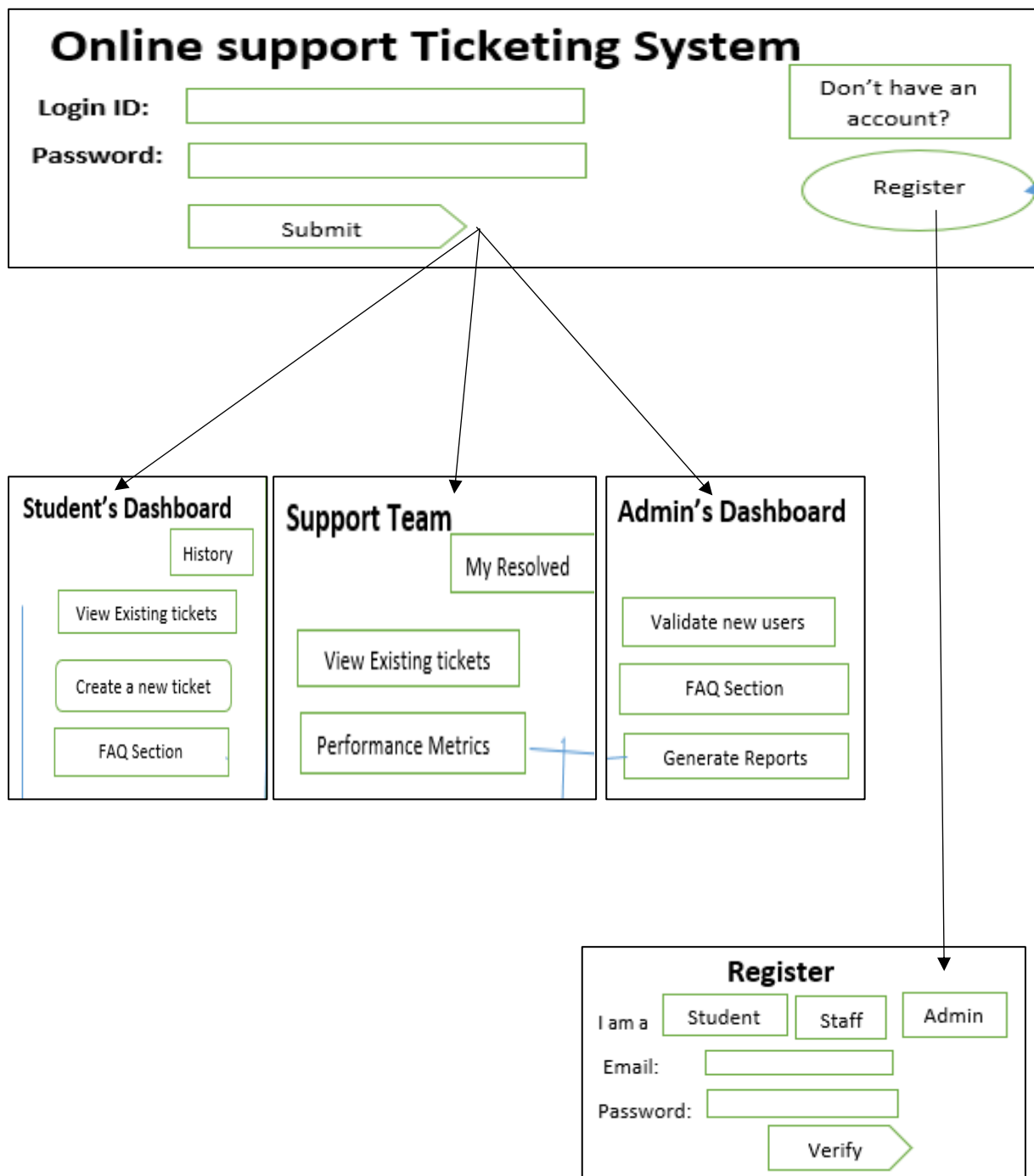


## MILESTONE-2

### User Interfaces

#### ❖ Low-Fidelity Wireframes for the Identified User Stories



**Existing Tickets**

**FAQ Section**

**Performance Metrix**

Table

Graphical Representation

**Reports of Support Staff**

Work Analysis

## ❖ Usability Design Guidelines & Heuristics

### Effectiveness:

- Provide clear and concise instructions for creating and managing support tickets.
- Allow users to easily find and view their existing support tickets.
- Ensure that support staff have access to all necessary information to address support tickets in a timely and effective manner.
- Allow users to provide feedback on the effectiveness of support responses and the resolution of their issues.
- Ensure that the support staff can respond to support tickets promptly and accurately, by providing them with the necessary tools and resources.
- Prioritize support tickets based on the popularity and urgency of the concerns or queries, so that the most pressing issues are addressed first.
- Provide support staff with a way to track the status of support tickets, so they can ensure that all support tickets are addressed in a timely and effective manner.

### **Efficiency:**

- Provide a search function to allow users to quickly find similar support tickets and avoid creating duplicates
- Use automation to help streamline the support process and reduce the workload on support staff
- Allow support staff to easily categorize and prioritize support tickets to improve efficiency
- Provide keyboard shortcuts and other time-saving features to improve efficiency for power users
- Design the system to be quick and easy to use, with minimal steps required to create and respond to support tickets.
- Allow users to quickly search for existing support tickets or FAQs, to avoid duplicating support tickets or wasting time on questions that have already been answered.
- Provide support staff with tools to automate repetitive tasks, such as categorizing and tagging support tickets.

### **Safety:**

- Ensure that user data is kept secure and that privacy policies are clearly communicated to users
- Provide clear warnings and confirmation messages before performing actions that could have serious consequences, such as deleting a support ticket
- Implement measures to prevent fraud and abuse, such as CAPTCHA verification for creating support tickets
- Ensure that the system protects user privacy and sensitive information, by requiring secure login credentials and using appropriate encryption and security protocols.
- Provide users with clear instructions and warnings when performing potentially risky actions, such as deleting support tickets or updating sensitive information.
- Provide support staff with tools to identify and remove inappropriate content, such as spam or abusive messages.

### **Learnability:**

- Use a simple and consistent design to reduce the learning curve and help users quickly understand how to use the system
- Provide tutorials, tooltips, and help icons to guide users through the system

- Conduct user testing to identify areas of the system that are difficult to understand or use, and make improvements based on user feedback
- Provide a FAQ section that is easy to access and search, and that is regularly updated based on common support tickets and user feedback
- Design the system to be intuitive and easy to use, with clear labels and instructions that guide users through the support ticket creation process.
- Provide users with access to contextual help and documentation, such as tooltips, pop-ups, or a searchable FAQ section.
- Allow users to experiment with the system without fear of making irreversible mistakes, by providing undo and redo features.

### **Memorability:**

- Use clear and concise language and labels to help users remember how to use the system
- Provide a history of support tickets and responses so that users can easily refer back to previous interactions
- Use consistent design patterns and navigation to help users remember how to use the system
- Use visual cues, such as icons and colors, to help users remember the meaning of different actions and elements in the system
- Design the system to be memorable and easy to use, by using consistent design elements, such as color schemes, fonts, and icons.
- Use clear and concise language and instructions that are easy to remember and understand, so users don't have to rely on external documentation or help.
- Provide users with tools to easily save and retrieve support tickets or frequently asked questions, such as bookmarking or a favorites list.