A Axure interactive prototype

For topic CUSTOMER SUPPORT SOFTWARE FOR FREELANCERS.

Detailed description.

1. **Homepage:**
   * Create a page titled "Homepage."
   * Add a clear and concise title, such as "Customer Support for Freelancers."
   * Design a header with navigation links (e.g., Dashboard, FAQ, Support, Profile), a search bar, and a call-to-action button for getting in touch with customer support. Define interactions for the navigation links.
2. **User Registration/Sign-In:**
   * Create separate pages for user registration and sign-in processes.
   * Include form fields for name, email, password, and profile information. Define interactions for form submissions and validation messages.
3. **Dashboard:**
   * Create a page titled "Dashboard."
   * Include features like account information, support tickets, FAQs, and notifications. Define interactions for accessing each of these features.
4. **Support Ticket System:**
   * Create a page for freelancers to submit support tickets.
   * Include form fields for issue description, priority level, and file attachments. Define interactions for submitting a ticket.
5. **Ticket List:**
   * Design a page titled "Ticket List."
   * Allow freelancers to view a list of their submitted support tickets. Include information about ticket status and response times. Define interactions for selecting and viewing individual tickets.
6. **FAQ Section:**
   * Create a page for the FAQ section.
   * Include a list of frequently asked questions. Implement search functionality and interactions for expanding and collapsing FAQ entries.
7. **Live Chat Support:**
   * Develop a page for the live chat feature.
   * Create a chat interface with message input and response display. Implement interactions to simulate real-time messaging between freelancers and support representatives.
8. **Knowledge Base:**
   * Create a page for the knowledge base or help center.
   * Include articles and guides related to common issues and solutions. Implement a search feature and interactions for accessing and reading articles.
9. **Profile Management:**
   * Design a page for freelancers to manage their profiles.
   * Include form fields for updating contact information and notification preferences. Define interactions for making profile updates.
10. **Notification Center:**
    * Create a page for managing notifications.
    * Include a list of notifications and interactions for marking them as read or accessing more details.
11. **Feedback and Ratings:**
    * Design a page for freelancers to provide feedback and ratings.
    * Include interactive elements for submitting feedback and ratings. Define interactions for rating and providing comments.
12. **Settings:**
    * Create a page for account settings.
    * Include options to customize account preferences, language, and security settings. Implement interactions for adjusting these settings.
13. **Logout:**
    * Design a page with a logout option.
    * Define an interaction for logging out, which should return users to the sign-in page.
14. **Testing and Interactions:**
    * Define interactions and transitions to simulate user actions, such as button clicks, form submissions, and pop-up dialogs.
15. **Usability Testing:**
    * Conduct usability testing by inviting potential users to interact with the prototype and gather feedback on the user experience.
16. **Feedback Collection:**
    * Include a feature for collecting feedback from users within the prototype, such as a feedback form or a "Was this helpful?" option.