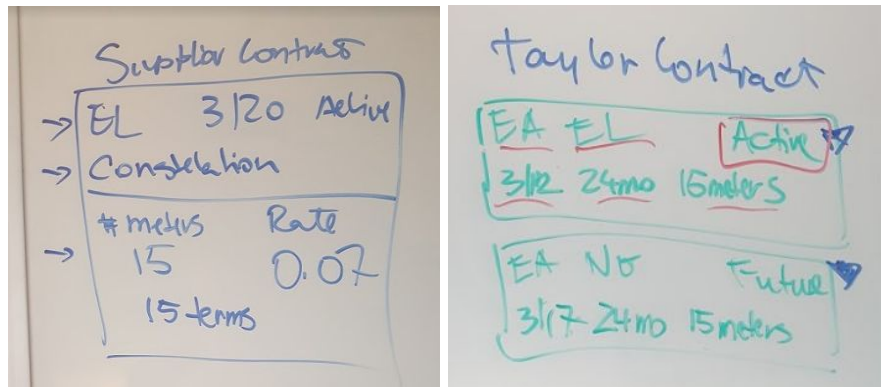


## MOBILE APP FOR ENERGY PLATFORM MANAGEMENT TOOL

### Problem

The client, the fourth largest energy broker in the United States needed to improve adoption, engagement, and satisfaction with their sales, supplier, and customer portals.



### Process

Requirements were gathered from various stakeholders. We developed personas, flow diagrams, uses cases, and user stories.

| #  | Short Name                              | User Stories   | Story Points | Priority                        | Risk            |
|----|---|--|--------------|---------------------------------|-----------------|
| L1 | Account login                           | As a user, I want to enter my credentials - username, and password (Same as website UM), so I can login to the application.                  | 3            | High Priority (Must Do) (1)     | Low Risk (1)    |
| L2 | Account reset                           | As a user, I want to be able to reset my password, so I can set a new if I forgot the old one.   | 1            | High Priority (Must Do) (1)     | Low Risk (1)    |
| L3 | Account lockdown notification           | As a user, I want to be notified, if my credentials are incorrect and offer a password reset   | 2            | Medium Priority (Should Do) (2) | Low Risk (1)    |
| L4 | Too many failed attempts                | As a user, I want to get notification, if my account is locked due to incorrect alters, and what can I do about it                           | 2            | Low Priority (Could Do) (3)     | Low Risk (1)    |
| L5 | Customer Service Contact                | As a user, I want to have contact info phone for the customer service to contact then if I can't log into the app or another issue/question. | 1            | Low Priority (Could Do) (3)     | Low Risk (1)    |
| L6 | Remember me checkbox                    | As a user, I want to save my credentials, so I don't need to enter them all the time.  | 2            | Low Priority (Could Do) (3)     | Low Risk (1)    |
| L7 | Prompt to update profile on first login | As TCC, I want a user to fill the user profile at first login, so we can have all the information on file.                                   | 3            | Medium Priority (Should Do) (2) | Medium Risk (2) |

### Solution

An iterative participatory design process was used to create low-fidelity wireframes, then interactive prototypes, and finally high-fidelity models followed with implementation and deployment to Google Play and Apple Store.

