Call Center UI Redesign Style Guide

Font Family: Avenir

- Avenir Heavy
    - Page Header - 45 pt **all-caps**
    - Vertical Nav – 22 pt **all-caps**
    - Card headers – 35 pt
    - Caller Information and Order History content labels - 22 pt
        - Order History: "Order ID" features underline
    - Quick Action Button Text - 22 pt
    - Smart Assist AI Suggestion - 18 pt
    - Smart Assist Result Headers - 28 pt with underline
    - More button - 22 pt
    - Phone Caller Name/Incoming Call – 35 pt
    - Soft Phone time: 28 pt
- Avenir Medium
    - Smart Assist Result Text - 17.5 pt
    - Caller Information and Order History content - 22 pt
        - Order History: "View Items" features underline

Colors

- Dark Blue - #054A91 (site header, quick action buttons, mute button)
- Light Blue - #64AAD7 (vertical nav, soft phone background, some text (see reference images))
- White - #FFFFFF (card background, some text, icons)
- Black - #000000 (some text)
- Light Grey - #F2F2F2 (area behind cards)
- Dark Grey - #707070 (hold button)
- Red - #D00612 (call end button)
- Green - #129D30 (accept call button)