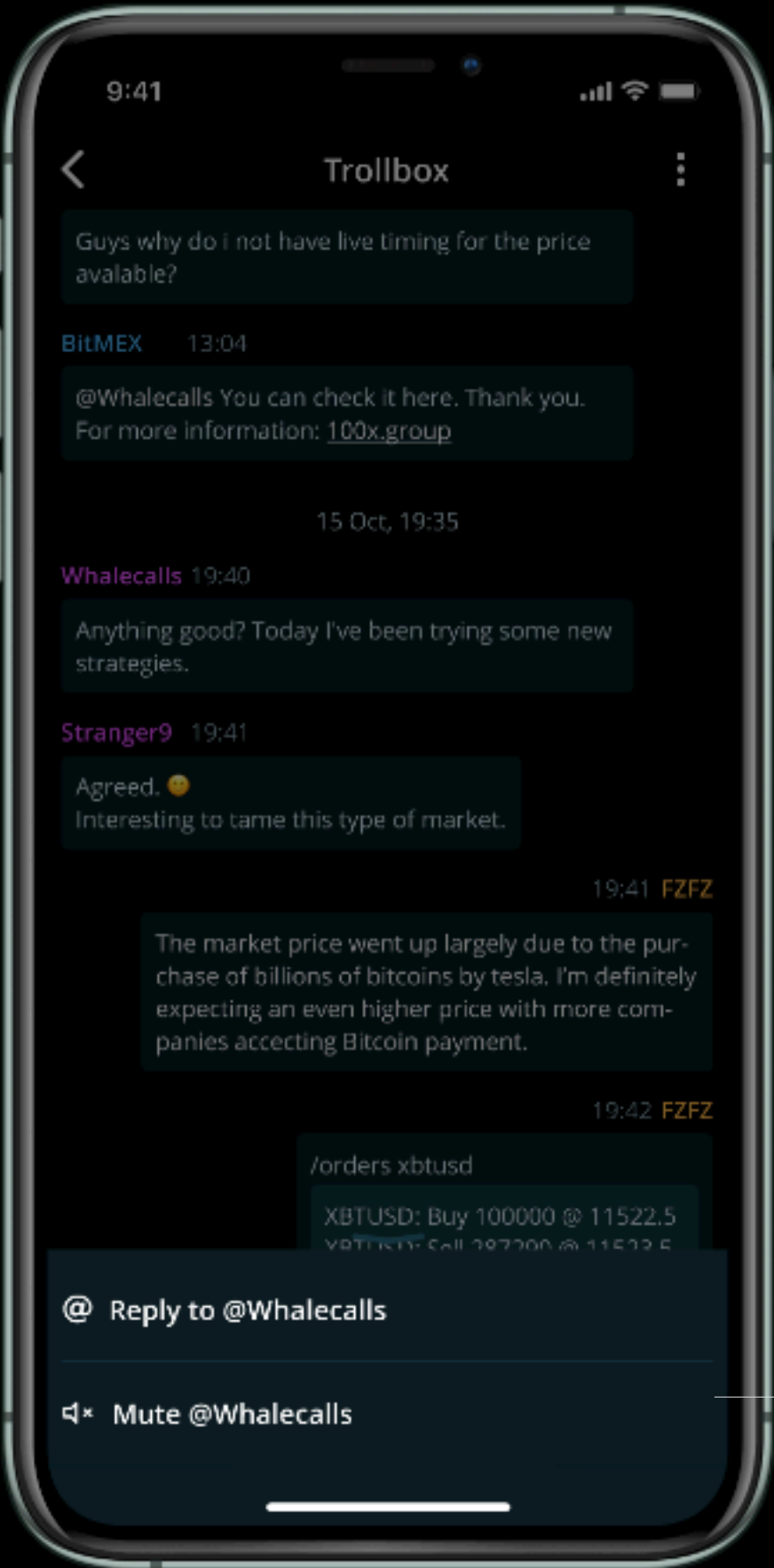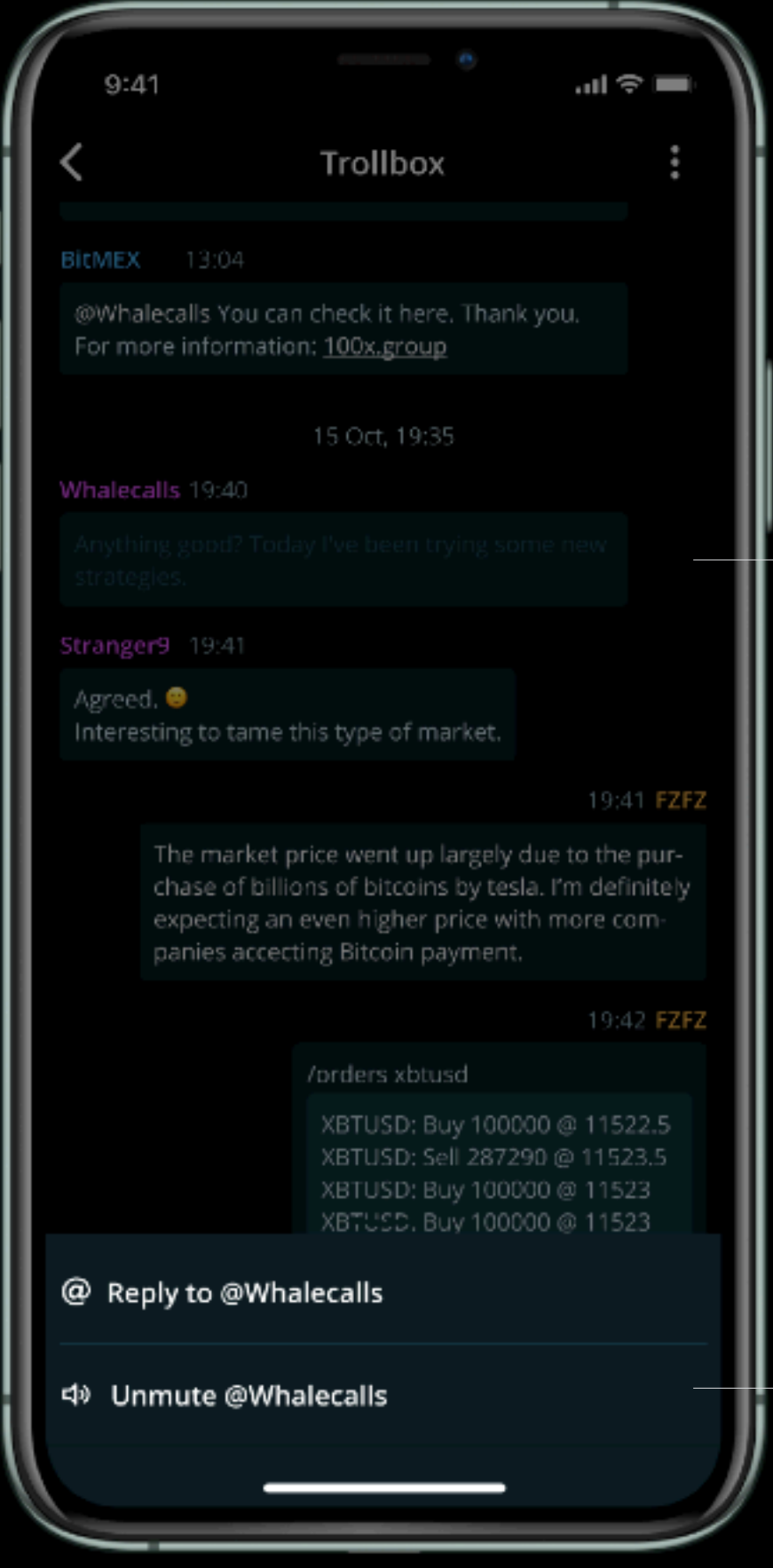# TROLLBOX MODERATION

Design Wins & Innovations

Early investigations, SME interview, and analyzing support tickets revealed that a full blown moderation system may be an overkill.
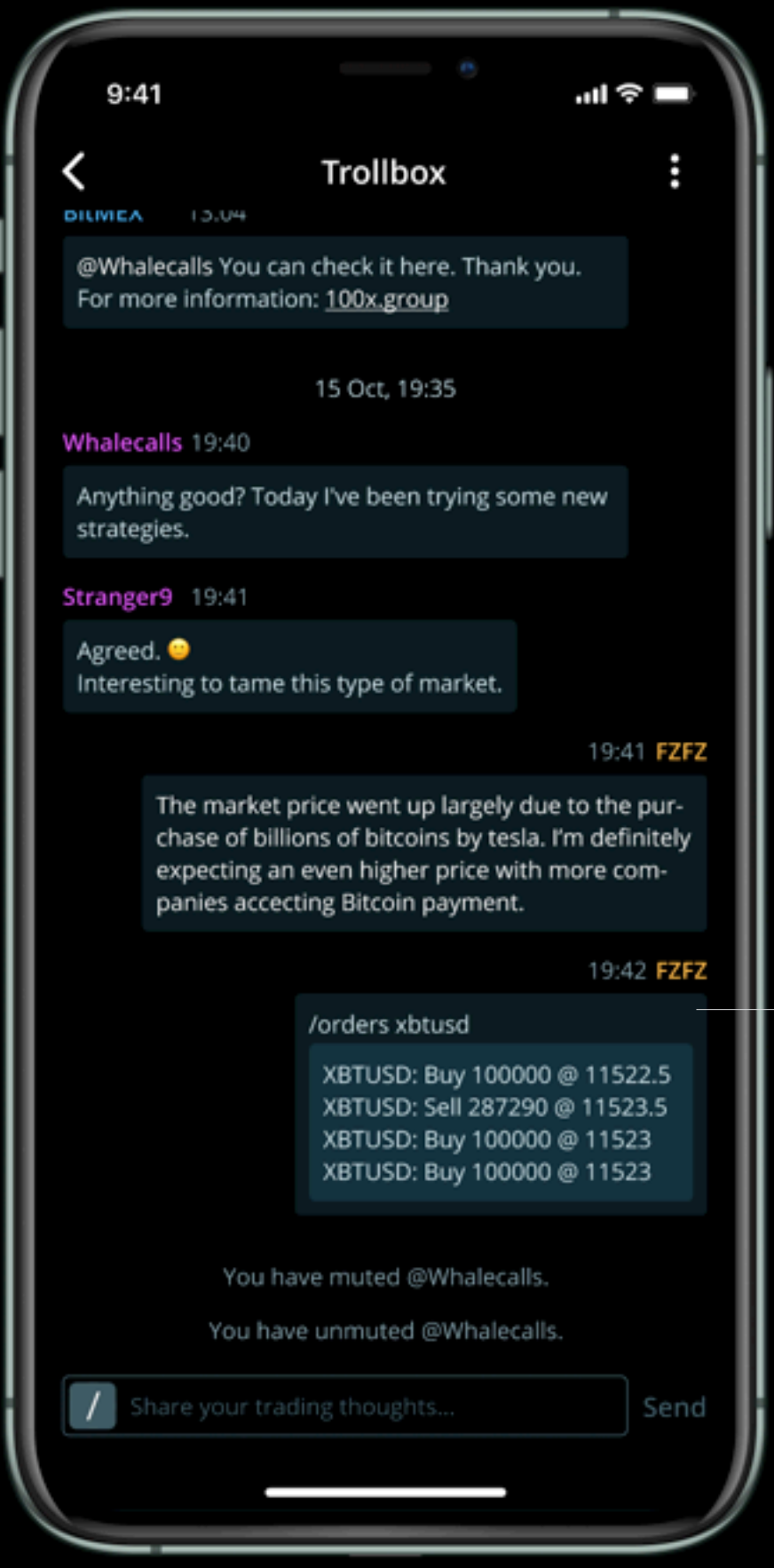
On my recommendation, a mute functionality was built and deployed to production and we measured the response metrics.

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.

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...