Case Study 1

Related Cisco Microsoft Teams app phone

Industry Project | Live

iMocha Test Platform for Microsoft Teams

Introducing a Skill Mapping App

UI/UX & further development

iMocha, formerly known as Hexaware iMocha, utilises AI to analyse candidate skills, aiding companies in talent acquisition, upskilling, generating skill inventories based on employee data.

A revolutionary talent management, acquisition, and development platform, iMocha boasts a vast skill database and ranking in over 8000+ of most 2021 skills.

Trusted by over 500+ organizations globally.

My role & responsibilities | Tools used | Duration of work

Research | Figma | 5 weeks (design only)
Ideation & mapping | Miro
Wireframing | Microsoft Fluent UI
UX / UI Design | Atlassian Jira
Design Handoff

How the platform works

iMocha uses its online skill assessment platform to evaluate candidates, employees and upskill employees of a company. The test assignment is simple and includes a few questions.

Assigning a test as a power platform

Step 1
Select & assign skills test
Admin can create a new test or select from the existing test library and configure test settings such as time, personality, proctoring, etc.

Step 2
Use reviews notification
Admin can send reminders to participants who have not completed the test via email and Microsoft Teams notifications.

Step 3
Appearing for the test
Participants receive a notification in Teams to appear for the test. Upon completion, participant will be bubbled up to the top of the notification feed.

Step 4
Report generation
Admin can generate the report on demand. Admin can also subscribe to receive the report instantly to drive/share the report automatically. Admin can also create a recurring schedule for report generation.

Problem Statement

Use cases are endless, the scope of organisations to assess for skill tests assigned by the Learning and Development (L&D) office keeps increasing. Time to assign tests is a major concern in a company's time.

The Chief Technology Officer asks "Can we take advantage Microsoft's Personal App initiative?"

What were the goals?

Introducing Machine-native Microsoft app this, a few important goals were considered to take the product forward.

Goal 1 | Goal 2 | Goal 3

Use
Convenience

Performance
Tracking

Quick design to development

Research

As an iMocha Product as already functional product, our design project was specifically on designing and developing a native application for the Microsoft Teams app store.

To integrate our native test platform with MS Teams, I began by researching the Microsoft Teams app store, Microsoft Teams Power Apps, Microsoft Teams Developer, both of which had similar business models of knowledge assessment, learning and test delivery functions their applications on MS Teams.

Product evaluated 1 | Product evaluated 2

Company | Users | Platform
Online Knowledge & comprehensive assessment solution | 828, 2.8K+ users every month | Online + Microsoft Teams App

Insights

Reviewing Testpertish web and Microsoft Teams app helped gather significant insights. Their platform relied on replicating the design of their web application on the app.

Testpertish Web Testing App | Testpertish Teams Online Test

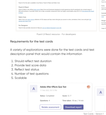
Product evaluated 3 | Product evaluated 4

Company | Users | Platform
Online hands-on learning environment | 828, Large data unavailable | Online + Microsoft Teams App

Insights

Exploring the Microsoft's app store related Identify Cloudlabs application. Their test platform used a lesser approach.

This led me to explore more about the approach and mistake in discussion with product managers, developers and seek possibilities of an approach for Microsoft Teams App Store.



Cloudlabs Web Testing App | Test Modules

Analysis & selecting the approach

Approach 1

Use iMocha's existing test platform and integrate it in the app using Microsoft Teams and Sharepoint APIs. This allowed:

1. Quick development
2. Unified user experience for users

Pitfalls

Certain issues were raised upon discussing this idea with the development team.

The development team raised the following points:

1. Design of iMocha test platform is not developed to be responsive.
2. Coding test needed a integrated Development Environment (IDE) and iMocha's platform is integrable.
3. The development effort was very

In addition, iMocha's online platform was not very well designed and replicating it on the Teams App was not the ideal approach. Hence, we decided against it.

Approach 2

Taking advantage of Microsoft's personal app initiative to develop the native app to be implemented by CloudLabs.

1. Promised design consistency
2. Focused scope of our users
3. Microsoft support

Pitfalls

The approach was well received. However certain concerns were raised regarded the application relied on the Power UI design system.

1. Limited design assets
2. Customisation may be needed
3. Dependency on design elements

Additional benefits

1. Need of Testpert logins is solved with Single Sign On (SSO)
2. Data may be kept in administrator
3. Data from the app may be used to be sent to certifying bodies/ entities

Therefore, it was decided both design and development team to adopt Figma UI and the open source UI to design and develop the application.

Microsoft Fluent UI Design System

User flows

I created a user flow which represented the journey of employee's who are assigned a test and administrator who assigns a test. Below was a piece to assist a user would act on the online platform.

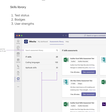
Use flow 1 - Self assigning a test

This flow consisted of allowing users to download and login to the app, navigate to the assessments section, navigate and self assigning a test that they could complete themselves and gain knowledge.

Use flow 2 - Completing an assigned test

This flow consisted of allowing users to login and identify the tests that have been assigned to them and completed it towards on the app.

Complete Test Flow



Rapid high level concepts / Wireframes

I started making quick high level wireframes within the Teams app layout to understand the various design keypoints available. I referred the existing platform and wireframed several design aspects.

This allowed me to explore, understand and work with the tools and design keypoints.

Inspiration for content library

Due to the large library of skills available, I gathered inspiration from the available platforms on the internet to understand

1. Card layouts
2. Text listing
3. Search bar
4. Layout styles

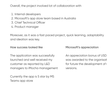
Inspiration for content library

Visual Design

The stage involved exploring the Microsoft's Fluent UI extensively to identify essential tool courses used to fit the requirements of

1. Text interface
2. Text cards
3. Navigation
4. Dashboard design

Text interface



Figma UI Text Interface

Text cards

Figma UI Text Cards

Requirements for the card cards

A variety of expressions were done for the test cards and test description panel that assure contain the information

1. Test name and description
2. Provide test score data
3. Reflect test status
4. Provide test questions
5. Suitable

However, consulting with the developers, to possible delays on iMocha's cards meant creating new data points for which APIs had to be developed.

This delayed the development and required use of existing content from the platform.

What had to be tested?

The new card solutions had the similar amount of detail that was present on the online platform allowing minimum design development efforts.

The new cards contained:

Dashboard for Microsoft Teams app

1. Text status
2. Text cards
3. User strengths

Dashboard for Microsoft Teams app - Mobile View

Skills library

1. Text status
2. Text cards
3. User strengths

Skills library - Microsoft Fluent Mobile app

In app test interface

1. Text status
2. Text cards
3. User strengths

In app test interface - Microsoft Fluent Teams app

Key takeaways from the project

Overall, the project involved lot of collaboration with

1. Internal developers
2. Microsoft's app store team based in Australia
3. Product Manager
4. Product Manager

Moreover, as I was a lead project, quick learning, adaptability, and decision was key.

How success looked like

The application was successfully built and received a positive response from the product managers & Microsoft's appreciation.

Currently the app is it live by MS Teams app store

Microsoft's appreciation

An appreciation mail of USD 25k was awarded to the organisation for the quick development of such solutions.

How design limitation were solved

Due to MS requirements, design explorations for the cards could not be fulfilled.

However, better use of existing design assets was done to mitigate the problem.