

How Seven Misfit Products Became One Coherent Software Solution

Shane Brenizer, UI Designer

Eyretel, Inc. - Contact 7000 Product Suite

BACKGROUND: A London-based company that sells recording equipment and software to call centers for quality assurance and employee evaluation.

PROBLEM: Eyretel offered several different software products to its clients. Some were developed internally and some were purchased. All were different looking and all functioned differently while sharing many of the same tasks such as audio

playback. Having consistency in the look and functionality was essential for the evolution of the product suite.

SOLUTION: After Shane Brenizer conducted a heuristic analysis, a new GUI was created, integrating all the products. Functionality and button placement was standardized. A comprehensive document was written to assist Eyretel developers in the recreation of the software.

The new web-based GUI seamlessly flows from one product to another.

A standards document, written by Shane Brenizer, defines the placement and functionality of all controls and buttons.

All graphical elements are easily created by developers using predetermined HTML code and a set of images. A sample of each is explained in the standards document.

Parameters

Call Centres
Westborough

Teams
Show All

Managers

Agents

From (mm/dd/yy)
To (mm/dd/yy)
Between (hh:mm:ss)
And (hh:mm:ss)

Submit Advanced Query

Setting parameters allows you to view the same set of data between different products.

Some of Eyretel's products were originally web-based while others were client side.