RESOLUTION CENTER

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How to navigate users from problem to resolution?

Problem: Users need an efficient multi-purpose platform for troubleshooting and providing error information to technical support.

Solution: The resolution center allows users to retrieve and sort information based on filters and timeline.

Highlights:
- A time based hierarchical order that displays the status and problem of each session
- A filter function that gives users a shortcut during information retrieval
- Navigating users to different troubleshooting sections in order to reduce customer calls
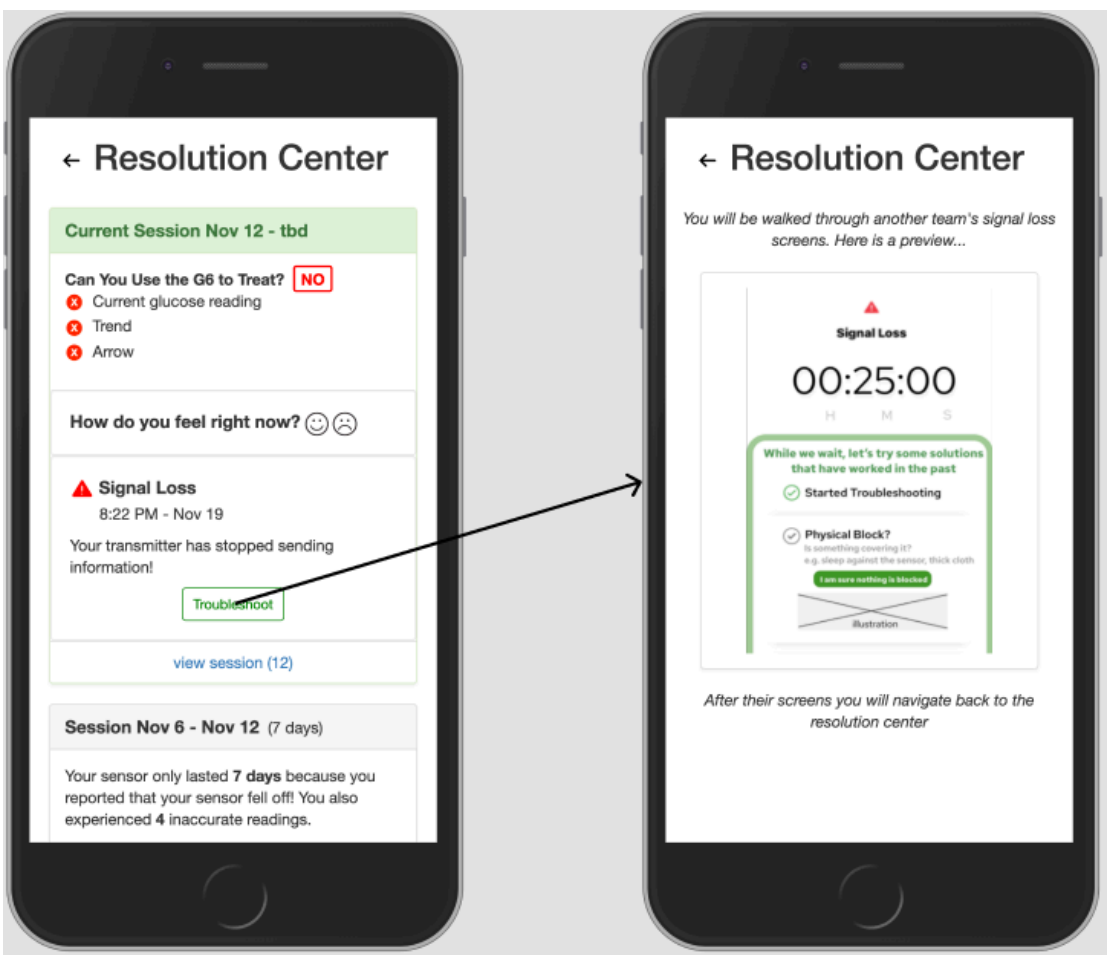
Prototype Tested with 6 Dexcom Users
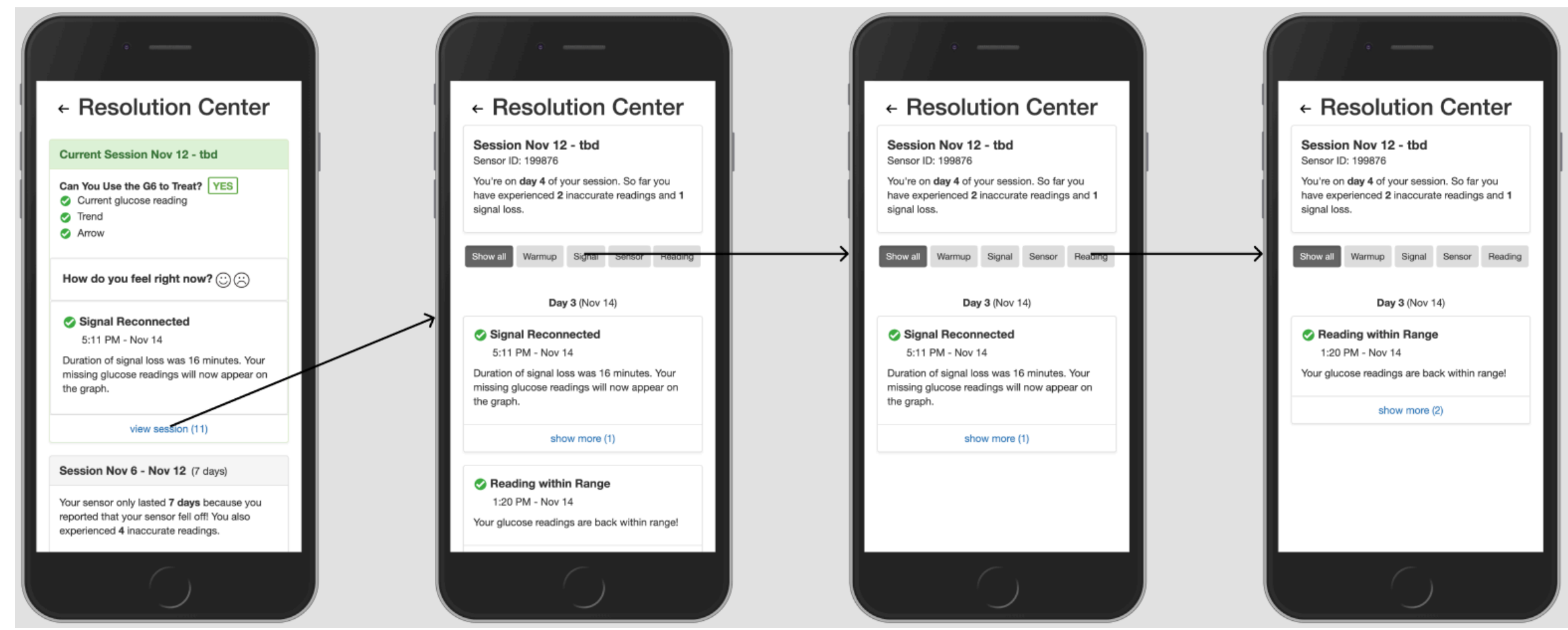
Sessions are displayed in a time based hierarchical order. Filter function allows user to narrow down sessions to access information easier.
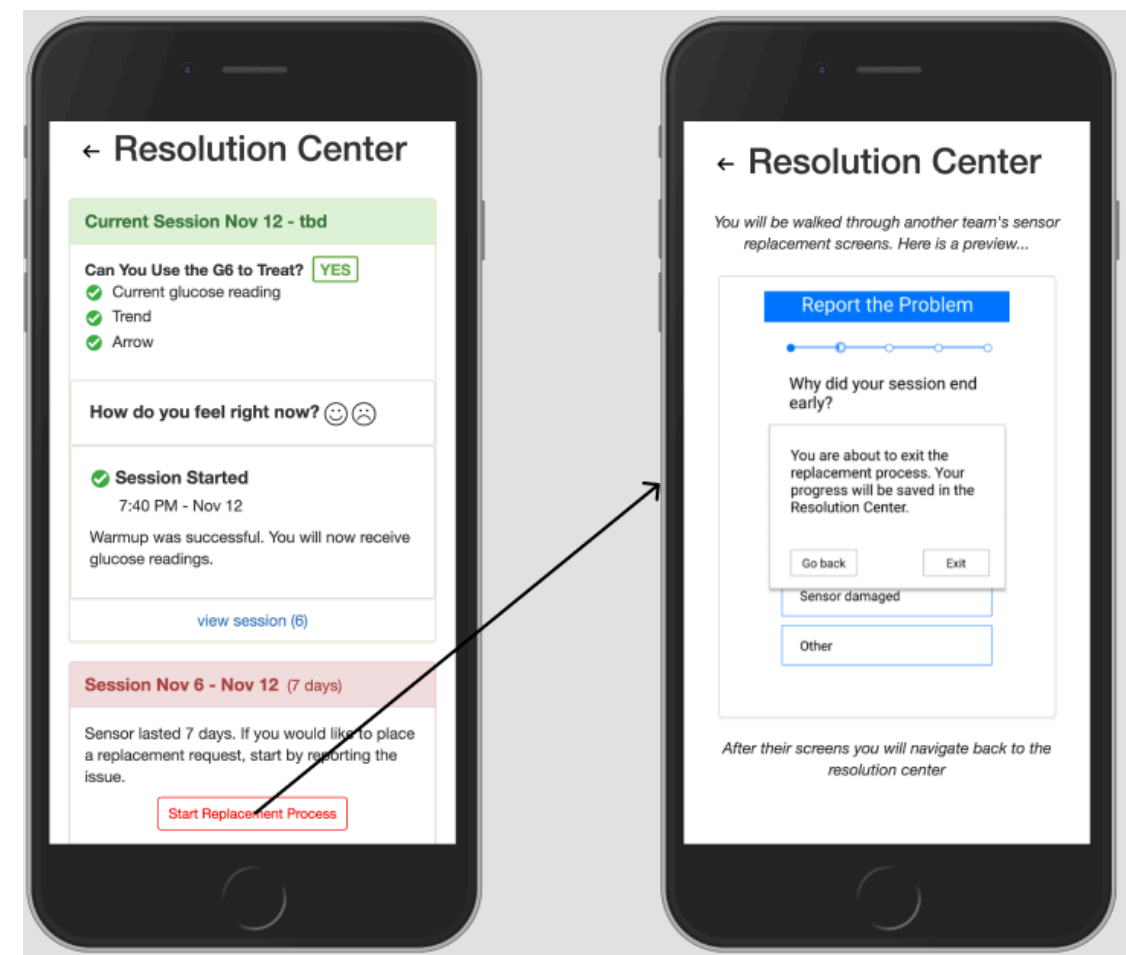
Resolution center is able to navigate users to a sensor replacement interface if the session ends earlier.

Resolution center is able to navigate users to a signal loss troubleshooting interface when experiencing a signal loss.

- Wording: make rating system easier to understand
- Organization: improve/ emphasize the filter functionality
- Amount of Information: combine cards of information

Conclusion and Next Steps

SUMMARY

- Designed a platform that incorporates all the solutions (including signal loss, accuracy, wearable issues, etc.)
- Integrated information from all sessions in an efficient way.
- Decided how to order sessions because what's important for one user might not be important for other users.

NEXT STEPS

- Continue to simplify information on each page
- Continue to revise the organization of the resolution center
- Narrow down the filter to the most important categories

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