



Product Design

Design Challenge



Congratulations

on getting to the
hipages design
challenge interview...



This **90 minute interview** is made up of 3 parts:

60 minute collaborative whiteboard exercise

- 20 minute mini discovery workshop
- 20 minute synthesis
- 20 minute whiteboarding session

15 minute chat

A chance for you to ask any remaining questions

1. Collaborative whiteboard exercise

- We run these exercises to help us get a better understanding of your design process
- It helps us understand how you think about problems
- You'll also get to meet some members of the team



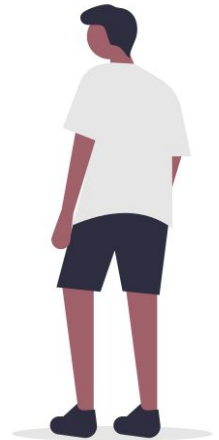
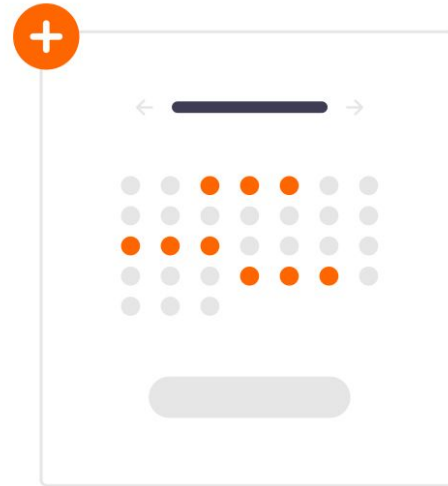
The design problem

- Scheduling is one of the most problematic issues for tradies.
- Tradiecore is looking to help tradies manage their time better and help them keep their promises to customers.



The design problem

- Tradies find it difficult to create schedules that work for them
- Jobs can take longer than planned meaning later appointments need to be shuffled
- Their schedules are highly likely to change due to constraints such as materials availability and emergency jobs



The design problem

- Because of these factors, tradies find it difficult to commit to a fixed time
- Tradies don't have the capacity to keep their schedules up to date and manage customer communications whilst also doing the work they're paid for

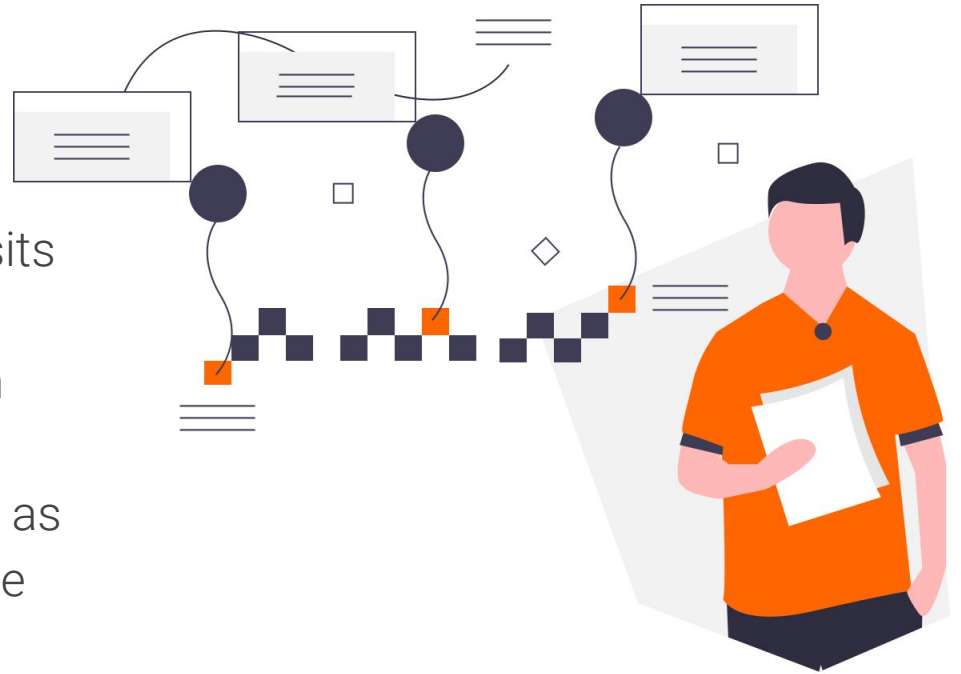


Constraints

- Tradiecore is mobile only so you designs must work on a phone
- Tradies need to be able to create, edit and delete appointments
- Tradies must be able to see what appointments they have coming up
- Tradies will probably be making appointments as and when they're talking to customers so it must be quick and simple

Some background facts

- Appointments can be for site visits or to conduct work
- Appointments generally are with customers at their properties
- Appointments could be as short as 15 minutes or as long as multiple weeks



What are we looking for?

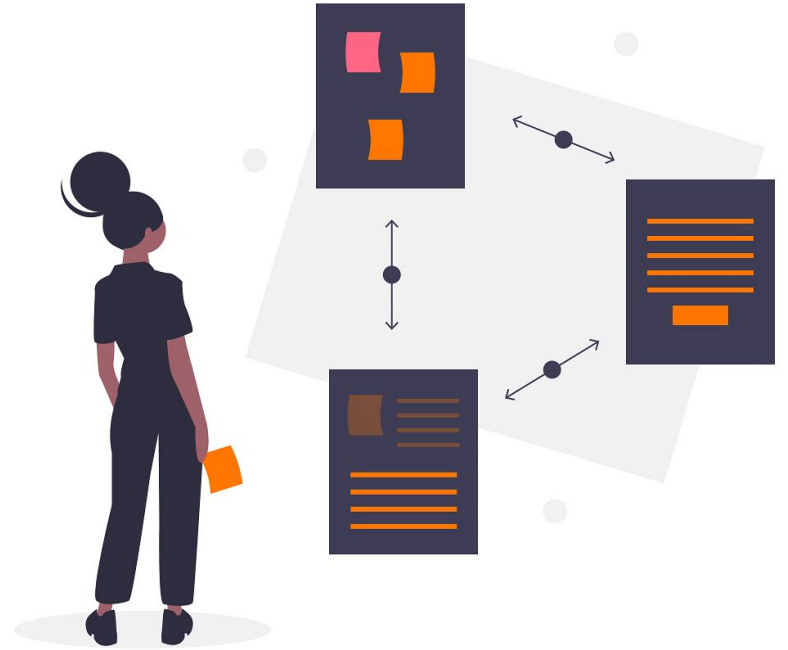
- Consideration for what would be the main flows
- Ideas for how we make schedules work for our tradies
- Ideas for how we communicate appointments and changes with the tradies' customers

Design exercise structure

- Mini discovery workshop
You will have 20 minutes with a team of stakeholders
You can clarify any requirements and test your assumptions
Ask lots of questions
- Synthesis & Conceptualisation
20 minutes of private time to gather your thoughts
Process what you learned in the discovery workshop and and synthesise some potential concepts
- Collaborative whiteboarding session
A 20 minute session to explore and sketch out your concepts
Work with a hipages designer to refine your designs

Things to consider

- How will you work with the stakeholders in the mini discovery workshop?
- What do you need to know about Tradiecore and its users before you start sketching?
- What artefacts do you need to produce to demonstrate your vision of the new feature?



What we're looking for?

- Collaboration and engagement
- Problem exploration skills
- Design leadership
- Creative problem solving
- Product thinking
- Ability to think out loud and explain your rationale



Preparation

- We expect you to prepare but please don't spend more than a few hours on pre-work
- Good design is a team sport
We don't want you to produce complete designs by yourself and then present them
- You can ask questions prior to the interview. Our lead designer's email address is on the penultimate slide



Online collaboration tool

- We can hold the session remotely or in person, whichever you prefer
- If you prefer remote then for the whiteboarding session we will use an online collaboration tool
- You're free to pick a tool for the whiteboarding session
- If you don't have an account for such a tool, you may use hipages' account for Mural
- Instructions on how to use the whiteboarding feature in Mural are on the next couple of pages




How to use Mural

- For the whiteboarding session use this link to access Mural:
<https://app.mural.co/t/xxxxxxxxxxxxx>
- Feel free to have a play on this mural. We will reset it prior to your interview


How to use Mural

- When prompted, sign in as a visitor




Welcome to the mural
Untitled mural

YOUR NAME [OPTIONAL]

 Visiting Sea Turtle

YOUR EMAIL [OPTIONAL]

user@email.com

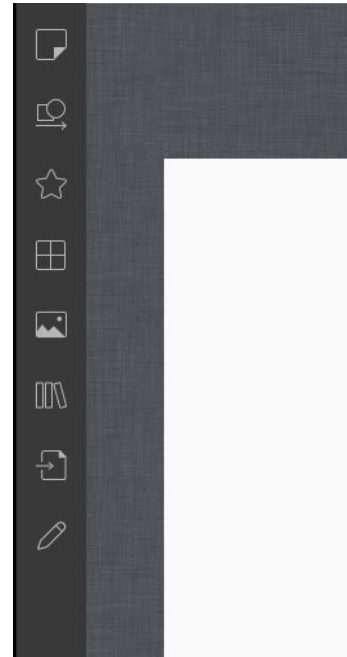
 **ENTER AS A VISITOR**

Are you a member of the **Hipages** workspace?
Sign in to enter with your account.

Step 2 of 4

How to use Mural

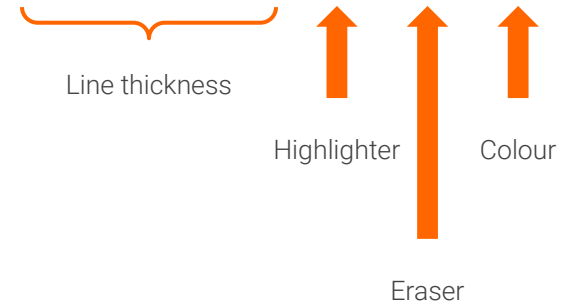
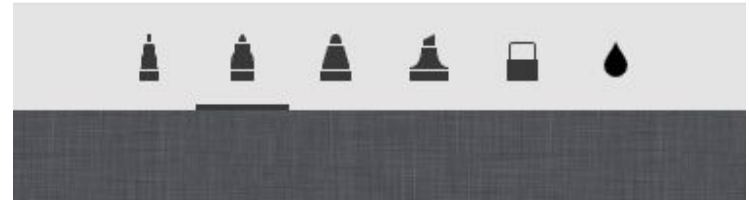
- Use the pencil tool on the left to create your whiteboard sketches (feel free to practise beforehand)



Step 3 of 4

How to use Mural

- When using the pencil tool, you can change line thickness and erase lines using the toolbar at the top of the screen.



2. Chat

- A quick informal chat to finish the interview
- Feel free to ask any questions
- This will be with the same team you have just been workshopping with.

We're always happy to chat so if you'd like an another chat with us later, just give us a call



Don't be a stranger

- Feel free to ask questions before the interview if you want to clarify something
- Email us on **xxx@yyy.com.au**
- We will do our best to get back to you but we can't promise



Please email Jules on the address above to confirm you have received and read this PDF. A few times the email attachment didn't arrive which made for awkward workshops 🤪



All the images used in this document are from **undraw.co**

