

THE TIMELINE



INTRODUCTION

What is Timeline?

Timeline is a intuitive, step-by-step UI approach that reimagines our behind the curtain admin tools with Jobs as their focal point.

Timeline could be recreated anywhere in Behind the Curtain and beyond to track job status at varying levels of granularity, at a glance, by anyone using the system.

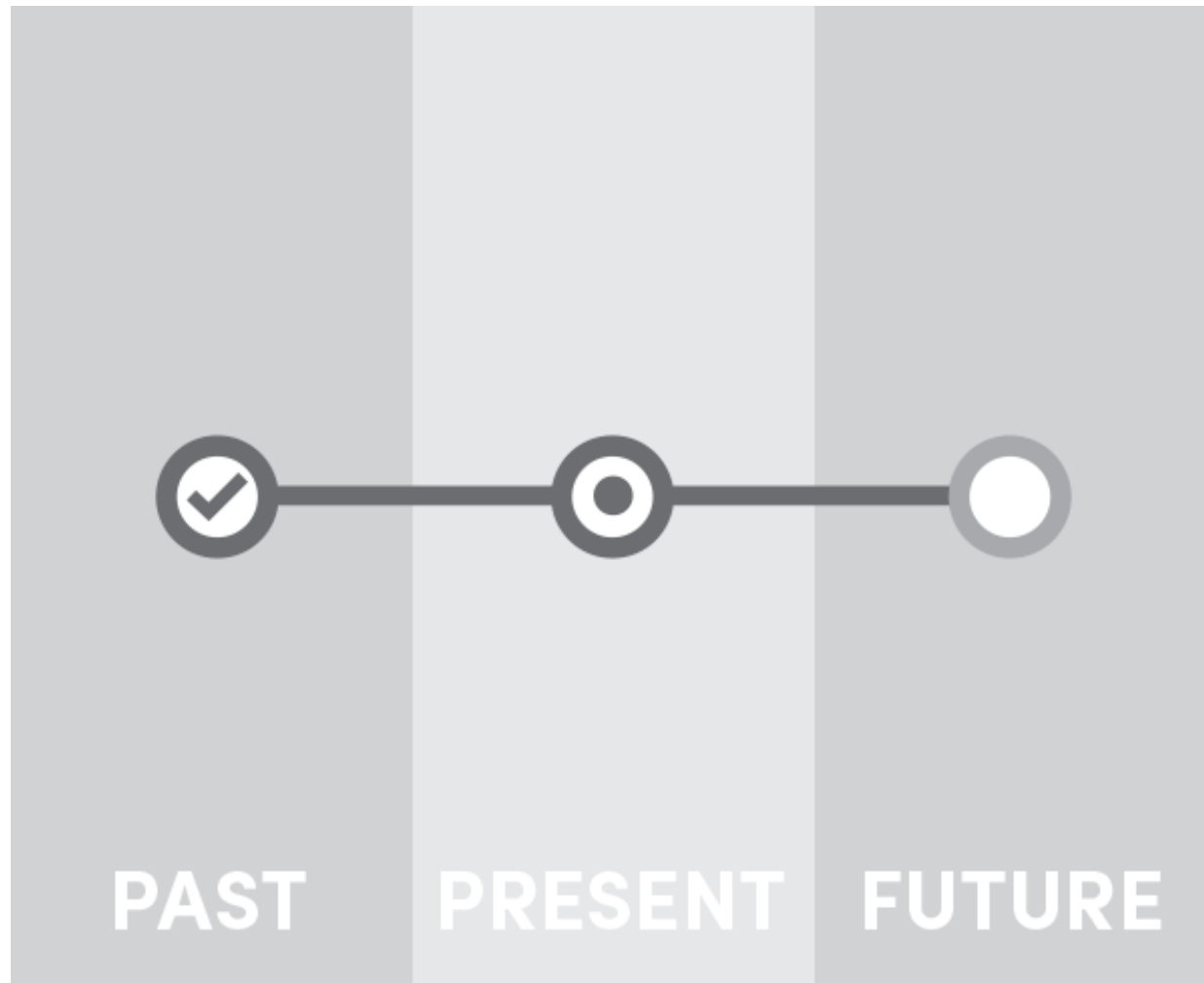
This approach will help clarify expectations for Home Managers at each stage in the process and help them avoid 'dropping the ball' at any given stage by reducing or eliminating miscommunications and errors due to missed state changes or other procedural confusion.

It will also make the role of home managers more scalable by reducing the amount of time needed to train new users how to use our admin systems.

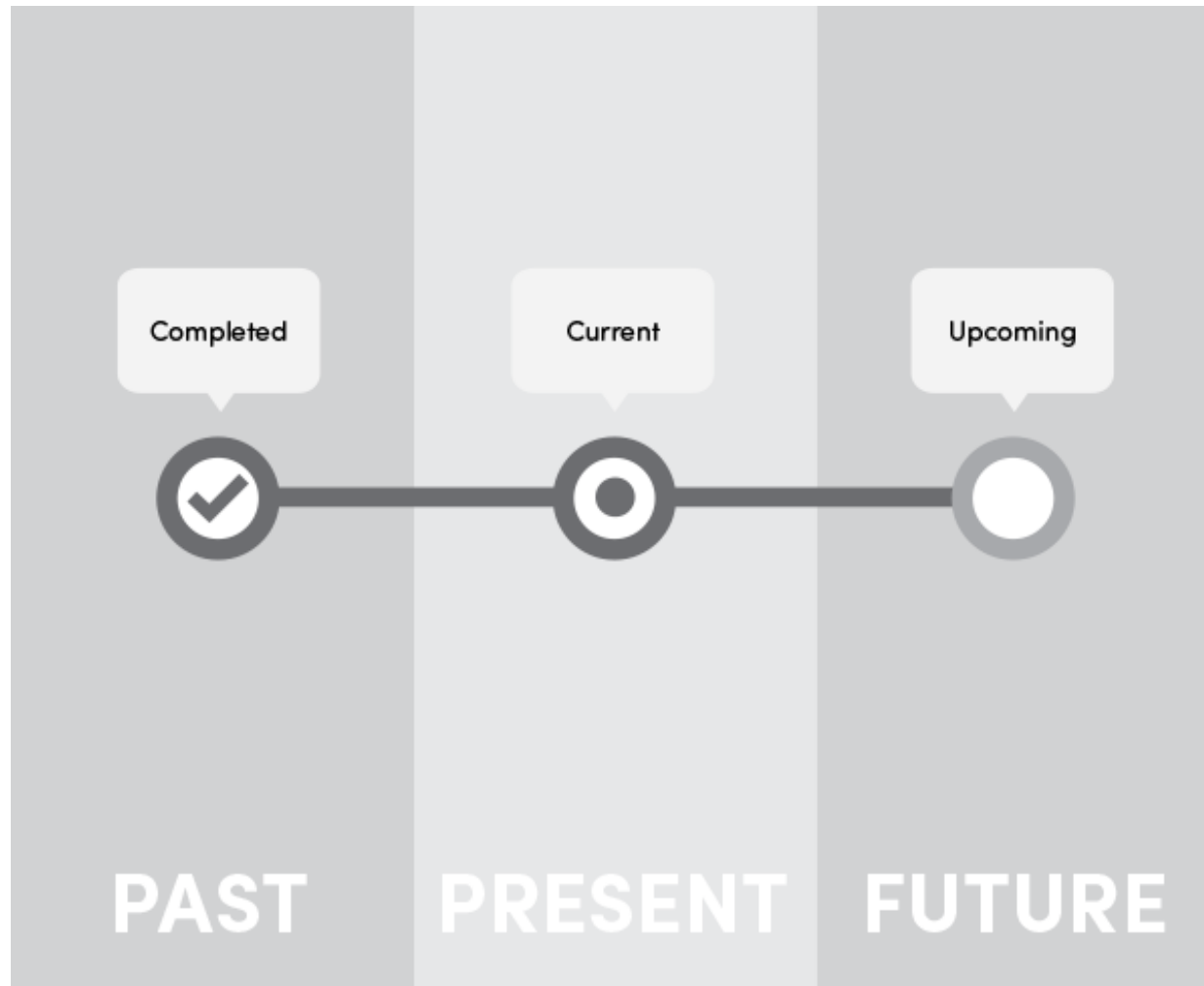
THE TIMELINE



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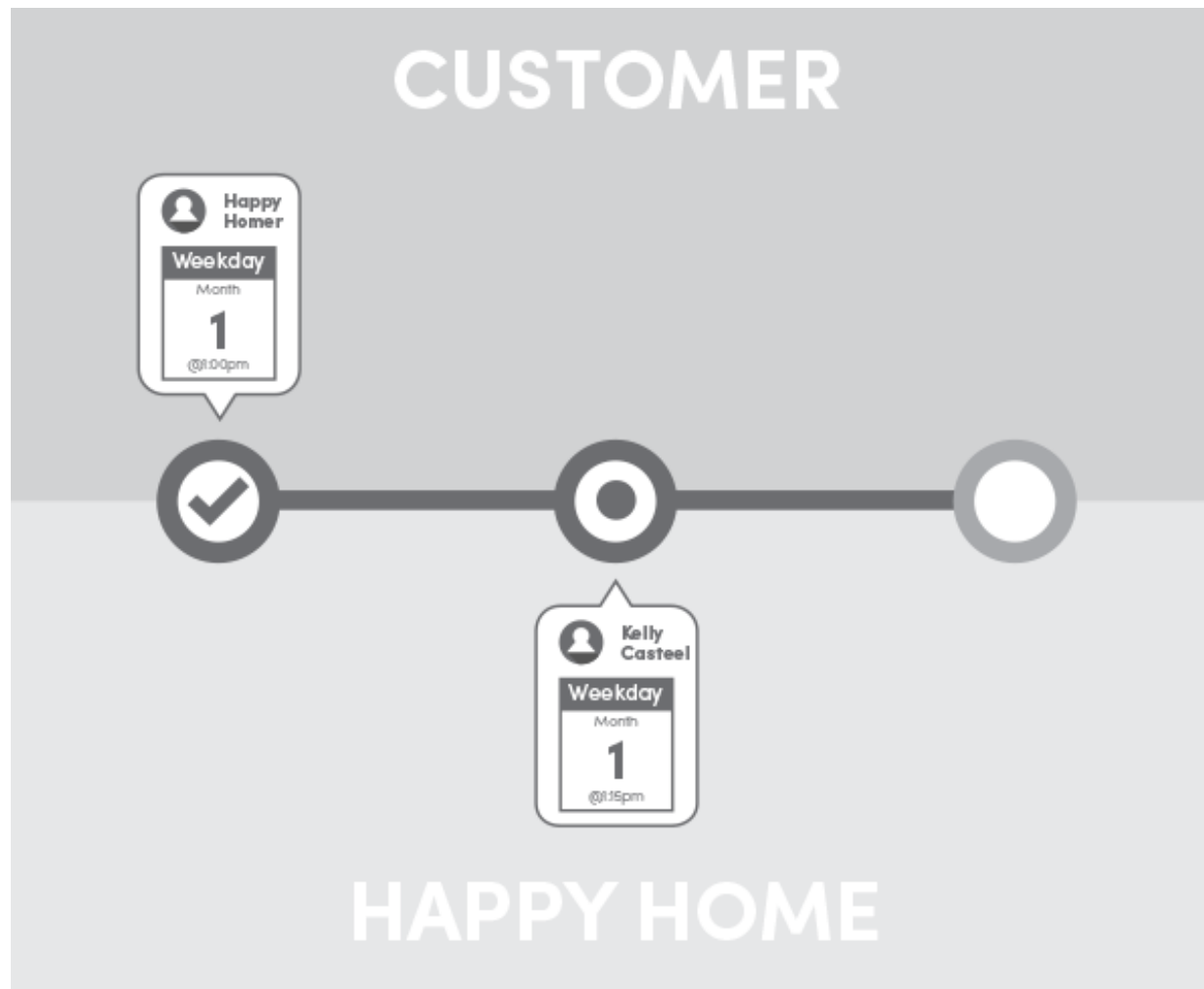
THE TIMELINE



THE TIMELINE : ACTIVITY



THE TIMELINE : ACTIVITY

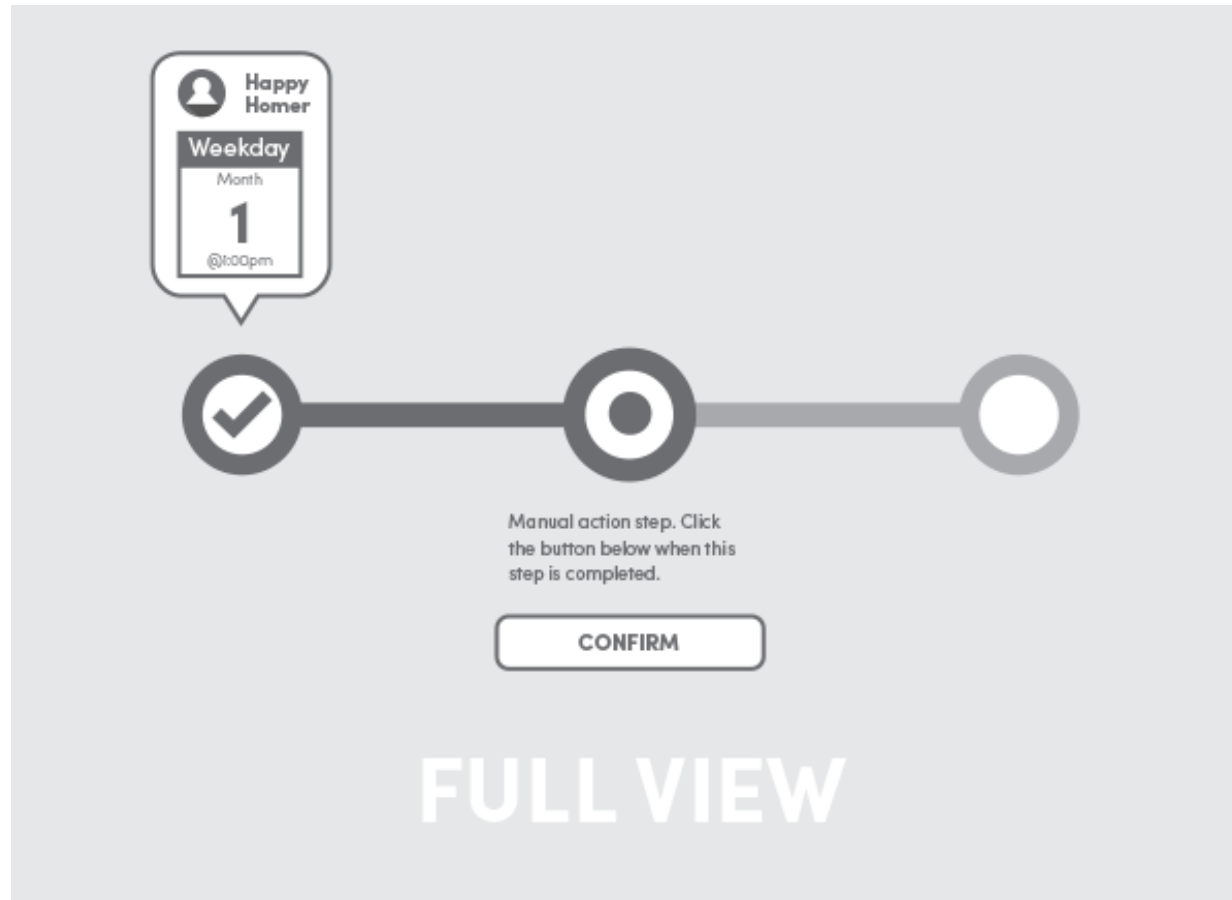


THE TIMELINE : VIEWS

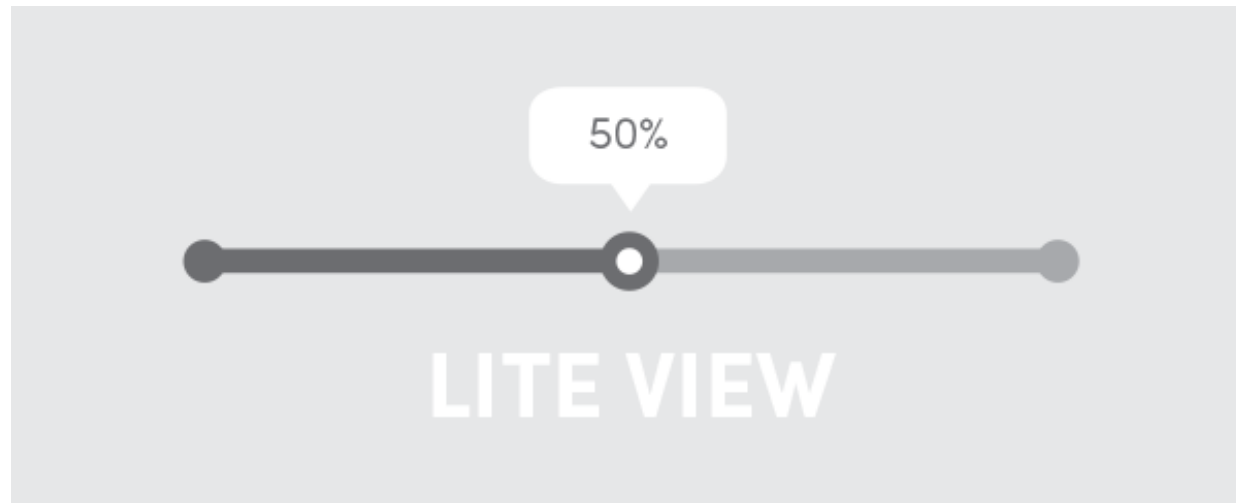


BASIC VIEW

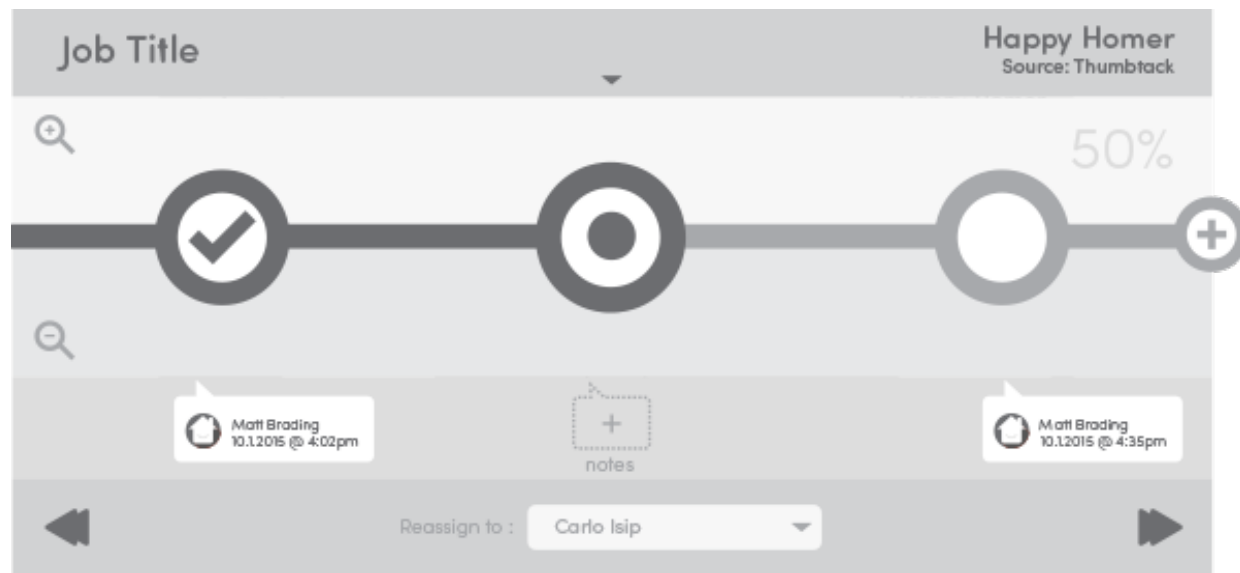
THE TIMELINE : VIEWS



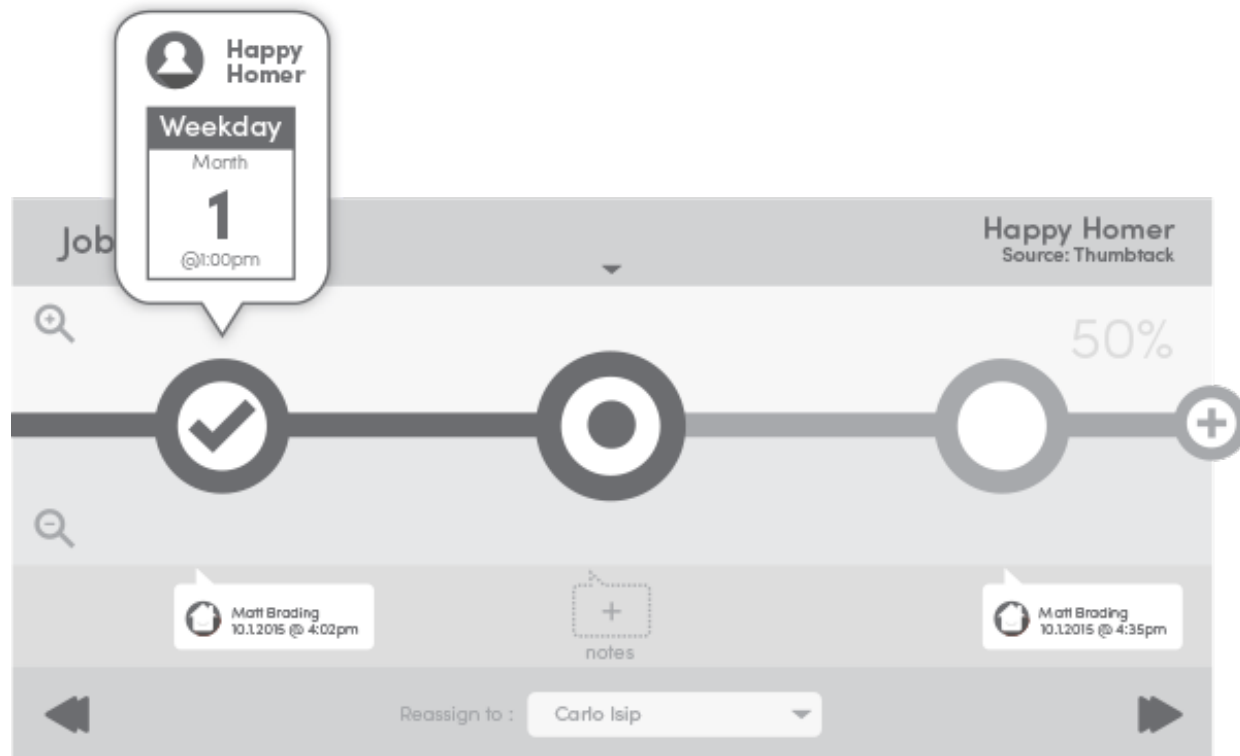
THE TIMELINE : VIEWS



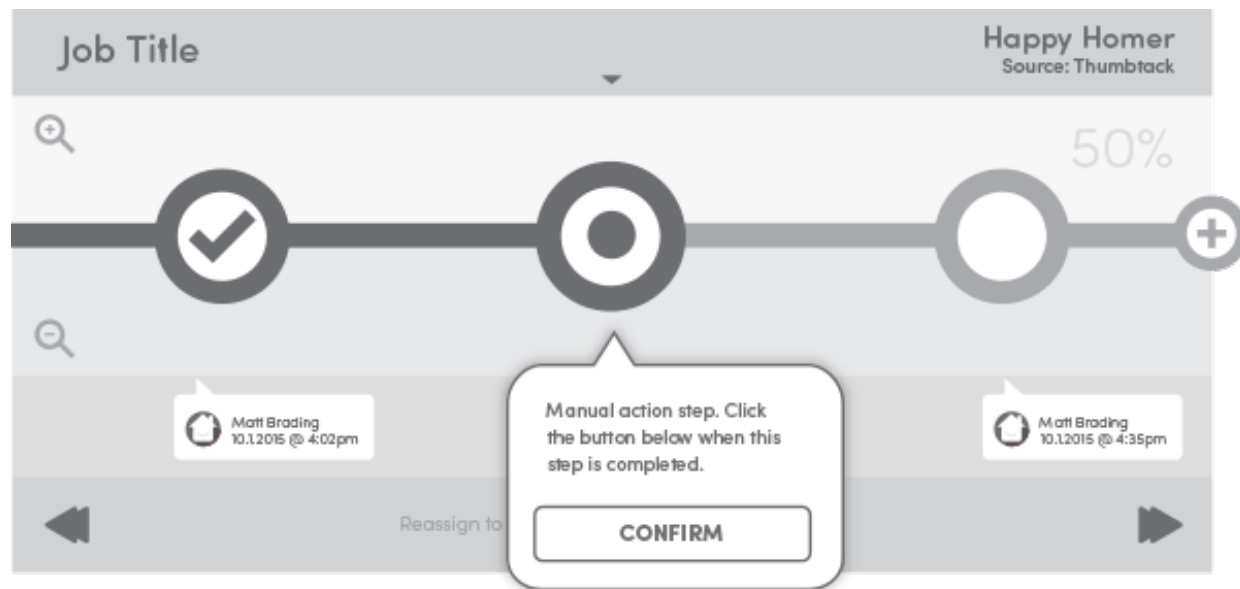
THE TIMELINE : SURROUNDINGS



THE TIMELINE : HOVER



THE TIMELINE : HOVER



BID FLOW: Bid Received

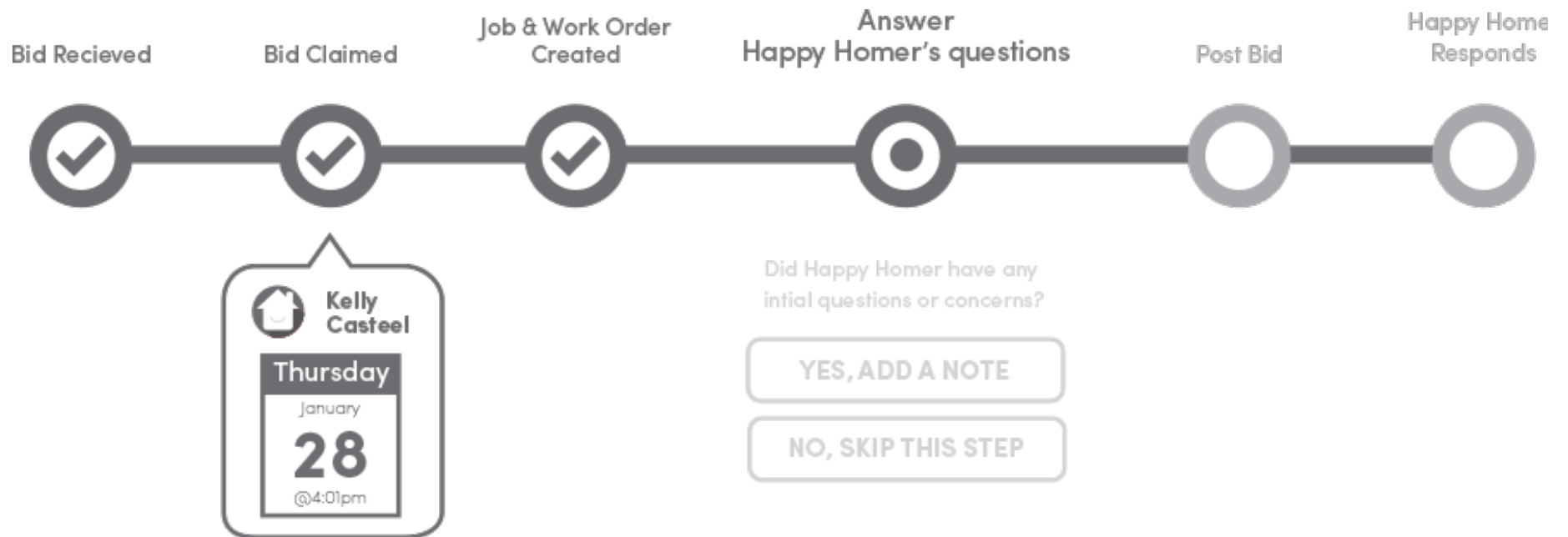


Did Happy Homer have any
intial questions or concerns?

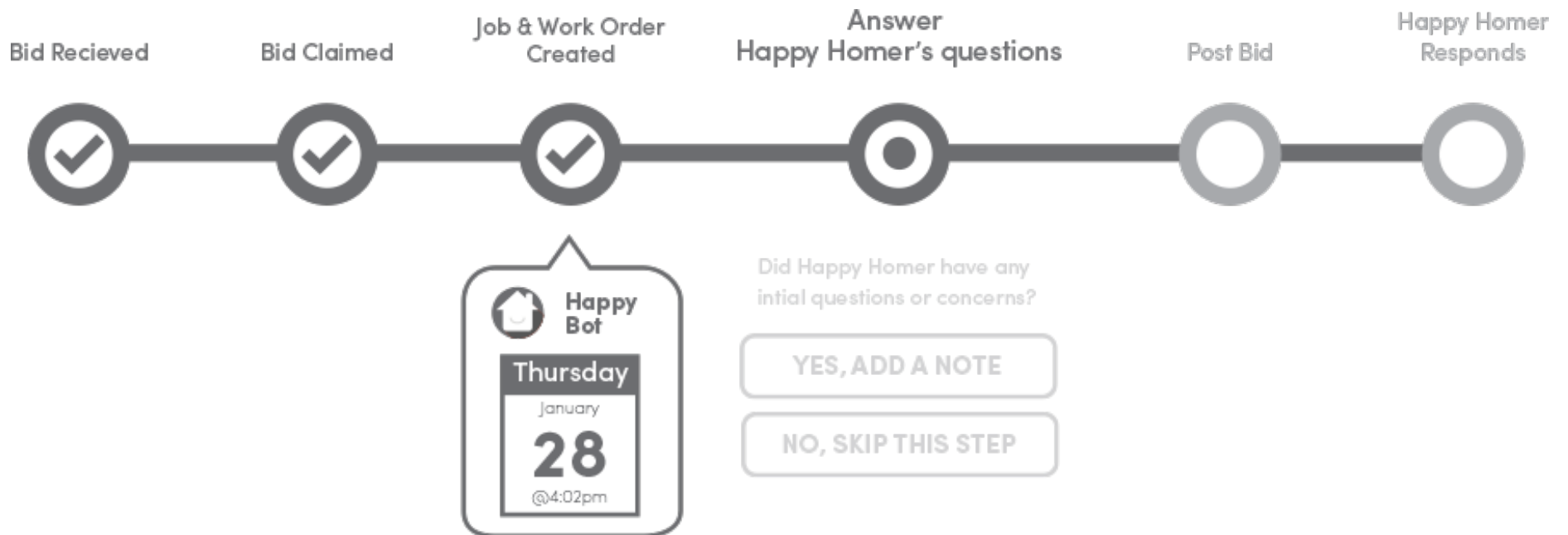
YES, ADD A NOTE

NO, SKIP THIS STEP

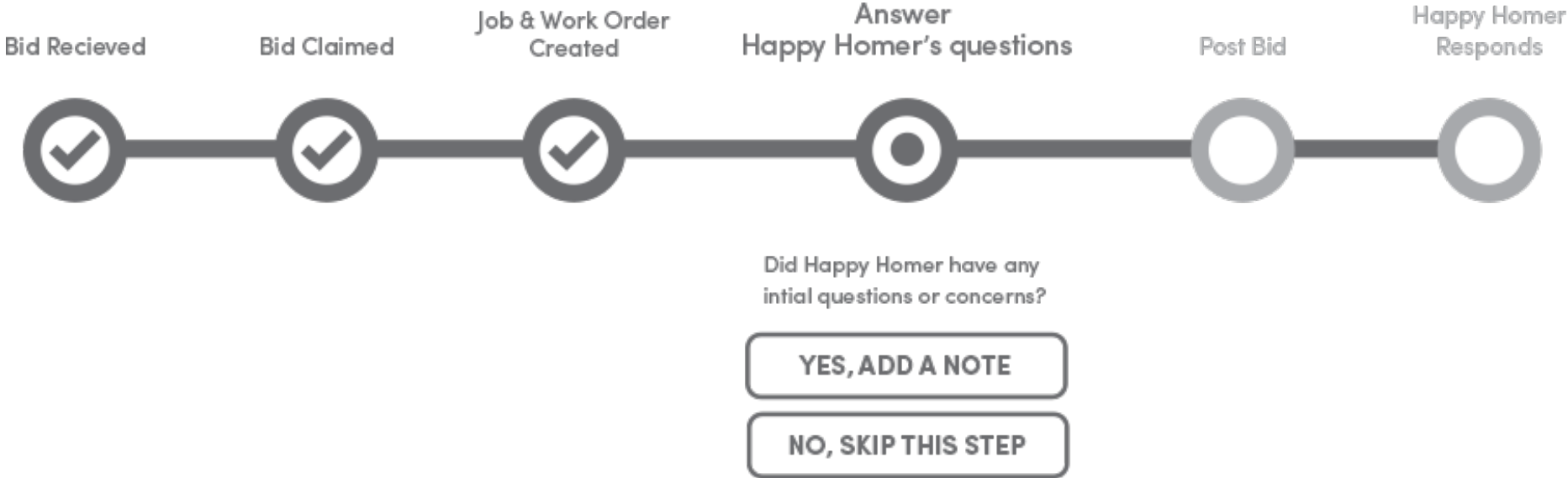
BID FLOW: Bid Claimed



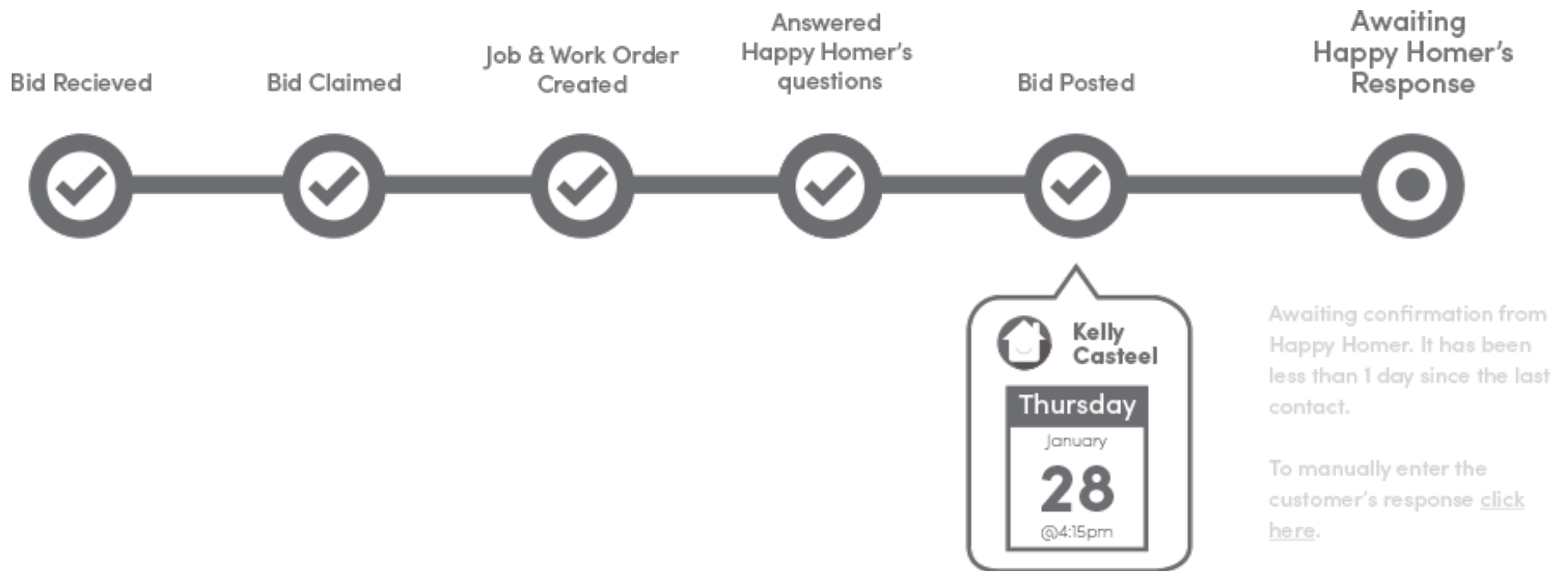
BID FLOW: Job & Work Order



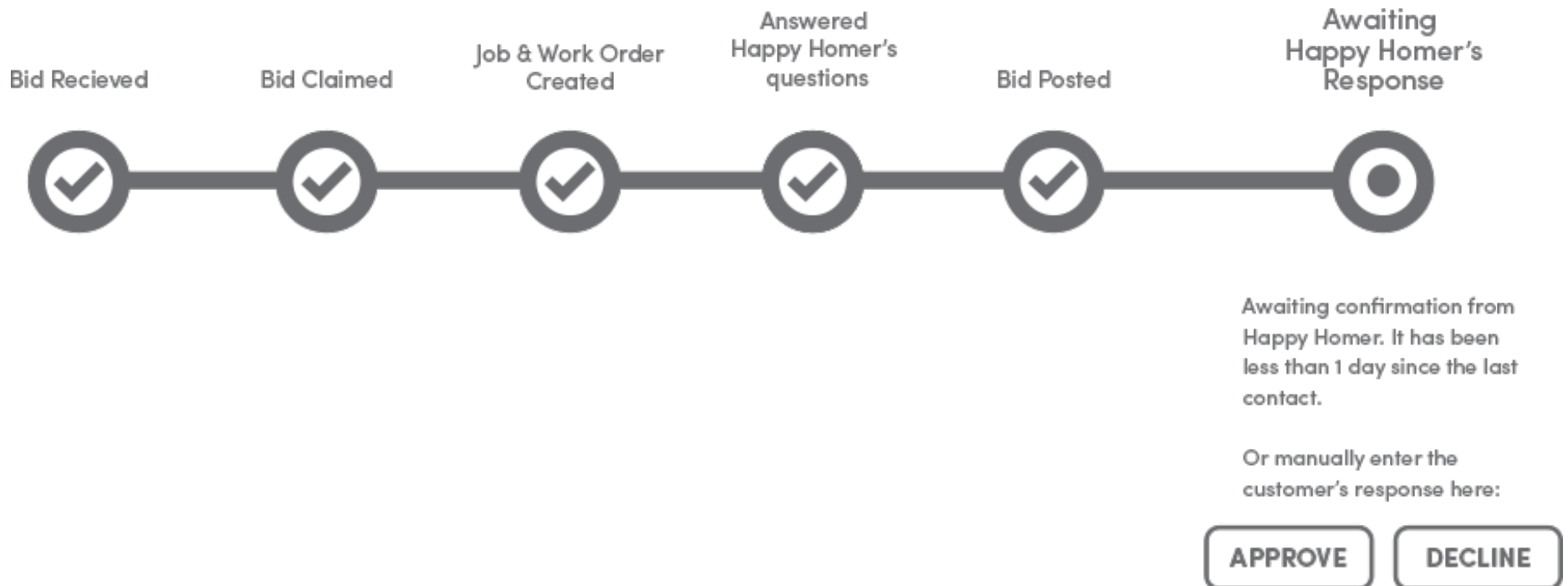
BID FLOW: Customer Questions



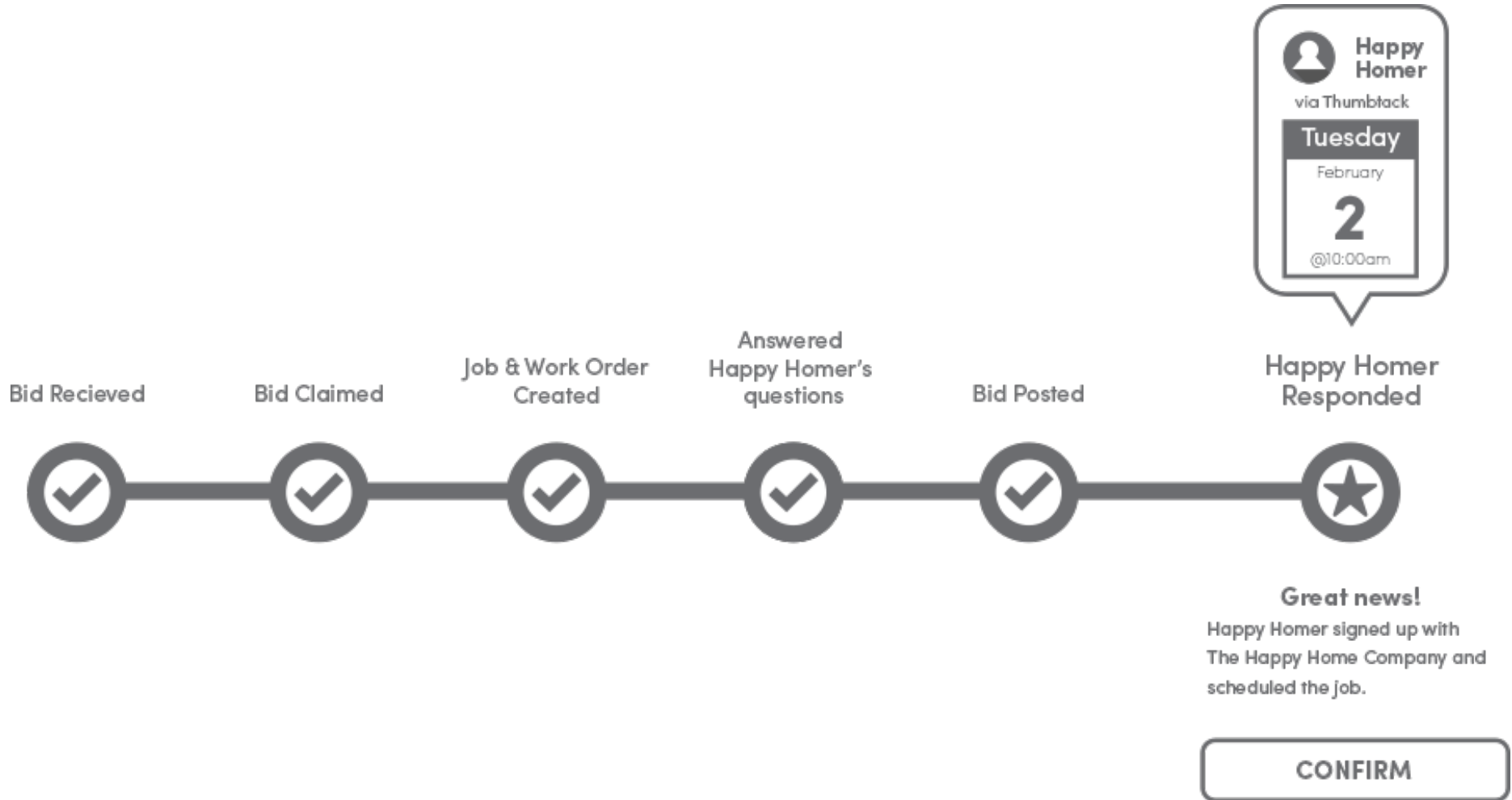
BID FLOW: Bid Posted



BID FLOW: Awaiting Response



BID FLOW: Success!



BID FLOW: Failure...



Oh darn!

Looks like we didn't get that one... Please add any notes below:

SUBMIT & CLOSE

CONCLUSION

Addressing the workflow using the Timeline would:

- * Help Home Managers, Staff and potentially Customers and Vendors, clearly visualize the progress of their Job
- * Create a visual paradigm that could be recreated anywhere in Behind the Curtain and beyond to track job status at varying levels of granularity
- * Clarify what is expected of Home Managers at each stage in the process and help them avoid 'dropping the ball' at any given stage
- * Eliminate the need for home managers to manually log who has done what task when (primarily what the Zoho 'notes' field was being used for)
- * Help to reduce or eliminate miscommunications and errors due to missed state changes or other procedural confusion
- * Make the entire process more scalable by reducing the amount of time needed to train new users in how our admin systems work