

R.I.P.



SILOS

A Collaborative Design Workshop

PROBLEM

The Adecco USA Tech Support team is receiving too many emails and they can't keep up with all the requests.

WHAT THAT REALLY MEANS

The Tech Support page is not useful to our users.

Let's fix it.

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- 1. Site Audit***
 - 2. Pain Points***
 - 3. Research***
 - 4. User Stories***
 - 5. Brainstorm***
 - 6. Sketch***
 - 7. Wireframe***
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Site Audit

Technical Support

If you cannot remember your account password, you may use our [password recovery tool](#).

First name *

Last name *

Email address *

What type of issues are you having? *

What type of internet connection are you using? *

If you have previously been in contact with one of our recruiters/branches, please indicate both the name of the recruiter and the branch

Describe your issue *

[Get Started](#)

Create an account to apply for jobs and save your favorite jobs and searches

[CREATE ACCOUNT](#)

Research pt 1 - Data

Can't update profile

Can't update work history

Apply issues

Need to change locked info

On assignment and need to get paid

Upload resume issue

Complaining

Trouble getting to 100%

Paystub/W2 questions

Browser issues

Want to delete account

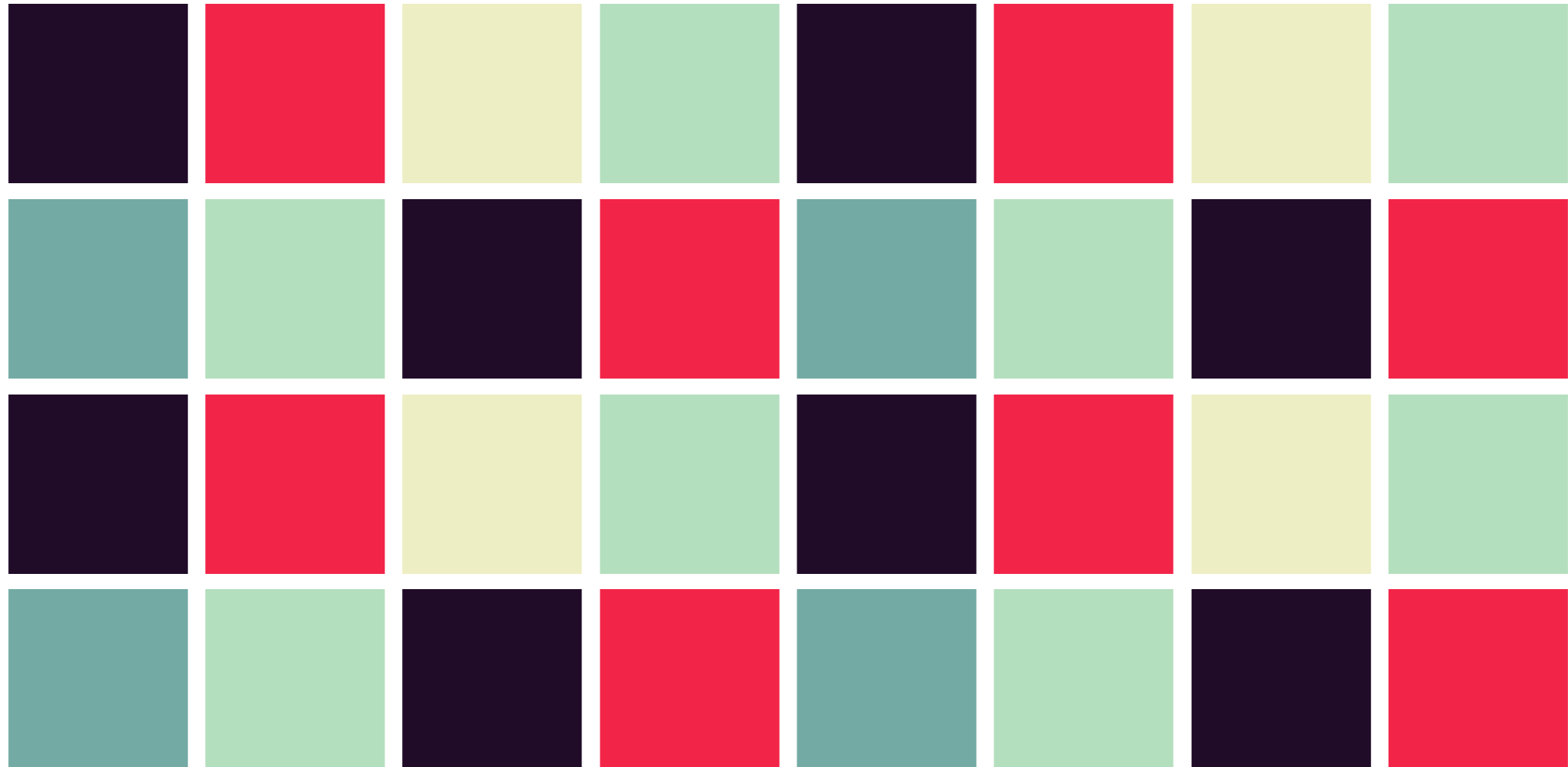
Username/password issues

Want to stop notifications

Analyze the data from your own site.

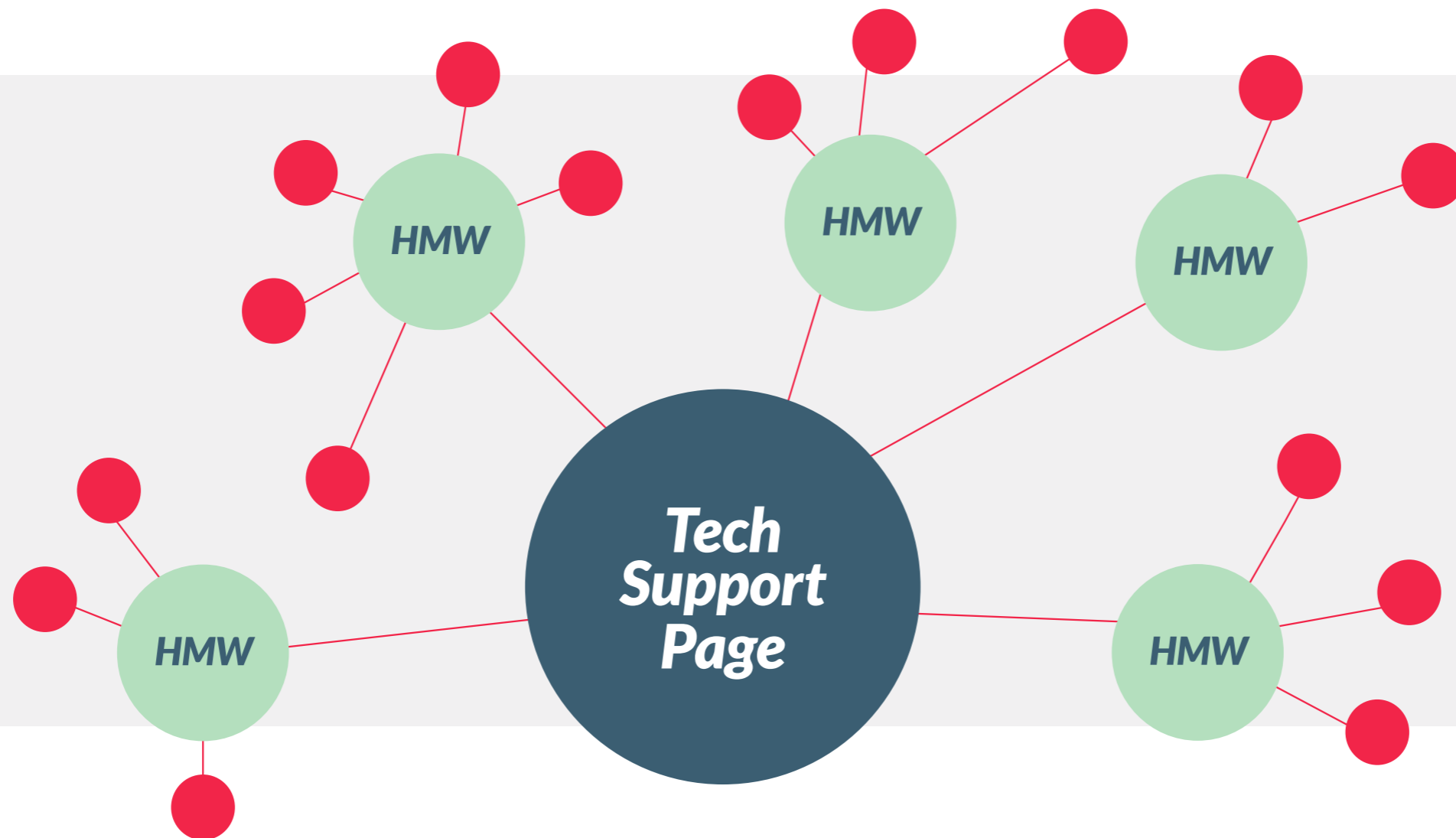


Research pt 2 - Ideas



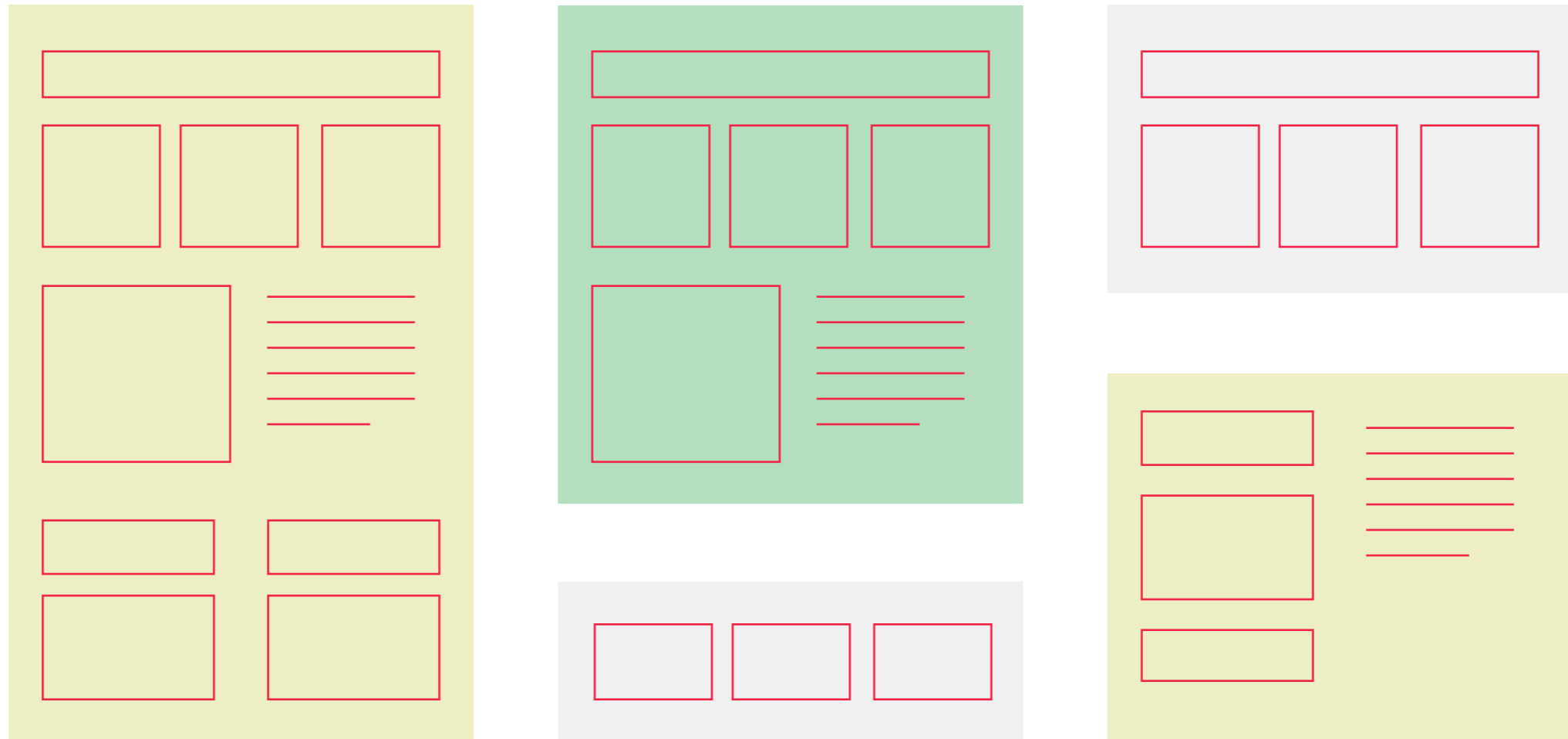
In groups, create “How Might We?” sticky notes.

Brainstorm



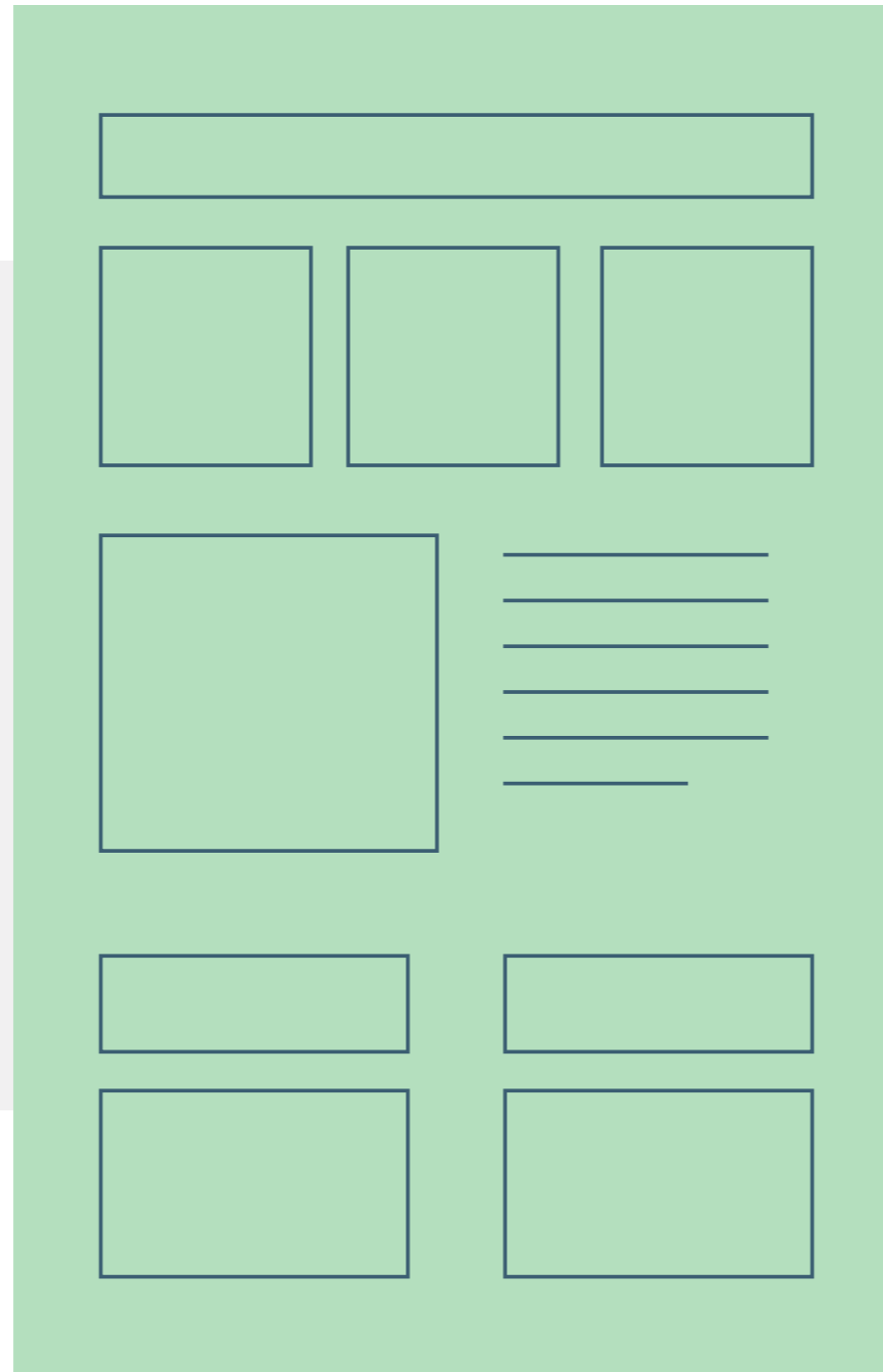
Individually, create mind maps with solutions to the HMW's.
In groups, consolidate and post on wall.

Sketching



Individually, but in groups, sketch the solutions from the brainstorm.

Wireframe



Each group creates and presents 1 final wireframe.

You did it!



But should I really do this for every project?



Yes.



Every time.

Site Audit
Pain Points
Research
Brainstorm
Sketch
Wireframe

