Sub-accounts

Provisioning

Users

User settings

Call Flow Dashboard

STATION GROUPS   SKILLS   VECTORS   VDNS   STATIONS

Manage station groups

+ Create one   ⌄

Name

Station template   ▾

Citrix enabled   ◯

CREATE

Since we need a station group before we can create a station shouldn't users land here first when clicking the provisioning tab on the left nav?

Is "station template" the right name for a list of phone types a user may need to choose? We may want to give a little more info about what this is.

This is a element intended (mostly) for mobile touch devices. We should use checkboxes.

Station groups   ↻   Columns ▾

🔍 Search   All Columns ▾

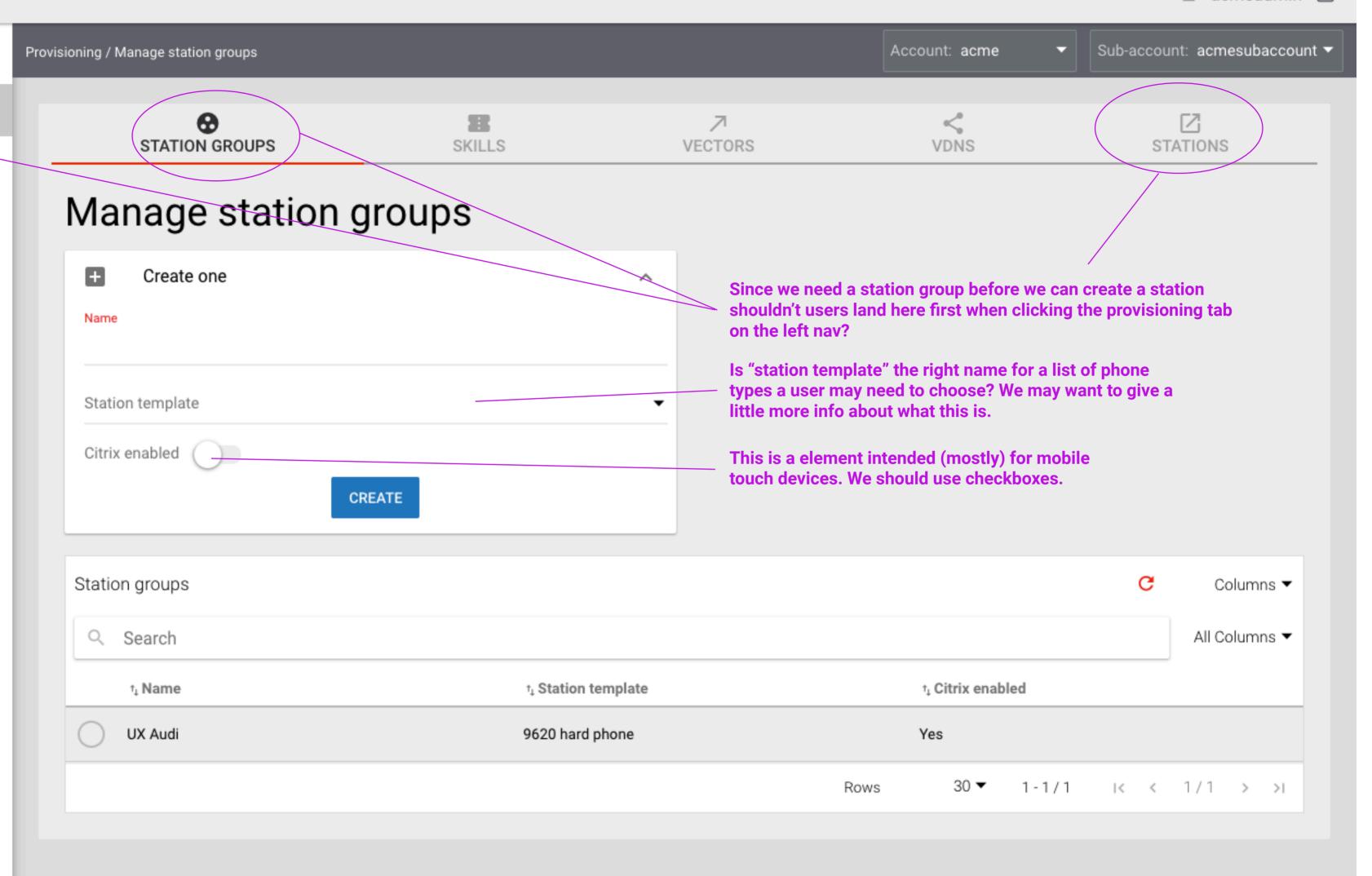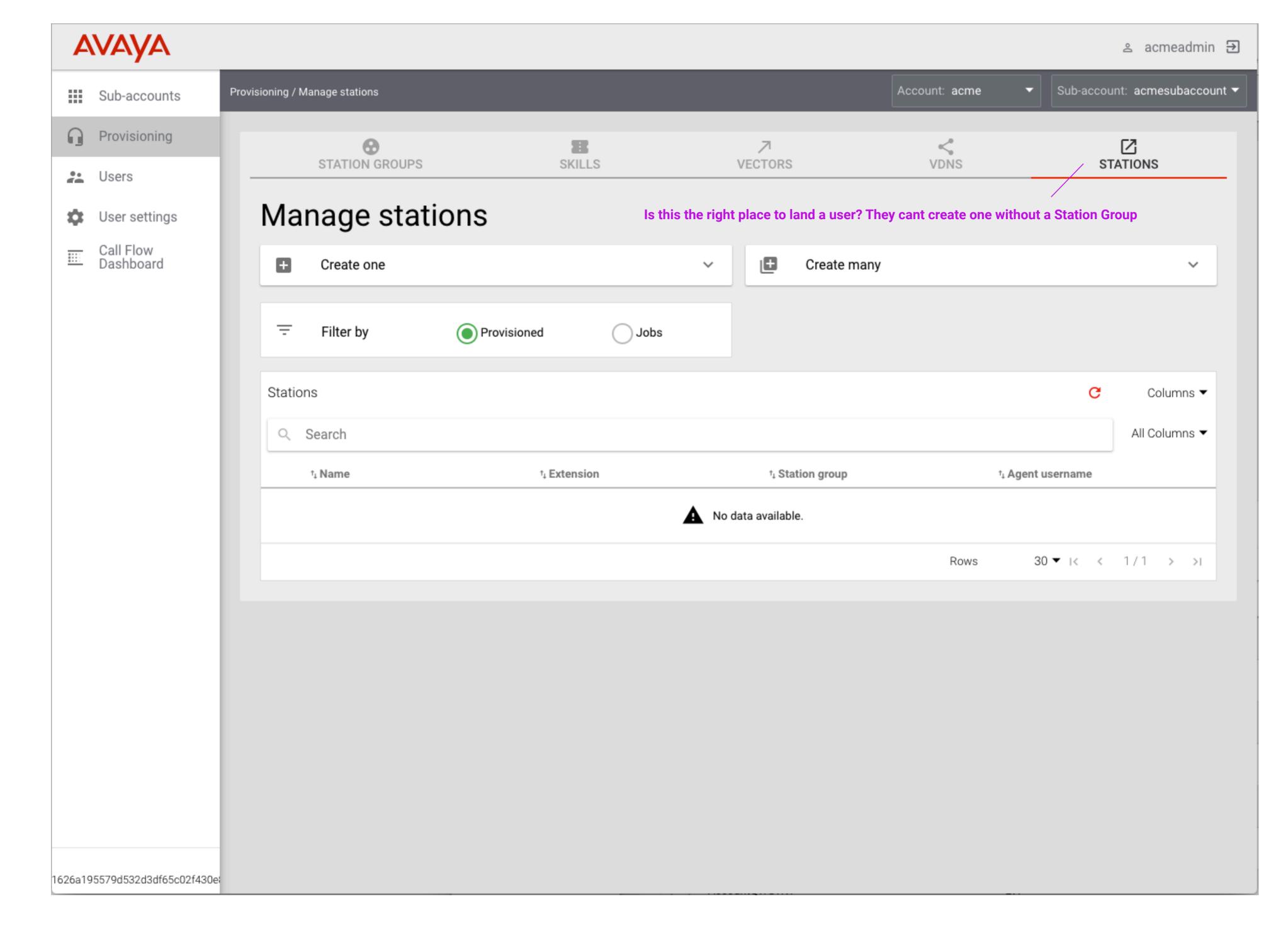| ↑↓ Name	↑↓ Station template	↑↓ Citrix enabled
◯ UX Audi	9620 hard phone	Yes

Rows   30 ▾   1 - 1 / 1 |< < 1 / 1 > >|

AVAYA

🎧 Provisioning

👥 Users

⚙ User settings

▦ Call Flow Dashboard

Provisioning / Manage stations

Account: acme ▼   Sub-account: acmesubaccount ▼

STATION GROUPS	SKILLS	VECTORS	VDNS	STATIONS

Manage stations

Is this the right place to land a user? They cant create one without a Station Group

➕ Create one ⌄	🗇 Create many ⌄

⎘ Filter by   🟢 Provisioned   ⚪ Jobs

Stations   ↻   Columns ▼

🔍 Search   All Columns ▼

↕ Name	↕ Extension	↕ Station group	↕ Agent username
		⚠ No data available.	

Rows   30 ▼ |< < 1 / 1 > >|

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AVAYA

⠿ Sub-accounts

🎧 Provisioning

👥 Users

⚙ User settings

▦ Call Flow Dashboard

Provisioning / Manage stations

Account: **acme** ▼   Sub-account: **acmesubaccount** ▼

⊛ STATION GROUPS   ▦ SKILLS   ↗ VECTORS   ⟨ VDNS   ⬈ **STATIONS**

Manage stations

⊞ Create one   ⌃

⊞ Create many   ⌄

Station group   ▼

We should communicate to users why
this form field may not be clickable. It appears broken

Name

Labels? Warnings? Hint text?

Extension

GENERATE

Should be secondary button style
or link button.
Do users need to do this manually?

Agent username

I can click on this form element, but nothing happens when I type.
Seems broken.

Security code

Should be done
in a modal

CREATE

Is this valuable to users?

This should be disabled until form is valid.

▾ Filter by   🟢 Provisioned   ⚪ Jobs

We shoud turn this into a a staus column on the table.

Stations   ↻   Columns ▼

🔍 Search   All Columns ▼

↑↓ Name	↑↓ Extension	↑↓ Station group	↑↓ Agent username

⚠ No data available.

Rows   30 ▼ |< < 1 / 1 > >|

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AVAYA

Sub-accounts

Provisioning

Users

User settings

Call Flow Dashboard

Provisioning / Manage stations

Account: acme

Sub-account: acmesubaccount

STATION GROUPS

SKILLS

VECTORS

VDNS

STATIONS

Manage stations

Create one

Station group

Name

Extension

Agent username

Security code

CREATE

Create many

Select station group * | Station group

Select a comma-separated file containing entries in the following format:

Username
oe's Station, jdoe
oe's Station, jadoe

+ SELECT FILE

Editing sub-account acmesubaccount

You are about to bulk upload to the current sub-account. Do you wish to continue?

This should move to the end of the experience.   CANCEL   OK

Filter by   ◉ Provisioned   ○ Jobs

Stations

Search

All Columns ▾

Columns ▾

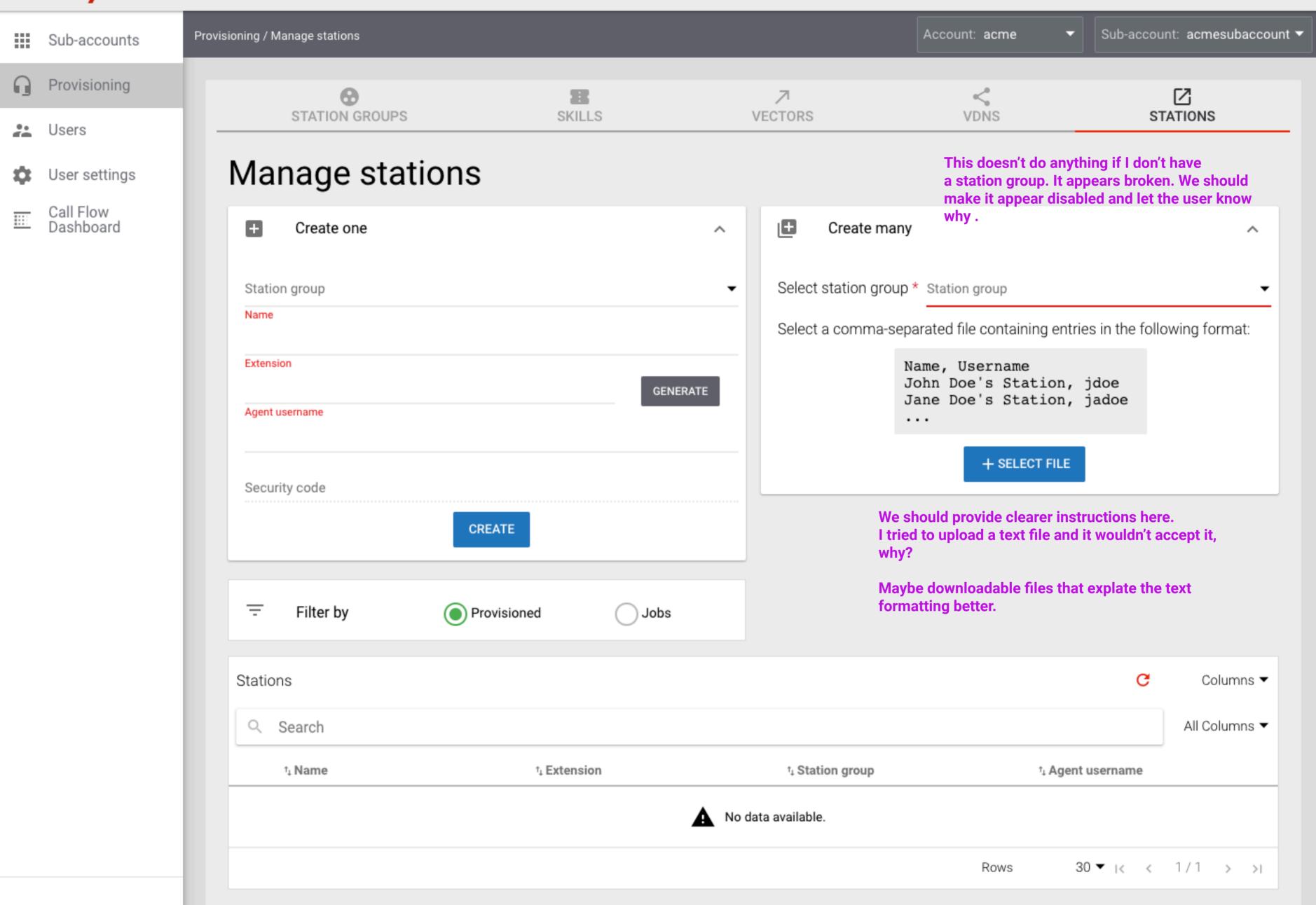| ⇅ Name	⇅ Extension	⇅ Station group	⇅ Agent username
⚠ No data available.			

Rows   30 ▾ |< < 1 / 1 > >|

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Sub-accounts

Provisioning

Users

User settings

Call Flow Dashboard

STATION GROUPS   SKILLS   VECTORS   VDNS   **STATIONS**

Manage stations

Create one   ^

Station group   ▼

Name

Extension   **GENERATE**

Agent username

Security code

CREATE

Create many   ^

Select station group *   Station group   ▼

Select a comma-separated file containing entries in the following format:

```
Name, Username
John Doe's Station, jdoe
Jane Doe's Station, jadoe
...
```

+ SELECT FILE

This doesn't do anything if I don't have a station group. It appears broken. We should make it appear disabled and let the user know why .

We should provide clearer instructions here.
I tried to upload a text file and it wouldn't accept it, why?

Maybe downloadable files that explate the text formatting better.

≡ Filter by   ⦿ Provisioned   ○ Jobs

Stations   ↻   Columns ▼

🔍 Search   All Columns ▼

↑↓ Name	↑↓ Extension	↑↓ Station group	↑↓ Agent username
⚠ No data available.			

Rows   30 ▼ |<   <   1 / 1   >   >|

- ⚏ Sub-accounts
- 🎧 Provisioning
- 👥 Users
- ⚙ User settings
- ▦ Call Flow Dashboard

⊗ STATION GROUPS	▤ SKILLS	↗ VECTORS	⟨ VDNS	⬈ STATIONS

Manage skills

⊞ Create one	⌄

⇌ Filter by	● Provisioned	○ Jobs

Skills   ↻   Columns ▼

🔍 Search   All Columns ▼

	↕ Name	↕ Number	↕ Skill type
○	sales	664	AGENT

Rows   30 ▼   1 - 1 / 1 |<   <   1 / 1   >   >|

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Sub-accounts

Provisioning

Users

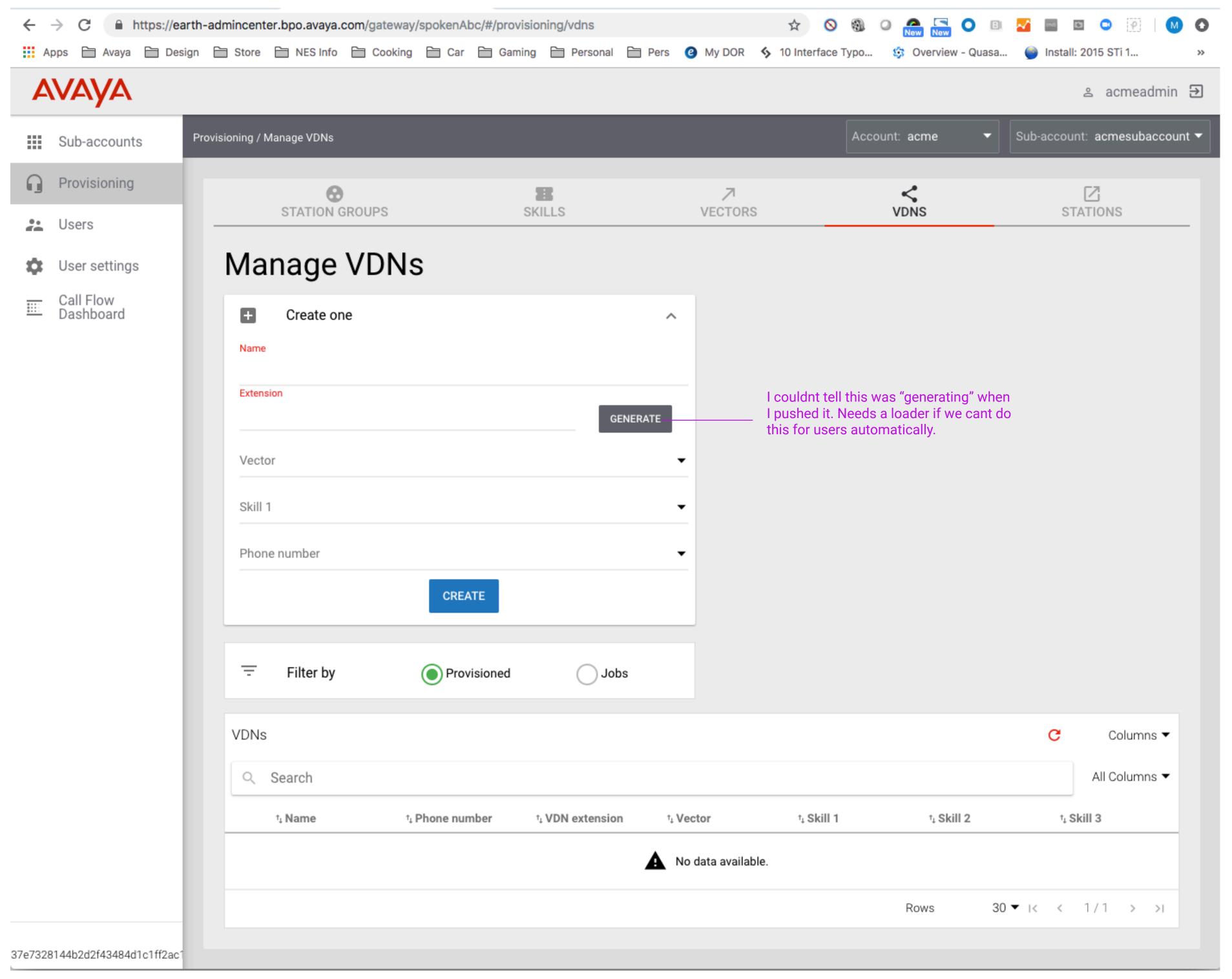User settings

Call Flow Dashboard

| STATION GROUPS | SKILLS | VECTORS | VDNS | STATIONS |

Manage skills

⊞ Create one   ∧

Name

_____

Number

_____   GENERATE

Skill type   ◉ Agent   ◯ Supervisor

CREATE

We shoudl be more descriptive about required or forbidden characters. It was hard for me to know why my name wasn't working (no spaces allowed)

Here's that wierd generate button again. Can we just do this for users automatically?

I have to guess what numbers to put here. Can we help users with contextual help?

Disable until form is valid

⚭ Filter by   ◉ Provisioned   ◯ Jobs

Skills   ↻   Columns ▼

🔍 Search   All Columns ▼

↕ Name	↕ Number	↕ Skill type
◯ sales	664	AGENT

Rows   30 ▼   1 - 1 / 1 |< <   1 / 1   > >|

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AVAYA

⚖ acmeadmin

Provisioning / Manage VDNs

Account: acme ▾   Sub-account: acmesubaccount ▾

Sub-accounts

🎧 **Provisioning**

👥 Users

⚙ User settings

▥ Call Flow Dashboard

⊗ STATION GROUPS   ▤ SKILLS   ↗ VECTORS   ◁ **VDNS**   ⬀ STATIONS

Manage VDNs

➕ Create one   ⌃

Name

Extension   GENERATE

Vector   ▾

Skill 1   ▾

Phone number   ▾

CREATE

I couldnt tell this was "generating" when I pushed it. Needs a loader if we cant do this for users automatically.

☰ Filter by   🟢 Provisioned   ⭕ Jobs

VDNs   ↻ Columns ▾

🔍 Search   All Columns ▾

↕ Name	↕ Phone number	↕ VDN extension	↕ Vector	↕ Skill 1	↕ Skill 2	↕ Skill 3

⚠ No data available.

Rows   30 ▾ |< < 1 / 1 > >|

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AVAYA

     acmeadmin

- Sub-accounts
- Provisioning
- Users
- User settings
- Call Flow Dashboard

Manage VDNs

+ Create one

Name

audit test

Invalid characters in name

Extension

6003148   GENERATE

The extension is valid

Vector

Field is required

Skill 1

sales

Skill 2

Phone number

12343434123

CREATE

If everything is red, how can users easily tell which form element is in an error state?

needs recommended validation pattern

Filter by   (●) Provisioned   ( ) Jobs

VDNs   ↻   Columns ▼

🔍 Search   All Columns ▼

↑↓ Name	↑↓ Phone number	↑↓ VDN extension	↑↓ Vector	↑↓ Skill 1	↑↓ Skill 2	↑↓ Skill 3

⚠ No data available.

Rows   30 ▼   I<   <   1 / 1   >   >I