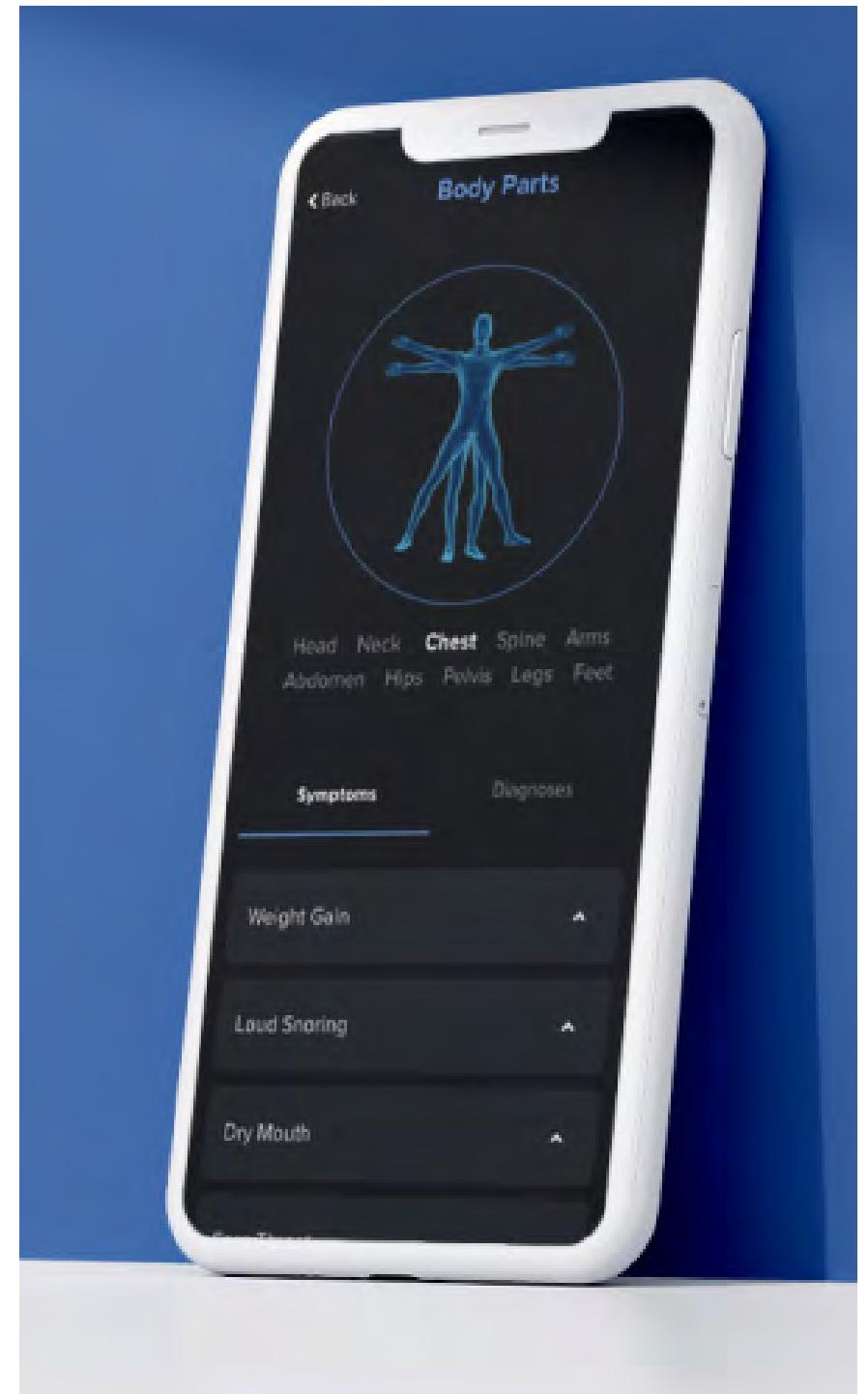


# James Rountree

I am a Product Designer and Developer passionate about solving complex user experience challenges.

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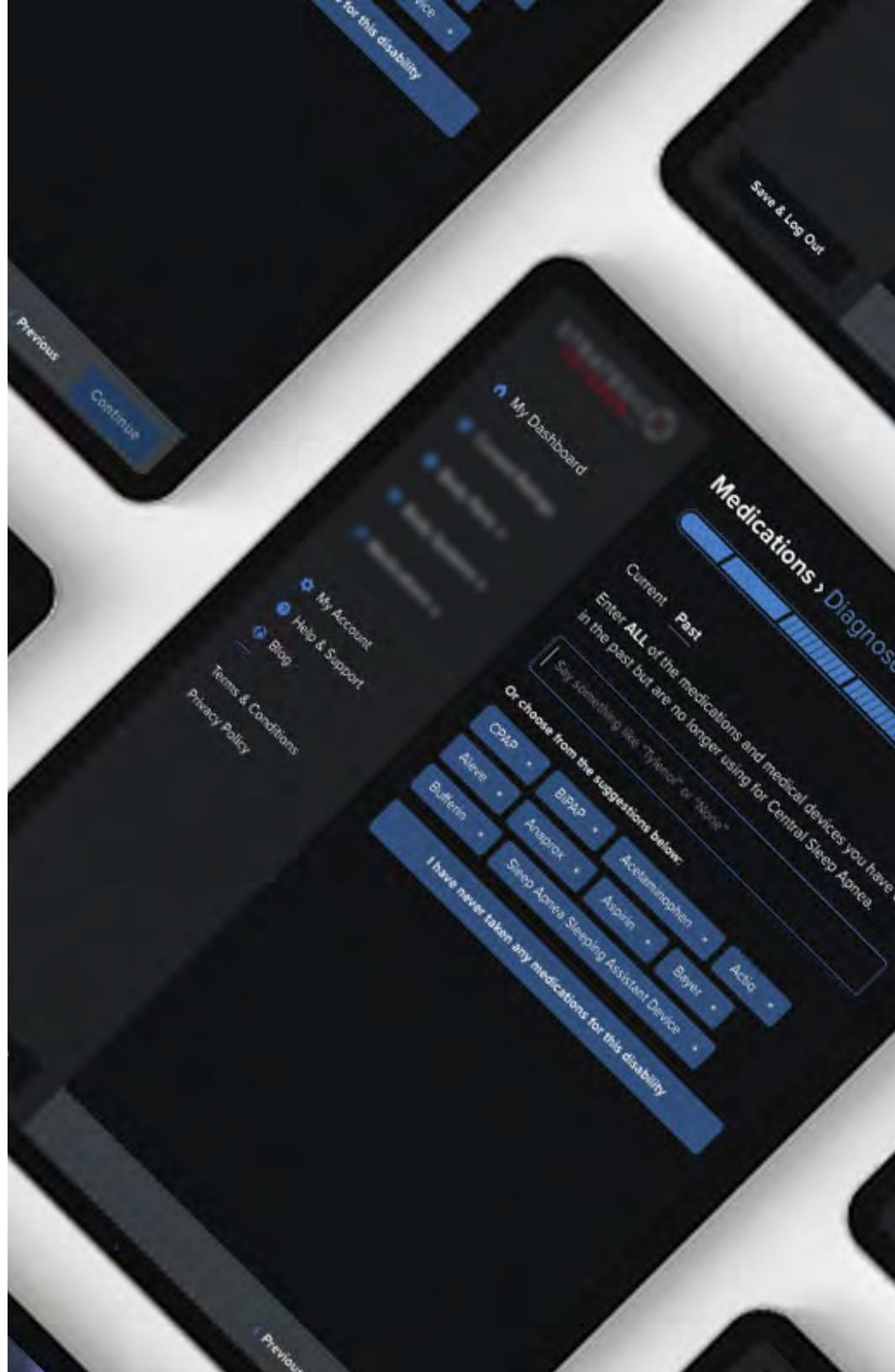


# Da Vinci

U.S military veterans need help obtaining monetary compensation for disabilities sustained from their war efforts. In hopes to create an effective solution for this problem, we created Da Vinci: a scalable web based platform intended to help Veterans obtain the medical benefits they deserve in the shortest period of time.

The following case study was assembled by myself and my teammate, Hugo Ramos

His work can be seen at [hugoramos.co](http://hugoramos.co)



# Challenges and Goals

## UX Challenge

Some of the medical questionnaires clients must fill out can be hundreds of questions long. One of the biggest challenges is breaking up the long monotonous forms with medical terms. Another significant challenge is creating a central hub where clients can check and intuitively update disabilities for further service connections.

## UX Goals

Translate and display complex medical terms into laymens terms so its easier for users to comprehend having no medical background. Create a concise and easy to comprehend summary of potential connected disabilities that users can use for reference in filing for future benefits.

## Responsive First

When meeting with product owners one core feature was for veterans to have full function support on mobile devices. From the initial wireframes we began designing with the responsive first approach, accounting for screen sizes everything from an iPhone 5 all the way up to a full television.

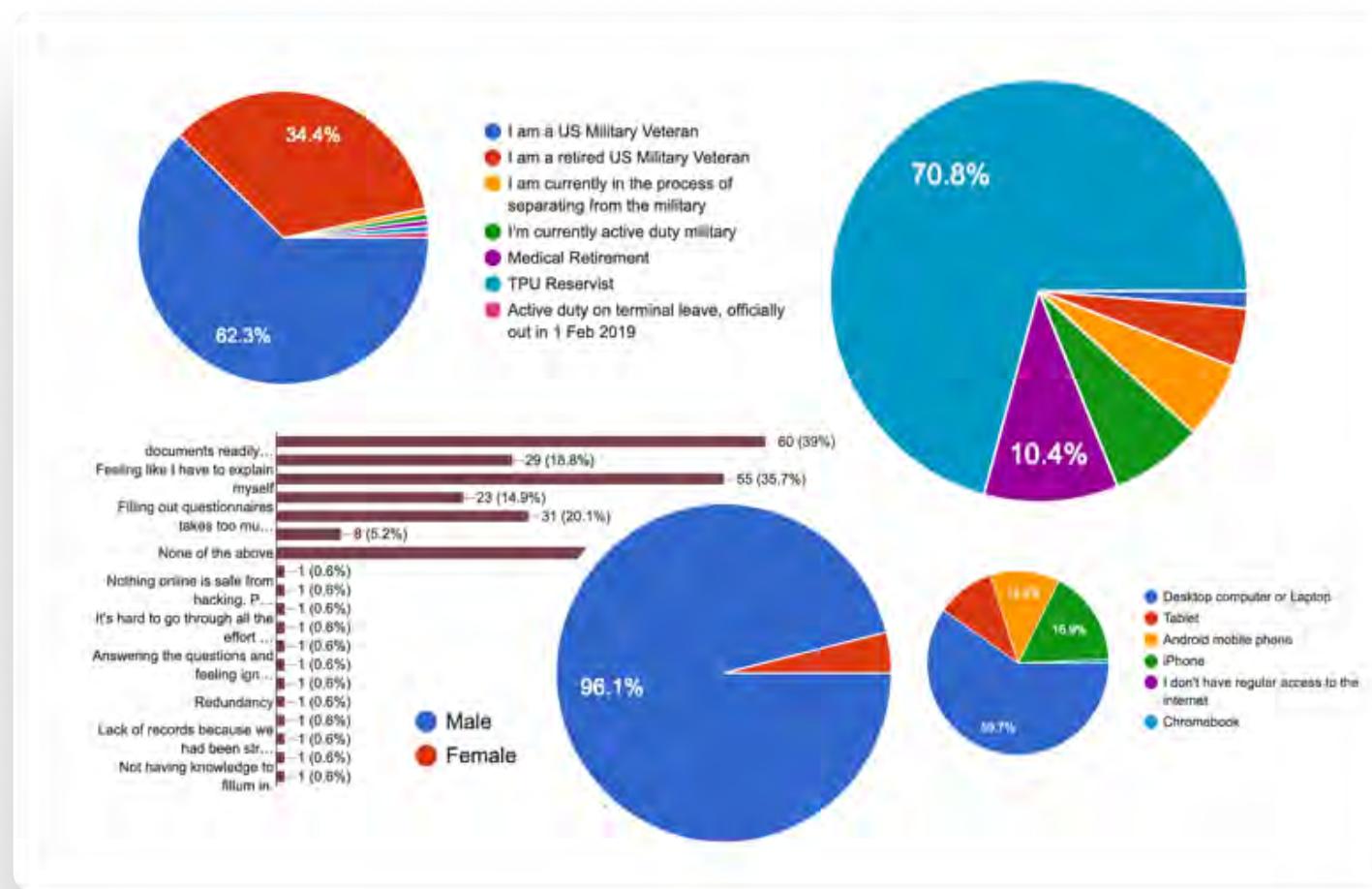
The screenshot shows the Da Vinci application interface. At the top, there's a navigation bar with icons for Home, Dashboard, Current Ratings, Body Parts, Body Systems, Medications, My Account, and Help & Support. The main title is "Da Vinci > Current Ratings". Below the title, there's a search bar with placeholder text "Please enter your first [ Disability]" and a text input field with the placeholder "Say something like: 'Tylenol' or 'None'".

Underneath the search bar, there's a section titled "Or choose from the common disabilities below:" with a grid of buttons for "Plantar Fasciitis", "Pes Planus", "Erectile Dysfunction", "Tinnitus", "Degenerative Joint Disease", "Depression", "Post-traumatic Stress Disorder", "Sleep Apnea", "Knee", "Gastroesophageal Reflux Disease", "PTSD", and "Diabetes".

To the right of the search bar, there are three input fields: "Disability" (set to "Sleep Apnea"), "Rating" (set to "%"), and "Effective Date" (set to "MM / DD / YYYY"). Above the "Rating" field is a progress bar with a value of 1/10.

# Research

To learn more about our user base, we sent out a brief survey to gather qualitative and quantitative data to help form the basis of our design process. We obtained 154 responses from US military veterans and received key insights that would help us understand the problem from the user's perspective.



# User Empathy

Based on our research, we decided to create user personas to form a deeper understanding of our user-base in order to meet their specific needs. Predicated upon demographics, personality type, and other psychographic information, we came up with three archetypes that met the criteria of the user we're designing for.



## Vietnam Vince

Retired US Veteran

**"I'm at least keyboard literate, so I rather deal with a live person than a computer screen."**

**Gender:** Male

**Age:** 55

**Military Status:** Retired Veteran

### Patient Conditions:

- High Blood Pressure, Depression, PTSD, Diabetes (Agent Orange Exposure)

### VA Services Utilized:

- My HealtheVet: secure messaging, Rx refill, blue button, lab results
- Peer Counseling Services
- Smoking cessation services
- Treatment for Diabetes from Agent Orange Exposure

### Characteristics:

- Cautious, Opinionated, Loyal, and Skeptical

### Desires:

- I want to be in control of my medications
- Make sure someone responds to me (Secure messaging and appointments)
- Let me see all of my health records

### Closest Relationships:

- Grand children
- Other Veterans

### Technology Devices:

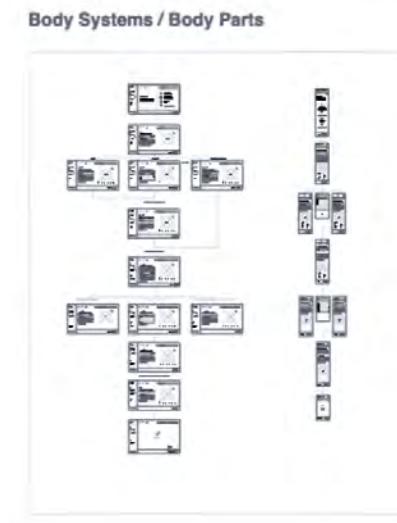
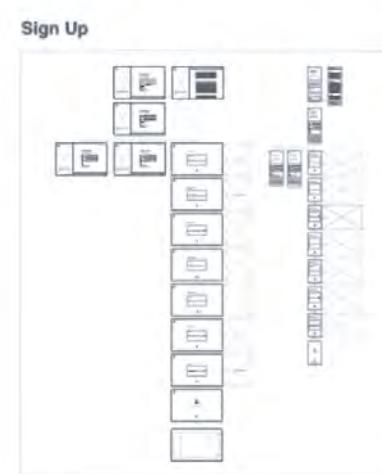
- iPhone5 (Smartphone)
- PC (Home Desktop)
- Landline

### Technology Pain Points:

- Don't feel that apps and websites are secure
- Problems with sign in
- Too much information on VA websites

# Quick Concept

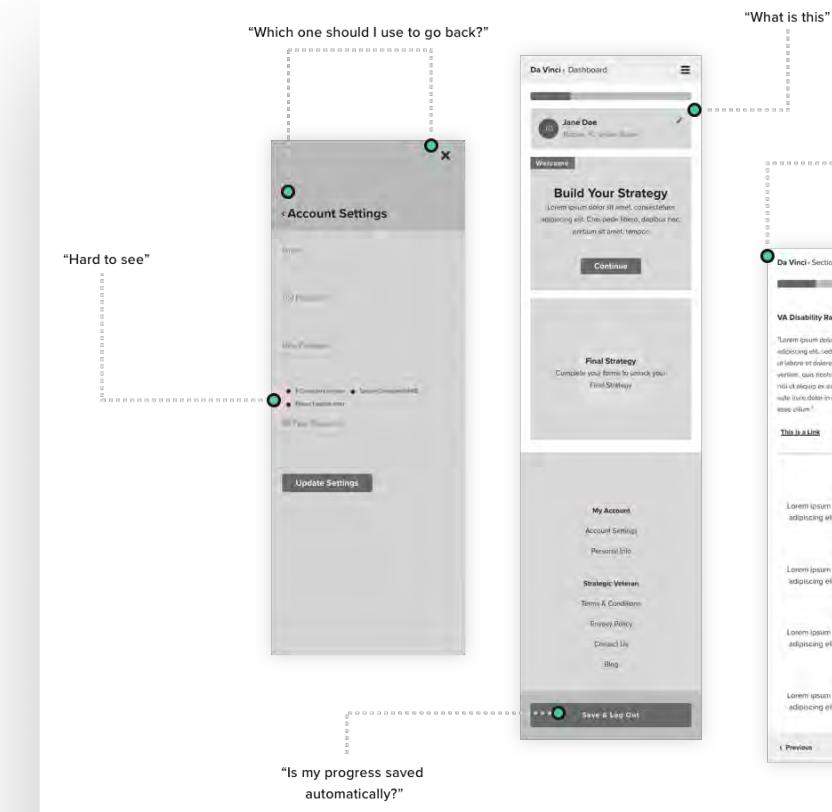
We began creating the general layout of the application based on specific requirements and must-haves that were imperative for the first version of Da Vinci. We collaborated on Invision's Freehand for the first round of concept iterations and made sure to follow Usability and human design centered principles and best practices along the way.

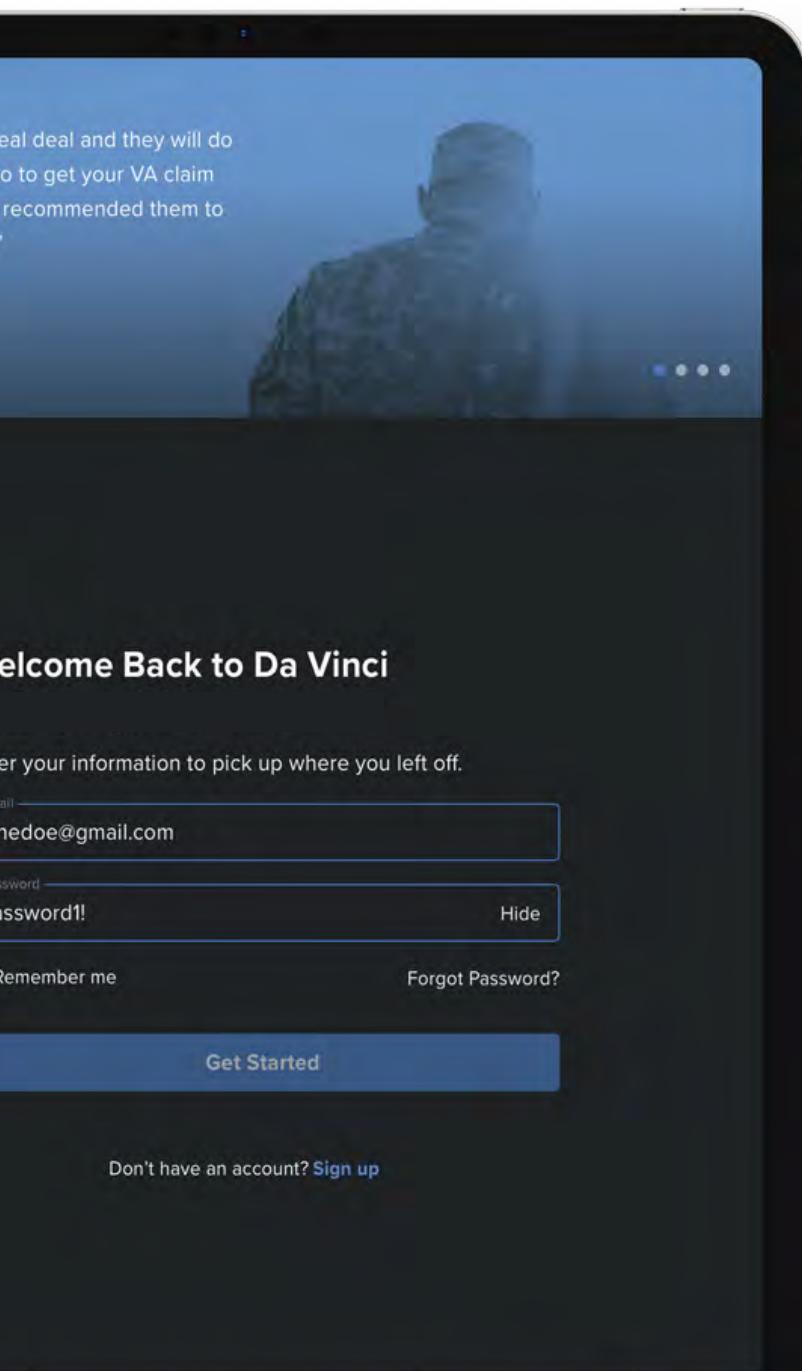


# Renovation

After ensuring the low-fidelity wireframes met all user and product requirements and scenarios, we converted our initial concept drawings into medium resolution wireframes in preparation for our first usability test.

In following a strict agile process, we made all necessary changes before committing time and energy into adding styles, icons and visual elements to the application. However, we did create symbols out of the elements that were validated from our testing sessions, so when we were ready to move into styling it was done globally, saving us a great deal of time and energy.





## Outcome

After creating a high resolution prototype using Sketch and Flinto, we conducted in depth usability tests to further improve the application. It was imperative for us to gain feedback from stakeholders, customer service and sales representatives, and other key personnel within our organization that have hands on experience helping military veterans every day. This was to ensure that every feature made sense and adhered to and/or improved upon the processes that is followed on a daily basis while helping military veterans get the disability compensation they deserve.

# Proprietary Algorithm

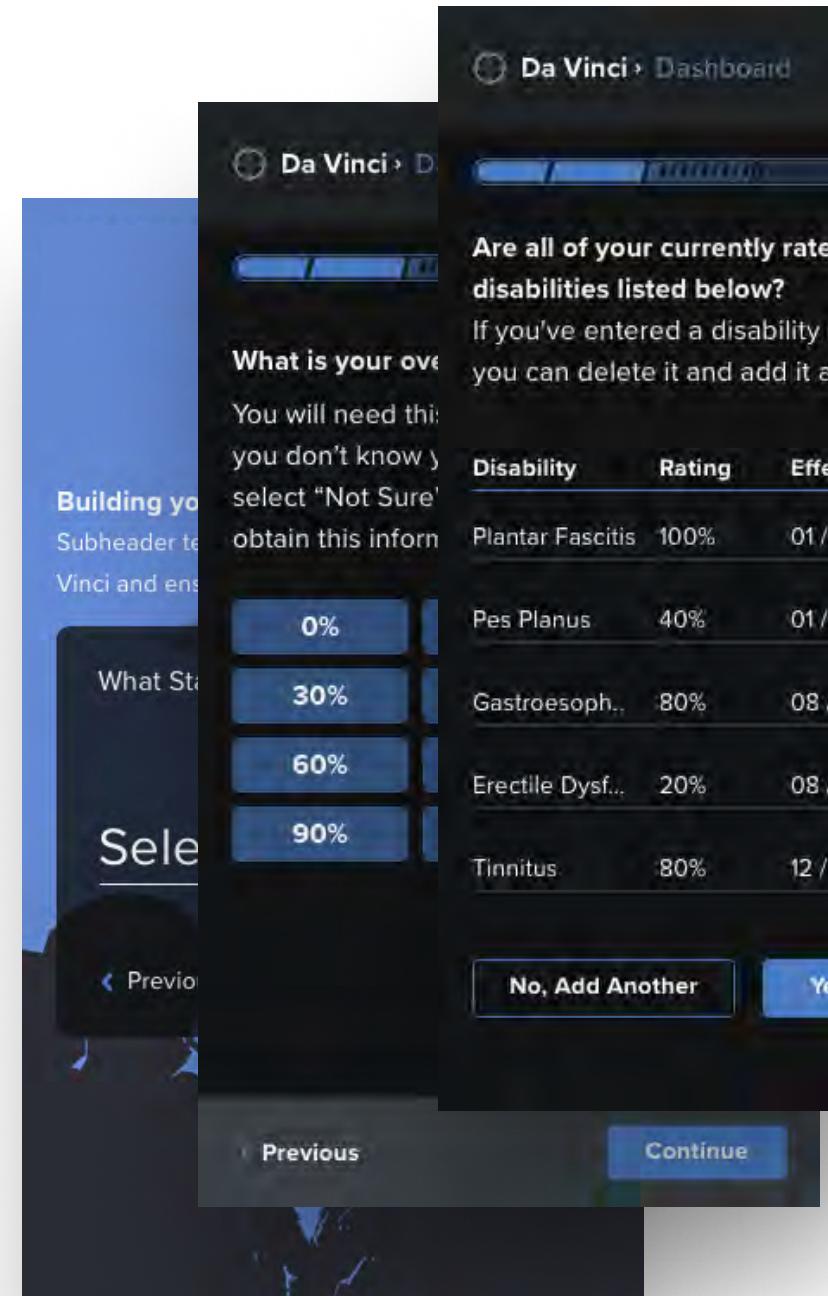
Our proprietary algorithm allows us to help more veterans by simplifying and speeding up the discovery process in a scalable way.

# Easy to use Questionnaire

Our intuitive questionnaire simplifies the process for the user by auto generating the top 10 most common answers.

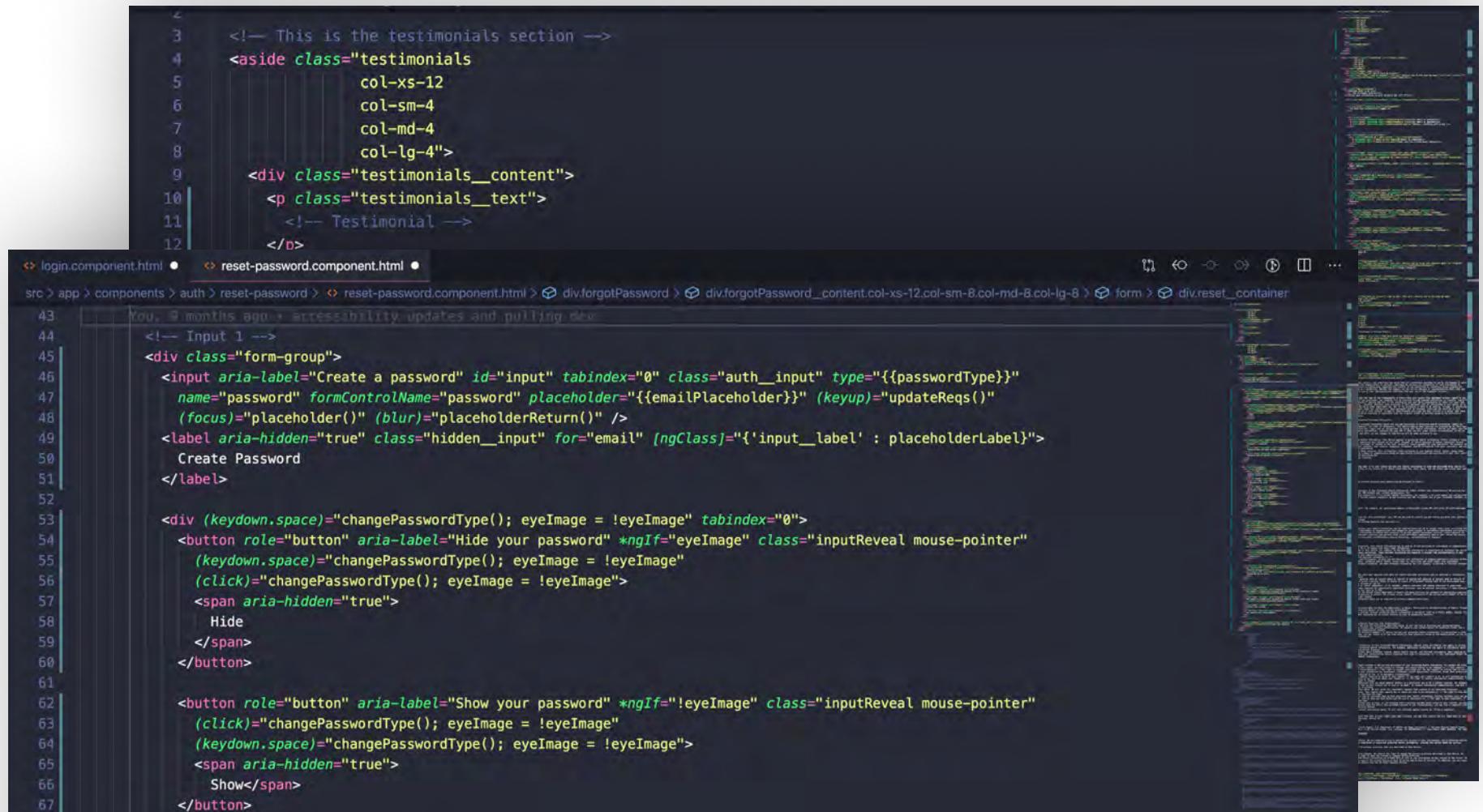
# Generate Final Report

After receiving input from users, our application synthesizes all the data and automatically generates a report of potential ratings that can be downloaded as a PDF.



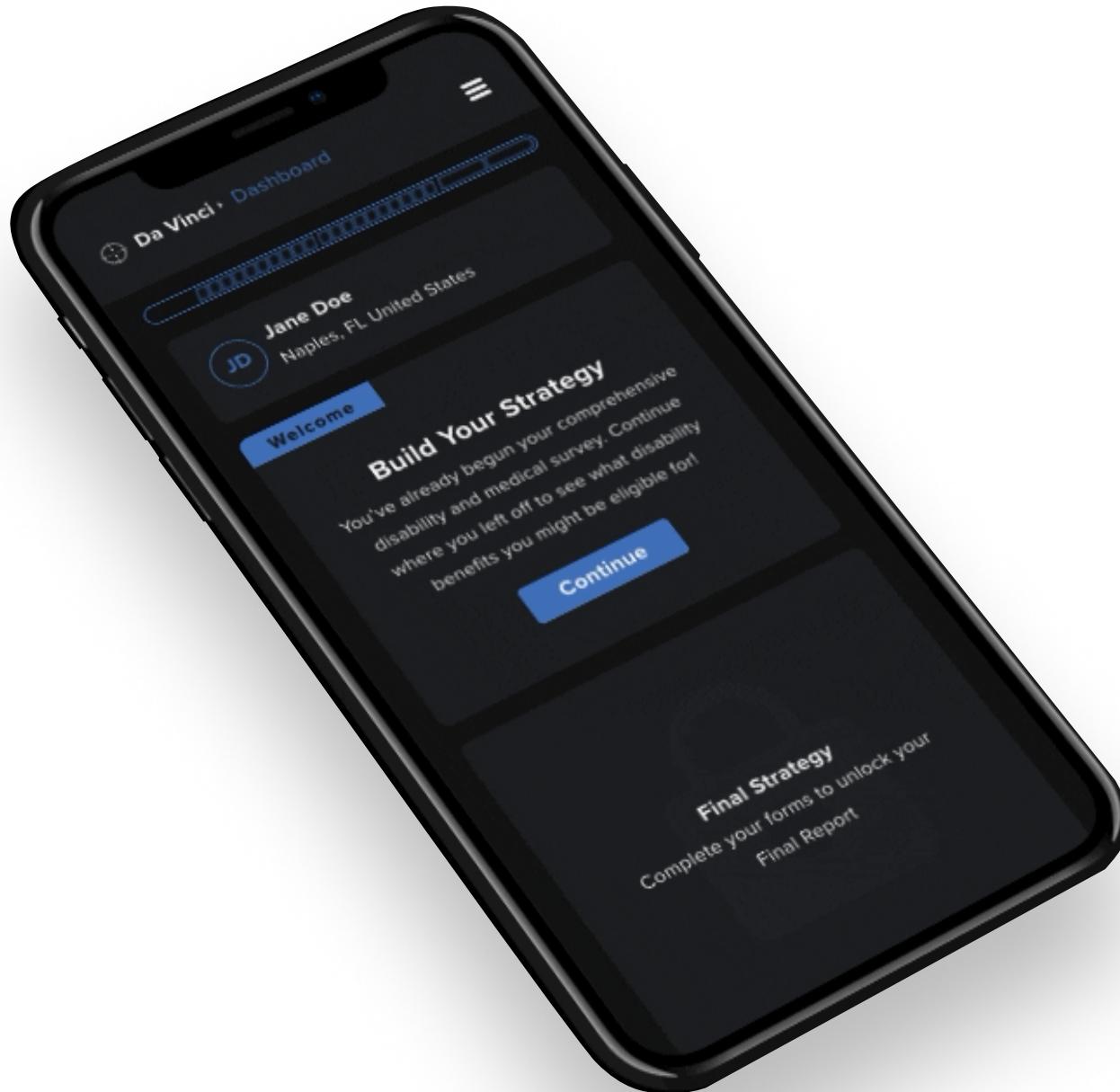
# Development

We began development after extensive user testing via clickable prototypes. Utilizing Angular Cli 6 and using separate components we were able to independently work on parts of the application without overriding each others styling and functions. With global styling files in SCSS we were able to use variables and Mixins so that we were not recreating styling and classes that might appear in multiple parts of the application already written by our team. It made development faster and the front end styling more consistent, it was incredibly beneficial because we never had to rewrite visual components.



A screenshot of a code editor displaying two files: `login.component.html` and `reset-password.component.html`. The code is written in Angular template syntax with SCSS styles. The `reset-password.component.html` file contains a password input field and a button for password visibility. The `login.component.html` file includes a testimonial section and a forgot password link.

```
3   <!-- This is the testimonials section -->
4   <aside class="testimonials"
5     col-xs-12
6     col-sm-4
7     col-md-4
8     col-lg-4">
9     <div class="testimonials__content">
10    <p class="testimonials__text">
11      <!-- Testimonial -->
12    </p>
13
14  <!-- Input 1 -->
15  <div class="form-group">
16    <input aria-label="Create a password" id="input" tabindex="0" class="auth__input" type="{{passwordType}}"
17      name="password" formControlName="password" placeholder="{{emailPlaceholder}}" (keyup)="updateReqs()"
18      (focus)="placeholder()" (blur)="placeholderReturn()"/>
19    <label aria-hidden="true" class="hidden__input" for="email" [ngClass]="'input__label' : placeholderLabel">
20      Create Password
21    </label>
22
23    <div (keydown.space)="changePasswordType(); eyeImage = !eyeImage" tabindex="0">
24      <button role="button" aria-label="Hide your password" *ngIf="eyeImage" class="inputReveal mouse-pointer"
25        (keydown.space)="changePasswordType(); eyeImage = !eyeImage"
26        (click)="changePasswordType(); eyeImage = !eyeImage">
27        <span aria-hidden="true">
28          Hide
29        </span>
30      </button>
31
32      <button role="button" aria-label="Show your password" *ngIf="!eyeImage" class="inputReveal mouse-pointer"
33        (click)="changePasswordType(); eyeImage = !eyeImage"
34        (keydown.space)="changePasswordType(); eyeImage = !eyeImage">
35        <span aria-hidden="true">
36          Show</span>
37      </button>
38
39  </div>
40
41  <a href="#">Forgot Password?</a>
42
43  <div>
44    <!-- Testimonial -->
45  </div>
46
47  <div>
48    <!-- Testimonial -->
49  </div>
50
51  <div>
52    <!-- Testimonial -->
53  </div>
54
55  <div>
56    <!-- Testimonial -->
57  </div>
58
59  <div>
60    <!-- Testimonial -->
61  </div>
62
63  <div>
64    <!-- Testimonial -->
65  </div>
66
67  <div>
68    <!-- Testimonial -->
69  </div>
```



# Conclusion

After the initial release, we will continue researching and testing to get more feedback and learn more on how we can create the most optimal experience for our users.

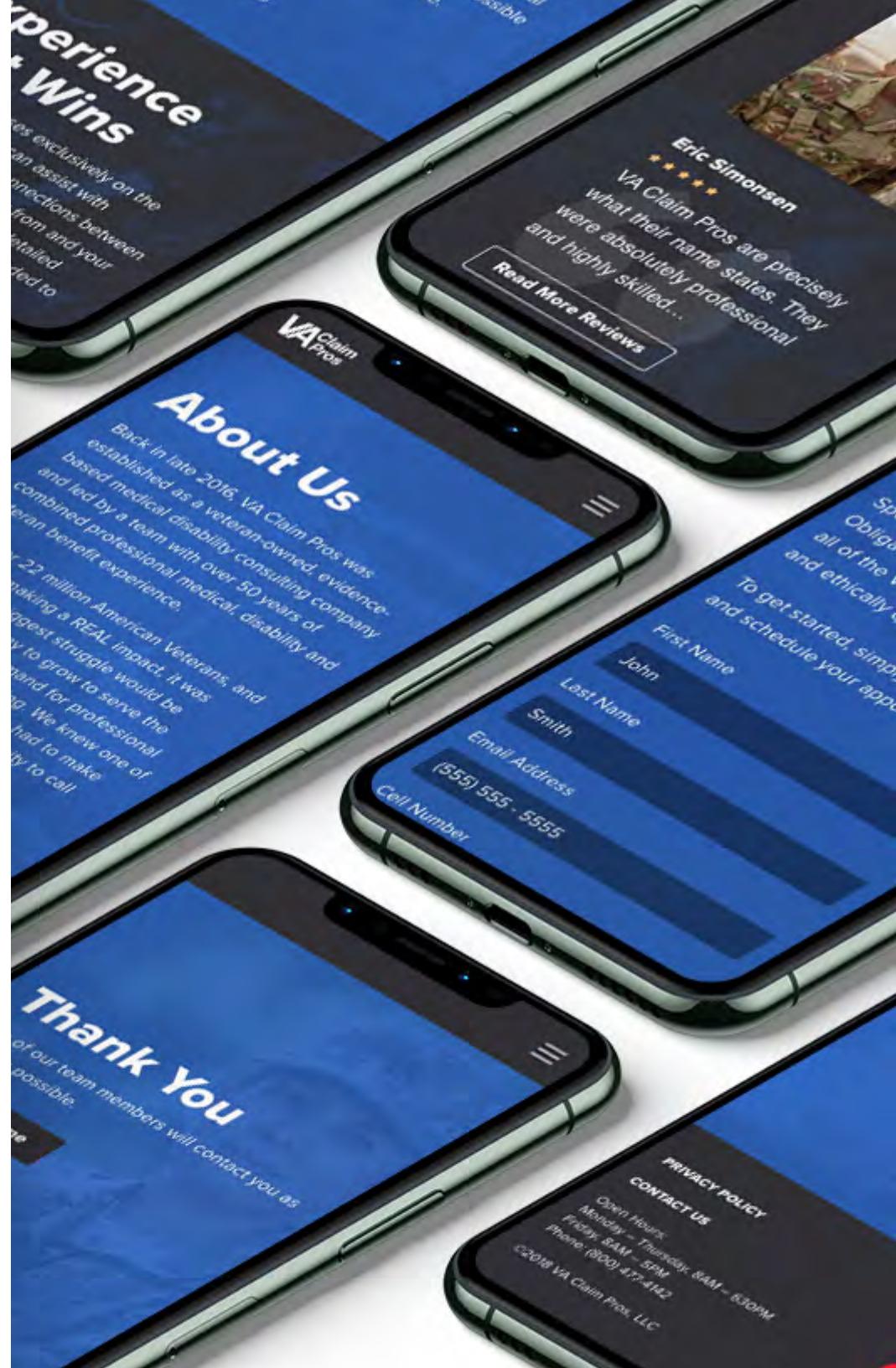
# VACP

VA Claim Pros serves United States military veterans by providing them with professional medical disability consultation services. The purpose of this site is to serve as a landing page for potential clients and existing clients to learn more about the company and set appointments to meet with a VACP representative.

The following case study was assembled by myself and my teammate, Hugo Ramos

His work can be seen at [hugoramos.co](http://hugoramos.co)

Project descriptions, proprietary information, and business assets have been redacted or altered to protect company privacy.



# Process

## ○ 1. Research

Industry Research  
User Research

## ○ 2. Iteration

Rapid Prototyping  
High fidelity

## ○ 3. Testing

Accessibility  
Usability Testing

## ○ 4. Validation

User Testing  
KPI's

# Problem Statement

"Veterans need help obtaining the medical disability benefits they were promised, however they feel misled and ignored. They need a reliable, responsive resource to help them achieve their goals."

# Project Duration

From initial scope meeting to final product was six agile sprints in total(3 months). User acceptance testing continued for two additional weeks.

# Team

**Hugo Ramos**

Product Designer

**Andrew Nicholl**

Sr. Product Designer

**James Rountree**

Product Designer

**Luke Pate**

Lead Software Engineer

**Tory Minars**

Project Manager

**Lane Holcombe**

Sr. Software Engineer

# User Journey Diagram

User journey diagrams allow us to be more empathetic while designing for our user because we have a better understanding of the specific frustrations and any pain points they may go through before they discover our product and provides us with more awareness of frustrations that may potentially arise in the future.

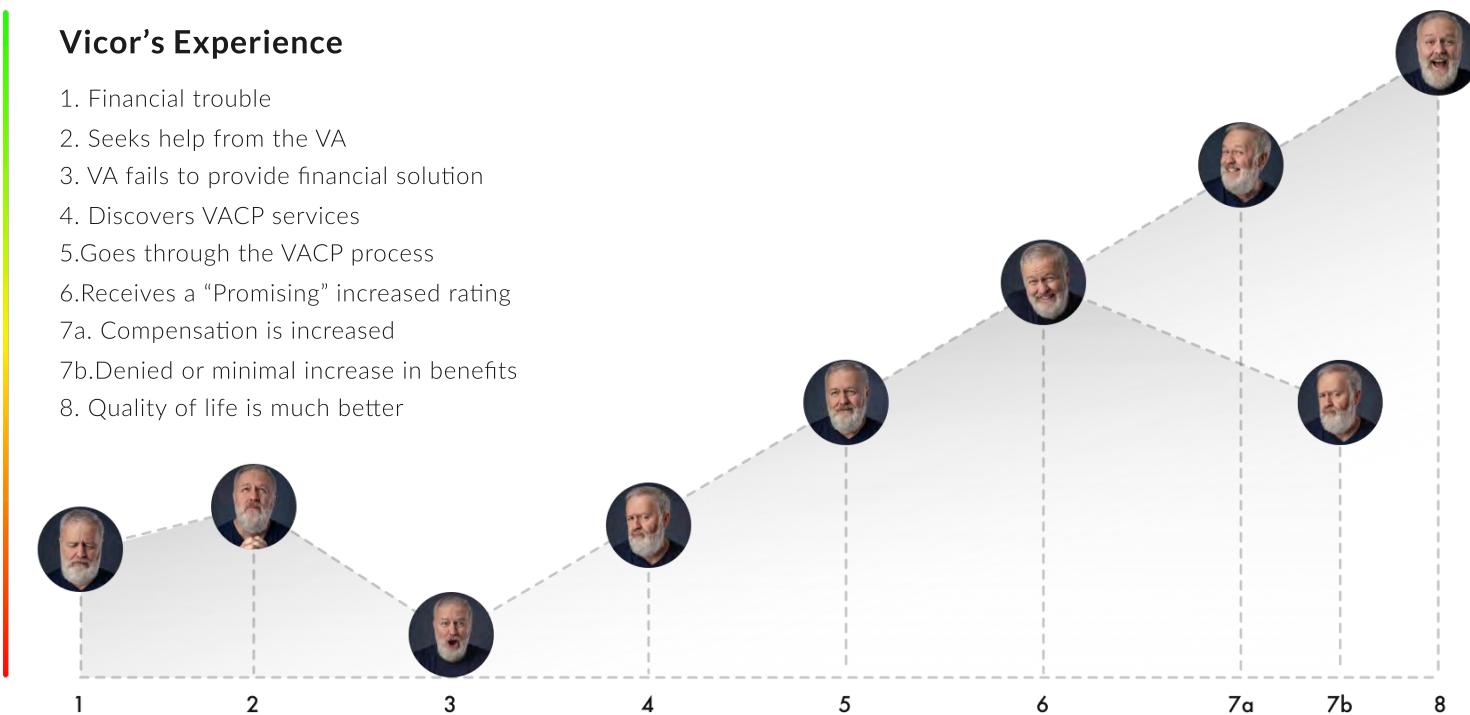


## Goals and Expectations

Victor's primary goal is to increase his income so he can take care of himself and his family after his service. He expects to receive the help a veteran who has served their country deserves.

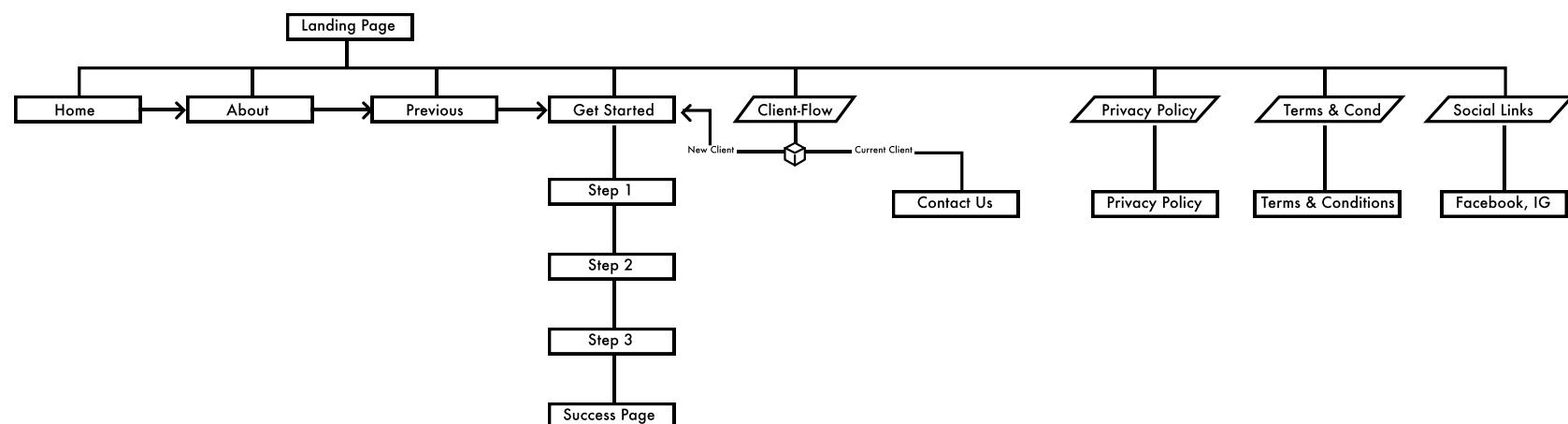
## Victor's Experience

1. Financial trouble
2. Seeks help from the VA
3. VA fails to provide financial solution
4. Discovers VACP services
5. Goes through the VACP process
6. Receives a "Promising" increased rating
- 7a. Compensation is increased
- 7b. Denied or minimal increase in benefits
8. Quality of life is much better



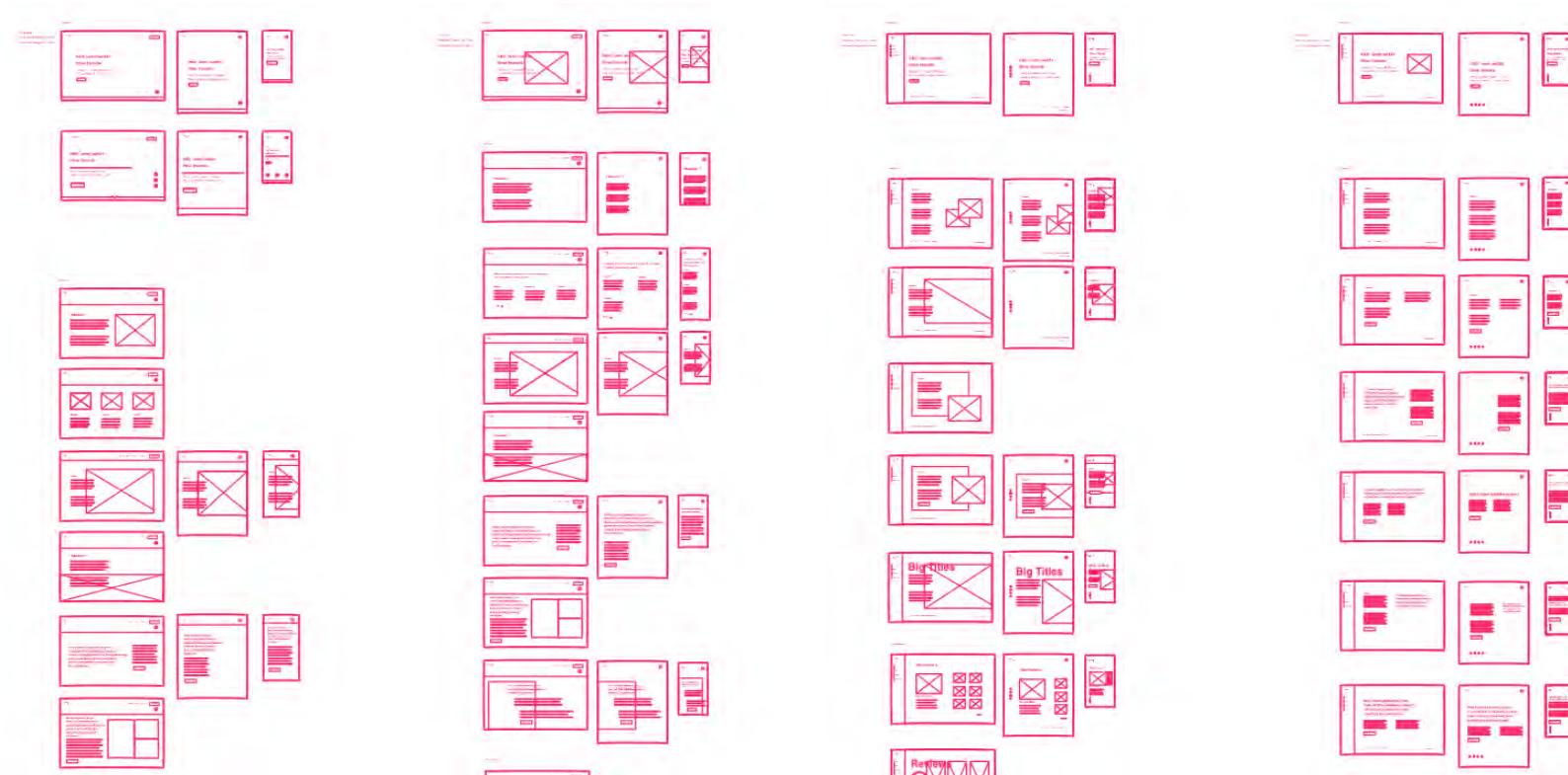
# Site Structure

Before our brainstorming session, we decided to map out a simple site structure highlighting the intended user flow. This flow would allow the user to get acquainted and comfortable with the company and schedule an appointment with a representative.



# Quick Concept

After laying out the site structure, we decided to immediately begin iterating several design alternatives. We then regrouped to decide which layout would work best for the desired outcome from both a user and business perspective. Although there were many changes in our approach, this prototyping session was helpful in allowing us to explore all possible ideas in order to determine the most viable option.



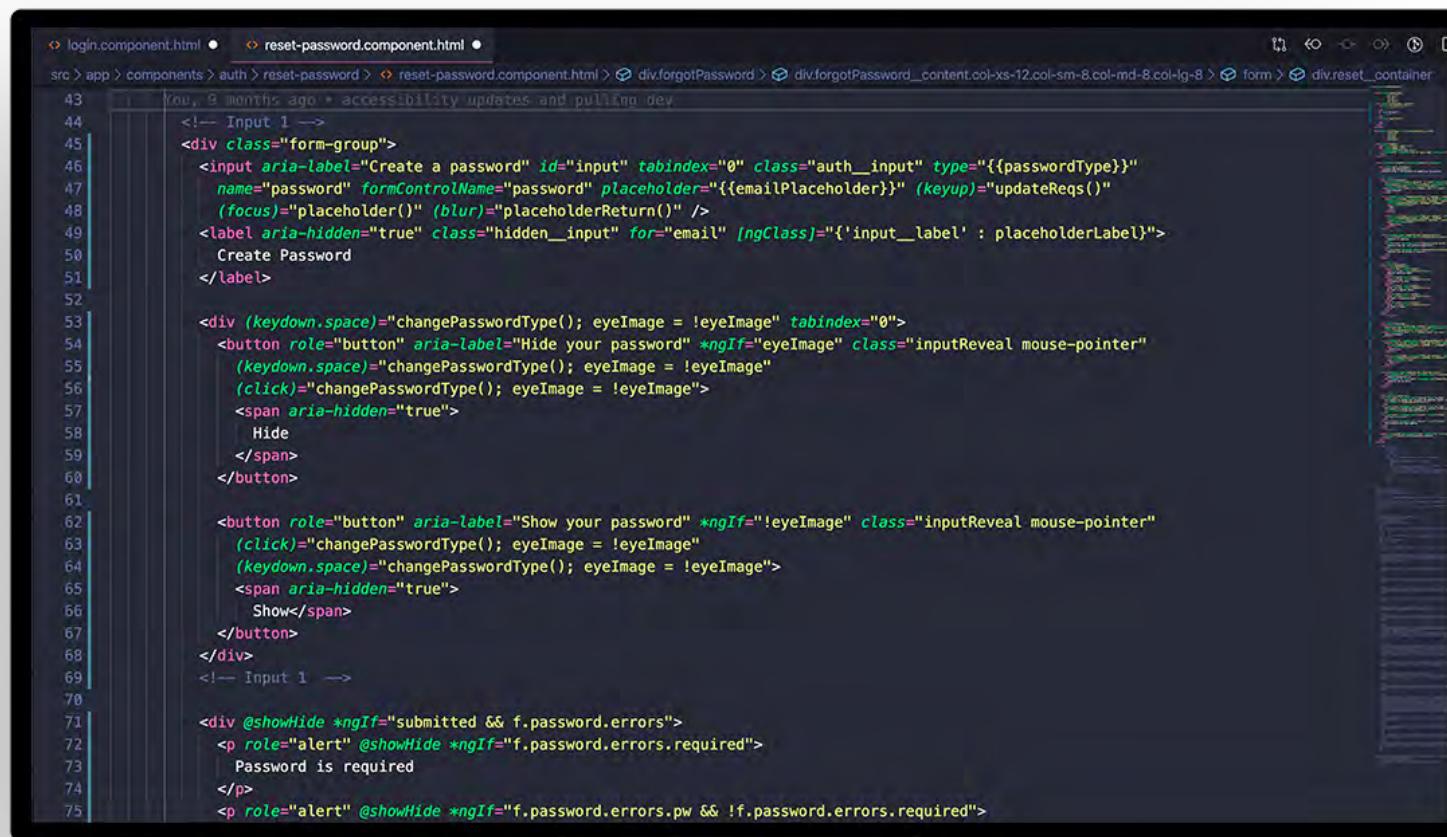
# Renovation

Before we started this project, we knew there were certain components that needed to be created based on stakeholder requirements. After creating them, as a team we agreed upon which low-fidelity wireframes would work best, then we started converting them into medium resolution. In order to save time and energy we created symbols out of all individual components in Sketch and linked them to a separate style guide which we could update to effect all components in the future, increasing speed in any overall changes that may arise.



# Development

Before our brainstorming session, we decided to map out a simple site structure highlighting the intended user flow. This flow would allow the user to get acquainted with the company and schedule an appointment with a representative. We worked as a team to generate a rapid prototype in Angular 6.



The screenshot shows a code editor with a dark theme, displaying a portion of an Angular 6 component's template file. The file is named `reset-password.component.html` and is located in the `src/app/components/auth/reset-password` directory. The code focuses on a password input field and its associated visibility toggle buttons. It includes logic for changing password type, hiding/showing the password, and displaying validation errors. The code uses Angular's structural and property bindings, along with the `aria-label` and `aria-hidden` attributes for accessibility.

```
43  You, 9 months ago * accessibility updates and pulling dev
44  <!-- Input 1 -->
45  <div class="form-group">
46    <input aria-label="Create a password" id="input" tabindex="0" class="auth_input" type="{{passwordType}}"
47      name="password" formControlName="password" placeholder="{{emailPlaceholder}}" (keyup)="updateReqs()"
48      (focus)="placeholderReturn()" (blur)="placeholderReturn()"/>
49    <label aria-hidden="true" class="hidden_input" for="email" [ngClass]="'input_label' : placeholderLabel">
50      Create Password
51    </label>
52
53    <div (keydown.space)="changePasswordType(); eyeImage = !eyeImage" tabindex="0">
54      <button role="button" aria-label="Hide your password" *ngIf="eyeImage" class="inputReveal mouse-pointer"
55        (keydown.space)="changePasswordType(); eyeImage = !eyeImage"
56        (click)="changePasswordType(); eyeImage = !eyeImage">
57        <span aria-hidden="true">
58          Hide
59        </span>
60      </button>
61
62      <button role="button" aria-label="Show your password" *ngIf="!eyeImage" class="inputReveal mouse-pointer"
63        (click)="changePasswordType(); eyeImage = !eyeImage"
64        (keydown.space)="changePasswordType(); eyeImage = !eyeImage">
65        <span aria-hidden="true">
66          Show</span>
67      </button>
68    </div>
69    <!-- Input 1 -->
70
71    <div @showHide *ngIf="submitted && f.password.errors">
72      <p role="alert" @showHide *ngIf="f.password.errors.required">
73        Password is required
74      </p>
75      <p role="alert" @showHide *ngIf="f.password.errors.pw && !f.password.errors.required">
```

# User Testing

We decided to conduct user testing sessions at almost every step in our process from low to high res to validate our design decisions. In each session, we realized that there were many opportunities to improve the experience for the user. After organizing all feedback into a Trello board from user testing, we prioritized all of the changes to be made and implemented them into the each version of our designs while adhering to stakeholder requirements.

The diagram illustrates a user flow through four different web pages, connected by dashed lines indicating the progression of the user's journey. Each page is accompanied by a user quote in a callout bubble.

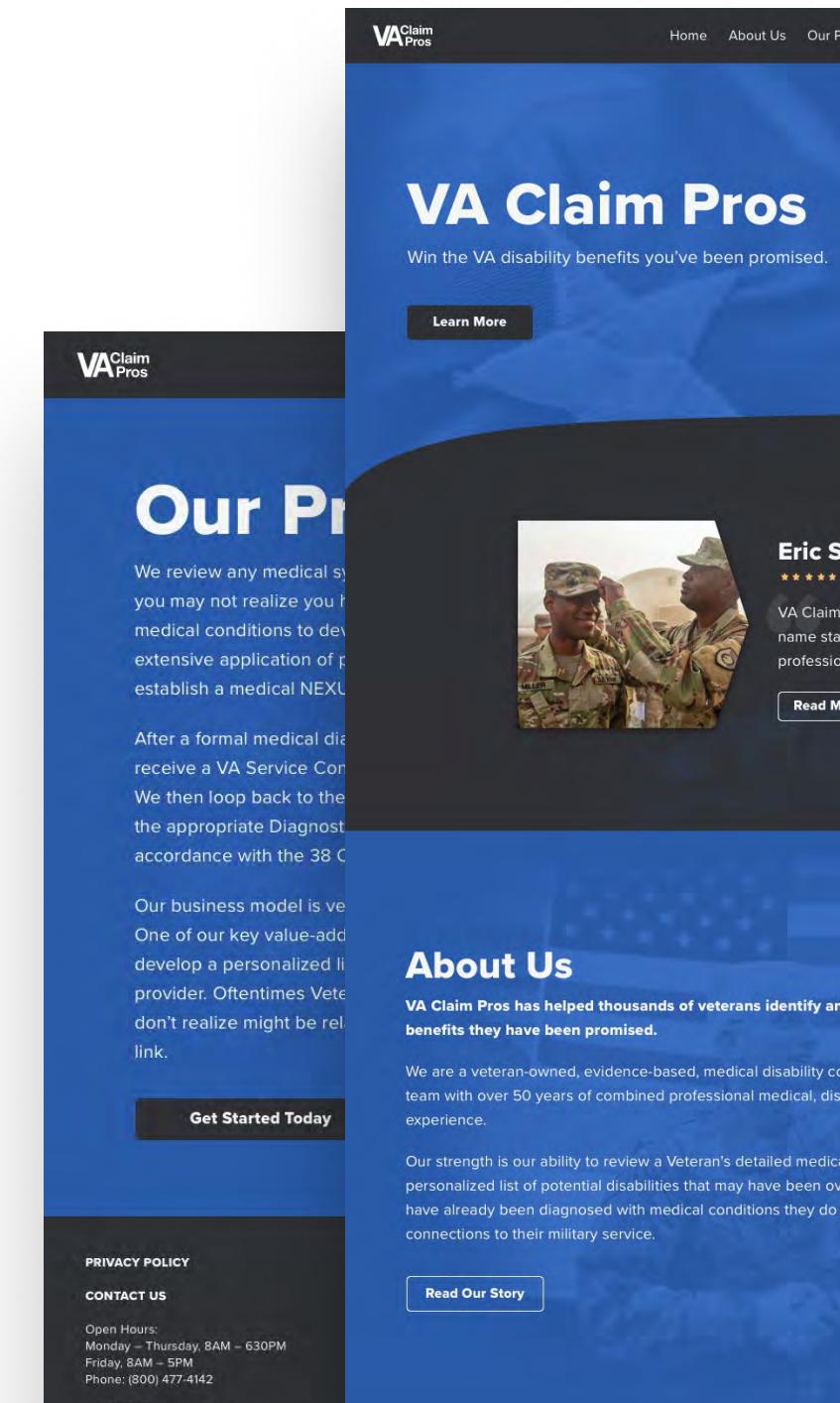
- Contact Us Page:** A blue-themed page with a "Contact Us" header. It includes fields for First Name, Last Name, Phone Number, Email Address, and Message, along with a "Submit" button. A user quote says: "Add a phone number to the contact page to allow users to call the office directly."
- Privacy Policy Page:** A blue-themed page with a "Privacy Policy" header. It contains detailed text about the company's privacy practices and a "Back" button. A user quote says: "There should be a link to the privacy policy page so users can be more informed."
- Home Page:** A dark blue-themed page featuring a large image of a person. It has a prominent "Are you a current VA Claim Pros client?" question with "Yes" and "No" buttons. A user quote says: "It's frustrating that the contact page takes me here first."
- Low-Res Contact Form:** A very small, low-resolution screenshot of a contact form with fields for Name, Email, and Message, and a "Submit" button. A user quote says: "I expect to receive a turn around time for when someone should reach back to me."

# Home Page

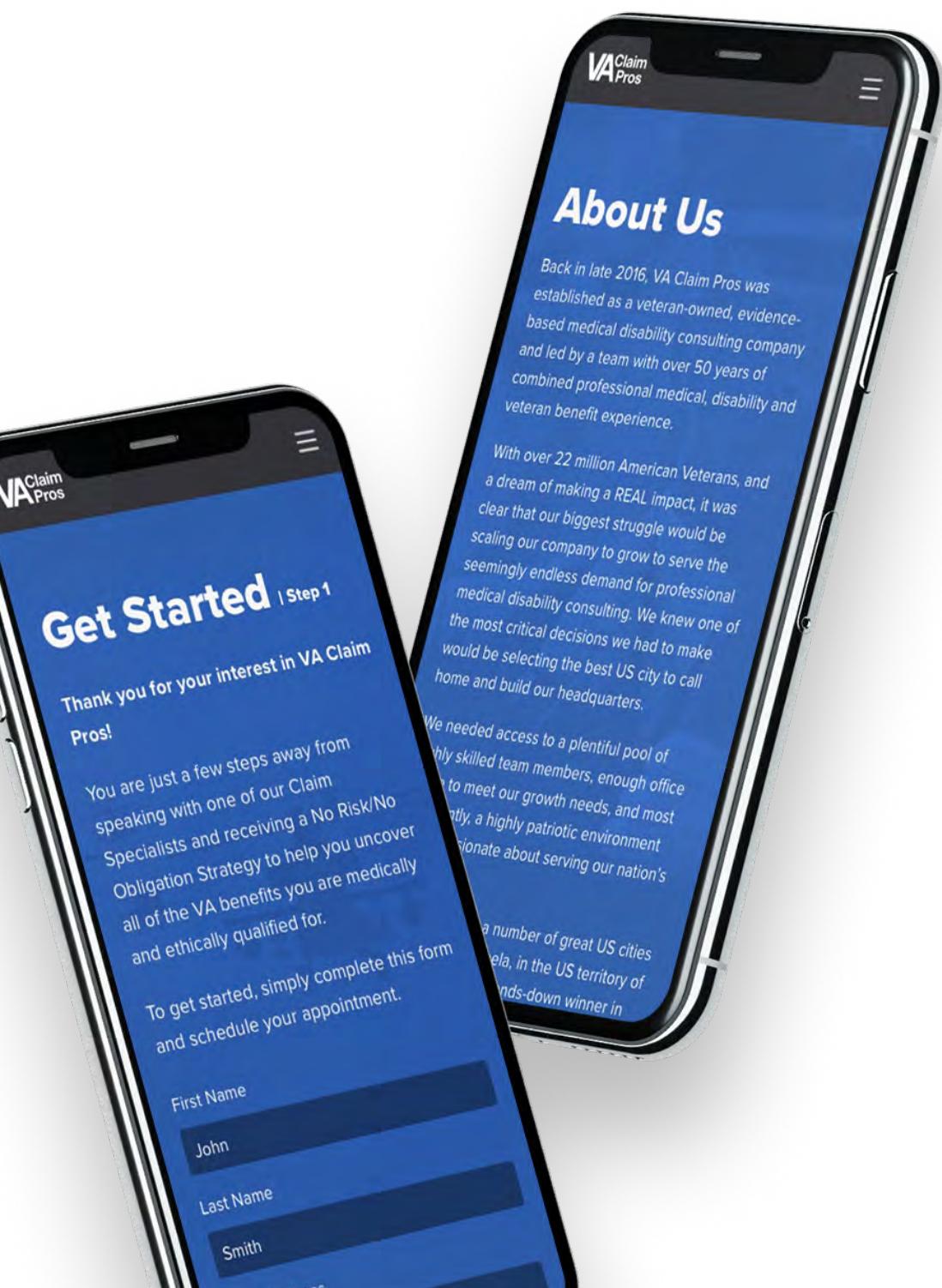
US Military Veterans appreciate doing business with established companies they can trust and believe in. The about page was designed to build rapport and credibility with the user base.

# Our Process

In hopes to increase disability benefits for US Military Veterans on a wide scale, the site is designed to take users through a flow that leads them into scheduling an appointment with one of our representatives in a scalable format. Current clients have the ability to reach out directly to client support which reinforces user support and trust.



The screenshot shows the homepage of VA Claim Pros. At the top right, there's a dark navigation bar with 'VA Claim Pros' logo, 'Home', 'About Us', and 'Our Process'. The main header 'VA Claim Pros' is in large white letters on a blue background. Below it, a sub-header 'Our Process' is partially visible. A central text block discusses medical reviews and service connection. To the right, there's a testimonial section featuring two veterans in uniform, with a 'Read More' button. At the bottom, there are links for 'Get Started Today', 'PRIVACY POLICY', 'CONTACT US', and 'Read Our Story'.



## Get Started

One goal of the site was to lead users through an easy to navigate flow to sign up if they are not a current client. We achieved this through thorough testing and easy of use to all users.

## About Us

US Military Veterans appreciate doing business with established companies they can trust and believe in. The about page was designed to build rapport and credibility with the user base.

# Style Guide

This style guide was created in a modular fashion based on components from our **Sketch** libraries. Using **Abstract** we were able to keep all UI components up to date across multiple variations of the design and reuse these components to populate each individual element in our style guide. This allowed us to keep the style guide up to date automatically based on edits to the library master files. Abstract also allows for peer review and critique within pull requests.

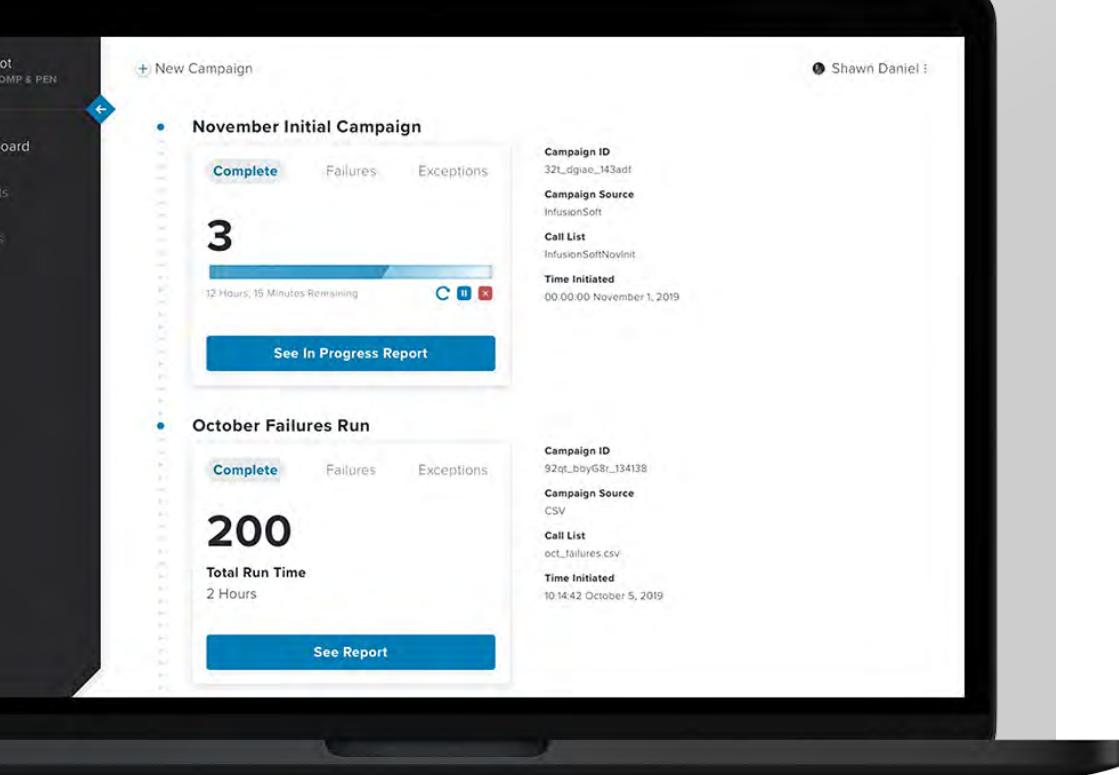
The screenshot displays two pages of a Sketch style guide for 'VACP Style Guide'.

**Top Page (Elements):**

- Left Sidebar:** Contains a tree view with 'VACP Style Guide' expanded, showing 'Components', 'Elements', 'Header', and 'Colors'.
- Content Area:** Title 'ELEMENTS'. Subtitle: 'Primary UI elements documented below include buttons and inputs.' It shows four button variations: Primary Button (two states), Secondary Button (two states), and a third variation labeled 'Primary Button' with 'Default' and 'Secondary Button' states.
- Right Sidebar:** Shows the 'Artboard' properties: Width 1448px, Height 11949px, Fill #18181a.

**Bottom Page (Colors):**

- Left Sidebar:** Contains a tree view with 'VACP Style Guide' expanded, showing 'Components', 'Elements', 'Header', 'Colors', 'Typography', and 'Assets'.
- Content Area:** Title 'COLORS'. Subtitle: 'Colors are named using the Name That Color convention developed by Chirag Mehta. Color variables are defined in TNT-Colors project and imported into projects under Node Modules. Follow steps on TNT-colors Bitbucket to add/remove colors to this project.' It shows four color swatches: \$color-st-tropaz (#205AA9), \$color-tuna (#111111), \$color-white (#FFFFFF), and \$color-gray-chateau (#EAEAF0).
- Right Sidebar:** Shows the 'Artboard' properties: Width 1448px, Height 11949px, Fill #18181a. A 'COLORS' section displays a grid of color swatches. A 'TYPOGRAPHY' section lists font, size, and line height settings for ProximaNova Regular, including 12px, 18px, 8px, 21px, 70px, and 36px sizes, along with 24px, 16px, 28px, 16px, 32px, 72px, 56px, 24px, 48px, 32px, 16px, 72px, and 56px line heights.



# CallBot

Callbot is an application built to run or schedule processes for an internal team. The goal of developing a user interface for Callbot was to allow employees to view campaign results, manage client statuses, and view historical records in an attempt to democratize the process of running the application and bring in non-developers to use the tool.

The following case study was assembled by my teammate, Andrew Nicholl

His work can be seen at [nicholldesign.com](http://nicholldesign.com)

# Process

## 1. Research

Industry Research  
User Research

## 2. Iteration

Rapid Prototyping  
High fidelity

## 3. Testing

Accessibility  
Usability Testing

## 4. Validation

User Testing  
KPI's

# Problem Statement

"As a user I need to be able to "

# Project Duration

From initial scope to completion of Phase 1 was set for 3 sprints (6 Weeks)

# Team

## **Hugo Ramos**

Product Designer

## **Andrew Nicholl**

Sr. Product Designer

## **James Rountree**

Product Designer

## **Luke Pate**

Lead Software Engineer

## **Tory Minars**

Project Manager

## **Lane Holcombe**

Sr. Software Engineer

# Research Phase

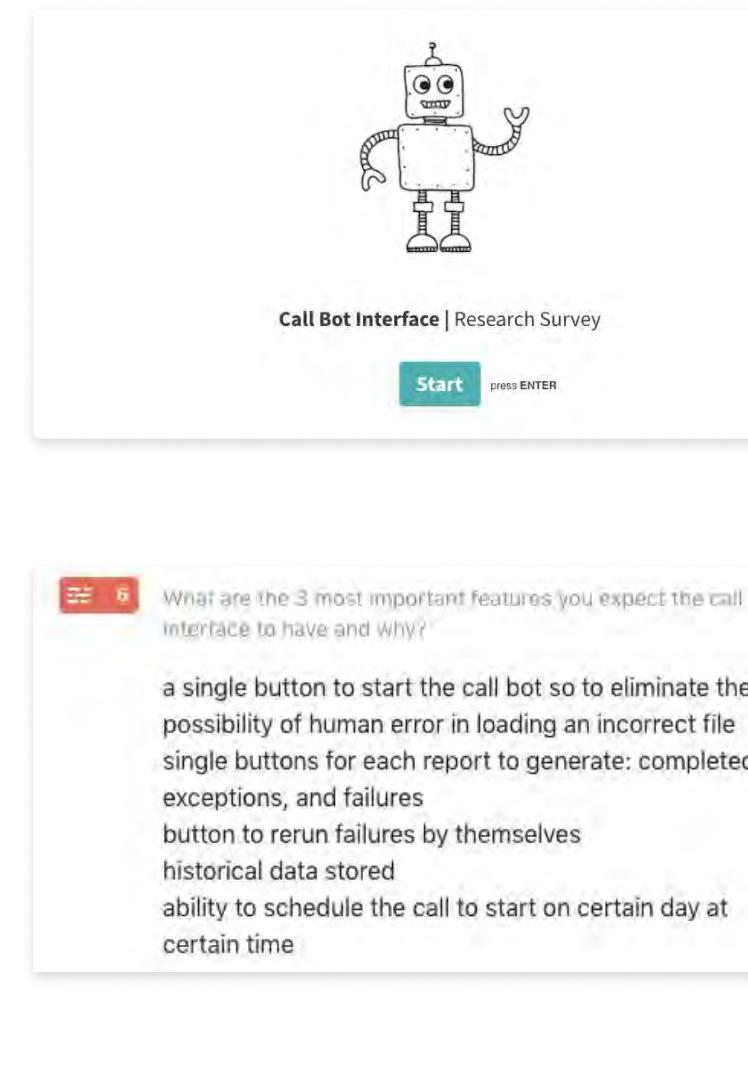
In order to figure out which types of research we needed to conduct, we first needed to understand what kind of information we were hoping to learn. We used a research brainstorming template to get all of our questions down on paper.

# User Survey

We decided to conduct a survey on a few key users within our organization that would use Callbot to understand their pain points with the current system and their hopes for the future.

# Key Takeaways

A single button to initiate the process within the application, ability to easily toggle views between different reports, ability to view all historical data, ability to easily rerun process if failed, ability to schedule process to happen at a future time and date.



Call Bot Interface | Research Survey

Start press ENTER

6 What are the 3 most important features you expect the call interface to have and Why?

a single button to start the call bot so to eliminate the possibility of human error in loading an incorrect file  
single buttons for each report to generate: completed exceptions, and failures  
button to rerun failures by themselves  
historical data stored  
ability to schedule the call to start on certain day at certain time

# User Personas

Using the results of our survey, we crafted two main personas that reflected those team members who were going to be using the Callbot primarily.



**Matthew**  
Primary User

## Personal Info

Easy going, passionate leader, meticulous.  
Gender: Male  
Age: Mid 40's  
Marital Status: Married  
Technological Aptitude: Average

## User Needs

Efficiency in running business processes  
Accurate historical records

## Technology Devices

Android (Personal)  
Windows Desktop (Work)  
Windows Laptop (Home)

## Pain Points

"Importing and exporting excel spreadsheets takes too much time and is prone to formatting errors"  
"Not familiar with the command line and cannot run the application in its current state without assistance from dev ops"  
"Readying data in plain text format and looking through large JSON objects is tedious and details are often missed"



**Busy Bethany**  
Secondary User

## Personal Info

Focused, gets the task done, juggles a million things at once.  
Gender: Female  
Age: Late 20's  
Marital Status: Single  
Technological Aptitude: Low to Average

## User Needs

Clearly see different results between different clients  
Have similar results be organized together  
Ability to export lists of results

## Technology Devices

iPhone (Personal)  
Windows Desktop (Work)  
Windows Laptop (Home)

## Pain Points

"Having to update spreadsheet names with different versions is hard to keep track of"  
"There's no way to see how far into the process I am until I'm nearly done"

# Site Architecture and Task Flows

Based on the needs of our users we determined the basic site architecture of Callbot, and began making task flow for each section of Callbot's interface. After we had the core structure and flow of our application in place, we moved on to the next stage in the design lifecycle.

## Agile Design Sprints

In order to put out a testable component at the end of each design sprint, we broke the project up into it's major components and focused one of the major components per sprint.

## Design Lifecycle

This meant going through an entire design sprint cycle of wireframing, usability testing, creating hi fidelity design mockups, and developing rapid prototypes in Angular to use for a final usability test before continuing to the next component.



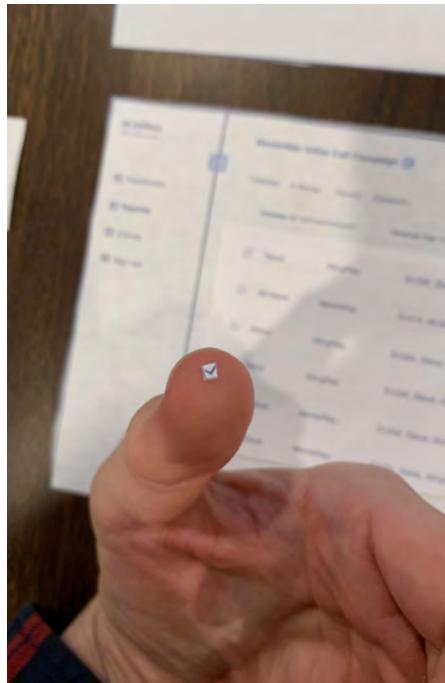


## Wireframes

At the beginning of each sprint, we decided which major component we were tackling and dove right into sketching and creating low-fidelity wireframes in InVision's Freehand. We then replicated our task flows using our wireframes to ensure that we were not missing any necessary steps or features.

# Paper Testing

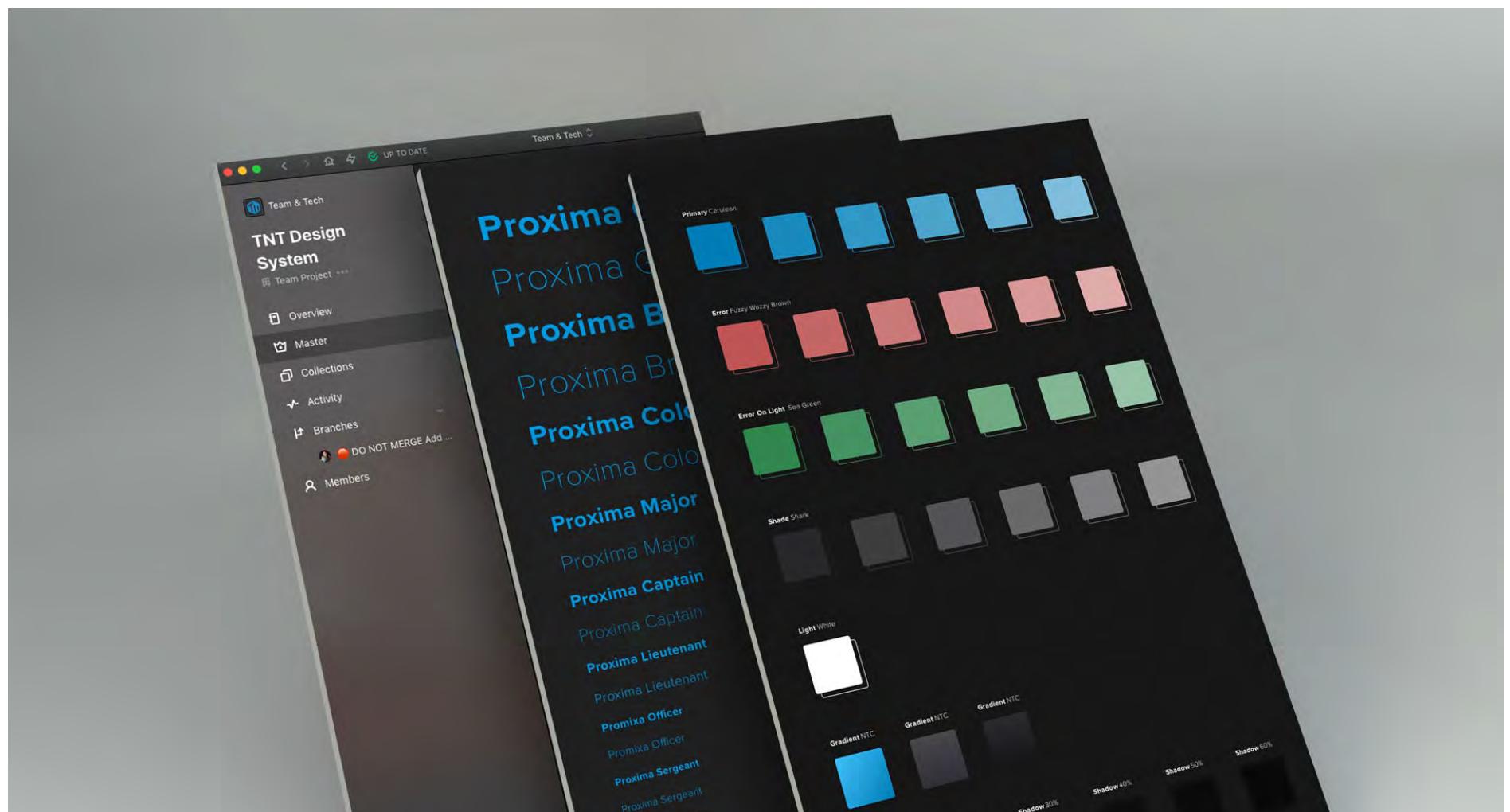
We then printed out these wireframes, cut them up, and conducted usabilities tests using these paper prototypes. Our notes from these paper testing sessions were used to rapidly update wireframes and conduct more tests. After three to four rounds of tests for each component, we were ready to move into designing mockups in Sketch.



- Run the call bot task - "If you wanted to start a new one, would go to campaigns or run bot?" - assumed the side navigation would just run the bot, expected a task instead of navigation ("home" instead of run bot)  
Made it "Dashboard"
- Start a new campaign task - "from here I would click run bot to clear this out" (click on new campaign)  
Fixed by above task
- Run new campaign task - "Expected the navigation was steps, instead of actual navigation" (Copy)  
Changed their names, bolded active tab
- Campaign type what would you expect to happen - "Infusionsoft campaign means I have to upload the CSV" - "Can we automate the pulling of the CSV at a certain time of the day?" \* We need to pull that campaign the night before around midnight, and I would expect to schedule it and it would automatically pull the latest CSV\*  
Changed "Campaign Type" to "Campaign Source"
- Changing to upload csv TASK - "you would check the dropdown and highlight CSV." "Choose to me is vague, it seems like I already loaded the CSV", It should be "Browse" that makes sense to me, like I have to browse to find the right one\*  
Changed to "Browse"
- Change other form queue TASK - "Just click the drop down", "I want to have to pick the one I want so that way someone has to make sure they choose the right option"

# Design System Implementation

Using our design system for internal products we were able to come into this project with a predetermined set of minor components and styles. These included colors, icons and typography, which was extremely helpful in speeding up the design process, staying organized, and maintaining consistency throughout the application.



# Design Mockups

After ensuring the low-fidelity wireframes for each major component met all user and product requirements and scenarios, we converted our initial concept drawings into medium resolution mockups. We then styled them and added all reusable components using the design system.

The image displays five side-by-side design mockups of a software application interface, likely for campaign management. Each mockup shows a list of contacts with columns for Last Name, First Name, Email, and Status (READY, IN REVIEW, FAILED). The status is also indicated by a colored background in the row header.

- Complete:** Shows two contacts: Santiago (READY) and Fastlane (READY).
- Complete Details:** Shows the same two contacts. Below the table, there's a "Complete" button and a "Details" dropdown menu.
- Complete Selected:** Shows two contacts: Santiago (READY) and Fastlane (READY). Below the table, there's a "Complete" button and a "Details" dropdown menu.
- In Review:** Shows two contacts: Santiago (IN REVIEW) and Fastlane (IN REVIEW). Below the table, there's a "Mark For Review" button and an "Export" button.
- Failed:** Shows three contacts: Santiago (READY), Fastlane (IN REVIEW), and Corvette (FAILED). Below the table, there's a "Mark For Review" button and an "Export" button.

Callbot

◀ November Initial Campaign ▶ Andrew Nicholl :

Campaign ID: t3r89hq34tq894T4A3 | Campaign Type: Automatic | Form Queue: November | Time Initiated: 12:00 AM, 11/01/2019

**Complete** Review Failed Exceptions  Hide In Review  Hide Exported

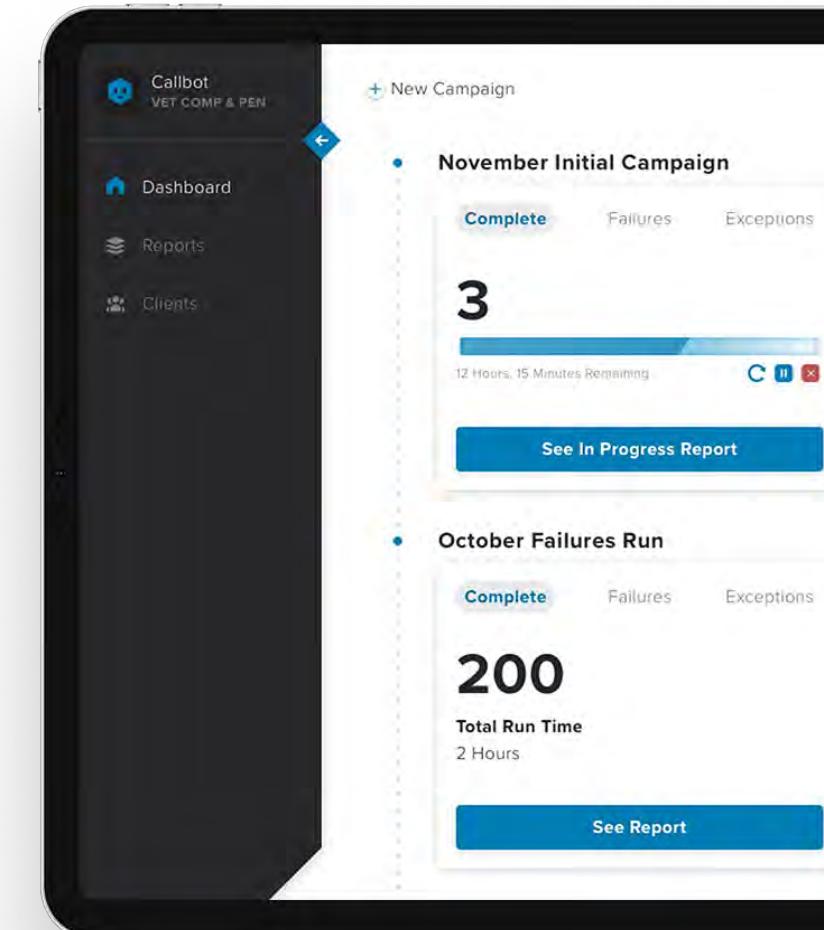
	Last Name	First Name	Email	Amount	Status	Action
<input type="checkbox"/>	Santiago	George	enid_howell@imelda.tv	\$540	READY	▼
<input type="checkbox"/>	Fastlane	Robbie	passontheright@me.com	\$0	READY	▼
<input type="checkbox"/>	Keith	Tobias	bootinyour@gmail.com	\$800	READY	▼
<input type="checkbox"/>	Crockpot	Johnny	raccoonstew1971@yahoo.com	\$940	READY	▼
<input type="checkbox"/>	Keeper	Finder	fr33allSaintsJacket@gmail.com	\$0	READY	▼
<input type="checkbox"/>	DiPabliano	Joey	meatball1@yahoo.com	\$400	READY	▼
<input type="checkbox"/>	Snailfish	Craillfish	bighooklittlebit3@gmail.com	\$789	READY	▼
<input type="checkbox"/>	Peterson	Emanual	pennstaterules1999@yahoo.co...	\$0	READY	▼

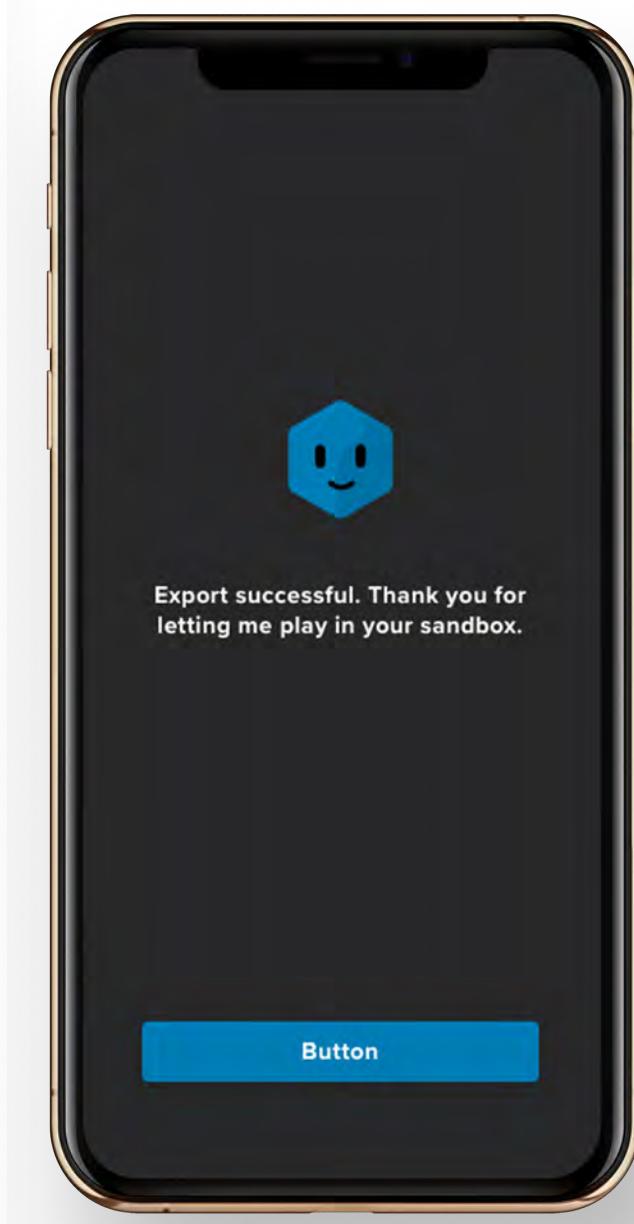
# Accessibility

Having the product development team spearhead front-end development also helped ensure accessibility in our product from the outset, by writing semantic html and ensuring WCAG and ADA compliance.

# Agile

By embracing agile methodologies and building out each major component per design sprint, we were able to produce results fast and keep the development process moving in tandem with our design process.





## Maintainability

By sticking to our design system and keeping up our documentation as one would in a traditional design to developer handoff, we were also able to ensure that it would be easy to add additional components and functionality in the future, while sticking to the design and style guides we have in place.

## User Focused

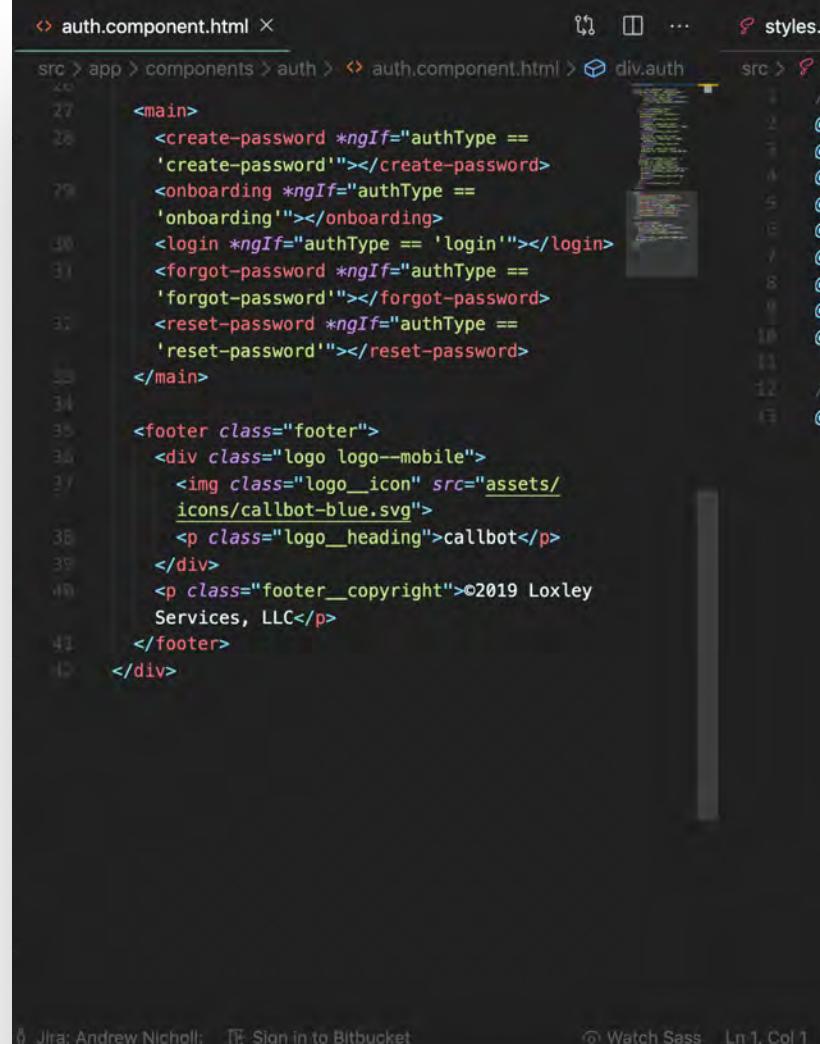
Not only did it keep work interesting, it made for an overall better product, as we were able to conduct usability test between sprints and quickly implement changes to the previous sprint's component and embrace new ideas for the next one.

# Development

Our team utilized Angular as our development framework, so we began development by laying the frontend foundation for our Angular project using HTML, Sass (SCSS), and Typescript.

# Usability Tests & Demos

At the end of each sprint, we conducted a final usability test of the component and made any necessary updates before holding out demo for product owners, stakeholders, and the development teams.



A screenshot of a code editor showing the file `auth.component.html`. The code is written in HTML and uses Angular's `*ngIf` directive to conditionally render different components based on the value of `authType`. The components include `<create-password>`, `<onboarding>`, `<login>`, `<forgot-password>`, and `<reset-password>`. Below the main content, there is a footer section with a logo and copyright information for Loxley Services, LLC. The code editor interface shows the file path, line numbers, and a sidebar with other files.

```
<main>
  <create-password *ngIf="authType == 'create-password'"></create-password>
  <onboarding *ngIf="authType == 'onboarding'"></onboarding>
  <login *ngIf="authType == 'login'"></login>
  <forgot-password *ngIf="authType == 'forgot-password'"></forgot-password>
  <reset-password *ngIf="authType == 'reset-password'"></reset-password>
</main>

<footer class="footer">
  <div class="logo logo--mobile">
    
    <p class="logo__heading">callbot</p>
  </div>
  <p class="footer__copyright">©2019 Loxley Services, LLC</p>
</footer>
</div>
```

log in

run callbot  
go chill

Forgot Password

Email Address

Password



Cancel

©2019 Loxley Services, LLC

callbot

Callbot  
REDACTED

Dashboard



Re

callbot

Campaign Name

Campaign ID Campaign 1

Campaign Type Automatic

Form Queue 1941375

Time Initiated 00:00:00, 11/12/2019

Details



Complete

Review

Failed

Exceptions

Sort

Filter

COMPLETED

Select All

Last Name

Smith

First Name

John

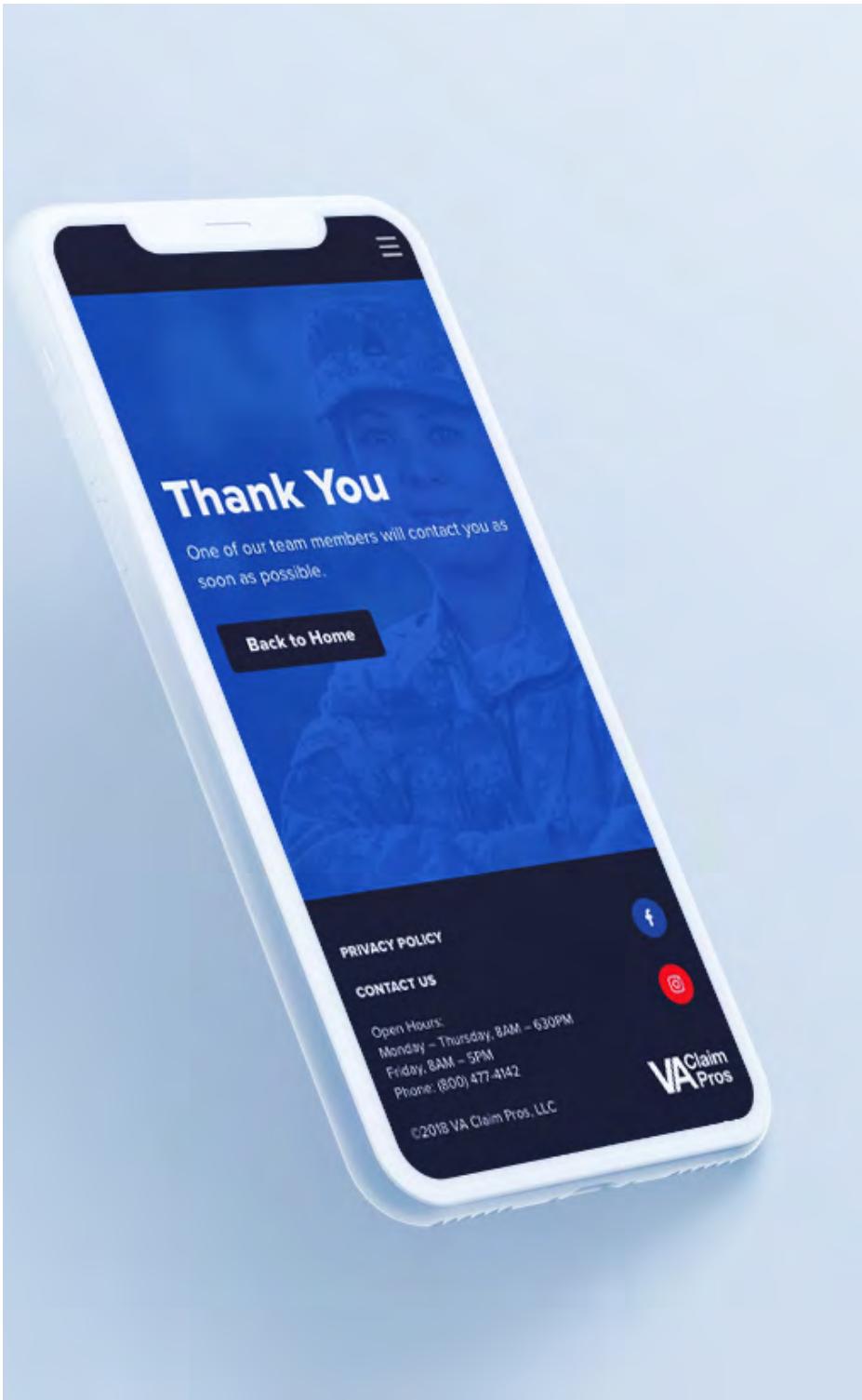
Email

ewtrust@gmail.com

COMPLETED

Export

November



# Lets Connect!

Thank you for taking the time to view some of the highlights of my work.

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