



Future of Work
Enterprise Alexandria



Knowledge Hub

Knowledge base Hub

The hub will provide employees a way to access and interact with the knowledge entries independently of existing apps.

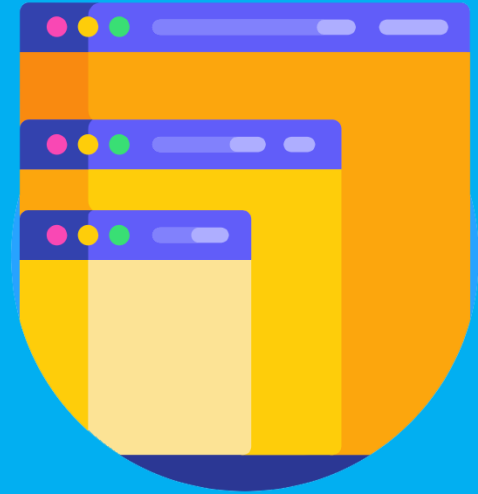
The Hub will provide:

Comprehensive data representation of knowledge entries.

Possibility to search knowledge entries of multiple source.

Ability to create and alter knowledge entry's properties values.

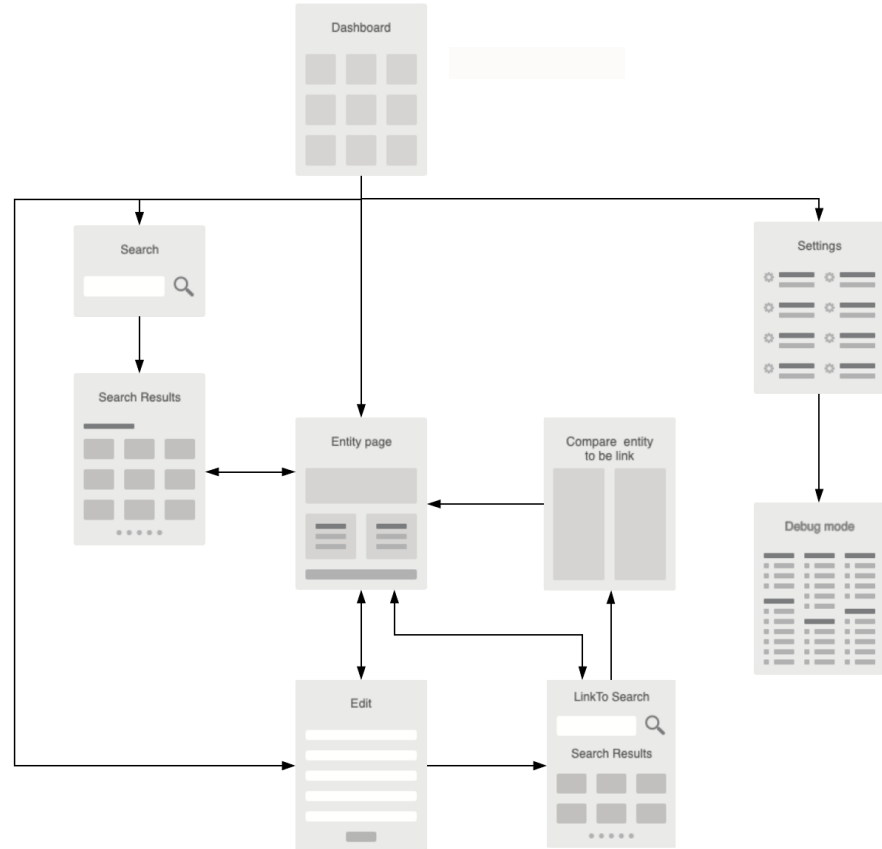
1. KB User Flow.
2. KB User Diagram.
3. KB User experience Map.
4. KB wireframes.



1. KB: User Flow

Pages include in the following slides

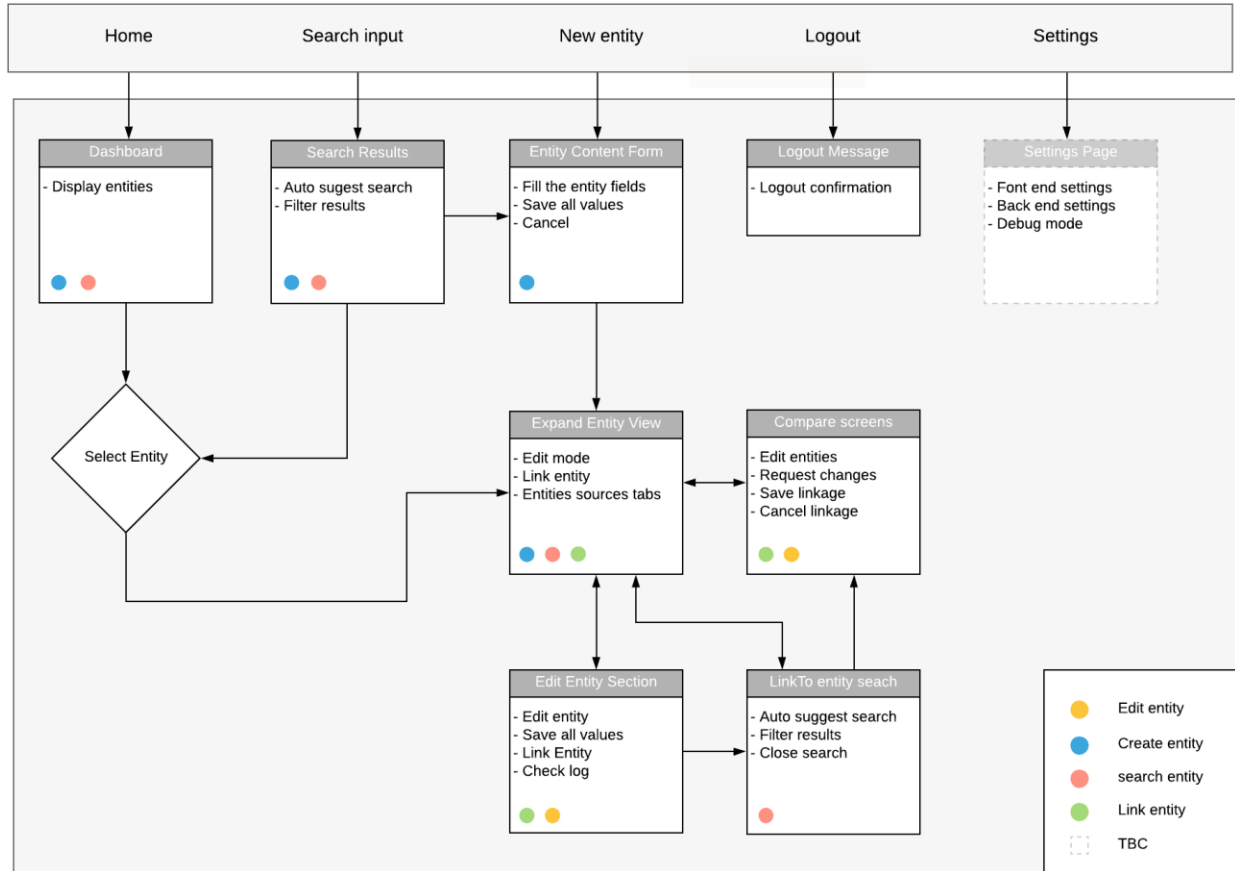
- Dashboard / landing page
- Search and filters
- Search results
- Entity page
- Edit page
- LinkTo search / results
- Compare entity to be link



2. KB: User Diagram

KB actions

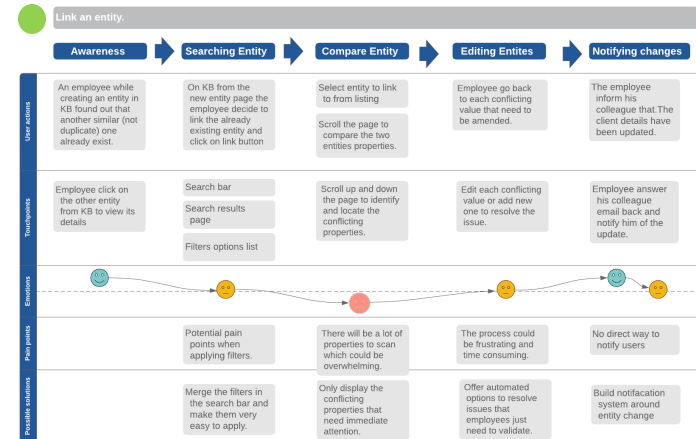
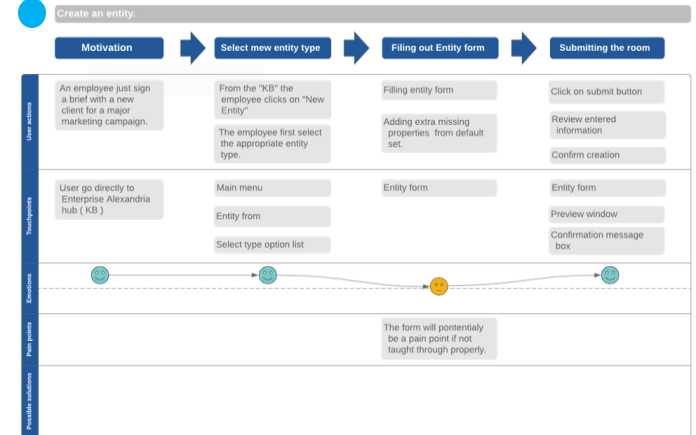
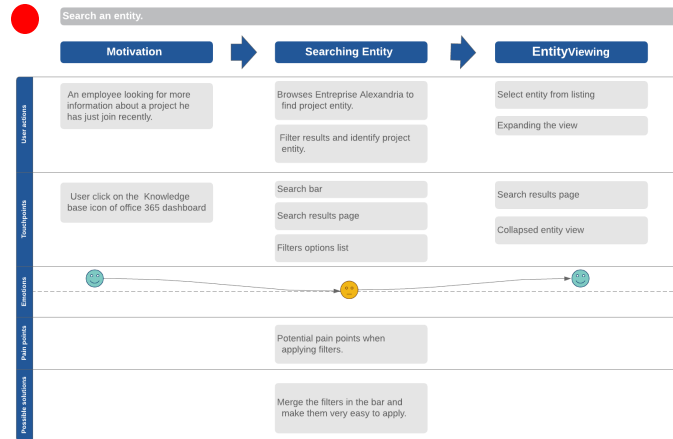
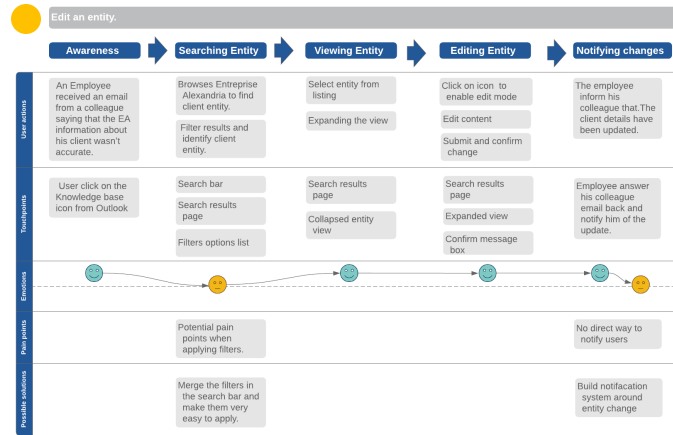
- Edit Entity
- Create entity
- Search entity
- Link entity



3. KB User Experience Maps

KB actions

- Edit Entity
- Create entity
- Search entity
- Link entity





Edit an entity.



User actions	An Employee received an email from a colleague saying that the EA information about his client wasn't accurate.	Browses Entrepise Alexandria to find client entity. Filter results and identify client entity.	Select entity from listing Expanding the view	Click on icon to enable edit mode Edit content Submit and confirm change	The employee inform his colleague that.The client details have been updated.
Touchpoints	User click on the Knowledge base icon from Outlook	Search bar Search results page Filters options list	Search results page Collapsed entity view	Search results page Expanded view Confirm message box	Employee answer his colleague email back and notify him of the update.
Emotions					
Pain points	Potential pain points when applying filters.		No direct way to notify users		
Possible solutions	Merge the filters in the search bar and make them very easy to apply.		Build notifacation system around entity change		

Create an entity.

Motivation

Select new entity type

Filling out Entity form

Submitting the room

User actions

An employee just sign a brief with a new client for a major marketing campaign.

From the "KB" the employee clicks on "New Entity"

The employee first select the appropriate entity type.

Filling entity form

Adding extra missing properties from default set.

Click on submit button

Review entered information

Confirm creation

Touchpoints

User go directly to Enterprise Alexandria hub (KB)

Main menu

Entity form

Select type option list

Entity form

Entity form

Preview window

Confirmation message box

Emotions



Pain points

The form will potentially be a pain point if not taught through properly.

Possible solutions



Search an entity.

Motivation



Searching Entity



EntityViewing

User actions

An employee looking for more information about a project he has just join recently.

Browses Entreprise Alexandria to find project entity.

Select entity from listing

Filter results and identify project entity.

Expanding the view

Touchpoints

User click on the Knowledge base icon of office 365 dashboard

Search bar

Search results page

Search results page

Filters options list

Collapsed entity view

Emotions



Pain points

Potential pain points when applying filters.

Possible solutions

Merge the filters in the bar and make them very easy to apply.

Link an entity.

Awareness

Searching Entity

Compare Entity

Editing Entites

Notifying changes

User actions

An employee while creating an entity in KB found out that another similar (not duplicate) one already exist.

On KB from the new entity page the employee decide to link the already existing entity and click on link button

Select entity to link to from listing
Scroll the page to compare the two entities properties.

Employee go back to each conflicting value that need to be amended.

The employee inform his colleague that.The client details have been updated.

Touchpoints

Employee click on the other entity from KB to view its details

Search bar

Search results page

Filters options list

Scroll up and down the page to identify and locate the conflicting properties.

Edit each conflicting value or add new one to resolve the issue.

Employee answer his colleague email back and notify him of the update.

Emotions



Pain points

Potential pain points when applying filters.

There will be a lot of properties to scan which could be overwhelming.

The process could be frustrating and time consuming.

No direct way to notify users

Possible solutions

Merge the filters in the search bar and make them very easy to apply.

Only display the conflicting properties that need immediate attention.

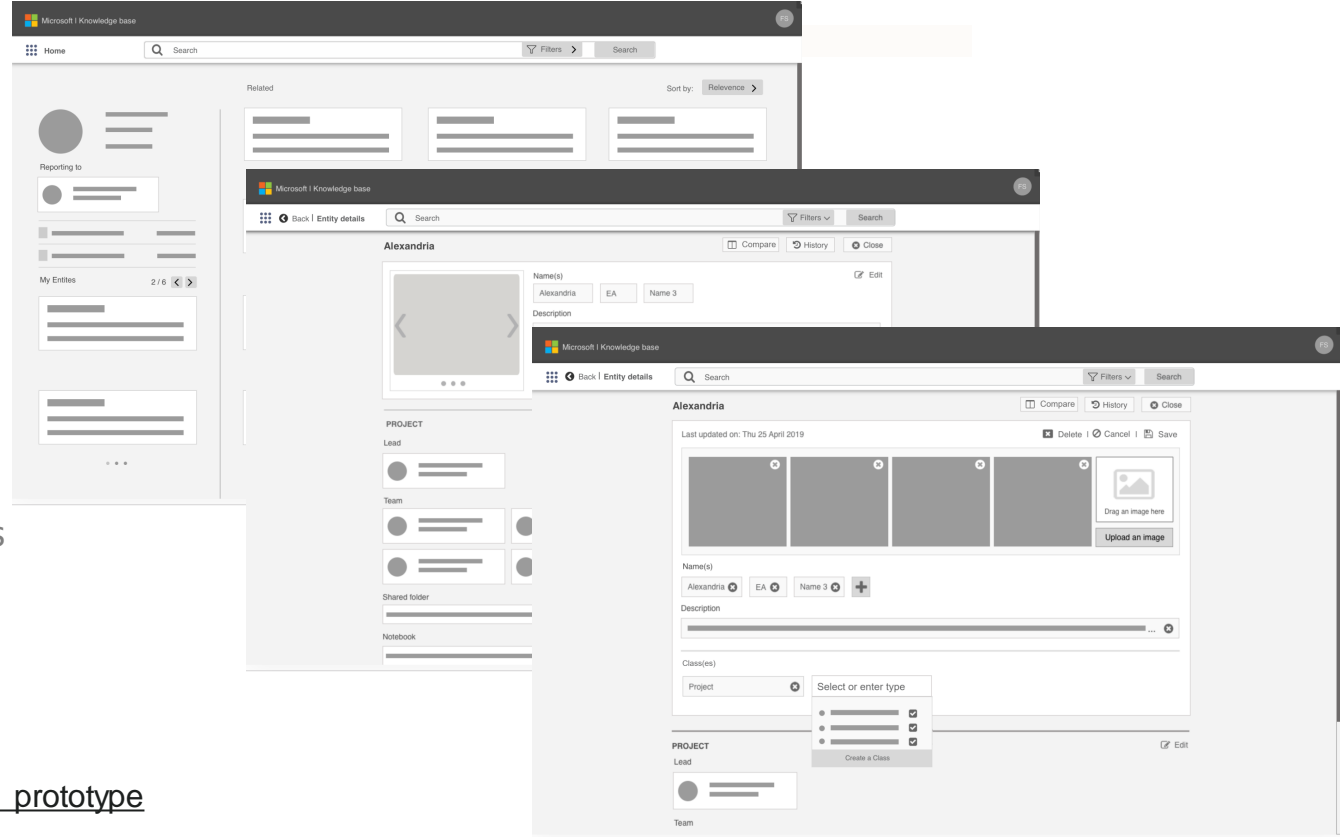
Offer automated options to resolve issues that employees just need to validate.

Build notification system around entity change

4. KB Wireframes

KB pages

- Landing page
- Search pages
- Entity page
- History popup
- Compare page
- Definition elements
- Properties settings



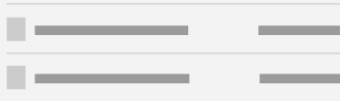
[Click here for Click through prototype](#)

Related

Sort by: Relevance >

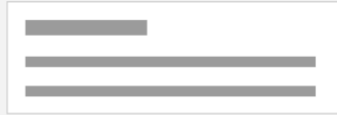


Reporting to



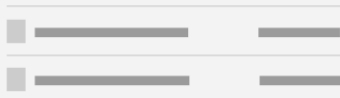
My Entites

2 / 6 < >





Reporting to

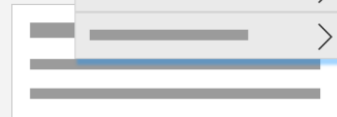
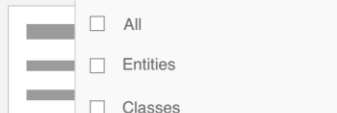


My Entites

2 / 6 < >



Related



Filters

>

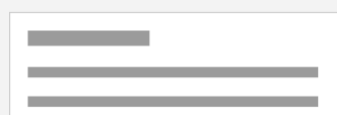
- All
- Entities
- Classes
- Properties
- [Redacted]
- [Redacted]
- [Redacted]

[Redacted] >

[Redacted] >

[Redacted] >

Sort by: Relevance >



Related

Sort by: Relevance >

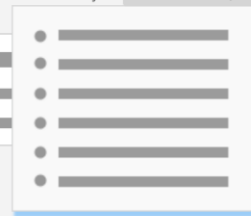
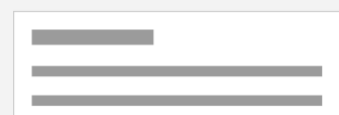
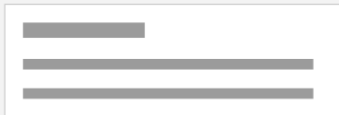


Reporting to




My Entites

2 / 6 < >



Alexandria

Compare History Close



Name(s) ✎ Edit

Alexandria

EA

Name 3

Description

Class(es)

Project

PROJECT

✎ Edit

Lead

Team

Shared folder

Notebook

Alexandria

Compare History Close

Last updated on: Thu 25 April 2019

Delete Cancel Save

Four placeholder images for a gallery, each with a close button (x). To the right is an image upload icon with the text "Drag an image here" and a button labeled "Upload an image".

Name(s)

Alexandria EA Name 3 +

Description

[Empty text field with close button]

Class(es)

Project +

PROJECT

Edit

Lead

A box containing a circular profile picture placeholder and two horizontal bars representing the lead's name.

Team

Alexandria

Compare

History

Close

Last updated on: Thu 25 April 2019

Delete | Cancel | Save

Drag an image here

Upload an image

Name(s)

Alexandria x EA x Name 3 x +

Description

...

Class(es)

Project x

Select or enter type

-
-
-

Create a Class

PROJECT

Lead

Team

Edit

Alexandria

🗨️ Compare

🕒 History

✕ Close

PROJECT

✕ Remove | 🔄 Cancel | 💾 Save

Lead

○ ✕

+

Team

○ ✕

○ ✕

○ ✕

○ ✕

○ ✕

○ ✕

+

Shared folder

✕

Notebook

✕

Chat channel

✕

Depends on

✕

Subprojects

✕



Back | Entity details

Alexandria History Log

Close

+ New

Date	Action	Source	Section	Property	Previous Value	New Value
------	--------	--------	---------	----------	----------------	-----------

Last 7 days changes

11 / 04 / 2019	Created	Linda Hall	Project	Lead		
07 / 04 / 2019	Modified	John Smith	Project	Team		
05 / 04 / 2019	Modified	John Smith	Project	Notebook	No Value	

Last 30 days changes

29 / 03 / 2019	Created	Linda Hall	Project	Lead		
20 / 03 / 2019	Modified	John Smith	Project	Team		
15 / 03 / 2019	Modified	John Smith	Project	Notebook		

Older than 30 days changes

10 / 03 / 2019	Modified	Linda Hall	Default	Description		
05 / 03 / 2019	Modified	John Smith	Default	Description		
02 / 03 / 2019	Modified	John Smith	Project	Share folder		
21 / 02 / 2019	Modified	John Smith	Project	Chat Cahannel		
14 / 02 / 2019	Created	Linda Hall	Project	Lead		
12 / 02 / 2019	Created	Linda Hall	Project	Lead		

Alexandria



Name(s)

Alexandria EA Name 3

Description

[Redacted description text]

Class(es)

Project Software Project

Difference

Conflict

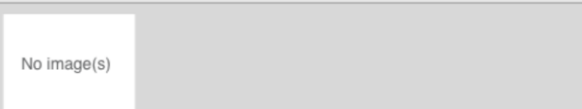
Matching

Conflict

Matching

Conflict

Alexandria Project



Name(s)

Alexandria Project

Description

[Redacted description text]

Class(es)

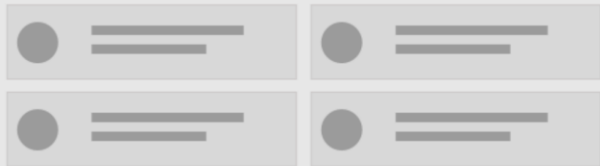
Project

PROJECT

Lead



Team



PROJECT

Lead



Team



Alexandria

📄 Compare

🕒 History

✖ Close

🔴 ██████████

🔴 ██████████

🔴 ██████████

🔴 ██████████

🔴 ██████████ × 🔴 ██████████ × +

Shared folder

Notebook

Chat channel

Depends on

Subprojects

Group

OTHER PROPERTIES

📄 Edit

Budget



Alexandria

📄 Compare

🕒 History

✖ Close

Notebook

Progress bar with close icon

Chat channel

Progress bar with close icon

Depends on

Progress bar with close icon

Subprojects

Progress bar with close icon

Group

Enter Value

OTHER PROPERTIES

📄 Save

Budget

Progress bar with close icon

Select or enter type

-
-
-

Create Property



Alexandria

📄 Compare

🕒 History

✖ Close

Shared folder

Notebook

Chat channel

Depends on

Subprojects

Group

OTHER PROPERTIES

💾 Save

Budget

Start Date

