iTechnoLabs

Antenna

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Tech Stack

Front end: Angular
Backend: nestjs
ORM: typeorm
Database: postgressql

Case Study

An antenna is a product that satisfies the need for an efficient tool for managing remote and hybrid teams. With remote and hybrid work, leaders face challenges in accurately assessing team engagement and performance in digital interactions. Antenna bridges this gap by giving tailored insights and training based on digital interactions.

Traditional Management tools were not created to meet the particular needs of remote and hybrid teams, which resulted in poor team engagement and ineffective communication. Antenna's platform to monitor digital interactions, including time spent, and type of meeting (internal, external, team, and 1:1). Leaders can use this data to discover areas for improvement, better understand team member engagement, and increase team performance.

Use Case: Team performance analysis and Improvement

The Application provides team leaders with valuable insights and metrics to analyze and improve team performance. It offers various modules and features to track team dynamics, individual contributions, trends, benchmarks, and actionable insights.

Let's Explore A Use Case Scenario For This Application.

Scenario

The team lead responsible for managing a software development team wants to enhance team productivity and engagement. They decide to use the team performance analysis and improvement application to gain deeper insights into the team's dynamics and individual performance. This application provides the team lead with a variety of metrics and data that can be used to identify areas for improvement. The team lead can then use this information to develop strategies for improving team productivity and engagement.

Team Details Module

The team lead can navigate to the Team Details Module to get an overview of how they are engaging with the team as a whole. This module provides access to metrics and graphs such as overall team time, average team time, full team time, and partial team time. These metrics can be used to identify patterns and trends in team activities and engagement. Additionally, the team lead can analyze team engagement metrics and sentiment analysis to gauge the overall team mood and satisfaction.

Individual Details Module

To understand how each team member contributes to the team's overall performance, the team lead can go to the Individual Details Module. This module provides insights into individual time spent, both overall and in specific contexts like 1:1 meetings, team meetings, internal tasks, and external engagements. The team lead can also view the last 1:1 meeting with each team member, their tenure, and message timing details.

Enterprise Module

The Enterprise Module provides insights into the engagements and interactions among senior-level employees and their subordinates. Users can analyze overall engagements, explore different engagement categories, and access detailed data on specific employee

interactions. It offers a user-friendly interface for easy navigation and understanding of the enterprise's collaborative dynamics and performance.

Antenna Bot

The Antenna Bot Module integrates OpenAI's conversational AI technology to provide leaders with a customizable leadership coach. It includes a Questions section where leaders can get personalized guidance from Ivy, the AI coach. The Documents section allows users to add relevant documents that Ivy reads to provide informed responses. With Slack integration, leaders can conveniently access advice and resources in a group or private setting. The module empowers leaders with AI-driven support for effective leadership development.

Features

Use Case: Team Member Page in the Antenna Application

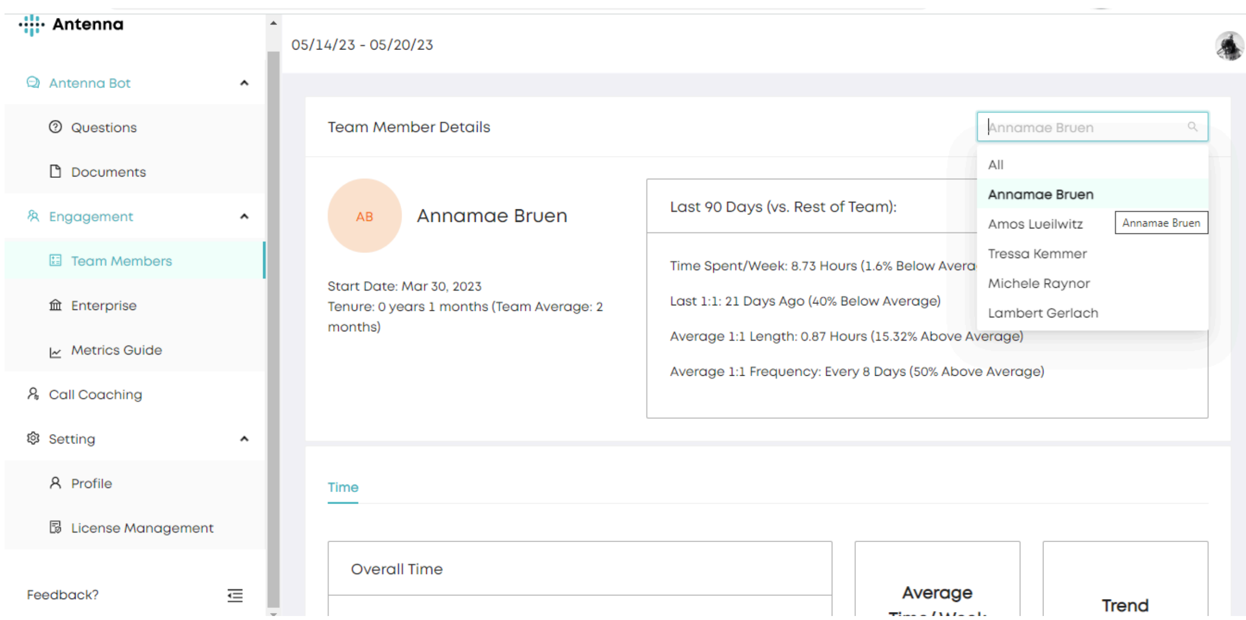
The Team Member Page within the Antenna application provides team leaders with detailed insights and metrics about individual team members' performance and engagement. It offers a comprehensive view of each team member's contribution and allows leaders to identify areas for improvement, provide targeted support, and foster overall team success. Let's explore a use-case scenario for the Team Member Page.

Use Case Scenario

A team leader using the Antenna application seeks to gain deeper insights into the performance and engagement of their software development team members. They navigate to the Team Member Page to access individual-level metrics and make data-driven decisions to improve team dynamics

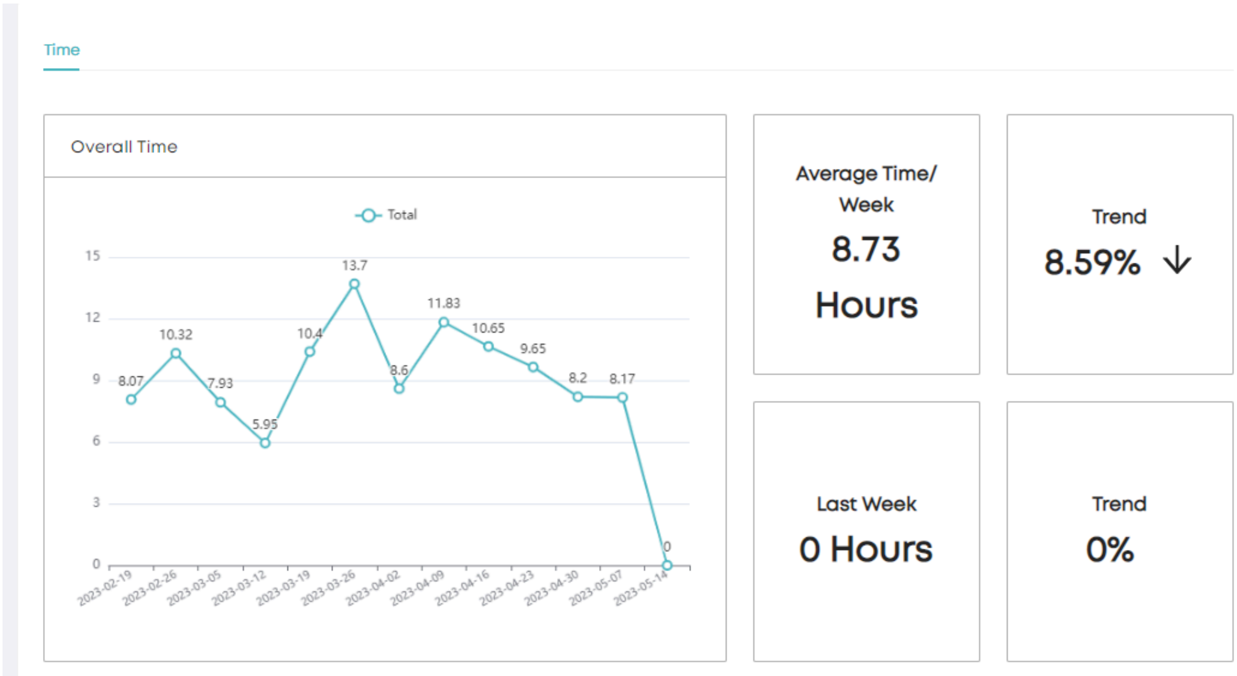
Individual Details Module

The Team Member Page provides access to the Individual Details module, which offers a comprehensive overview of each team member's performance metrics. This empowers users to assess contributions and engagement levels. The available metrics include



Overall Time Spent

The total time spent by each team member on work-related activities is viewable. This metric aids in assessing overall productivity and dedication

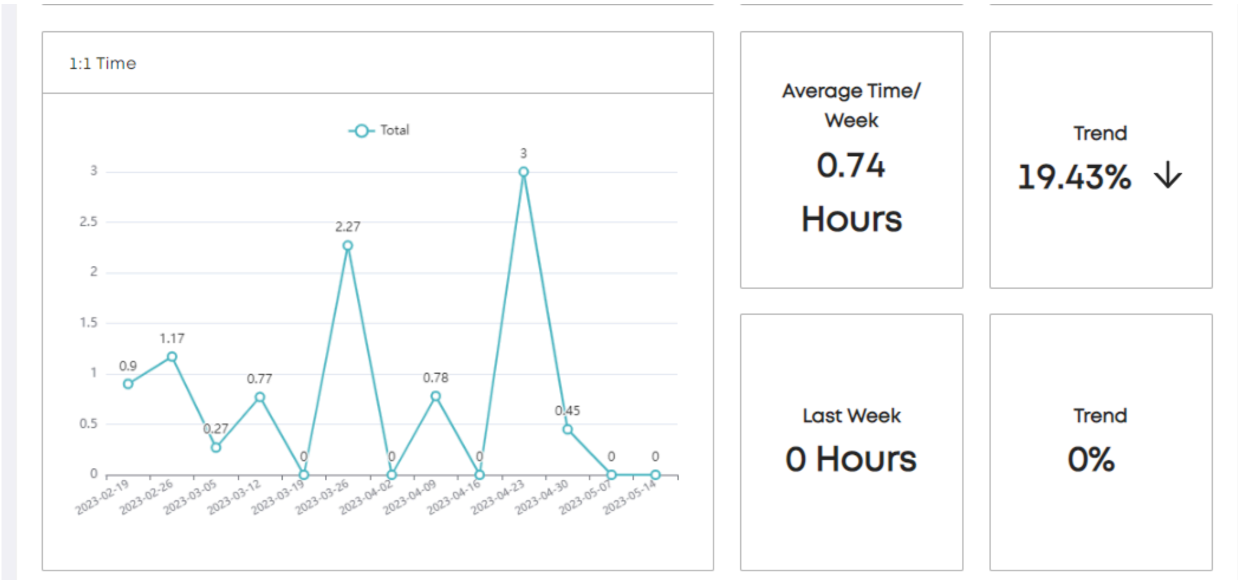


Average Overall Time Spent

The average time spent by each team member on a weekly or monthly basis can be analyzed. This metric enables the identification of trends and patterns in their work habits

1:1 Time Spent

The time spent by each team member in one-on-one meetings can be tracked. This metric aids in evaluating the frequency and quality of individual interactions.

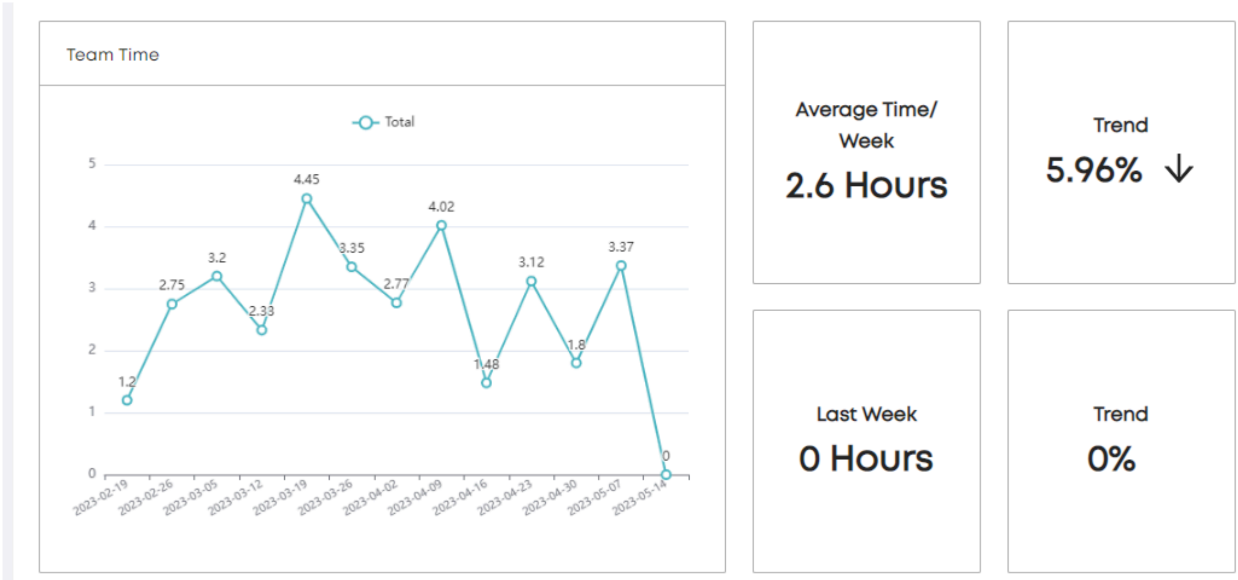


Average 1:1 Time Spent

The average time spent in one-on-one meetings can be compared across team members. This metric offers insights into the level of individual engagement and collaboration

Team Time Spent

The time spent by each team member in group meetings and collaborative activities can be assessed. This metric aids in understanding their participation in team discussions and initiatives.

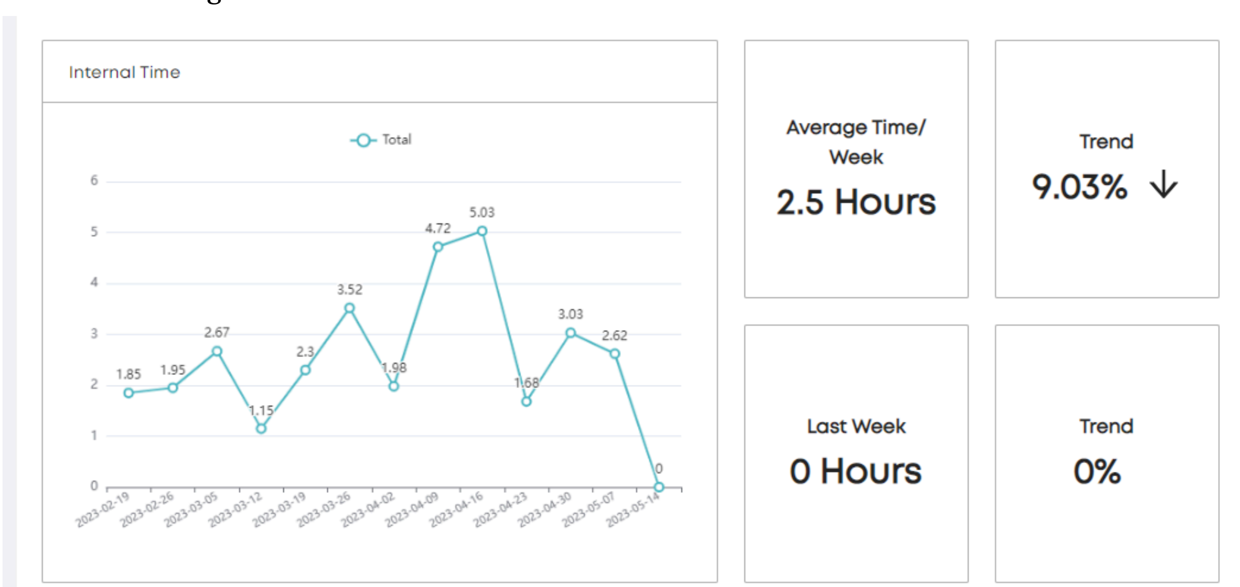


Average Team Time Spent

The average team time spent by each team member can be compared. This metric enables the identification of discrepancies in participation and encourages balanced contributions.

Internal Time Spent

The time spent by team members on internal tasks and projects can be tracked. This metric aids in understanding their focus on critical team activities.

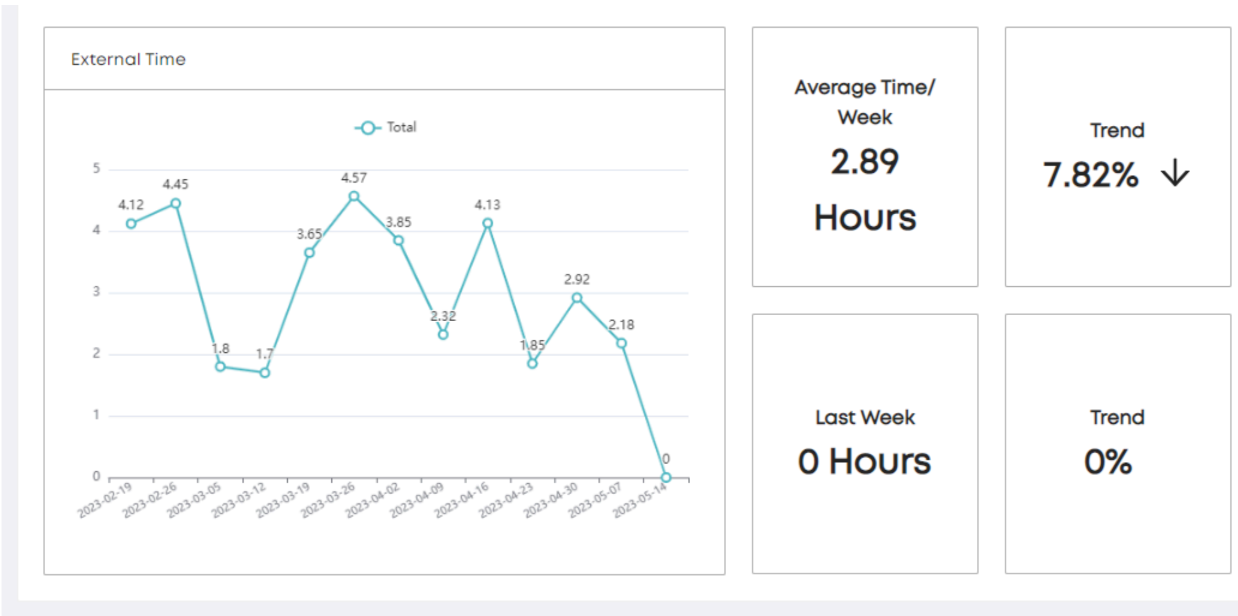


Average Internal Time Spent

The average time spent by each team member on internal tasks can be analyzed. This metric assists in identifying individuals who excel in internal collaborations.

External Time Spent

The time spent by team members on external engagements, such as client meetings or industry events, can be monitored. This metric aids in assessing their external contributions and networking efforts



Average External Time Spent

The average time spent on external engagements can be compared among team members. This metric enables the identification of individuals who actively participate in external opportunities.

Last 1:1 Meeting

The date of the last one-on-one meeting with each team member can be reviewed. This metric assists in tracking the regularity of individual check-ins and ensuring effective communication.

Tenure

Information about the tenure of each team member is accessible. This metric enables considering experience levels when evaluating performance and engagement.

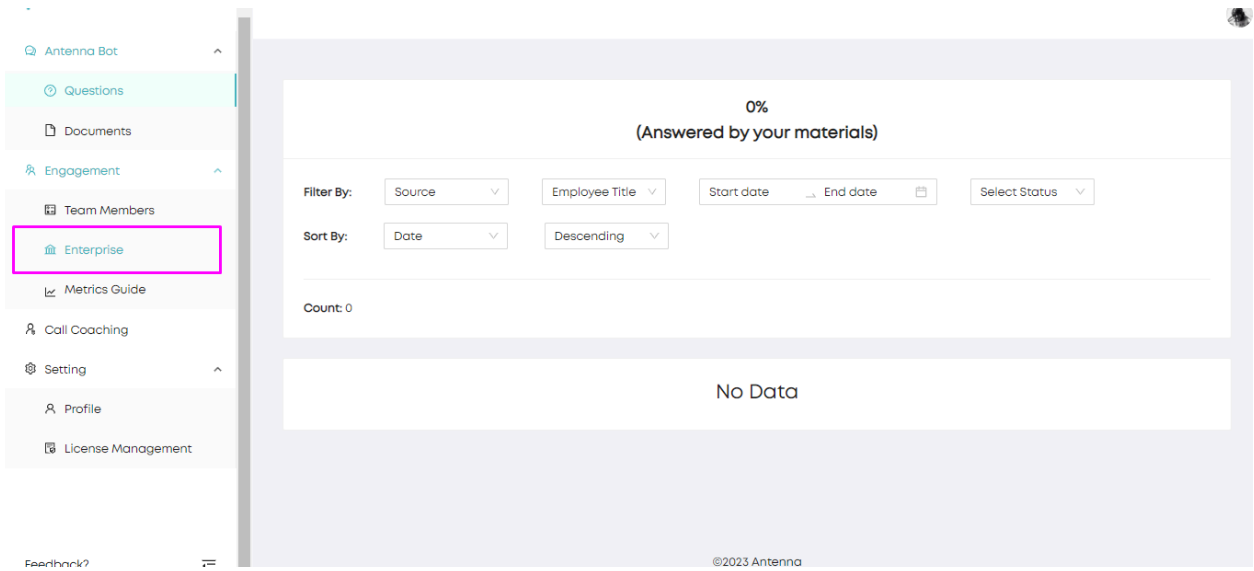
Use Case: View Engagements on Enterprise Page.

Preconditions:

The user has logged into the application.
The user has appropriate access permissions to view the Enterprise page.

Flow of Events:

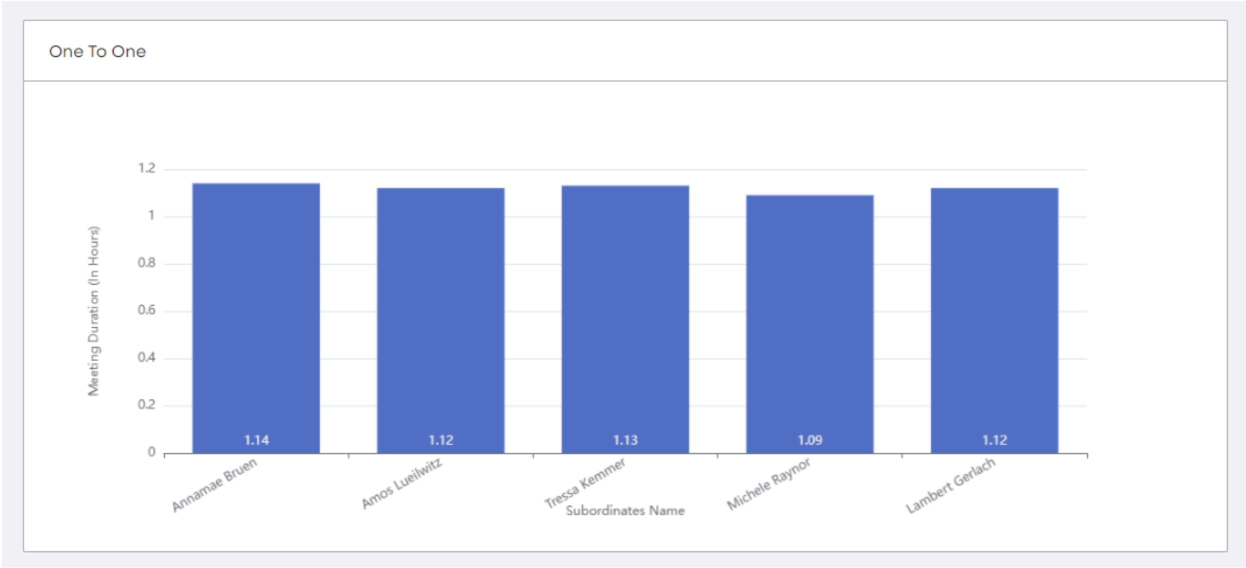
1. User navigates to the Enterprise page within the application.



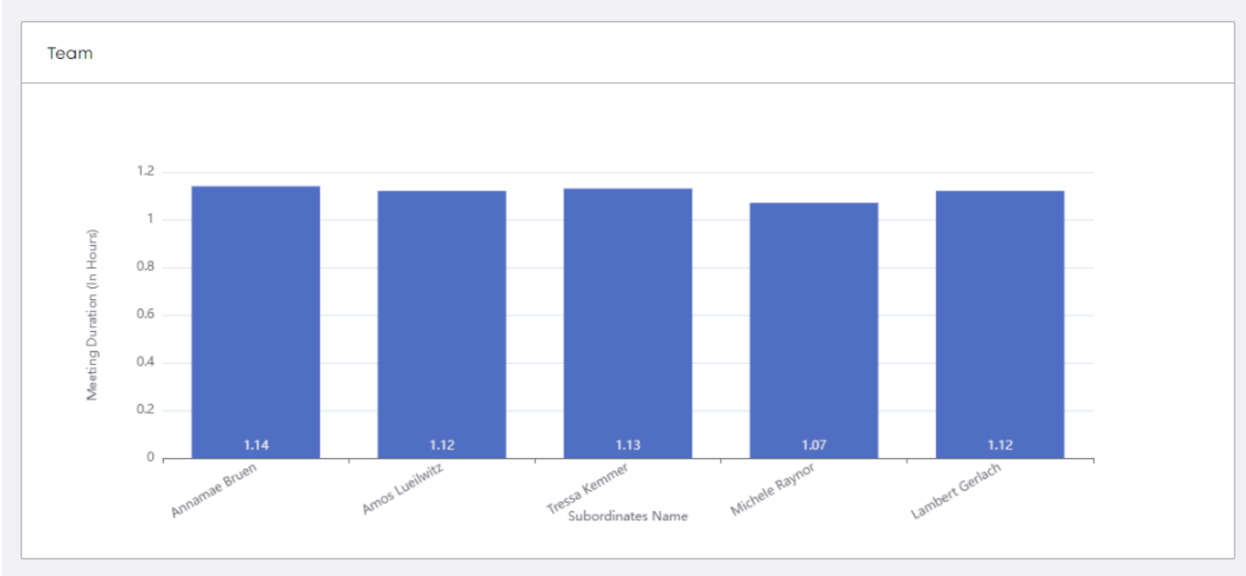
2. The application retrieves and displays the amount of engagement among senior-level employees and their immediate subordinates in the organizational hierarchy.

3. The application presents a visual representation showcasing the overall amount of engagements.
4. The application provides a section for different types of engagements, including:
    a. Overall:

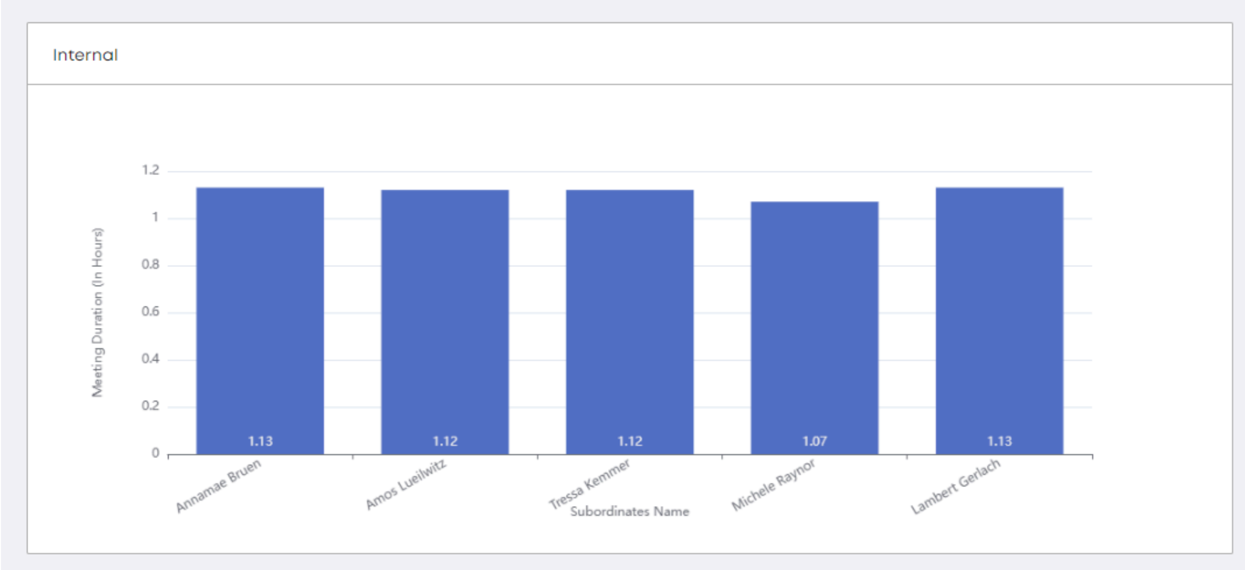
b. One-to-One:



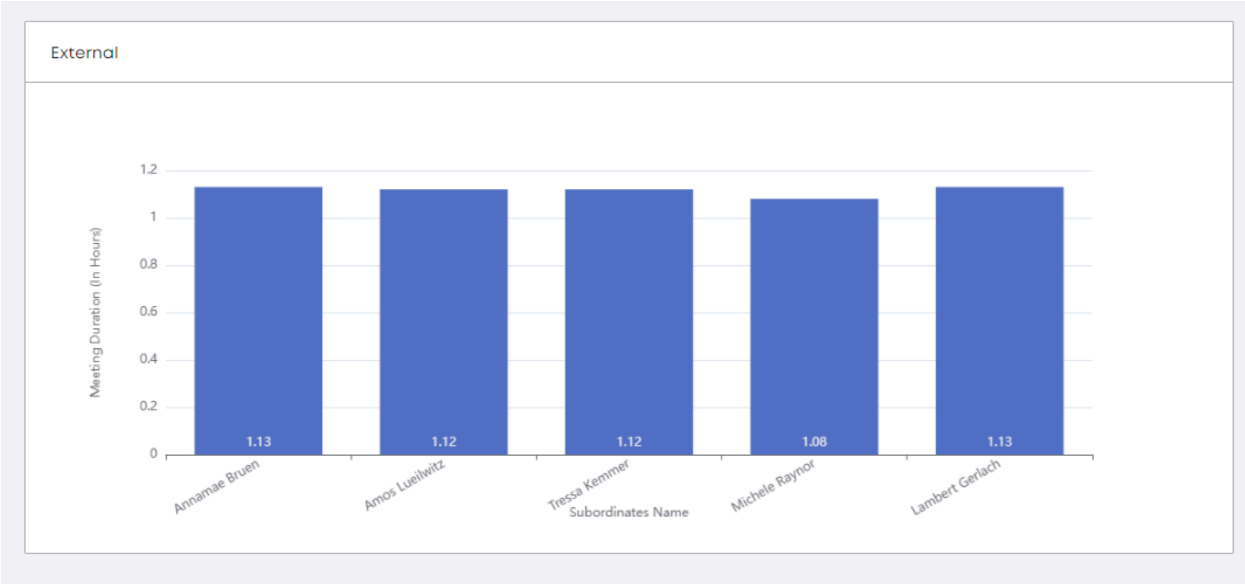
c. Team:



d. Internal:



e. External:



5. Users can further explore or drill down into the engagement data by selecting specific employees and can access the engagement between selected employee and their immediate subordinates.
6. User can navigate back to the main Enterprise page or choose to explore other features and functionalities within the application.

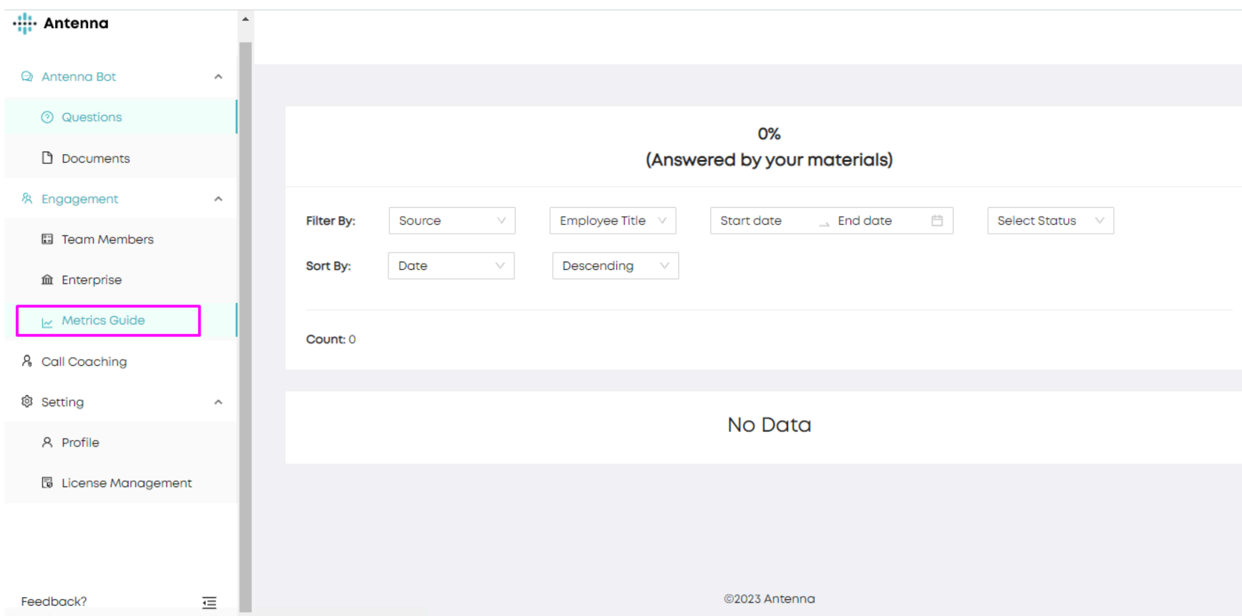
Use Case: Access Metrics Guide

Preconditions:

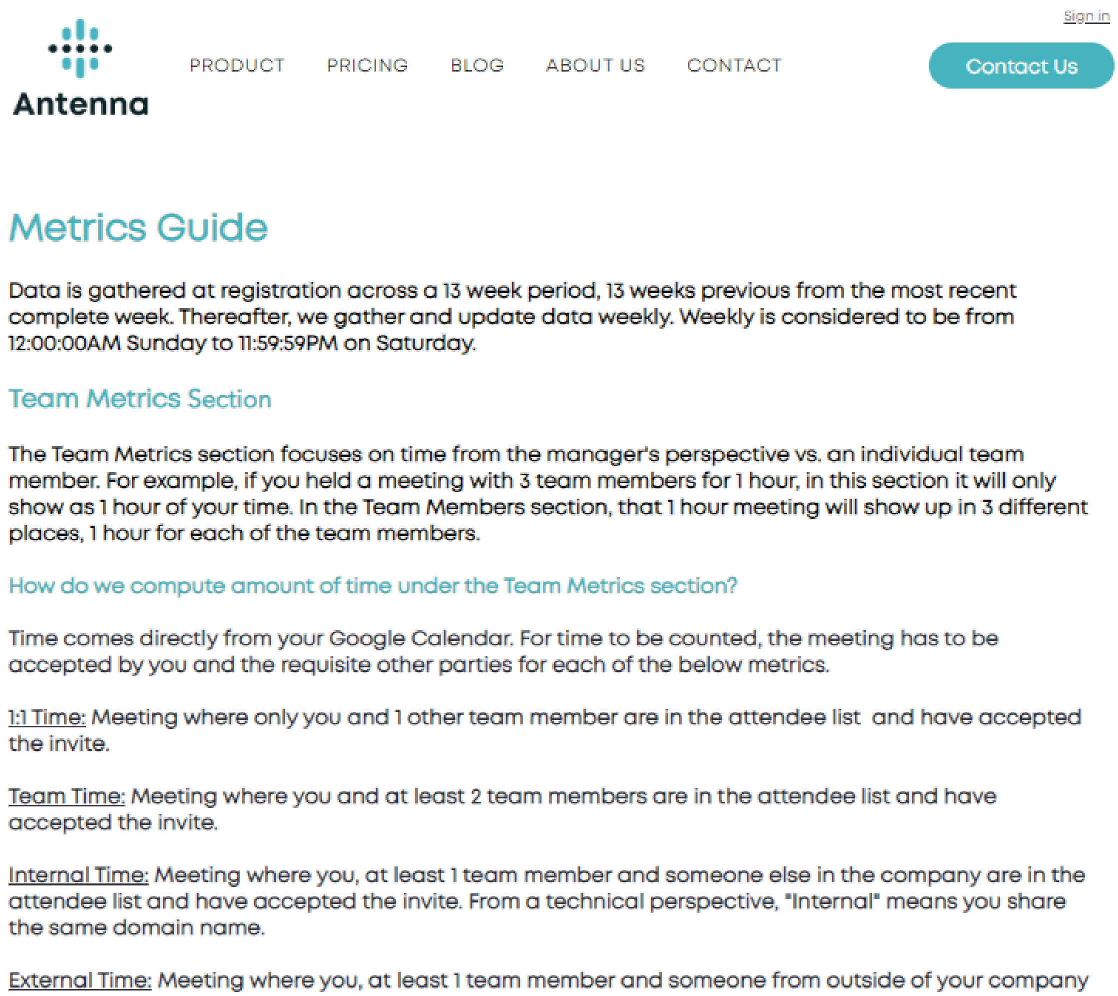
1. User has logged into the application.
2. User has appropriate access permissions to view the Metrics Guide.

Flow of Events:

1. User navigates to the Metrics Guide page within the application.



2. The application presents a list of available metrics and their descriptions, organized in a user-friendly manner.



Sign in

Antenna

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Metrics Guide

Data is gathered at registration across a 13 week period, 13 weeks previous from the most recent complete week. Thereafter, we gather and update data weekly. Weekly is considered to be from 12:00:00AM Sunday to 11:59:59PM on Saturday.

Team Metrics Section

The Team Metrics section focuses on time from the manager's perspective vs. an individual team member. For example, if you held a meeting with 3 team members for 1 hour, in this section it will only show as 1 hour of your time. In the Team Members section, that 1 hour meeting will show up in 3 different places, 1 hour for each of the team members.

How do we compute amount of time under the Team Metrics section?

Time comes directly from your Google Calendar. For time to be counted, the meeting has to be accepted by you and the requisite other parties for each of the below metrics.

1:1 Time: Meeting where only you and 1 other team member are in the attendee list and have accepted the invite.

Team Time: Meeting where you and at least 2 team members are in the attendee list and have accepted the invite.

Internal Time: Meeting where you, at least 1 team member and someone else in the company are in the attendee list and have accepted the invite. From a technical perspective, "Internal" means you share the same domain name.

External Time: Meeting where you, at least 1 team member and someone from outside of your company

3. The application displays detailed information about the selected metric, including its definition, calculation methodology, and relevant contextual details.

Postconditions:

1. User has accessed the Metrics Guide and reviewed the information for a specific metric.
2. User has gained a clear understanding of the definition, calculation, and contextual details related to the selected metric.
3. User is aware of any guidelines, best practices, or examples associated with the metric.

Use Case: Asking Questions to Ivy via Slack Integration

Flow of Events:

1. The user navigates to the dedicated Slack group created for the company.
2. In the group, the user can type a question they would like to ask Ivy, the conversational AI coach.
3. The user sends the question as a message within the group.
4. Ivy, utilizing OpenAI's conversational AI technology, analyzes the question and retrieves relevant information and insights from its knowledge base.
5. Ivy generates a response to the user's question and posts it within the Slack group for everyone to see.
6. If the user requires further clarification or has follow-up questions, they can continue the conversation by typing additional questions in the group.
7. Ivy responds to the user's subsequent questions, providing ongoing guidance, advice, or relevant information.
8. In addition to the group setting, users can also engage with Ivy privately for more sensitive matters. The user can send a direct message to Ivy within Slack, maintaining privacy and confidentiality.
9. Ivy generates responses to the user's private messages, ensuring personalized support and insights.

Use Case: Exploring Frequently Asked Questions in the Questions Section

Flow of Events:

1. The user enters the Questions section of the Antenna Bot Module.
2. The application presents a list of frequently asked questions, sourced from company materials and the open web, available for users to view and explore.
3. The user can choose to filter the questions based on specific criteria, such as the source (company material, open web), employee title, or a specific date range (start date - end date).
4. Upon selecting a filter criterion, the application dynamically updates the displayed questions, showing only those that meet the selected criteria.
5. The user can further sort the filtered questions by date, allowing them to view the most recent or oldest questions first.
6. The application presents the filtered and sorted questions to the user, providing a clear overview of the relevant questions that match their selected criteria.
7. The user can click on a question of interest to view its details, including the question itself and any accompanying information or context.
8. If the user wants to explore more questions, they can navigate back to the list view and continue to filter or sort the questions based on their preferences.
9. The user can also reset the filters to view all frequently asked questions available within the module.

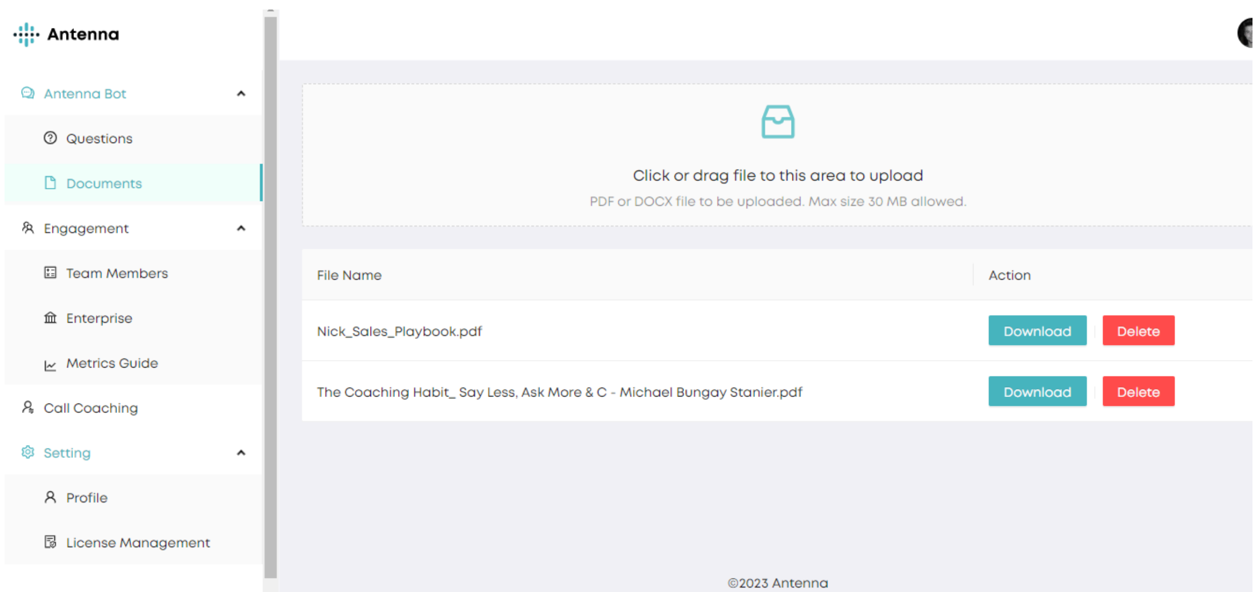
Use Case: Managing Documents in the Documents Section

Preconditions:

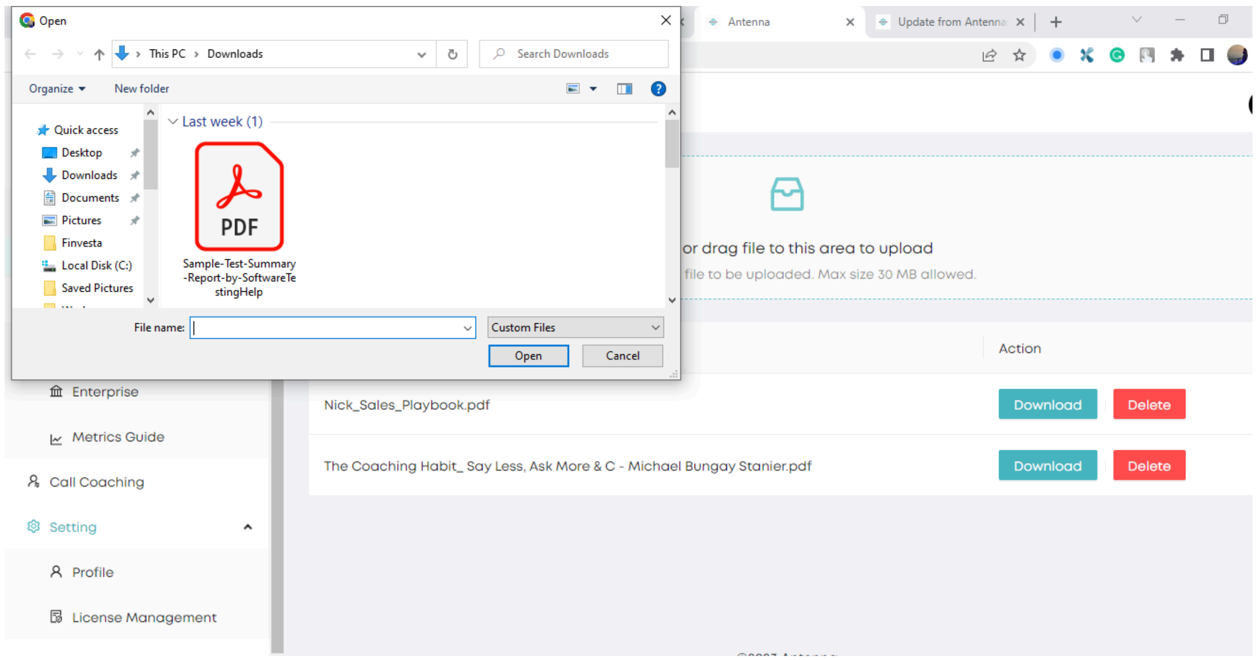
1. The user has access to the Antenna Bot Module and is logged into the system.
2. The user has navigated to the Documents section of the module.

Flow of Events:

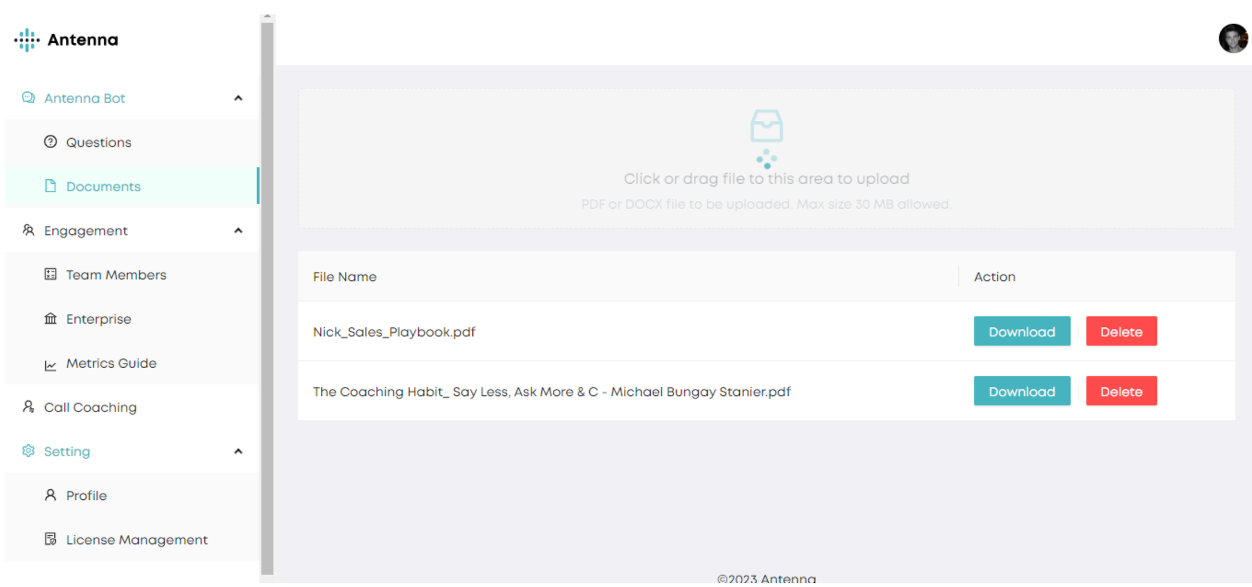
1. The user locates the "Click or drag the file to this area to upload" section within the Documents section of the Antenna Bot Module.



2. The user selects a document file from their computer and drags it to the designated area or clicks to browse and select the file.

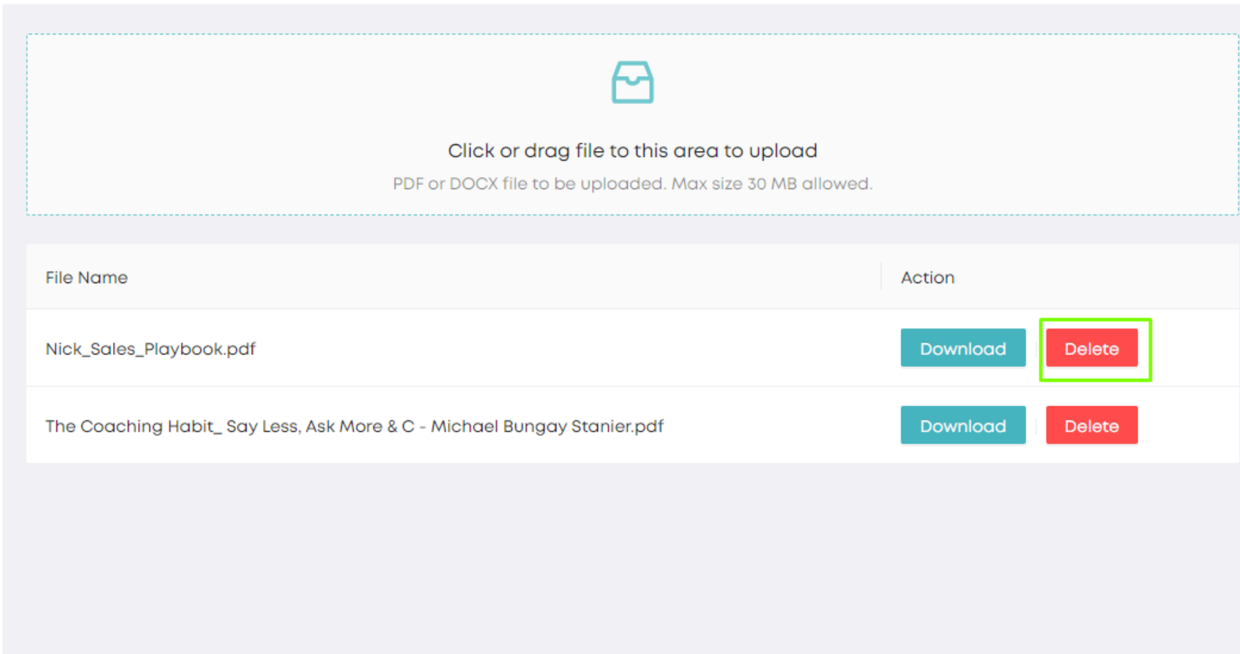


3. The application initiates the upload process, indicating the progress and completion status.



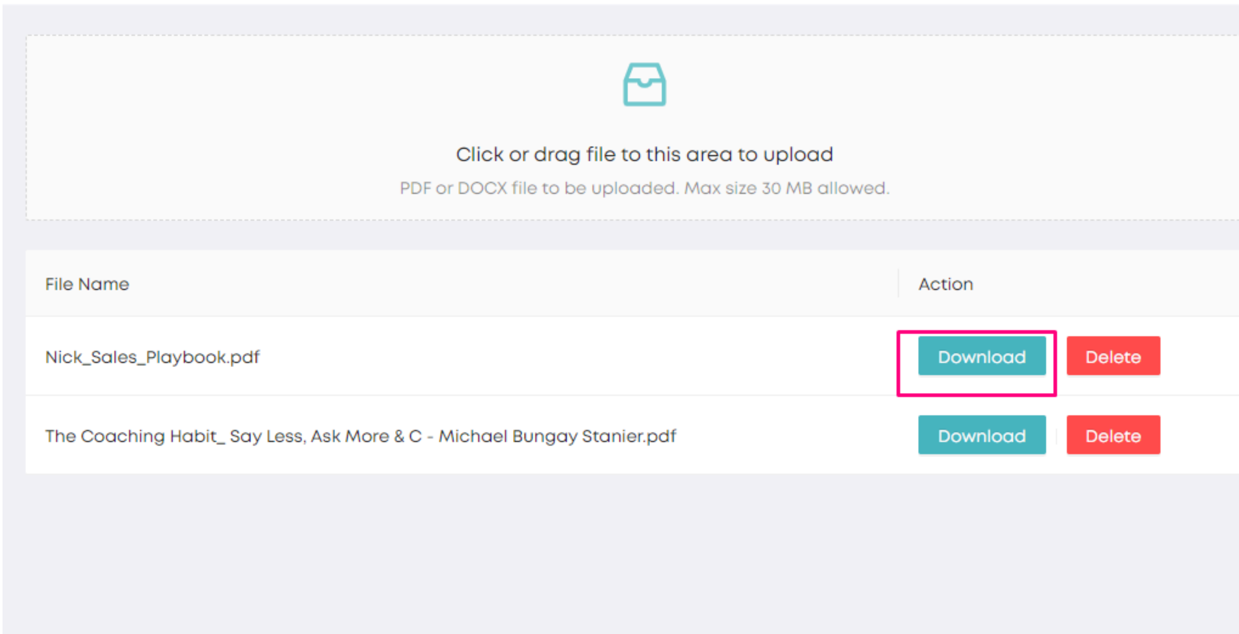
4. Once the upload is complete, the document appears in the list of uploaded documents within the module.

5. To delete a document, the user clicks on the delete button associated with the respective document entry.



6. The application prompts the user to confirm the deletion request.
7. If the user confirms the deletion, the document is removed from the list of uploaded documents.

8. If the user wishes to download a document, they can click on the download button associated with the respective document entry.



9. The application initiates the download process, allowing the user to save the document to their computer or open it directly.
10. The user can repeat the process to upload, delete, or download additional documents as needed.

Postconditions:

1. The user has successfully uploaded a document by dragging and dropping it into the designated area or by browsing and selecting it.
2. The user can view the list of uploaded documents, including their details such as name, file type, and upload date.
3. The user has the ability to delete documents by clicking on the delete button and confirming the deletion request.
4. The user can download uploaded documents by clicking on the download button associated with each document entry.

Setting Module

The Setting module allows users to manage their account and team information.

Profile Section

The Profile section allows users to change their avatar, manage their subscriptions, and update their basic information, including their first name, last name, email address, number of employees, industry, and department.

My Account

Change Avatar: Users can change their avatar by uploading a new image or by selecting an image from the gallery.
Manage Subscription: Users can manage their subscriptions by updating their payment information or by canceling their subscriptions.
Basic Information: Users can update their basic information by entering their first name, last name, email address, number of employees, industry, and department.

My Team

The My Team section lists all of the employees in the user's team. For each employee, the section displays their job title, department, tenure, and start date.

License Management

License Management allows administrators to manage the licenses. This includes viewing a list of all employees and, assigning licenses to employees, and deactivating licenses that are no longer needed.

Use Case: Setting Module - Profile Section (My Account & My Team)

Description:

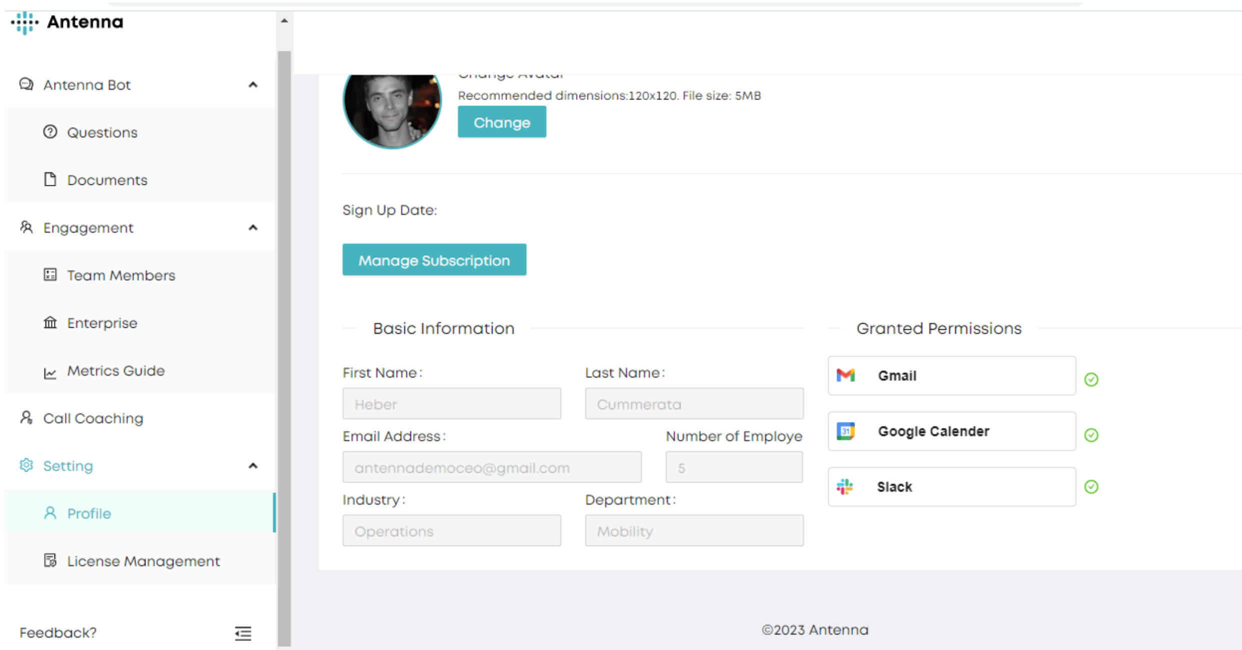
The Setting Module's Profile Section provides users with the ability to manage their account details and access information about their team members. The section is divided into two subsections: "My Account" and "My Team." The "My Account" subsection allows users to modify their personal information, change their avatar, manage their subscriptions, and update basic details such as their first name, last name, and email address. The "My Team" subsection provides a comprehensive view of the user's team members, including their job titles, departments, tenures, and start dates.

Preconditions:

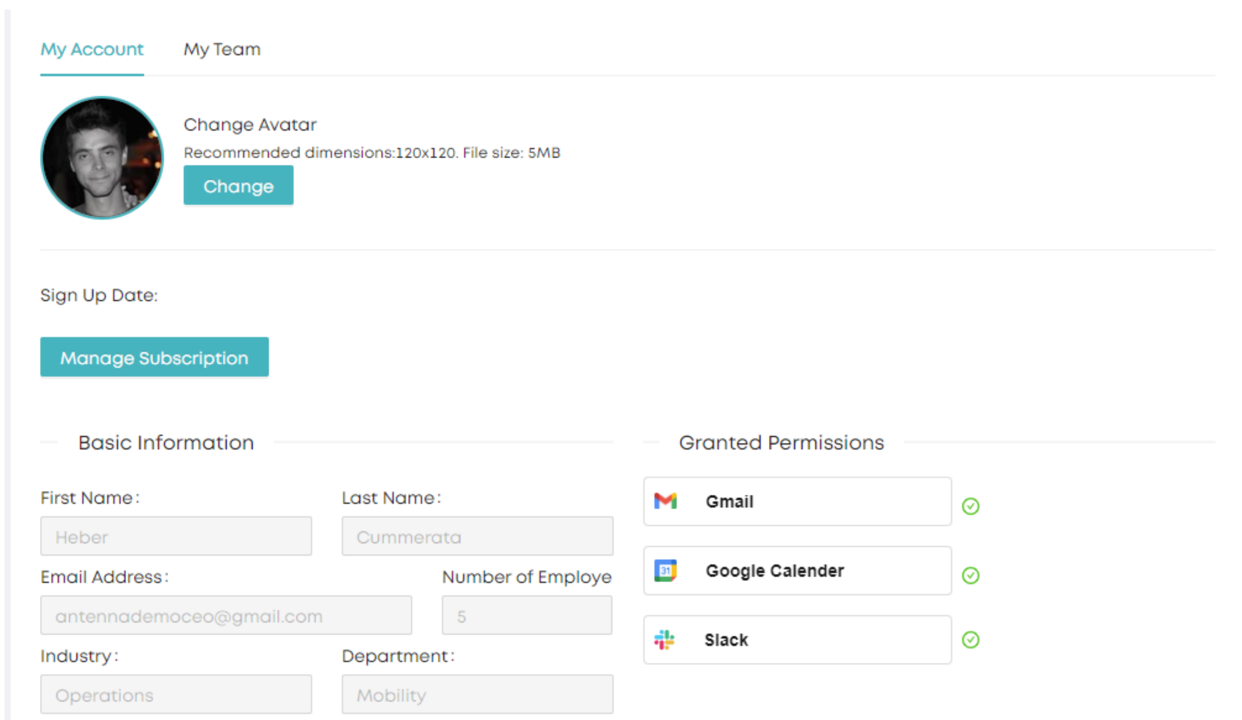
The user must have an active account and be logged into the system.

Main Flow:

1. The user accesses the Setting Module and selects the Profile Section.



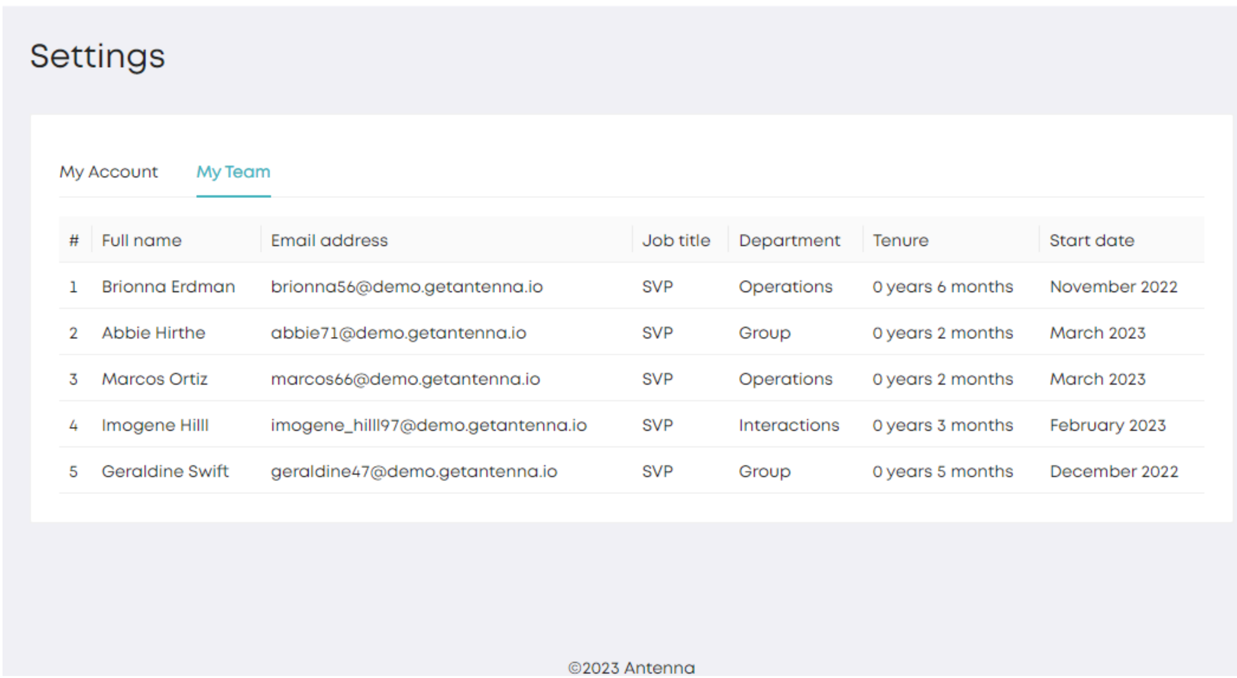
2. The user is presented with two options: "My Account" and "My Team."
3. If the user selects "My Account":



3.1. The system displays the current avatar, personal information, and subscription details.
3.2. The user can choose to change their avatar by uploading a new image.

4. The user can modify their basic information such as first name, last name, and email address.
5. The user can manage their subscriptions, such as upgrading, downgrading, or canceling.

6. Once the user saves any changes, the system updates their account information accordingly.
7. If the user selects "My Team":



   7.1. The system presents a list of team members along with their job titles, departments, tenures, and start dates.
8. The user can navigate back and forth between the "My Account" and "My Team" subsections to make further modifications or view team details.

Use Case: License Management in the Setting Module

Description:

The License Management feature in the Setting Module allows administrators to control access to the platform for individual employees. Administrators can select specific employees and grant or revoke their access to the platform by using the "Allow" button associated with each employee.

Primary Actors:

Administrator: The user with administrative privileges who can manage user licenses and access permissions.

Preconditions:

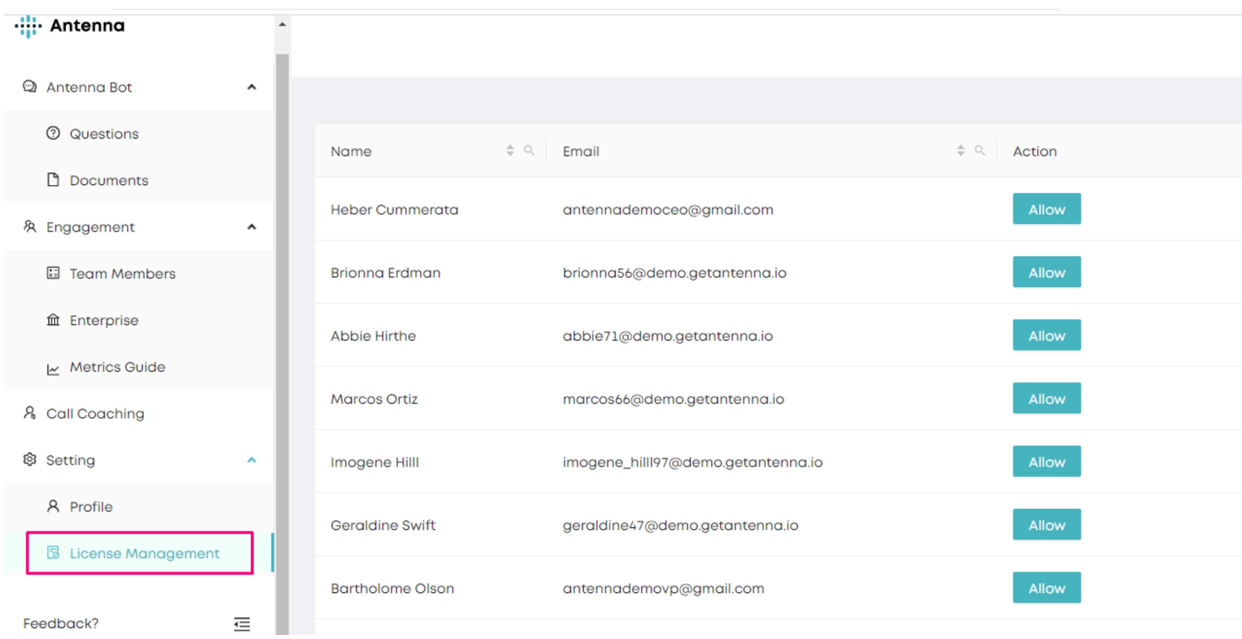
1. The administrator must have appropriate credentials and be logged into the system.
2. The administrator should have the necessary permissions to manage licenses and access.

Postconditions:

1. The selected employee's access to the platform is modified according to the administrator's action.

Main Flow:

1. The administrator accesses the Setting Module and selects the "License Management" option.



2. The system displays a list of employees in their organization, along with their corresponding details.
3. The administrator can scroll through the list to find a specific employee.
4. The administrator identifies the employee for whom access needs to be modified.
5. The administrator locates the employee in the list and observes the "Allow" button associated with them.
6. If the employee does not have access to the platform:

    a. The administrator can click on the "Allow" button to grant the employee access to the platform.
    b. The system prompts the administrator to confirm the action.
7. The administrator can continue to modify access for other employees as needed.