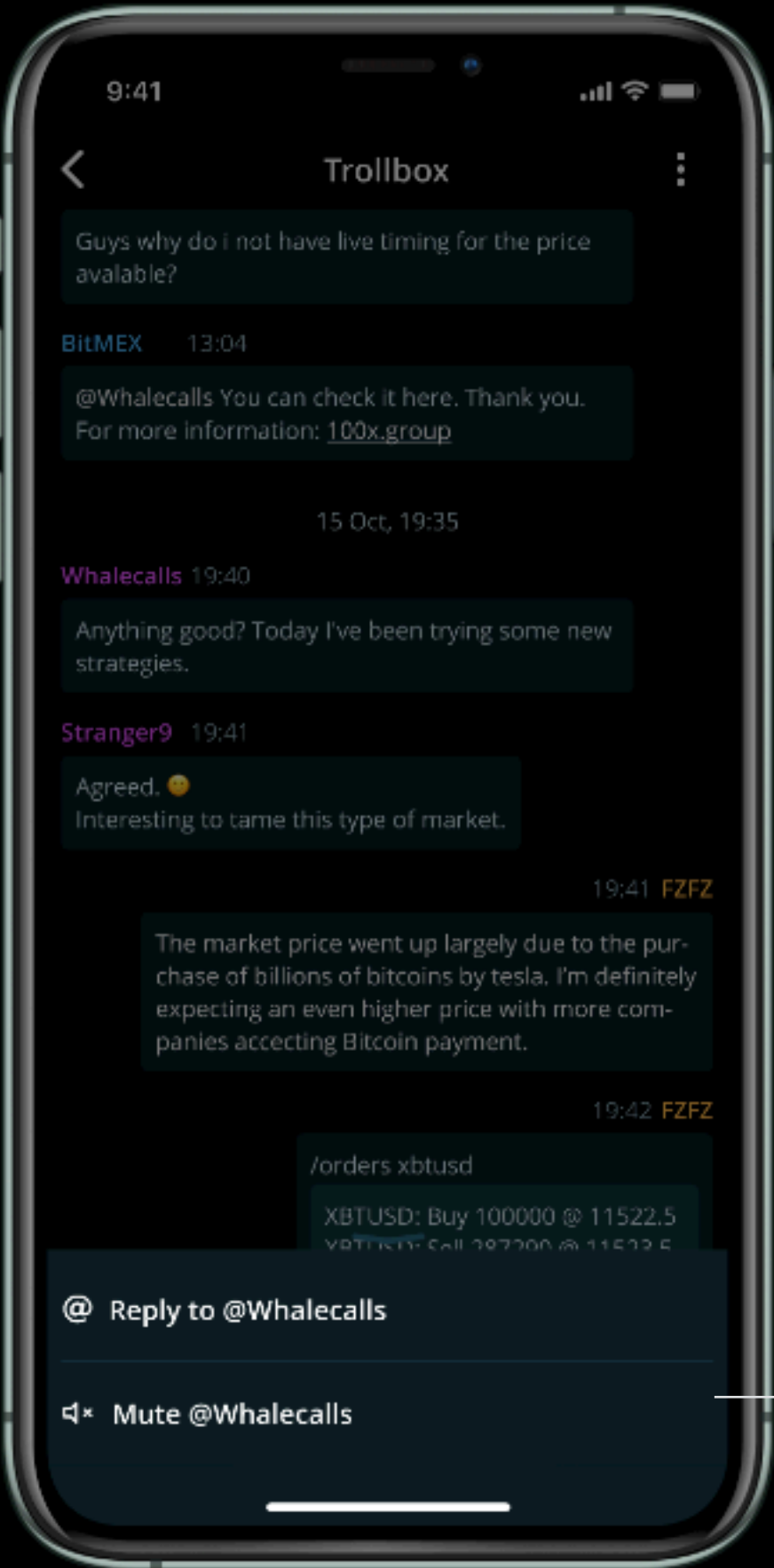


# TROLLBOX MODERATION

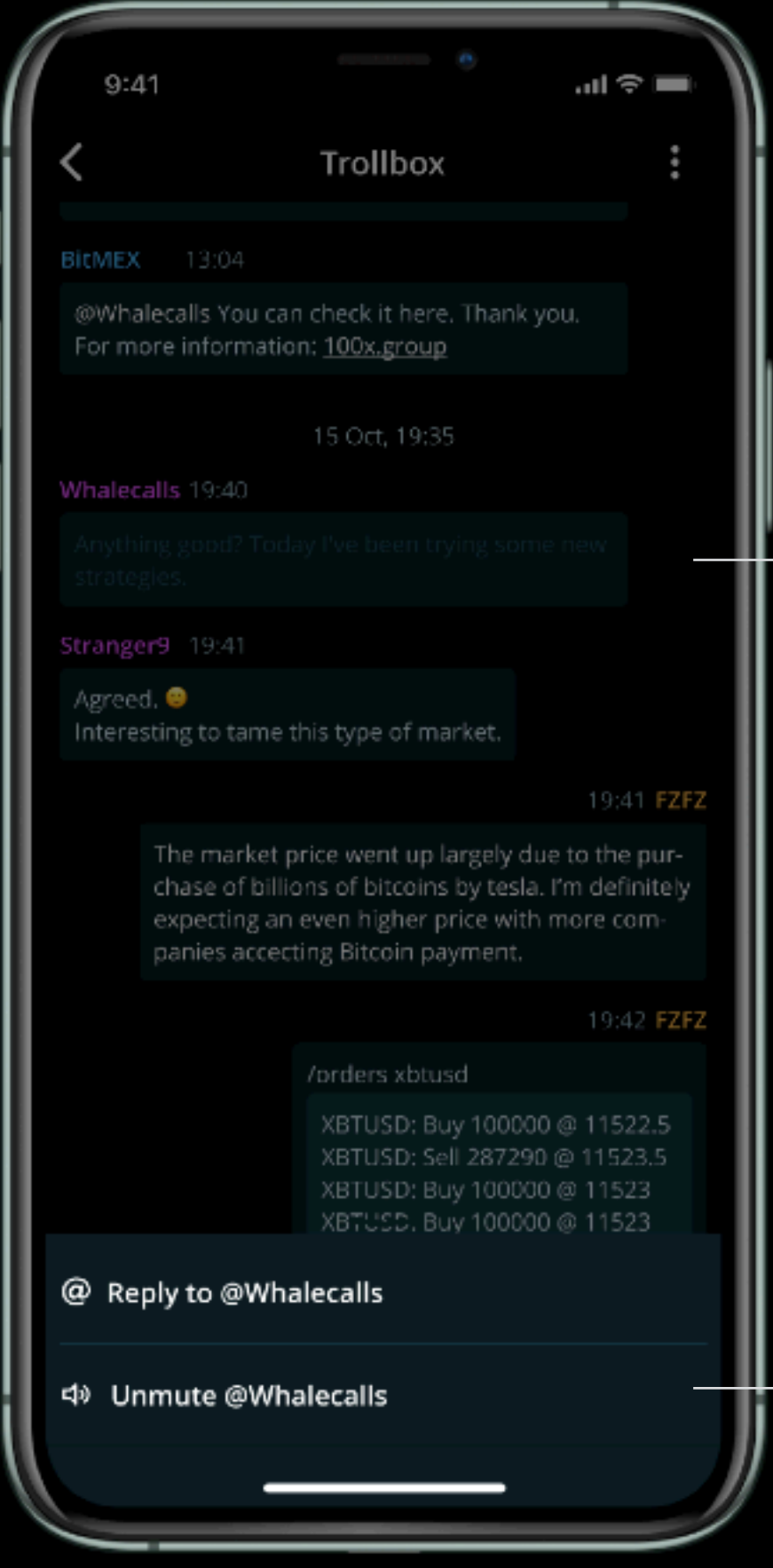
Design Wins & Innovations



Early investigations, SME interview, and analyzing support tickets revealed that a full blown moderation system may be an overkill.

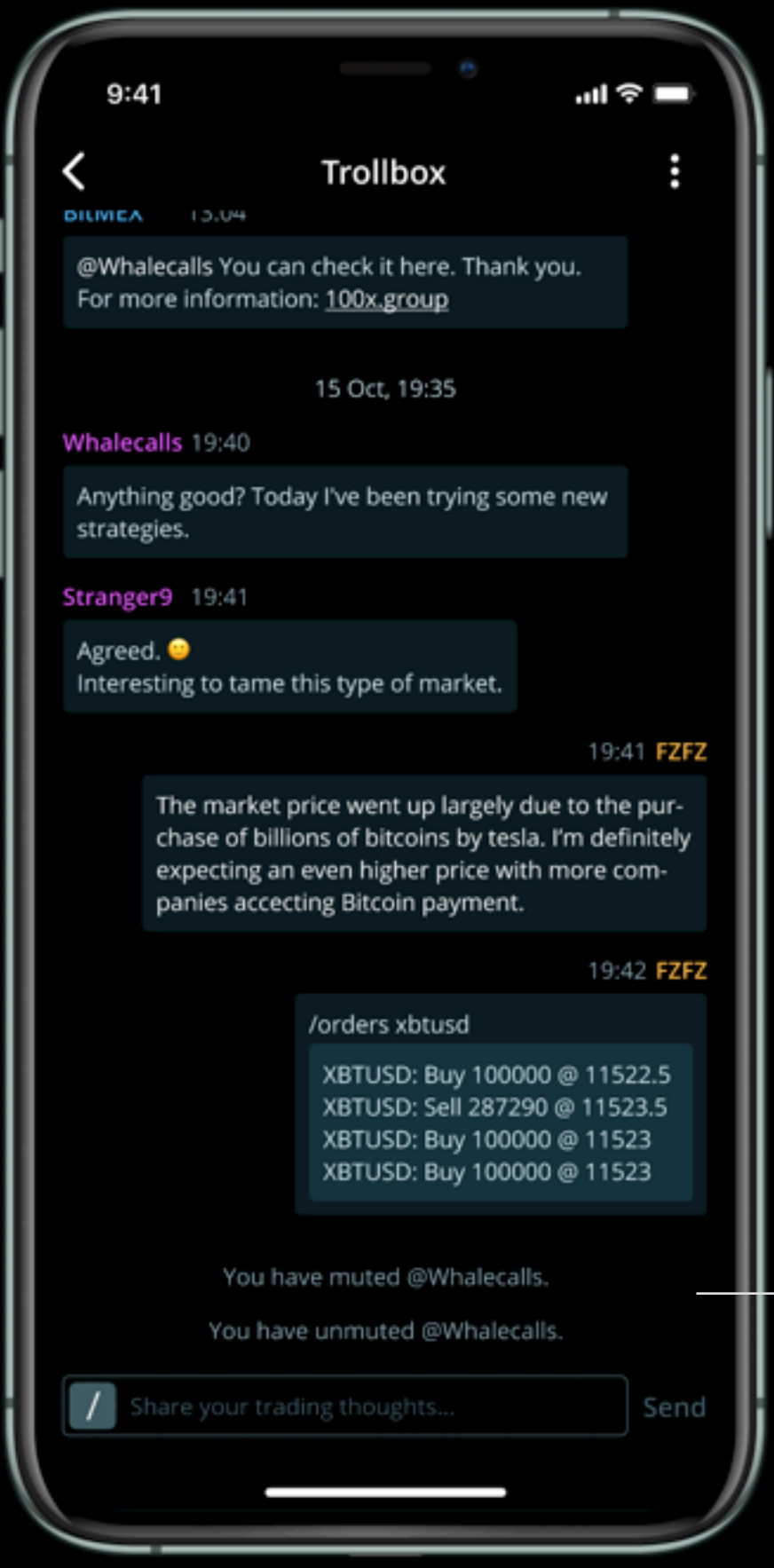
On my recommendation, a mute functionality was built and deployed to production and we measured the response metrics.

The mute feature reduced support tickets by 100% and this saved the engineering organization 4 - 6 months of effort and time.



Muted users appear grayed out in current session. In future sessions, their messages will not be displayed to the signed-in user

Muted users can be unmuted



Clear communication to user on the result of their action.



Trading Platform

Trollbox  
Moderation

Security  
Centre

Account  
Recovery

Registration

Wallet, Order & Trade  
History

Security & Compliance

KYC Flows

KYC Support Screens

RJ & SJ  
Jurisdictions

Exchange Distribution  
Visualization

Mobile App

Instrument  
Details

Deposits &  
Withdrawals

Registration &  
Onboarding

Exploratory

CLI Trading

Site-wide  
Instruments Search

The desktop trading platform of BitMEX was an OG in crypto derivative trading experience. The desktop UX provided traders with from the traditional finance world, a familiar set of tools to efficiently perform technical analysis and make educated financial decisions in a highly volatile 24/7 market.

The desktop platform is for expert users who perform technical analysis for trading. The UI is highly flexible and customizable to work for newbie and expert traders alike. The responsive mobile browser version of the desktop UI handled around 33% of all traffic on the platform till the official mobile app was launched.

Now, let’s look at a couple of my projects that impacted trader experience and improved security on the desktop platform.