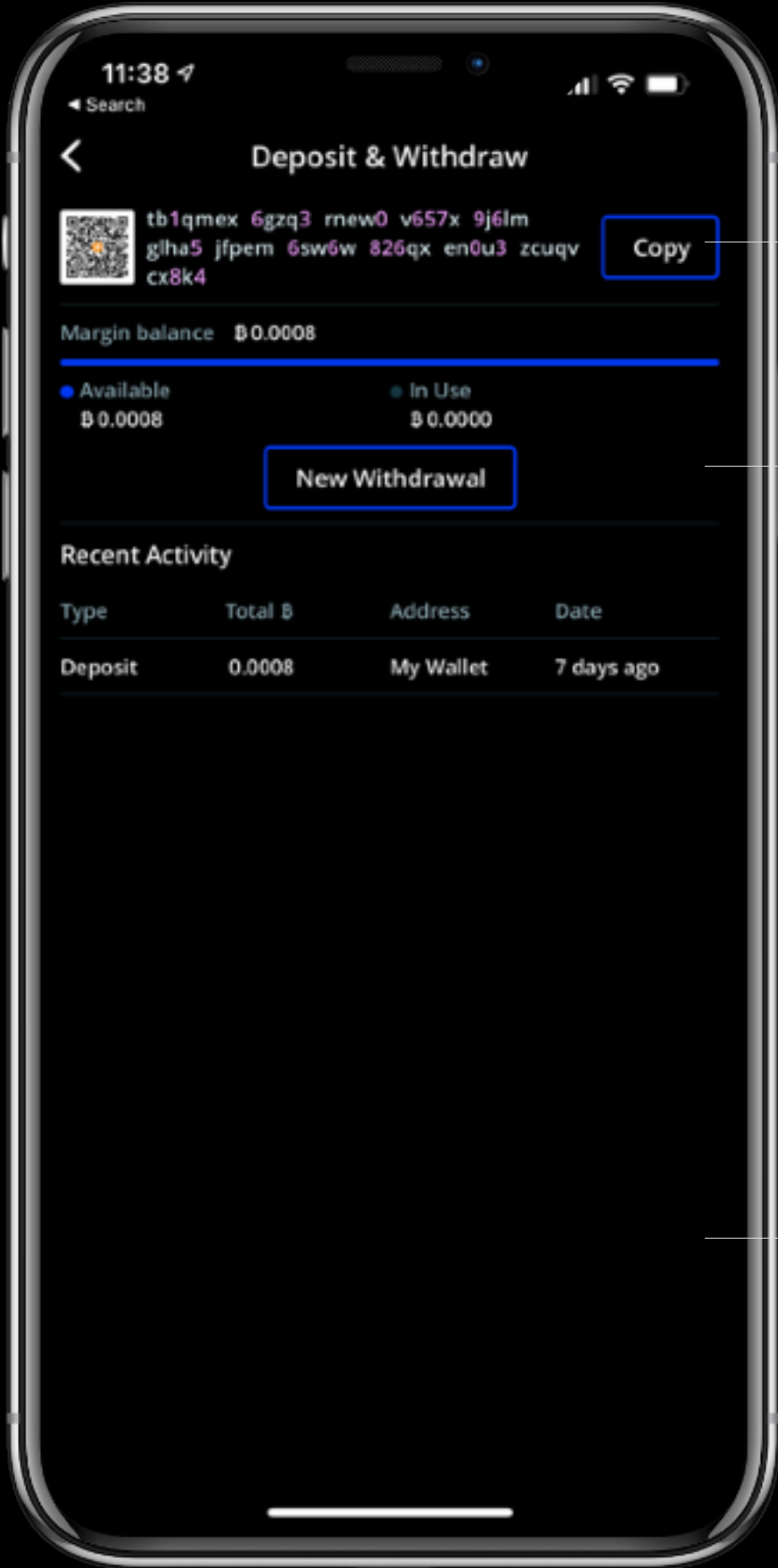




DEPOSITS & WITHDRAWALS



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Clear and graphical visualization of what funds can be withdrawn.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

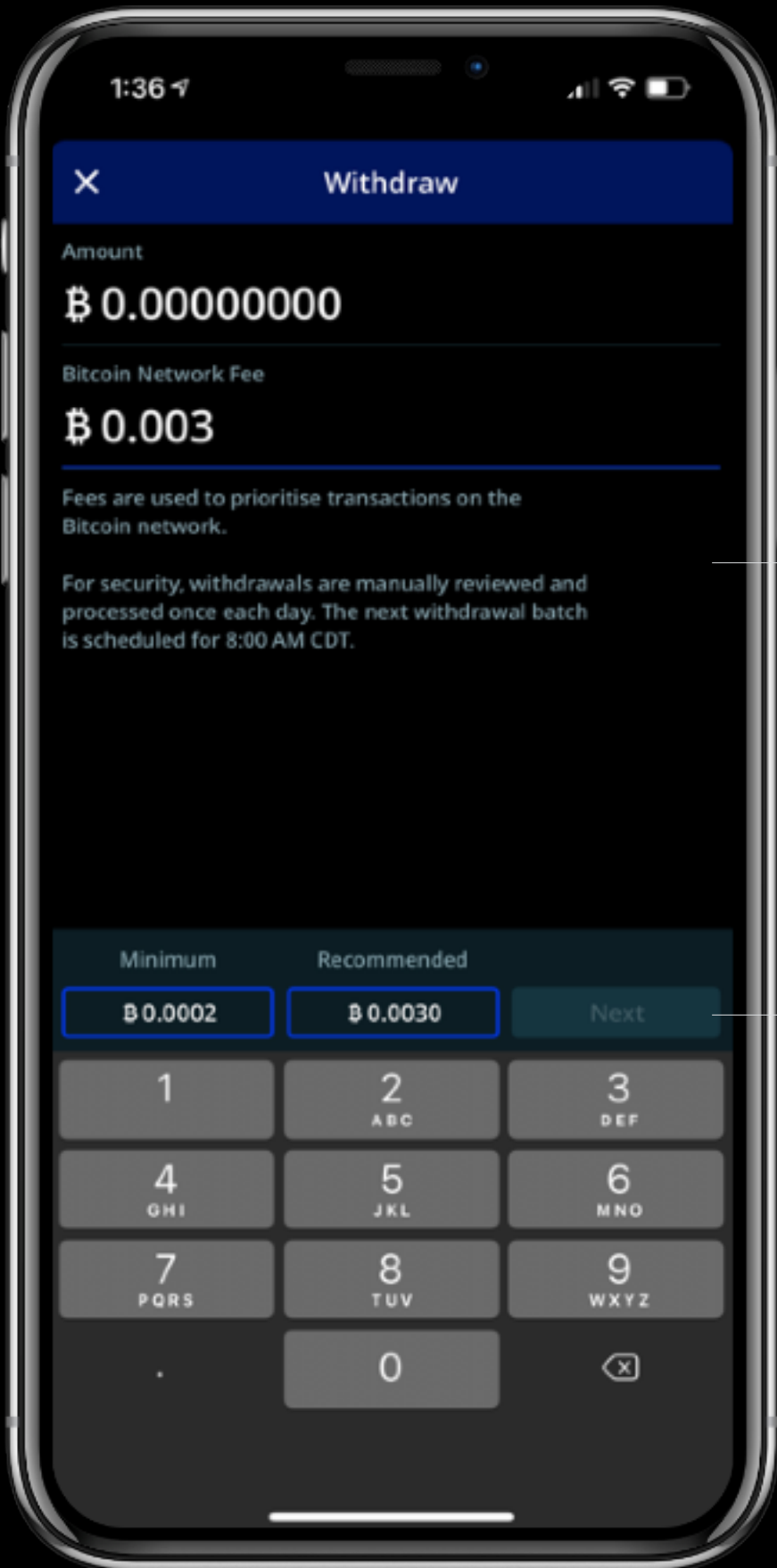


The wallet id and QR code comes up in blown up size for easy readability and scanning.

Screen brightens when displaying QR code

Color coding to easily differentiate numbers and alphabets.

Chunking based on Miller's law for easy memorization and manual reproduction.



Setting clear expectations of what is going to happen next. This line alone reduced support tickets by 16%.

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 chat interface in the desktop & mobile where the traders discuss trading strategies and share ideas.

Customer Goals

- _ Keep safe from cyber bullies and misinformation

Product Goals

- _ Should be community driven & require zero manual support intervention
- _ Reduce inflow of trollbox related support tickets (~ 6 per hour)

Challenges

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

