

PROJECT PROPOSAL – THE WTF HELPER

So that users go WTF no more | CS-C2130 | Software Project 1

INTRODUCTION

Sievo’s procurement analytics software is used by thousands of end users daily world-wide in companies such as Carlsberg, Levi’s, Deutsche Telekom, GoDaddy. We constantly work to improve UX, but procurement analysis is not simple, and it’s easy for users to get lost in the data jungle. We want to help them find their way.

In short, before the user goes « WTF?! », they will be rescued by the WTF helper.

PROJECT

« I’ll start by reading the manual » - said no one ever. If a user cannot figure out how a service works, they simply won’t use it. We want Sievo users to be able to jump right in and start exploring our service, while being thought on the fly through clear tips.

We need your help in developing a method for creating and managing in-application tutorials. Your work will be relevant for new users of our application and an important step in understanding how users learn new information without being annoyed.

Our idea is to create in-application tips (the WTF Helper) that provide context specific training, support and information. It is to be used for introducing service to new customers, marketing new features and providing tips on usage.



TECHNOLOGIES

You can choose the technologies that you use. If you want to utilize our help on the tech side, you might want to use some of the following.

- React
- Docker
- Python
- Azure
- Git

REQUIREMENTS FOR THE STUDENTS

We challenge you to take initiative in designing and realizing a solution to our presented problem. We do not expect you to know everything before the project.

Key factors that make a great project:

- Everyone wants to learn new things – this is most important for us
- Exciting and useful outcome, even if the project scope needs to change on the go
- You want to work as part of a team, it is a team effort!
- Willingness to question things, finding the actual key questions that need answering (what if... we didn't ask all the right questions in the beginning?)

LEGAL ISSUES

2. The client gets all IPRs to the results.
1. The client will share some confidential information with the students.

CLIENT

Sievo is creating a transparent and data-driven world - while being awesome. We do procurement analytics, i.e. we help big, global companies understand data related to what they buy, so that they can make smarter decisions in the future. We are growing fast and recognized as one of the global leaders in our market. We work hard to keep our company culture awesome, we put a lot of attention to our people and strive to avoid corporate BS even as we grow.

CLIENT REPRESENTATIVES

- Product owner: Ville Tukiainen, Senior UX Designer. Ville leads our UX development and engaging users in our software development. He works together with our software development teams daily.
- Technical expert: Hanna-Leena Lindblom, Software Developer. Hanna-Leena knows our software and can provide technical advice and support to the team.

Contact:

Ville Tukiainen: ville.tukiainen@sievo.com

OTHER INFORMATION

You can use our office, right next to the Helsinki railway station, for meetings and occasional work space (or for drinking beer and playing pool, as some of our previous project teams have done). After successful completion of the project we will celebrate together – the team gets to decide how.

Other than that, Sievo has an international cast of awesome colleagues who come from different tech backgrounds. We have a culture of clean coding that is enforced by each colleague. This makes software development a breeze after the common set of clean code rules are learned by each and every one. Software project teams working with Sievo have repeatedly ranked high in the course Quality Award, and last year the team working with us won the award.

We will have open positions for future developers and problem solvers, and we are discovering the possibilities of machine learning, big data, microservices development and other modern technologies.

Find out more about us online at <https://sievo.com/>