Screen 1 — Deposit & Withdraw

‹Search
11:38

‹ Deposit & Withdraw

tb1qmex 6gzq3 rnew0 v657x 9j6lm
glha5 jfpem 6sw6w 826qx en0u3 zcuqv
cx8k4

Copy

Margin balance ₿ 0.0008

● Available
₿ 0.0008
■ In Use
₿ 0.0000

New Withdrawal

Recent Activity

Type	Total ₿	Address	Date
Deposit	0.0008	My Wallet	7 days ago

Prominently displayed wallet id.

Clear and graphical visualization of what funds can be withdrawn.

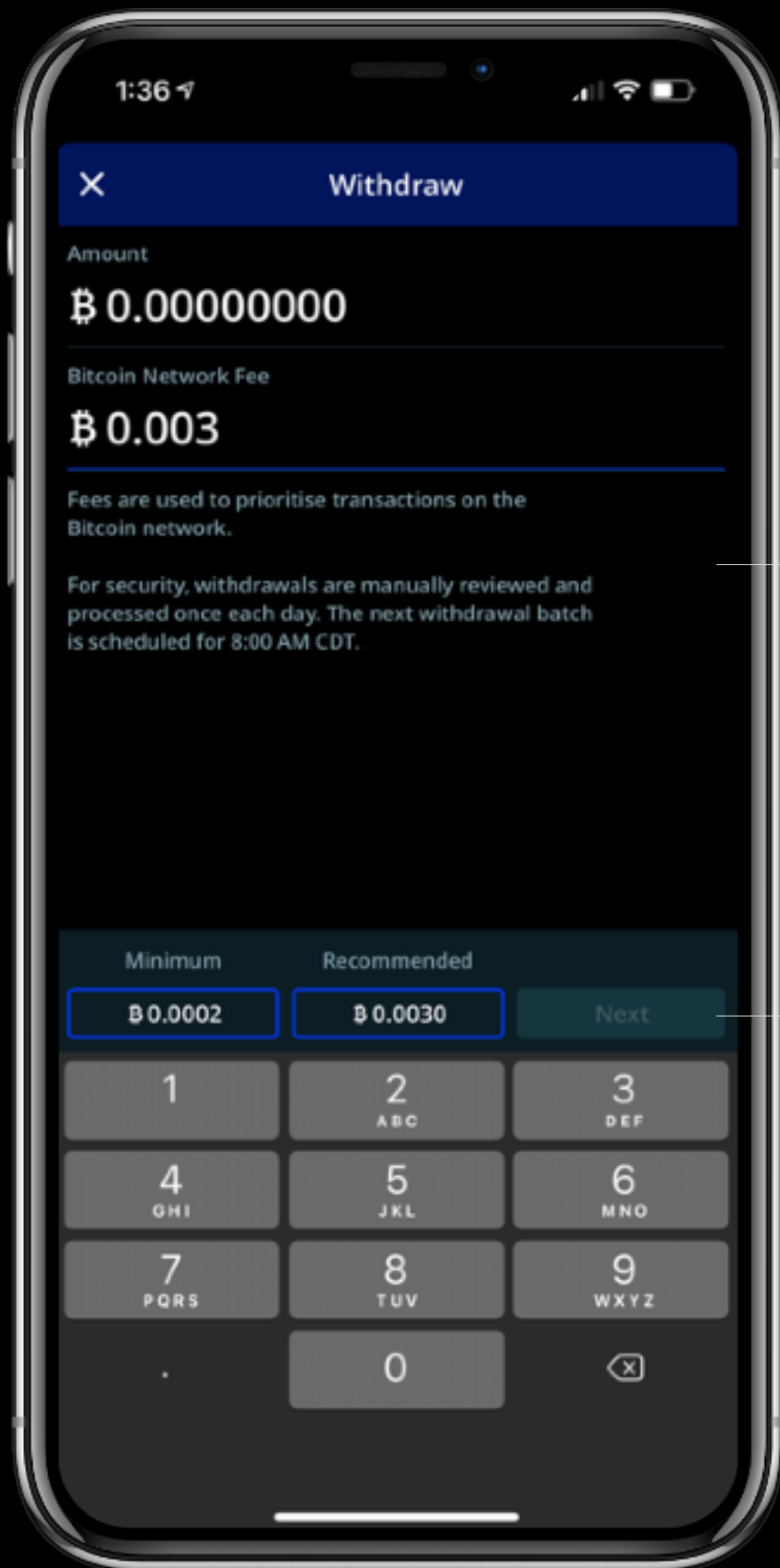Prominent Withdraw CTA to assure users that they are in control of their money.

Transaction history providing users clear insight into account activity

Screen 2 — My Wallet

‹TestFlight
1:10

‹ Account

udayms@outlook.com

My Wallet ✕

tb1qmex 6gzq3 rnew0 v657x
9j6lm glha5 jfpem 6sw6w
826qx en0u3 zcuqv cx8k4

Copy to Clipboard

Send Bitcoin to the wallet address above to start trading. Only deposit Bitcoin into your BitMEX wallet. Other currencies will be permanently lost.

The wallet id and QR code comes up in blown up size for easy readability and scanning.

Color coding to easily differentiate numbers and alphabets.

Chunking based on Miller's law.

Screen 3 — Withdraw

1:36

✕ Withdraw

Amount
₿ 0.00000000

Bitcoin Network Fee
₿ 0.003

Fees are used to prioritise transactions on the Bitcoin network.

For security, withdrawals are manually reviewed and processed once each day. The next withdrawal batch is scheduled for 8:00 AM CDT.

Minimum	Recommended	
₿ 0.0002	₿ 0.0030	Next

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
.	0	⌫

Setting clear expectations of what is going to happen next. This line alone reduced support tickets by 18%.

Text pre-filling with labels to guide the user. User can move through the entire flow without using the keyboard. They can use the pre-fill buttons in each step.
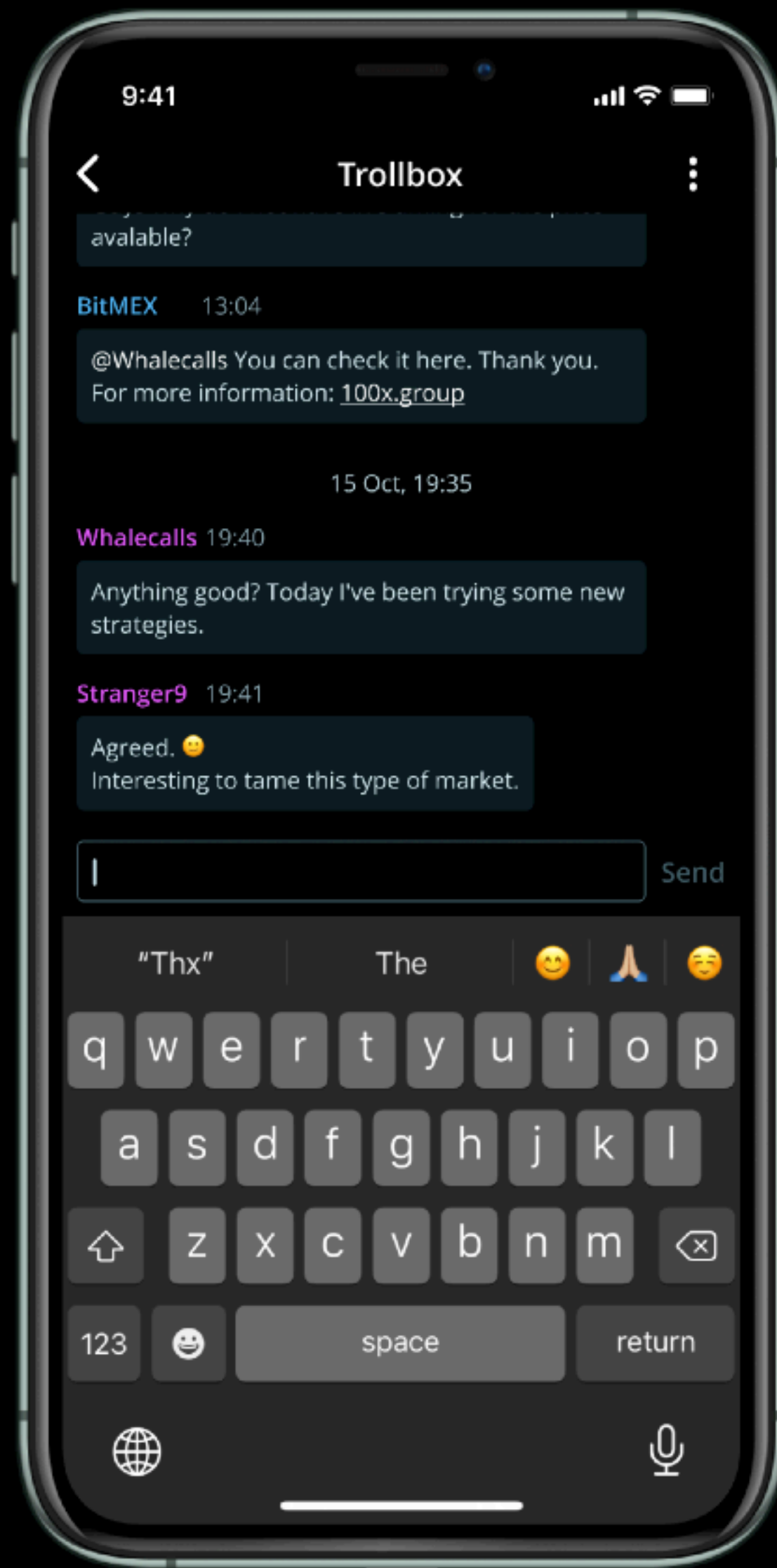
TROLLBOX MODERATION

High traffic screen in the desktop & mobile where the traders discuss trading strategies and share ideas.

Customer Goals

_ Should be able to have civil conversations in the Trollbox

Product Goals

_ Build a moderation system that is community driven requires zero manual support intervention

_ Support teams are fielding trollbox civility tickets flowing in at the rate of 6 per hour. Stem this inflow of tickets.

Challenges

_ Moderation of any kind is perceived as censorship in the crypto world

_ Any mechanism we build should not dilute the value of the knowledgable pro traders

Design Wins & Innovations

_ Started with the goal to design an effective moderation mechanism. My early investigations and SME interviews 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.