



## A Liberty Mutual Company

I worked as the UX lead on my team which supported SalesComp 2.0, an internal sales and compensation tool used by SafeCo Insurance agents.

A large part of my work was focused on improving the usability of the Rejected Transactions feature within SalesComp 2.0.

## The Problem

The current view of the Rejected Transactions screen is unorganized, displays unnecessary information, and is out of date. Our stakeholders need a more concise workflow process for their most frequent actions on this page in order to handle Rejected Transactions quickly and do their jobs well.

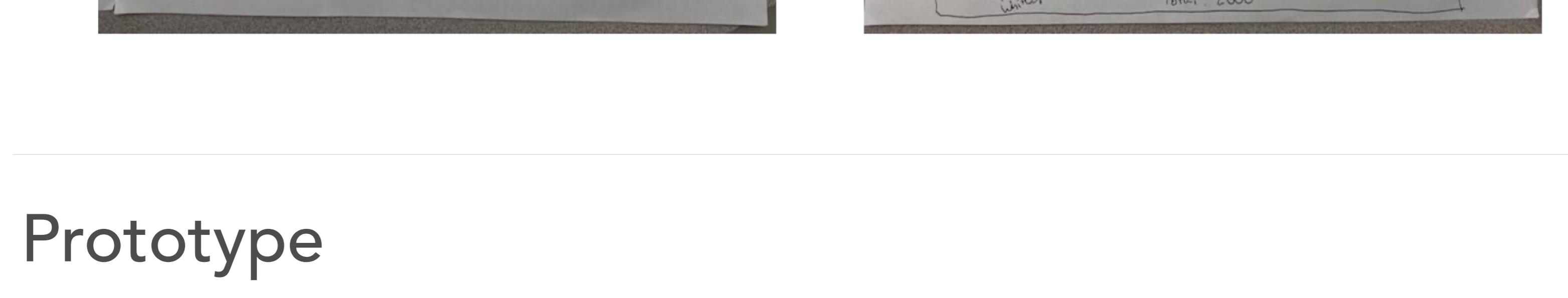
## User Interviews

I conducted user interviews with Comp 2.0 stakeholders to identify the biggest issues with the current workflow and painpoints when using its features.

Old Screen

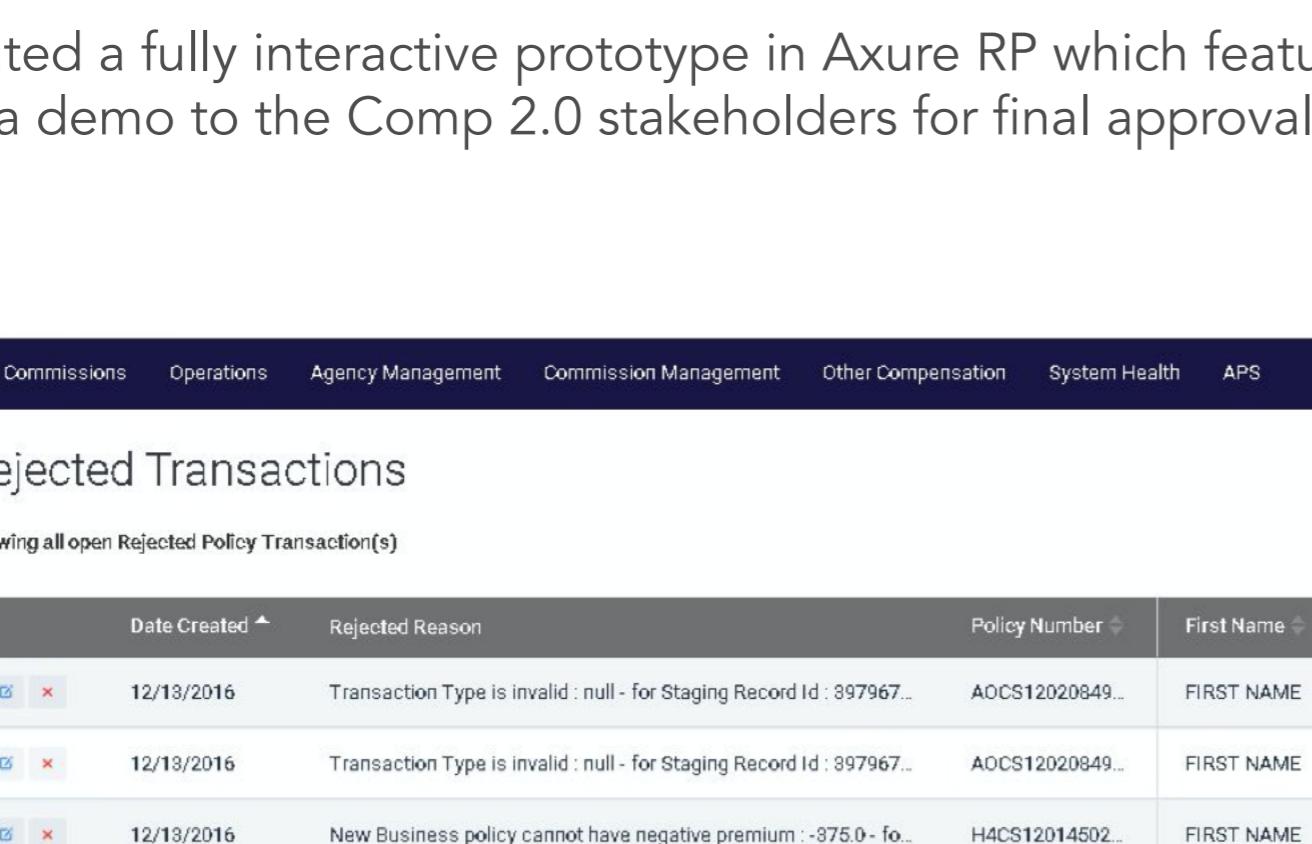
## Simplifying the Workflow

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.



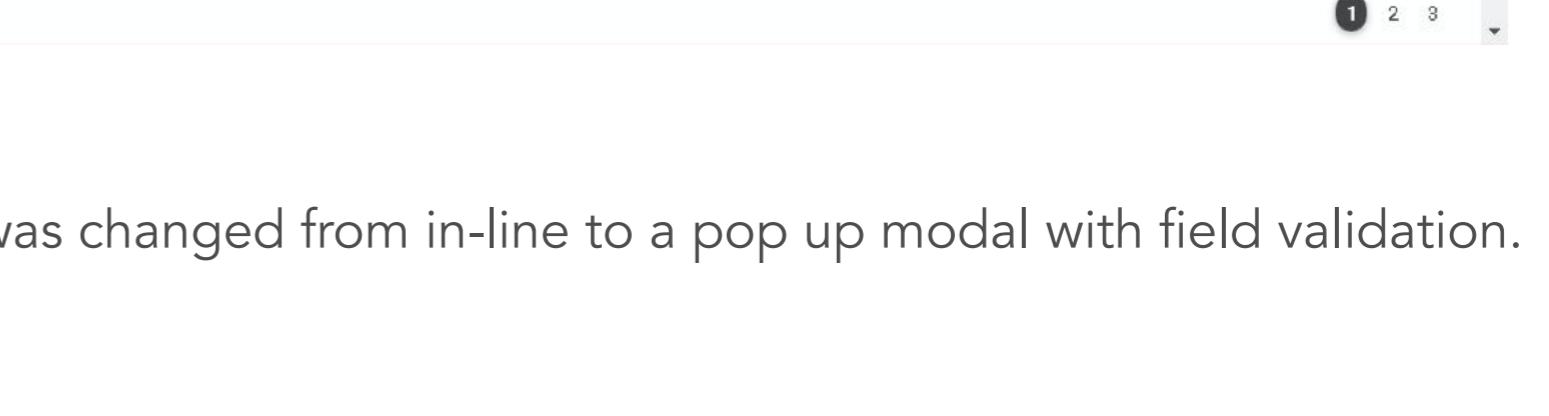
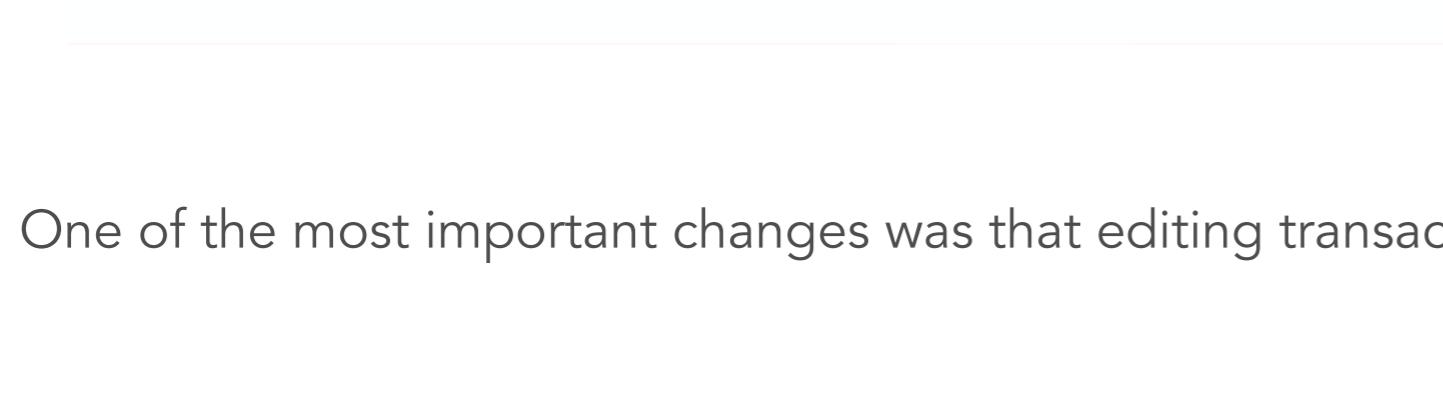
## Sketches and Wireframes

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 Rejected Policy Transactions 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 Comp 2.0 stakeholders for final approval and the project was moved to the development stage.

