



Pros:

Segmented controls are a familiar design pattern for organizing different kinds of information.

Cons:

Admins were confused when selecting multiple users, but only being able to add one.

The two data tables in the "subteams and parent team" view cause cognitive overload with admins not being able to focus on two tables at the same time

Visual dissonance with segmented controls taking up the whole screen

Inconsistencies with data table - breaks down in edge case scenarios, lack of search bar in one control, but is present in the other. User selection in one data table, but not the other.

Database Team

 Settings[/ US Executive Branch](#) / [/ Education](#) / Database Team

Subteams

Users

Schedules

Escalation Policies

Services

+ Add Users

 Remove Users

Database Team

Subteams


All Teams

Users in Database Team

Per Page:

10



<input type="checkbox"/>	Name ▾	E-mail	Team Role
<input checked="" type="checkbox"/>	Chris Bosh	chrisbosh@gmail.com	 Observer ▾
<input checked="" type="checkbox"/>	Peyton Manning	manning@gmail.com	 Observer ▾
<input type="checkbox"/>	Chris Paul	alexsmith@gmail.com	 Observer ▾
<input checked="" type="checkbox"/>	Chris Bosh	chrisbosh@gmail.com	 Observer ▾
<input checked="" type="checkbox"/>	Peyton Manning	manning@gmail.com	 Observer ▾
<input type="checkbox"/>	Chris Paul	alexsmith@gmail.com	 Observer ▾

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



Database Team

 Settings[/ US Executive Branch](#) / [Education](#) / Database Team

Subteams

Users

Schedules

Escalation Policies

Services

+ Add Users

Remove Users

Database Team

Subteams

All Teams

Users in Database Team



Per Page:

10

⬆

<

>

<input type="checkbox"/>	Name ▾	E-mail	Team Role
<input checked="" type="checkbox"/>	Chris Bosh	chrisbosh@gmail.com	 Observer ▾
<input checked="" type="checkbox"/>	Peyton Manning	manning@gmail.com	 Observer ▾
<input type="checkbox"/>	Chris Paul	alexsmith@gmail.com	 Observer ▾
<input checked="" type="checkbox"/>	Chris Bosh	chrisbosh@gmail.com	 Observer ▾
<input checked="" type="checkbox"/>	Peyton Manning	manning@gmail.com	 Observer ▾
<input type="checkbox"/>	Chris Paul	alexsmith@gmail.com	 Observer ▾

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

Database TeamSettings

/ [US Executive Branch](#) / [Education](#) / Database Team

- Subteams
- Users
- Schedules
- Escalation Policies
- Services

+ Add Users

Remove Users

Database Team

Subteams

All Teams

Users in Database Team

Per Page: 10 < >

<input type="checkbox"/>	Name	E-mail	Team Role
<input checked="" type="checkbox"/>	Chris Bosh	chrisbosh@gmail.com	<div>Observer</div>
<input checked="" type="checkbox"/>	Peyton Manning	manning@gmail.com	<div>Observer</div>
<input type="checkbox"/>	Chris Paul	alexsmith@gmail.com	<div>Observer</div>
<input checked="" type="checkbox"/>	Chris Bosh	chrisbosh@gmail.com	<div>Observer</div>
<input checked="" type="checkbox"/>	Peyton Manning	manning@gmail.com	<div>Observer</div>
<input type="checkbox"/>	Chris Paul	alexsmith@gmail.com	<div>Observer</div>

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

Pros:

Segmented controls are a familiar design pattern for organizing different kinds of information.

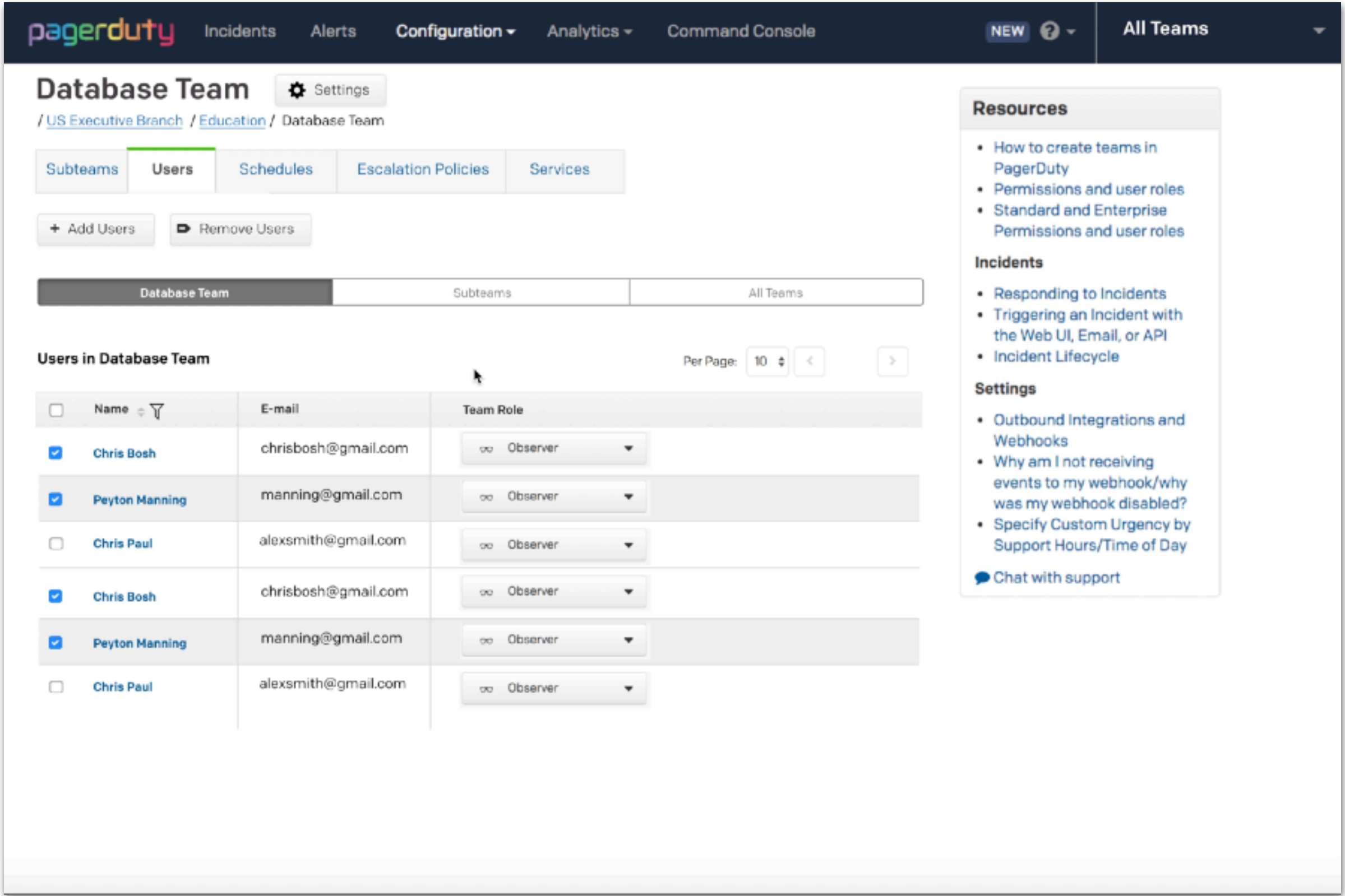
Cons:

Admins were confused when selecting multiple users, but only being able to add one.

The two data tables in the “subteams and parent team” view cause cognitive overload with admins not being able to focus on two tables at the same time

Visual dissonance with segmented controls taking up the whole screen

Inconsistencies with data table - breaks down in edge case scenarios, lack of search bar in one control, but is present in the other. User selection in one data table, but not the other.



Pros:

Segmented controls iterated upon to be a contextual switcher, rather than a screen covering distraction

Data tables clearly show team hierarchy in all scenarios, including the combined sub teams and parent team view

Search function is consistent across all segmented views

Cons:

Admins were still confused when selecting multiple users, important and fixable issue.

Admins can only change a user's base role from the parent team feature

