



ZOHO PEOPLE

About Zoho

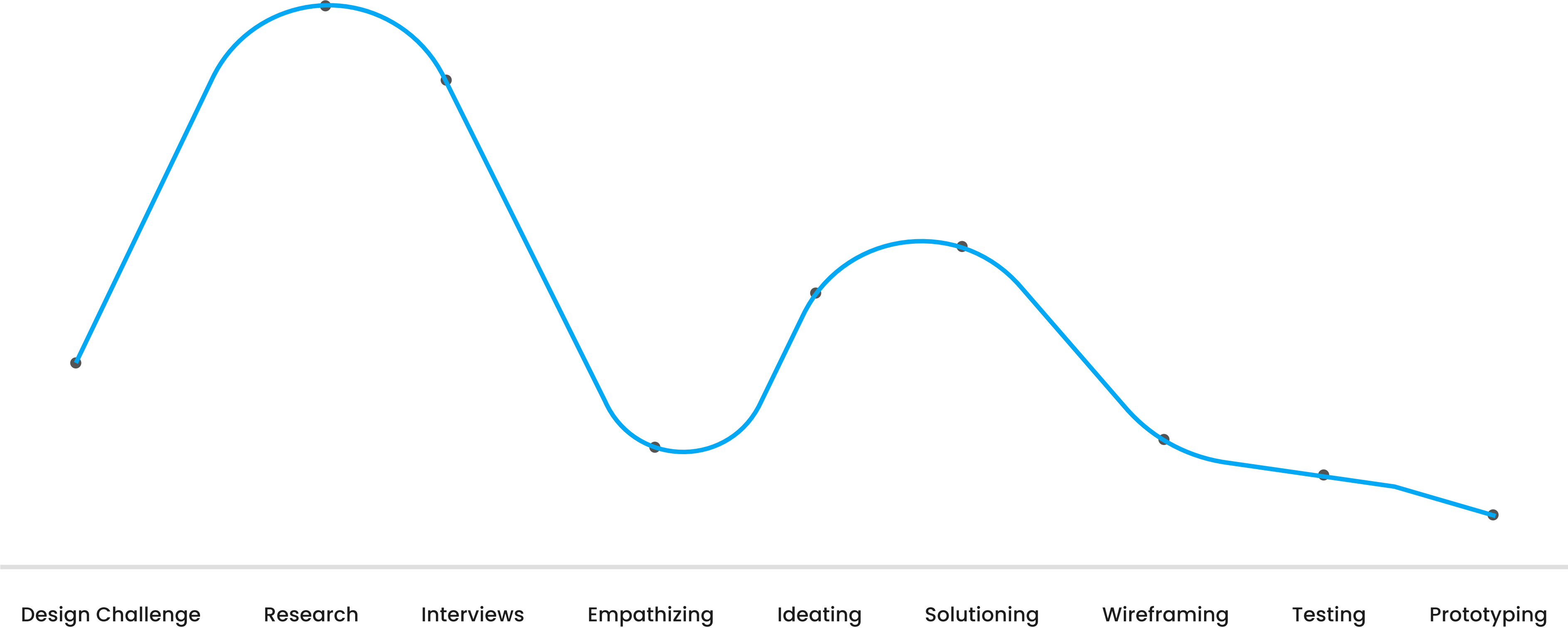
Zoho is a cloud-based software company that provides a suite of business, productivity, and collaboration applications for organizations of all sizes. The company was founded in 1996 and has grown to become a major player in the software-as-a-service (SaaS) industry. They offer a wide variety.

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

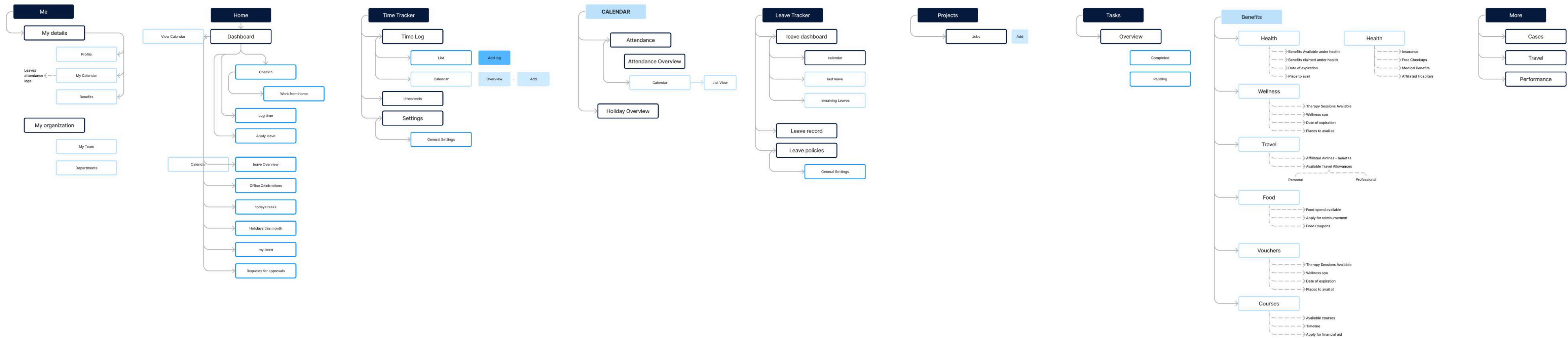
Scope for improving the dashboard

Improvement in UX writing

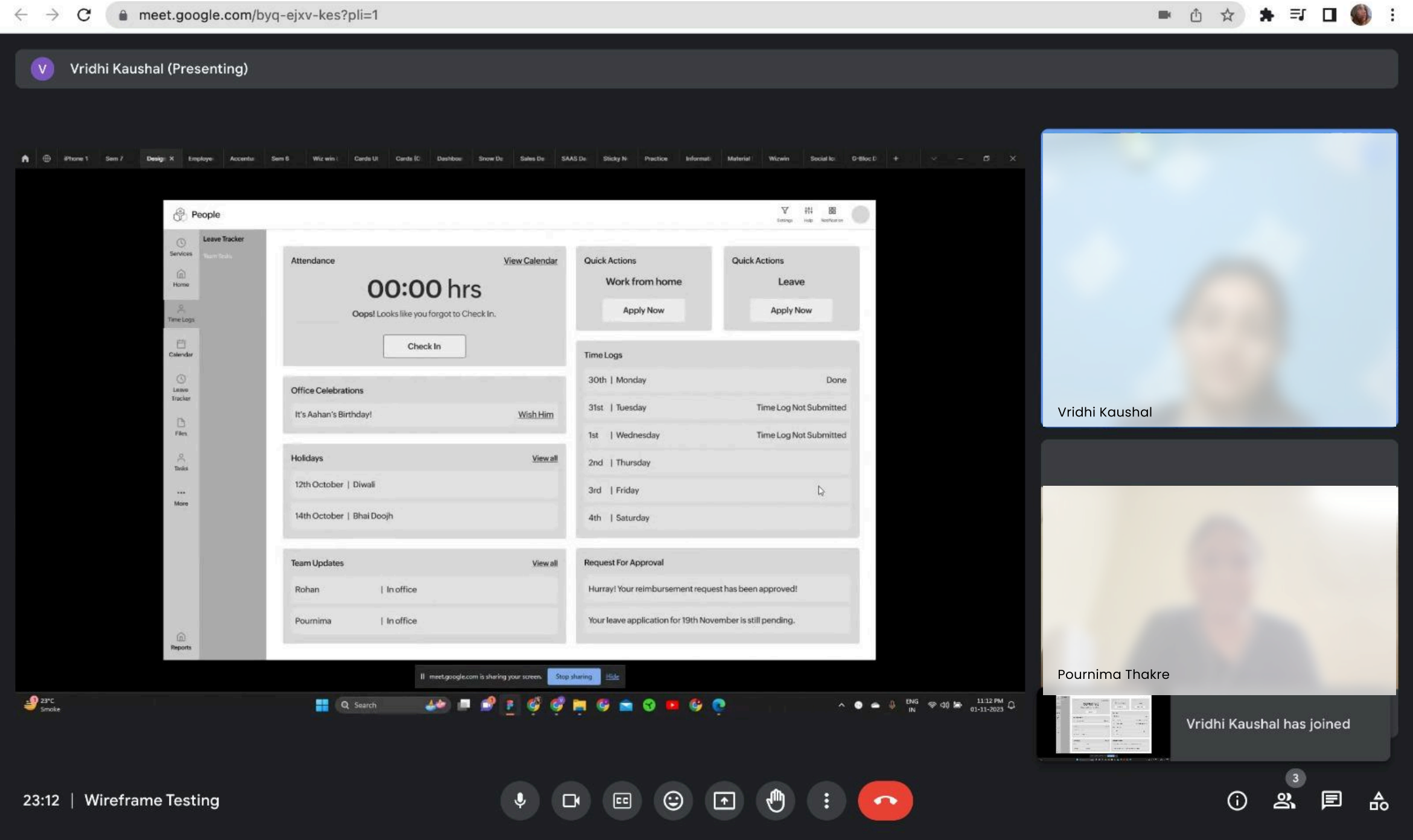
Guided steps for tasks

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



Aa Regular

Aa Medium

Aa Semi Bold

Primary

Sidebar
#002B51

Extended Side bar
#002B51, #07589F

Secondary

Green
#14CC92

Grey
#2c2c2c

Background
#F9FAFF

Background Color
#F1F5F8

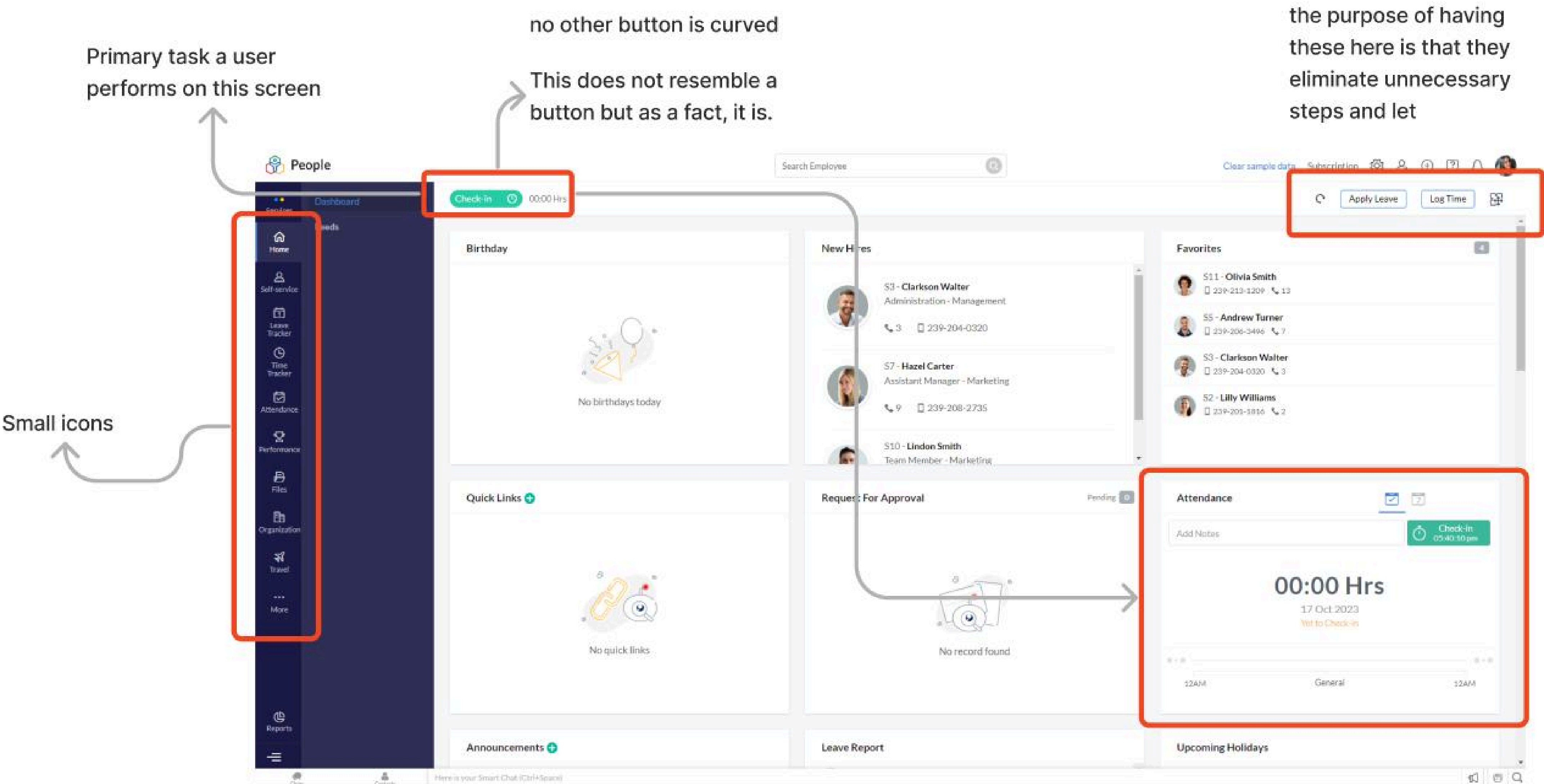
Action

Red
#DC1515

Green
#37C25E

Grey
#C8C8C8

Existing Dashboard



New Dashboard

People

Me

Home

Time Logs

Calendar

Leave Tracker

Projects

Tasks

Benefits

More

Attendance

00:00 hrs

Check In

Oops! Looks like you forgot to Check In.

On duty outside office? [Apply On-Duty](#)

Today's Meetings

Internal Sync up
10:30 am

Project 1 Discussion
12:30 pm

Sun Pharma Meeting
05:00 pm

Office Celebrations

It's Aahan's Birthday!

It's Pournima's one year work anniversary!

My Team

Rohan Baruah
9851247558

Pournima Thakre
9851247558

Leave

Previous Leave : 3rd October

Apply leave

Time Logs

You have 5 Pending logs

< 29th Oct- 3rd Nov >

30th Oct
Monday

31st Oct
Tuesday

31st Oct
Tuesday

1st Nov
Wednesdsy

1st Nov
Wednesdsy

1st Nov
Wednesdsy

Holidays

12th October
Diwali

14th October
Bhai Dooj

Request For Approval

Travel For ABC Meeting Request
Approved

Travel For ABC Meeting Request
Pending

focused check in with a clear message and a button

On duty button in the same category as attendance as they are directly related.

Calendar integration details about meetings will be visible here.

Clear information about team members to better plan the day ahead

Reminder cum information about the previous leave along with an action button.

Reminder cum information about logs that are pending along with actionable items such as add log and the ability to add a log for a specific day

Apply On duty screen

Duty Outside Office

Select the duty you are performing outside office premise

Client Meeting	Work form Home
Site Visit	Other

Notify Manager

@enter email

Existing Time Log Screen

People

Search Employee

Clear sample data

Subscription

Time Logs

List View

Calendar View

Timesheets

Projects/Jobs

Job Schedule

Settings

Log Time

Project Name

Select

Job Name

Select

Work Item

Date

Description

Hours

Total hours

Start and end time

Timer

00:00

Billable Status

Billable

Attachment

Upload from Desktop or Zoho WorkDrive or Others

Save

Cancel

• 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 separately.

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

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

New Time log Screen

People

Me

Home

Time Logs

Calendar

Leave Tracker

Projects

Tasks

Benefits

More

Time Tracker

Daily

Monthly

Leave Record

Leave Policies

Log Time

Project

Job

Date

Description

Hours

Save

Project 1

Project 2

Project 3

Wireframes for Versatile Controller

Research for Versatile Controller

Sales Research for Versatile Controller

Today - 30th October

Same as Job

or

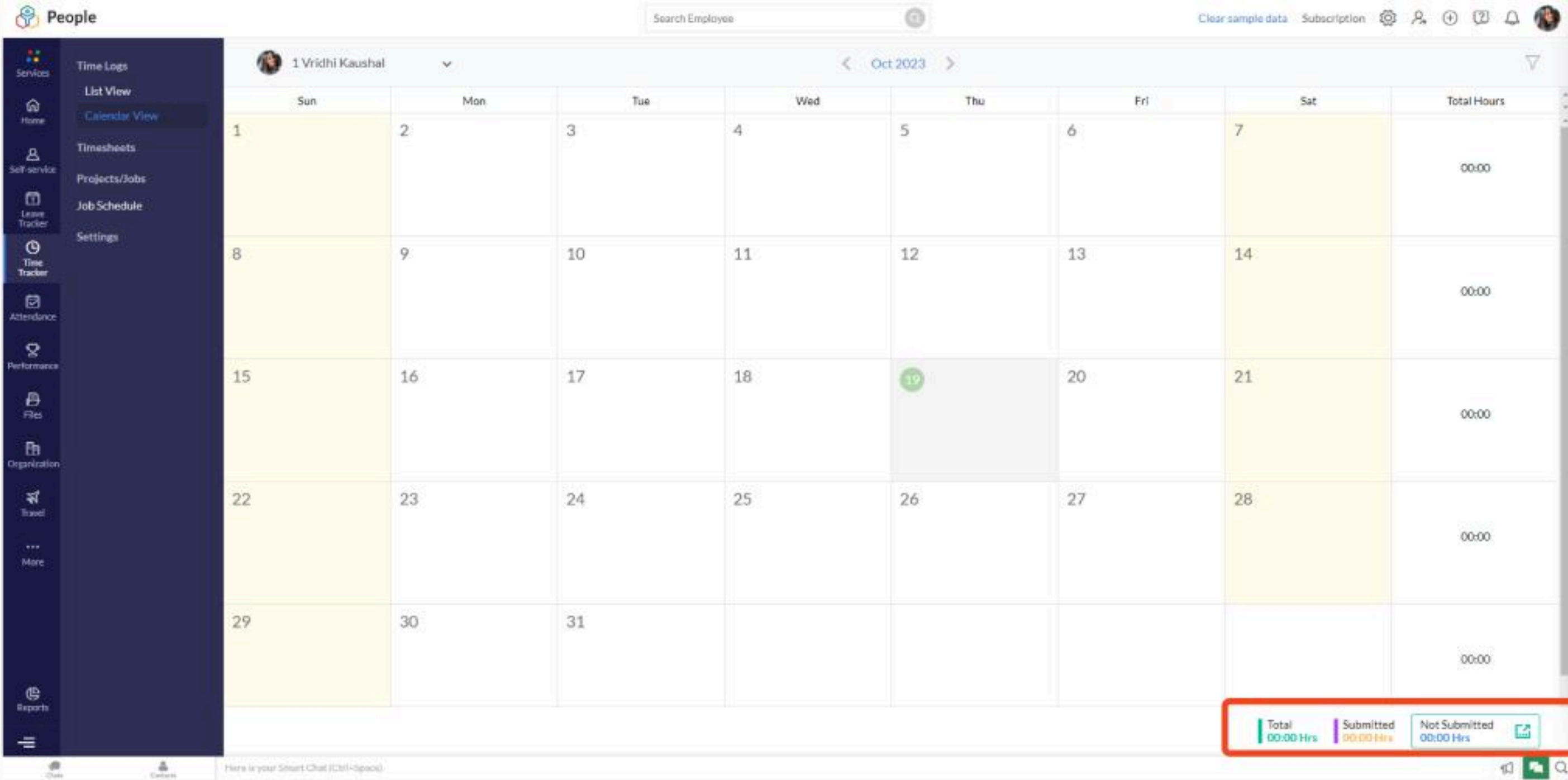
made changes in the old wireframes for todays meeting

00 Hours

00 Mins

- 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

Me

Time Logs

Home

Time Logs

Calendar

Leave Tracker

Projects

Tasks

Benefits

More

Time Logs

Daily

Timesheets

Leave Policies

October

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1st	2nd	3rd	4th	5th	6th	7th
8th	9th	10th	11th	12th	13th	14th
15th	16th	17th	18th	19th	20th	21st
			on leave	on leave	on leave	
22nd	23rd	24th	25th	26th	27th	28th
29th	30th	31st	1st	2nd	3rd	4th

Submitted

Pending

Not Submitted

Log Time

Projects This month

30

Wireframes

Team Rohan

26

Architecture

Team Rohan

15

Research

Team Rohan

14

Wireframes

Team Rohan

3

UI Design

Team Shrawani

2

Style Guide

Team Shrawani

1

Colour Palette

Team Shrawani

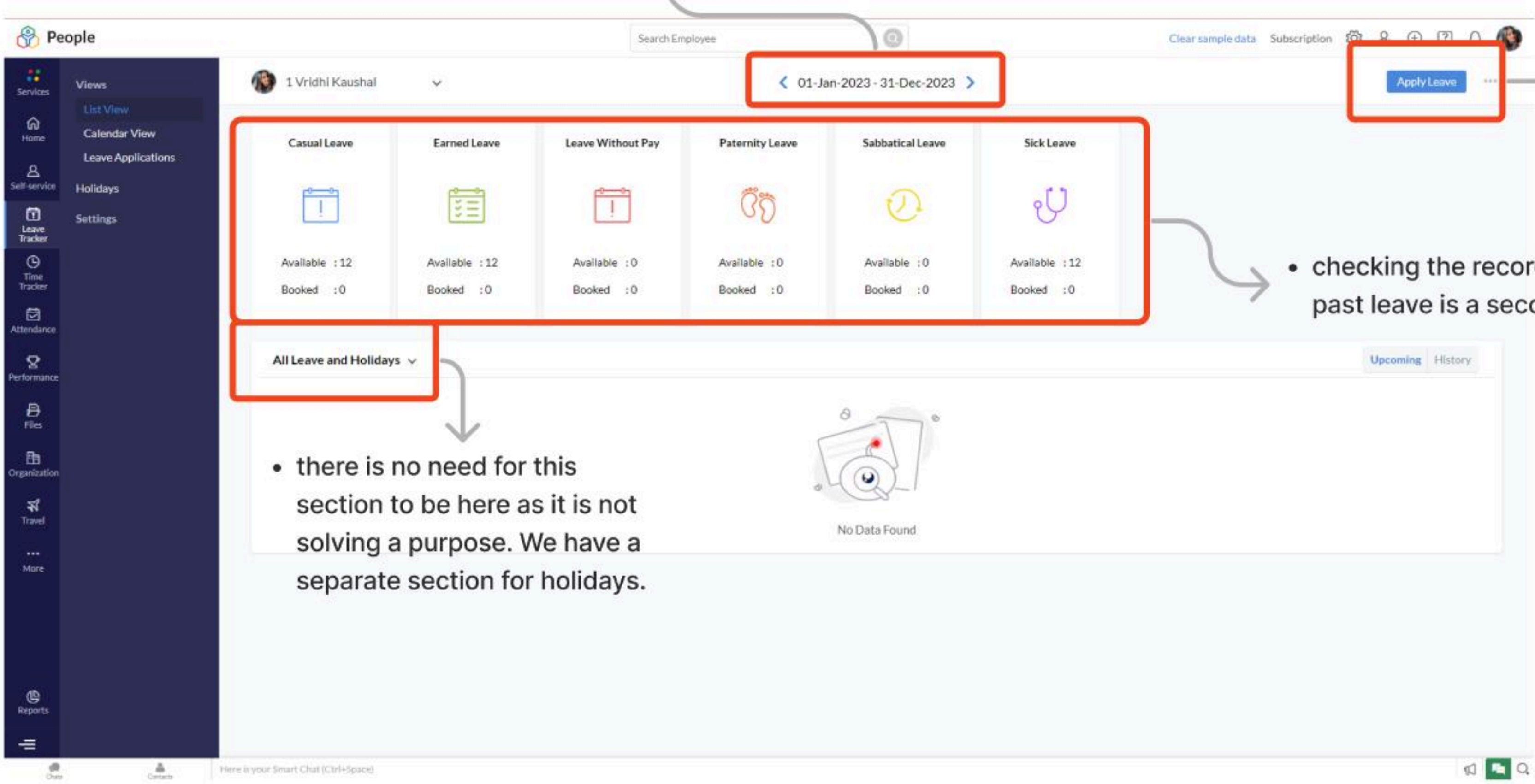
clear information about logs that have been filled

A calendar view upfront with clear information and reminder about pending logs

A quick overview of the month to give a glimpse of all the projects an employee has worked on

Existing Leave Tracker

- the employee is not looking for a year long leave tracker, they need to see it for the month or the week.



- Primary task on this page is to apply for leave

- checking the record of all or past leave is a secondary task

- there is no need for this section to be here as it is not solving a purpose. We have a separate section for holidays.

New leave Dashboard

Me

Home

Time Logs

Calendar

Leave Tracker

Projects

Tasks

Benefits

More

Leave Dashboard

Leave Record

Leave Policies

< October >

Apply On Duty

Apply Leave +

! Previous Leave : 3rd October

View all

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1st	2nd	3rd	4th	5th	6th	7th
8th	9th	10th	11th	12th	13th	14th
15th	16th	17th	18th sick leave	19th sick leave	20th sick leave	21st
22nd	23rd	24th	25th	26th	27th	28th
29th	29th	30th pay cut leave	1st	2nd	3rd	4th

Remaining Leaves for 2023

View All

12

Sick Leave

Taken: 09

04

Casual Leave

Taken: 08

04

Leave with Pay cut

Taken: 00

Upcoming Planned Leaves

21st November

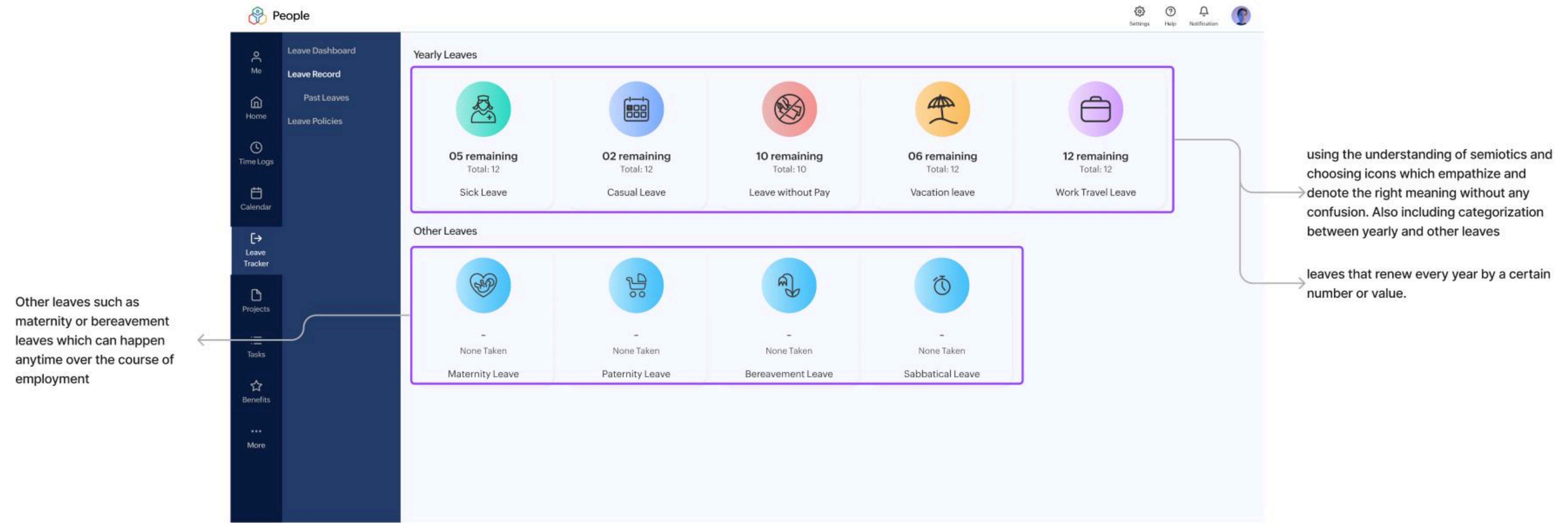
Status: Approved

Casual

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



New Leave Tracker

Me

Home

Leave Logs

Calendar

New Leave Tracker

Projects

Tasks

Benefits

More

People

Leave Dashboard

Leave Record

Past Leaves

Leave Policies

Settings

Help

Notification

Past Leaves

Date	Description	Category	Days	Status	
24 Nov	Wedding in the family	Casual Leave	4	✔	
24 Nov	Description	Casual Leave	1	✔	
24 Nov	Down with fever	Sick Leave	2	✔	
24 Nov	Description	Casual Leave	1	✔	
24 Nov	Description	Casual Leave	1	✔	
24 Nov	Description	Casual Leave	1	✔	
24 Nov	Description	Casual Leave	1	✔	
24 Nov	Description	Casual Leave	1	⚠	

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

People

Search Employee

Clear sample data Subscription

1 Vridhi Kaushal

< 29-Oct-2023 - 04-Nov-2023 >

Views

- List View
- Tabular View
- Calendar View

Home

Self-service

- Shift Schedule
- Settings

Attendance

Performance

File

Employee Disengagement

More

Reports

Add notes for check in

General [12AM - 12AM]

Check-in 12:57:41 pm

	Check-in	Check-out	Total Hours
Sun,29	Weekend		00:00 Hrs
Mon,30	Absent		00:00 Hrs
Tue,31	Absent		00:00 Hrs
Wed,01	Absent		00:00 Hrs
Thu,02	Absent		00:00 Hrs
Today,03			00:00 Hrs
Sat,04	Weekend		00:00 Hrs

12AM 02AM 04AM 06AM 08AM 10AM 01PM 03PM 05PM 07PM 09PM 11PM

Day(s) Payable Days 2 Day(s) Present 0 Day(s) On Duty 0 Day(s) Paid Leave 0 Day(s) Holidays 0 Day(s) Weekend 2 Day(s) Absent 4 Day(s) Unpaid Leave 0 Day(s)

General [12AM - 12AM]

New Attendance screen

People

Me

Home

Time Logs

Calendar

Leave Tracker

Projects

Tasks

Benefits

More

Attendance

Weekly

Monthly

Meetings

Holidays

< 29th Oct - 4th Nov >

Settings

Help

Notification

Day

Check In

Hours


Sun, 29th Oct	Weekend	-	00:00 hrs
Mon, 30th Oct	<div></div>	09:23 am	06:30 hrs
Tue, 31st Oct	<div></div>	09:00 am	08:00 hrs
Wed, 1st Nov	<div></div>	09:56 am	07:00 hrs
Thu, 2nd Nov	<div></div>	10:23 am	05:00 hrs
Fri, 3rd Nov	<div></div> Half Day Leave	09:23 am	04:00 hrs
Sat, 4th Nov	Weekend	-	00:00 hrs

Week toggle to easily switch between any week of choice

One icon which clearly denotes that the view can be changed to monthly

Only Showcasing the relevant information needed for an employee and even the employer for that matter

Holidays

People

Attendance

Meetings

Holidays

Me

Home

Time Logs

Calendar


Leave Tracker


Projects


Tasks


Benefits

More

Settings

Help

Notification



< 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-UI-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


 Me


 Home


 Time Logs


 Calendar

 Leave Tracker

 Projects

 Tasks

 Benefits

 More


Attendance


Meetings


Today's Meetings


Week's Meetings

Holidays

 Settings

 Help

 Notification



< 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

Services

Home

Self-service

Leave Tracker

Time Tracker

Attendance

Files

Organization

Travel

More

Reports

Time Logs

List View

Calendar View

Timesheets

Projects/Jobs

Jobs

Projects

Job Schedule

Search Employee

Projects

User Department + Add Project

<input type="checkbox"/>	Project Name	Estimated Hours	Logged Hours	Status	Jobs
<input type="checkbox"/>	Atidiv Website Design • Atidiv	-	-	✓	16
<input type="checkbox"/>	Casestudy - MF • Monsoonfish	-	-	✓	5
<input type="checkbox"/>	CDRI • CDRI	-	-	✓	+
<input type="checkbox"/>	CDRI Connect • CDRI	-	-	✓	46
<input type="checkbox"/>	Design system -MF • Monsoonfish	-	-	✓	3
<input type="checkbox"/>	Design, Learning & Execution • Monsoonfish	-	-	✓	15
<input type="checkbox"/>	Educate Girl • Educate Girl	-	-	✓	10
<input type="checkbox"/>	Faronics • Aloha Tech	-	-	✓	5
<input type="checkbox"/>	G2P • Tekdi	-	-	✓	3
<input type="checkbox"/>	INT- Sufin • LNT	-	-	✓	10
<input type="checkbox"/>	L&T Sufin • LNT	-	-	✓	1
<input type="checkbox"/>	Learning - MF • Monsoonfish	-	-	✓	26
<input type="checkbox"/>	MvUX Score • UX Audit	-	-	✓	13

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

Projects Screen

Me

Home

Time Logs

Calendar

Leave Tracker

Projects

Tasks

Benefits

More

People

Settings

Help

Notification

Search in my tasks

Filter

Sort

Project Name	Manager	Project Start	Jobs	Assigned People
CSR Website Pitch	Vridhi Kaushal	14th Mar 2023	2	<div><div></div><div></div><div>+3</div></div>
Project 2	Vridhi Kaushal	14th Dec 2023	1	<div><div></div><div></div><div>+3</div></div>
Project xyz	Vridhi Kaushal	14th Mar 2023	4	<div><div></div><div></div><div>+3</div></div>
ABC Pharma app	Vridhi Kaushal	14th Mar 2023	2	<div><div></div><div></div><div>+3</div></div>
G-Bloc website	Vridhi Kaushal	14th Mar 2023	2	<div><div></div><div></div><div>+3</div></div>
G-Bloc website	Vridhi Kaushal	14th Mar 2023	2	<div><div></div><div></div><div>+3</div></div>

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 screenshot shows a web application interface for managing projects. A sidebar on the left contains navigation links: Services, Home, Self-service, Leave Tracker, Time Tracker, Attendance, Files, Organization, Travel, More, and Reports. The main content area is titled 'Projects' and features a search bar and a '+ Add Project' button. Below this is a table with columns: Project Name, Estimated Hours, Logged Hours, Status, and Jobs. The table lists 12 projects, each with a checkbox, project name, client name, estimated and logged hours, status (indicated by a checkmark), and a jobs count (indicated by a blue badge). Two red rectangles highlight the 'Project Name' and 'Status' columns. An arrow points from the text 'the project and client name is next ro each other increasing the cognitive load and adding to the untidiness' to the first row of the table. Another arrow points from the text 'Unclear status not depicting anything. The check in a grey color is almost confusing' to the 'Status' column.

<input type="checkbox"/>	Project Name	Estimated Hours	Logged Hours	Status	Jobs
<input type="checkbox"/>	Atidiv Website Design • Atidiv	-	-	✓	16
<input type="checkbox"/>	Casestudy - MF • Monsoonfish	-	-	✓	5
<input type="checkbox"/>	CDRI • CDRI	-	-	✓	+
<input type="checkbox"/>	CDRI Connect • CDRI	-	-	✓	46
<input type="checkbox"/>	Design system -MF • Monsoonfish	-	-	✓	3
<input type="checkbox"/>	Design, Learning & Execution • Monsoonfish	-	-	✓	15
<input type="checkbox"/>	Educate Girl • Educate Girl	-	-	✓	10
<input type="checkbox"/>	Faronics • Aloha Tech	-	-	✓	5
<input type="checkbox"/>	G2P • Tekdi	-	-	✓	3
<input type="checkbox"/>	INT- Sufin • LNT	-	-	✓	10
<input type="checkbox"/>	L&T Sufin • LNT	-	-	✓	1
<input type="checkbox"/>	Learning - MF • Monsoonfish	-	-	✓	26
<input type="checkbox"/>	MvUX Score • UX Audit	-	-	✓	13

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

People

Me

Home

Time Logs

Calendar

Leave Tracker

Projects

Tasks

Benefits








More

Projects

Jobs

G bloc Studios

Add job

Job Title	Assigned Date	Assigned People	Status
<input type="checkbox"/> Finance Research for Pharmaceuticals	14th Mar 2023	 	Ongoing
<input type="checkbox"/> Wireframing for Pharmaceuticals	14th Mar 2023		Ongoing
<input type="checkbox"/> Website Architecture for Pharmaceuticals	14th Mar 2023	 	Ongoing
<input type="checkbox"/> CSR Website Pitch	14th Mar 2023		Ongoing
<input checked="" type="checkbox"/> CSR Website Pitch	14th Mar 2023		Finished

Only Showcasing the relevant information needed for an employee and even the employer for that matter

Using color and checkbox to denote completion of the project and status

Existing Leave Application

The screenshot shows a web application interface for applying for leave. The form is titled "Apply Leave" and is part of a "People" module. The form fields are as follows:

- Employee ID ***: A dropdown menu showing "Vridhi Kaushal 1".
- Leave type ***: A dropdown menu showing "Select".
- Date ***: A date range selector with "From" and "To" fields.
- Team Email ID**: A text input field.
- Reason for leave**: A text area.
- Action buttons**: "Submit" and "Cancel" buttons.

Annotations on the right side of the form highlight specific issues:

- An arrow points to the "Employee ID" dropdown with the text: "irrelevant detail for this flow and screen".
- An arrow points to the "Team Email ID" field with the text: "Team email is not relevant, what's important in to notify the concerned person".
- An arrow points to the "Submit" and "Cancel" buttons with the text: "Action buttons are not in close proximity of the task".

New Leave Application

Relevant information and a guided flow

People

Me

Leave Dashboard

Leave Record

Leave Policies

Home

Time Logs

Calendar

Leave Tracker

Projects

Tasks

Benefits

More

Apply Leave

Leave Type

Yearly

Other

Leave Category

please select a Leave type first*

Day

Half Day

Full Day

Date

From dd/mm/yyyy

To dd/mm/yyyy

Notify Manager

@enter name

Description

write a description

Apply

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

Services

Home

Self-service

Leave Tracker

Time Tracker

Attendance

Performance

Files

Organization

Tasks

More

Reports

People

Tasks

My Tasks

Track Tasks

All Tasks

Form View

Checklists

Search Employee

Clear sample data

Subscription

Add Task

Task Details

Task Owner

Vridhi Kaushal 1

Task Name *

Description

Start Date

25-Nov-2023

Due Date

25-Nov-2023

Reminder

Priority

Moderate

Status *

Open

Submit

Submit and New


Cancel

Chats

Contacts

Here is your Smart Chat (Ctrl+Space)

New Task Creation

 People

Me

Home

Time Logs

Calendar

Leave Tracker

Projects

Tasks

Benefits

More


All Tasks

Create new

Settings

Help

Notification



< New Task

X

30th October*

Title

describe your project here

Date

dd/mm/yyyy

Category


IndividualTeamAdd New

Priority

LowMediumHigh

Save

New All Tasks

 People

Me

Home

Time Logs

Calendar

Leave Tracker

Projects

Tasks

Benefits

More


All Tasks

Create new

Settings

Help

Notification




Filter

Sort

Add new Task +

Task Title	Priority	Date	Category	
Redo the architecture of abc	Low	24th Nov	Individual	<div><div></div></div> <div></div>
Finish of the design Project	Low	24th Nov	Individual	<div><div></div></div> <div></div>
Finish of the design Project	Medium	24th Nov	Individual	<div><div></div></div> <div></div>
Task Title	Priority	24th Nov	Individual	<div><div></div></div> <div></div>
Redo the architecture of abc	Priority	24th Nov	Individual	<div><div></div></div> <div></div>
Make wireframes for xyz pharma	High	24th Nov	Individual	<div><div></div></div> <div></div>
Task Title	Priority	24th Nov	Individual	<div><div></div></div> <div></div>
Task Title	Priority	24th Nov	Individual	<div><div></div></div> <div></div>

Benefits Screen

People

Me

Home

Time Logs

Calendar

Leave Tracker

Projects

Tasks


Benefits


More


Benefit Dashboard


Benefits

Insurances


Settings

Help

Notification



Memberships




Cult Fit Membership | 12 months

Issue Date
20th Aug 2023

Expiry Date
20th Aug 2024

Request Claim




Zomato Gold | 6 months

Issue Date
20th Aug 2023

Expiry Date
20th Aug 2024

Request Claim


Vouchers



Uber | 10% off

on 5 rides per Month


Code: 248086782018



Myntra | 15% off

on 1 order every month

Code: MYZH15



Lakme Salon | 25% off

on all services once every month

Code: MYZH15