Final Wrap-Up Report

***WISE HOME SOLUTIONS PRODUCT CATALOG***



David Mendenhall

WDD130 – 24

DECEmber 2022

***Introduction:***

***Purpose of my website***

Within the home security industry there are many products and offerings. One of the main challenges for our customer service representatives is staying up to date on each product and what it does. This site will provide easy access to that information and allow the customer service representative an effortless experience in finding that information. Ultimately, this will assist in decreasing talk time and providing an excellent customer experience since all the information will be easily available.

***Target Audience***

The intended audience for this site is the customer service representatives for WISE Home Solutions. For the most part they will be accessing this information via a desktop while in the office and occasionally from a laptop if they are working from home. The majority of our representatives have little to no experience in the home security industry and are completely unaware of the different products that are available and what each product does. Their job requires that they not only talk to the customers about what their current system does but also be able to provide solutions to the real-world problems our customers are experiencing.

***My Website URL***

[*https://dmendenhall.github.io/wdd130/products/index.html*](https://dmendenhall.github.io/wdd130/products/index.html)

***Website goals and objectives***

The idea behind my website was to provide the customer service representatives a tool or resource that would allow them to find useful information about the products and offerings of WISE Home Solutions. At the end of the day, this also will assist in speeding up the time it has taken to get a new representative up to speed and being comfortable talking about the product offerings. Additionally, it will also help the company because talk times will be reduced since they will have a resource to obtain information as opposed to needing to reach out with every question they have about a product.

***Design Process***

The overall design process was fairly simplistic and stayed the same throughout the process. I had an idea of what I wanted it to look like and I believe I was able to make that happen.

***Conclusion and What I learned***

In conclusion, I learned that there is so much more that goes into creating a useful and dynamic website than what I had originally imagined. In the past I had created websites with plug and play sites where you could drag and drop elements, but I was always limited to what options they had, and it didn’t always meet my needs. I now feel that I could take the time and create something on my own which allows me a lot more freedom and flexibility. I have also earned a greater appreciation for those websites that are awesome and consistently look good regardless of what platform I am accessing them from.