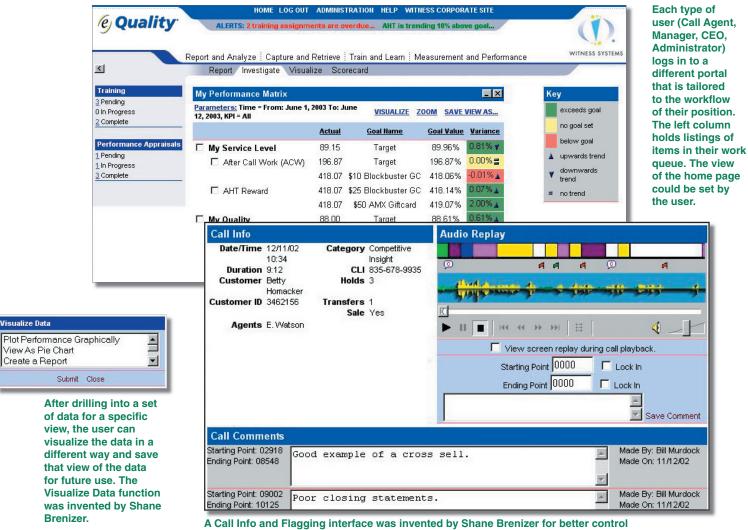# Re-engineering for the Future

Shane Brenizer, UI Designer | 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 it's 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.

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.