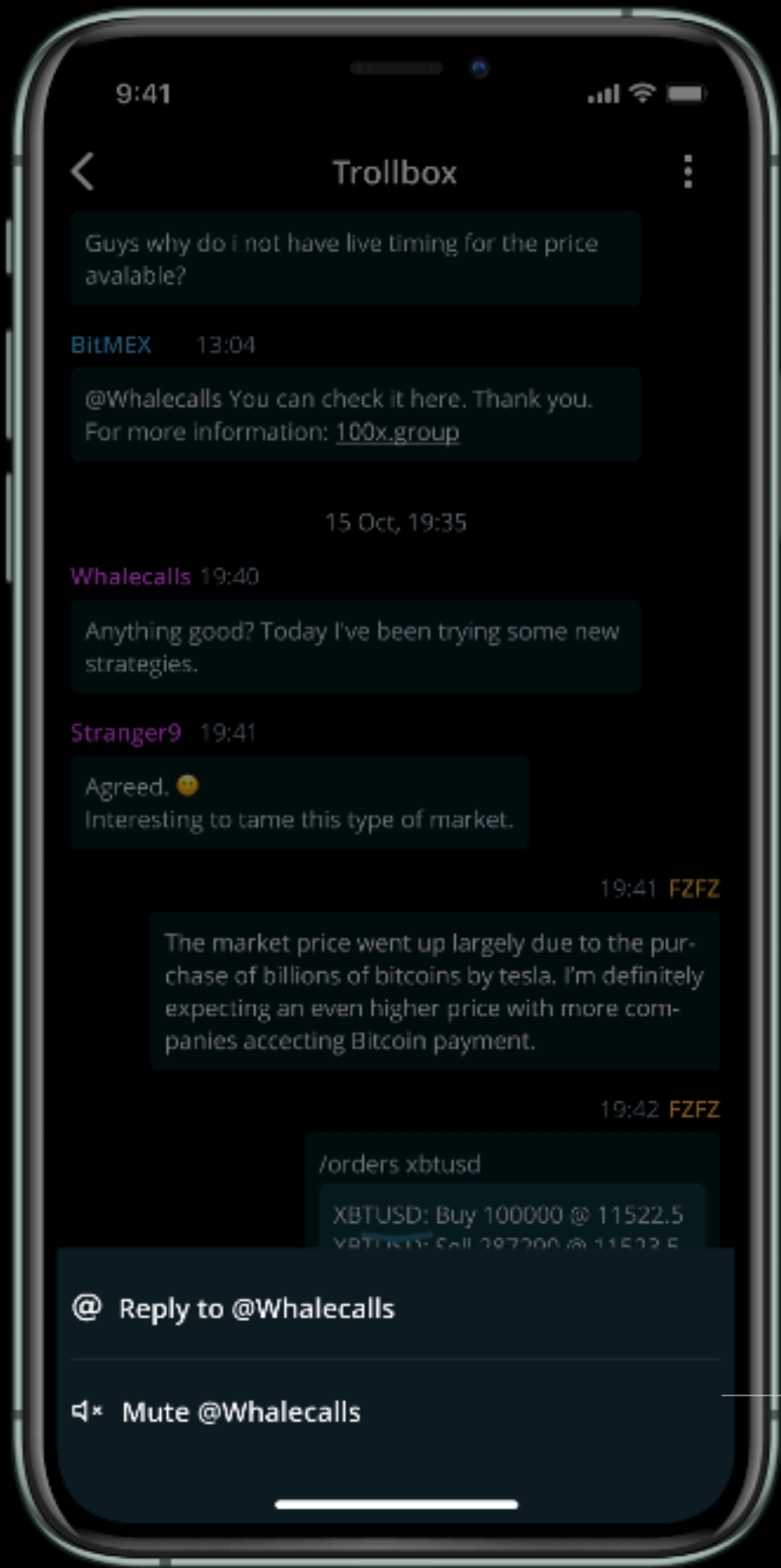


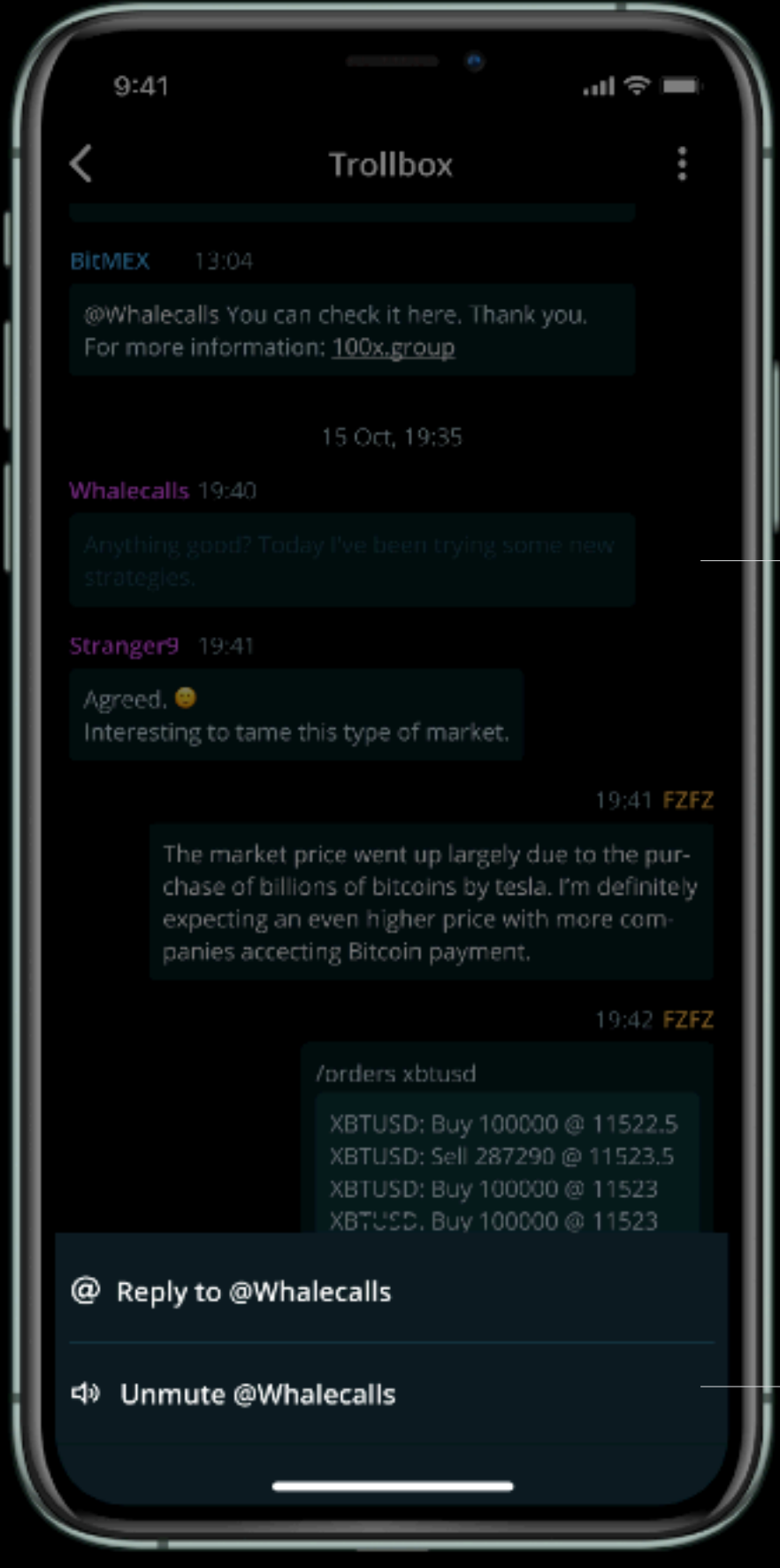
TROLLBOX MODERATION



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

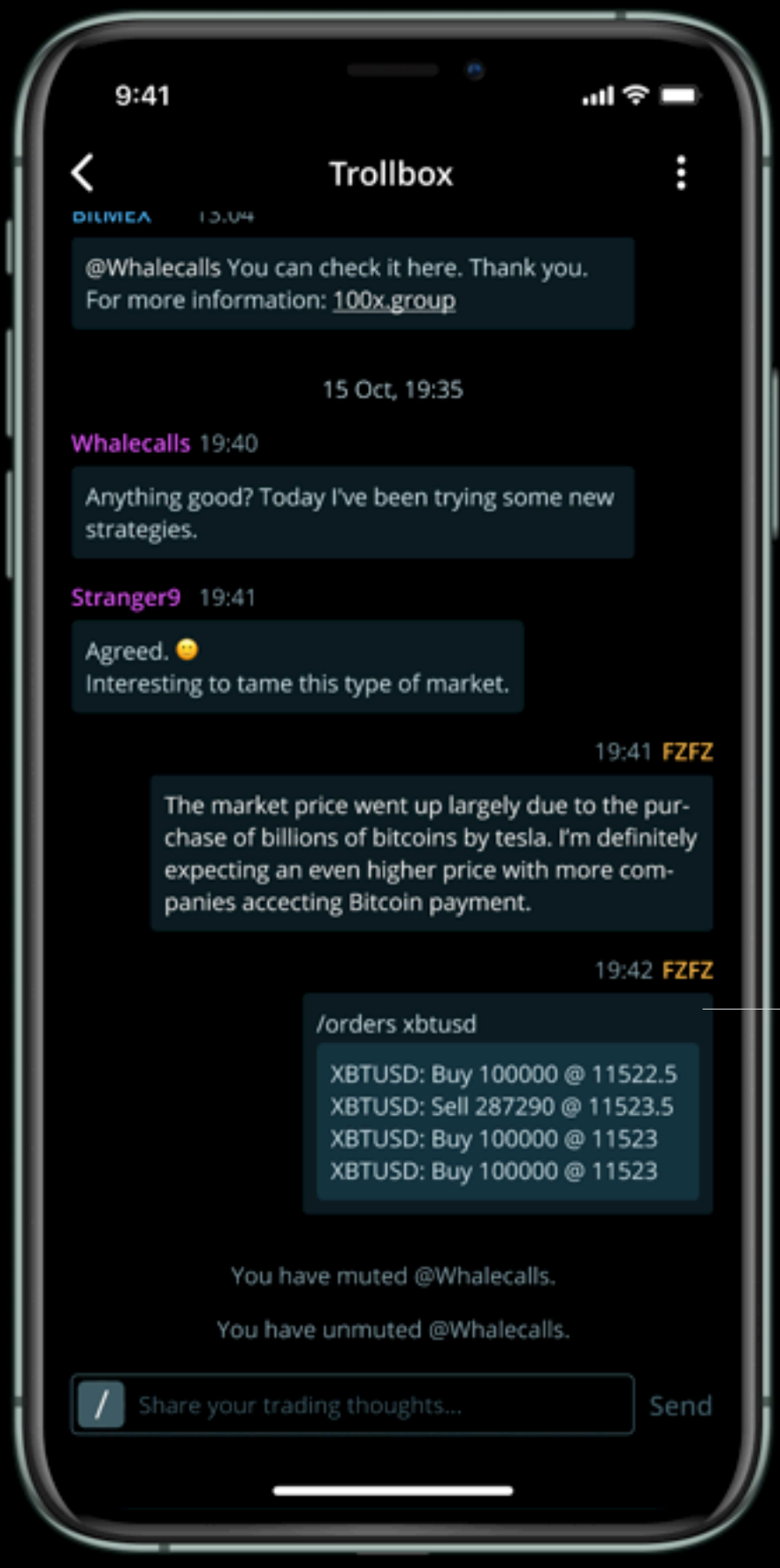
On my recommendation, a mute functionality was built and deployed to production and we measured the response metrics.

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

Security & Compliance

Mobile App

Exploratory

Trollbox
Moderation

KYC Flows

Instrument
Details

CLI Trading

Security
Centre

KYC Support Screens

Deposits &
Withdrawals

Site-wide
Instruments Search

Account
Recovery

RJ & SJ
Jurisdictions

Registration &
Onboarding

Registration

Exchange Distribution
Visualization

Wallet, Order & Trade
History

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