Augmenting Employee Wellbeing
via
Mobile Optimisation of an AI-Dirven Decision Making Tool
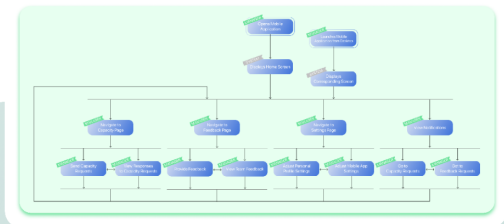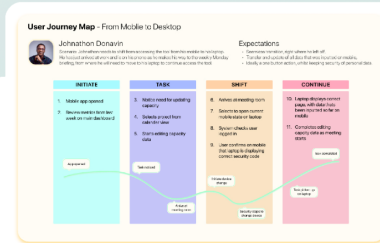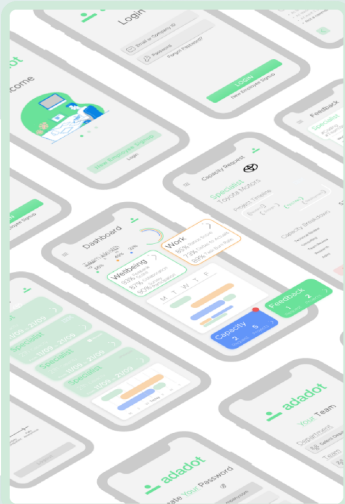
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Abstract

Decision makers have shouldered the task of caring for the wellbeing of their team. In an increasingly remote work environment, social and visual cues are less accessible, requiring team members and leaders to communicate through different channels. This study explores the appropriateness, feasability, and usability of making a startup's AI-driven solution mobile .

Background

Adadot, a young european startup, has developed an AI-driven decision making tool for dekstop. In an increasingly mobile and remote workplace, how can they better offer their services to their clients to increasingly empower decision makers in caring for their employees wellbeing?

This thesis looks to understand the current workspace, explore the appropriateness of providing a mobile soultion, judges the feasability and proposes a supported design solution to how such a product could come to be.
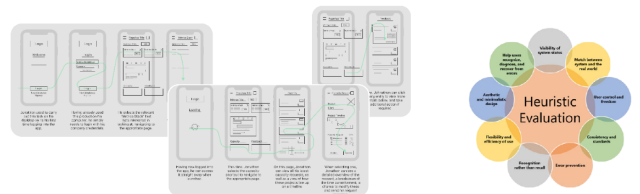

Methodology

A Double diamond framework, with the first diverging and converging phase for the **Primary Studies** and **Design Thinking**, and the second for **Iterative Prototyping** and **Evaluation**.

Survey and focus groups explored what empowers decision makers and how data collection can be made remotely. Personas aided in articulating how users journey about in different contexts. Through an iterative approach, prototypes were crafted and evaulated to consolidate towards a final solution

Evaluation

The detailed Journey Maps created in this study have aided in evaluating the Wireframe as it was run through persona usage scenarios. A heuristic evaluation was carried out to better understand the results and limitations of the final solution.

Conclusion

In overcoming obstacles, this thesis has provided a supported exploration into the feasability of a mobile solution to a noval AI-driven decision making tool. Bringing mobility to employees provides an answer to an increasingly remote workspace, and provides decision makers with the data and tools, all whilst widening Adadots services.

Interesting extensions to this work would include researching in greater detail different sectors of indursty to see if specific needs are requried. Additionally, the survey showed some interest for a tablet solution which would merit deeper exploration. Concretely, the next steps for Adadot would be to explore how to take the noteworthy elements internally in exploring a mobile solution.