



Page Type

- Task Bar Items
- Drop down
- Section (card)
- Section Contents
- Modal
- External Link
- Page

Comments

This is an example of a comment to reference when evaluating the design.

1 - Virtual agent to prompt for basic info - would make chat more efficient:

- Details of issue
- Device model
- Asset tag/serial number
- Software

Perceived wait time can also be reduced if auto-responses are clearer

2 - Expand to 6 articles (carousel)?

Users generally interact more willingly with things they don't have to search for.

How are recommended articles generated? Is it personalised? If not, maybe most viewed should go here

3 - Include link to knowledge base on task bar

4 - Possible to have a Knowledge Base widget which includes broader topics?

Mobile, Software, Connectivity, HR etc (just an example)

5 - Is view count necessary?

6 - Clear signposts to guide user to correct team for specific issues (where relevant), as well as issues that aren't supported

7 - I see "Tours" exist but aren't yet activated. I assume this will users to learn more about the platform? Maybe enforce an auto-tip on long hovers and a pop up modal for first time users, initiating a tour

1 - Based on competitor analysis, a chat bot is used to categorise the issue... this is an alternative way to use virtual agent to gather info

1 - perceived wait time would be shorter if the user has steps to follow

1 - when wait times are longer, having information would create a smoother experience. We could also multi-task easier, as we'd know what each chat requires up front

Theme: Users want to access support quickly

2 - design principle: "thinking is hard" - it is always best to make things as easy and accessible as possible

2 - as articles aren't auto-generated, perhaps base this on most common tickets/chat subjects

Theme: Users want to access support quickly

3 - otherwise nobody knows it exists!

4 - competitor analysis, broader categories are usually featured to help users find their way.

4 - some categories have since been updated to include relevant help articles which is a great step in the right direction!

Theme: Users want to access support quickly

6 - based on feedback of being "passed around" between teams

6 - maybe an additional section, links to a help article or contact details for other departments

Theme: clear & consistent communication

7 - educate users on how the portal works and what it has to offer, so that they can get the most out of it

Theme: Users want to access support quickly

(Unrecommended article not auto-generated)