Company
Test Company
Admin
Test Admin
Employee
Test Employee
Manager
Test Manager

DISCOVERY

BACKGROUND

Since we are a large-scale system, we expect the number of users to increase significantly in the coming years. Therefore, we need to ensure that the UI/UX design remains clear, scalable, and user-friendly.

We anticipate further growth and expansion, with more diverse user roles and more complex workflows. This document outlines the current UI/UX design, highlights potential scalability challenges, and proposes improvements to ensure a smooth, intuitive experience for all user roles.

RESEARCH GOALS

- What are components of the old design that is helpful to keep and which ones should be removed?
- What do operations engineer look for when managing these devices?

INTERVIEWS

We started conducting interviews with our internal team, specifically the operations engineers, who are the primary users of the platform. They have several responsibilities and rely on various tools to manage devices, monitor system performance, and ensure smooth operations. We took notes mainly on how the interviews went, but the interface needs to be improved.

Operations Engineer	Daily Use	Frequent	Occasional
Monitor Devices	✓		
Check Logs	✓		
Manage Accounts		✓	
Alerts		✓	
Reports		✓	
Company Accounts			✓
Integrations			✓

DEFINE

SKETCHES

Here are the main types of views. A list view with a table, and a details view with a form. Since these are the most common views and we can generalize elements for the rest, we decided to start with these. We also decided to keep the design simple and use the information hierarchy. We prototyped different types of interface and came up with a consistent design system. We decided to use the Flowbite library for consistency with the operations engineers.

Forms

1. Top bar components consists of breadcrumbs to keep the user the current place.
2. Form fields are grouped by the type of information.
3. Form fields are aligned with a maximum width of 480 px.
4. All mandatory fields are marked with an asterisk (*).
5. There is no Tab on the keyboard for entering changes.

Tables

1. Contains a search bar for finding the element within the table list.
2. The table has a dropdown on the bottom left for specification of the number of elements displayed, ranging from 10 to the maximum of the selected.

USER FLOW

Since there are two sections, there are two flows. One for client and the other for admin. Although the client section is not the main focus, we still need to provide a basic interface for managing company accounts. The admin section is more complex, with multiple roles and different permissions. The flow illustrates how these roles interact with the system, ensuring clear and controlled and accountability mechanisms. A centralized service could be advantageous.

Client Management Service
Client
Admin
Client Dashboard
Client Dashboard
Client Dashboard