

Re-engineering for the Future

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Witness Systems - Futures Demo

BACKGROUND: Witness Systems purchases Eyretel, a competitor that sells recording equipment and software to call centers for quality assurance and employee evaluation.

PROBLEM: The reorganized company and its combined set of clients needed to know what products were going to be offered by Witness. There were now 13 different software products. Some of which performed the same task.

SOLUTION: A new GUI was created by Shane Brenizer integrating a combination of products. Brainstorming sessions were held to invent future functionality for the fully integrated software. Complex scenarios and scripts were analyzed and turned into working demonstrations by Shane Brenizer. Active server pages were used to imitate a working product.

The screenshot displays the eQuality Witness Systems interface. At the top, there's a navigation bar with links like HOME, LOG OUT, ADMINISTRATION, HELP, and WITNESS CORPORATE SITE. Below this, a status bar shows alerts: "2 training assignments are overdue..." and "AHT is trending 10% above goal...". The main content area is divided into several sections:

- Training:** A sidebar on the left with a list of items: 3 Pending, 0 In Progress, 2 Complete.
- Performance Appraisals:** Another sidebar with 1 Pending, 1 In Progress, 3 Complete.
- My Performance Matrix:** A table showing performance metrics for various goals. The table has columns for Actual, Goal Name, Goal Value, and Variance. It includes checkboxes for "My Service Level", "After Call Work (ACW)", "AHT Reward", and "My Quality".
- Call Info:** A section displaying call details such as Date/Time (12/11/02), Duration (9:12), Customer (Betty), and Agents (E. Watson).
- Audio Replay:** A section with a waveform visualization and playback controls. It includes checkboxes for "View screen replay during call playback" and "Lock In" for starting and ending points.
- Call Comments:** A section for adding comments to specific points in the call, with fields for Starting Point, Ending Point, and a text area for the comment.

Each type of user (Call Agent, Manager, CEO, Administrator) logs in to a different portal that is tailored to the workflow of their position. The left column holds listings of items in their work queue. The view of the home page could be set by the user.

After drilling into a set of data for a specific view, the user can visualize the data in a different way and save that view of the data for future use. The Visualize Data function was invented by Shane Brenizer.

A Call Info and Flagging interface was invented by Shane Brenizer for better control over marking the points of a call. Various points in a call can be flagged with comments. The process is started by locking in on a point within the call.