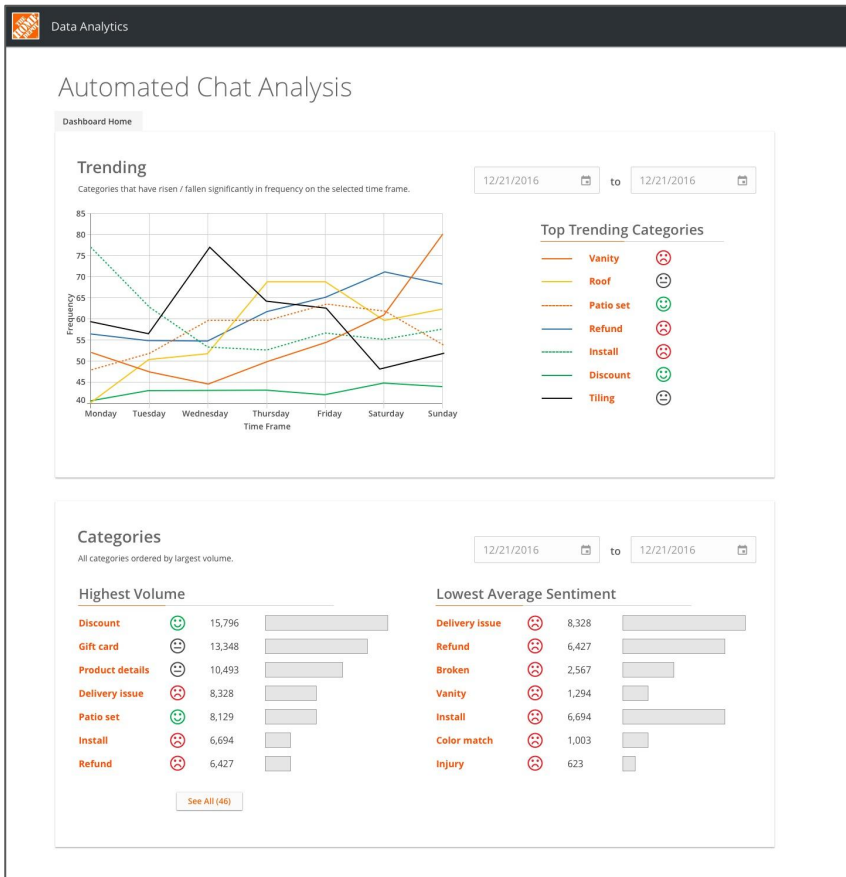




Internship 2017

UX Design @ The Home Depot
Stephanie Dykes







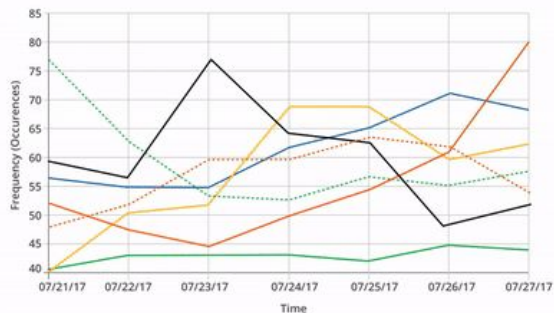
Automated Chat Analysis

Dashboard Home

Trending

Categories that have risen / fallen significantly in frequency on the selected time frame.

07/20/2017 to 07/27/2017



Top Trending Categories

- Vanity 😞
- Roof 😐
- Patio set 😊
- Refund 😞
- Install 😞
- Discount 😊
- Tiling 😐

Categories

All categories ordered by largest volume.

07/20/2017 to 07/27/2017

Highest Volume

Discount	😊	15,796	
Gift card	😐	13,348	
Product details	😐	10,493	

Lowest Average Sentiment

Delivery issue	😞	8,328	
Refund	😞	6,427	
Broken	😞	2,567	

= 40 hrs saved

Daily Activities

Self-driven

Collaborating within agile team

Pairing with others

Design critiques

User interviews, testing



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DANterns

We believe that creating an interactive dashboard with real-time + historical learning that provides useful + accurate insights will result in faster resolution times through the creation specialized/tailored actions for new case classifications. We will do a user test with a clickable Invision prototype. We will know we are successful if 80% of users can navigate the prototype + find + understand

Persona

Chris

Chris is a 45-year-old male with a beard and short brown hair. He is wearing a dark blue jacket over a light blue shirt. He is smiling and looking directly at the camera.

Demographics

- Age: 45
- Gender: Male
- Marital Status: Married
- Children: 2
- Education: Bachelor's Degree
- Occupation: Software Engineer
- Income: \$75,000 per year

Goals

- Chris wants to improve his productivity and efficiency in his work.
- He wants to learn new skills and technologies to stay up-to-date in his field.
- He wants to balance his work and personal life.

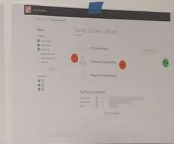
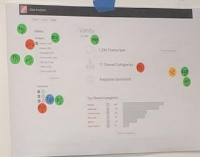
Needs / Pain Points

- Chris needs a dashboard that can provide real-time insights and analytics.
- He needs a dashboard that is easy to use and navigate.
- He needs a dashboard that can be customized to his specific needs.

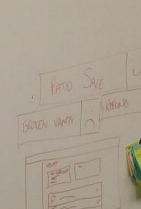
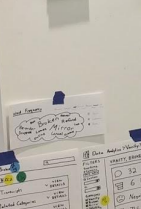
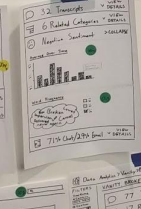
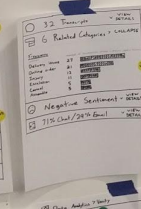
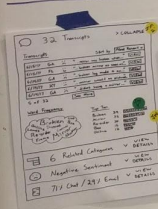
Design Crit #2 - Sketch Prototype



CCAML Dashboard



Design Crit #1 Paper Prototype



Questions?