ZOHO PEOPLE

Vridhi Kaushal

UA2024---

About Zoho

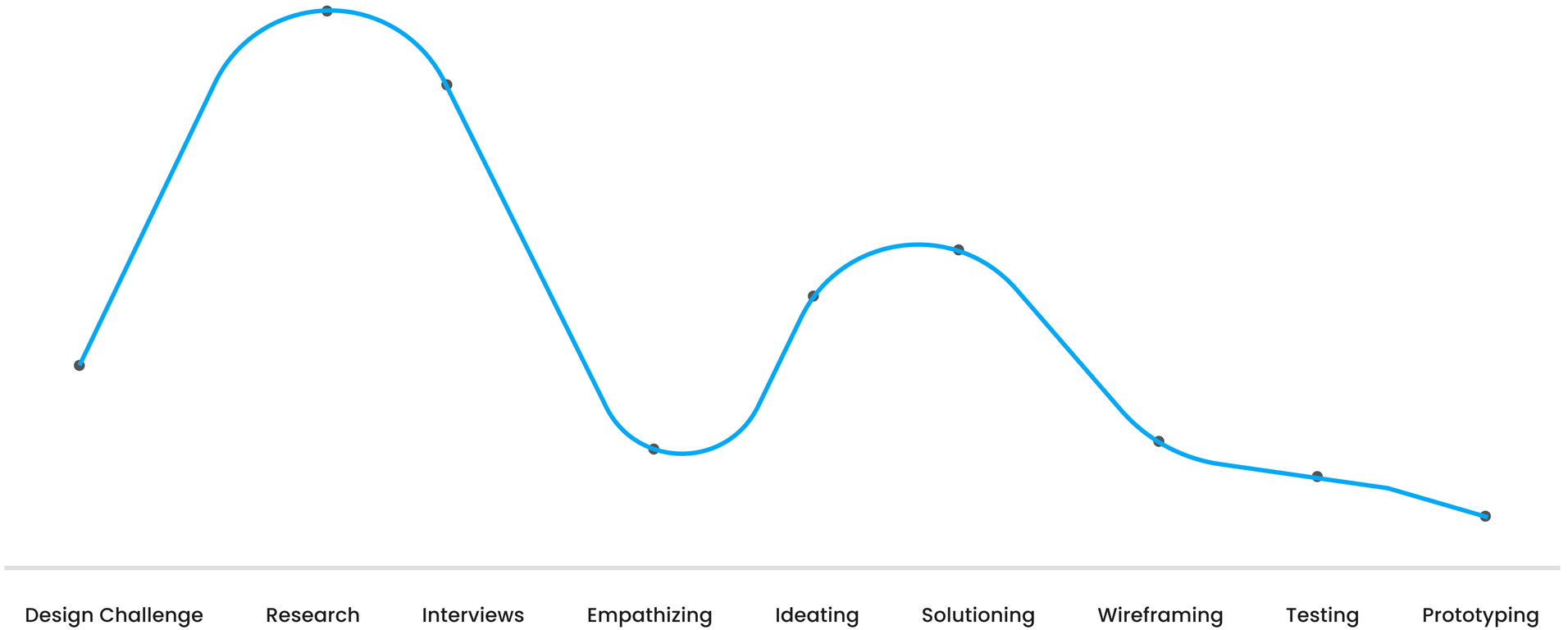
Zoho is a cloud-based software company that provides a suite of business, productivity, and collaboration applications for organizations of all sizes. The company was founded in 1996 and has grown to become a major player in the software-as-a-service (SaaS) industry. They offer a wide variety.

The purpose of this project is to **restructure the system** of Zoho People and **integrate useful features** backed by research and insights from users and interviews. The idea is to **bring changes in phases.** Initially changes are made in how tasks are performed and the ino pertaining to them, next would be to refresh the UI at a larger level.

Initial Hypothesis

- Employees spend a lot of time performing tasks on zoho which ideally shouldn't take long
- They are unaware of their employee benefits which keeps them from making informed decisions
- They are using the application out of compulsion
- They use multiple apps to manage all their employee needs
- features are nested and hidden

Design Process



Problem Statement

There are confusions at the workplace about employee benefits and their claims. Employees aspire to have the relevant information upfront and have automation in daily life tasks. However, the existing platform(s) lacks an effective information hierarchy, does not keep the employees aware of the compensations they are entitled to and have to take care of their daily tasks manually.

Objective

Reduce the time spend per task for the users, enable seamless navigation and provide the relevant information to them upfront and easy

Competitors Analysis

Companies	Zoho People	Getty HR	Darwin Box	Keka
Sign in / Sign Out				
Payslip / Salary Details				
Attendance Report				
Leave				
It decleration				
Reimbursements				
Calendar				
Birthdays				
Announcements				
Employees benefits				
Compensation				
Files				
Travel				
Tasks				
Performance				

Insights

- We can clearly see how Keka is really matching upto Zoho
- While zoho may seem like its giving a lot of features, **users aren't exactly aware of them.**
- **Neither are all the features useable** in terms of information input and how they are structured
- There is **no integration** between either of the apps with MS Teams or google meet
- **Details of benefits are not disclosed** to the employees. Zoho despite having the feature fails to communicate this.
- No platform offers a reimbursement system which allows **clear communication between both parties** and is hassle free.

Pain Points

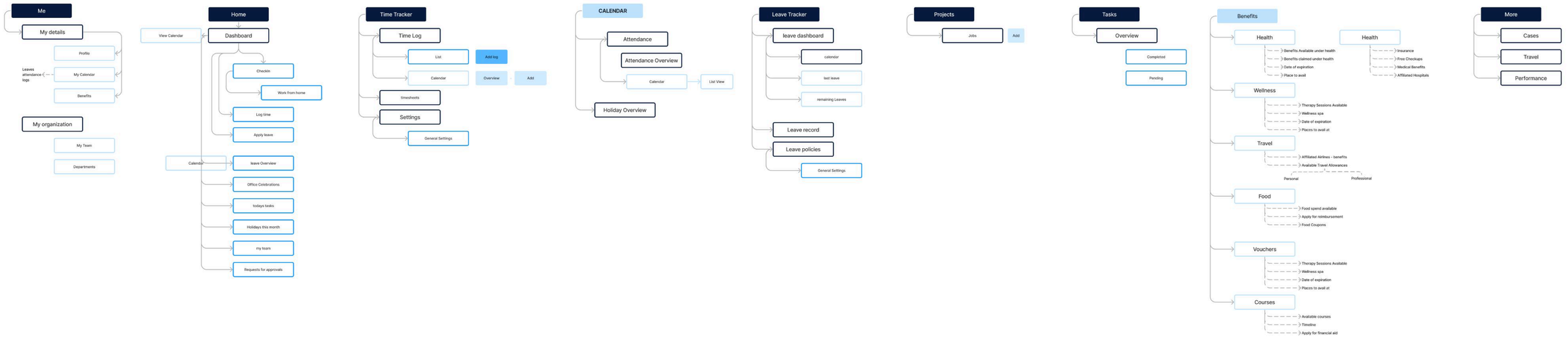
- Time consuming to **perform tasks** and **find features**
- Unaware of all of zoho's features and capabilities
- **Overload of Information** for the user in the self service section.
- Finds it annoying that **Remaining Leaves** is not shown upfront
- Filling the **time log is frustrating**; particularly the description in the time log form.
- Task Management is a task in itself

Gain Points

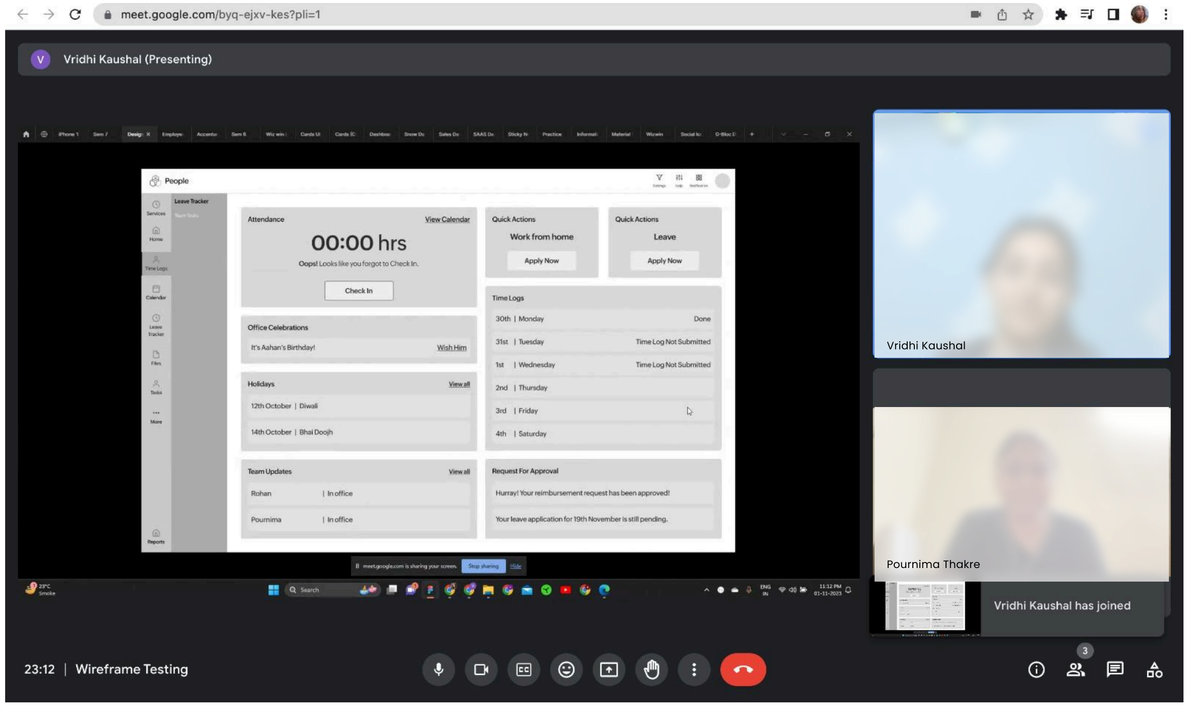
- Limited steps per task
- Restructured information architecture
- Scope for adding an employee benefit dashboard
- Scope for improving the dashboard
- Improvement in UX writing
- Guided steps for tasks

Restructured Information Architecture

Architecture



Testing



User Testing

Hierarchy Testing

Feature list for Integration and improvements

Dashboard	The existing dashboard has a section for every feature zoho has, which kills the whole point of a dashboard as its there to provide you with relevant information about things that are most important.
Time Log	The most recurring pain point identified, the most dreaded step which is now a guided flow aiming to reduce the mental burden off of the employees.
Leave Information	While zoho gives information about available leaves, there is no proper categorization and no information about past leaves which would help an employee make better decisions about taking new ones.
Projects	Assigned projects and their related jobs are pieces of information very crucial to an employee as they play a part in filling time logs also, were hidden away under the time tracker. They were moved out of the nesting.
Tasks	A feature available on zoho but used only by few as it is a task to manage tasks. Hence relevant task details have been shown with an option to mark them pending or complete on the given screen itself.
Benefits' Dashboard	A new dashboard in zoho giving the employees all the relevant details and information about their employee benefits and insurances.
Calendar Integration	Google Calendar Integration (through Zapier) which is reflected on the dashboard under meetings.

Existing Dashboard

Zoho Puvi

Zoho's font

Aa Regular

Aa Medium

Aa Semi Bold

Primary

Sidebar	Extended Side bar
#002B51	#002B51, #07589F

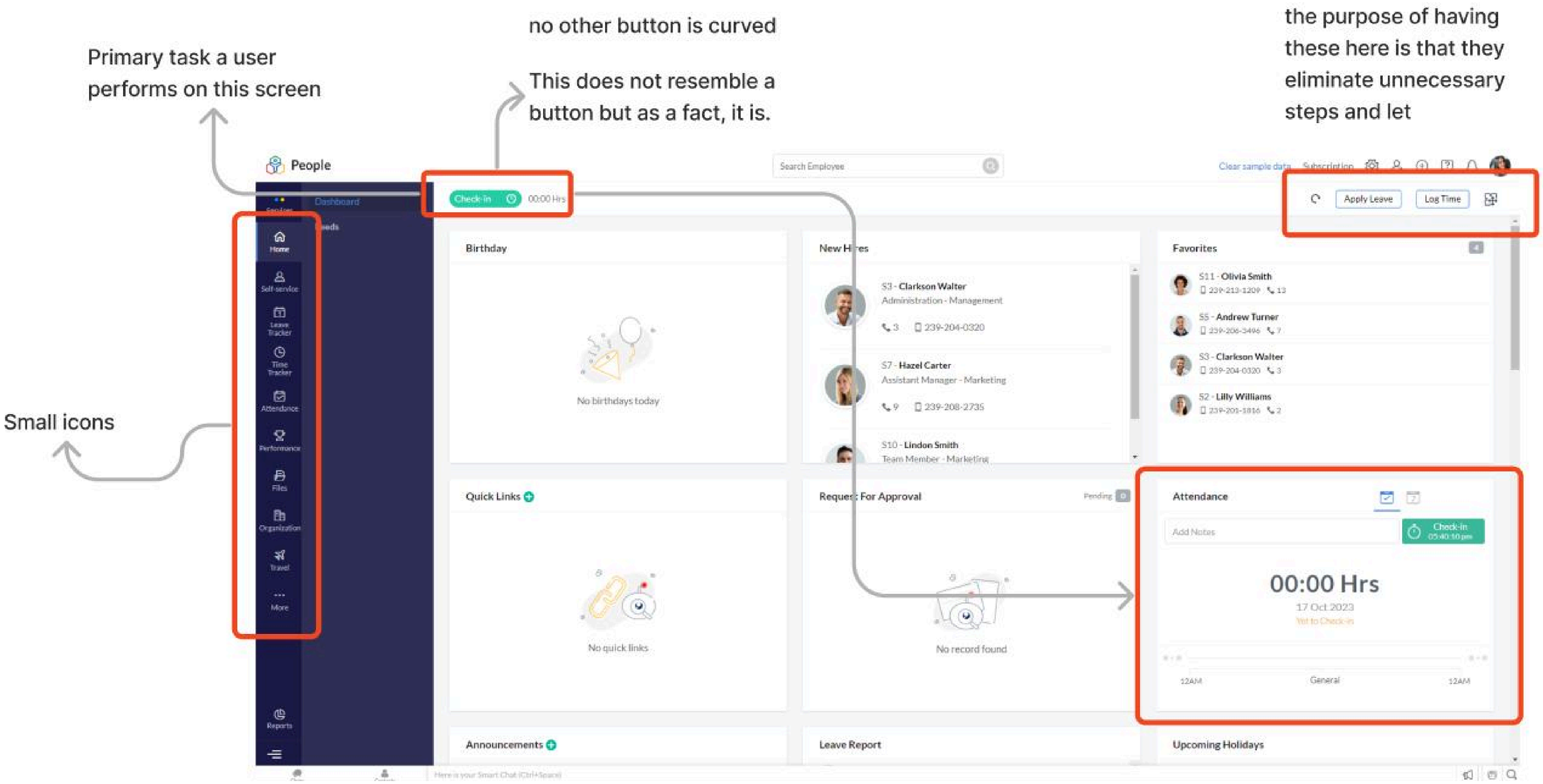
Secondary

Green	Grey	Background	Background Color
#14CC92	#2c2c2c	#F9FAFF	#F1F5F8

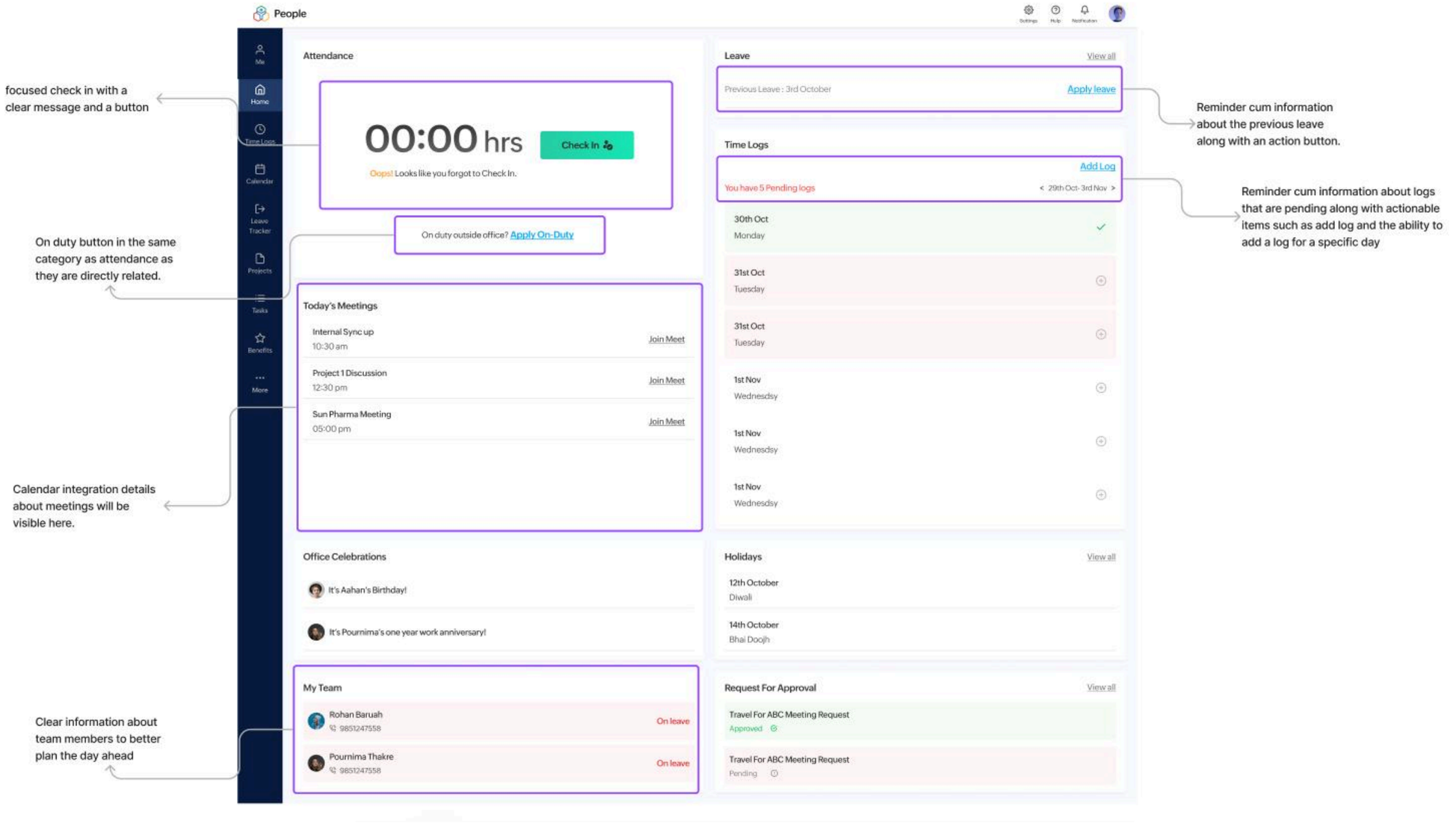
Action

Red	Green	Grey
#DC1515	#37C25E	#C8C8C8

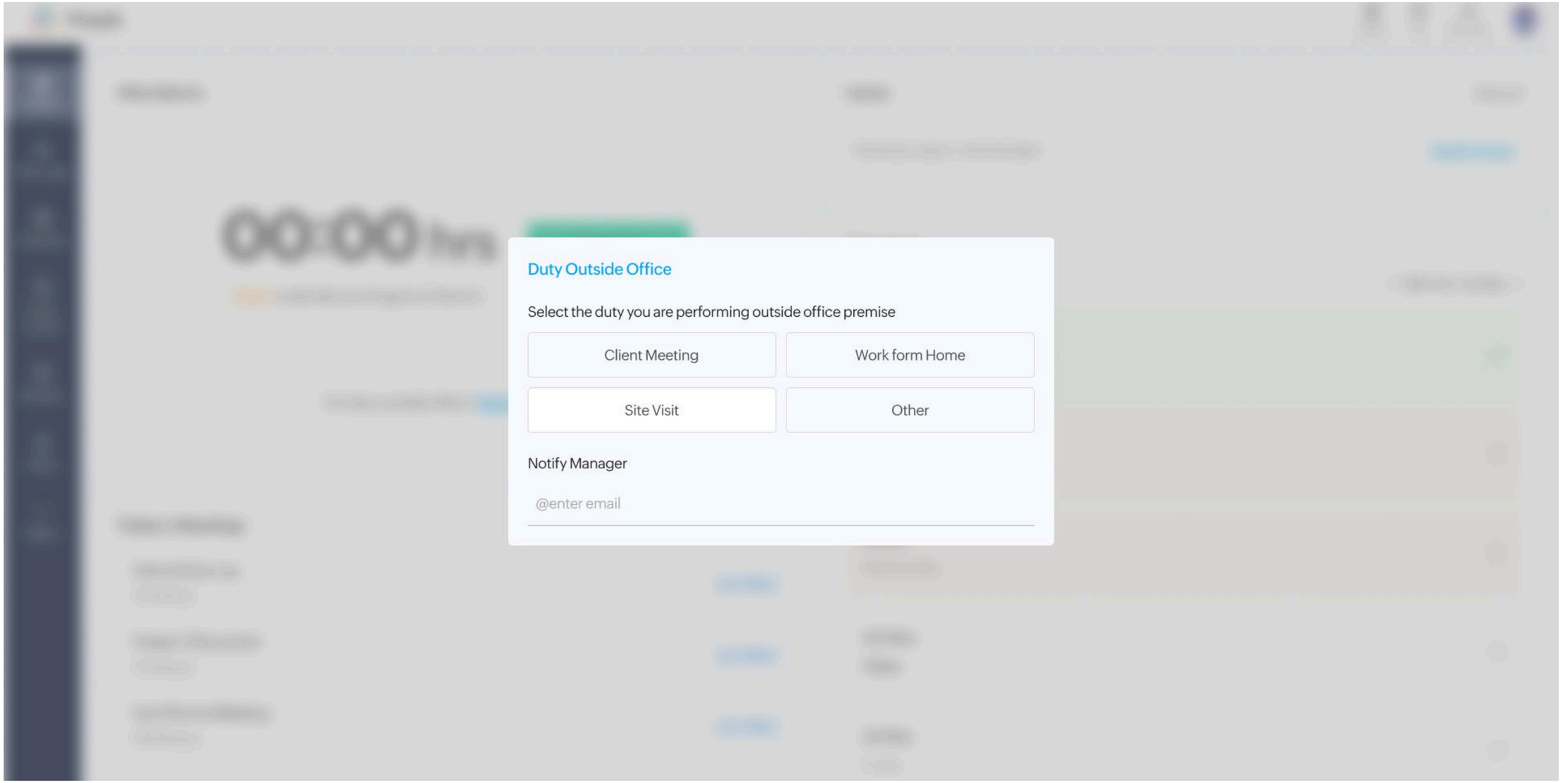
Existing Dashboard



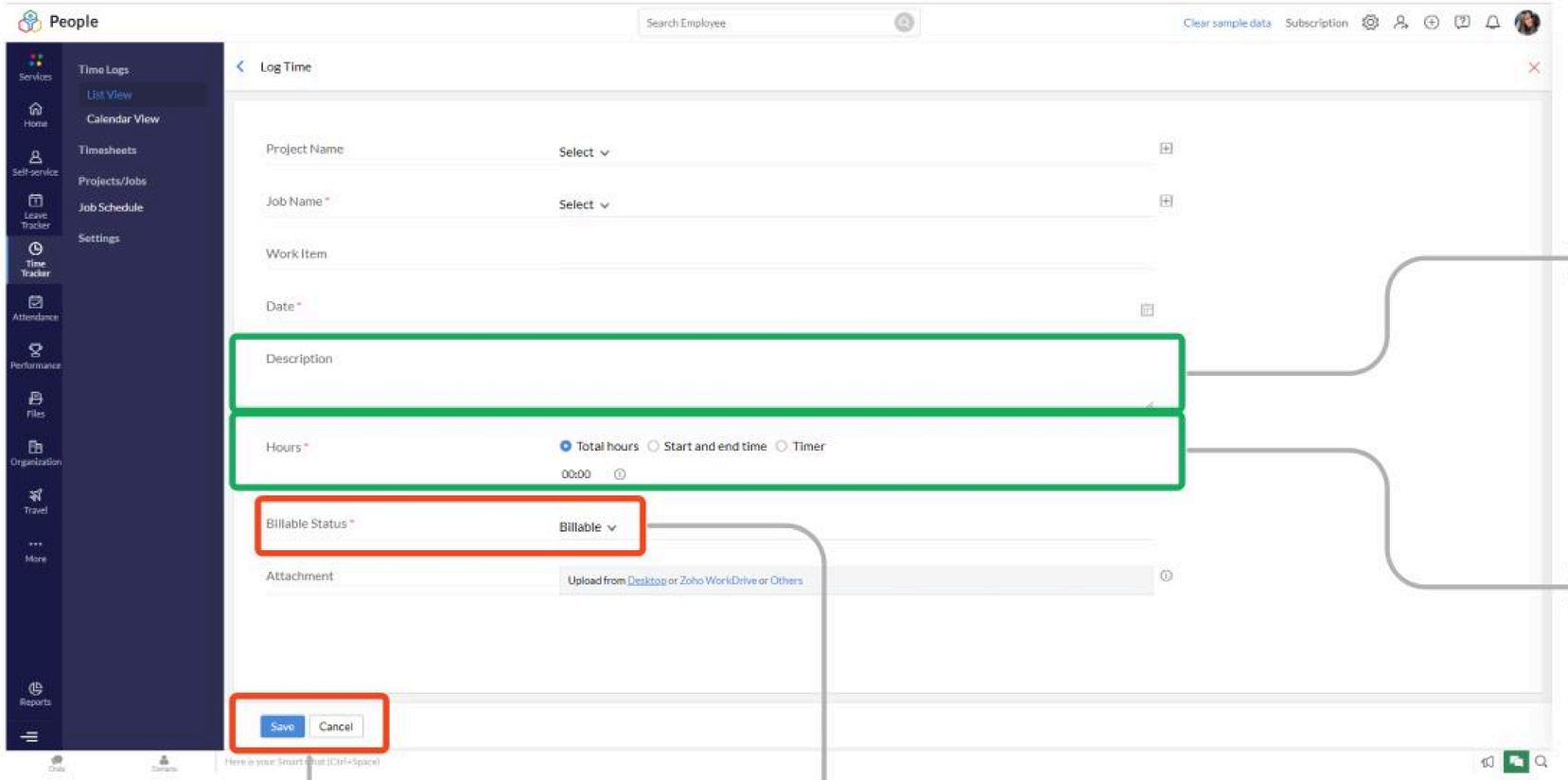
New Dashboard



Apply On duty screen



Existing Time Log Screen



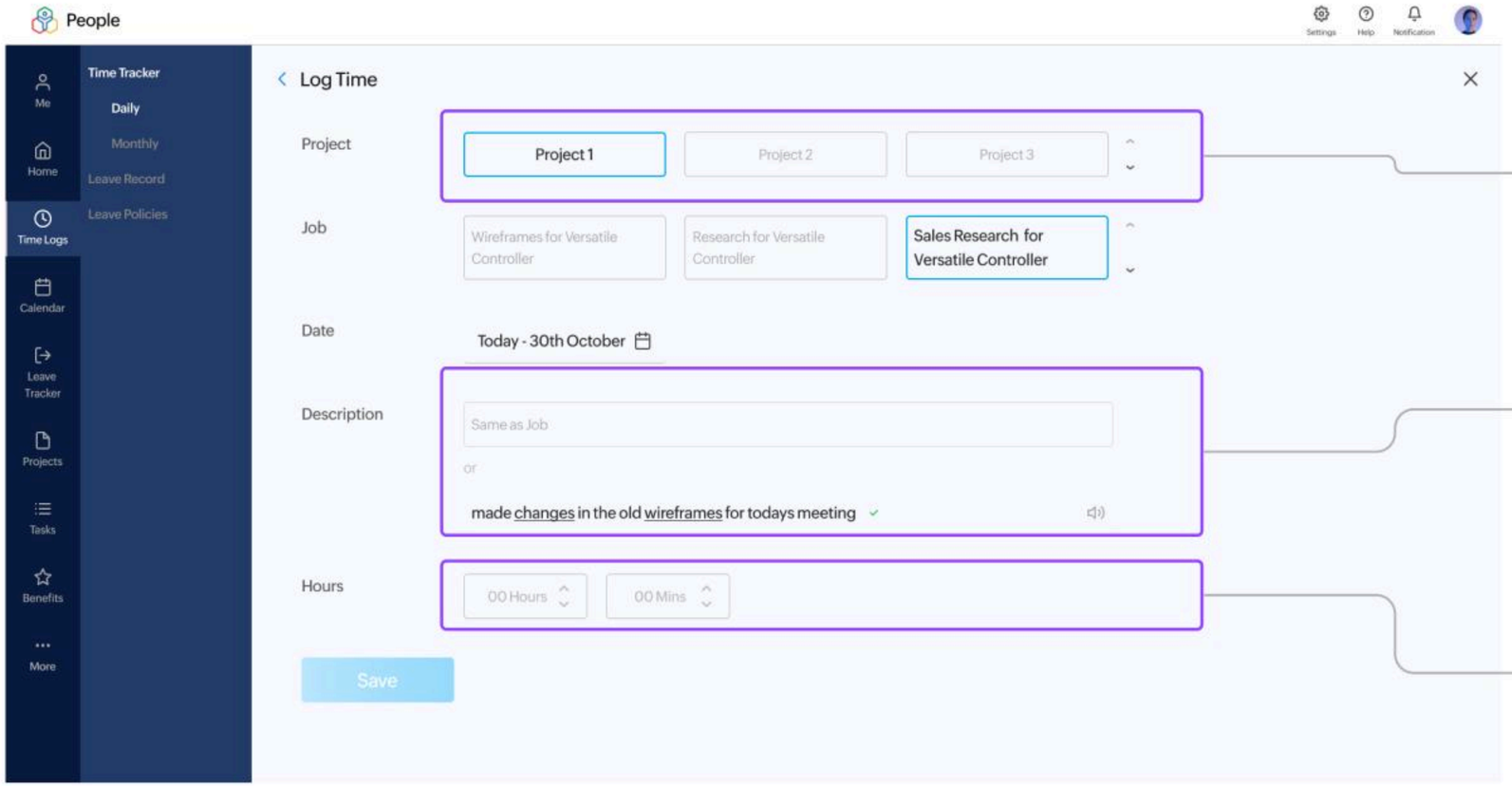
- we can automate giving a description based on the job selected.

- We can change the way time is being asked to add.
- after clicking on time, we can give them with options of hours ranging between 01 - 10 and minutes seprately.

- Shouldn't be in the employees hand to edit this.

- another primary task on this page is to save the information

New Time log Screen



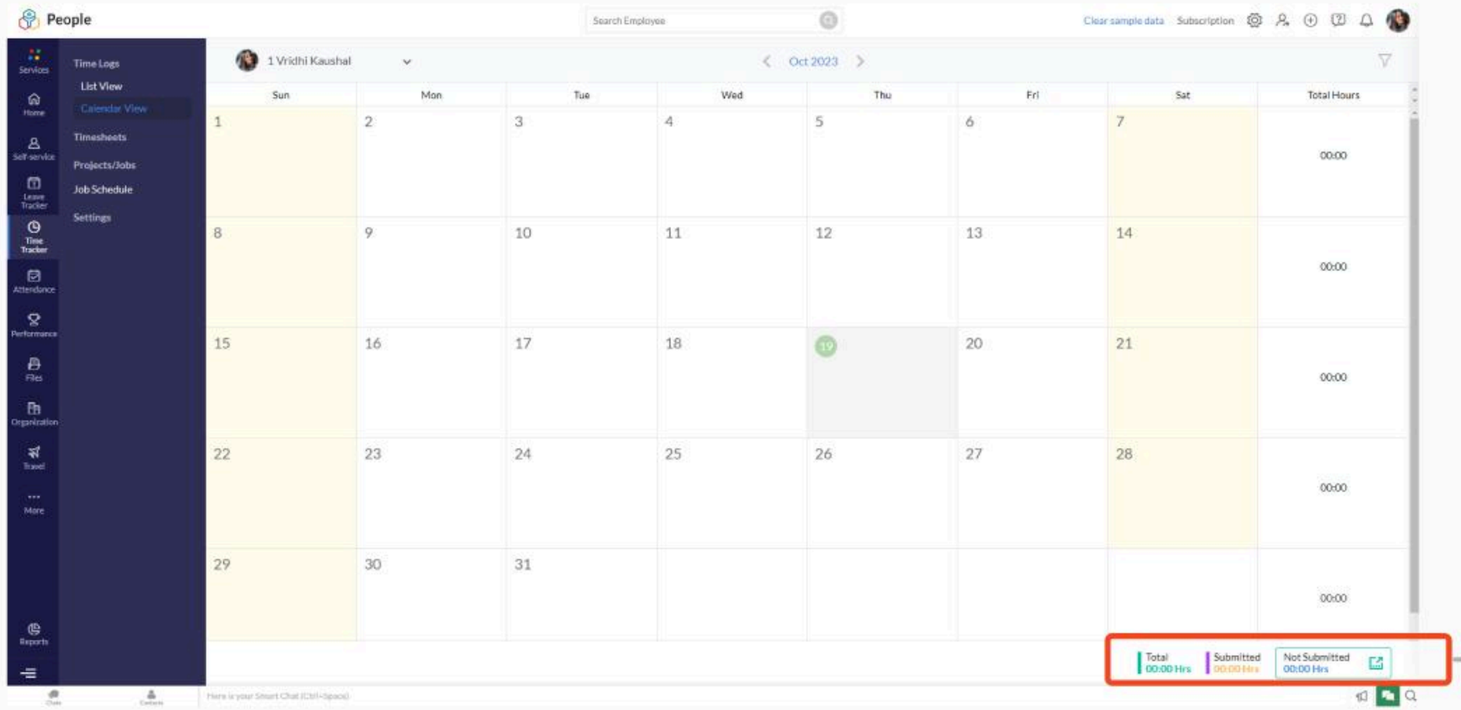
Upfront details and a guided process, allowing the employee perform this task quicker and more efficient

the most dreaded and hated step is now supported with voice assistance.

in cases where the job description is elaborate enough to be a description, employees can just select that and when not, they can type or speak.

Simplifying the hour and minutes button instead of giving multiple options to select the time.

Existing Time Log Calendar

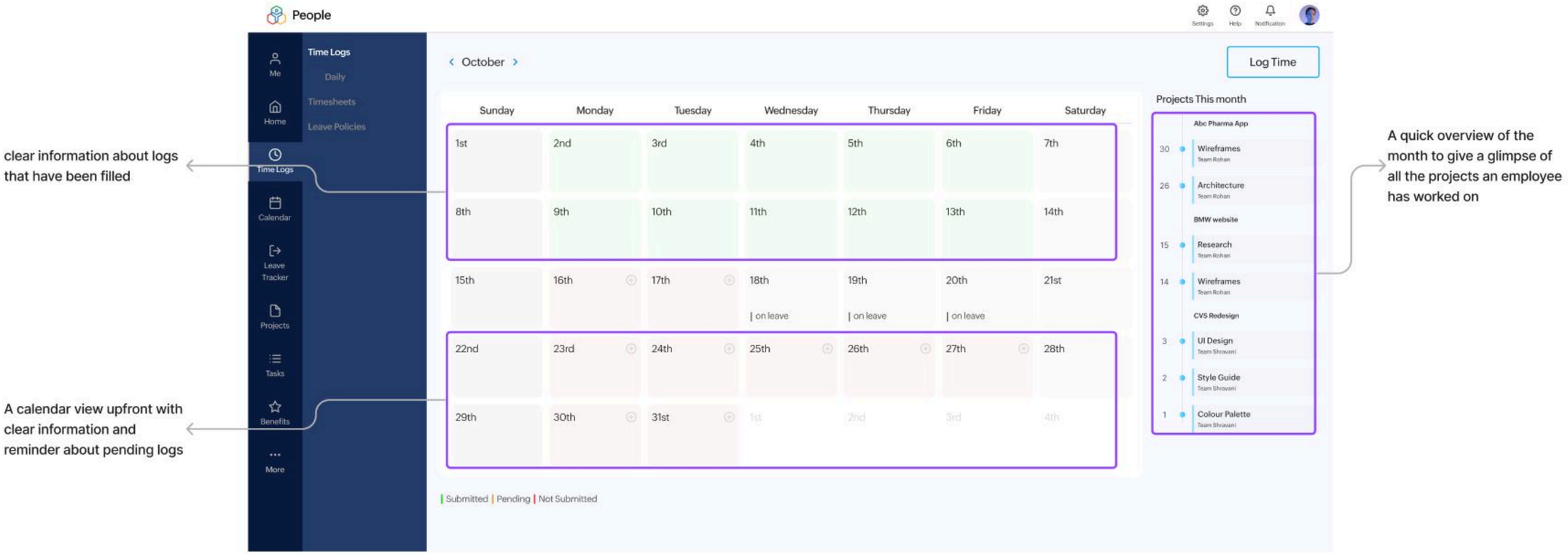


Time Tracker - calendar View

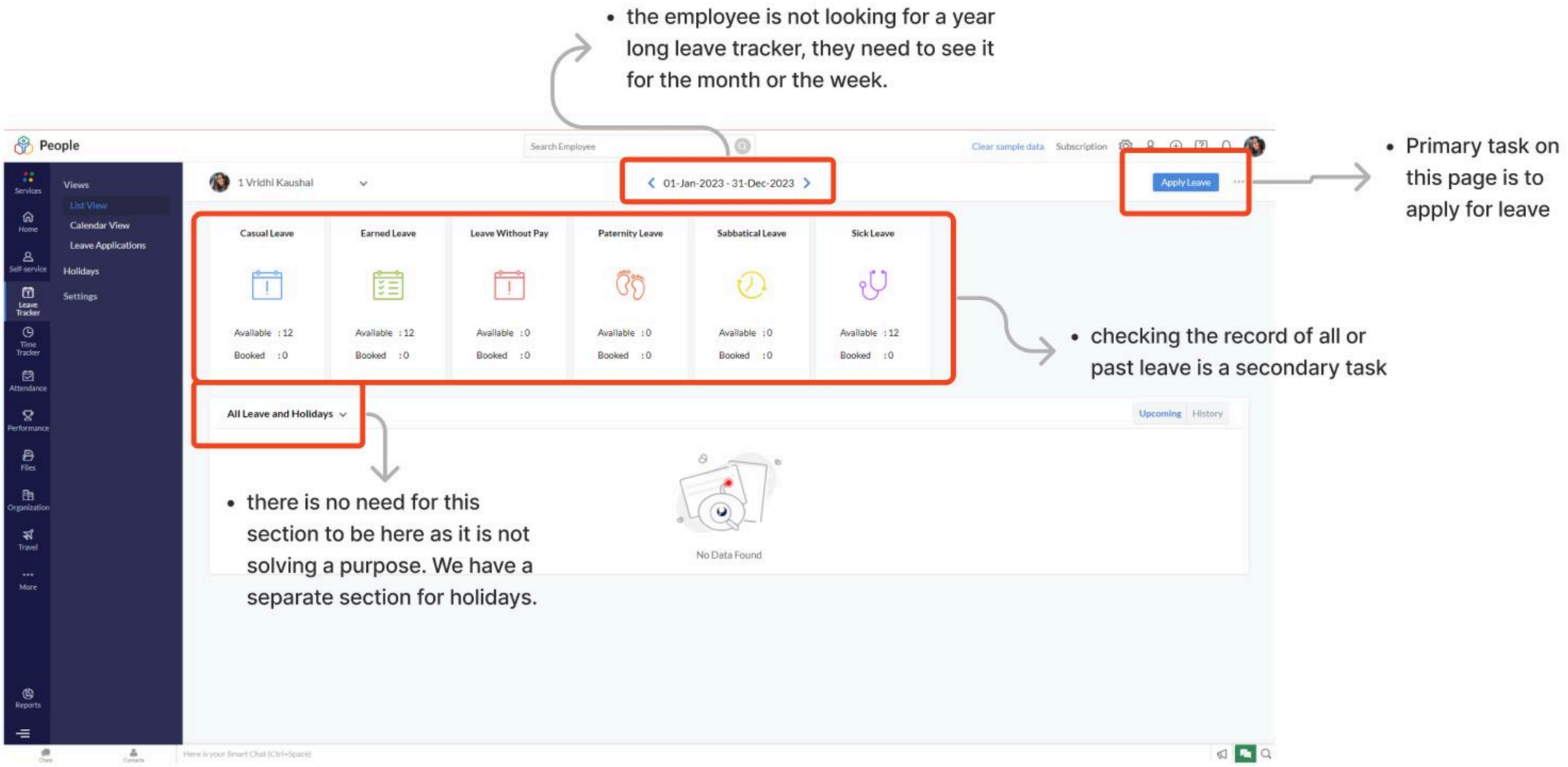
- Calendar view here is not solving a purpose or adding value as an additional feature.
- does not communicate missing logs

- Information is so small, its almost neglected.

New Time Log Calendar

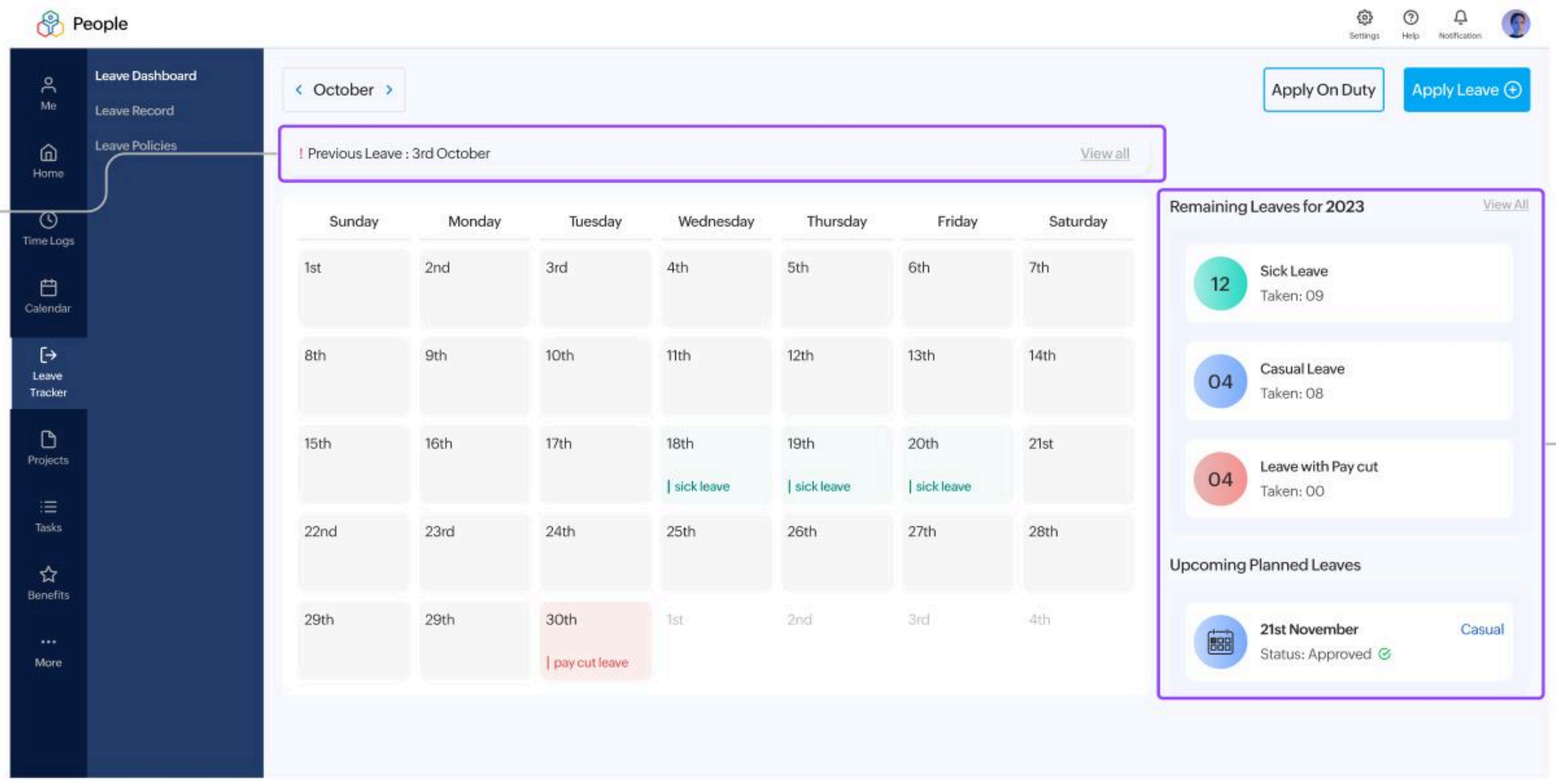


Existing Leave Tracker



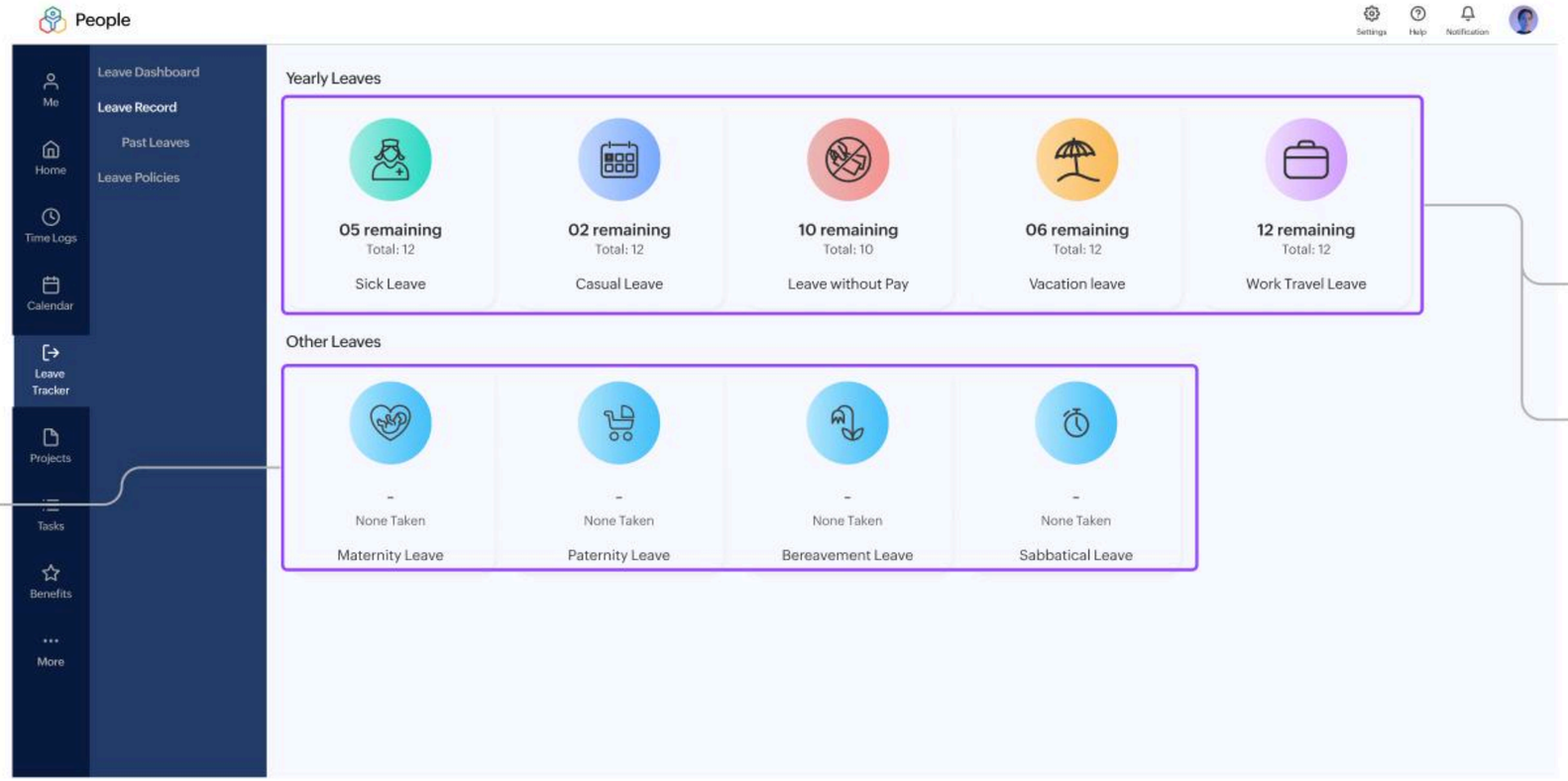
New leave Dashboard

reminder about the last leave taken and a quick action button to view all past leaves



Upfront details about remaining leaves available for the year. this can be customized according to companies policies if they have monthly leaves instead of yearly.

New Leave Tracker

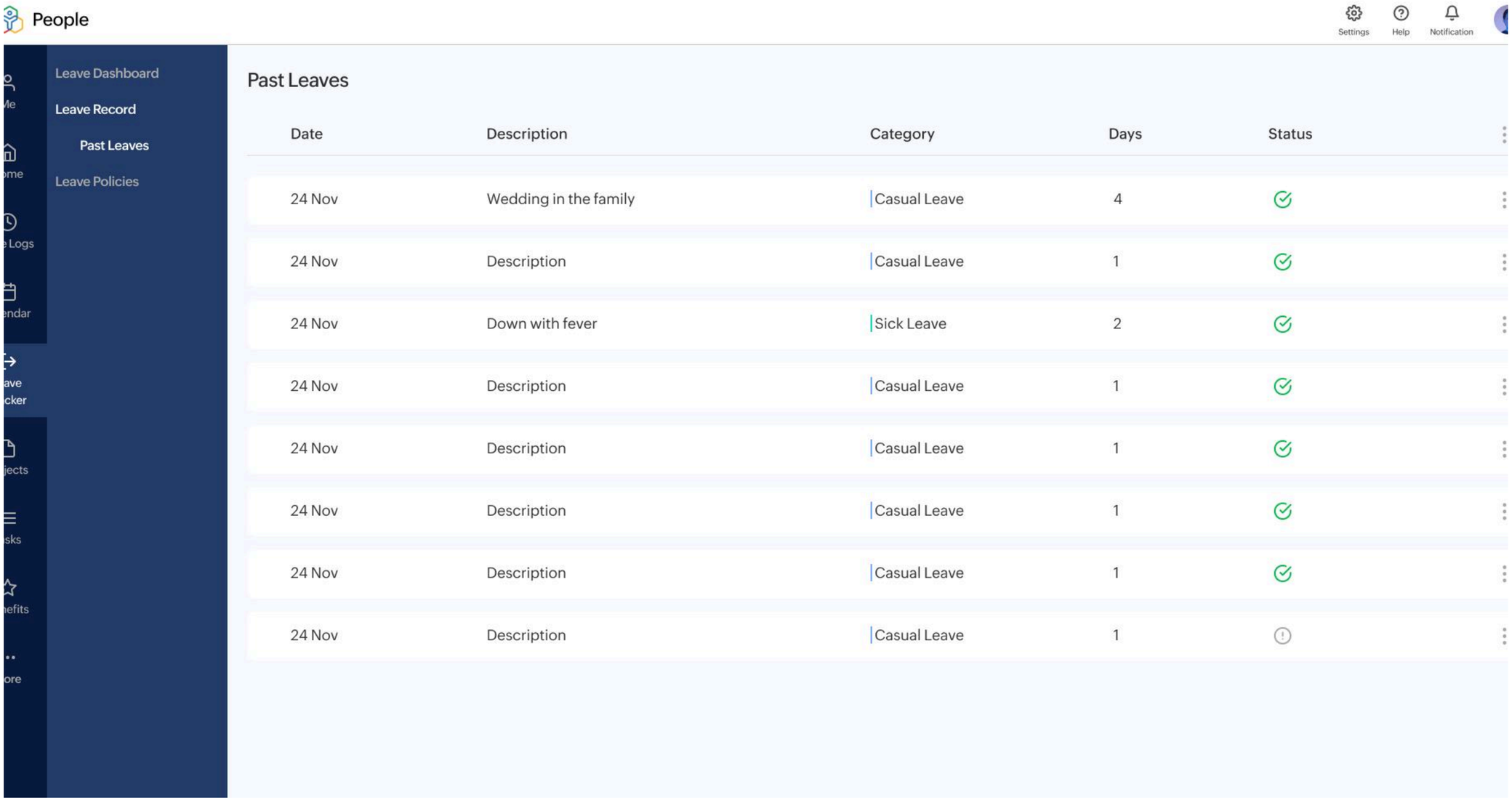


Other leaves such as maternity or bereavement leaves which can happen anytime over the course of employment

using the understanding of semiotics and choosing icons which empathize and denote the right meaning without any confusion. Also including categorization between yearly and other leaves

leaves that renew every year by a certain number or value.

New Leave Tracker

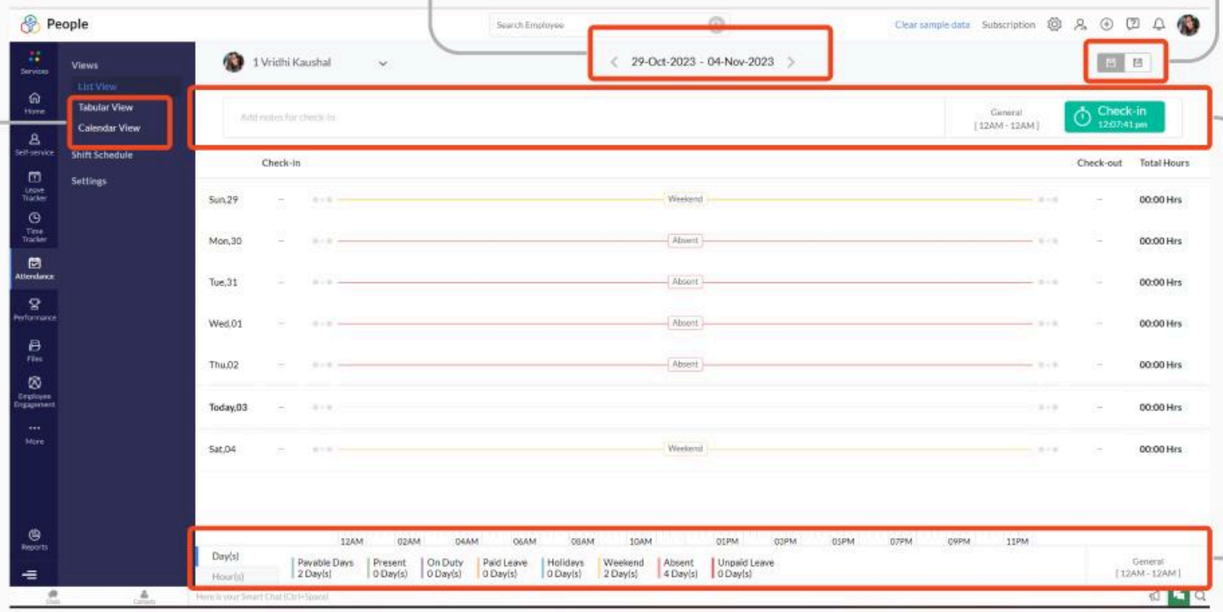


Existing Attendance Screen

This is increasing the cognitive load on the user. The unnecessary detail here is the year.

This is increasing the cognitive load on the user. The unnecessary detail here is the year.

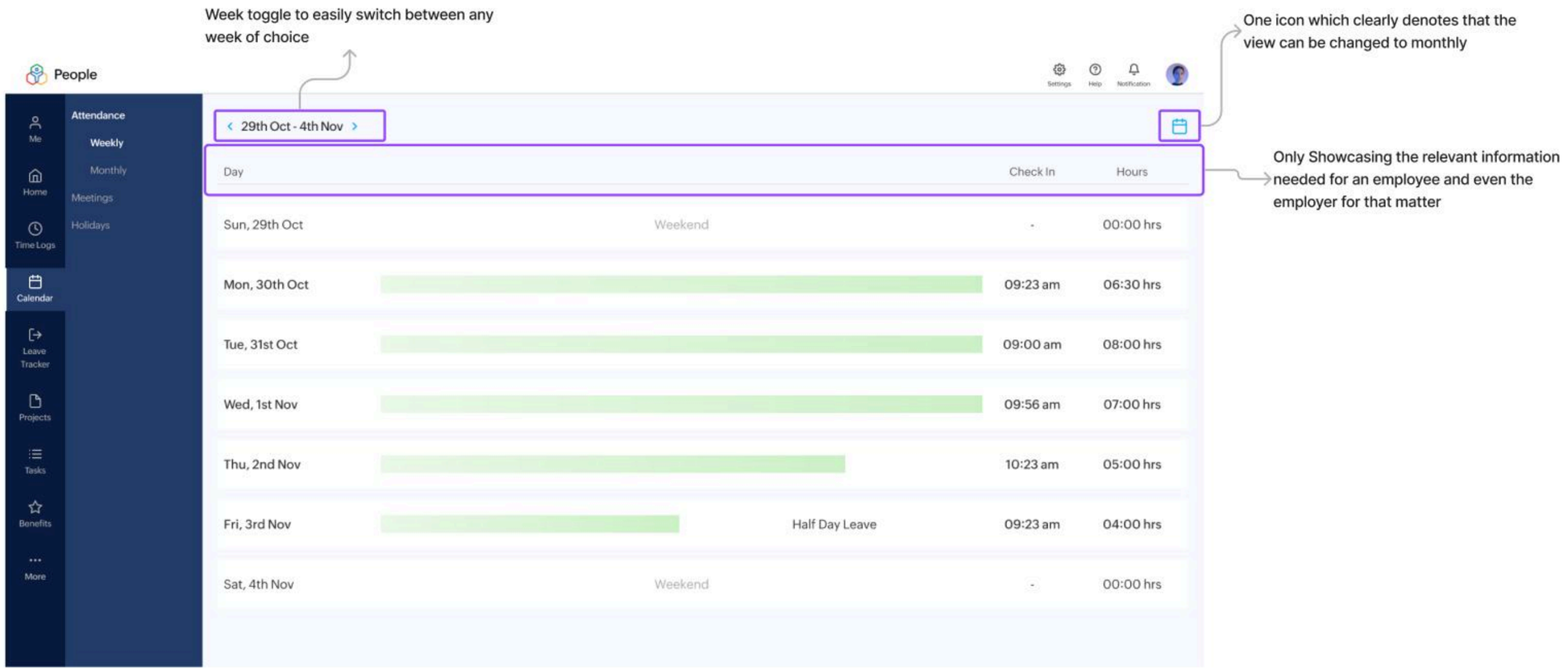
These buttons are not globally used, giving a false idea to the users that they can switch to a calendar view through this.



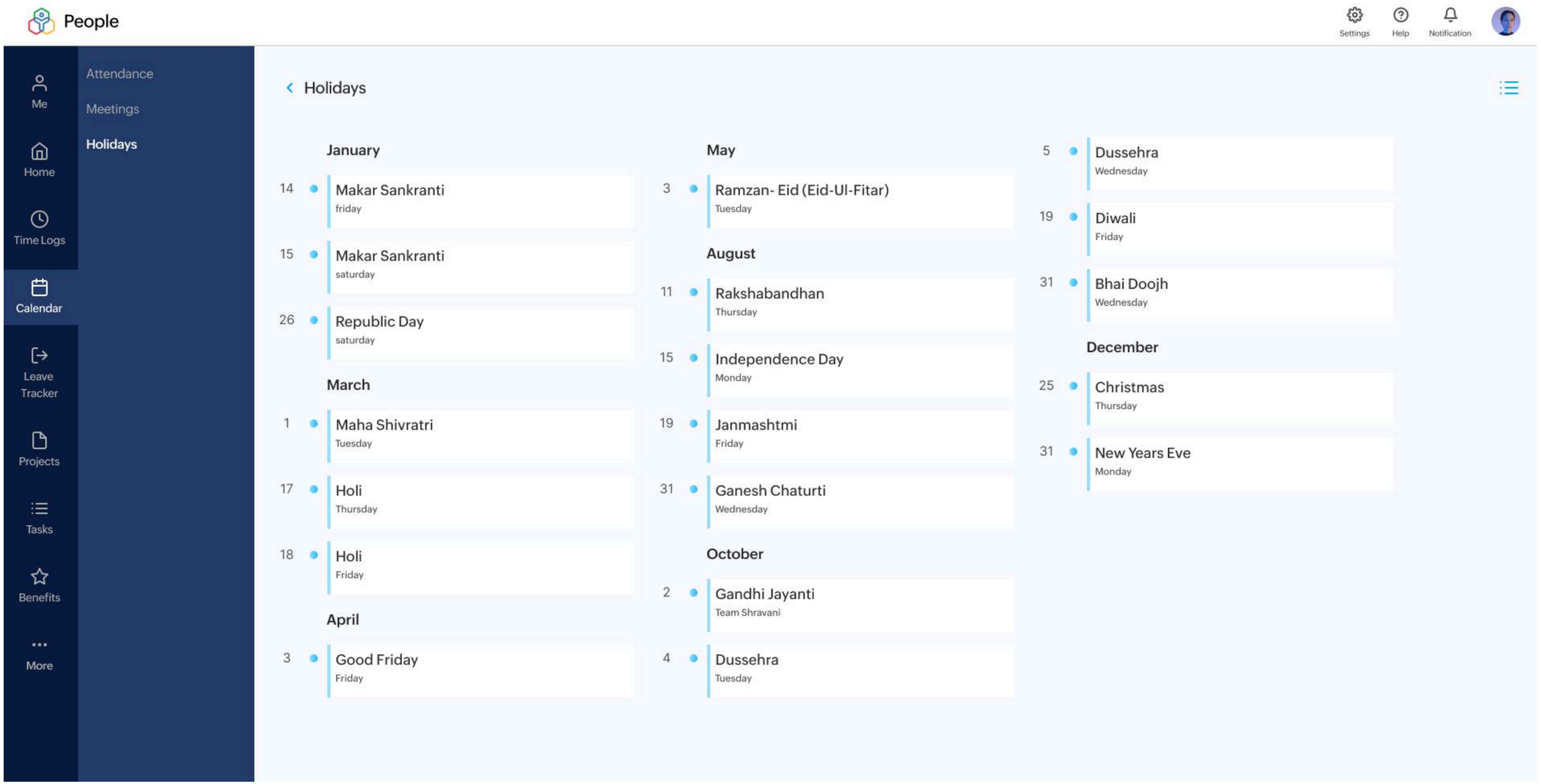
There is no use case of having the checkin button here. the usecase of the attendance section is for the employee to get an overview of her/his monthly // yearly attendance record along with time logs at best

this bifurcation is unnecessary given that there is a leave tracker that already exists,. not the information users are looking for on this page

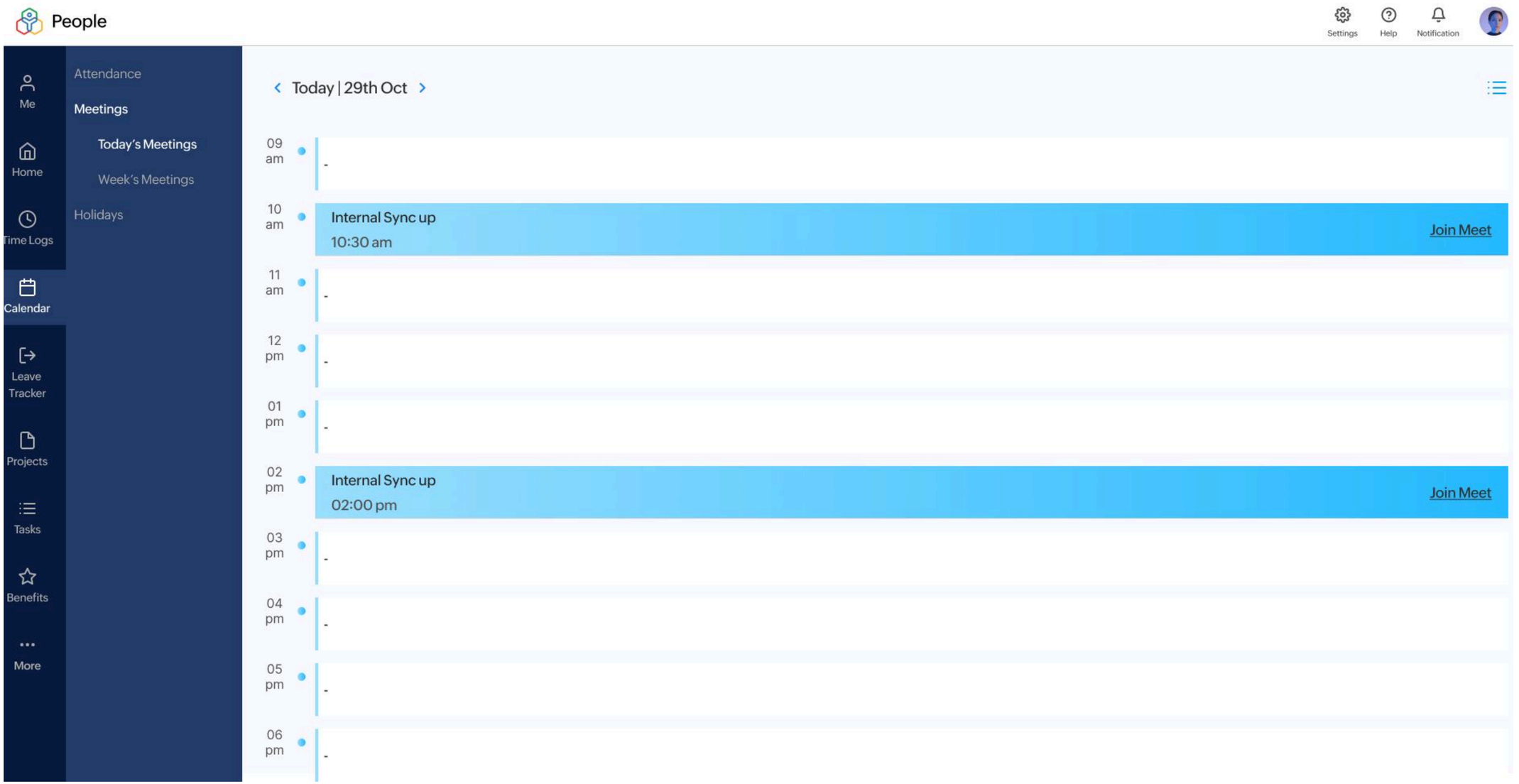
New Attendance screen



Holidays

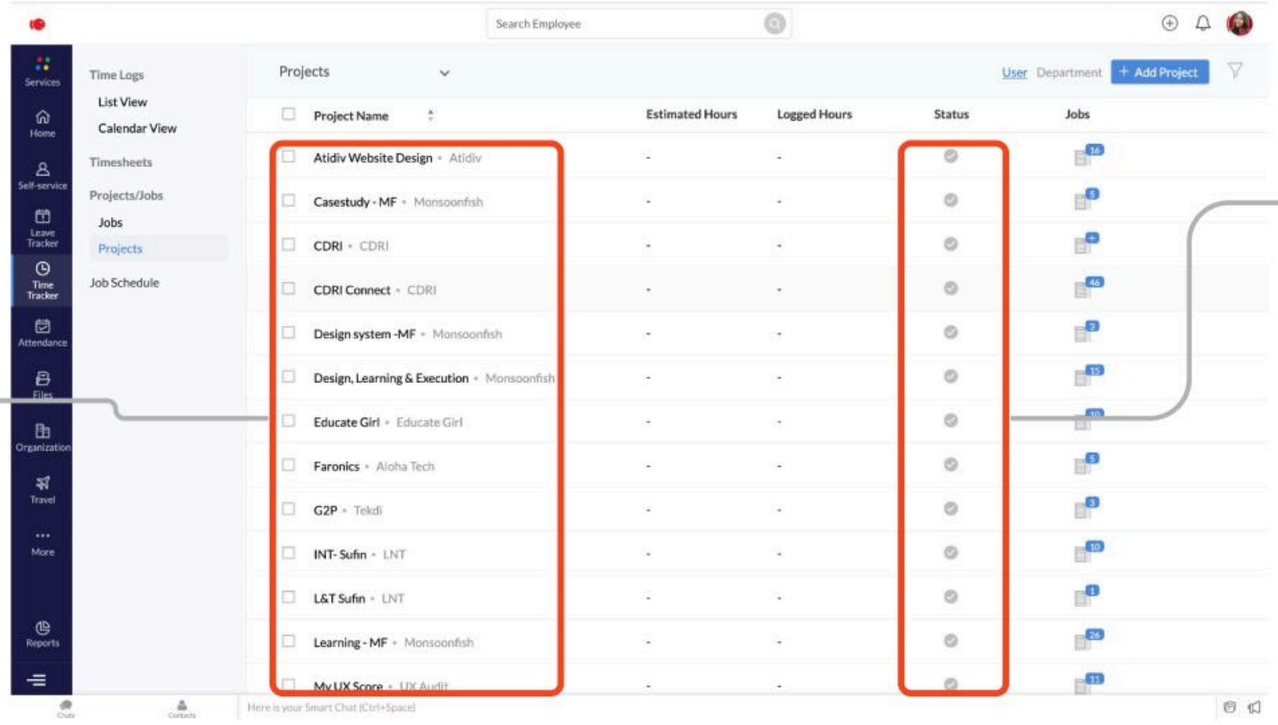

People
Settings
Help
Notification
Me
Home
Time Logs
Calendar
Leave Tracker
Projects
Tasks
Benefits
More
Attendance
Meetings
Holidays
Holidays
January
14 Makar Sankranti friday
15 Makar Sankranti saturday
26 Republic Day saturday
March
1 Maha Shivratri Tuesday
17 Holi Thursday
18 Holi Friday
April
3 Good Friday Friday
May
3 Ramzan- Eid (Eid-Ul-Fitar) Tuesday
August
11 Rakshabandhan Thursday
15 Independence Day Monday
19 Janmashtmi Friday
31 Ganesh Chaturti Wednesday
October
2 Gandhi Jayanti Team Shravani
4 Dussehra Tuesday
5 Dussehra Wednesday
19 Diwali Friday
31 Bhai Doojh Wednesday
December
25 Christmas Thursday
31 New Years Eve Monday

Meetings


People
Settings
Help
Notification
Me
Home
Time Logs
Calendar
Leave Tracker
Projects
Tasks
Benefits
More
Attendance
Meetings
Today's Meetings
Week's Meetings
Holidays
Today | 29th Oct
09 am
10 am
Internal Sync up
10:30 am
Join Meet
11 am
12 pm
01 pm
02 pm
Internal Sync up
02:00 pm
Join Meet
03 pm
04 pm
05 pm
06 pm

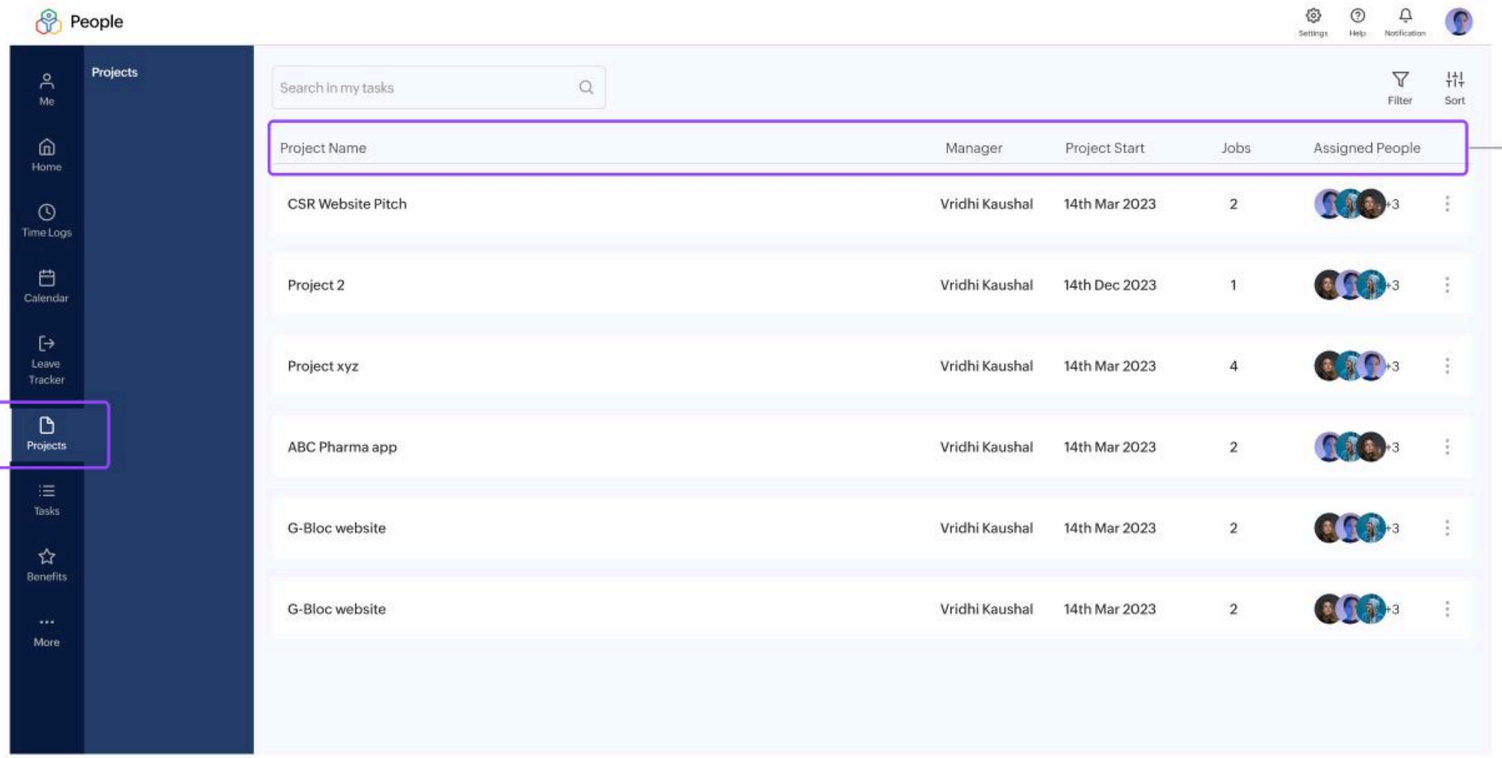
Existing Projects Screen

the project and client name is next ro each other increasing the cognitive load and adding to the untidiness



Unclear status not depicting anything. The check in a grey color is almost confusing

Projects Screen

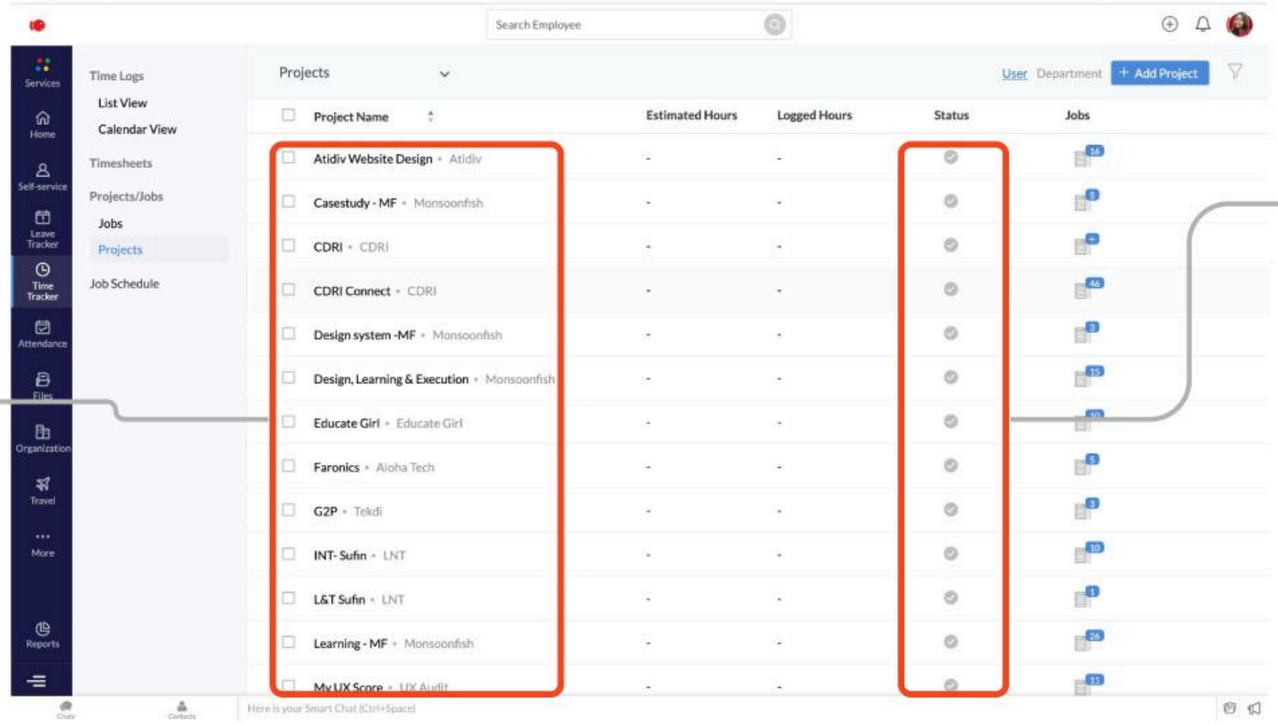


an independent section in the global navigation which makes it easy to track and find projects and assigned jobs

Simplifying the hour and minutes button instead of giving multiple options to select the time.

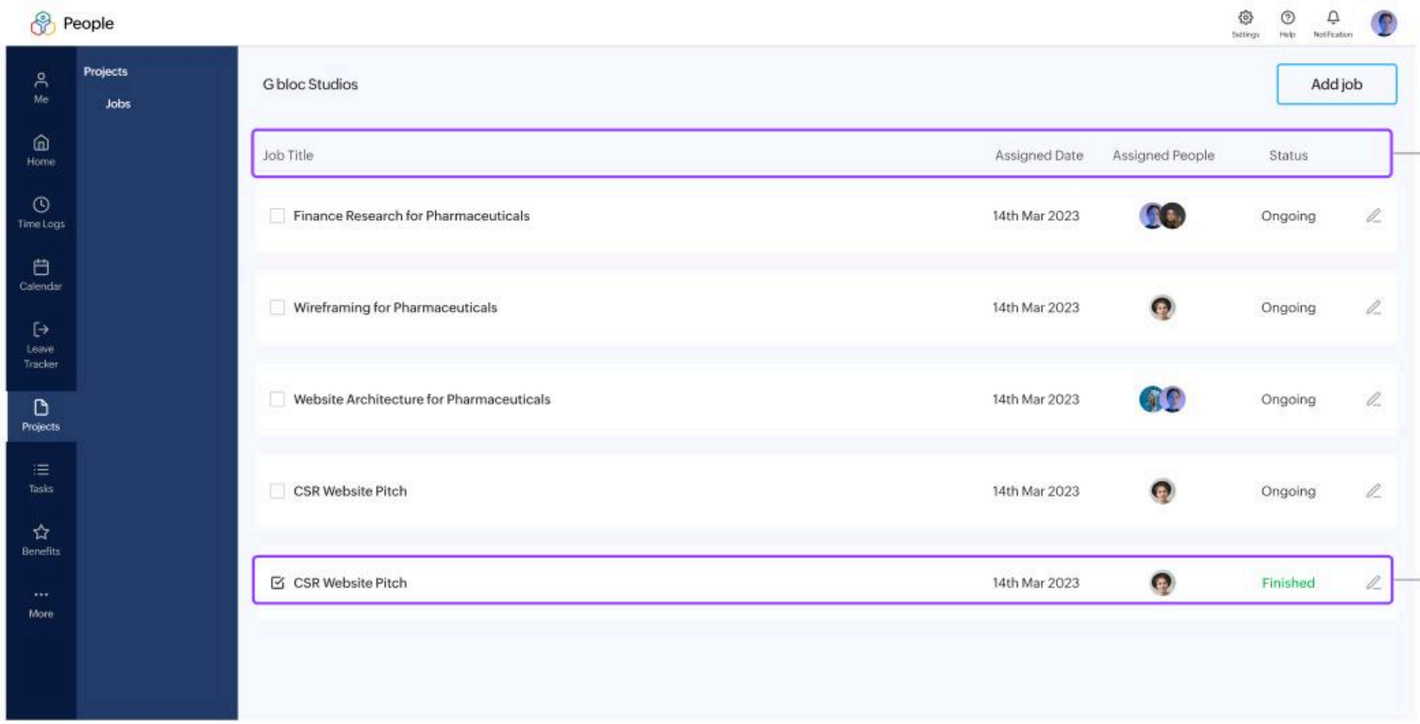
Existing Job Screen

the project and client name is next ro each other increasing the cognitive load and adding to the untidiness

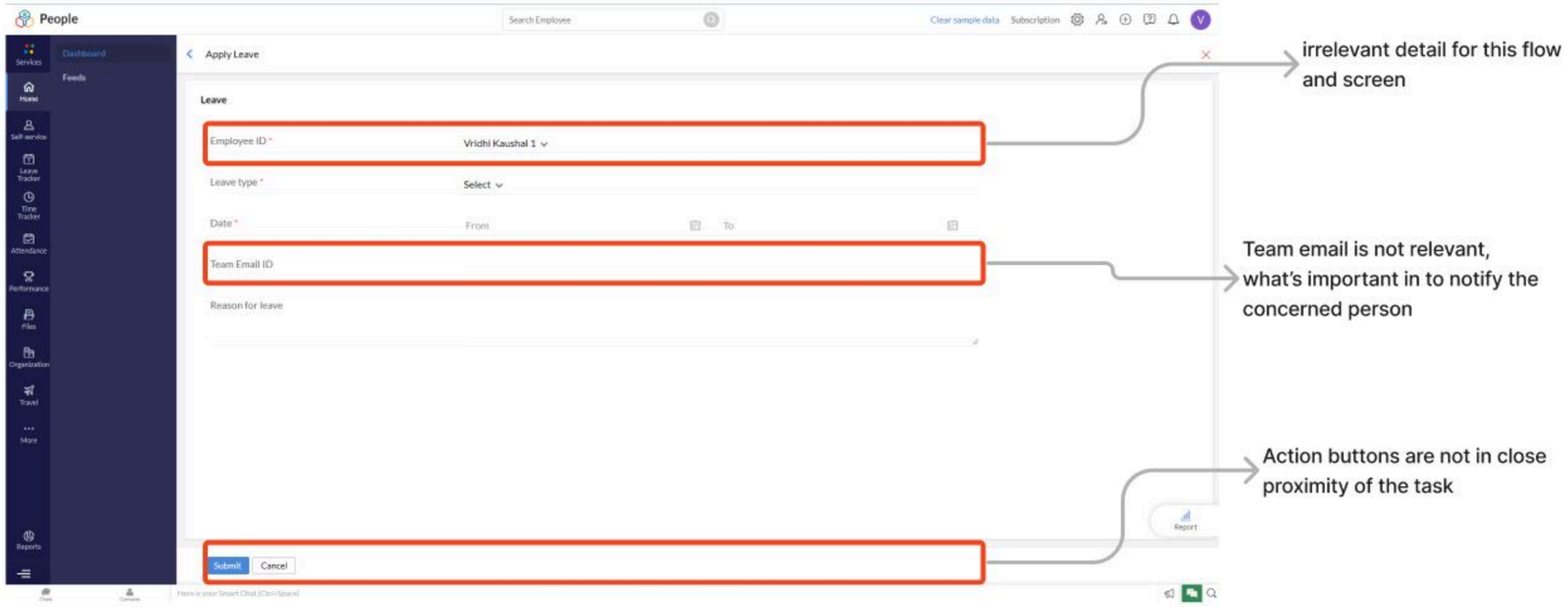


Unclear status not depicting anything. The check in a grey color is almost confusing

New Job Screen

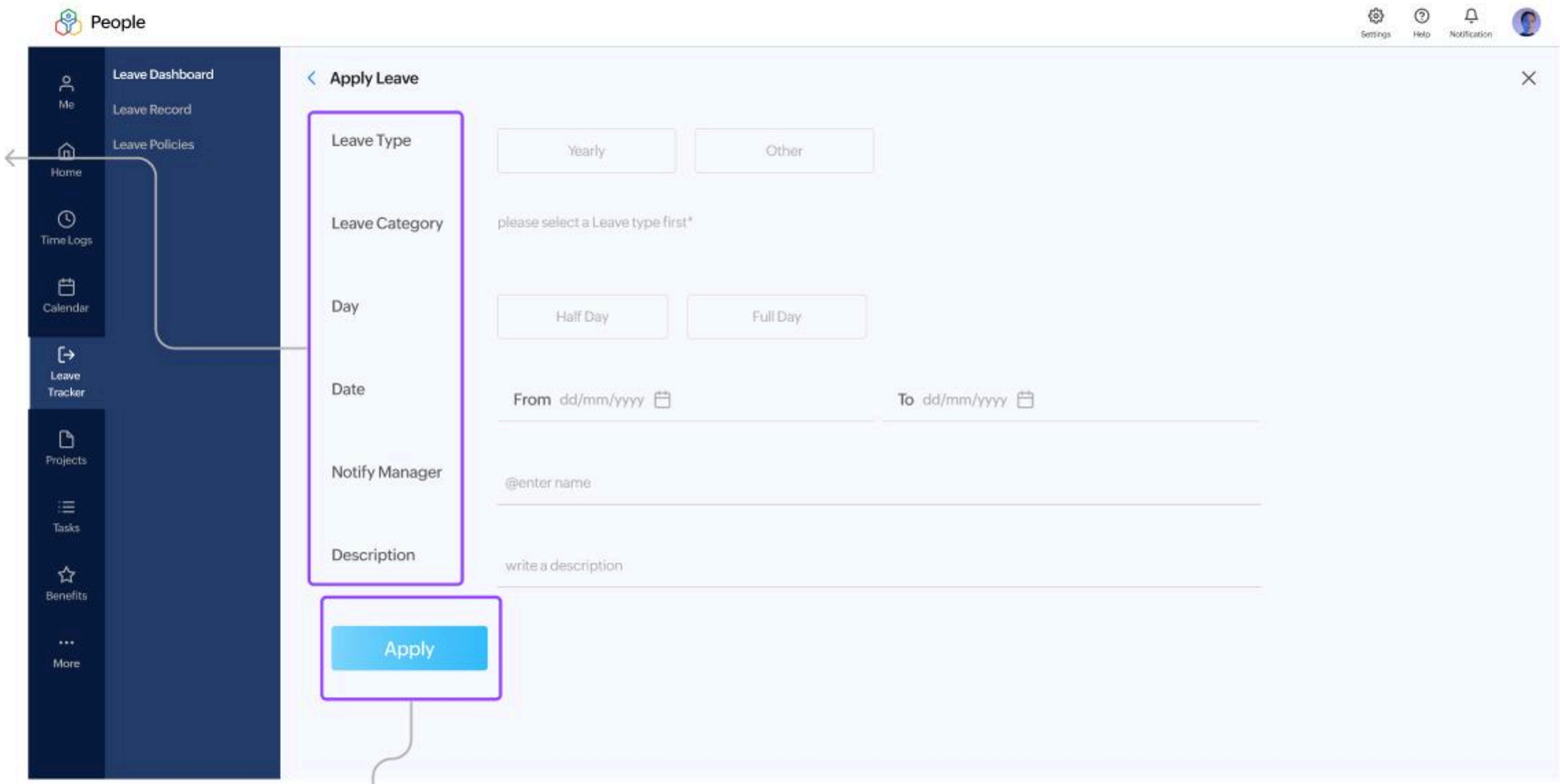


Existing Leave Aplication



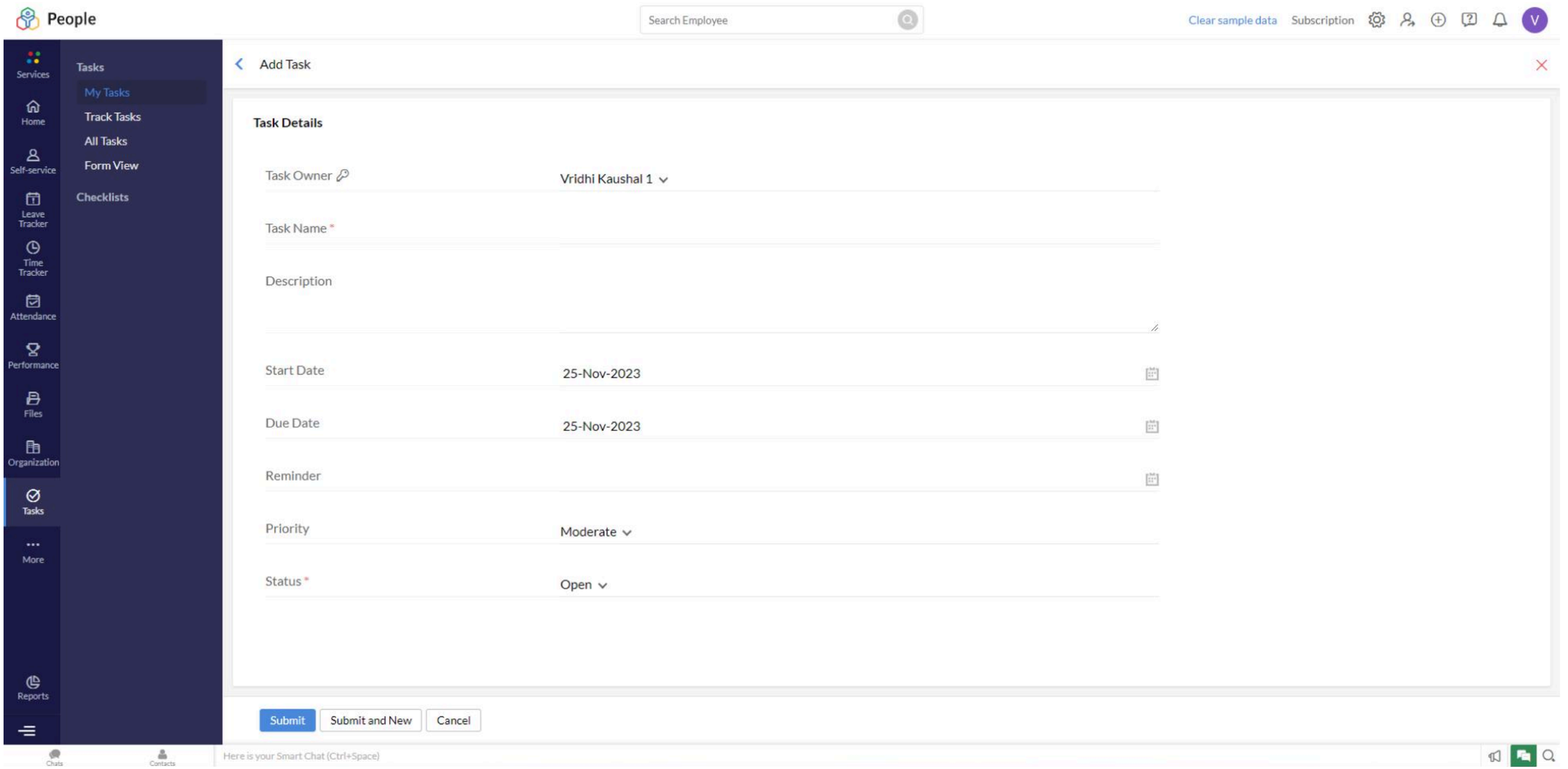
New Leave Aplication

Relevant information and a guided flow

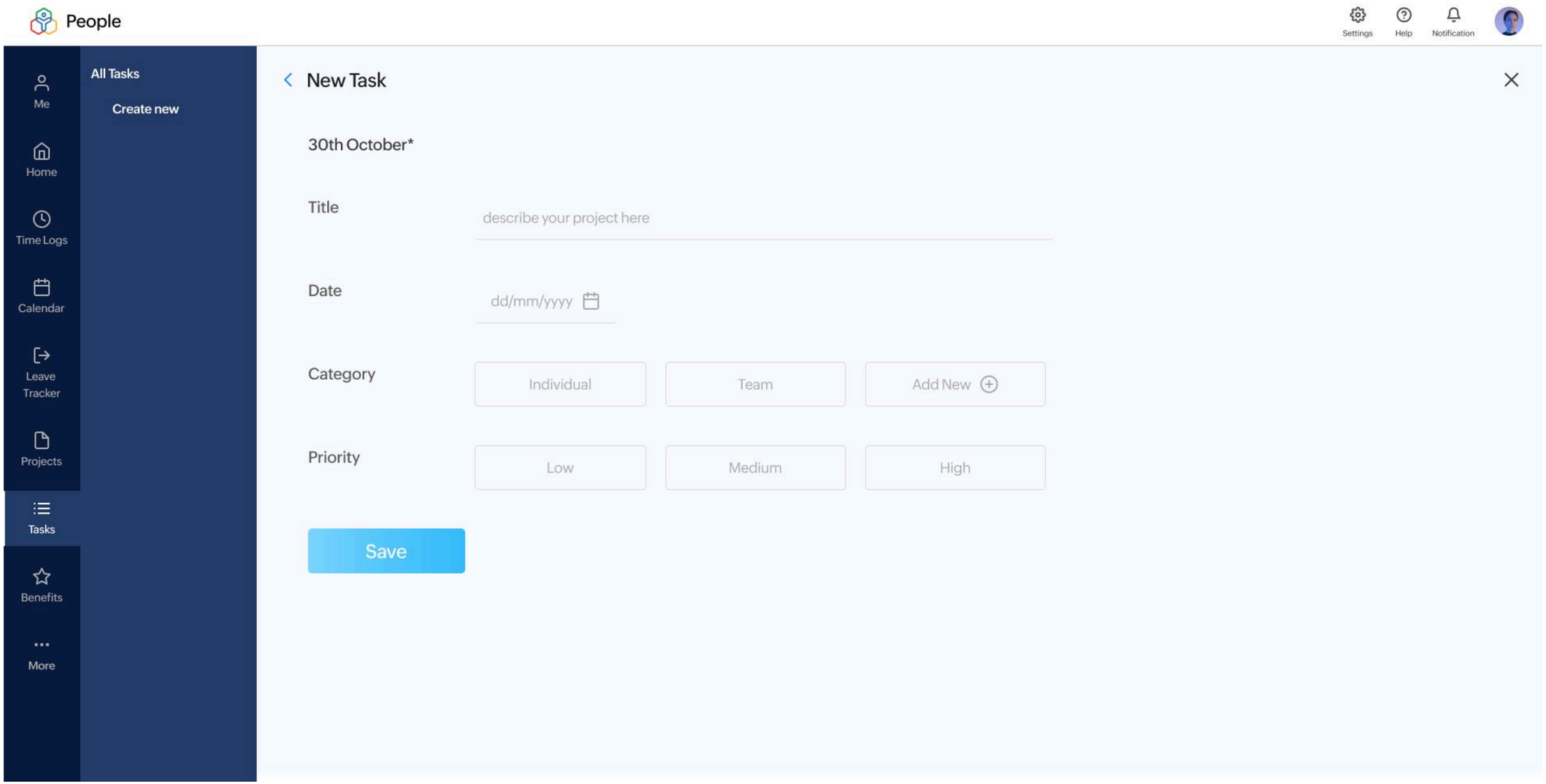


Action Button is in close proximity and there is no need to have the cancel button next to apply giving it the same real estate and similar importance

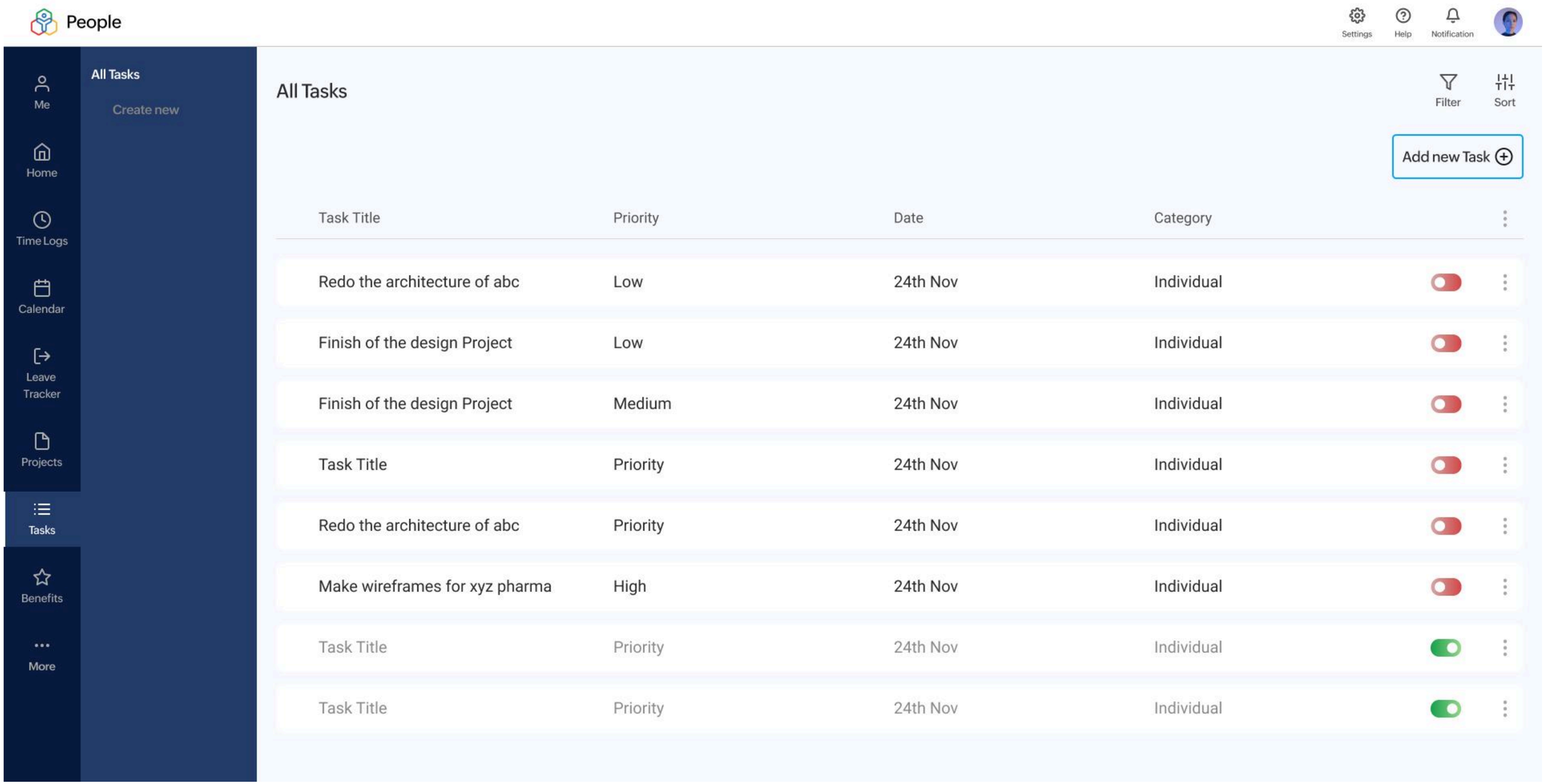
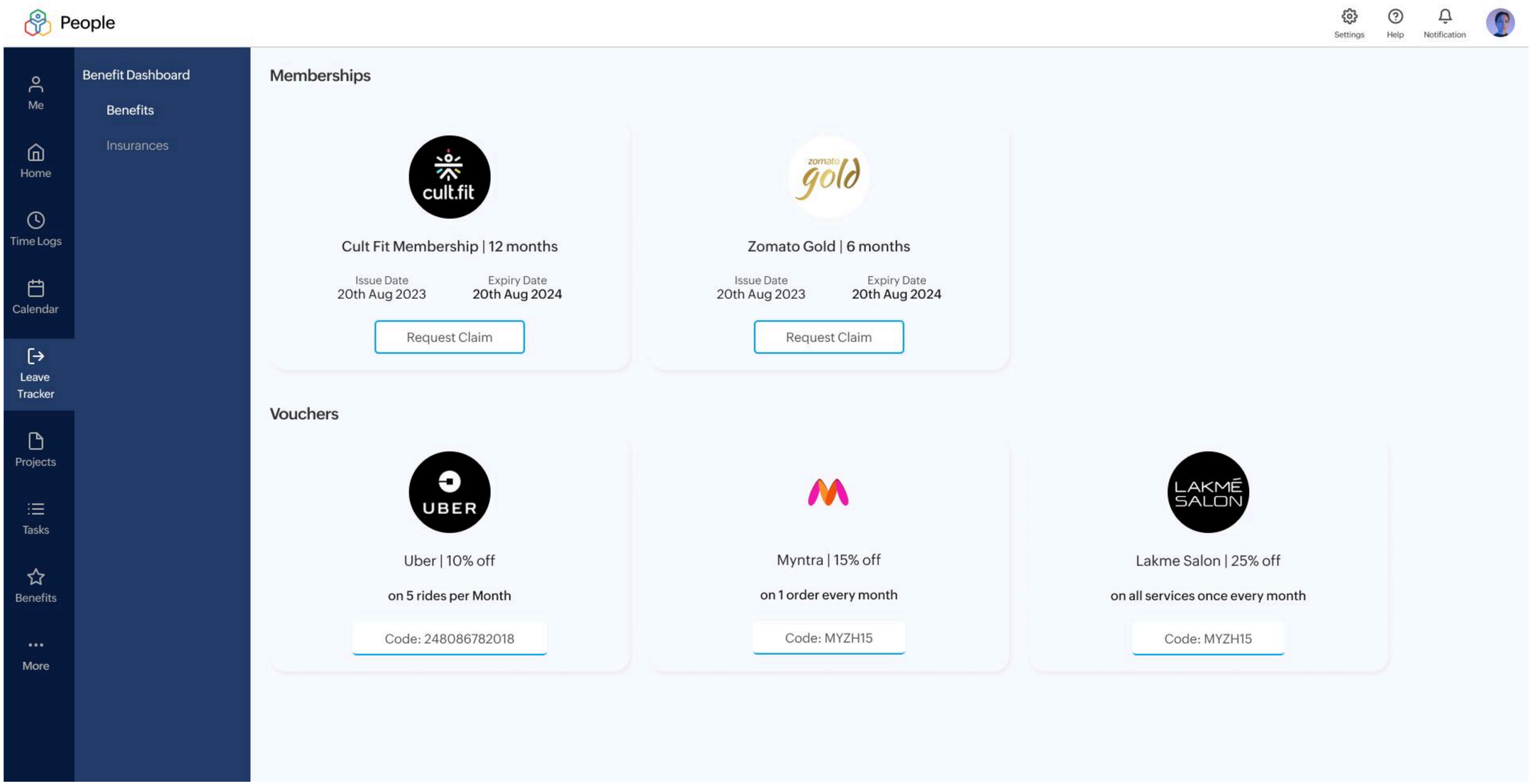
Existing Task Creation



New Task Creation



New All Tasks



Benefits Screen