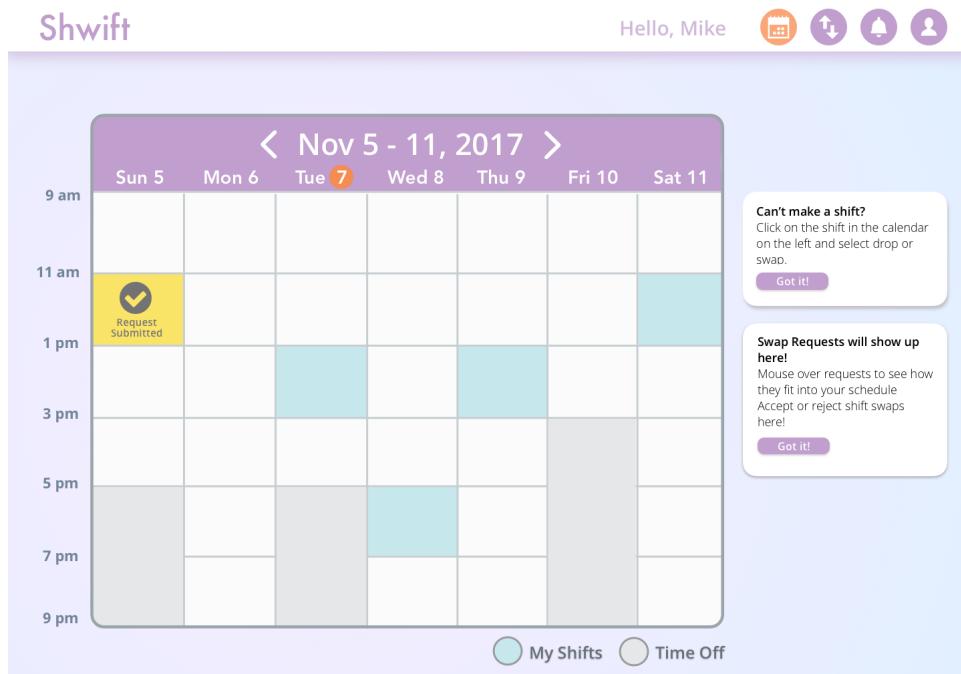
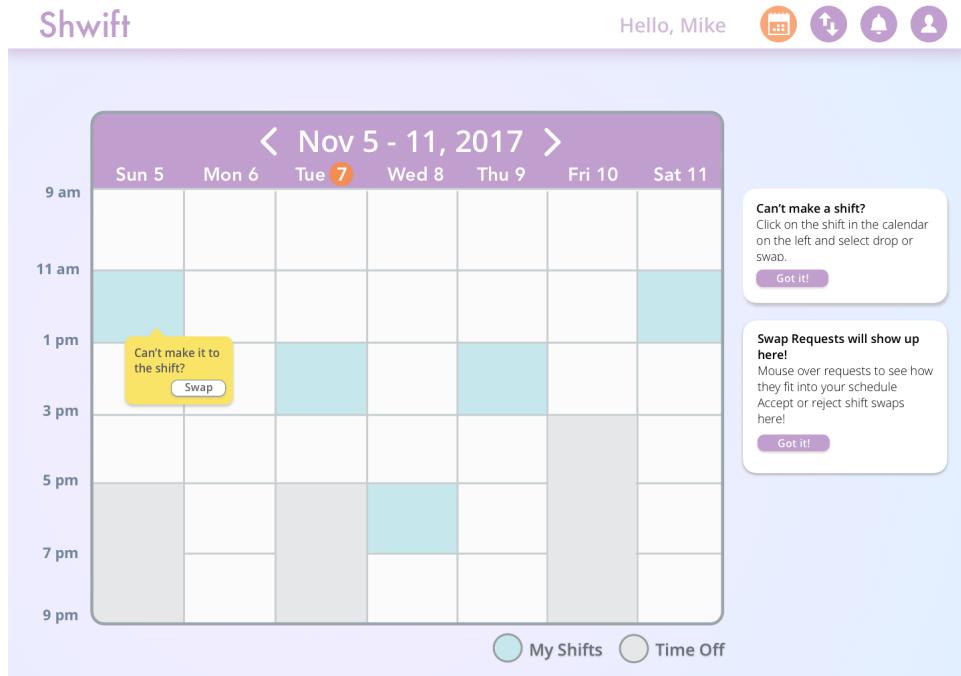
Accept Ignore

Accept Ignore

My Shifts Time Off

# Shwift

Submitting a swap request:



# Shwift

## Accepting a shift swap

The screenshot shows a weekly shift calendar for the week of November 5-11, 2017. The days of the week are listed at the top: Sun 5, Mon 6, Tue 7, Wed 8, Thu 9, Fri 10, Sat 11. The y-axis on the left lists time intervals: 9 am, 11 am, 1 pm, 3 pm, 5 pm, 7 pm, 9 pm. Shifts are represented by colored boxes: purple for 'My Shifts' and teal for 'Time Off'. On Tuesday, there is a purple box from 11 am to 1 pm and a teal box from 1 pm to 3 pm. On Wednesday, there is a teal box from 5 pm to 7 pm. On Saturday, there is a teal box from 3 pm to 5 pm. A sidebar on the right titled 'Swap Requests' shows three items:

- John**: Tuesday, Nov 7th, 3 pm to 5 pm. Buttons: Accept (purple), Ignore (gray).
- Tina**: Friday, Nov 10th, 9 am to 11am. Buttons: Accept (purple), Ignore (gray).
- Mike**: Saturday, Nov 11th, 4 pm to 5 pm. Buttons: Accept (purple), Ignore (gray).

At the bottom, there are two circular icons: a green one labeled 'My Shifts' and a yellow one labeled 'Time Off'.

# Shwift

Shwift

Hello, Linda

Swap Requests

**John**  
Tuesday, Nov 7th  
3 pm to 5 pm  
**Accept** **Ignore**

**Tina**  
Friday, Nov 10th  
9 am to 11am  
**Accept** **Ignore**

**Mike**  
Saturday, Nov 11th  
4 pm to 5 pm  
**Accept** **Ignore**

9 am Sun 5 Mon 6 Tue 7 Wed 8 Thu 9 Fri 10 Sat 11 11 am 1 pm 3 pm 5 pm 7 pm 9 pm

< Nov 5 - 11, 2017 >

Select the shift to give to John **Done**

My Shifts Time Off

Shwift

Hello, Linda

Swap Requests

**John**  
Tuesday, Nov 7th  
3 pm to 5 pm  
**Accept** **Ignore**

**Tina**  
Friday, Nov 10th  
9 am to 11am  
**Accept** **Ignore**

**Mike**  
Saturday, Nov 11th  
4 pm to 5 pm  
**Accept** **Ignore**

9 am Sun 5 Mon 6 Tue 7 Wed 8 Thu 9 Fri 10 Sat 11 11 am 1 pm 3 pm 5 pm 7 pm 9 pm

< Nov 5 - 11, 2017 >

Swap Completed!

My Shifts Time Off

# Shwift

## Manager View

**Shwift**

Hello, Thomas

**Swaps Made**

- Emily → Mike**  
Tuesday, Nov 5th  
1 pm to 3 pm
- Mike → Emily**  
Saturday, Nov 11th  
3 pm to 5 pm
- Andrew → Mike**  
Tuesday, Nov 5th  
9 pm to 11 pm
- Mike → Andrew**  
Sunday, Nov 12th  
9 am to 11 am

**Employee Shifts** **Time Off**

**Shwift**

Hello, Thomas

**Swaps Made**

- Emily → Mike**  
Tuesday, Nov 5th  
1 pm to 3 pm
- Mike → Emily**  
Saturday, Nov 11th  
3 pm to 5 pm
- Andrew → Mike**  
Tuesday, Nov 5th  
9 pm to 11 pm
- Mike → Andrew**  
Sunday, Nov 12th  
9 am to 11 am

**Employee Shifts** **Time Off**

# Shwift

## Employee Profile and Rating

Shwift

Hello, Linda

Rating Breakdown



4.1/5

John  
Applebees  
applebees.j@gmail.com

Shifts Attended	95%	4.0
Shifts Swapped	2%	+ 0.2
Performance Rating	5/10	- 0.1

# Shwift

## Mobile

### Worker's View

The mobile application interface for workers is designed to be intuitive and user-friendly. It features a light purple header bar at the top with the Shwift logo. Below the header, there is a large central area for viewing shift details, flanked by navigation and action buttons.

**Top Row:**

- Login Screen:** Shows the Shwift logo, a large input field for 'Username', a smaller input field for 'Password', and a prominent blue 'LOGIN' button. Below the login fields are links for 'Admin Login', 'Forgot Password', and 'Need Account?'. At the bottom are five circular icons: calendar, download, upload, bell, and profile.
- Shift Calendar (Monday 27 Nov):** Displays the weekly calendar from Sunday to Saturday. The date 'Monday November 27, 2017' is highlighted. The shift 'Shift at Bob's Burgers' is listed for the 9AM-1PM slot. The interface includes time markers from 9AM to 9PM and a bottom row of five icons.
- Shift Swap Request (Confirmation):** A modal dialog box asks 'Would you like to request a swap?' with 'Yes' and 'Cancel' buttons. The background shows the same shift calendar and time markers.
- Shift Swap Confirmation (Confirmation):** A modal dialog box confirms 'You have sent a request to swap for Monday 27 9AM-1PM' with a large yellow checkmark icon. The background shows the shift calendar and time markers.

**Middle Row:**

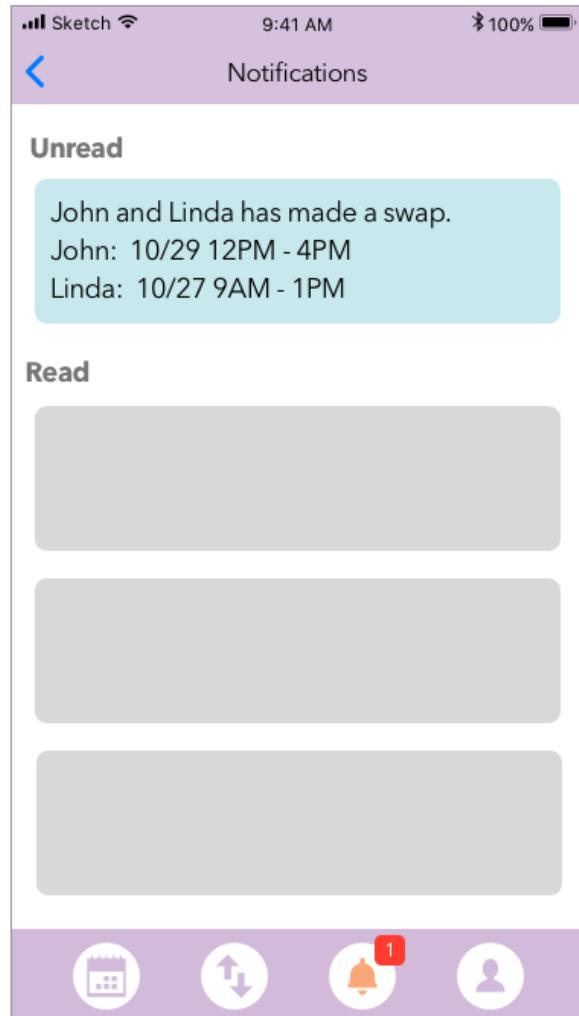
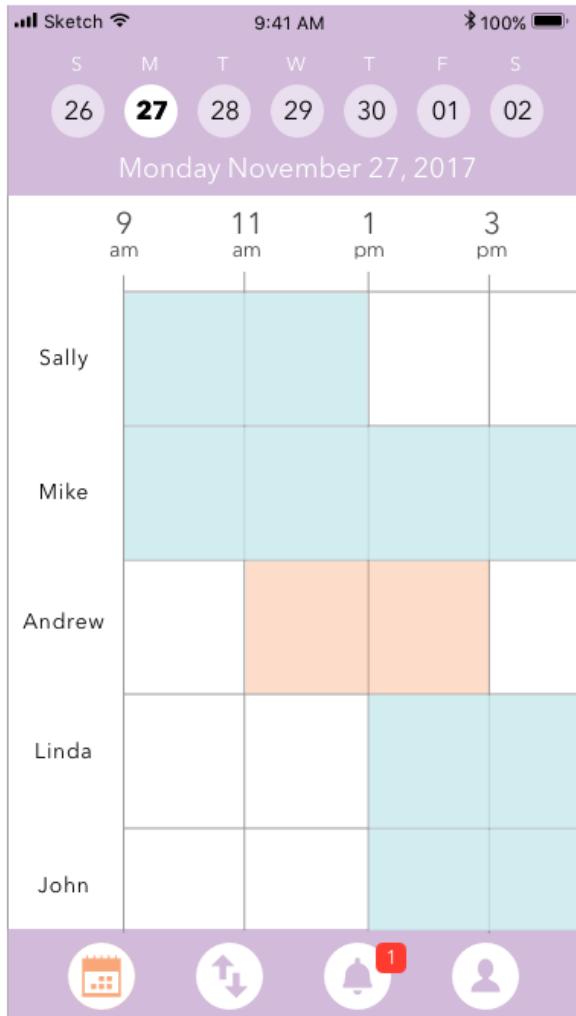
- Notifications (Unread):** Shows a message from 'John' about a shift swap proposal. The message reads: 'John wants to swap shifts with you. Monday 27 9AM - 1PM'. Below this is a 'Read' section with three empty message bubbles. At the bottom are five circular icons.
- Shift Calendar (Monday 27 Nov):** Shows the proposed shift for 'John's proposed shift' from 9AM to 1PM. A modal dialog box asks 'Would you like to accept this swap?' with 'Yes' and 'No' buttons. The background shows the shift calendar and time markers.
- Shift Swap Request (Confirmation):** A modal dialog box asks 'Would you like to swap with this shift?' with 'Yes' and 'Cancel' buttons. The background shows the shift calendar and time markers.
- Shift Swap Confirmation (Confirmation):** A modal dialog box confirms 'You have successfully swapped your shift to Monday 27 9AM-1PM' with a large yellow checkmark icon. The background shows the shift calendar and time markers.

**Bottom Row:**

- Notifications (Unread):** Shows a message from 'Linda' accepting the request: 'Linda has accepted your request.' Below this is a 'Read' section with three empty message bubbles. At the bottom are five circular icons.
- Notifications (Read):** Shows a large yellow circle with a checkmark icon. Below it, text says 'Your request has been accepted by Linda. Your shift is now Wednesday 29 12PM-4PM'.
- Profile (Profile):** Displays a profile picture of a person, the name 'JOHN APPLEBEES', and three contact icons: phone, message, and email. Below the name is the email address 'applebees.j@gmail.com'. At the bottom are five circular icons.
- Profile (Performance):** Shows a large purple circle with the rating '4.1 / 5'. Below the rating are performance metrics: 'Shifts Attended: 4.0', 'Shifts Swapped: +0.2', and 'Performance Rating: -0.1'. At the bottom are five circular icons.

# Shwift

Manager's View



# Shwift

## Final Presentation

<https://docs.google.com/presentation/d/17IGm6ruWSiCA3ZRkE0jNs-oCHrvf5rZvphz5aljynE0/edit?usp=sharing>