FINAL DESIGN

Taking our learnings from parallel prototyping and considering edge case scenarios. Smaller segmented controls that are scalable in accordance with our design system Data tables which are clear, scalable and lessen cognitive load Clarity in user action while meeting engineering

constraints





Teams



Resources

- How to create teams in PagerDuty
- · Permissions and user roles
- Standard and Enterprise Permissions and user roles

Incidents

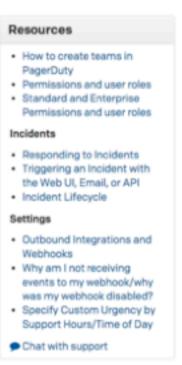
- · Responding to Incidents
- Triggering an Incident with the Web UI, Email, or API
- Incident Lifecycle

Settings

- Outbound Integrations and Webhooks
- Why am I not receiving events to my webhook/why was my webhook disabled?
- Specify Custom Urgency by Support Hours/Time of Day
- Chat with support

Teams

W			
Number of Subteams	Number of Users	Actions	
12	12	•	
4	20	•	
3	8	0~	
	4	4 20	4 20 💇





Incidents

Alerts

Configuration ▼

Analytics ▼

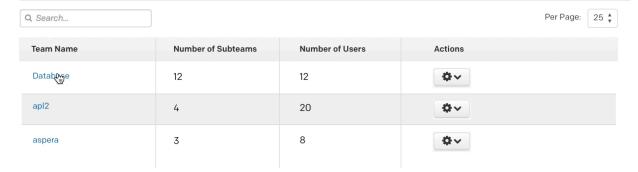
Command Console





All Teams

Teams



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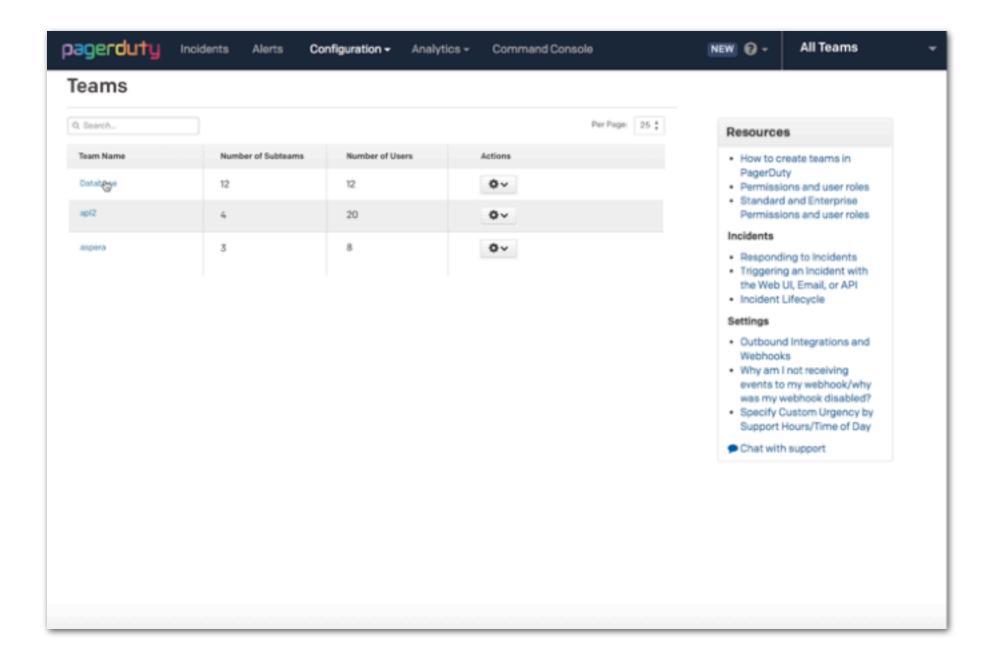
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Data tables which are clear, scalable and lessen cognitive load

Clarity in user action while meeting engineering constraints



Final designs validated with user testing sessions

Success metrics included increased number of clicks (by 20%) for segmented controls on Pendo (analytics tool)

13% increase of feature usage against previous design over multivariate testing.

Qualitative surveys validated improvement from previous design, and pitched design to our Product Manager, adopted by the team for product roadmap

Estimated to ship mid-October