

Wrike

Time-Tracker

1/30 Satin.

THE CATEGORIES OF USERS AND THEIR REQUIREMENTS (USER STORIES)

1

Permanent Employees (full-time)

- a convenient tool that helps you with your work (with the ability to set it up)
- increasing the efficiency
- planning/ rationalization of work time

2

Freelancers / Temps (part-time / non-staff personnel)

- awareness of how much time I spend on work (work per hours)
- the metric with earnings
- an easy tool to log my work time
- awareness of total number of hours for projects/tasks
- the expenditure of time and effort for projects/tasks
- planning/ rationalization of work time

3

Managers /Team leaders

- analytics of team members work time
- help with managing work time for team members
- monitoring of implementation of projects/tasks
- analytics of expenses for projects/ task (budget control)
- making reports based on data
- planning/ rationalization of work time
- increasing the efficiency of the team
- monitoring of temps' work

4

Companies

- analytics of team members working time
- increasing the efficiency/ income based on relevant data
- improved understanding of business processes in the company
- working in unified system with external services/ integrations

THE MAIN PROBLEMS WITH TIME-TRACKER IN WRIKE

Currently the time-tracker is an optional feature. If it's an instrument to estimate tasks then it's too complex. There are 3 inputs and 4 different buttons. Also time input doesn't have formatting.

If it's a full-value time-tracker, it has similar problems like other services/products:

- a person can forget to turn on/ turn off a time-tracker
- you need to find and open the task to turn the time-tracker on
- employees (full-time) don't understand their value if the teams estimate project and task on the planning before
- permanent employees don't understand how this metric influences on their efficiency
- with the ongoing realization «the person who has been working for the time-tracker instead of it working for him to make his work process more effective». In other words he/she can get great work results, but forget about logging hours. This result in the employee having to make a report about his work afterwards and the data may be non-relevant
- the company can't do efficient research and analyse employees' effectiveness based on non-relevant data
- the time-tracker has bad UX

The screenshot shows a dark blue header bar with a play button, a dropdown menu showing '24:00', a search bar with the text 'Search', a help icon, a profile icon with the initials 'IS' and the name 'Ilya', and a dropdown arrow. Below the header is a white modal window titled 'Approvals' with a play button, a timer showing '0:00 • 1:13', and buttons for 'Add subtask', 'Attach files', and a share icon with the number '1'. The main form area contains a timer input field with a clock icon and the value '00:00', a date input field with a calendar icon and the value '16/04/2020', and a large text area labeled 'Comment'. Below the comment field, it says 'Total time spent: 1:13. Show all records'. At the bottom of the modal are three buttons: 'Add entry', 'Cancel', and 'Reset timer'.

THE ANALYSIS OF ANOTHER TIME-TRACKERS IN VARIOUS PRODUCTS

Initially I reviewed Wrike's workflow to understand the concept of the product. In addition I read the documentation and customers' comments on Wrike.help.

Furthermore I looked through other products and how time-trackers works in them:

- Harvest <https://www.getharvest.com/>
- Toggl <https://toggl.com/>
- Timely <https://memory.ai/timely>
- Hubstaff <https://hubstaff.com/>
- Timecamp <https://www.timecamp.com/>
- RescueTime <https://www.rescuetime.com/>
- TSheets <https://www.tsheets.com/>
- Tmetric <https://tmetric.com/>
- Hours <https://hourstimetracking.com/>
- ProofHub <https://www.proofhub.com/>



INTERVIEWS



I also interviewed my friends and former colleagues who are working for a variety of companies (Yandex, Ostrovok, Mars, Red Bull, Kaspersky, Adwise (ad agency) and Qweex (video production company)).

I wanted to fully understand how business processes work in their companies, what softwares and tools they use. I was curious to see what kind of time-trackers are being used in various industries.

As a result of my research I came to the conclusion that small companies and companies that aren't working in the IT field (Red Bull, Adwise, Qweex) don't use time-tracking because their projects are relatively short (from 1 week (shooting commercial videos) to 2 months (festival organization)). The main areas they control are qualitative evaluation, final quality and deadlines.

With regard to IT market segments (Yandex, Kaspersky, Ostrovok) they need to have the best time estimates to plan sprints. They use all kinds of instruments from regular timesheets (Ostrovok) to complex internal systems (Yandex, Kaspersky)

App Reviews on YouTube

- Harvest <https://www.youtube.com/watch?v=6p15TrVyMb4>
- Toggl <https://www.youtube.com/watch?v=pWeQxGU1iiE>
- Timely <https://www.youtube.com/watch?v=JDbrnPDtslw&t=>
- Hubstaff <https://www.youtube.com/watch?v=2ipfWwLPoR8>
- Timecamp <https://www.youtube.com/watch?v=WhlovTXtxg8>
- RescueTime <https://www.youtube.com/watch?v=UYBBzsyuDj4>
- TSheets <https://www.youtube.com/watch?v=CoKX1rtoey0>
- Tmetric <https://www.youtube.com/watch?v=fTxrkdM2ICA>

ASSESSMENT

Based on research my recommendation for time-tracker in Wrike is as follows:

- it has to be maximum native and closely integrated with workflow
- it shouldn't interrupt employees' workflow
- this feature has value only for big companies (+50 employees) to analyse efficiency and find weak spots in work processes
- it mustn't be turned on/off every day
- it has to be valuable for all kind of users (employees, managers, companies)
- management must be able to make reports based on user's activities
- ability to integrate with different services (Google Calendar, Outlook, etc)
- it has to be able to monitor budgets of the projects
- ability to analyse my work or my team members (for managers)
- it's a convenient tool to manage and plan your time

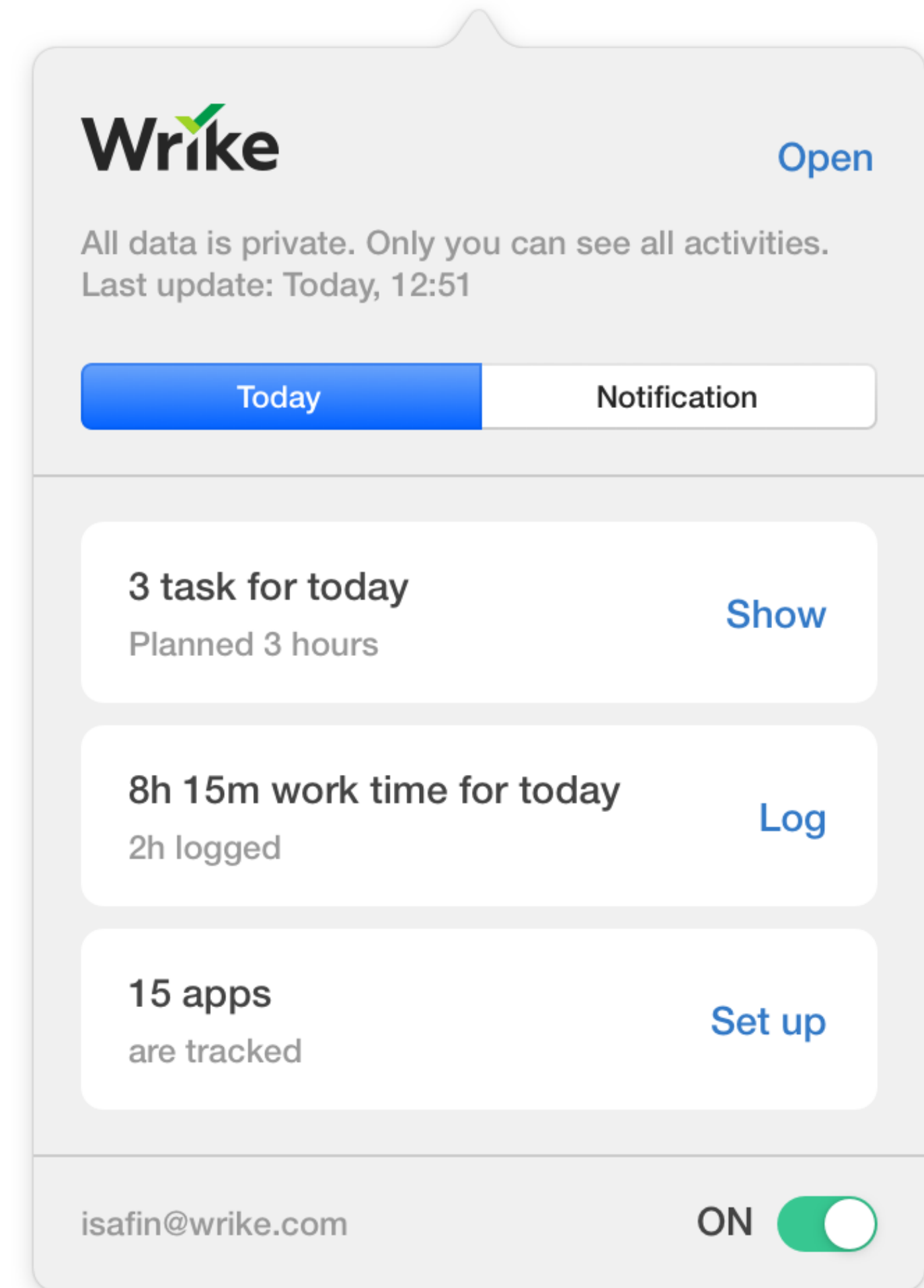
CONCEPT

DESKTOP APPLICATION

The best way to understand what you're doing is to have the place with all your activities that you've been doing before. In this case you can remember what you did yesterday or several days ago.

I thought It would be helpful to have the application that saves all your actions while you're working. You can customise all programs which you want to track or choose softwares, web-sites, tools that your team leader/ company can see. It should be very transparent instrument for employees and an employer based on trust. In this case it can be a really powerful tool for all members.

Also it's pretty easy to open Wrike through this app, see new notifications and active tasks. If someone wants to track something on his phone/tablet then he can add the option in the mobile app «Wrike» in setting section.



SETTINGS TRACKED APPLICATIONS

If you want to hide some apps or websites from your team leader / company — it's your decision. Primarily, It's a convenient feature for employees that allows them to plan their work and have better estimates of tasks. Employees can increase their productivity, consequently, get financial bonus or promotion. Company will be able to have relevant data about work processes and develop itself.

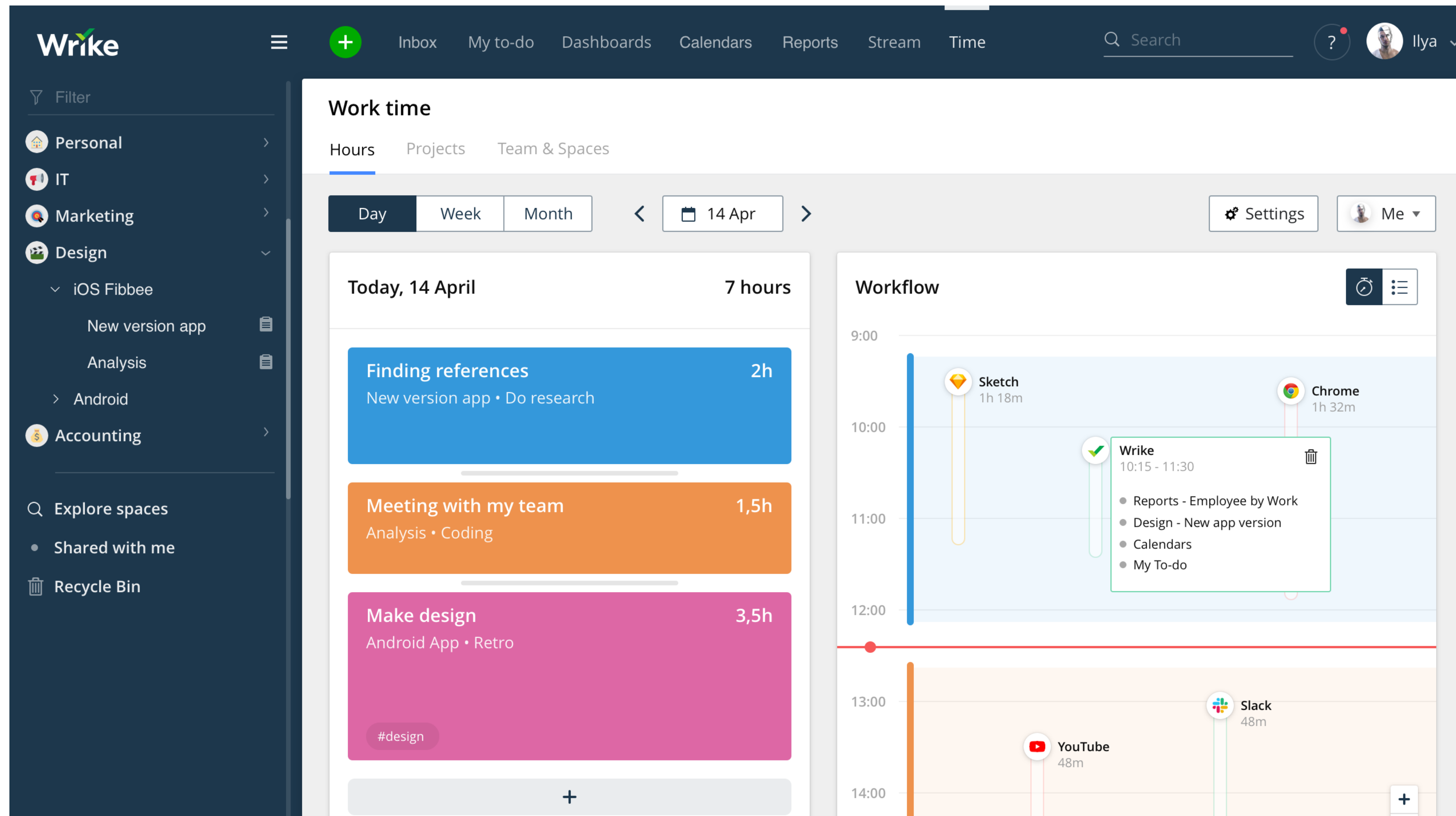
The screenshot shows the Wrike interface with a settings dialog box open. The dialog box is titled "Tracked applications & Intergrations" and contains the following sections:

- Tracked applications:** A search bar and a list of applications. Wrike is marked as the "Default" application with a green checkmark. Sketch (Design Tool) and Slack (Team Messenger) have trash icons next to them, indicating they can be removed.
- Software you use:** A list of applications used by the user, including Chrome (Browser).

The background interface shows a "Work time" dashboard for "Today, 14 April" with a "Day" view selected. It displays time tracking for various applications: Sketch (1h 18m), Chrome (1h 32m), Wrike (1h 5m), and Slack (48m). The top navigation bar includes "Inbox", "My to-do", "Dashboards", "Calendars", "Reports", "Stream", and "Time". The user's profile "Ilya" is visible in the top right corner.

HOW IT WORKS

I decided to add new section «Time» when you can see all your activities. The key factor is the time intervals that constitutes an object that is attached to the specific task. The next key factor is the estimate of the task. In this case we can determine the rate of efficiency and make analytical reports based on various data. For instance, we can make reports on projects, teams, spaces or every employee. Also you can change the logged time from the task's card. In addition I moved/rename the rate «Effort» (Estimate) to the form with logged time (time-tracker).



PROTOTYPE & SCREENS



<https://marvelapp.com/3b9jfc5>



<https://www.dropbox.com/sh/zogqnggz5mtcbuq/AADos5EsnpvuWjh1kJQQHM1ja?dl=0>



THANK U

Number of characters: 845

2020

Ilya SAFIN