

# Internal Sales and Compensation

Note: Due to security concerns by the company, I cannot provide visuals or discuss this project in detail.

## Overview

I worked as the UX lead on my team which supported an internal sales and compensation tool. A large part of my work was focused on improving the usability of the existing workflow for a specific feature.

## The Problem

The current view of the page was unorganized, displayed unnecessary information, and was out of date. Our stakeholders needed a more concise workflow process for their most frequent actions on this page in order to take action quickly and do their jobs well.

## User Interviews

I conducted user interviews with stakeholders to identify the biggest issues with the current workflow and painpoints when using its features.

## Simplifying the Workflow

The current workflow included unnecessary required steps for the users that provided no functional purpose for the screen's use. I simplified the process to streamline the user's experience on the page. I halved the time it took for users to

complete their tasks bringing it down from 6 steps to perform a popular action to 3 steps.

## Sketches and Wireframes

I sketched out my initial thoughts for a new workflow for the screen and brought them to my team. We met to solidify the direction to take for the new design, eventually deciding to eliminate the search component completely.

## Prototype

I took my ideas and created a first draft prototype for the new screen. Next, I brought it to my team and got feedback from developers on what would be feasible given the current implementation.

## Final Prototype and Demo

I created a fully interactive prototype in Axure RP which featured the new look and workflow of the screen. I led a demo to the stakeholders for final approval and the project was moved to the development stage.

One of the most important changes was that editing for a main table on the page was changed from in-line to a pop up modal with field validation.