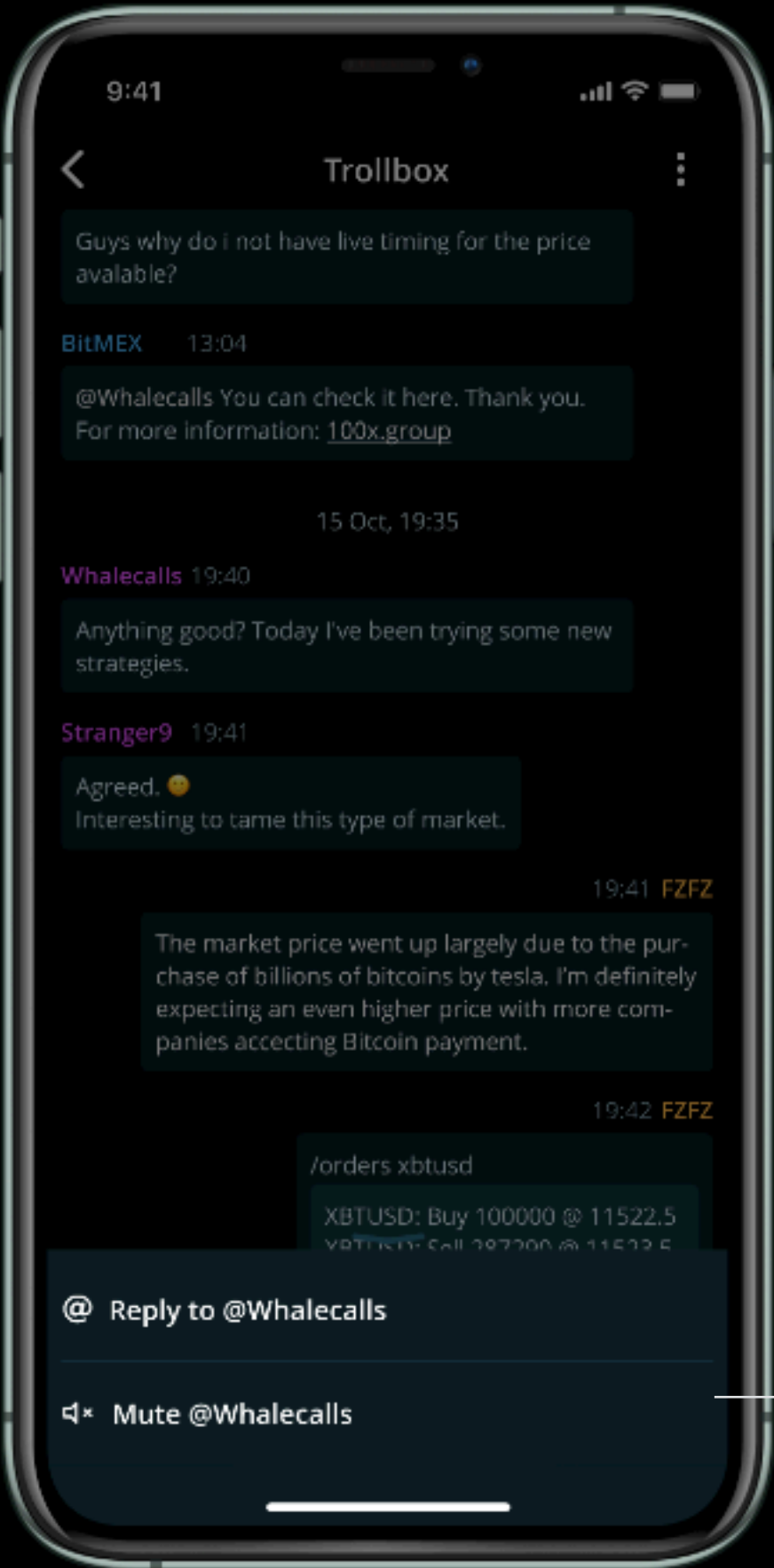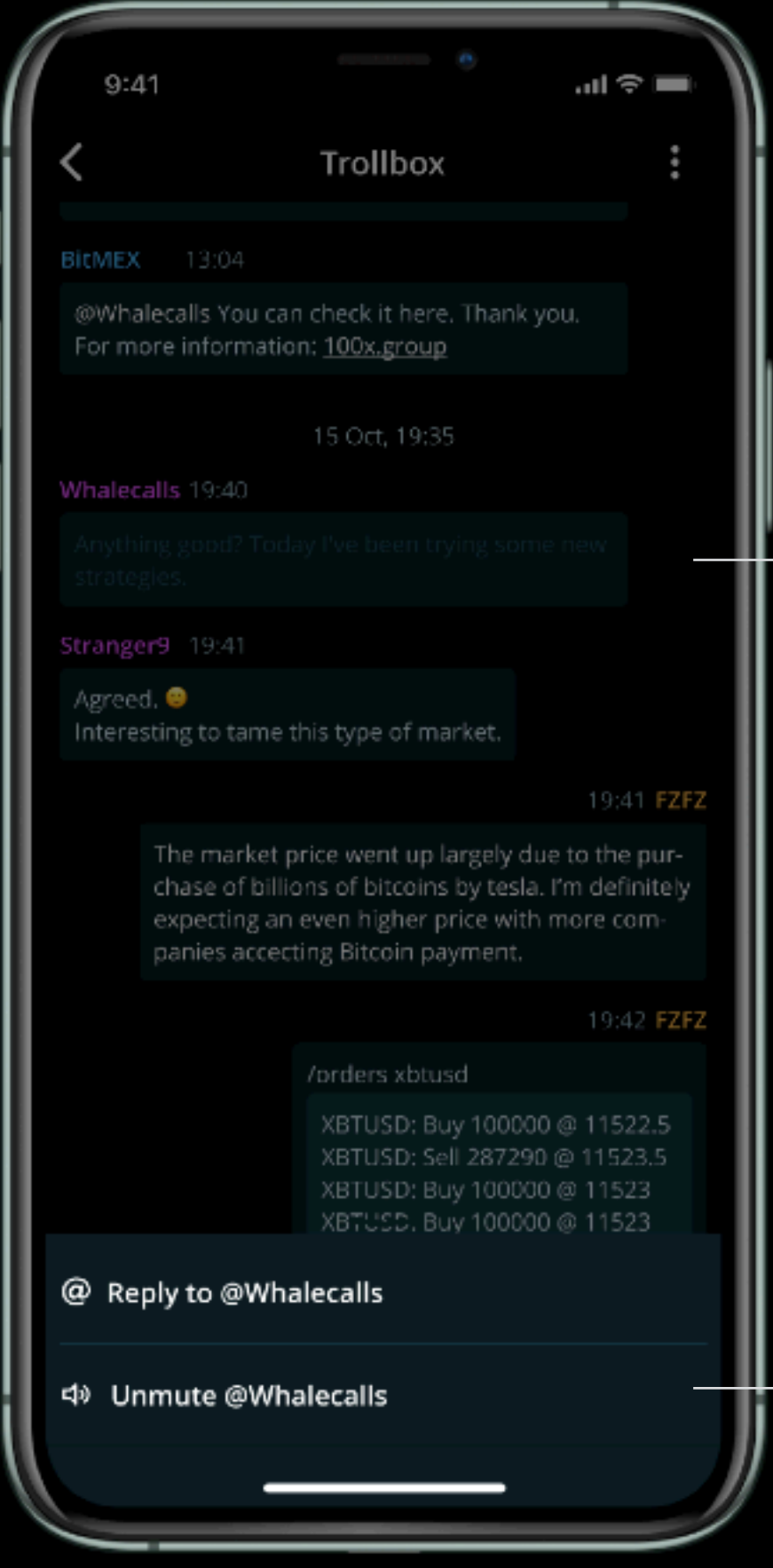# TROLLBOX MODERATION

Design Wins & Innovations

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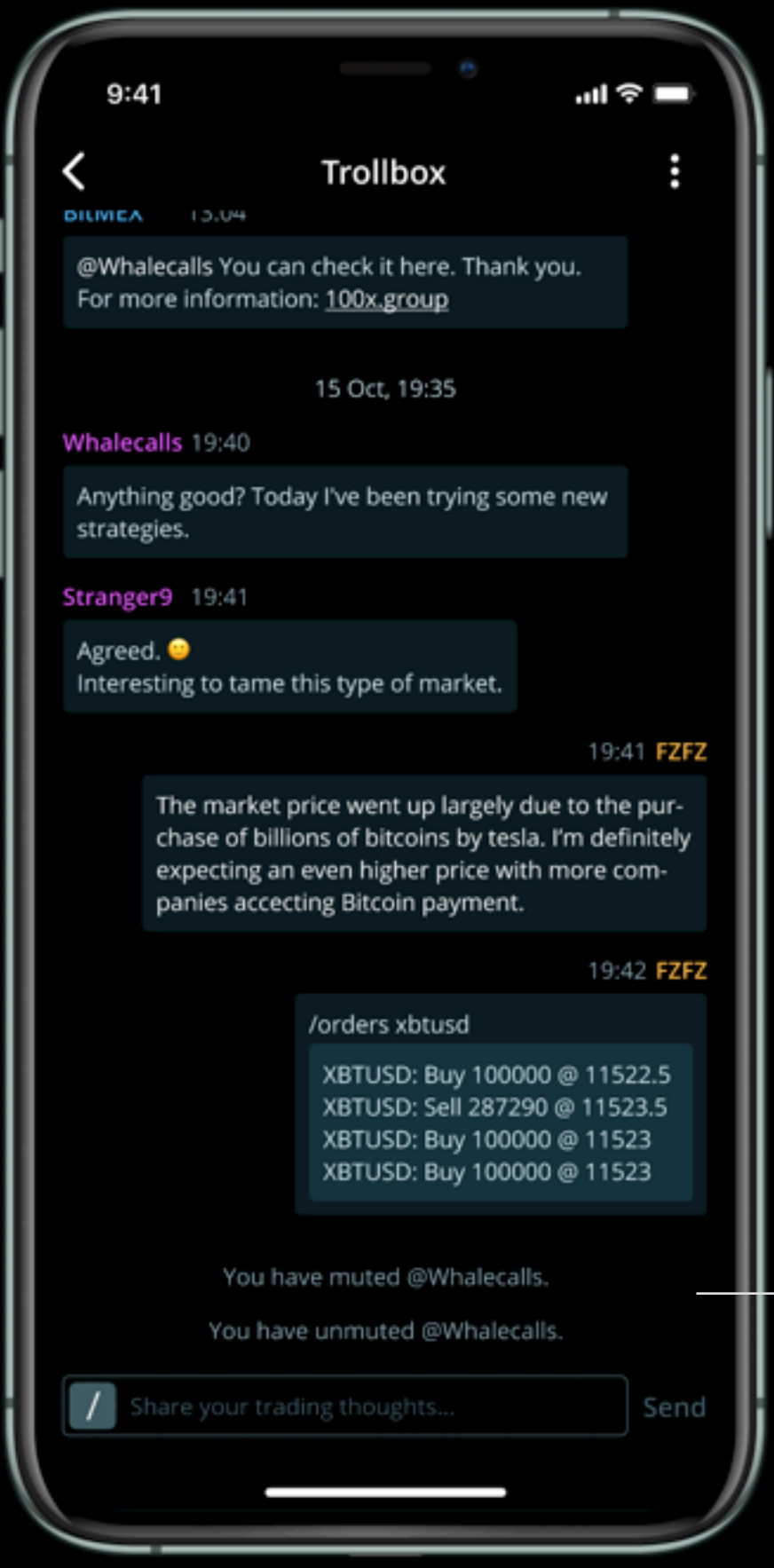
On my recommendation, a mute functionality was built and deployed to production and we measured the response metrics.

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 from the traditional finance world, a set of familiar tools to efficiently perform technical analysis and make educated financial decisions in a highly volatile 24/7 market.

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.

Let's look at a couple of my projects that impacted trader experience and improved security on the desktop platform.