

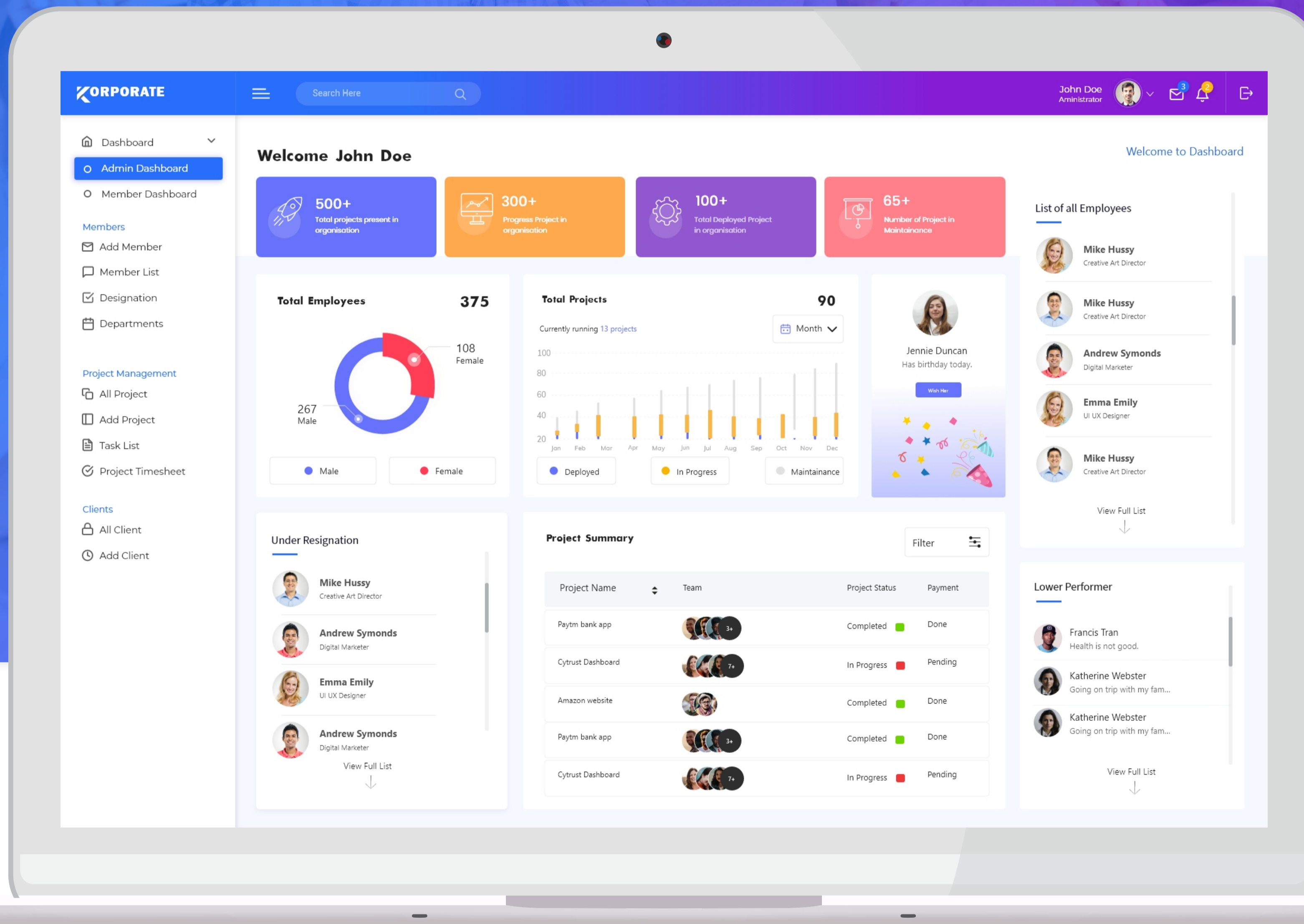
KORPORATE

Employee Management Application

Transform your Employee Lifecycle Management

UX Case Study

- Abu Kumar



Tools Used

Xd

Ai

Ps

Project Overview

Organization Management System, a comprehensive software solution designed to elevate the operational efficiency of company. This dynamic platform is tailored to meet the specific needs of your organization, providing a seamless and intuitive experience for administrators, human resources professionals, employees, and project managers.

Project Goals

- 1 Streamline employee management processes
- 2 Improve project management efficiency
- 3 Enhance client management and communication
- 4 Increase overall productivity
- 5 Provide a user-friendly and intuitive interface



Problem

- ✓ Maintaining Daily attendance records.
- ✓ Leave request, Rejected leave and Approved leave record.
- ✓ New employees may find it challenging to navigate and understand the system during onboarding.
- ✓ Users may feel overwhelmed with excessive information on employee profiles and project details.
- ✓ Employees may need access to the OMS on the go, and a lack of mobile accessibility can hinder productivity.
- ✓ Employees may resist adapting to a new system, especially if they were accustomed to older processes.
- ✓ Employees may be concerned about the security of their personal and professional information within the system.
- ✓ Inability to integrate with other tools may result in manual data entry and reduced overall efficiency.

Users may struggle to provide feedback or report issues within the system.

Users may experience inconsistency in design and functionality across different modules of the OMS.

Solutions

- ✓ Reduced time spent on administrative tasks
- ✓ Increased employee satisfaction and engagement
- ✓ Improved project delivery timelines
- ✓ Higher client satisfaction and retention
- ✓ Conduct usability testing to optimize navigation based on user feedback. Implement a clear and intuitive menu structure, allowing users to quickly locate and access the features they need.
- ✓ Incorporate Multiple dashboards as per user role, smart filters, and personalized notifications to present relevant information. Allow users to prioritize and customize the data they see, reducing cognitive load.
- ✓ Develop a responsive design or dedicated mobile application, ensuring that users can access essential features seamlessly from their mobile devices.
- ✓ Implement a user-friendly feedback mechanism, such as a feedback form or in-app chat support. Actively encourage users to share their experiences and concerns, and regularly analyze feedback for system improvements.

Design Process



01 Discover

Problem statement
Design solution
Qualitative Research
Competitive Analysis



02 Define

Persona
Empathy Map
Journey Map



03 Ideate

User flow
Information Architecture



04 Design

Wireframe
Visual Design
Color & Typography



05 Test

Usability Test
Feedback

Interview Questions

Manage daily team task questions:

- Q1. How do you currently manage and assign tasks to your team members?
- Q2. What challenges do you face when managing daily team tasks?
- Q3. How do you prioritize tasks and ensure deadlines are met?

Leave approval questions:

- Q1. Can you explain the process of leave approval in your current workflow?
- Q2. How do you keep track of your team members' leave requests and balances?
- Q3. How do you ensure smooth workflow and project continuity when team members are on leave?

Projects Management questions:

- Q1. How do you currently manage and track the progress of your projects?
- Q2. What challenges do you face when managing multiple projects simultaneously?
- Q3. How do you allocate resources and assign tasks to team members for different projects?

Client communication questions:

- Q1. What difficulties do you encounter when managing client task?
- Q2. How do you keep track of client requirements, feedback, and discussions?
- Q3. What improvements would you like to see in an application to enhance client Management?

Current application usage questions:

- Q1. How long have you been using the Zoho application to manage your work?
- Q2. What limitations or challenges do you experience with the Zoho application?
- Q3. What would motivate you to switch from the Zoho application to a new application?

Quantitative Research

Survey

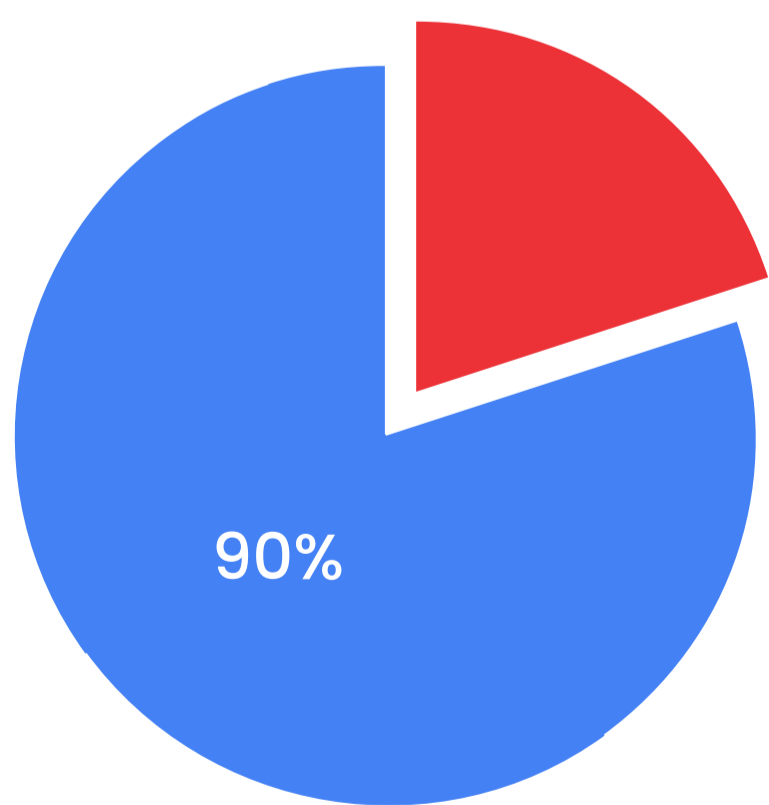
Quantitative Research

01 How do you rate your employee performance?

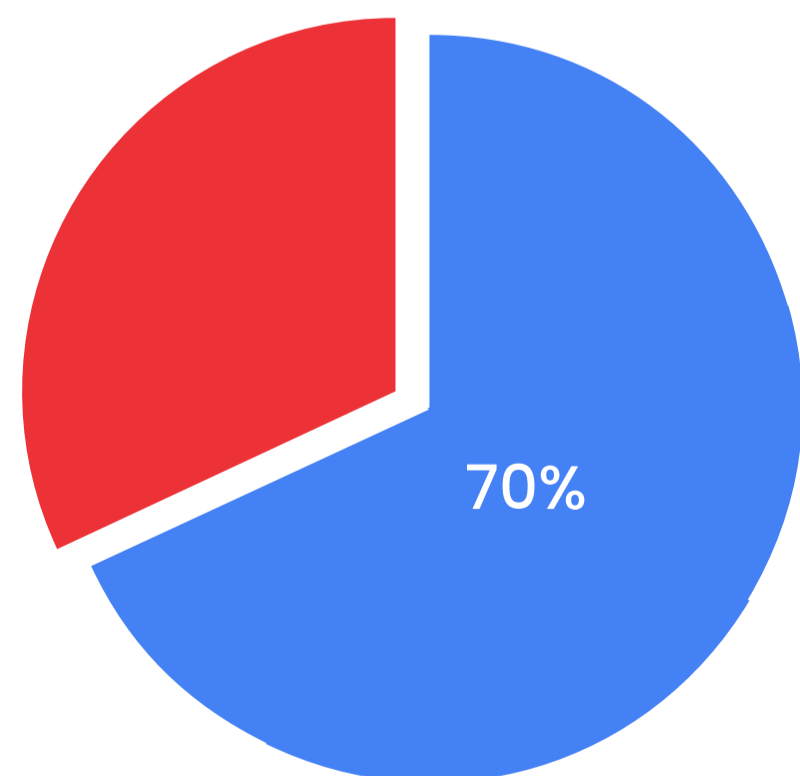
02 What are the challenges faced while keep tracking of your task during work?

03 How do you keep track of the task while working?

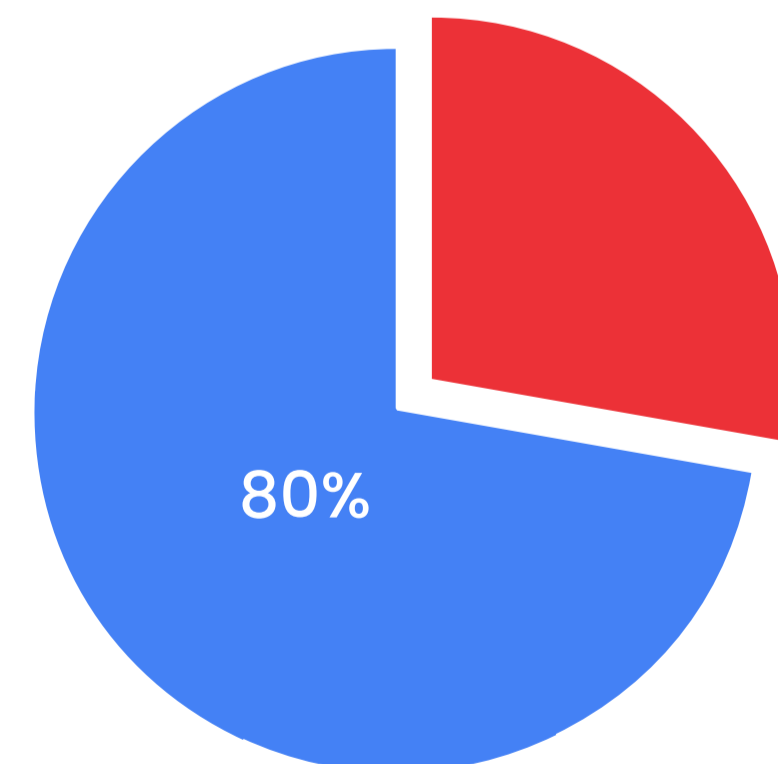
04 How do you assign works to the employees?



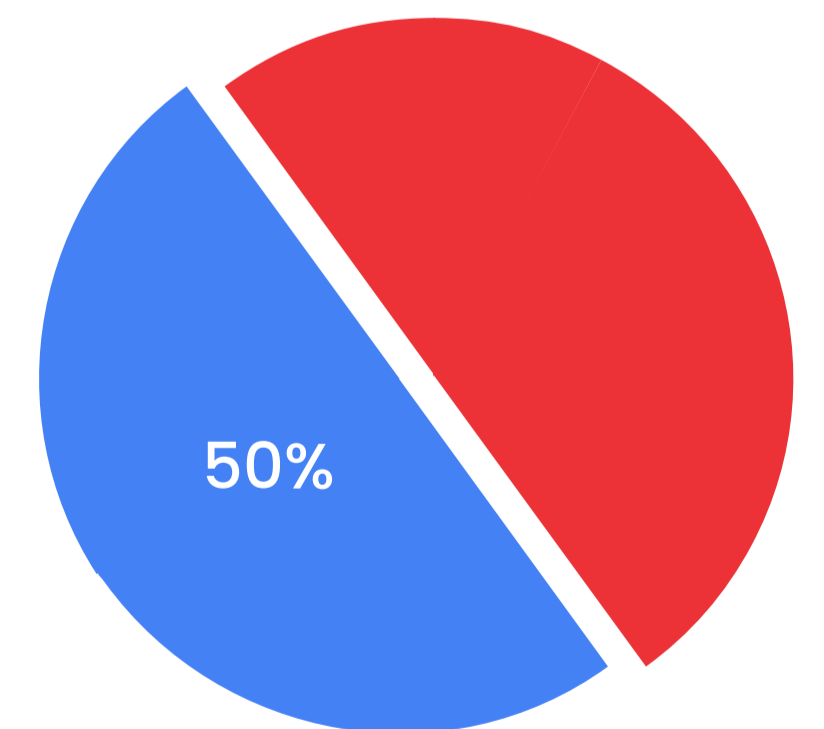
90% employee's performance via Zoho Performance evaluation



More than 70% of them note down the tasks while working



More 80% of them manually asking for updates at regular intervals.



A major portion use Jira tool to assign the work

Competitive Analysis

	sage	connecteam	ZOHO
S	<ul style="list-style-type: none"> o IOS and Android app decent UI o Robust security o Customizable o Reasonable Pricing 	<ul style="list-style-type: none"> o IOS and Android App o Simple user interface o User Friendly o Customizable 	<ul style="list-style-type: none"> o Simple and easy to use. o Simple user interface
W	<ul style="list-style-type: none"> o Difficult for first time user o Poor customer service 	<ul style="list-style-type: none"> o Geological restrictions o Poor customer services 	<ul style="list-style-type: none"> o Comparatively higher pricing o Problem with calculating over time for payroll
O	<ul style="list-style-type: none"> o Application of more digitalized techniques. o Better UX and introduce small learning curve 	<ul style="list-style-type: none"> o Better Customer Service 	<ul style="list-style-type: none"> o Application AI
T	<ul style="list-style-type: none"> o Competition from similar app 	<ul style="list-style-type: none"> o Competition from similar app 	<ul style="list-style-type: none"> o Competition from similar app

User Journey Mapping

	Actions and Touchpoints	User Emotions	Opportunities for Improvement
Pre-Onboarding	Receive welcome email with EMS login details. Access pre-onboarding portal.	Excitement, anticipation	Ensure clarity in the welcome email. Provide a user-friendly pre-onboarding portal.
Onboarding	Complete personal details form. Submit required documents. Attend orientation using EMS.	Eagerness, engagement	Simplify form completion process. Streamline document submission. Enhance onboarding content.
Accessing System	Log in to the EMS for the first time.	Anticipation, curiosity	Provide a guided first-time user experience. Offer an introductory tutorial or walkthrough.
Task Management	Assign task, Receive task assignments Update task status. Communicate with team members.	Productivity, collaboration	Implement a streamlined task management interface. Enhance communication features.
Leave Request	Submit leave request. Track leave approval status.	Anxious (for approval), relief	Simplify the leave request process. Provide real-time leave status updates.
Performance Review	Receive notification for performance review. Access and complete performance review.	Apprehension, self-reflection	Design a user-friendly performance review interface. Provide clear guidelines and support.
System Support	Encounter an issue. Contact EMS support.	Frustration (issue), relief	Improve accessibility to support options. Enhance self-help resources and documentation.

User Persona



Priyanka

Human Resource

Works as an HR Specialist in the organization. Manages employee onboarding, offboarding, and leaves.

Age: 32

Work: Human Resource

Status: Unmarried

Location: New Delhi, India

Goals

- Streamline the onboarding process for new employees.
- Efficiently manage employee leaves and attendance.

Challenges

- Ensuring accurate and up-to-date employee records
- Handling leave requests effectively.

Needs

- User-friendly interface for managing employee records.
- Automated leave tracking and approval system.



Satya Kumar

Project Manager

Project Manager responsible for overseeing multiple projects. Works closely with project teams and clients.

Age: 35

Work: Project Manager

Status: Married , 2 Kids

Location: New Delhi, India

Goals

- Ensure projects are completed on time and within budget.
- Monitor team performance and project milestones.

Challenges

- Tracking project progress in real-time.
- Effectively assigning and managing tasks.

Needs

- Project dashboard for real-time updates.
- Task management tools for assigning and tracking tasks.

Empathy Mapping

Says

- Managing onboarding paperwork is time-consuming.
- I need an easy way to track employee leaves and attendance.

Thinks

- How can I make the onboarding process smoother for new hires?
- Accurate leave and attendance tracking is crucial for payroll.



Does

- Manually updates employee records.
- Spends significant time coordinating with new hires during onboarding.

Feels

- Overwhelmed with paperwork during onboarding.
- Anxious about ensuring leave records are error-free.

Says

- I need real-time updates on project progress.
- It's challenging to keep track of everyone's tasks and deadlines.

Thinks

- How can I ensure all projects are running smoothly?
- Are we on track to meet project deadlines?



Does

- Regularly checks project timelines and milestones.
- Communicates project updates to team members.

Feels

- Pressure to meet project deadlines.
- Frustration when project details are not readily available.

Information Architecture

Dashboard

User Dashboard

Admin Dashboard

HR Dashboard

PM Dashboard

Employee Dashboard

Employee Management

Add new employee

View employee details

Attendance Management

Employee List

Designation

Departments

Project Management

Create new project

View project details

Edit project details

Create new task

Task list

Project Timesheet

Client Management

Add new client

View client details

Edit client details

Settings

Notifications

Manage notifications

Push notifications

Set notification preferences

Permissions

Manage user permissions

Assign roles & Access

User Management

Add new user

View user details

Edit & delete user

Chat & Support

Knowledge Base

Raise A Query

Create Ticket

Ticket list & Status

Chat with a support agent

FAQs

Browse Faq's

Search for specific questions

Chat

Find contact information

Chat with People

User Profile

View and edit personal information

Change password

Upload profile picture

Design System

Typography

Aa
Montserrat

Regular

Aa

abcdefghijklm
ABCDEFGHIJKLm

Medium

Aa

abcdefghijklm
ABCDEFGHIJKLm

SemiBold

Aa

abcdefghijklm
ABCDEFGHIJKLm

Bold

Aa

abcdefghijklm
ABCDEFGHIJKLm

Colour Palette

Primary Color

#276FFA

Primary Color

#F0F2F4

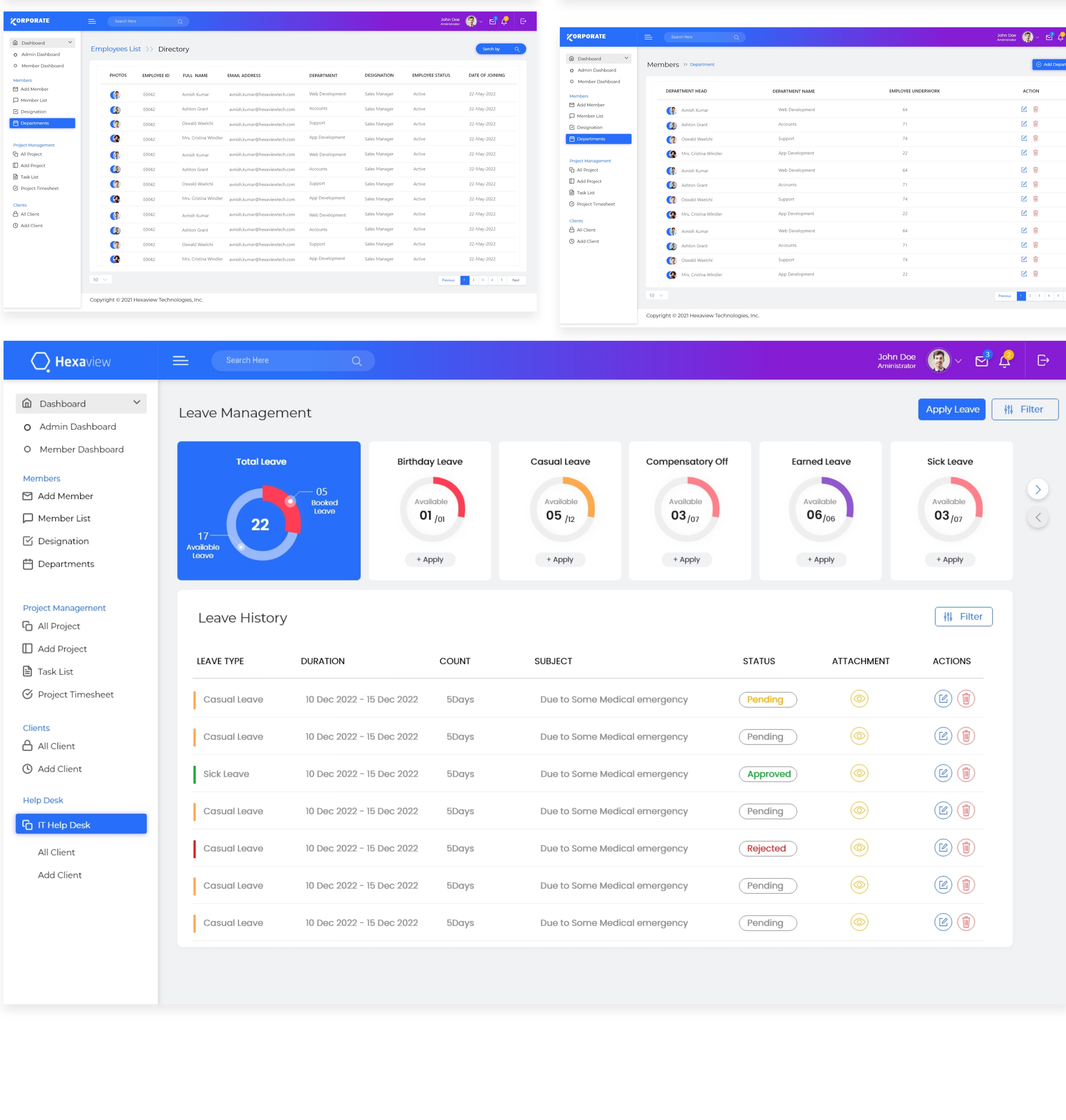
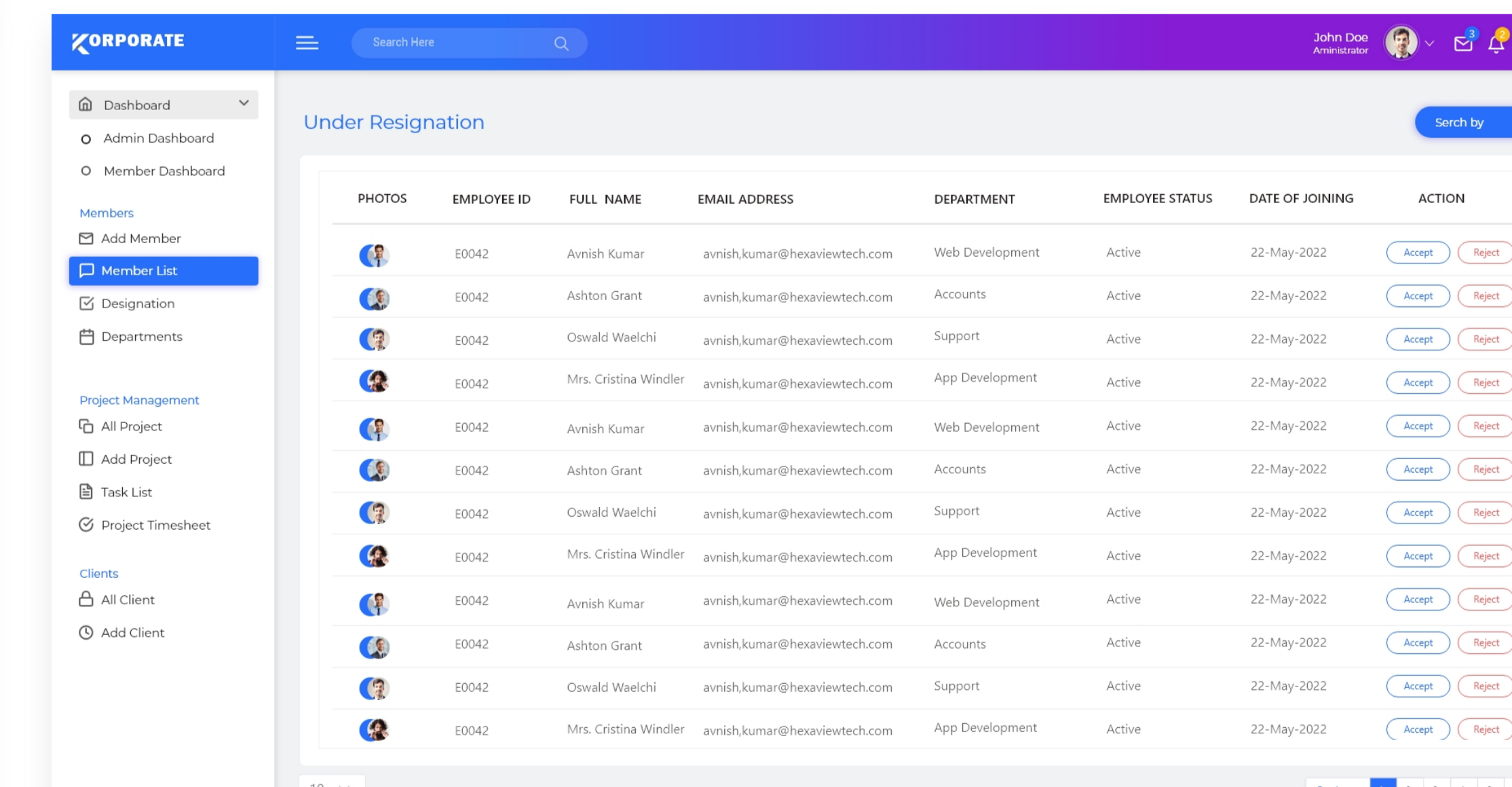
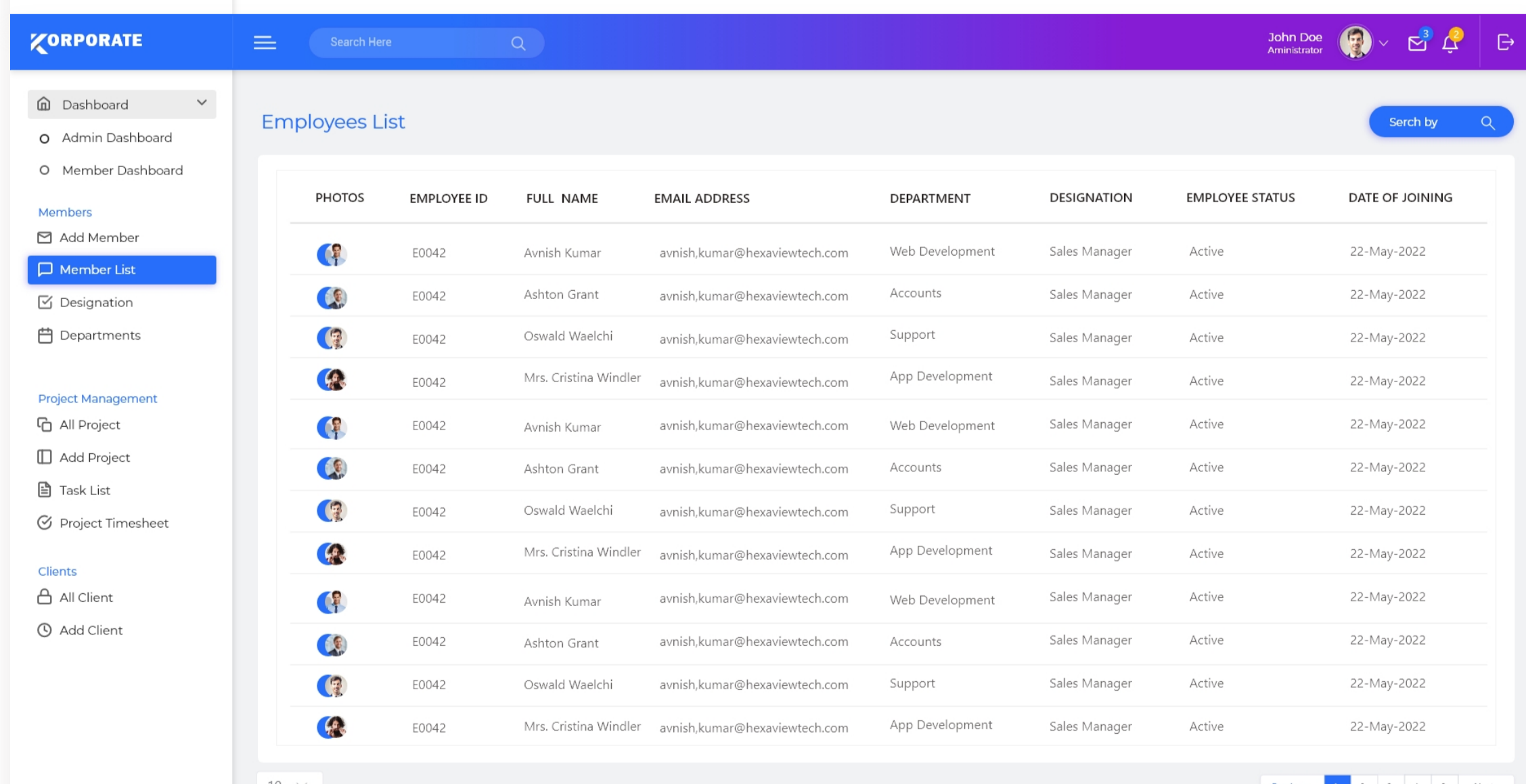
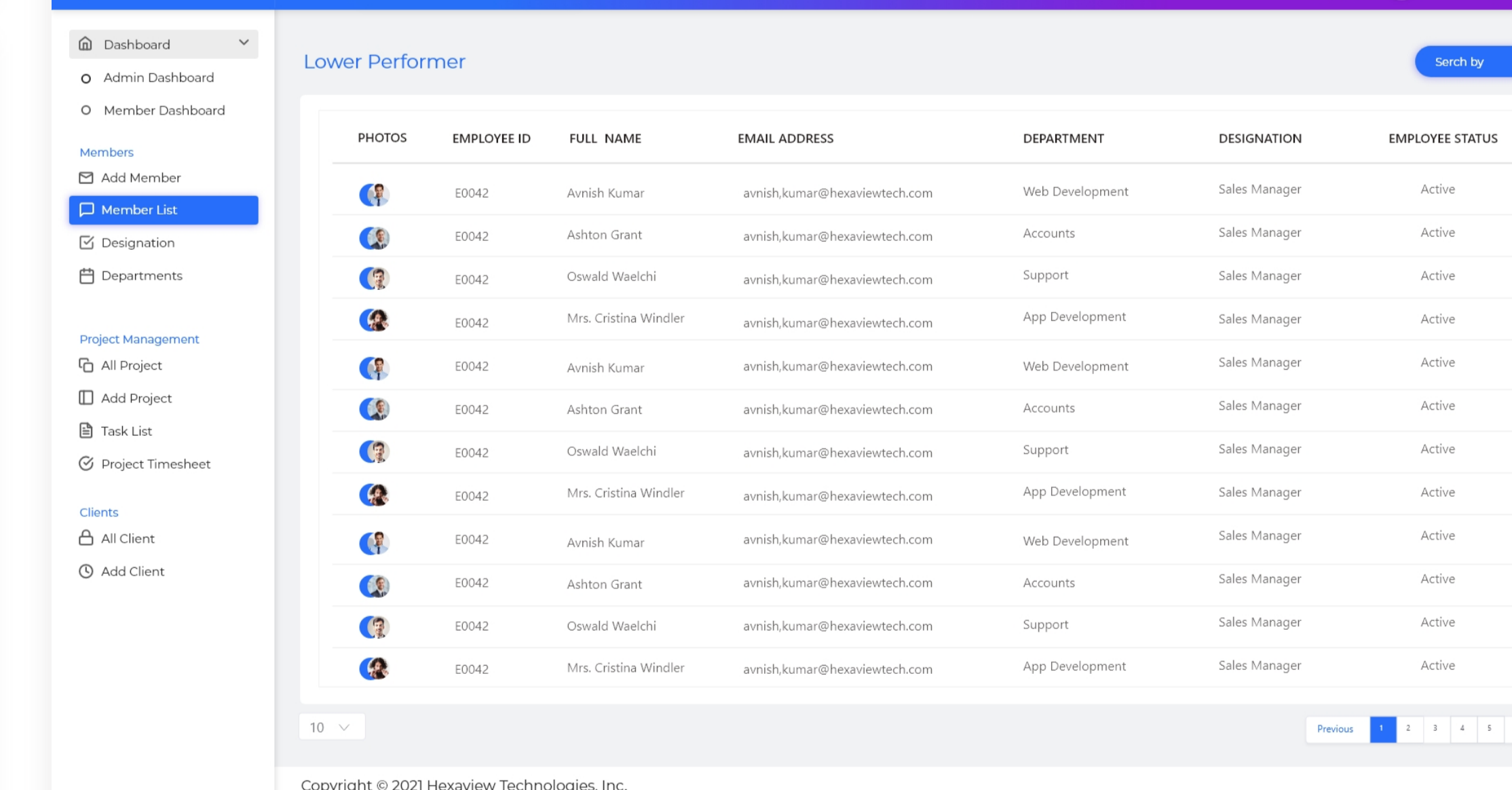
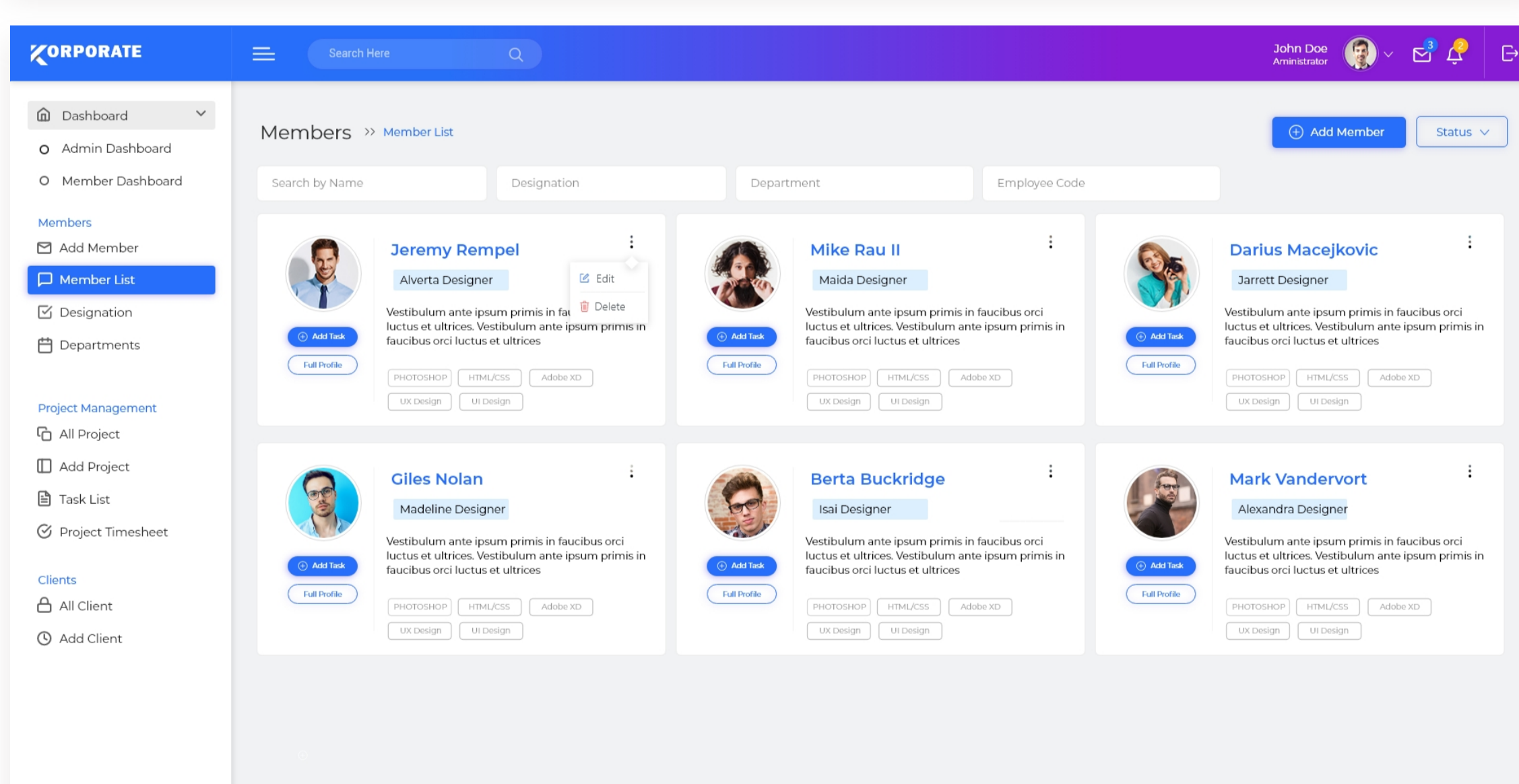
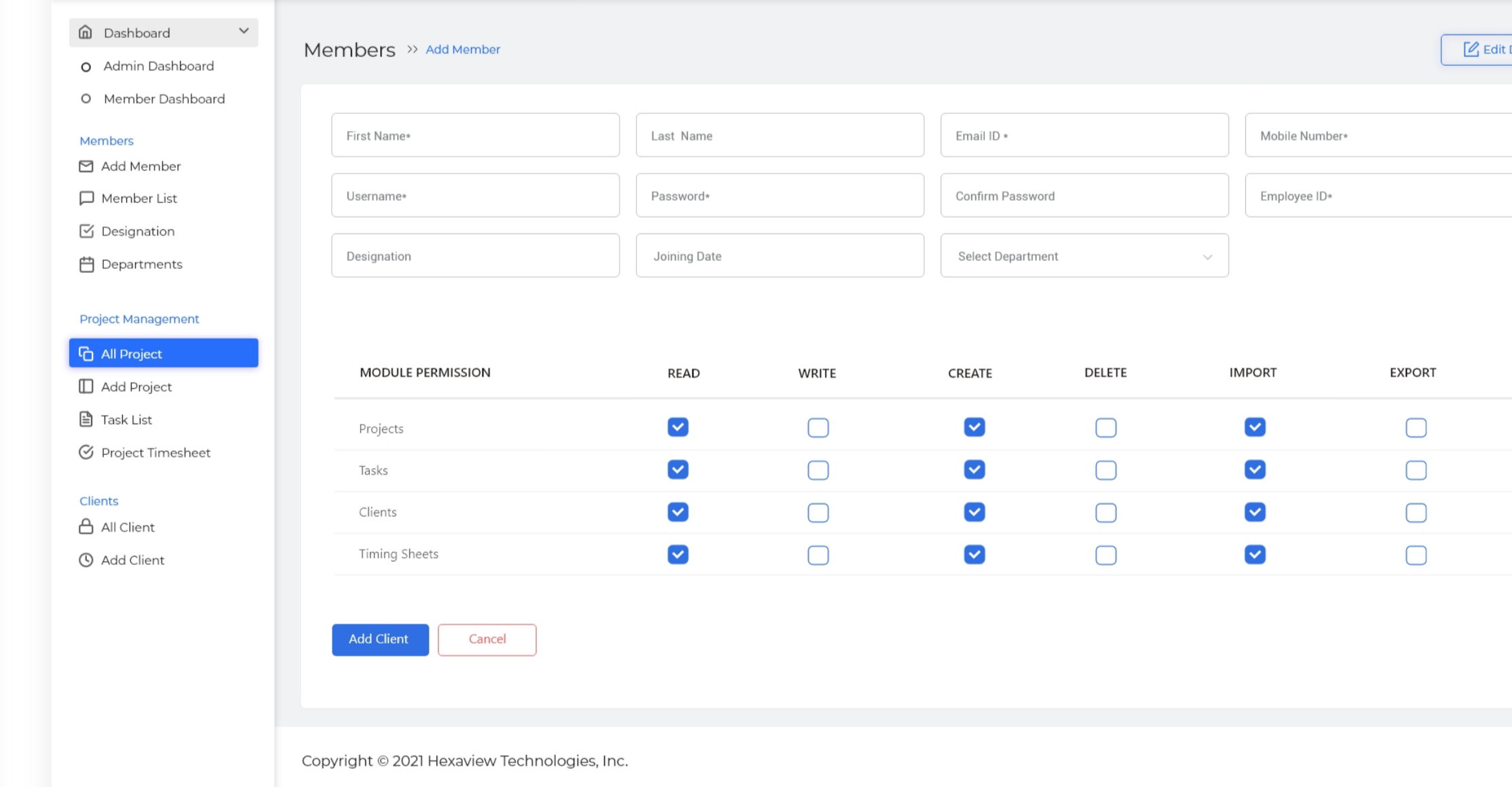
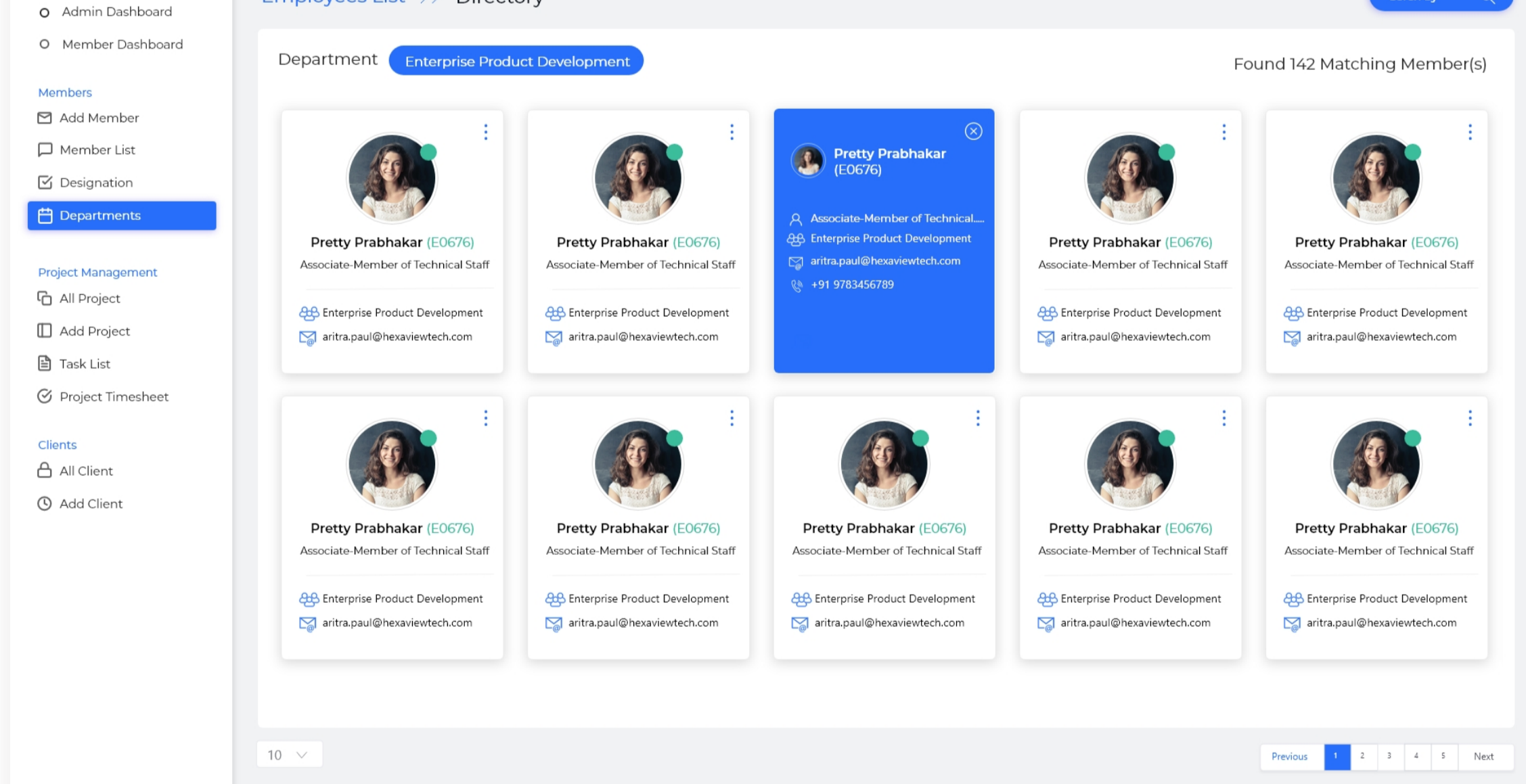
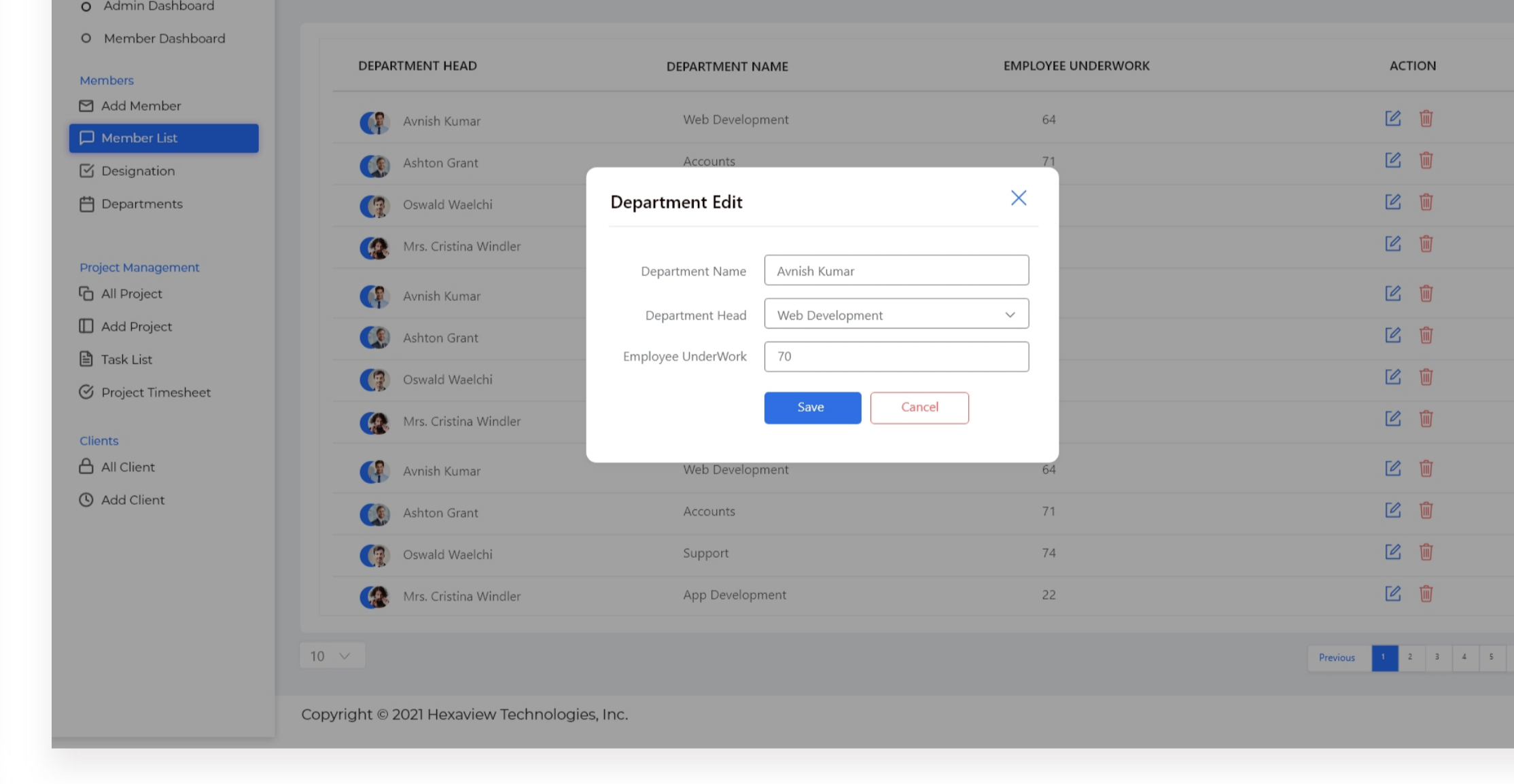
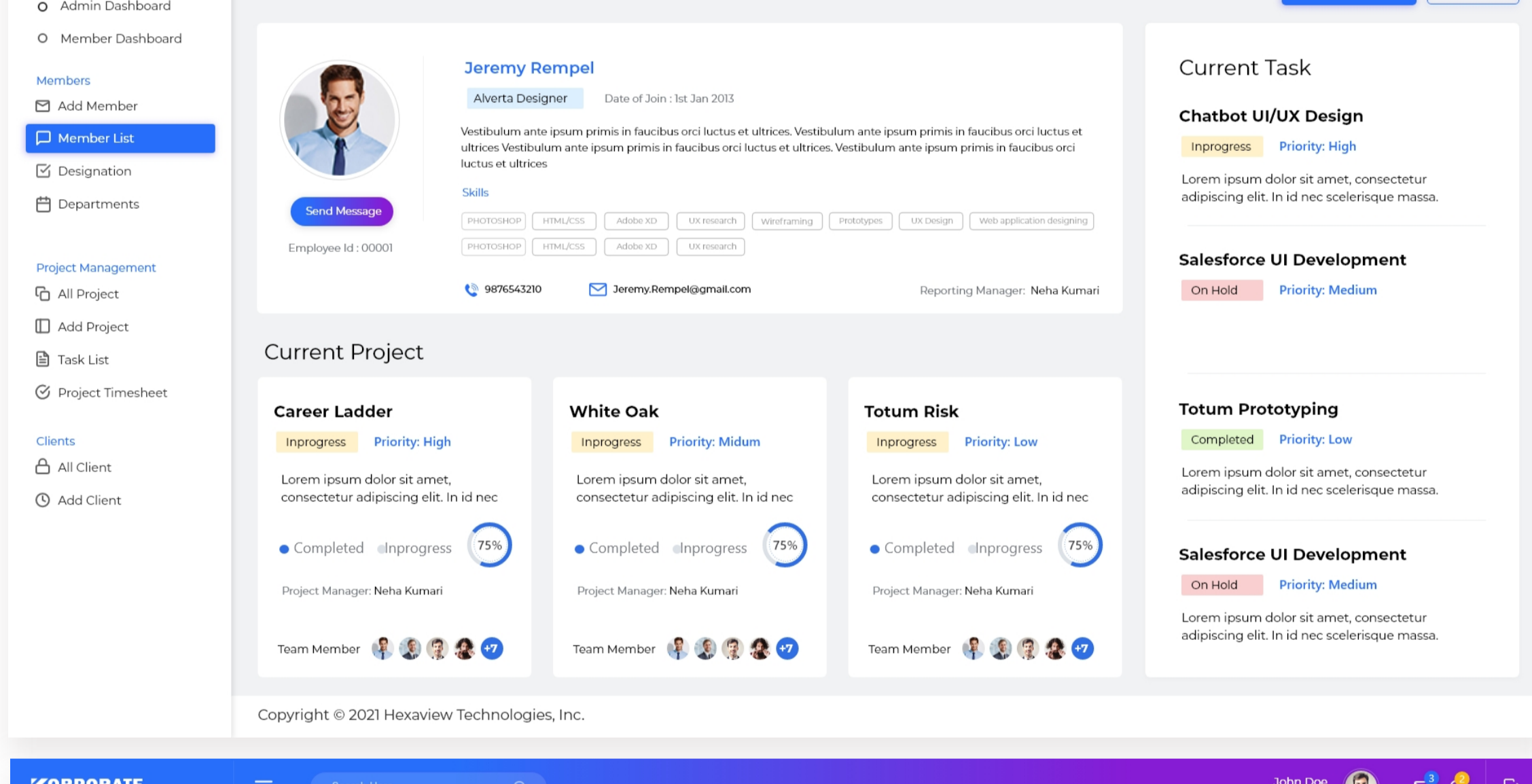
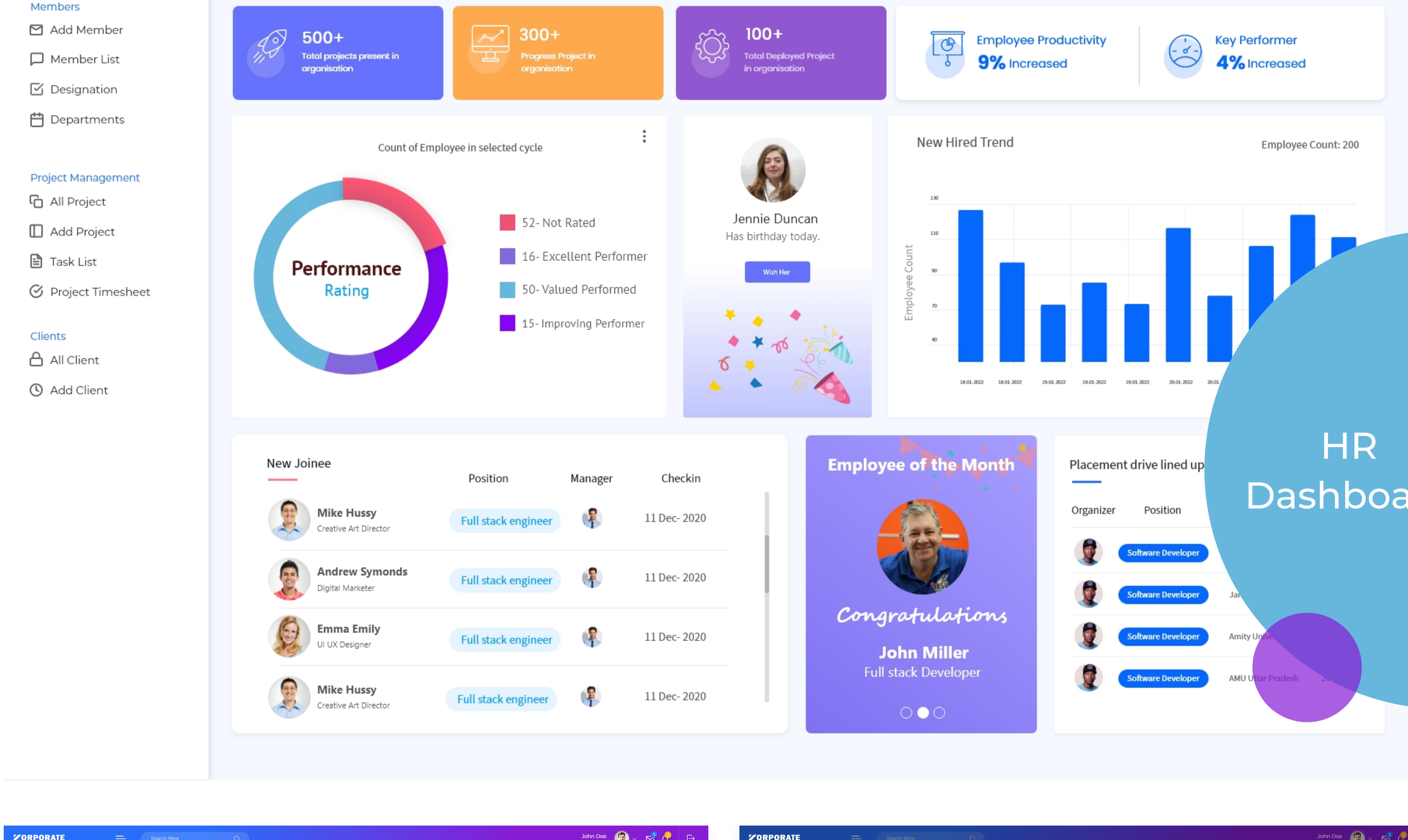
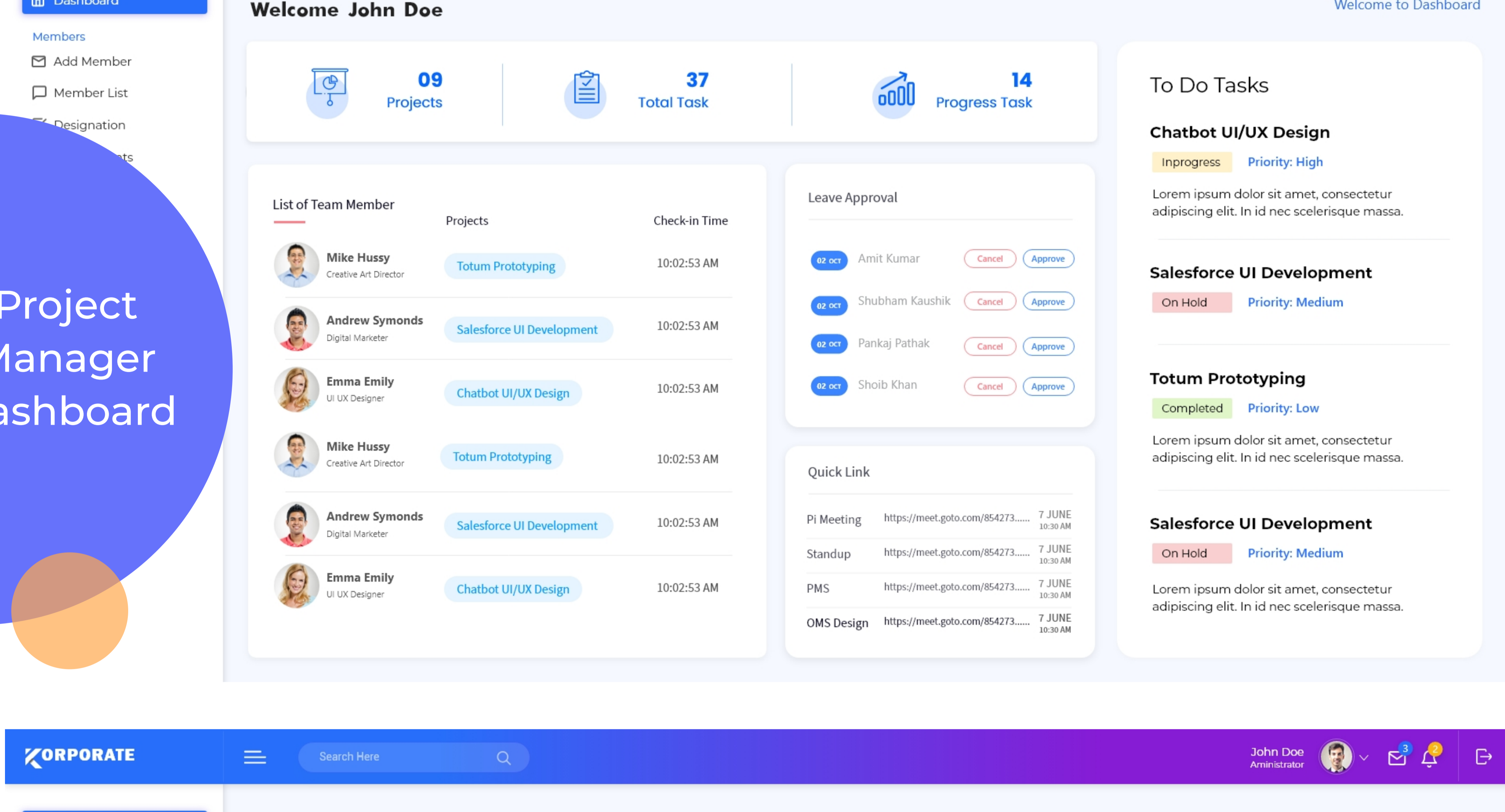
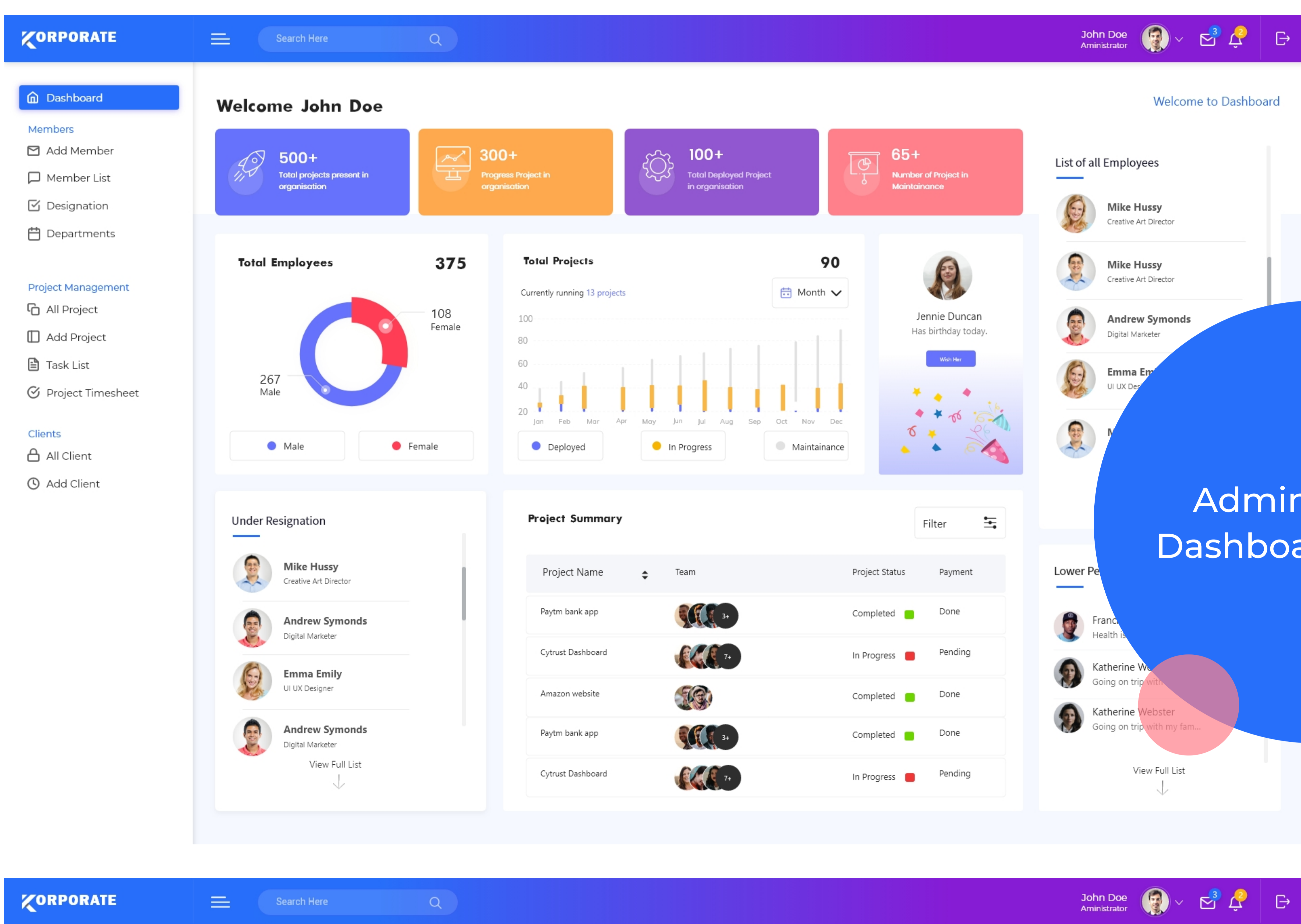
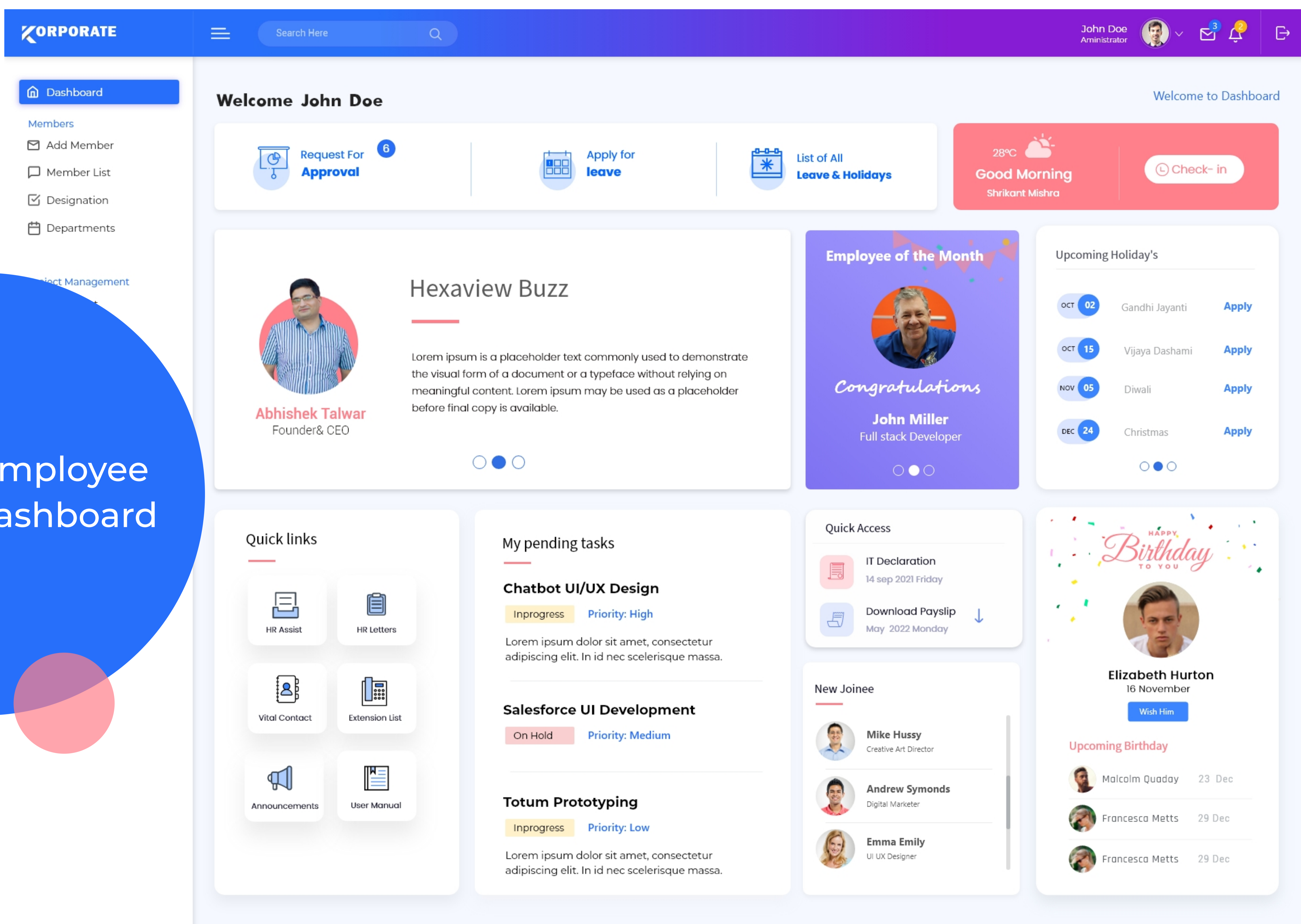
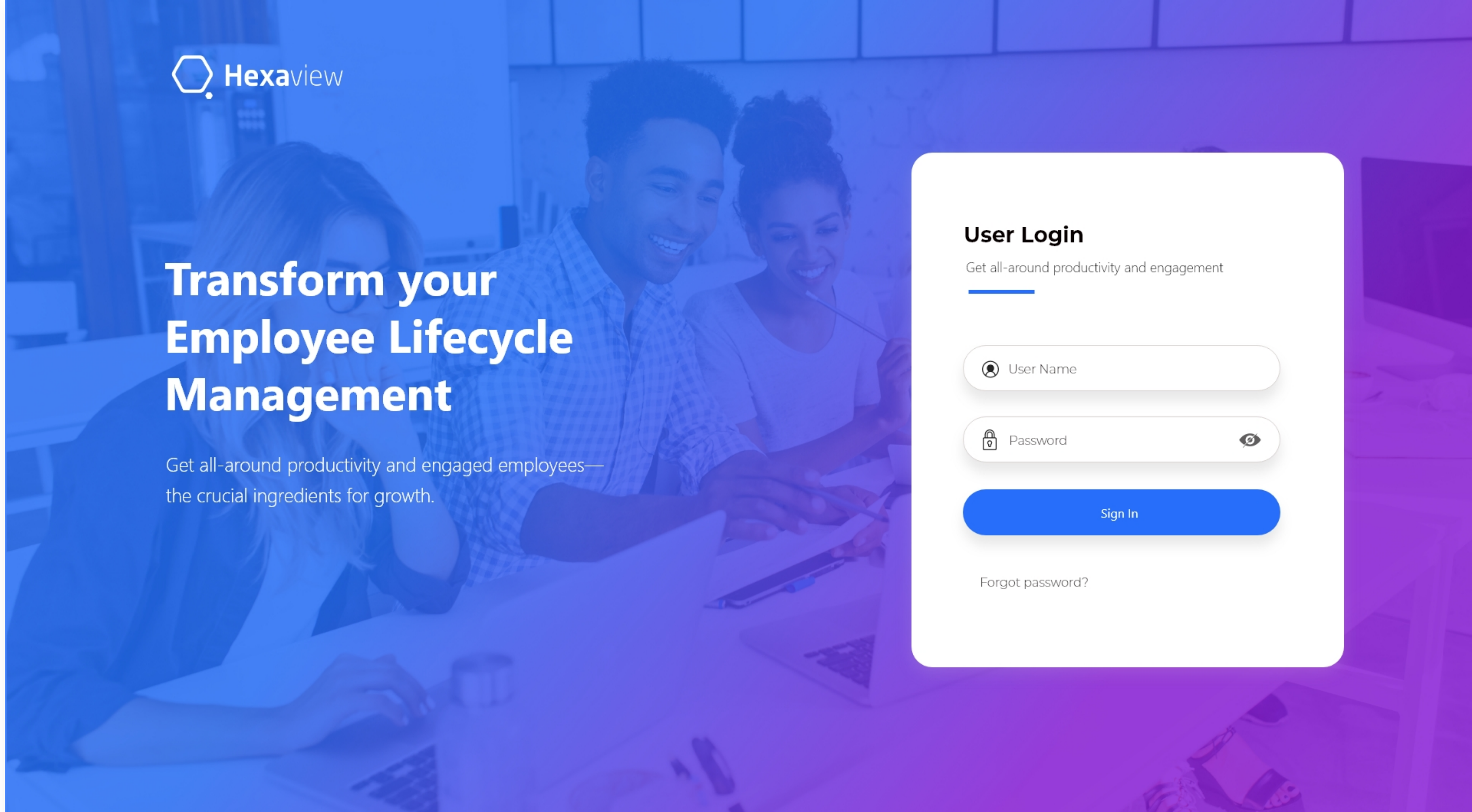
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#871CD5

Secondary Color

#871CD5

High Fidelity Wireframe



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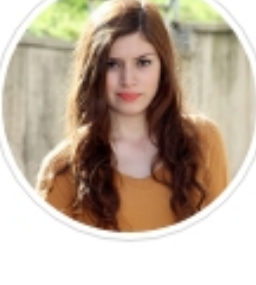
Members Add Member Member Designation Departments

Project Management All Project Add Project Task List Project Timesheet

Clients All Client Add Client


Clients >> All Clients

Search by Name Client ID Company Name



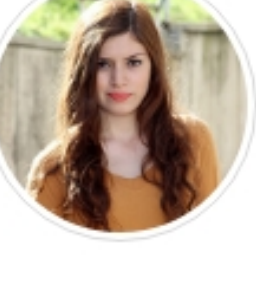
Global Technologies
Amanda Warren
Jarrett Designer

Message Full Profile



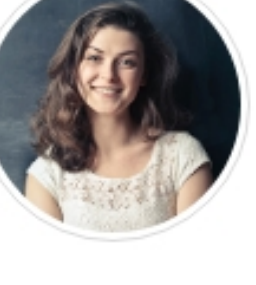
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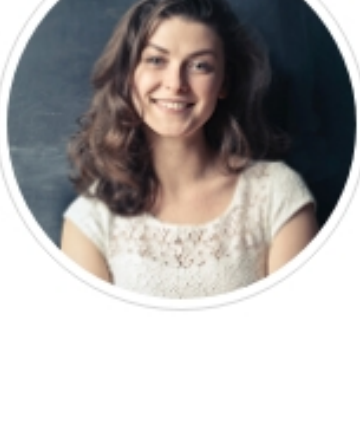
Dashboard Admin Dashboard Member Dashboard

Members Add Member Member Designation Departments

Project Management All Project Add Project Task List Project Timesheet

Clients All Client Add Client

Clients >> Client Details



Global Technologies
Amanda Warren
Jarrett Designer
Employee ID: CLT-0001

Message

Vestibulum ante ipsum primis in faucibus orci luctus et ultrices. Vestibulum ante ipsum primis in faucibus orci luctus et ultrices. Vestibulum ante ipsum primis in faucibus orci luctus et ultrices.

9876543210
jeremy.rempel@gmail.com
Male
5754 Airport Rd, Coosada, AL, 36020

Current Project Task List

Career Ladder
Inprogress Priority: High

75%

Project Manager: Neha Kumari

White Oak
Inprogress Priority: Midum

75%

Project Manager: Neha Kumari

Totum Risk
Inprogress Priority: Low

75%

Project Manager: Neha Kumari

Totum Risk
Inprogress Priority: Low

75%

Project Manager: Neha Kumari

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Clients All Client Add Client

Clients >> Add Client

First Name Last Name Email ID Mobile Number

Username Password Confirm Password Client ID

Company Name Address

MODULE PERMISSION	READ	WRITE	CREATE	DELETE	IMPORT	EXPORT
Projects	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Tasks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Estimates	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Invoices	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Add Client Cancel

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Project >> Add Project

Project Name Select Client Name

Start Date End Date Start Date End Date

Priority High Project Manager Team Member

Start Date Select Select

Drag and Drop a File Here or Click

Upload files

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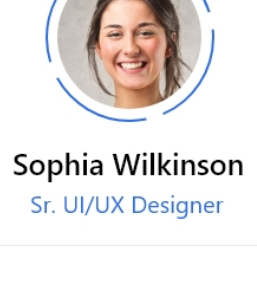
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Project Management All Project Add Project Task List Project Timesheet

Clients All Client Add Client

Dashboard >> Profile



Sophia Wilkinson
Sr. UX/UI Designer

+21 343345332

sophia.wilkinson@gmail.com

Enterprise Product Development

Basic information

Employee ID: E00342
First Name: Sophia
Last Name: Wilkinson
Email: s@h.com

Reporting To
Abhishek Durbhelwar
Senior Project Manager

Work Information

Department: Enterprise Product Develop...
Location: Noida
Designation: Sr. UX/UI Designer
Role: Team member
Employment Type: Full-time
Employee Status: Active
Date of Joining: 01-Apr-2021
Date of Confirmation: 01-Jul-2021
Current Experience: 1 year(0.2 month(s))
Total Experience: 1 year(0.2 month(s))
Status: Confirmed
Production Period: 90 days

Personal Details

Gender: Male
Marital Status: Yes
Wedding Day: Wednesday

Technical Expertise

Primary Skill: UI Designing, UX research, wireframes, prototypes, Web application designing, Mobile App Design, User research
Secondary Skill: Video editing, wordpress, bootstrap, HTML, CSS, Marketing collateral design, PPT design
Area of Interest: Riding Bikes, Car Driving, Playing Cricket

Update Profile

KORPORATE Search Here John Doe Administrator

Dashboard Admin Dashboard Member Dashboard

Members Add Member Member List Designation Departments

Project Management All Project Add Project Task List Project Timesheet

Clients All Client Add Client

Dashboard >> Message Page

Fixed contacts

- Francesco Metts
- Molcolm Quoddy
- Lindsey Rivard
- Elizabeth Hurton
- Albert Pallock
- Francesco Metts
- Molcolm Quoddy
- Lindsey Rivard
- Elizabeth Hurton
- Albert Pallock
- Francesco Metts
- Molcolm Quoddy

Message history with Francesco Metts:

10:24 It is a long established fact that a reader will be distracted by the readable content of a page when looking at its layout. The point of using Lorem Ipsum is that it has a more-or-less normal distribution of letters, as opposed to using 'Content here, content here', making it look like readable English. Many desktop publishing packages and web page editors now use Lorem Ipsum as their default model text, and a search...

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10:24 Custom fonts, content here, making it look like readable English. Many desktop publishing packages and web page editors now use Lorem Ipsum as their default model text, and a search for 'lorem ipsum' will uncover many web sites all over the internet. Various versions have evolved over the years, sometimes by accident, sometimes on purpose (to produce humor and the like).

UNREAD

10:24 It is a long established fact that a reader will be distracted by the readable content of a page when looking at its layout. The point of using Lorem Ipsum is that it has a more-or-less normal distribution of letters, as opposed to using 'Content here, content here', making it look like readable English. Many desktop publishing packages and web page editors now use Lorem Ipsum as their default model text, and a search for 'lorem ipsum' will uncover many web sites all over the internet. Various versions have evolved over the years, sometimes by accident, sometimes on purpose (to produce humor and the like).

Send

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Members Add Member Member List Designation Departments

Project Management All Project Add Project Task List Project Timesheet

Clients All Client Add Client

Dashboard >> Edit Profile

Basic information

Employee ID: E04534 Email ID: sophia.wilkinson@gmail.com

First Name: Sophia Last Name: Wilkinson

Phone Number: +91 7842784442 Current Password: [Masked]

Work Information

Reporting Manager: Anish Kumar Designation: Sr. UX/UI Designer

Date of joining: 01-Apr-2021 Department: Product Development

Reporting Manager: Anish Kumar Reporting Manager: Anish Kumar

Skills

PROFICIENT INTERMEDIATE BASIC NO EXPERIENCE

Save Profile

KORPORATE Search Here John Doe Administrator

Dashboard Admin Dashboard Member Dashboard

Members Add Member Member List Designation Departments

Project Management All Project Add Project Task List Project Timesheet

Clients All Client Add Client

Project >> Project List

Project Name Search by PM Name Search by Client Name Sort by Status

Business Corporate Template
Inprogress Priority: High

75%

Created 14 July, 2018 Deadline 14 July, 2018

Business Corporate Template
Inprogress Priority: High

75%

Created 14 July, 2018 Deadline 14 July, 2018

Business Corporate Template
Inprogress Priority: High

75%

Created 14 July, 2018 Deadline 14 July, 2018

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Project >> Project Details

Project Name Search by PM Name Search by Client Name Sort by Status

Business Corporate Template
Inprogress Priority: High

75%

Created 14 July, 2018 Deadline 14 July, 2018

All Tasks Pending Tasks Completed Tasks

- ☑ Patient appointment booking
- ☑ Patient and Doctor video conferencing
- ☑ UI UX Design Task
- ☑ Patient appointment booking
- ☑ QA (Quality Assurance)

Assigned Team

Please type what you want...

Assigned Team:

- Fidel Tonn (Project Lead)
- Joge Lucky (Project Manager)
- Folisio Chosiello (Frontend Developer)
- Isabella (UX/UI Designer)
- Joge Lucky (Project Manager)

Recent Message

web by far While that's mock-ups and this is politics, are they really so different? I think the only card she has is the Lorem card.

Uploaded files

- AHA Selfcare Mobile Application Test-Cases.xls
John Doe May 31st at 6:53 PM
Size: 14.8Mb
- AHA Selfcare Mobile Application Test-Cases.xls
John Doe May 31st at 6:53 PM
Size: 14.8Mb

Uploaded image files

- Image Title 1
- Image Title 2
- Image Title 3
- Image Title 4
- Image Title 5

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