

Hermes

Process Overview

1 Background & problem

2 Research & personas

3 Ideation & sketching

4 Prototyping & usability

5 Solution

6 Reflection & challenges

Background

Seattle City Council issues

Secure Scheduling Ordinance

Office of Labor Standards (OLS)



Problem: Secure Scheduling

- 1 Accountability is up to the employer
- 2 Small businesses might be more vulnerable to lack of enforcement
- 3 **93%** were unaware the ordinance exists

Research

Surveys and interviews

Persona development



Persona Overview



Casey, Manager

Goal

Schedule shifts to run smoothly without infringing on worker's privacy



Luna, Shift worker

Goal

Earn skills and money while in school

Persona Insights



Shift workers want flexible hours



Low response rates



Most problems arise from unpredictability of shift changes



Friendly environment increases responsiveness



Disparate communication channels



Use of informal gifts

Revised Focus

How might we improve communication between service workers and their employers **to comply with new Secure Scheduling guidelines?**



How might we improve communication between variable shift workers and their managers **when developing and modifying schedules?**

Goals

- 1** Increase flexibility and schedule visibility while protecting workers' privacy
- 2** Increase response rate and decrease staff shortages
- 3** Increase comfort and trust in an unpredictable environment

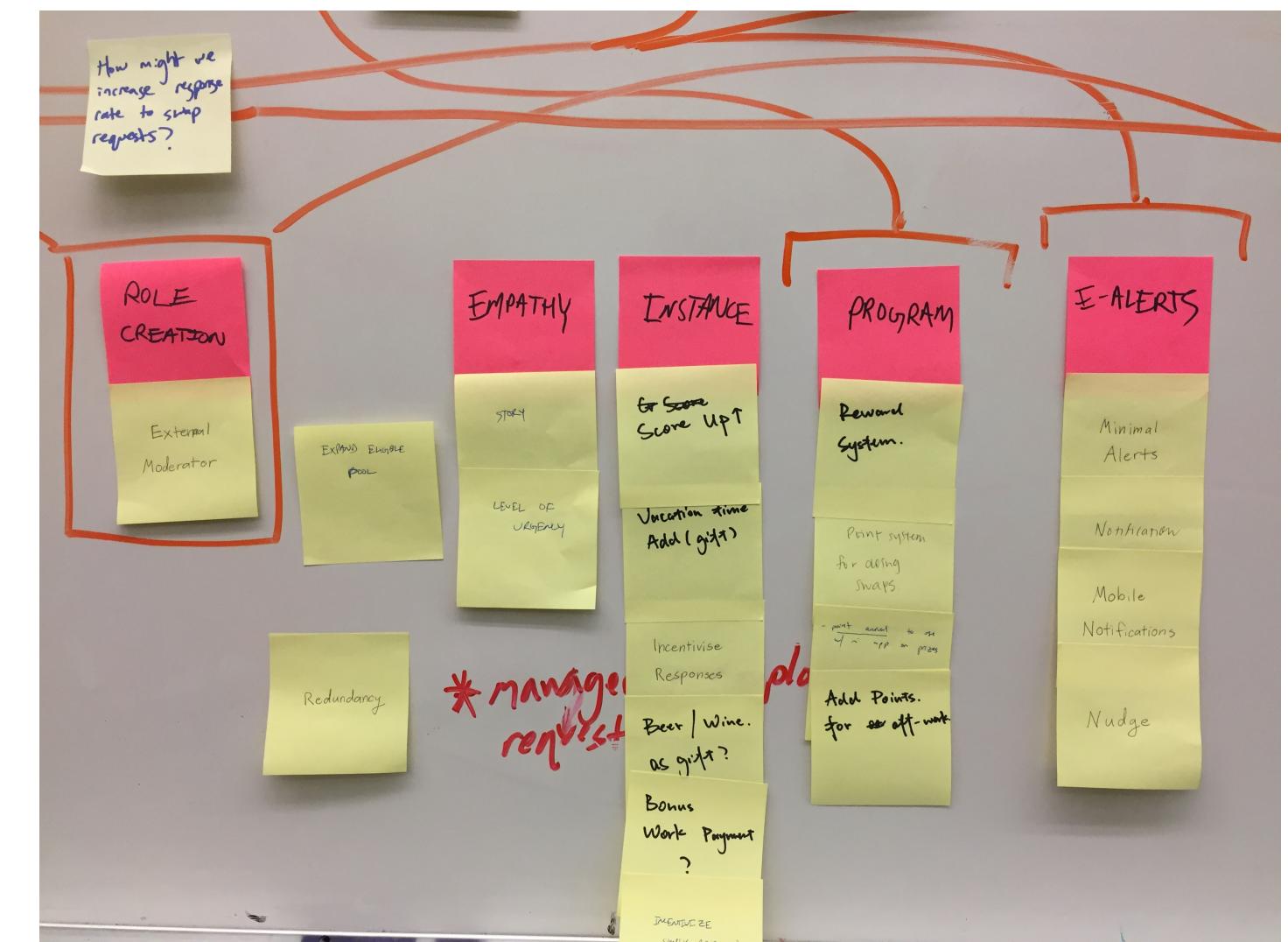
Ideation

Affinity diagramming & sketching

Some ideas partly addressed the problem, but did not focus on communication between manager and shift worker

A lot of ideas were already in existing solutions

Not just another calendar app!



FOR THE MANAGER



Automated
schedule creation

Automated schedule
modification + management

Incentivize employees to
respond and take extra hours

FOR THE SHIFT WORKER



Swap shifts
anonymously

Rewards for responsiveness,
shift swaps, and extra hours

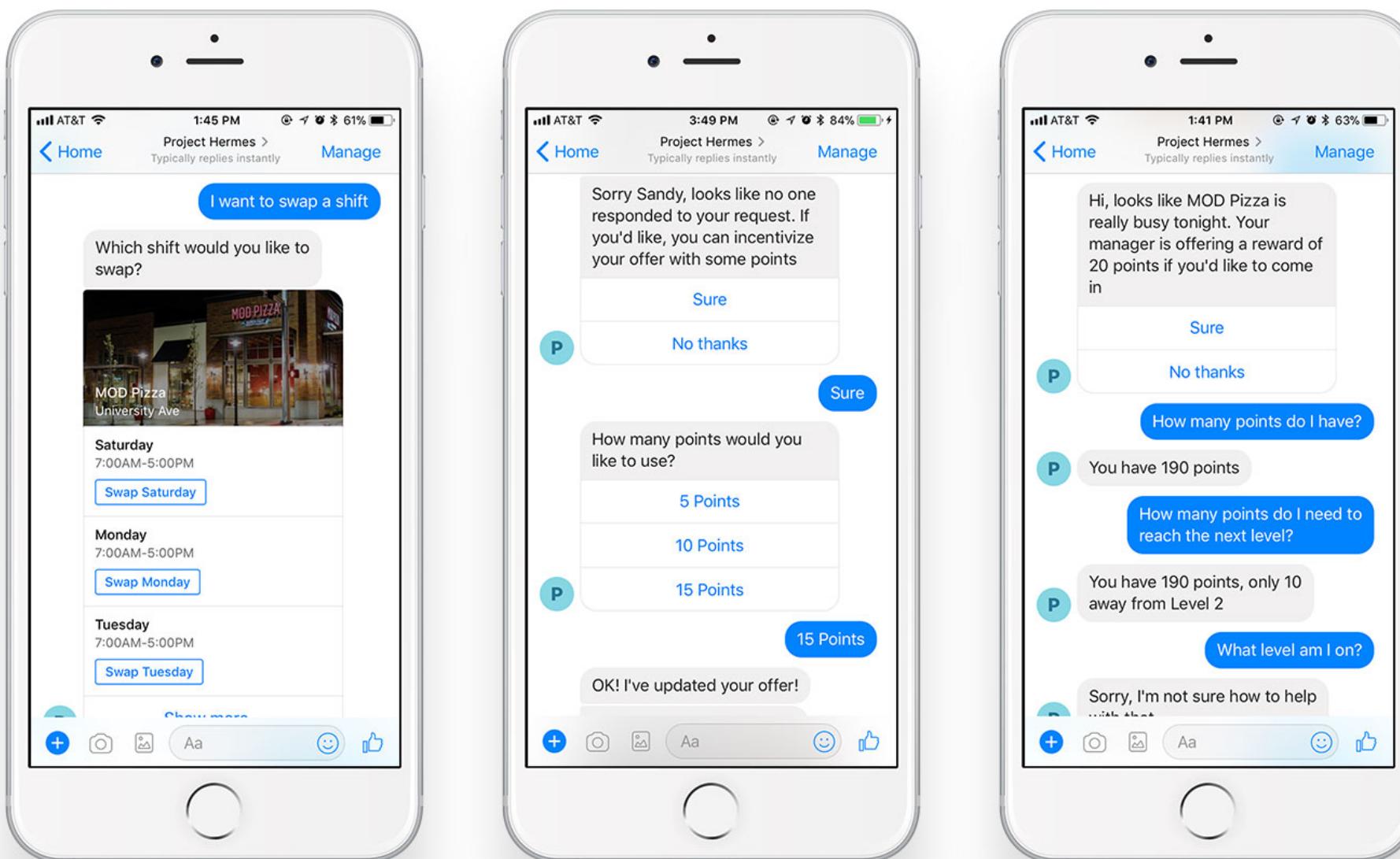
Incentivize coworkers to
swap shifts with you



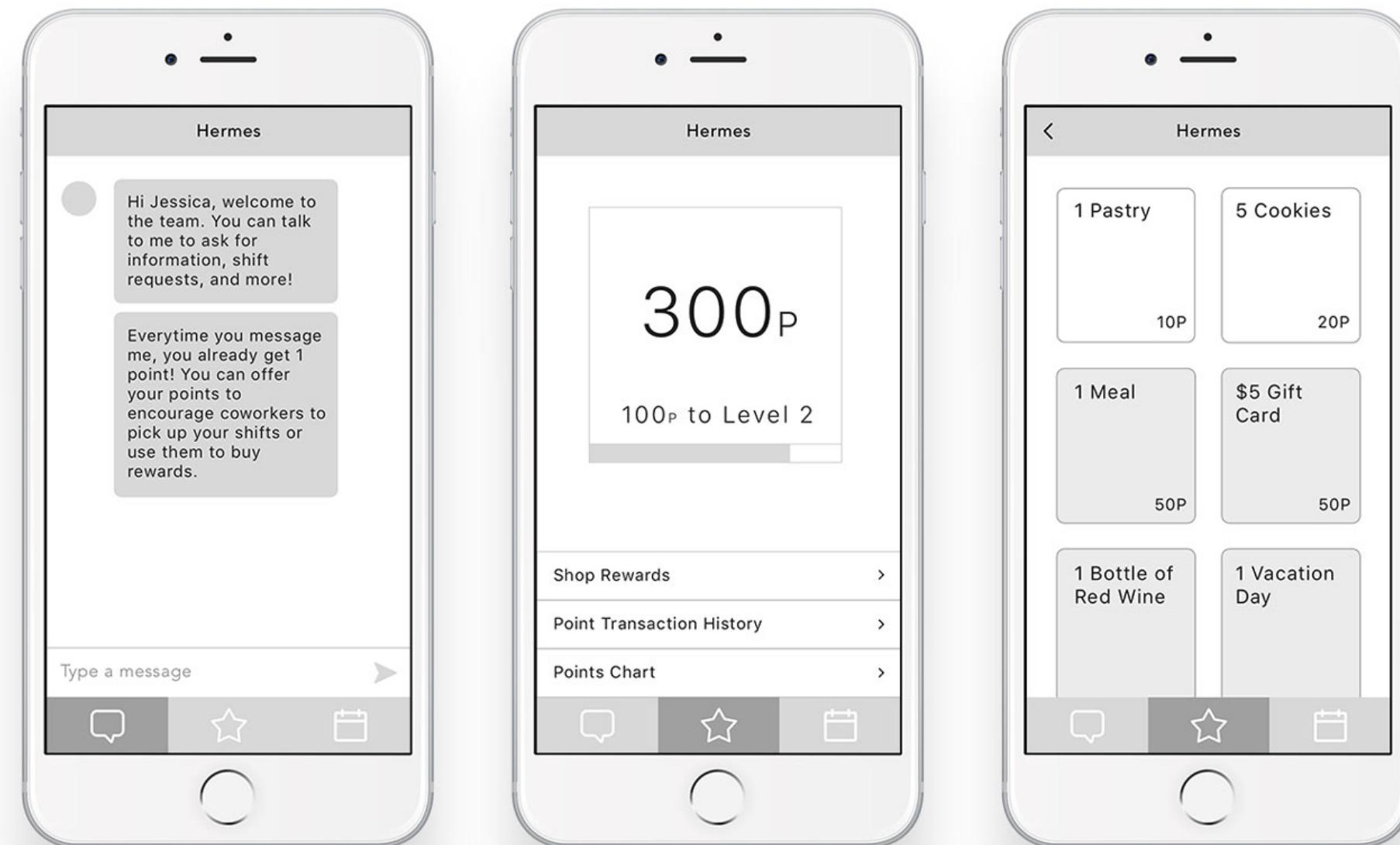
HERMES

A friendly bot that
makes scheduling
flexible, comfortable,
and rewarding

Prototyping



Prototyping

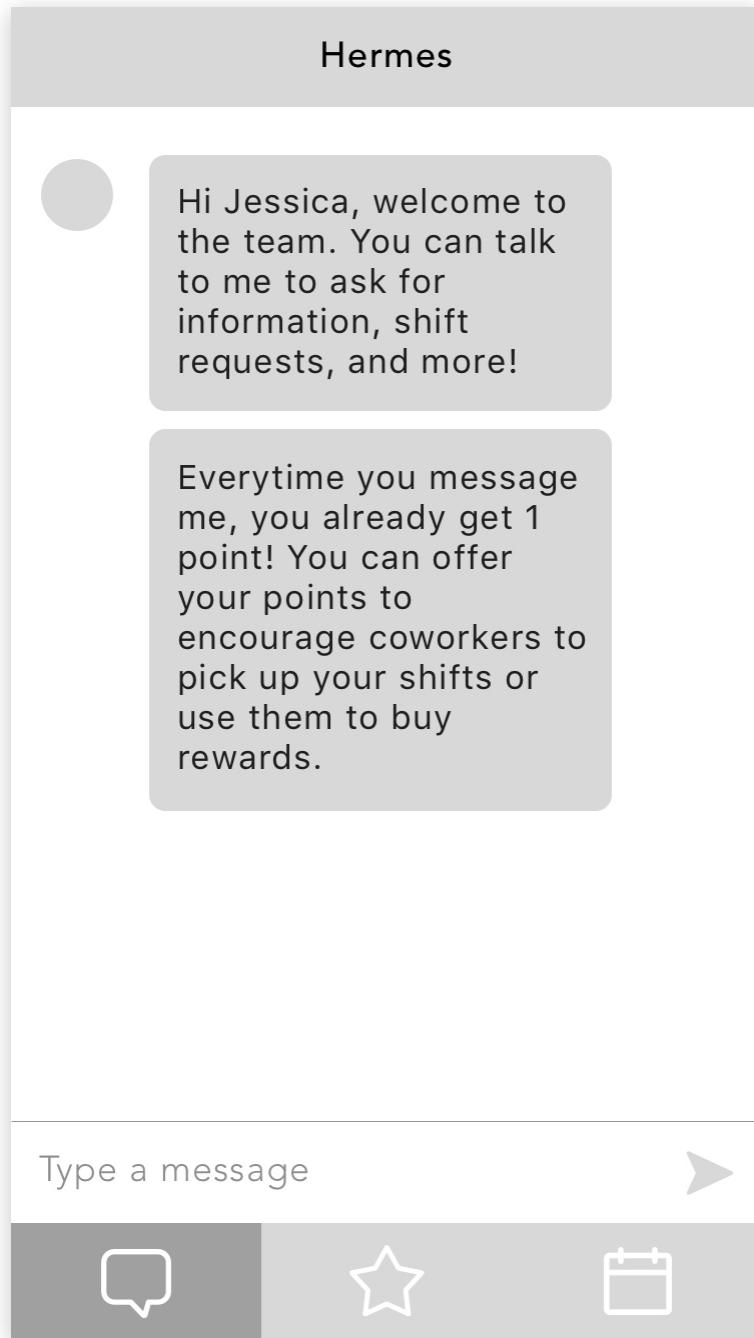


Usability Test Goals

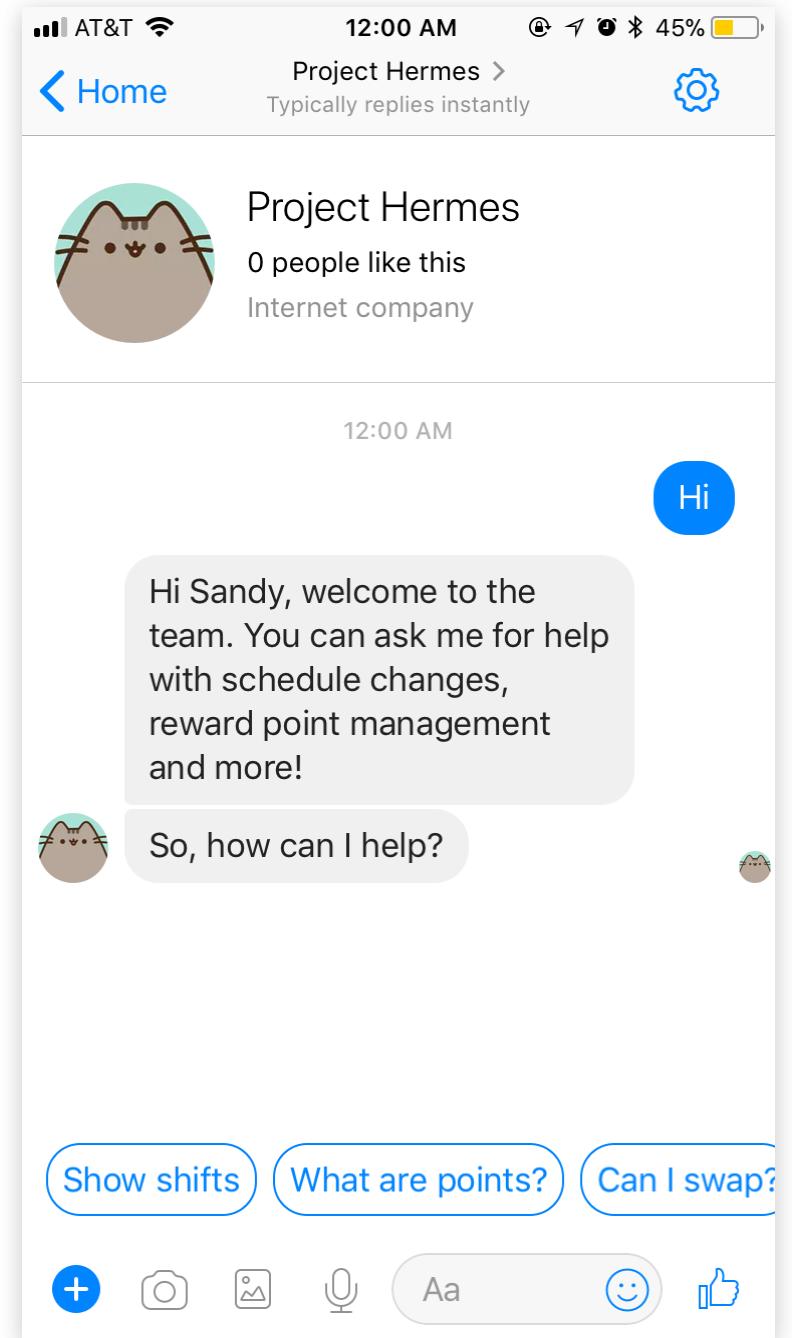
- 1 Use chatbot to swap and accept shifts
- 2 Understand the reward system and buy a reward

Usability Issue 1

Chatbot doesn't provide users with clear options



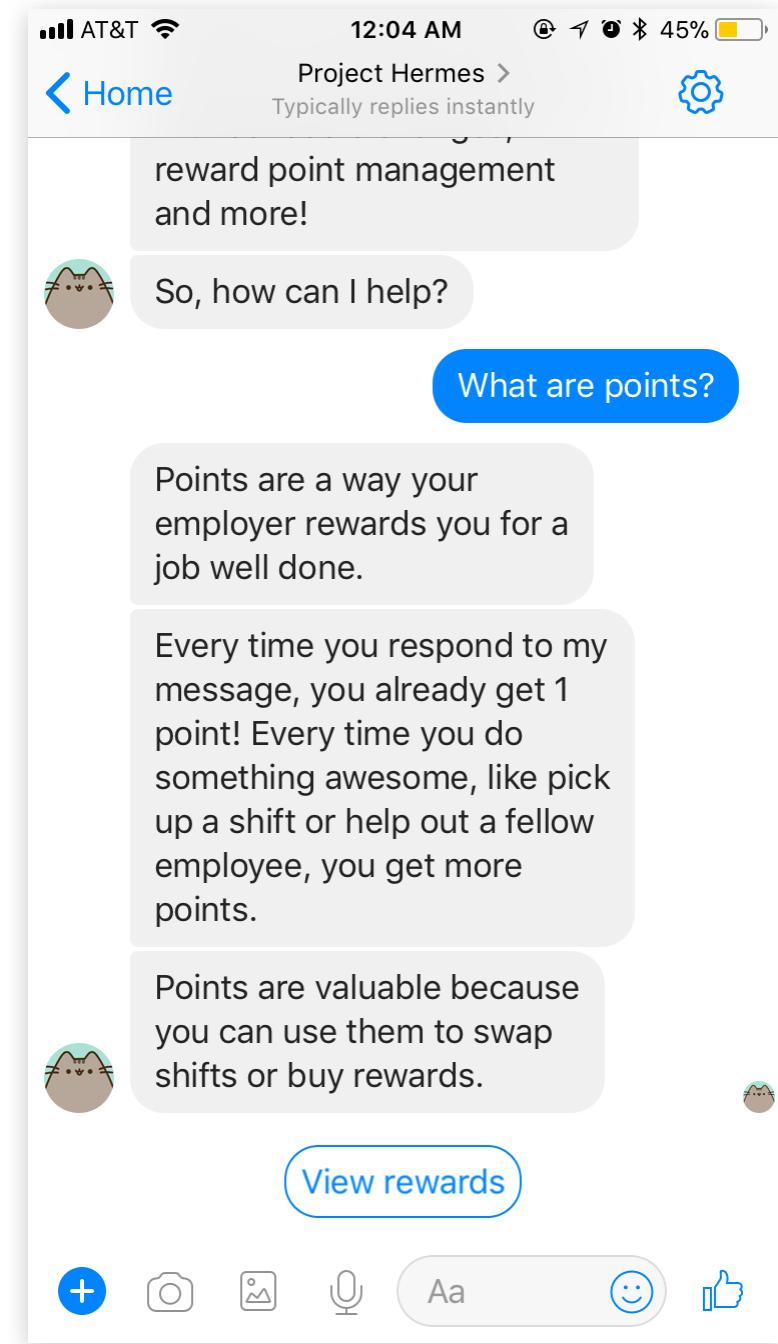
Old



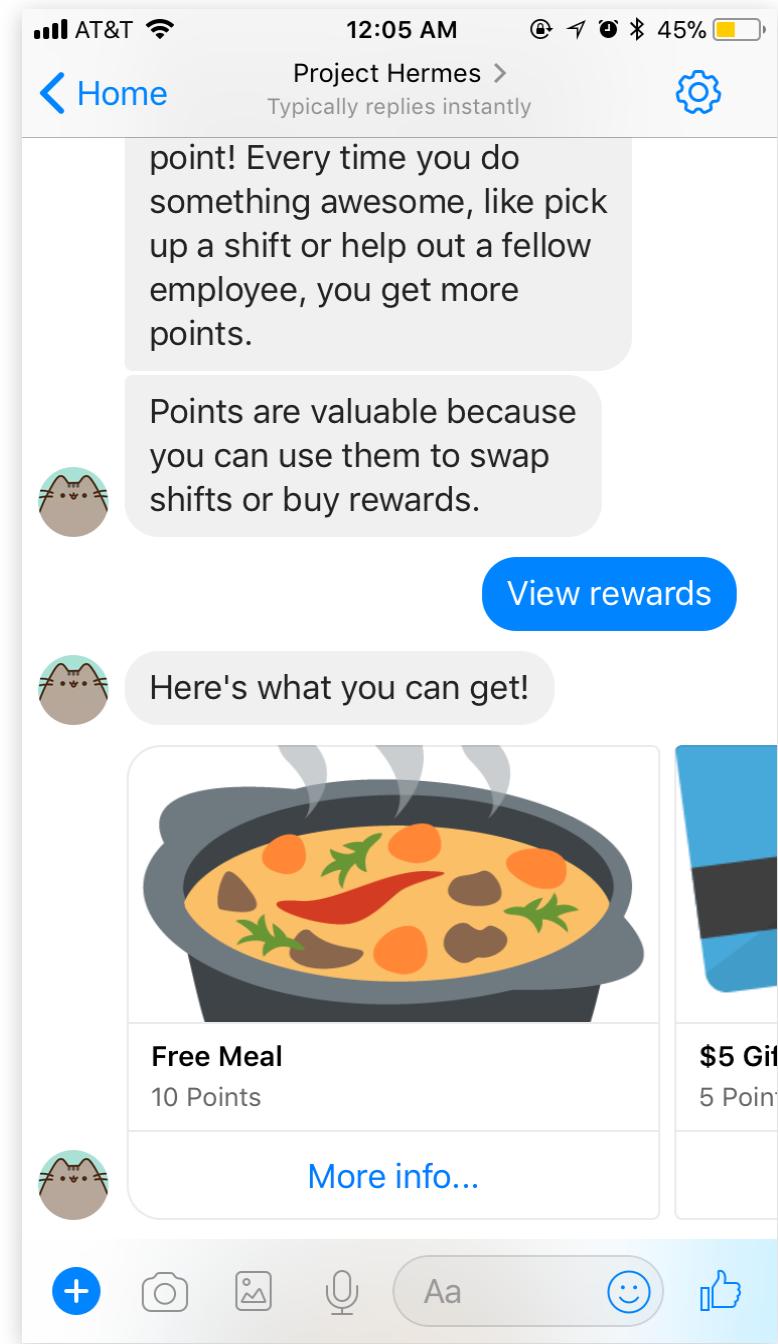
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Usability Issue 2

Reward system unclear and not sure why it matters

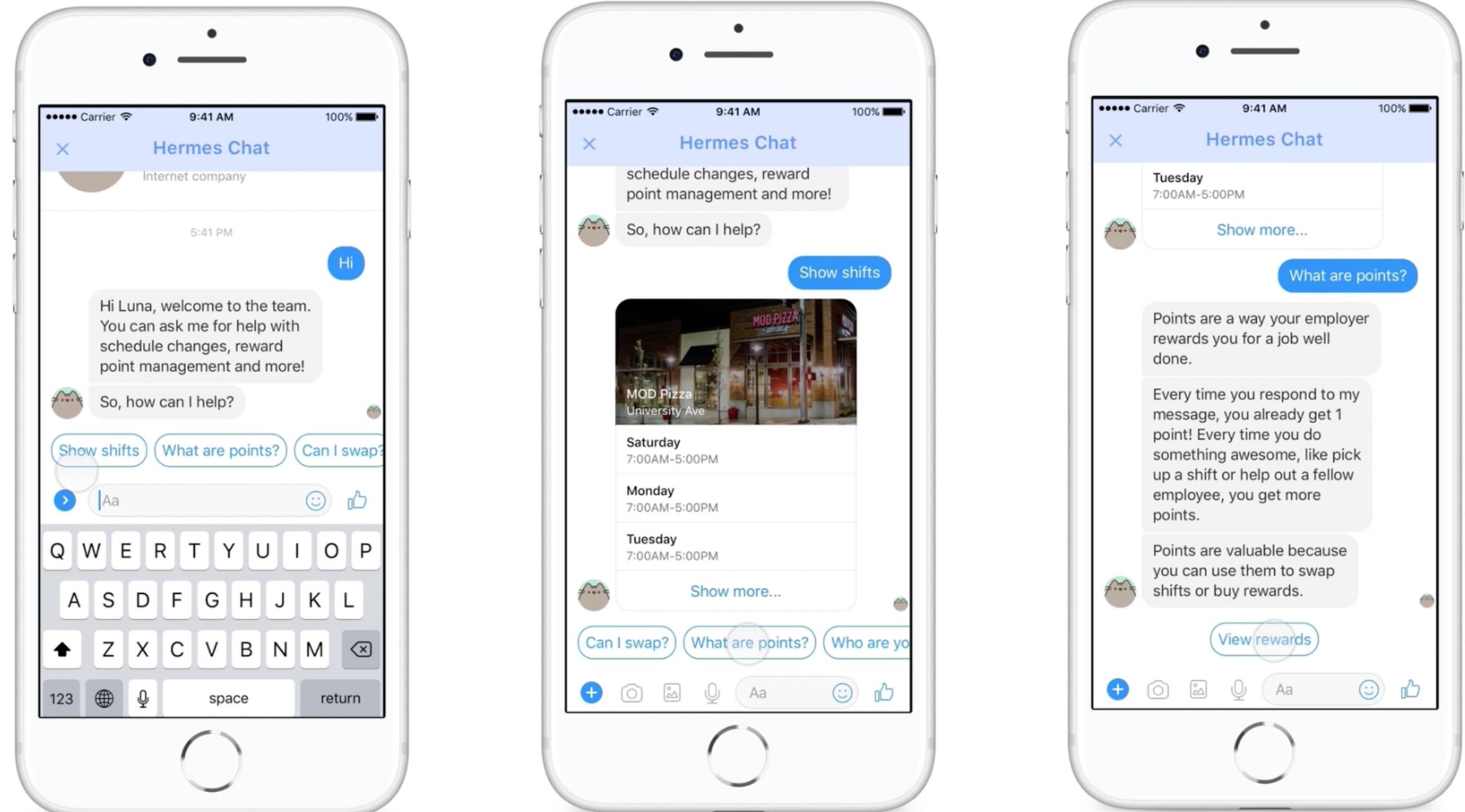


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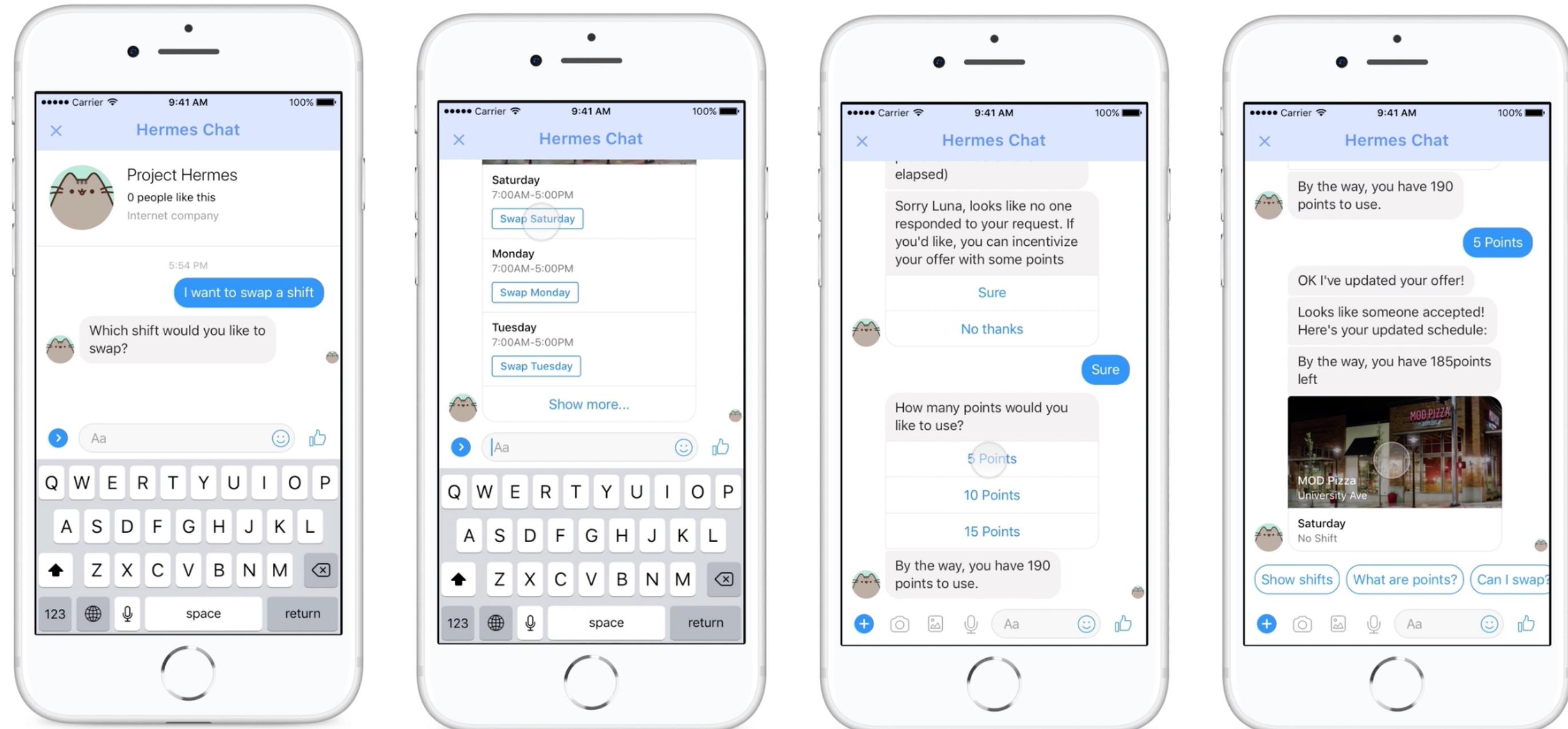


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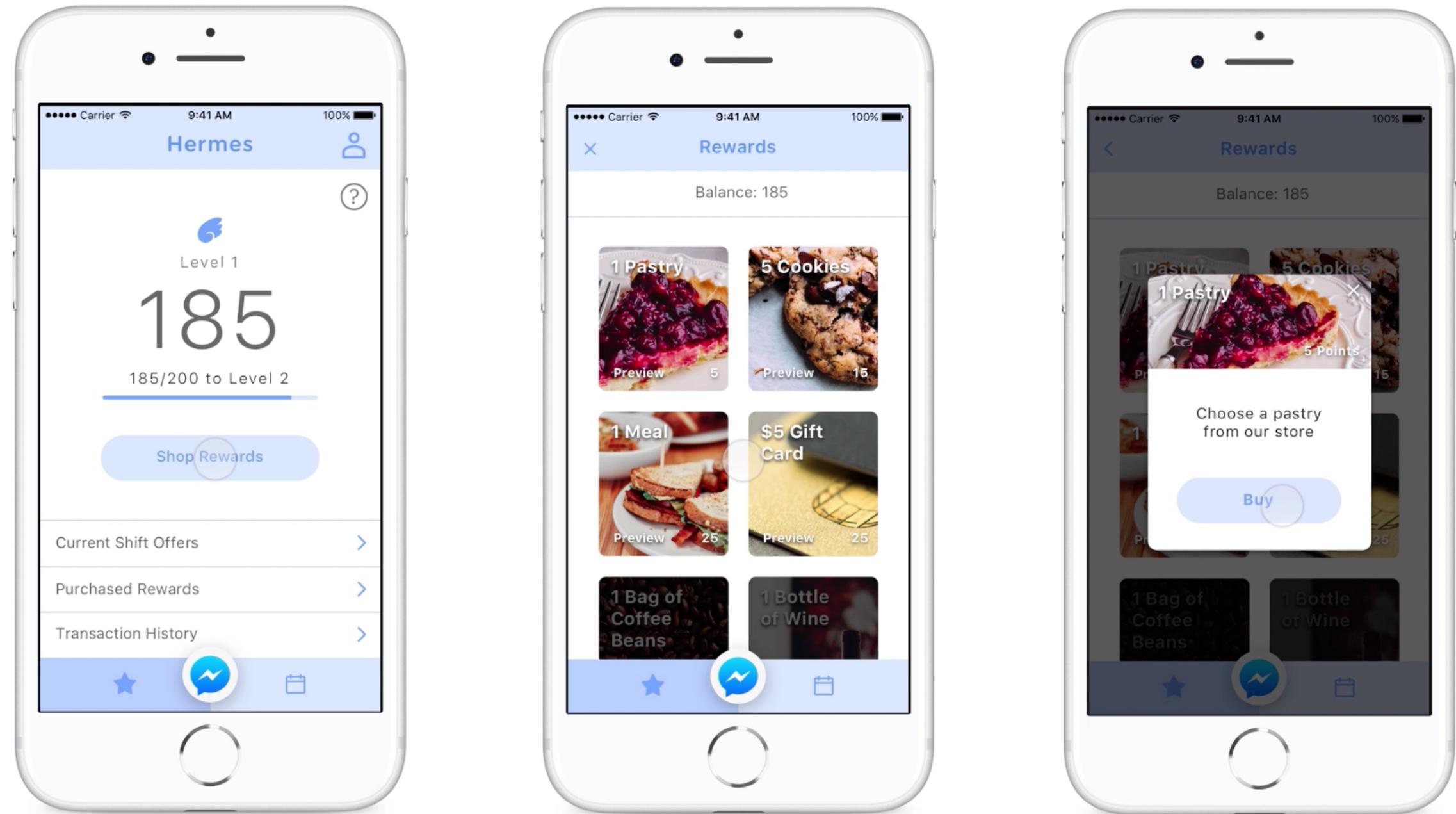
Introducing Hermes



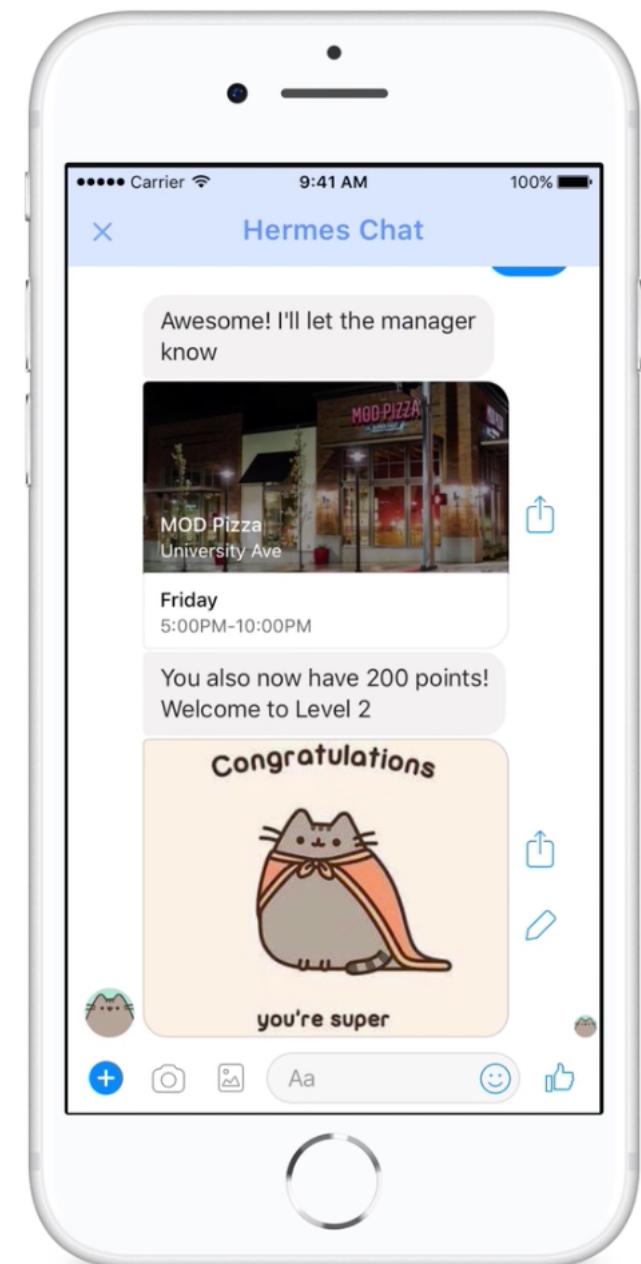
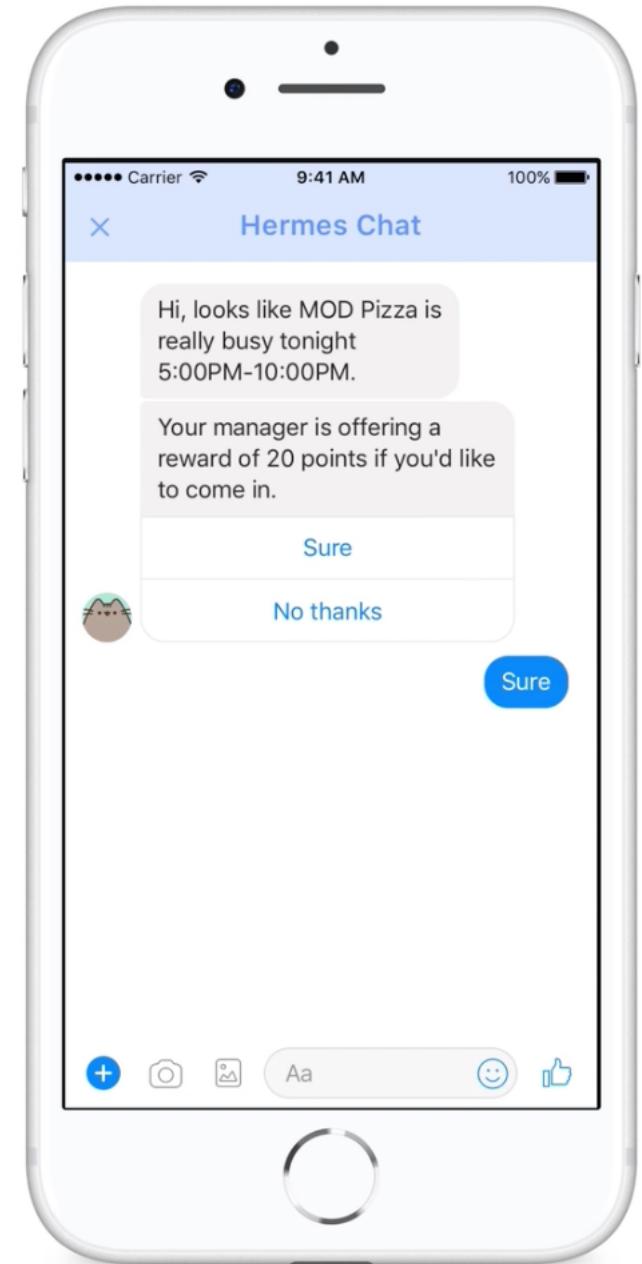
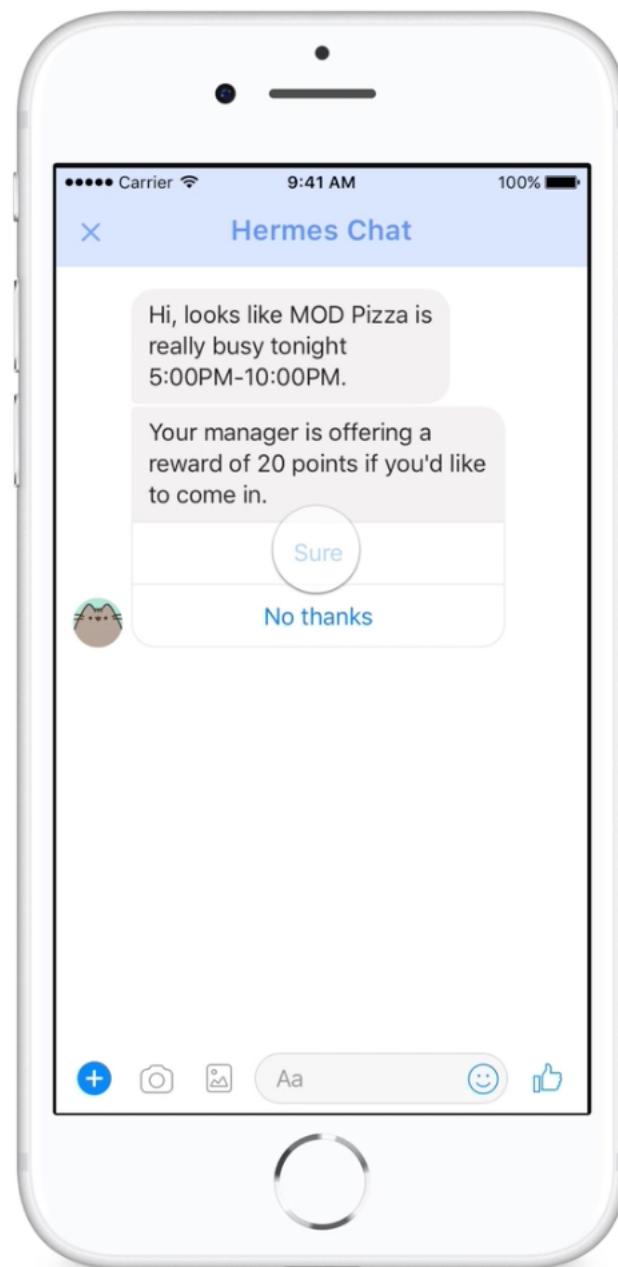
Swapping a shift



Buying a reward



Accepting a shift request



Reflection

Not a complete solution

How to make reward system fair

OLS compliance

Get more manager insights

Create manager version

Create desktop version

Challenges

Integrating the chatbot and app

Figuring out how to prototype and test
the chatbot