

canvas✓ | LUXCE

SPACE CONVERGED UI

Simplified way to optimize network performance

The screenshot displays the 'Create Algorithm' page in the Canvas LUXCE application. The interface includes a top navigation bar with the Canvas logo, a search bar, and user profile icons. Below the navigation bar, the 'Create Algorithm' section contains several input fields: 'Algorithm ID' (545), 'Algorithm Name' (Placeholder), 'Acronym' (Placeholder), 'Editable' (Yes/No radio buttons), and 'A3 Roll Back Eligible' (No/Open Loop/Close Loop radio buttons). There are also dropdown menus for 'Vendor Name', 'Template Type', 'Source', 'South Bound', 'Tags', and 'Status'. A large text area for 'Description' is present with a character count of 0/500. Below these fields is a 'Conditions' section with a table for managing conditions. The table has columns for 'Conditions Name', 'Condition Type', 'Parameters', 'Tags', 'Status', and 'Optional'. At the bottom of the interface, there are 'Create' and 'Cancel' buttons.

Create Algorithm

Algorithm ID: 545

Algorithm Name: Placeholder

Acronym: Placeholder

Editable: ☐ Yes ☐ No

A3 Roll Back Eligible: ☐ No ☐ Open Loop ☐ Close Loop

Vendor Name: Dropdown

Template Type: Dropdown

Source: Placeholder

South Bound: Select

Tags: Select

Status: Select

Description: Add Description (0/500)

Conditions

+ Create New ↓ Import Conditions

Conditions Name	Condition Type	Parameters	Tags	Status	Optional
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Create Cancel

Overview

Facing challenges like frequent call drops and sluggish internet, Verizon customers struggle with daily communication. Verizon's Self-Optimized Network (VSON) employs advanced technology to autonomously resolve these issues.

LUXCEs Design Recommendations

Our Design enhancements focus on streamlining navigation and task execution.

What we have Achieved

Reduction in Time on Task

50%

Legacy:4 Minutes
Canvas Redesign:2 Minutes

Reduction in Clicks

26%

Legacy:15
Canvas Redesign:11

Reduction in Screen Count

66%

Legacy:6
Canvas Redesign:2

Business Benefits



Improved Productivity



Excellent Customer Service



Higher Customer Retention



Let's meet



Natasha, 24
Recent Graduate,
Verizon Prepaid Plan Subscriber(Voice & Data),
New Jersey



"Her goal is to land a job at Tech Companies and advance in her current career path to reach a managerial or leadership position "



Her Problems



Natasha, 24
Recent Graduate,
Verizon Prepaid Plan Subscriber(Voice & Data),
New Jersey



Not Getting Calls from Recruiter

Lack of network signals



Call Drops during Interviews

Problem with communication networks
due to network upgrades



Internet interruption

Site down issues



Her Feelings

Ugh, my calls keep dropping and the internet is crawling. What's going on with this network?



Her Action

Let's raise a complaint before shifting to another network

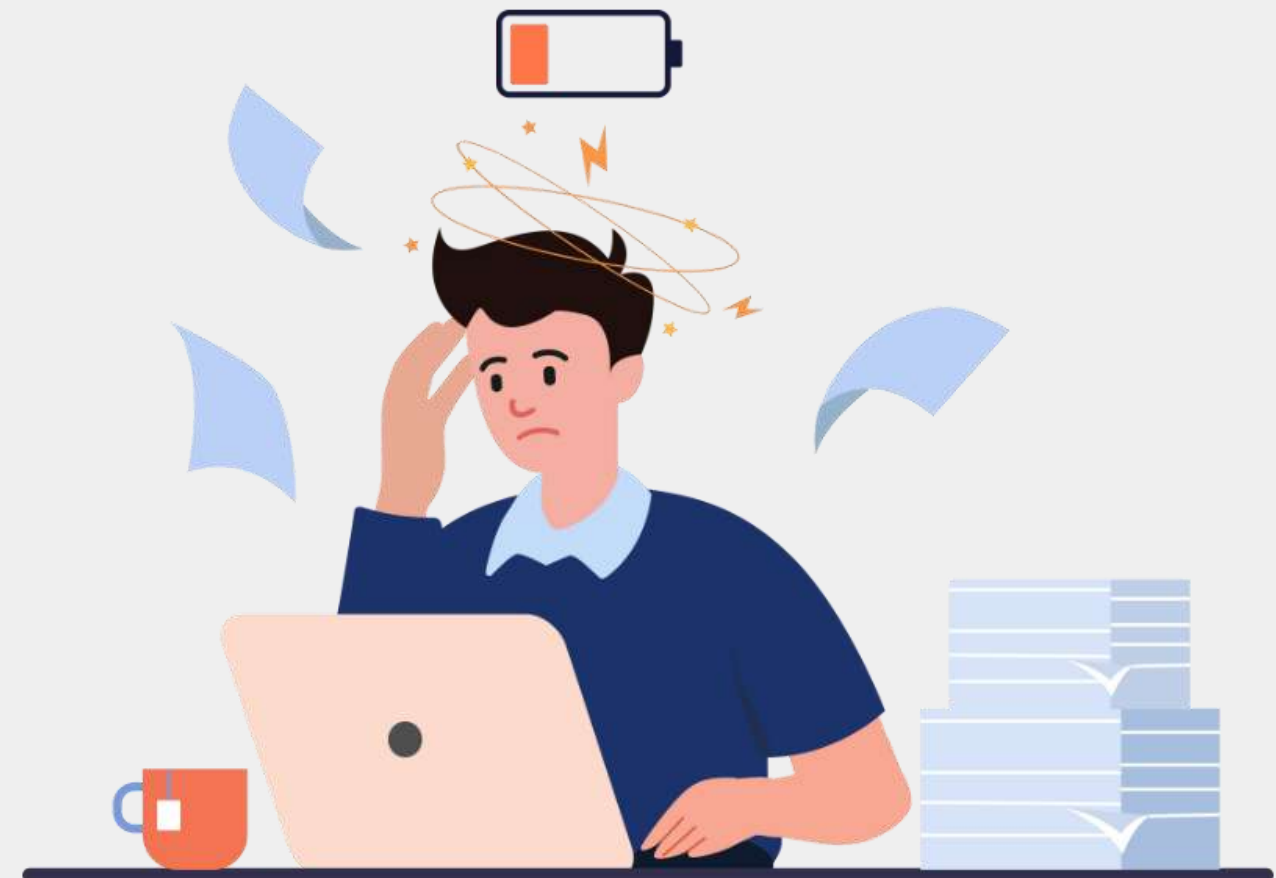


Verizon Feeling



Got the last chance to retain our customer

Verizon Employee Feeling



Another issue has been raised: How can I resolve numerous
issues throughout the day?



Let's meet

Steve is a system performance engineer, who is responsible for tracking, monitoring, identifying opportunities to improve the network performance



Steve, 28
Verizon System Performance Engineer,
New Jersey





"His goal is to ensure superior network performance for Verizon customers by proactively addressing call drops and slow internet with timely network upgrades."



VSON

Verizon's Self-Optimized Network is a tool that develops algorithms to pinpoint network issues and suggests parameter adjustments to enhance network performance.

Pain Points

1.Unoptimized Workflow

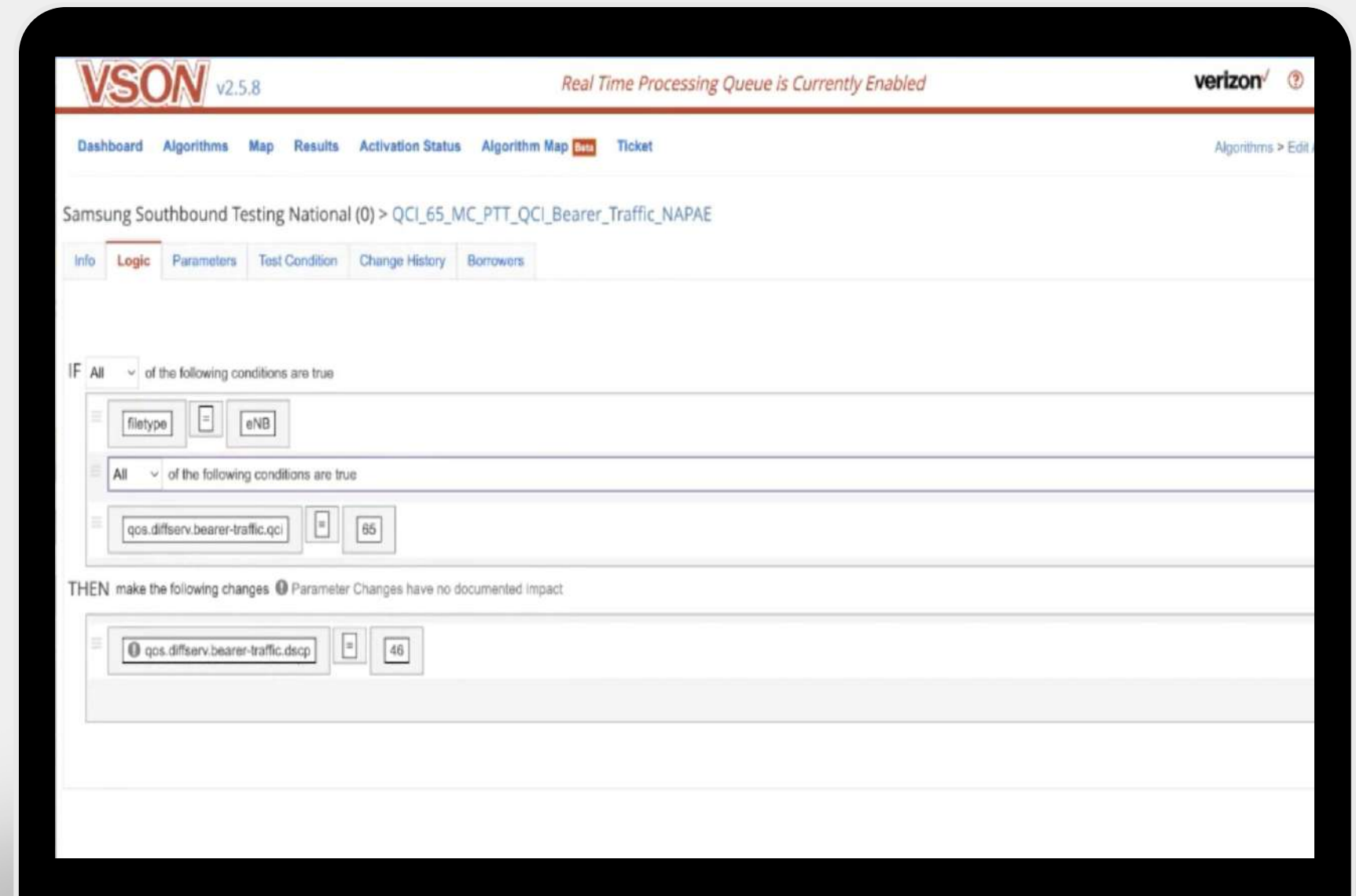
The user going through unnecessary touchpoints which are not helping them to complete the task

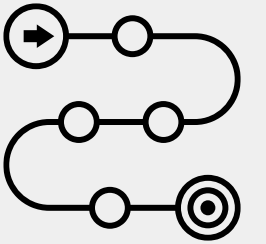
2.Back forth Process

To create a condition user has to go back to the algorithm list

3. Hidden functionalities

Users need to user right click to find an option related to creating logic inside a condition which is difficult to identify





How did we achieve it?

In the legacy design, users will follow the below steps

1. Checking mail/slack to get informed about algorithm creation
2. Navigating to the Dashboard
3. Accessing the algorithm screen
4. Creating a new algorithm
5. Returning to the algorithm screen
6. Searching for the created algorithm
7. Editing/Create new conditions inside the algorithm

New design

1. Get Notification about new algorithm creation
2. Initiating algorithm from the dashboard
3. Creating/ adding condition to algorithm



New design with Improved UX

1.Streamlined Process

We combined create algorithm & create condition flow into a single flow to avoid back-and-forth steps

Fields related to
algorithm creation

Option to create
a condition

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Search

Home

Create Algorithm

Create Algorithm

Algorithm ID

545

Algorithm Name

Placeholder

Acronym

Placeholder

Editable

Yes

No

A3 Roll Back Eligible

No

Open Loop

Close Loop

Vendor Name

Dropdown

Template Type

Dropdown

Source

Placeholder

South Bound

Select

Tags

Select

Status

Select

Description

Add Description

Conditions

+ Create New

Import Conditions

Template

Search

Create

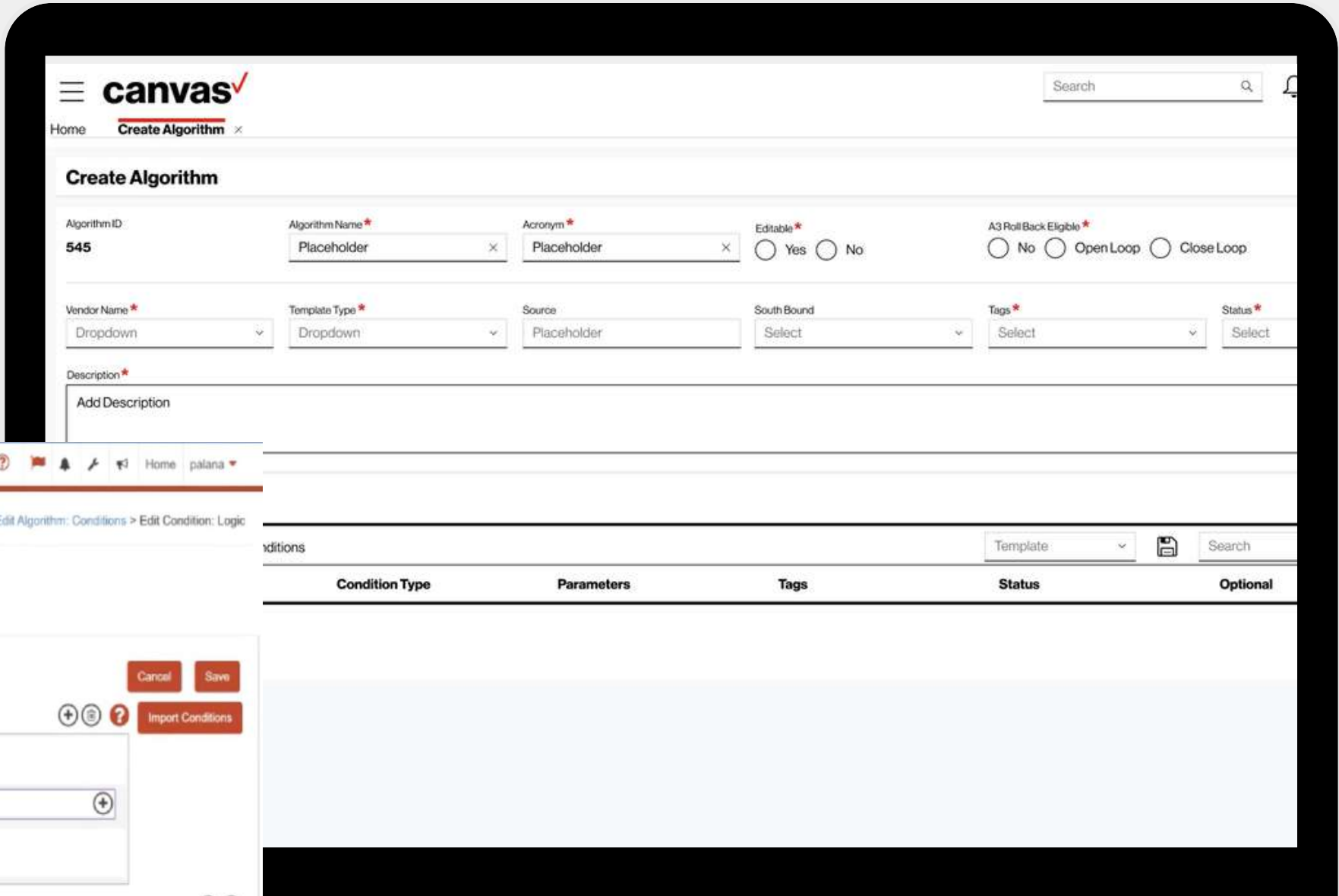
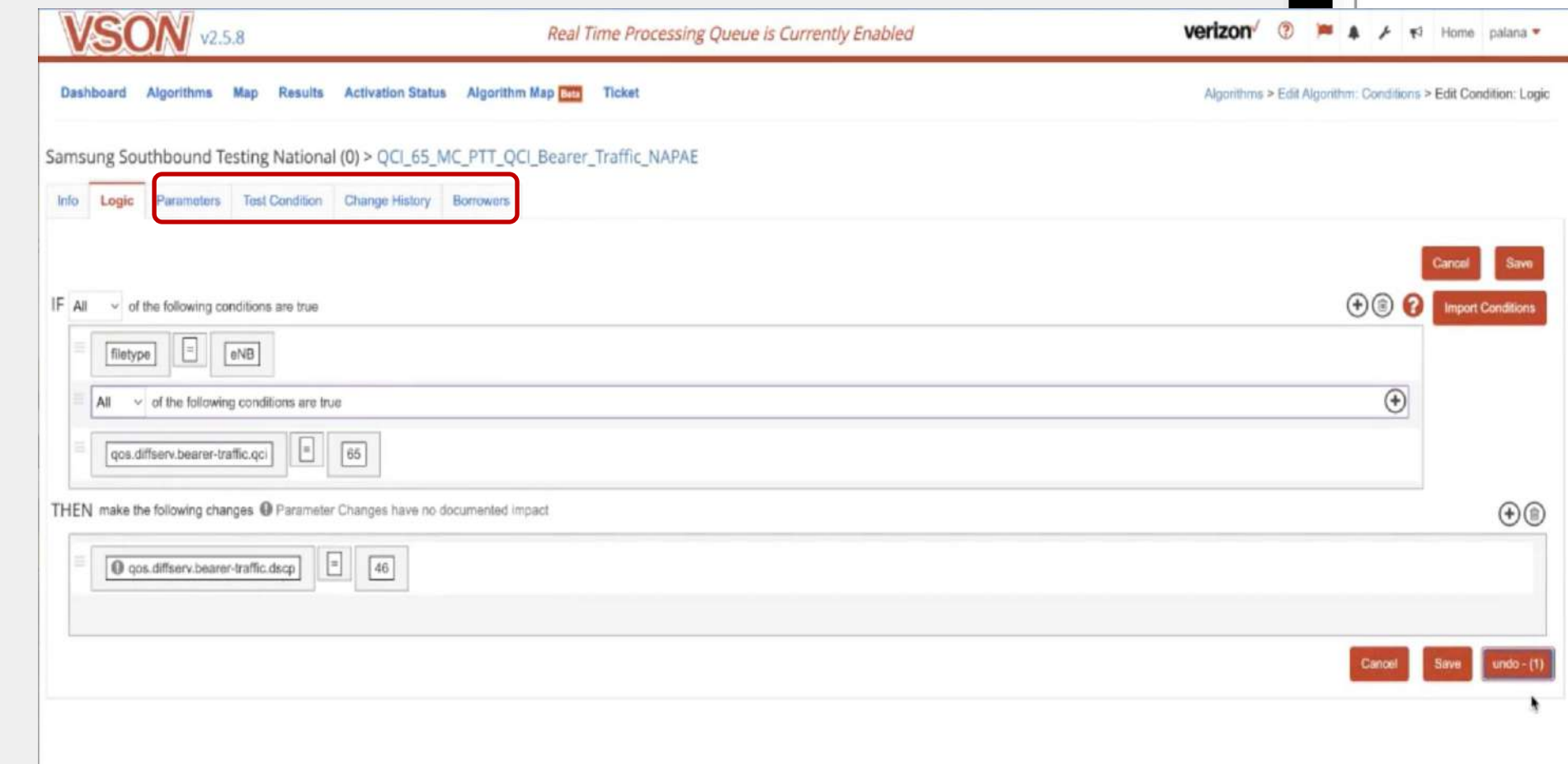
Cancel



New design with Improved UX

2.Task-focused content

Removed test condition, reorder history, and borrower tab from create algorithm flow to avoid confusion which help users to complete the task fast



New design with Improved UX

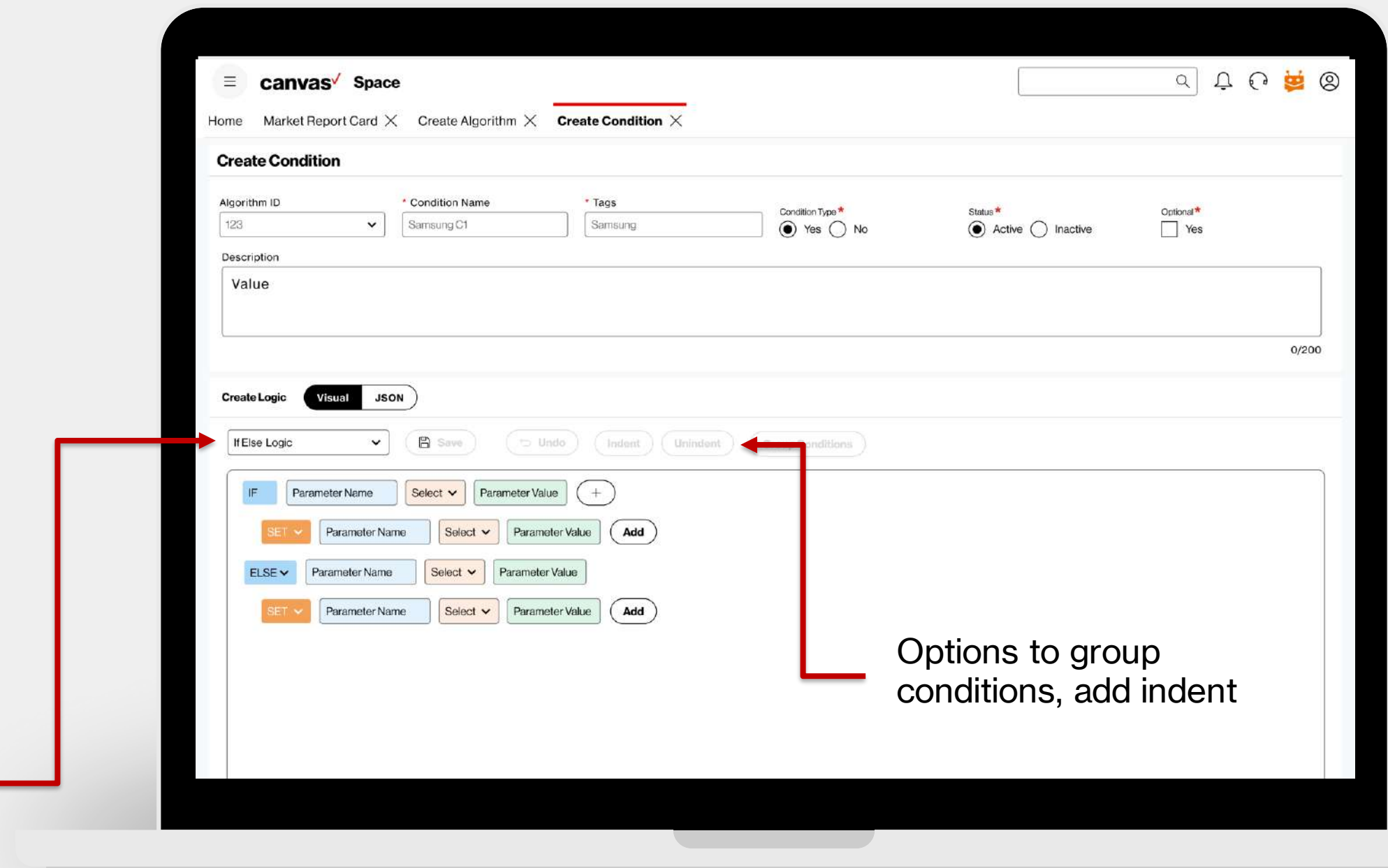
3. Improved Process

We are making it easy for users to create conditions by providing a button to group conditions, and option to add indent to increase readability

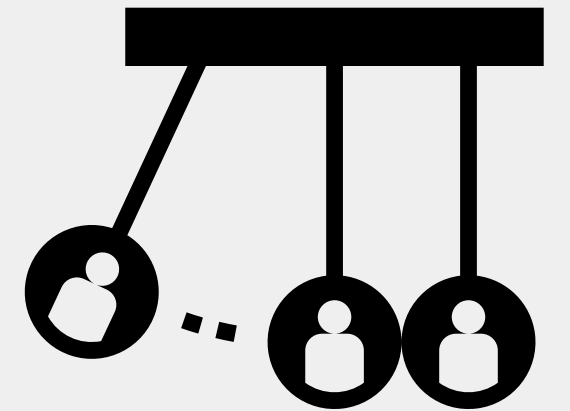
4. Option to save logic for future use

We are helping users to avoid repetitive task by providing option to logic as save templates for future use

Option to save logic as template



Business Impact



Improved Productivity



Excellent Customer Service



Higher Customer Retention

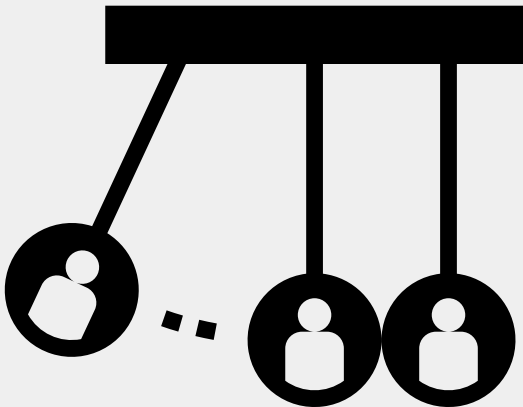


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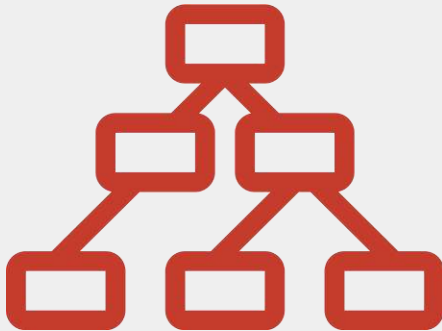
Art of The Possible Designs

A short, thick red horizontal line positioned directly beneath the word "Possible" in the title.

Value Adds



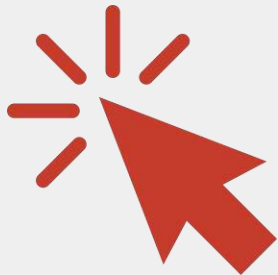
Attractive Design



Clear Visual Hierarchy



Enhanced Readability



Reduced Unnecessary Click

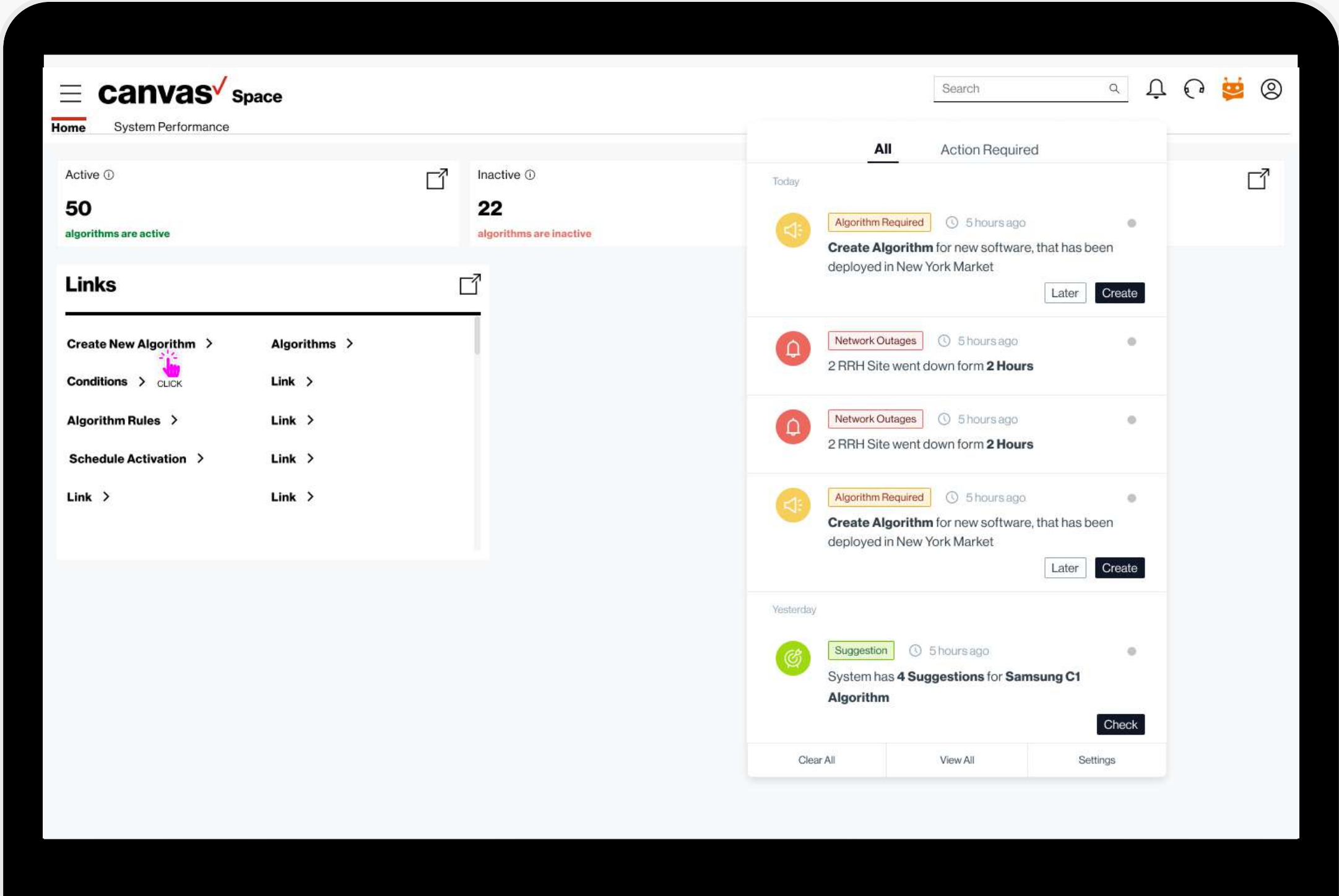


Content Focused Design



Art of Possible Designs

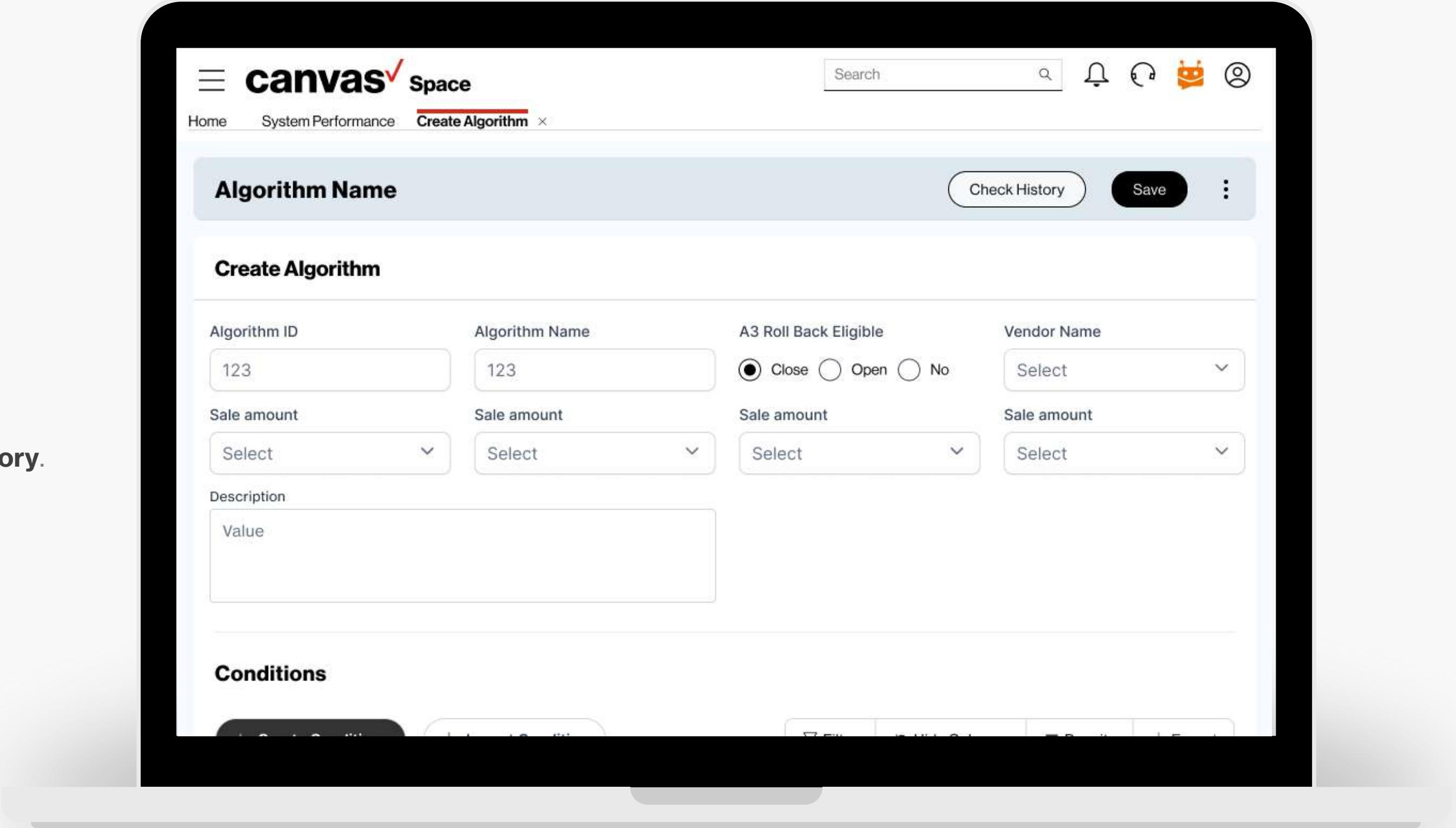
The notification action buttons facilitate easy navigation, reducing the need for multiple user clicks.



Art of Possible Designs

We have segregated the content to make sure that the prioritization of information is in **clear visual hierarchy**

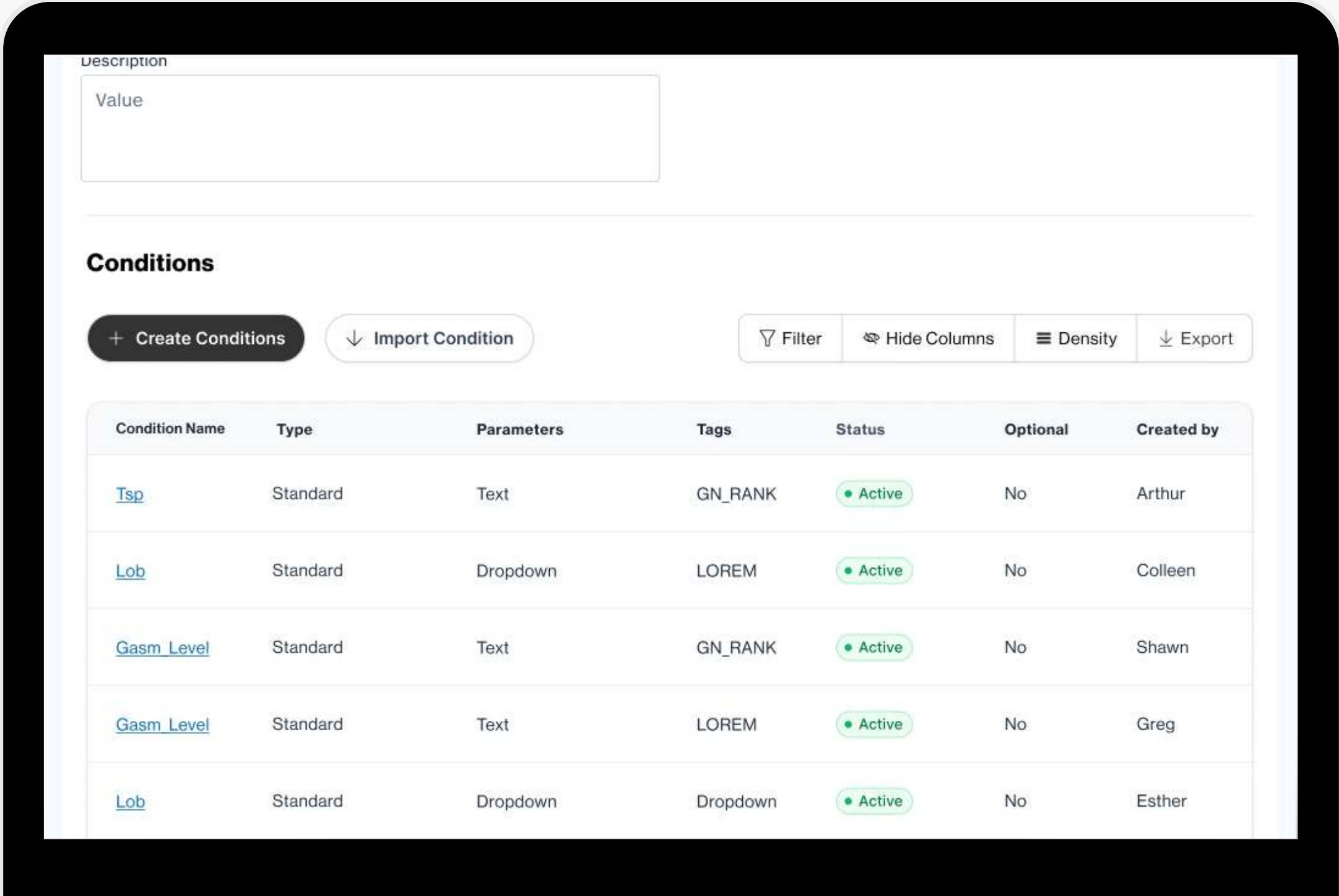
We've placed algorithm actions at the top for **quick access** and **simplified checking algorithm history**.



Art of Possible Designs

We've created a design that captivates users and enhances their overall experience of having a **Visually Appealing Design**

We've adjusted the text color and letter spacing to **enhance readability.**



Art of Possible Designs

We've implemented a **side drawer** for adding multiple conditions, allowing users to **seamlessly navigate** between screens.

Algorithm Name

Create Algorithm

Algorithm ID

123

Sale amount

Select

Description

Value

Conditions

+ Create Conditions

Condition Name

Create Condition

Condition Name *

Placeholder

Tags *

Placeholder

Condition Type *

☒ Yes ☐ No

Status *

☒ Active ☐ Inactive

Optional *

☐ Yes

Description

Value

Create Logic

JSON Logic ☒

If Logic

Save

Undo

Indent

Unindent

Group Conditions

If

Parameter name

Select

Parameter value

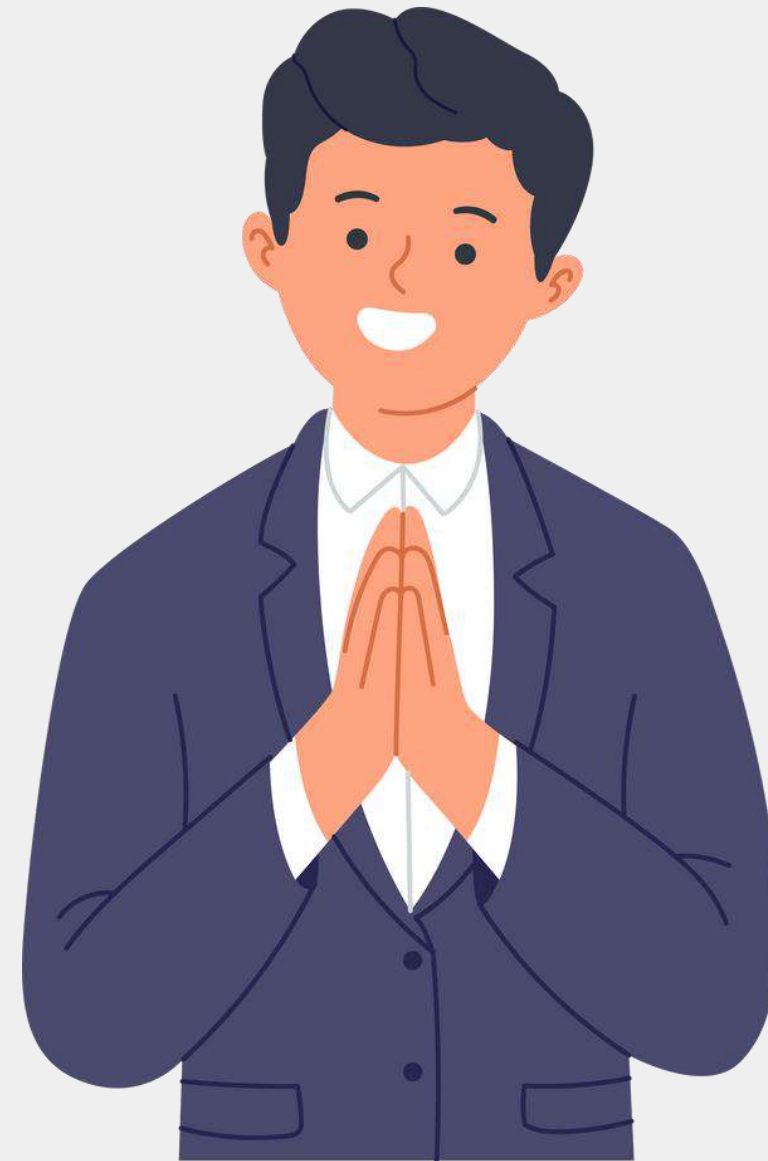
Set

Parameter name

Select

Parameter value

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Thank You