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| A close up of a logo  Description generated with very high confidence |  | |
| Add Issues in your environment banner to Simplified View homepage | |
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## Figma

[Simplified View - admin homepage - issues in your environment banner](https://www.figma.com/file/DTnscWcDSbzG9KMUk530II/Service-health%3A-Notifications?type=design&node-id=5296-44&mode=design)

## Overview

Today an admin can choose between three views for their Microsoft 365 admin center homepage: Dashboard view (default for orgs with 25 or more users), Simplified view (default for orgs with less than 25 users), and Health.

A screenshot of a computer

Description automatically generated

When a customer has an "Issue in your environment" notification, we display a prominent banner on the Dashboard view and on the Health view. But we don’t show it on the Simplified view (yet). We need to add the notification surface to ensure these customers are not left out.

## Business Justification

When customers take action on “Issues in your environment that require action” notifications, they avoid preventable problems. This helps increase their satisfaction with Microsoft 365 and reduces calls to Microsoft support. Approximately 20% of admin center active users are in Simplified Mode. By adding this banner, we can reach those users.

## Scenarios

**Scenario #1 An admin sees a notice informing her that she needs to take action**

Logging into the M365 admin center, Adele Vance, a small business owner, sees a notice at the top of the page informing her that she needs to take action to address an issue detected in her environment.

A screenshot of a computer

Description automatically generated

Notification banner will appear in the yellow area (final design TBD)

She clicks a link in the banner to view details. The issue detail pane appears on the right side of the screen [this behavior is identical to the current behavior of this feature on the Health view or the Dashboard view].

**Scenario #2 The admin dismisses the notification**

A day after she has taken action on the notification, Adele notices the banner is still showing up on her homepage[[1]](#footnote-2). She clicks the X on the banner in order to dismiss it and unclutter her homepage. The banner no longer appears for this notification on the Simplified View. [This dismiss capability is already implemented on the Health view and the Dashboard view]. The notification also disappears from all homepage views (traditional dashboard and health view).

## Figma designs

Here are [the approved designs](https://www.figma.com/file/DTnscWcDSbzG9KMUk530II/Service-health%3A-Notifications?type=design&node-id=5296-44&mode=design) for the banner - contact Ginah Oak with any questions

## Functional Requirements

**Display:** The CMA authoring tool used to create “Issues in your environment” notifications has a checkbox called “Show on home page.” The banner should only be displayed if this box is checked (this is the same behavior already in place for the traditional homepage view (Dashboard).

**A screenshot of a computer

Description automatically generated**

**Logging:** The loading of the banner, the act of clicking for details (loading of the issue details pane), and the dismissal of the banner, should be recorded as it is done on the Health view and the Dashboard view, so that it can feed into our activity dashboards. A new source should be stored (appended to the code that opens the issue details pane) so we can differentiate between clicks originating from Simplified view vs Dashboard view vs Health view.

Note: Mark Trevino is an expert in this area and can provide direction on the name of the new source and help get it added to our usage dashboards

**Translation:** The machine translation of the notification title into the user’s local language may occur, depending on the user’s setting in the service health page. This should behave exactly as on the Health view and the Dashboard view.

## Measurement

Apart from the work described under “Logging” in the functional requirement section of this doc, no other measurement work is required for this feature.

## Goals

* Increase the percentage of customers who see the title of, click to view, and complete the action for “Issues in your environment” messages – especially among small org sizes (less than 25 users)

## Partners and Dependencies

* Amplify team: Vanessa Marques owns the simplified view page. Her manager Paty Carlos has signed off on the Figma designs for how this feature is implemented.

1. Some of these notifications disappear after the customer acts, but simply remain active for 7 days by default [↑](#footnote-ref-2)