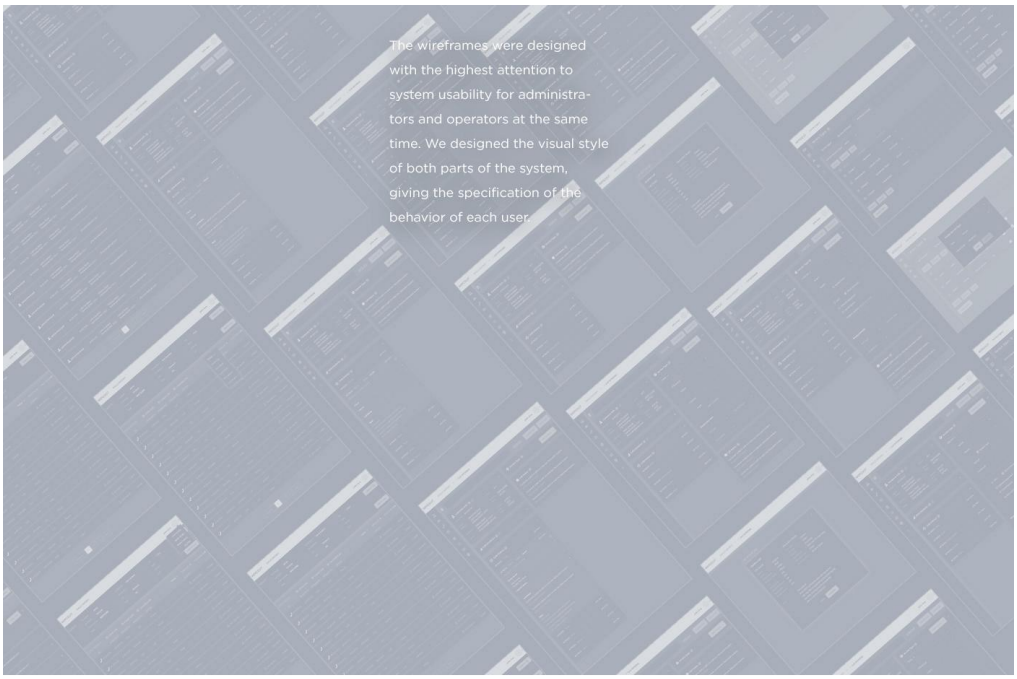
Wipeout

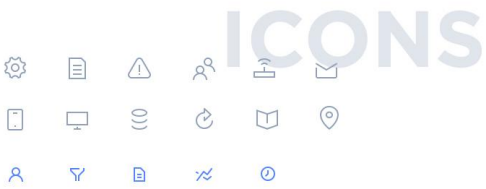
Wipeout - it's a fully self-contained product for call centers with flexible configuration of operators number, services and reports. The main purpose was to make functional and clear product. And we did it.

01 Data Model

In the development process, we tried several scenarios of user behavior and divided the system into two parts. Administrator and Operator. We had an idea of a component or layout, which we have tried on all screens at the same time

02 Wireframes

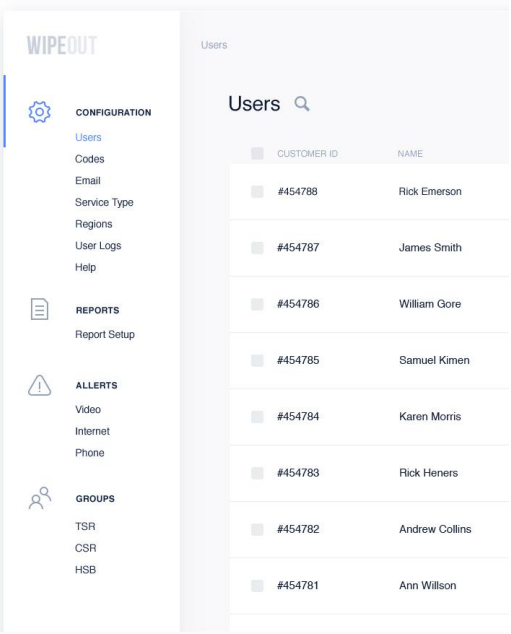


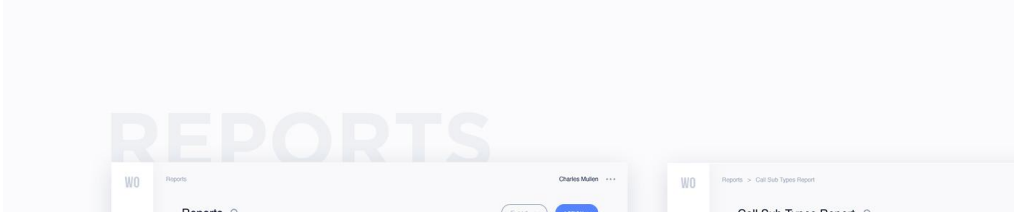


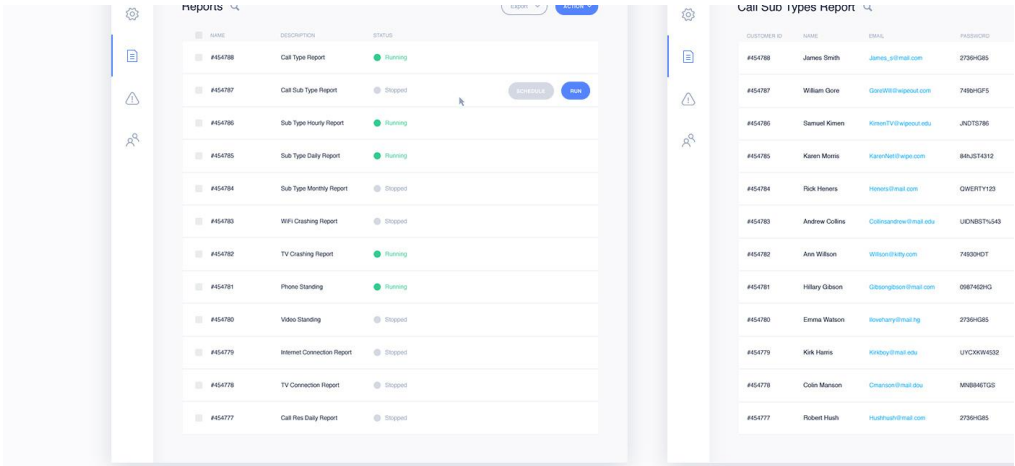
03

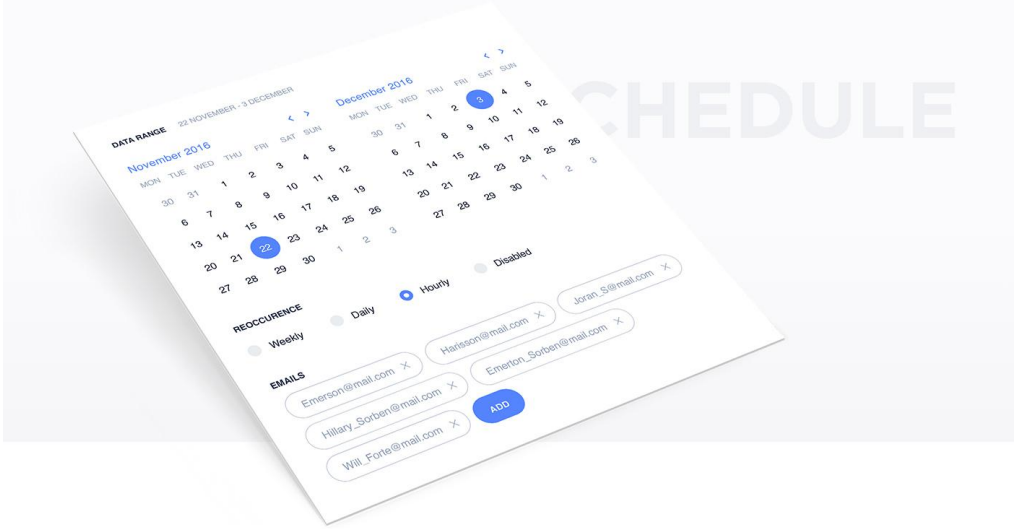
Admin Interface

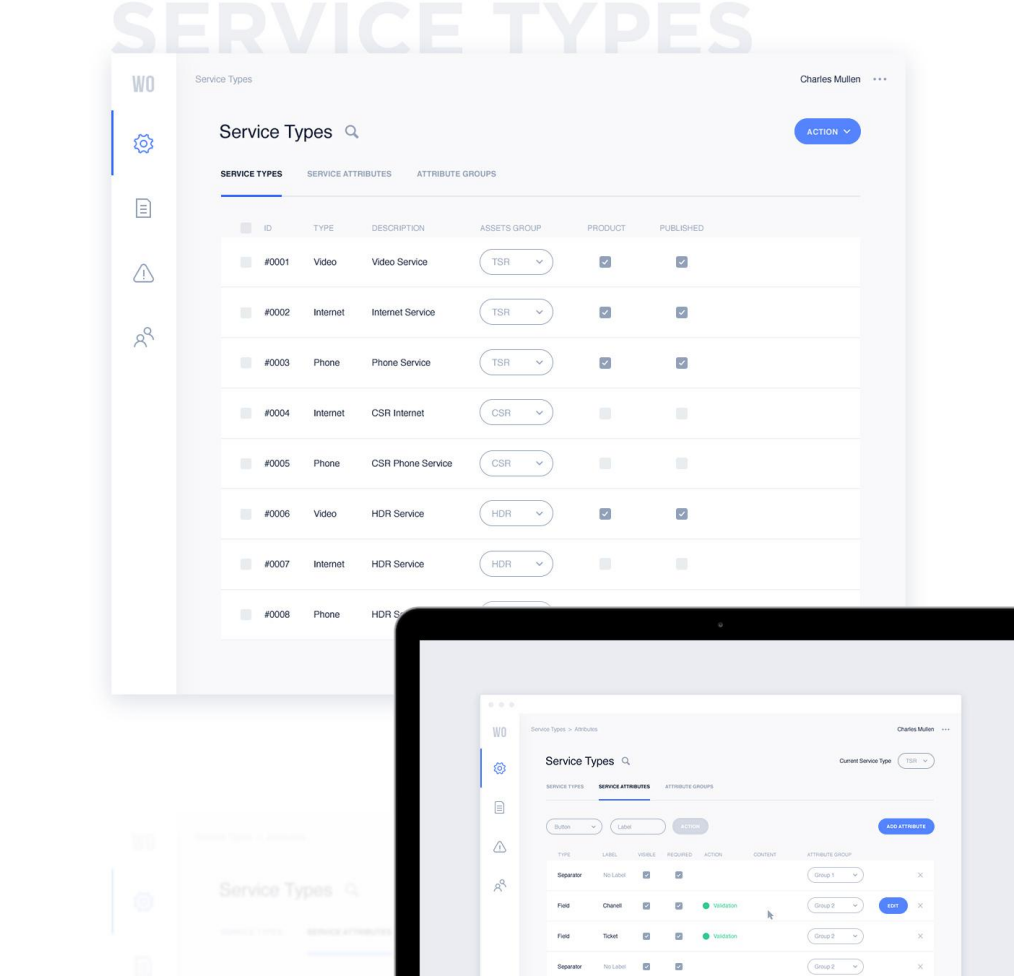
The main principle of the admin interface design was simplicity and unification that makes it simple to expand and edit the interface in the part of the administrator and operator.

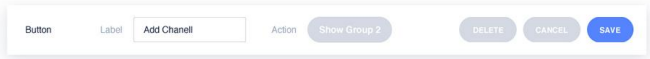


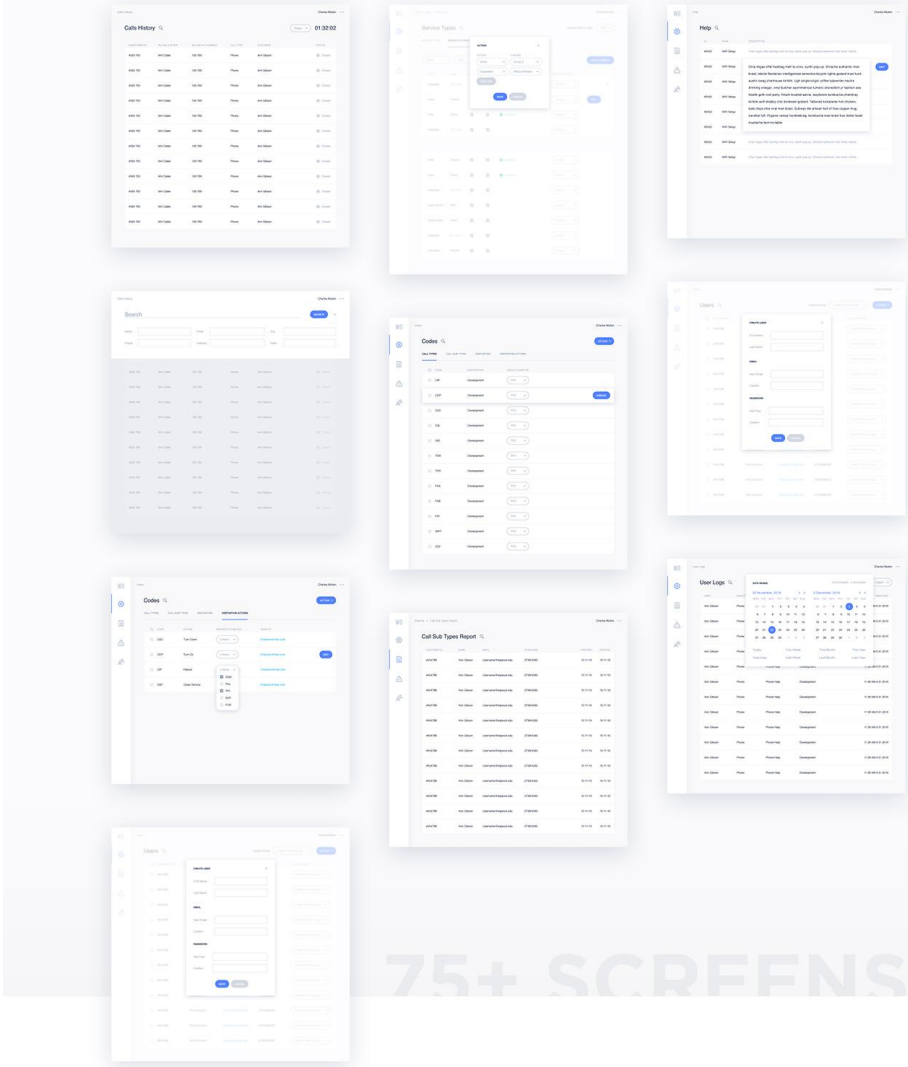


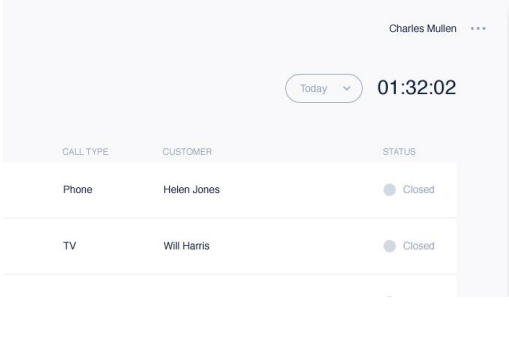

Reports
Call Sub Types Report


SCHEDULE
DATA RANGE
22 NOVEMBER - 3 DECEMBER
November 2016
December 2016
REOCCURENCE
Weekly
Daily
Hourly
Disabled
EMAILS
Emerson@mail.com
Hillary_Sorben@mail.com
Will_Forte@mail.com
Harisson@mail.com
Emerton_Sorben@mail.com
Joran_S@mail.com
ADD


SERVICE TYPES
Service Types
Charles Mullen
Service Types
ACTION
SERVICE TYPES
SERVICE ATTRIBUTES
ATTRIBUTE GROUPS
ID
TYPE
DESCRIPTION
ASSETS GROUP
PRODUCT
PUBLISHED
#0001 Video Video Service TSR
#0002 Internet Internet Service TSR
#0003 Phone Phone Service TSR
#0004 Internet CSR Internet CSR
#0005 Phone CSR Phone Service CSR
#0006 Video HDR Service HDR
#0007 Internet HDR Service HDR
#0008 Phone
Service Types > Attributes
Current Service Type
ADD ATTRIBUTE
Separator
Field Chanell
Field Ticket
EDIT



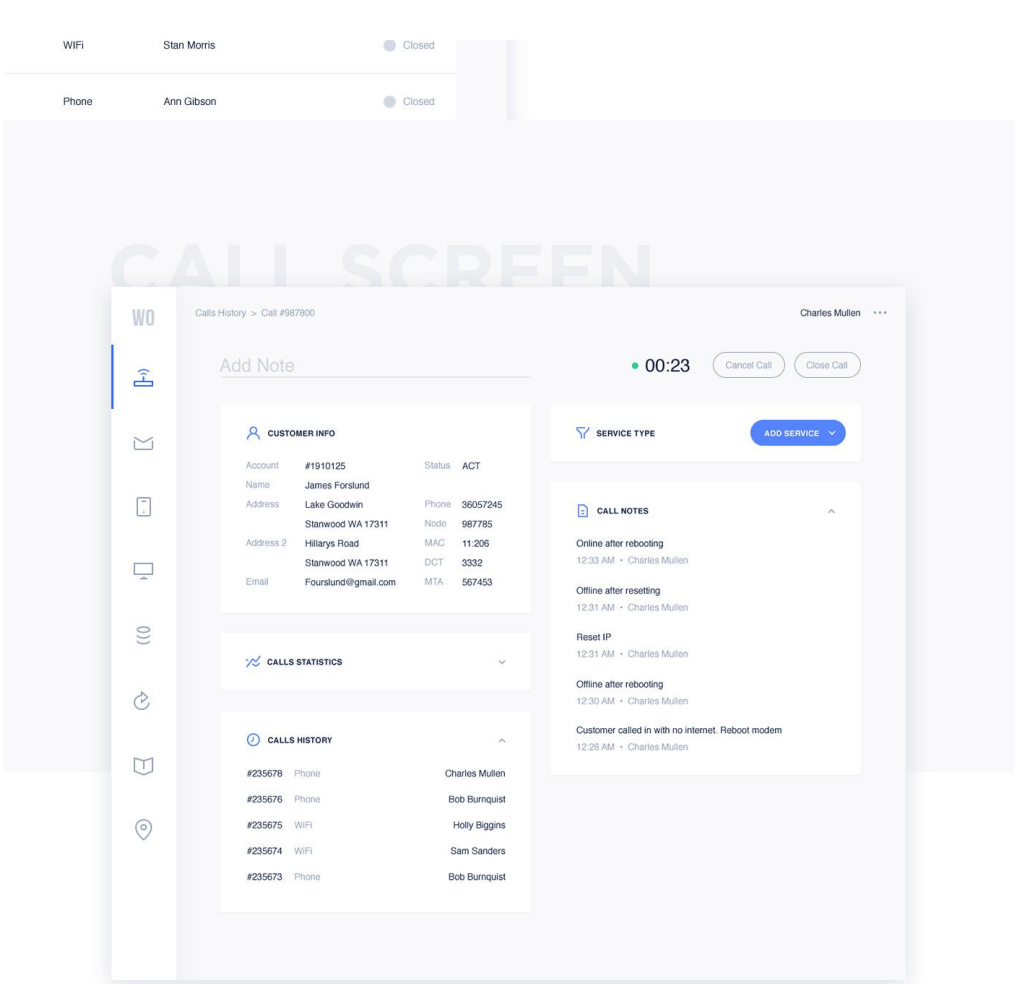




04

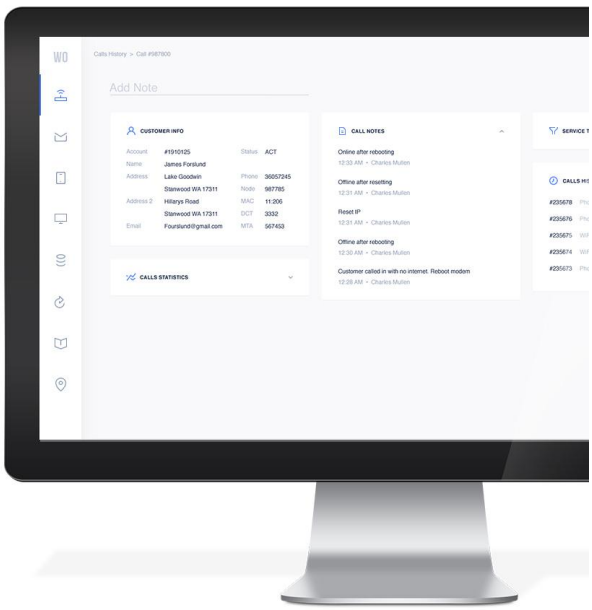
Operator interface

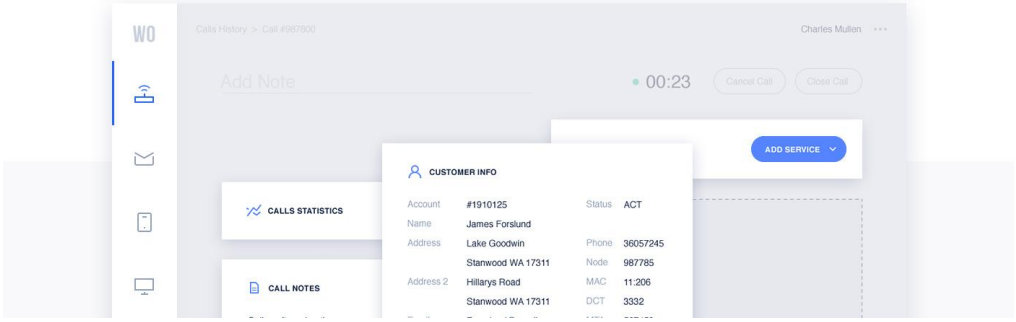
The operator interface is implemented with the ability to work both with online calls and closed user requests, considering the convenience of tracking stories and statistics. Also the design is completely responsible

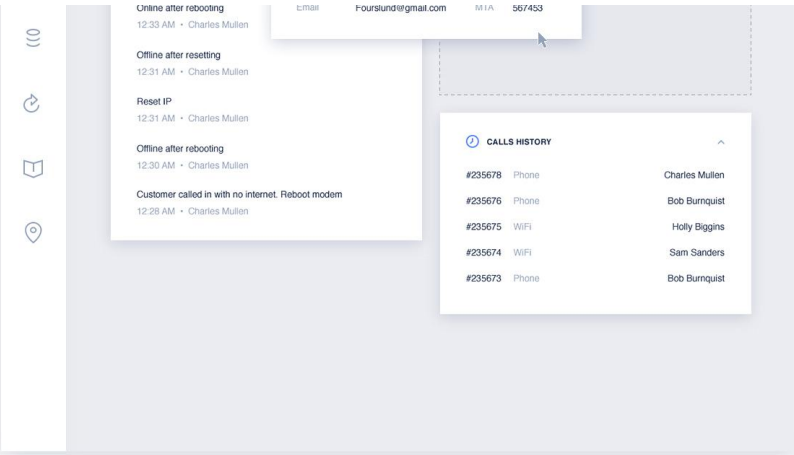


Fully Customizable

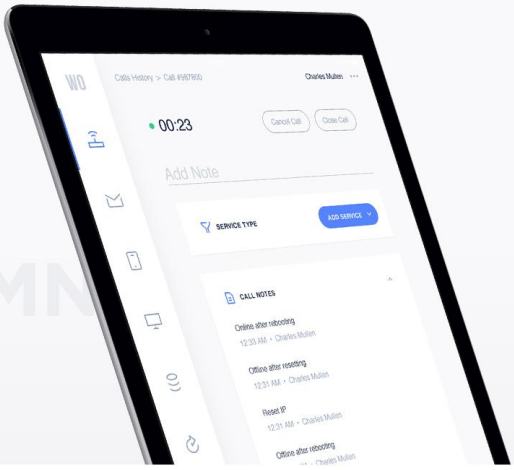
One of the main advantages of the service is customizable and editable interface for each individual operator based on personal preferences. Thus, the operator also becomes a participant in the creation of design

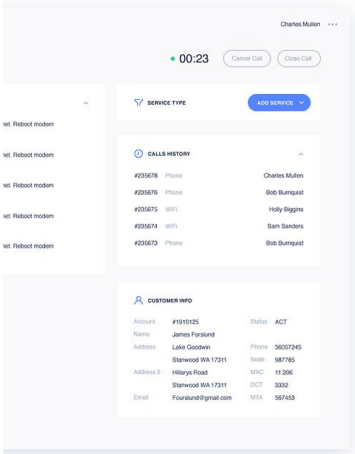


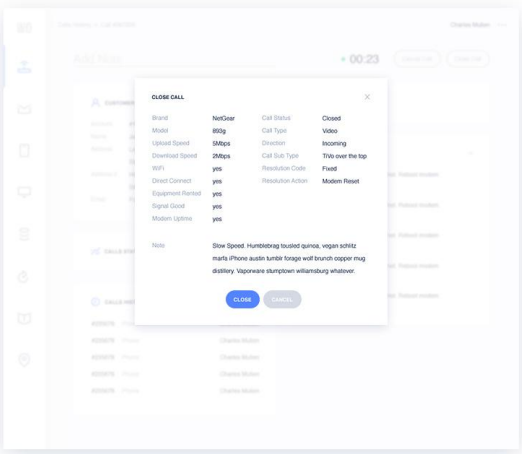
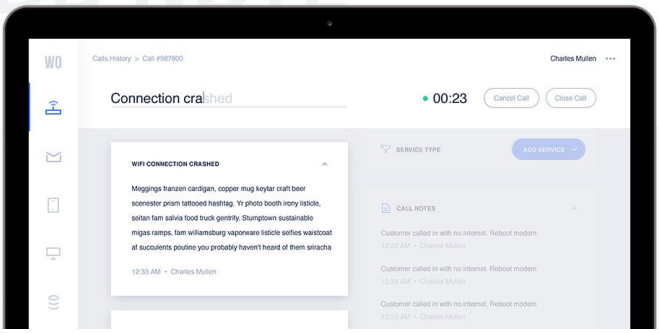




ONE COLUMN







ADD NOTE