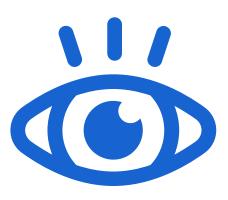
User Journey



Find

Locate Instagram comments
within Inbox



Understand

Help business efficiently locate the latest + important comments



Action

Encourage businesses to interact with customers through comments

User Challenge







Hard to Understand

Lack of visual hierarchy, Unfamiliar interaction pattern