**Unit 3 Assignment Project**

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**Project Definition**

The Assignment Topic that I have chosen for this unit is the Call Center Dashboard. This should display call duration, whether the call was handled by a person or a team, and sales targets. As an added detail, this dashboard could also display the number of callers waiting in the queue.

The Dashboard should have a clean, and consistent layout that is detail-oriented. With important information easily identifiable. This dashboard should use layout tools like design language and heuristics mapping to understand what the user will be guided towards, and how to further optimize this experience. Primary users should be workers at call centers as they would be most benefited from a streamlined experience. Stakeholders may include the company managing the employees using the platform, those waiting in the queue, those calling in and connecting with the operators, and those that are impacted by average call times. This is because the purpose of this new and revitalized dashboard would be to cut down operator management time, and to increase the ratio of on-call time to menu navigation time.

**Requirements Collection**

The following questions to be asked of potential users are formulated to assist in collecting requirements:

* How much customization would you require for the interface? How much would you like?
* Do you have an impairment that may affect how you use the dashboard?
* What kinds of information would you like displayed on the page?
* Would statistics such as call duration and queue time be helpful to display?
* How much anonymity would you like in your clients with respect to operators? Should operators have access to information such as client names?
* Should external resources such as helpdesks be linked in this dashboard?
* How much data should be on screen at once?

**Requirements Document**

**Functional requirements**

Functional requirements detail how the dashboard works. For instance, functional requirements for this dashboard include elements like how the data within the dashboard needs to be displayed; how a client or employee will operate within the dashboard.

**Information requirements**

Informational requirements detail exactly what data the dashboard should process. For this part, contents detailed should be aspects such as the types of data the dashboard should display, as well as what kinds of data the dashboard should work with. How should the dashboard display the data?

**Hardware requirements**

Listed here should be the specifications of hardware that the dashboard is expected to run on. This includes recommended optimizations. Different computer configurations and different hardware specifications offer different challenges to ensure the layout runs smoothly. Uses of animations should be ensured to run as intended on all deployment methods.

**Inputs/Outputs**

This details what input methods the dashboard should account for. Optimizations between computer mice and touch screens would require different problem-solving mechanisms.

**Constraints**

This section details what may be considered off-limits for developing the application and dashboard. This could be indications such as time limits, and budget. These factors play a large role in the development process, and can ensure the entire project has a solid visualization to prevent errands such as feature creep.

**Conclusion**

With a solid outline, the dashboard can grow to a more coherent project. While understanding constraints, expectations, and timelines, development on projects can become much more uniform. This will in turn put out a project worthwhile to all who use it. This dashboard is intended to not only help operators in their ease-of-use, but also reduce frustrations and increase productivity to in turn help the company managing the call centers, as well as clients using their service.