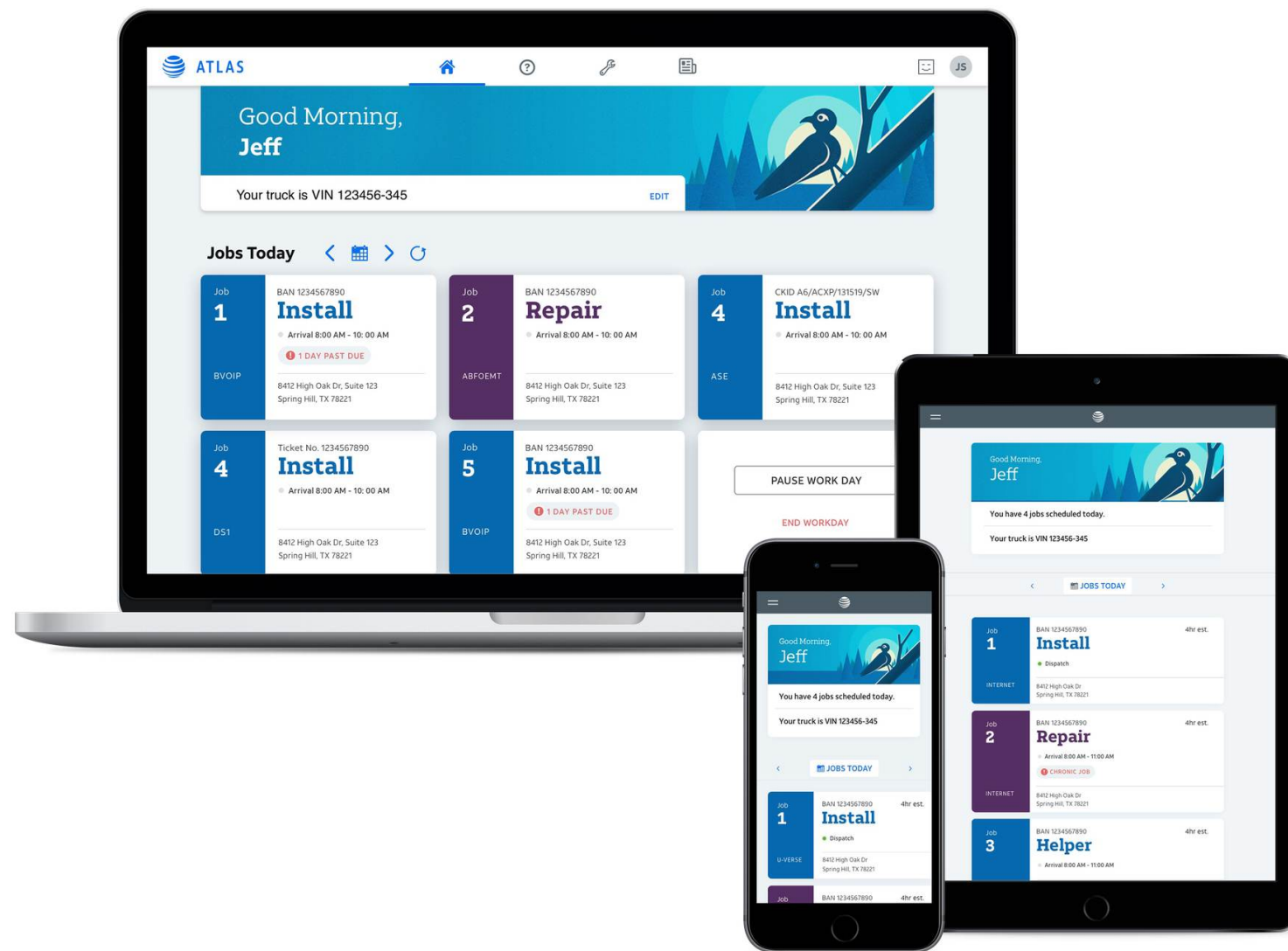


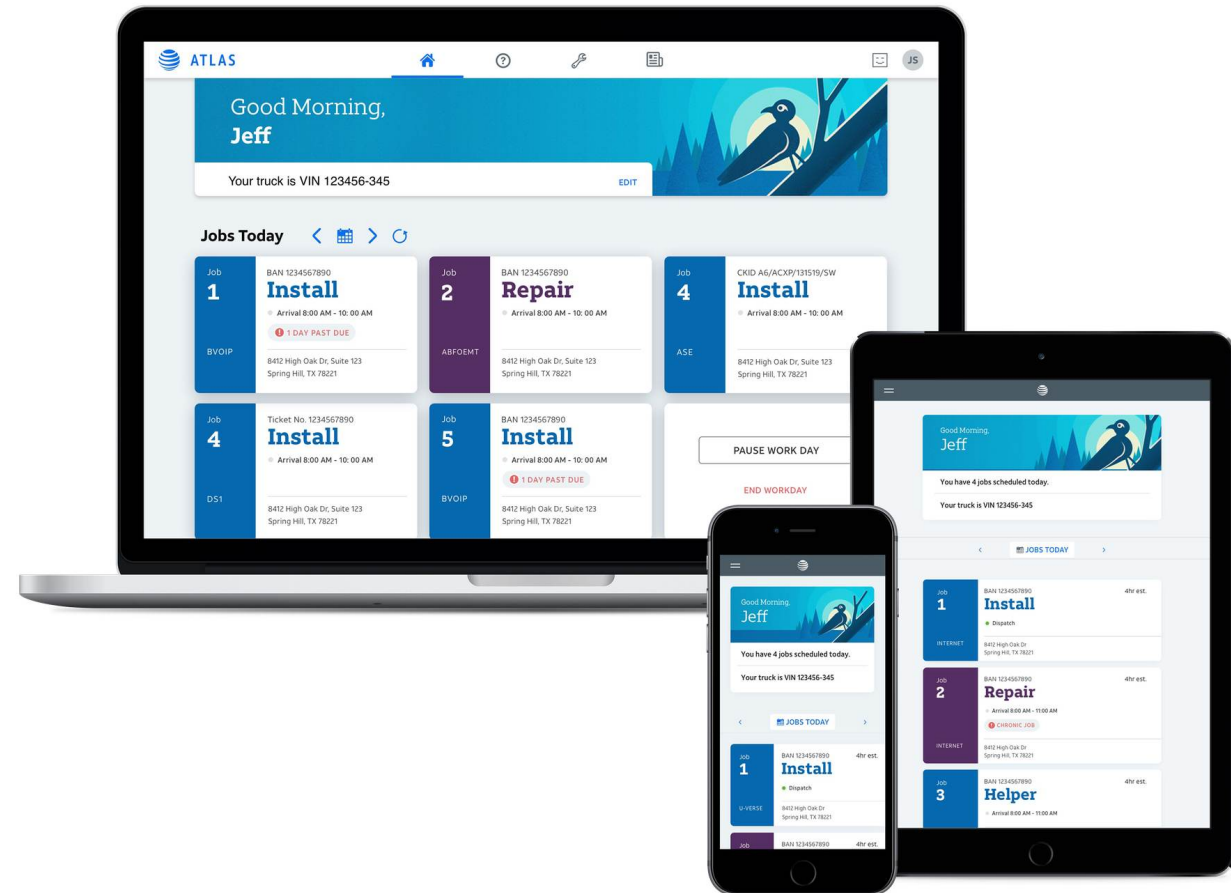


Design Mobile & Desktop Application For AT&T Technicians

AT&T- ATLAS

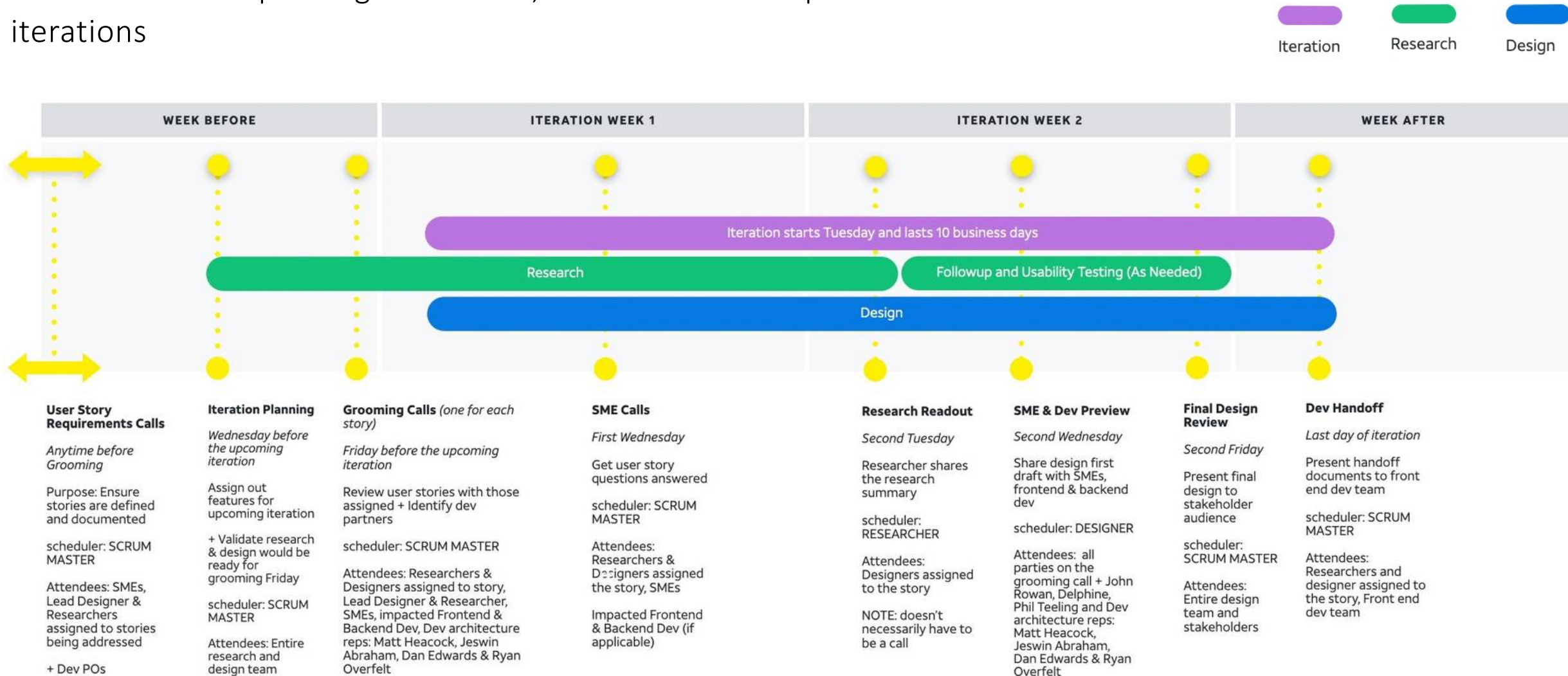


ATLAS is an internal app for AT&T technicians. Currently, techs using a lot of outdated legacy systems, ATLAS is set to replace those systems & let technicians use 1 app to perform multiple tasks, so it can be a toolbox of some sort for all digital tasks.



AGILE PROCESS FOR FEATURE DESIGN IN ATLAS

ATLAS team is adept at the agile process, where each iteration takes 2 weeks. Depending on the size, feature can take up 1-4 iterations

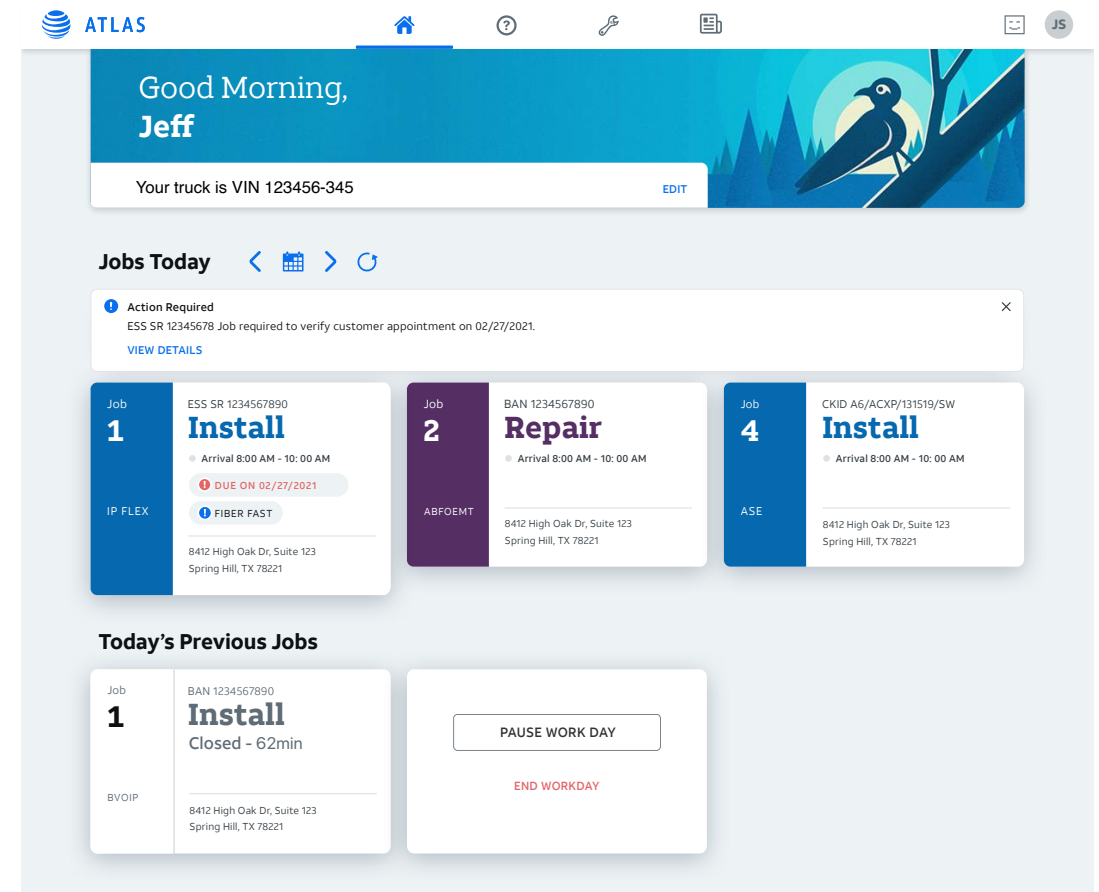
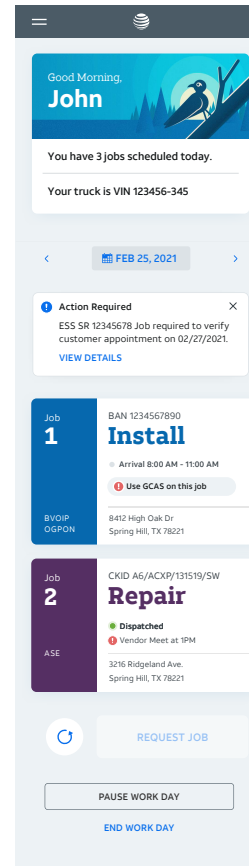


Add and design Experience Advance call notification feature within the ATLAS app.

Company: AT&T

User: AT&T Technicians

Role: Sr. UX Designer



Project Summary

I designed the experience of ACN feature for ESS jobs, which helped to optimize technicians' time and efforts.

Responsibilities

- Experience Design
- Prototype & Usability Testing

Timeline & Team

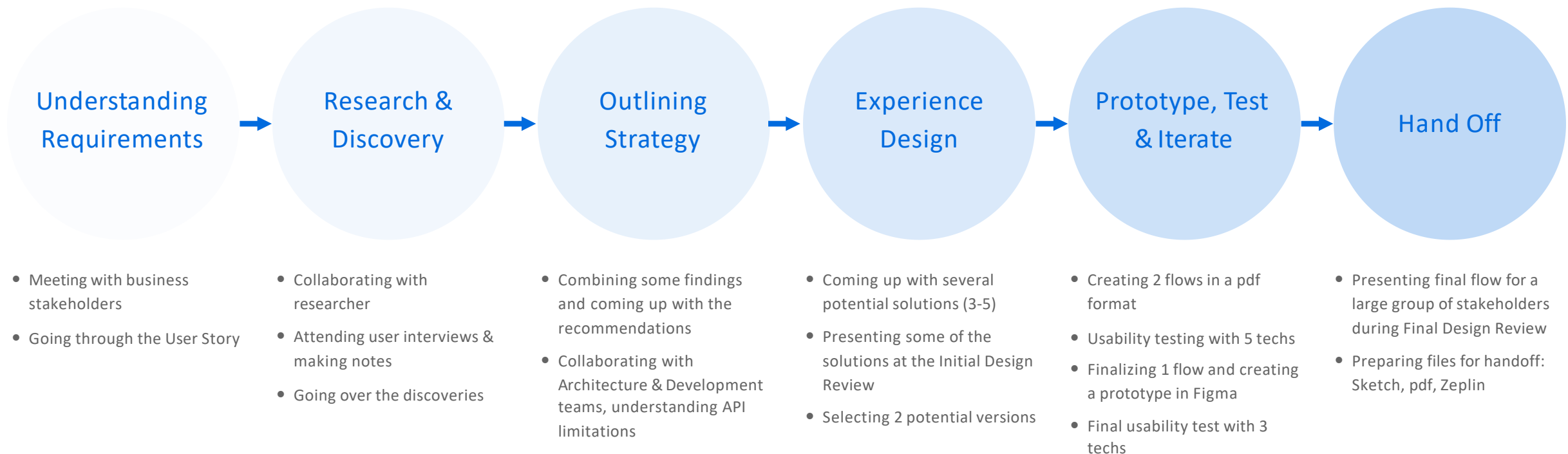
4 weeks start to finish (2 iterations).
With a collaboration of at least 7 people from different teams (Research, Design, Business, Architecture, Front-end, Back-end).

Results

The feature is currently been developed, but we've got some really good feedback from primary users during the usability testing. All technicians that participated in testing were very excited for this feature to come to life.

I designed the experience of decrementing parts for ESS jobs, which helped to optimize technicians' time and efforts.

Working within the **agile 2-week sprint system**, I have collaborated with business stakeholders, researcher and development teams, have **designed 2 flows** for Close Job & Standalone process, **done usability testing & optimized overall experience** for ESS technicians.



FEATURE STRATEGY

We realized that overall the existing tool **fails** on **at least 5 usability heuristics**, which also gave us ideas for potential improvement

The screenshot shows the 'GCAS Work Summary' interface. It includes a header with 'GCAS Work Summary' and a user profile. The main form has sections for 'Close Specials Maintenance', 'Bilable Parts', 'Bilable Labor', 'Decrement Parts', and 'Lunch Taken'. A blue arrow points from the 'Submit' button in the 'Decrement Parts' section to a smaller, more detailed view of that section below.

EXISTING TOOL

User Control & Freedom

The submission form for decrementing parts appeared only after closing the job & tech can only submit 1 part at a time, without being able to remove or edit it.

Error Prevention

There was no confirmation screen for submission or validation messaging.

Recognition Rather Than Recall

No available record of previously submitted parts, tech's either need to keep everything in mind or contact their manager to find out.

Help Users With Errors

There was no way to fix errors inside of the tool, technician had to contact the dispatcher in order to get help and solve it.

Help and Documentation

Prior to submitting parts techs should know their inventory on the truck, there's no way to check if inventory in the system accurately mirrors their actual on-hand inventory or not. And there's no upfront information for the dispatcher, who could help with sorting out some of the errors.

Design Process Flow

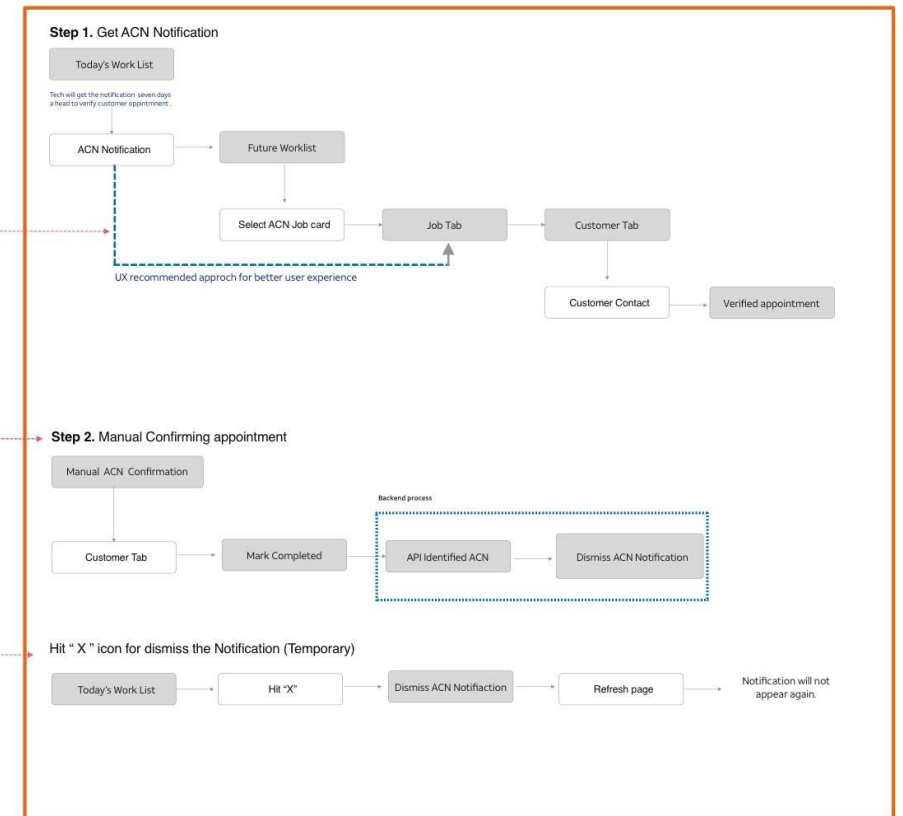
UX : Blue dash line indicates UX Recommended approach for ACN notification but due to some technical constraints this solution is not very much feasible in terms of backend and architecture perspective.

Step 2 : After successfully confirming the customer appointment how the tech would confirm the action in ATLAS?

Here would again go back to the customer tab where we incorporated toggle functionality which captures the tech's response. Based on that response backed API would dismiss the notification from the worklist permanently.

UX : What if tech would accidentally hit "X" icon in that case tech would lose the notification the only way he can recovered the notification when the tech would Log out and log back in the application. (i.e)Session based notification.

Feature : 112643/131403 MVP 2 - UI Job Details Enhancement to link Managed Data with Telco Dispatch data - wireframe & template (ACN)



Initial Design Solution

Action req...ed 1 Copy 5

Good Morning, John

You have 3 jobs scheduled today.

Your truck is VIN 123456-345

JUNE 21, 2021

NOTIFICATIONS

Verify appointment

Action Required

Job ID 123456789 required to verify customer appointment on 06/27/2021.

VIEW DETAILS

Action Required

Job ID 123456789 required to verify customer appointment on 06/27/2021.

VIEW DETAILS

Action Required

Job ID 123456789 required to verify customer appointment on 06/26/2021.

VIEW DETAILS

Action Required

Job ID 123456789 required to verify customer appointment on 06/25/2021.

VIEW DETAILS

Action Required

Job ID 123456789 required to verify customer appointment on 06/24/2021.

VIEW DETAILS

Job 1

BAN 1234567890

Install

Arrival 8:00 AM - 11:00 AM

Use GCAS on this job

BYDIP DOPON

8402 High Oak Dr
Spring Hill, TX 78221

Job 2

CKID A6/ACK9/131519/SW

Repair

Dispatched

Vendor Meet at 1PM

ASE

1216 Ridgeland Ave.
Spring Hill, TX 78221

REQUEST JOB

PAUSE WORK DAY

END WORK DAY

2Job And...ading Copy 2

SR No. 123456789

Arrive at 10:00 AM

Install

Assigned

Job Customer History Facilities Tests

JOB SUMMARY

ESS SR Install

VIEW ORDER

Summary

Wells Fargo_FLORESVILLE, 3978_TX550

ABHRM01/Case 10574586 - WF Business

SHOW MORE

Equipment

MODIFY

ROUTER BOW210-700

Not installed

DISCOVER

DELIVERED

DELIVERY INFO >

ROUTER G-0106-A

DETAILS

Chat Support

Get support on manage services job.

CHAT LINK

ESS Custo...chat Copy 3

SR No. 4833333

Commitment time 10:00am

Install

Dispatched

Job Customer History Facilities Tests

Customer Information

Customer Test Southeast COPY

Customer Number 20149482 COPY

CPR 16383236 COPY

Access Window 10/8/20 6:00am - 5:00pm CT

Customer Notes Entered By: MH202T...

Contract Coverage SRTAM

PHONE EMAIL

On Site Contact Sallie Todd 252-852-9012

Secondary Contact Sallie Todd 252-852-9012

Did you confirm the appointment? YES

Location

Address 754 Peachtree St NE UNIT D411 Atlanta, GA 30308 MAP

Chat Support

Get customer information.

CHAT LINK

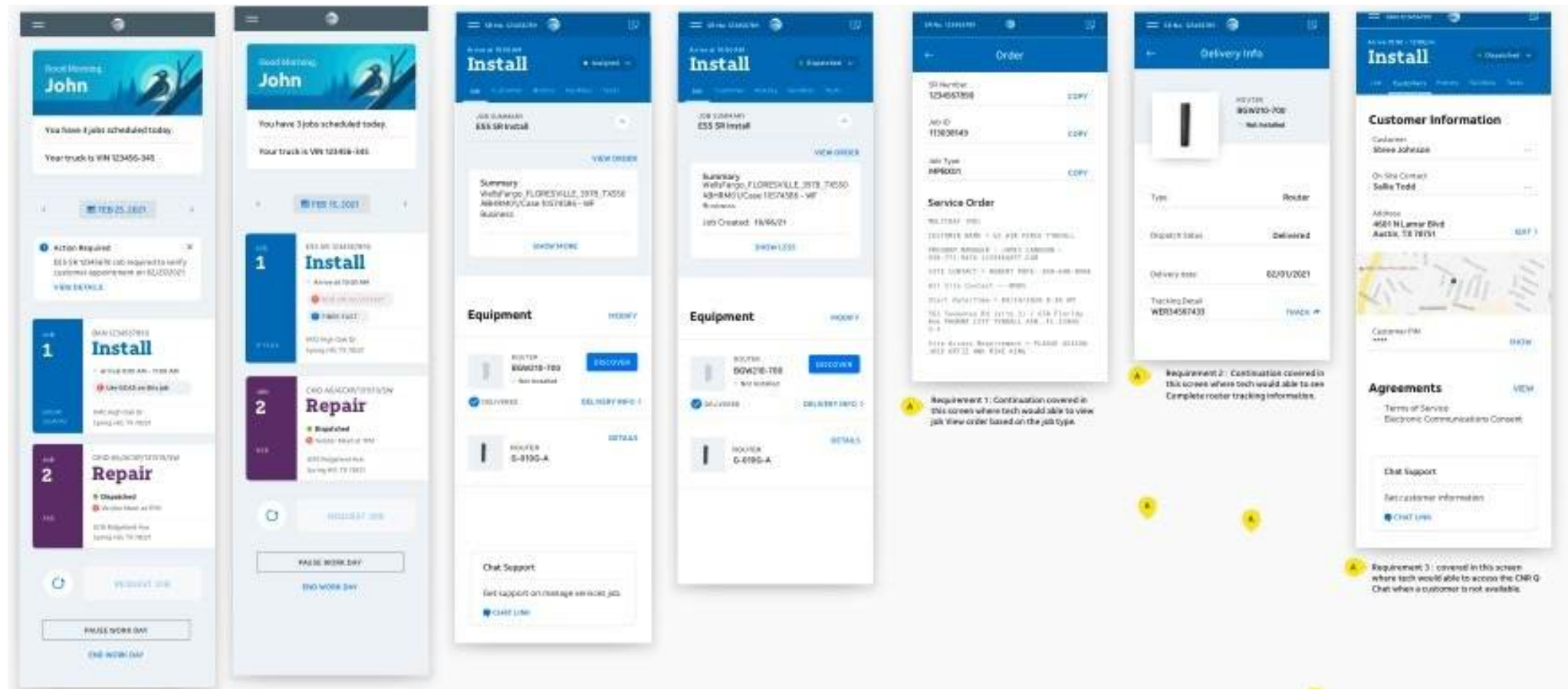
This toggle functionality supports ATLAS to track manually ACN action and also identify ACN jobs and dismiss the same ACN notification permanently from the worklist.

Negative use case: What if Tech would accidentally switch on this toggle for the wrong ACN job?

Same toggle functionality if tech would switch no and the same time notification would reappear again in the work list

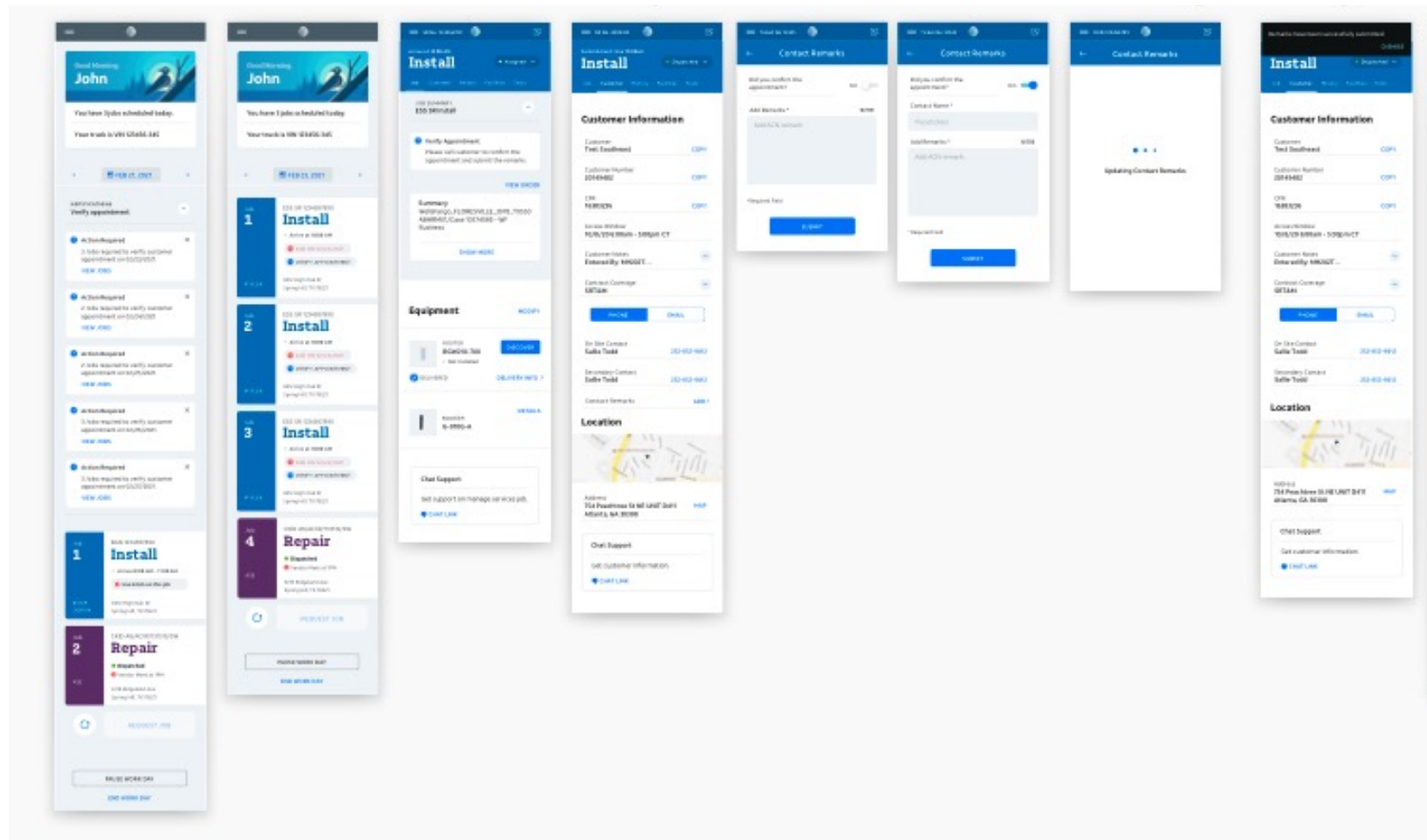
First, I mapped out the **experience of confirm customer availability prior to visit customer location.**

This approach is **different from how techs using it now**, but it would be **more consistent with other features**, that needed to be done prior to closing (like submitting billable items, youRefer credits, and others).



Next, I created **another version** to see **how would (ACN feature) works, if it was submitted after closing the job.**

We had doubts if our initial recommendation would work for techs' needs & we could predict **potential API limitations**, so wanted to **test with techs** first, to understand if we should push on our first solution.



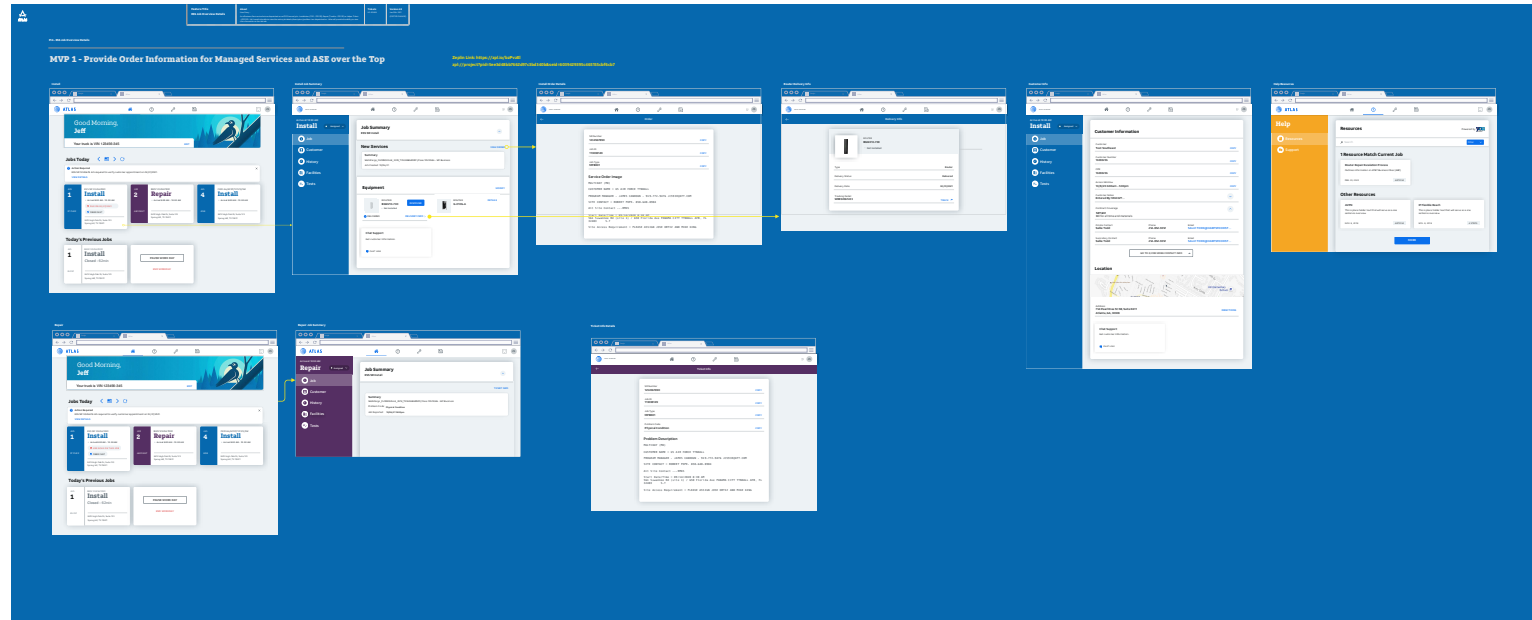
Conducting first round of **usability tests** helped us **learn**, that:

- Techs don't have preference over submission **before** or **after** closing the job. So we have decided to go with consistency and kept the first flow.
- Techs **love** the idea of **submitting multiple parts** at a time & **having** some sort of **record of already submitted parts**.
- Techs **wish** they could **have** a similar **record for standalone tool** as well, however, it's not their priority, as they **would not use** standalone tool **as often**.

There were couple additional flows in between, where I was collaborating with developers, however, for testing purposes we have landed only on 2 flows from previous slides.

I have also created a **flow** for **standalone tool**, so we could finalize our Usability Tests & **prepare for the final handoff**.

View Prototype



While handing off the feature I have provided my recommendations for future improvement. Such as **providing a way** for techs to **review their past submissions** and potentially be able to **add more parts** to them, that will require API upgrade.

Closing a job is an **integral part** of a technician's work, **being able to do it efficiently & without** any **pain points** will **reduce amount of friction** they have throughout the day.

Creating a more **optimized way to submitting decremented parts**, while closing the job, will help tech to save some time in their day & will **let them focus on other, & more important tasks**.

Key Outcomes & Results

- Because of close collaboration with back-end team, we were able to create a better and more efficient solution for techs.
- All interviewed technicians (8 from usability tests) were happy to see the improvements we made from the initial solution & were looking forward to the implementation of this feature into ATLAS.

What I Learned

- Collaboration and communication between different teams is the key to a successful result.
- Heuristics evaluation of the problem or already existing solution is highly valuable in the early stages of the work, as it allows to better focus on certain aspects, that could've been overlooked otherwise.

Audit, Design & Maintenance Work for ATLAS Design System

Company: AT&T

User: Designers & UI Developers

Project Summary

I worked with Sr. Designer and on my own to audit, create, maintain components & outline patterns for the existing design library, & collaborated with the Front-End team to create consistency & order within the Design System.

In addition, I also was just a team “librarian” & was giving suggestions on some patterns that would be more consistent or appropriate for specific needs.

Responsibilities

- Visual Design
- Experience Design
- Content Governance

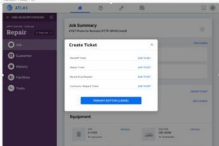
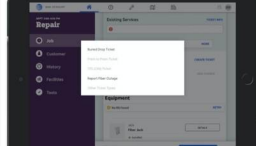
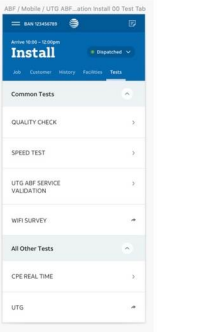
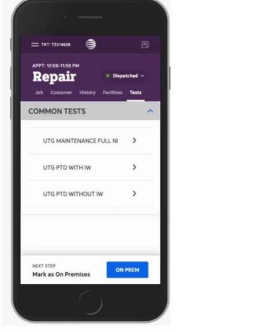
Timeline & Team

There was no specific timeline, as we didn’t have the budget and time reserved for this, it was an ongoing project in my free time.

Team: UX Designer, Sr. Visual Designer, UX Team Lead, 2 UI Developers



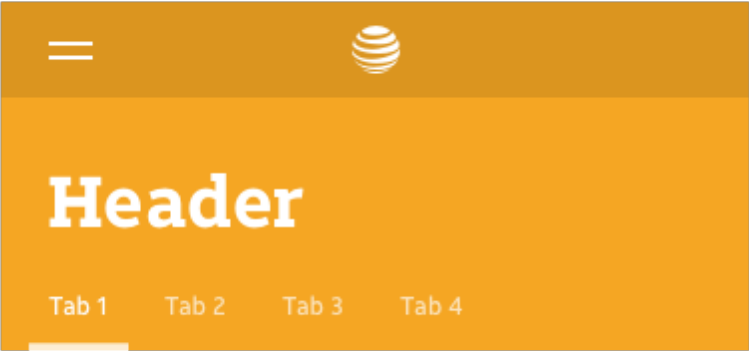
When I just joined the team, one of my first tasks was to **make an audit for the design system, to find and to notate inconsistencies between Design and Development libraries**. Later that became an **ongoing effort** on our path to creating a highly functional and consistent system.

Date	Issue (describe the issue that you came across)	Design Preview Screenshot (provide a screenshot of how the screen/component looks in design)	Dev Preview Screenshot (provide a screenshot of how the screen/component looks in development)	Notes (provide additional notes, if you have any)
1/26/2021	Create Ticket (desktop) Design uses modal with Line Items and Headline. Dev replicates mobile view.			Design approach is also inconsistent between Desktop and Mobile screens
1/26/2021	Tests Tab (inconsistencies in color and text)			For Design this was the latest desicion designed for UTG Testing. Original design was similar but without chevron icons (Test tab previously designed by J)

Dev component library			Design component library			Additional notes
Dev CL Details	Dev CL Screenshot	Dev CL Name & (token name)	Design CL Name & (\$Proposed token)	Design CL Screenshot	Design CL Details	
Icons			Alert			
Use this icon in an alert when the alert is only informational		Info <atlas-alert-info>	Low		Blue Exclamation: Used for informational alerts	Dev vs Design: - Dev size - 25.61x24.8 Design size: 24x24 - Icon itself looks slightly different in Dev vs Design (Design -
Use this icon in an alert to provide a warning to the technician		Warning <atlas-alert-warning>	Med		Yellow Exclamation: Used for important warnings	
Use this icon in an alert to inform the technician of a danger situation. Use a brighter red background		Danger <atlas-alert-danger>	High		Red Exclamation: Used for critical problems	
		Brighter Red Danger (same token as above)	~	~	~	DEV issue: - Danger & Brighter Red Danger have very similar colors, what is the need to have them separate? (what each of them are covering and can we combine them OR change colors?) - Shares same token name as Danger
Use this icon in an alert when providing a success state of an		Success <atlas-alert-success>	Check		Blue Check: Used for confirmation that something	
Use a green background		Green Success (same token as above)	~	~	~	DEV issue: - Success Green does not exist in Design CL, what is the purpose of it? Should we remove it? - Shares same token name with Blue Check
Use this icon in an alert to convey that an operation in the context of the alert is currently being		Loading <atlas-alert-loading>	Working		~ (couldn't find details)	DEV & DESIGN issue: - At a largest state loading icon is smaller than any other Alert icon, which probably is inconsistent
~	~	~	Mixins/Icons/One-dot Loader/Working Working	~	~ (couldn't find details)	
			Mixins/Icons/One-dot Loader/Working			

While doing the audit, I also came across some **ADA compliance issues**, specifically within the color for the overall Help section.

I have brought this observation to my Team Lead and to our bigger group of designers and developers. However, it was decided that, because **we didn't have time allocated** for fixing this issue, we potentially **should come back to it at a later time**.



HELP HEADER



HELP NOTIFICATIONS

Contrast Checker

[Home](#) > [Resources](#) > Contrast Checker

Foreground Color
#FFFFFF
Lightness

Background Color
#F5A623
Lightness

Contrast Ratio
2.02:1
[permalink](#)

Normal Text

WCAG AA: **Fail**

WCAG AAA: **Fail**

The five boxing wizards jump quickly.

Large Text

WCAG AA: **Fail**

WCAG AAA: **Fail**

The five boxing wizards jump quickly.

Graphical Objects and User Interface Components

WCAG AA: **Fail**

Text Input

The contrast for help color fails on all WCAG parameters & is especially hard to read for inactive tabs, which already have 70% opacity.

DS AUDIT & FINDINGS

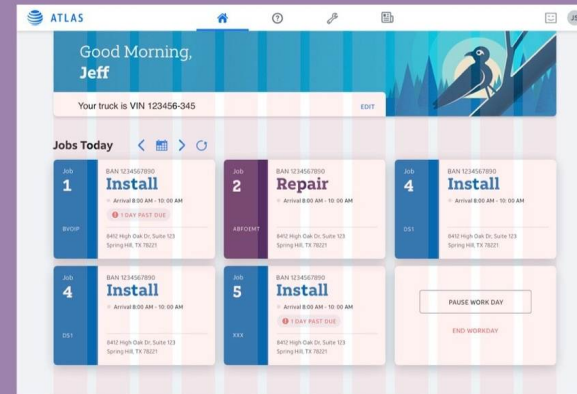
Another finding that we came across - this system **wasn't using any existing DS as a guide** but was **borrowing** different **components from multiple systems**, without any particular reasoning behind it.

That created multiple **inconsistencies** in patterns and **confusion** for designers and front-end developers.

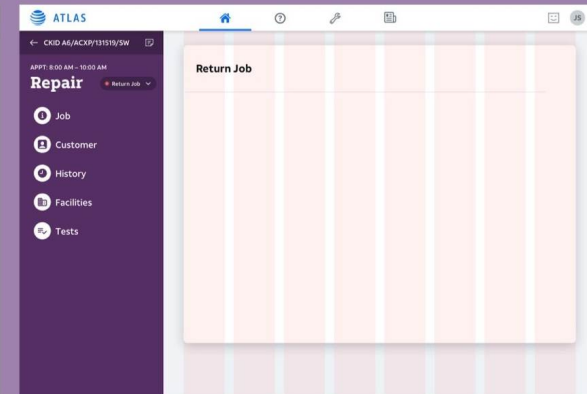
One of the examples of these inconsistencies was having **2 different grid layouts** for desktop pages. 1 was used for main job pages, with side navigation, & another for child pages, without side nav.

The **number of columns & different widths** created a lot of confusion among designers, and basing on my observations, I doubt the front-end development team even followed those grids, which later created a lot of **misalignment between our teams**.

DESIGN SYSTEM'S GRID LAYOUTS

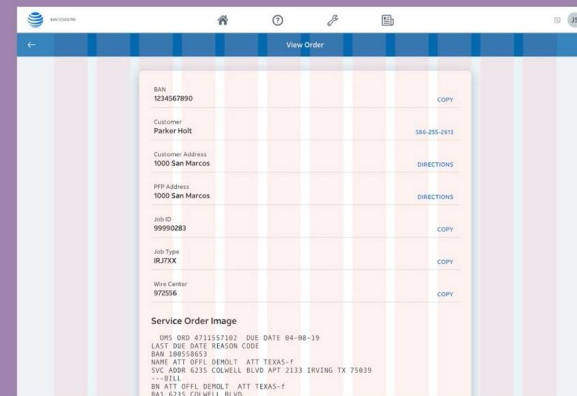


CENTER ALIGNED GRID FOR CHILD PAGES

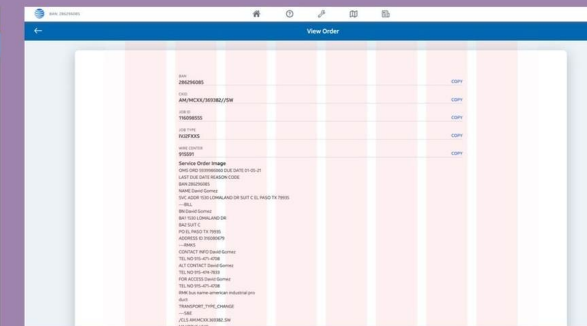


RIGHT ALIGNED GRID FOR MAIN PAGES

GRIDS IN PRODUCTION

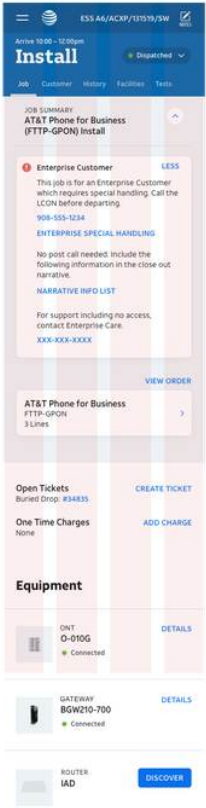
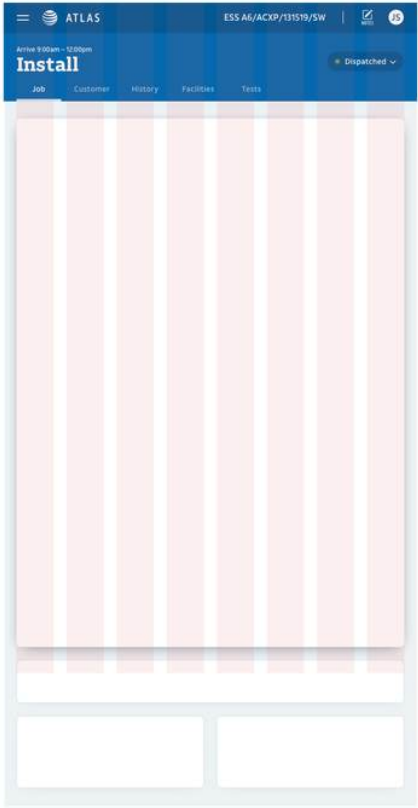
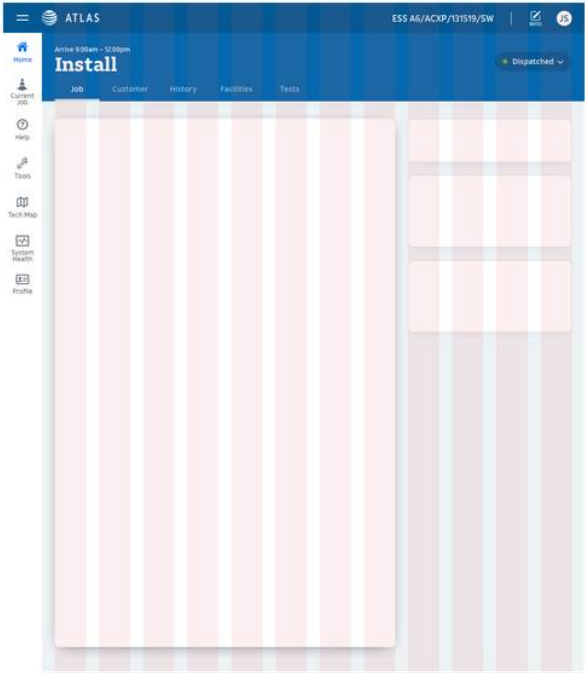
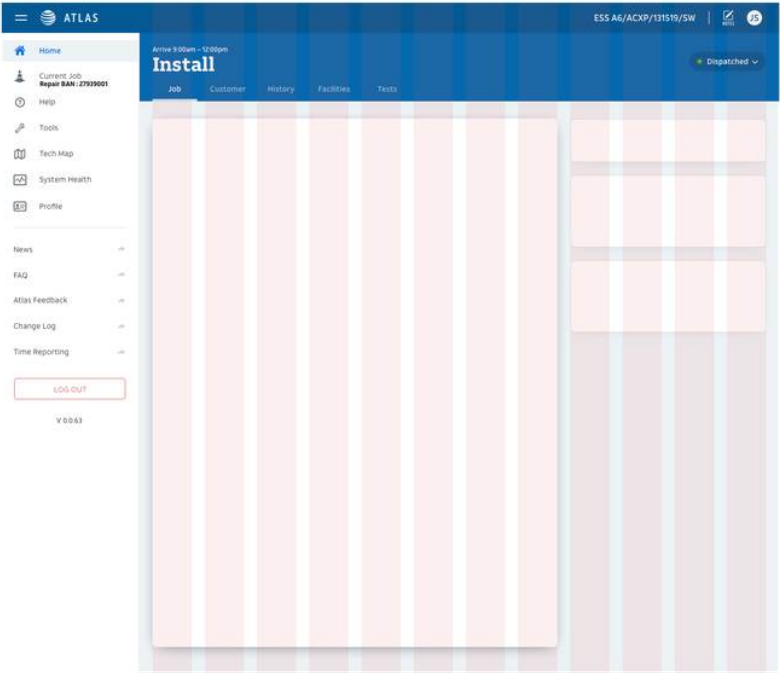


CHILD PAGE BASING ON DESIGN LIBRARY



SAME CHILD PAGE EXISTING IN PRODUCTION

NEW GRID PROPOSAL



	Extra small <576px	Small ≥576px	Medium ≥768px	Large ≥992px	Extra large ≥1200px
.container	100%	540px	720px	960px	1140px
.container-sm	100%	540px	720px	960px	1140px
.container-md	100%	100%	720px	960px	1140px
.container-lg	100%	100%	100%	960px	1140px
.container-xl	100%	100%	100%	100%	1140px
.container-fluid	100%	100%	100%	100%	100%

One of my efforts while working on DS for ATLAS, was collaborating with Front- End Developers on creating new components & cleaning up issues in the existing ones.

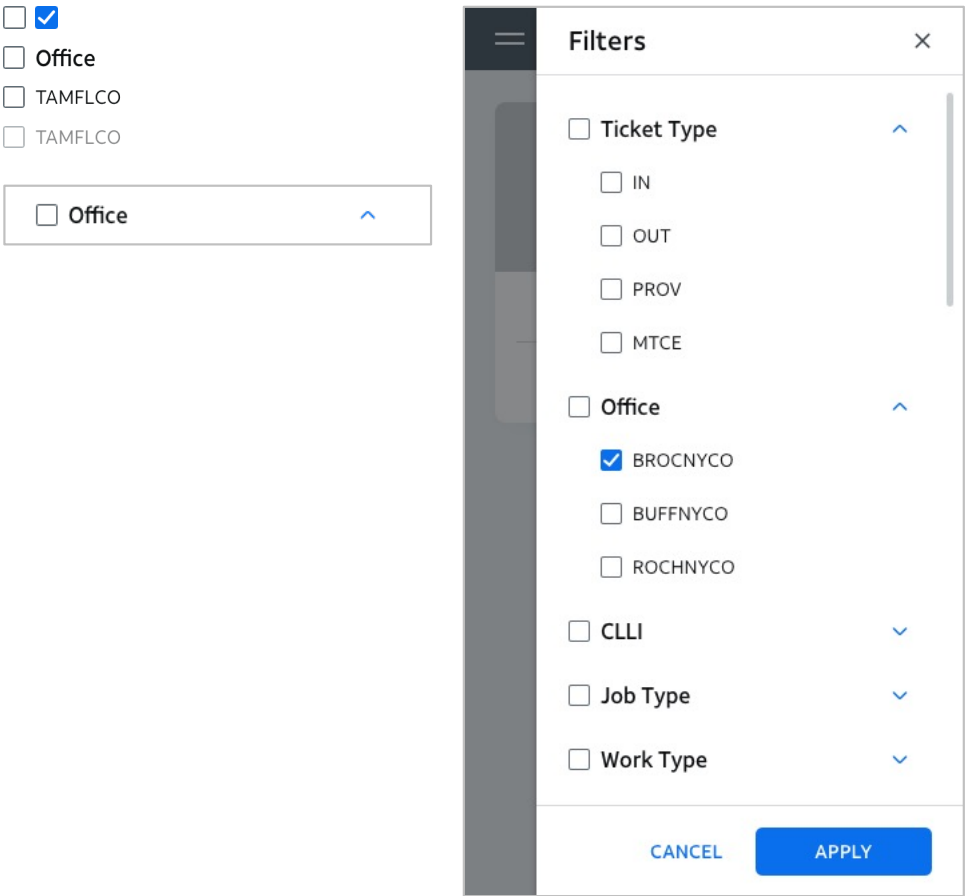
• Tooltip



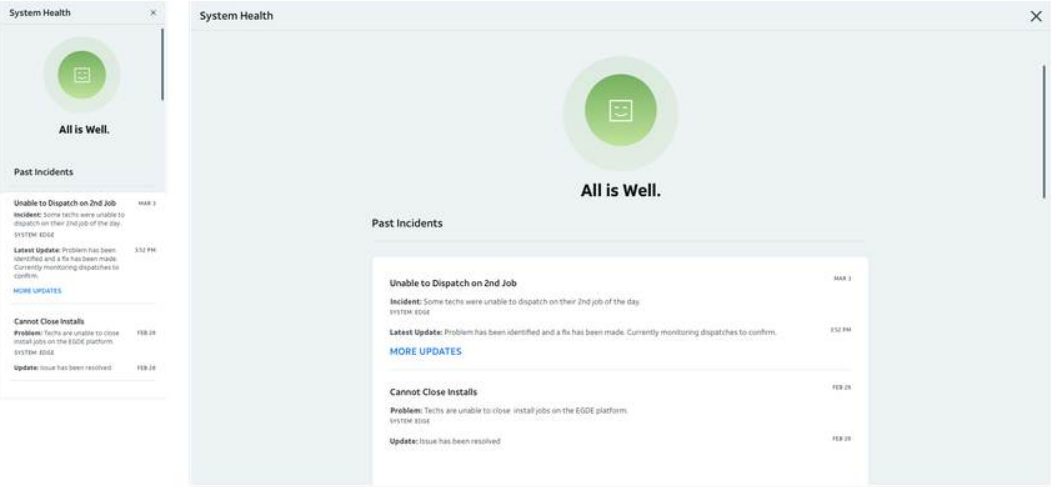
• Bottom action-sheet



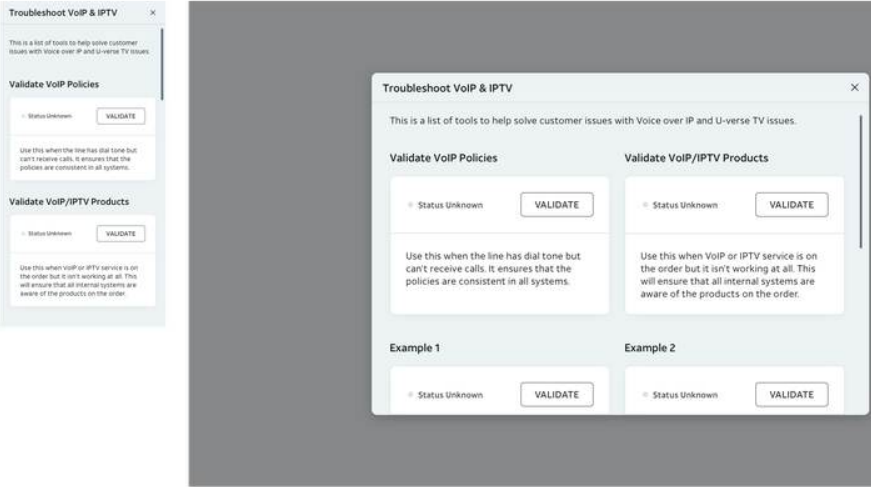
• Side-sheet



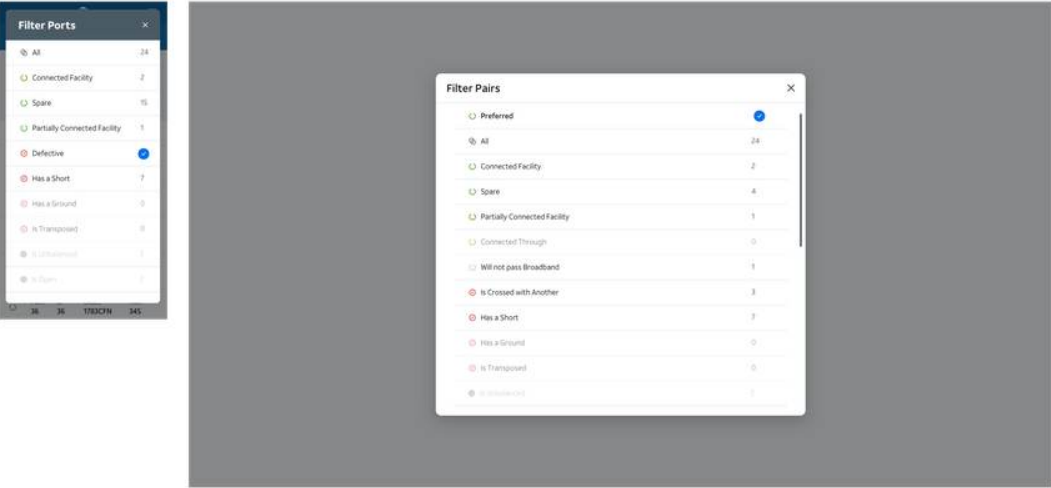
NEW COMPONENTS FOR DS - MODALS



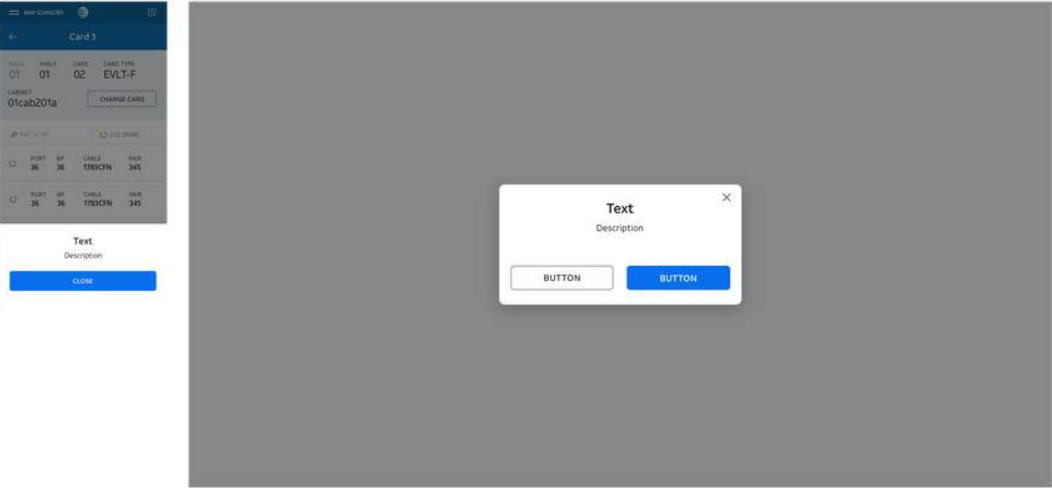
• Full-screen



• 8-column



• 6-column



• 4-column

Thank You!

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E-mail-maciupui6@gmail.com Cellular-765-398-2878