Page Title

I need help with . . .

Suggestive title

Quick Help?

These represent the gray headers in the My Cisco area. The circle is an icon stand in and the lines represent copy. These will be treated like links as the menu option for case creation
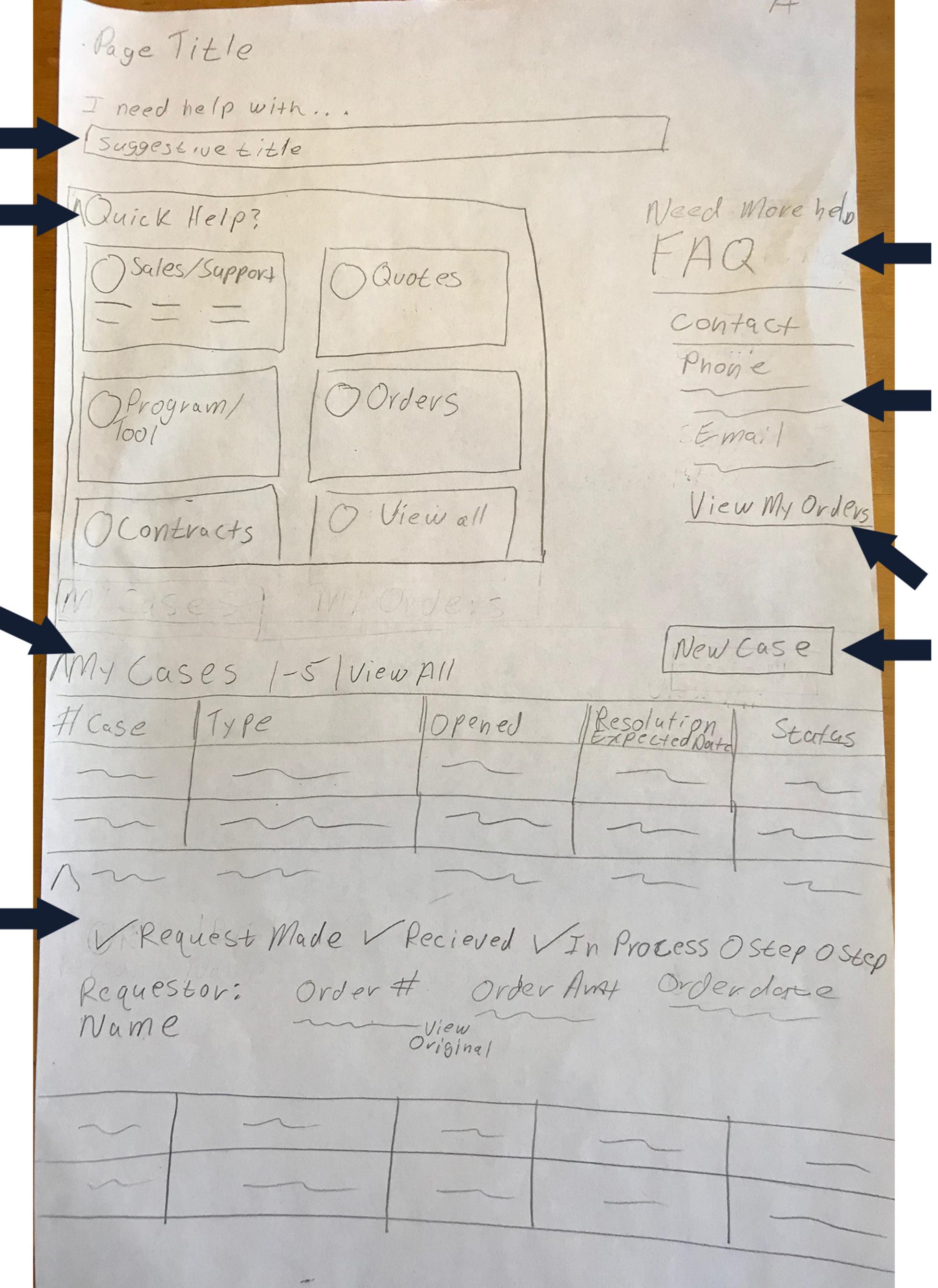
I was considering making this area expandable/collapseable

- ◯ Sales/Support
- ◯ Quotes
- ◯ Program/Tool
- ◯ Orders
- ◯ Contracts
- ◯ View all

My Cases   My Orders

Need More help
FAQ

An FAQ link is stressed to encourage the users to look up their own stuff

Contact
Phone

Since the goal is to get the user to do "self service" the contact will be available but will not stand out.

Email

View My Orders

Allows user to see their existing orders. Orders pages should allow users to perform actions,

This represents "My Cases" It will display the 5 most recent with the ability to view all cases. I did not display it here, but I want to add filters on each column as well as a date picker.

The squiggly lines represent copy placeholder.

New Case

New case creation button for users who do not use the search bar or the top menu items.

My Cases | 1-5 | View All

# Case	Type	Opened	Resolution Expected Date	Status
~~	~~~	~~~	~~~	~~~
~~	~~~	~~~	~~~	~~~
~~	~~~	~~~	~~~	~~~

Each record is expandable allowing the user to see additional details. Also, the checks across the top represent steps in the process, primarily on the customer service agent's end.
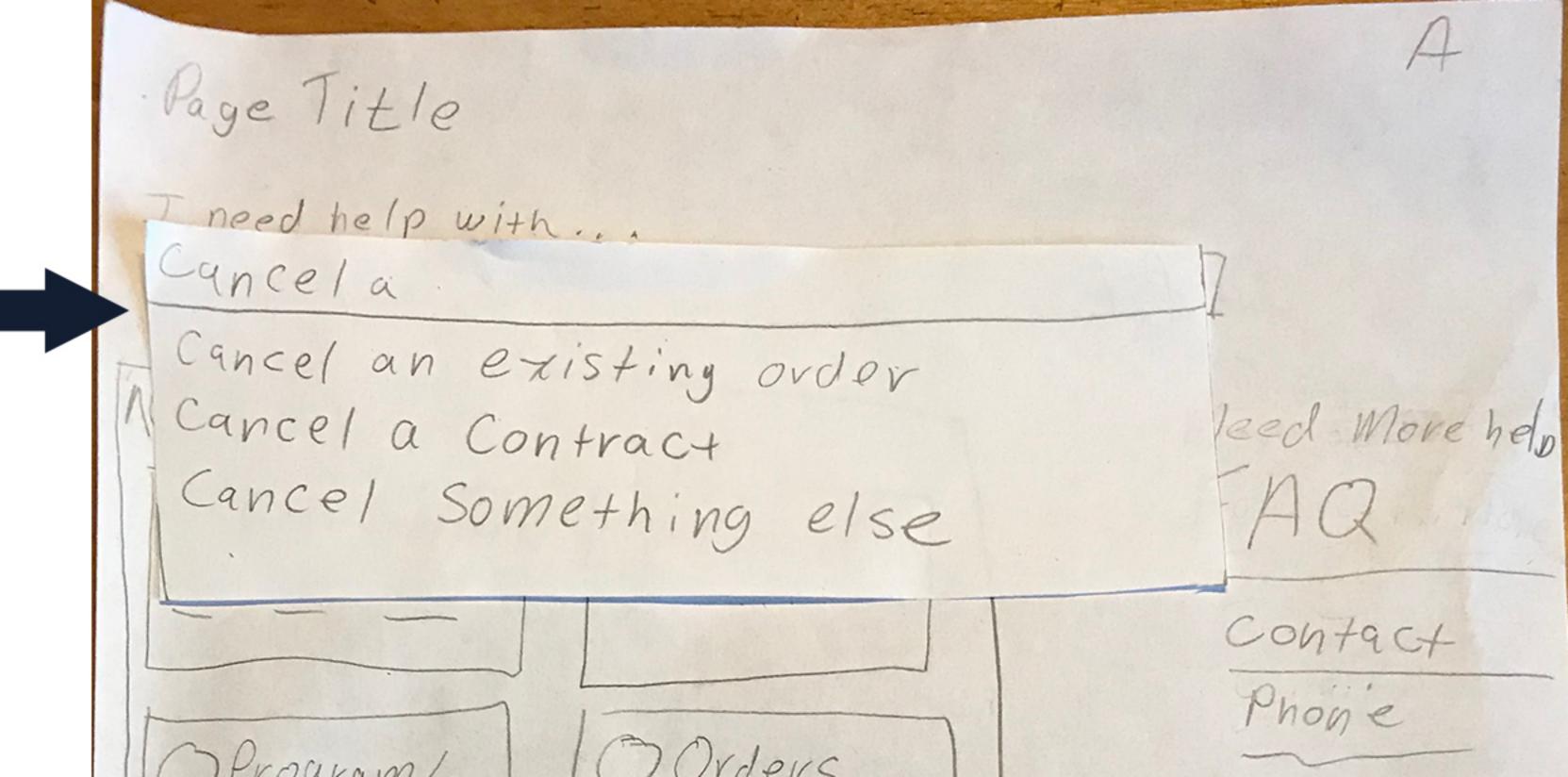
✓ Request Made ✓ Recieved ✓ In Process ◯ Step ◯ Step

Requestor: Name   Order #   Order Amt   Order date

View Original

Predictive search shows the user typing Cancel and gives multiple options. Selecting an option launches a modal that begins the process of self service.
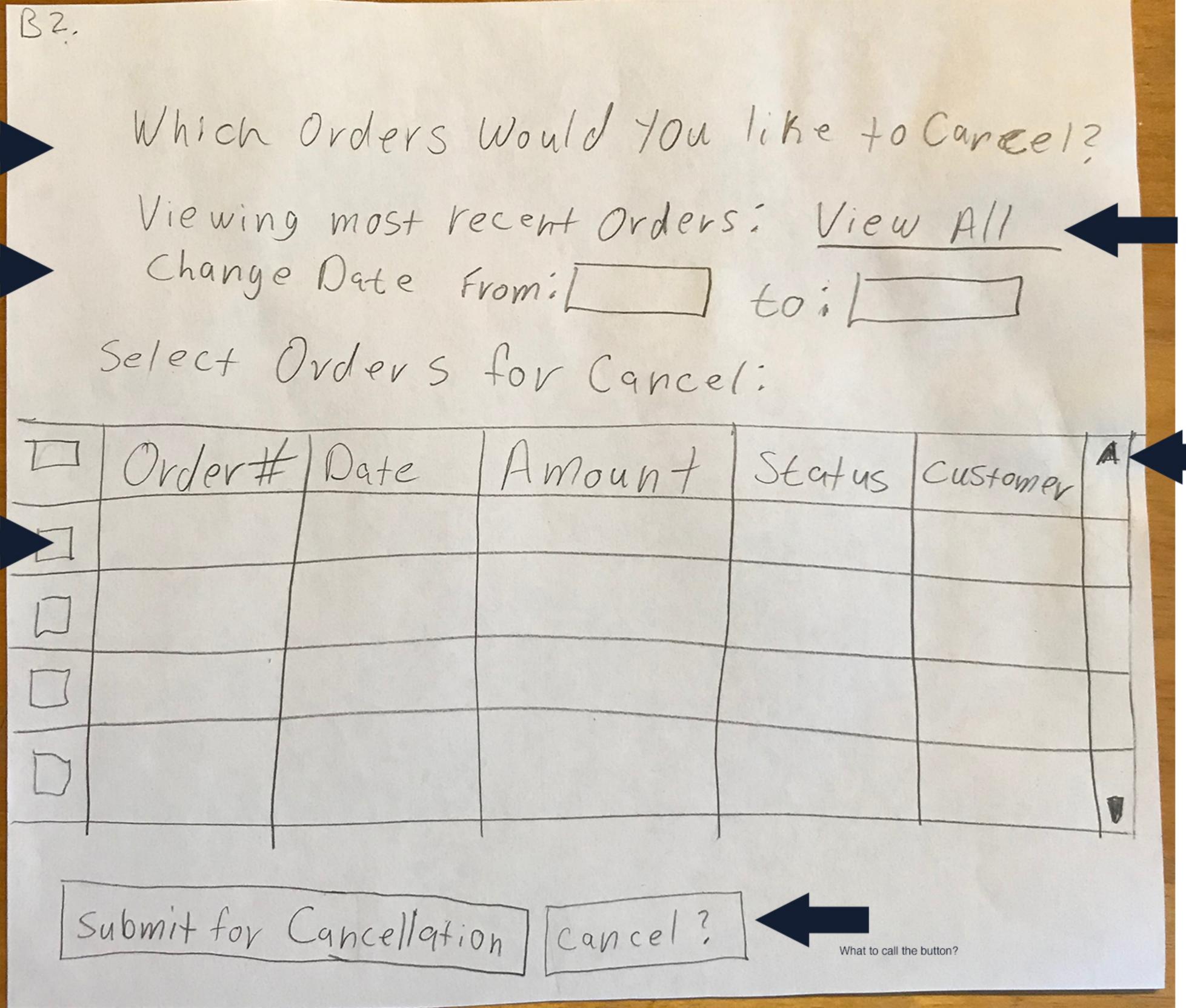

Page Title

I need help with...

Cancel a

Cancel an existing order
Cancel a Contract
Cancel Something else

A

Need More help

FAQ

Contact

Phone

Program/

Orders

B2.

Which Orders Would You like to Cancel?

Viewing most recent Orders: View All

Change Date From: [ ] to: [ ]

Select Orders for Cancel:

☐	Order #	Date	Amount	Status	Customer	A
☐						
☐						
☐						
☐						▼

[Submit for Cancellation] [Cancel ?]

For the sake of process I chose to cancel an order. Once Cancel is selected a modal will pop up (we can do a new page also).

The title of the section reminds the user what they are doing.

To prevent the user from being overwhelmed the system should present the 5 most recent oders. The date range picker above the orders will be eliminated as it is a duplicate of a date range from the date column. Each column in the table should display a filter, the date one could be auto populated by the date

Each row should be selectable so the user can choose which ones they want to cancel easily.

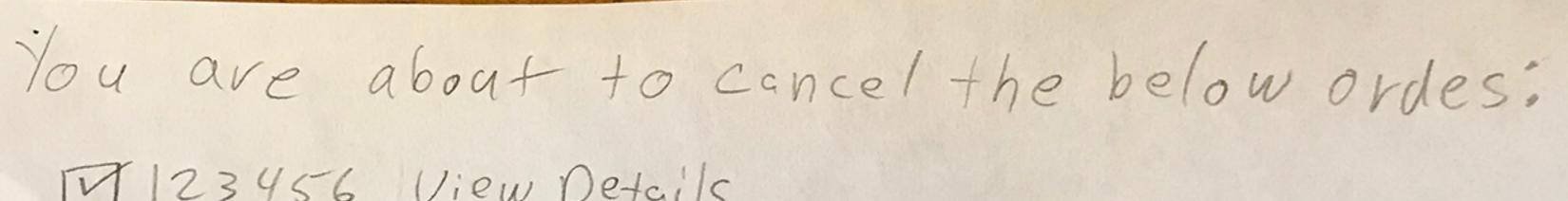Also, the rows could be expandable to display the order details.

View All allows the user to see everything if they want. Might make sense to launch a new page vs a modal.

The table should be scrollable

What to call the button?

The next step in the process is a verification. This displays the order numbers that will be cancelled

Having checkboxes in front of each order allows the user an escape route if they realize they made a wrong selection

Allows users to see oder details

You are about to cancel the below ordes:

☑ 123456 View Details
☑ 234567 View Details
☑ 345678 View Details

Are you sure you want to cancel these orders?

Yes   No

Confirmation window

Informs user which order have been cancelled and where they can follow the status of each cancellation.

The following Orders have been submitted for cancellation. You can follow their Progress under "My Cases."
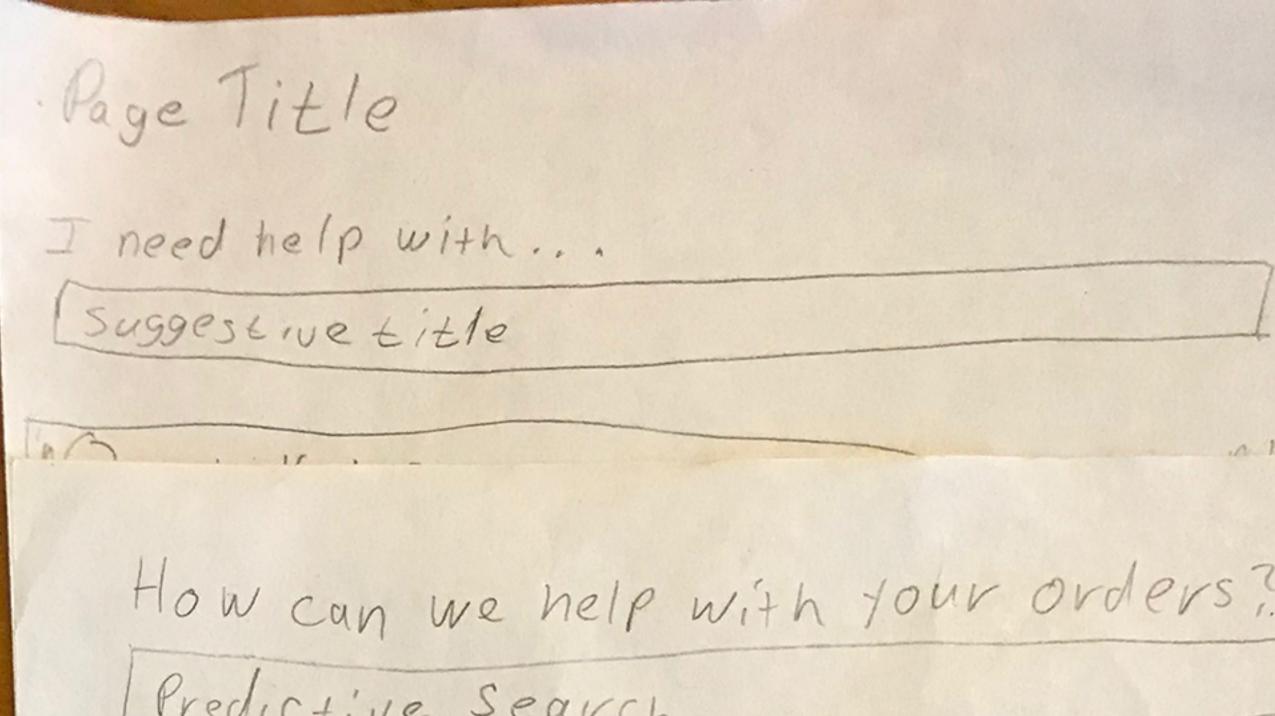
Orders

- 123456
- 234567
- 345678

close.Window

Page Title

I need help with...

Suggestive title

How can we help with your orders?

Predictive Search

Additional Actions

Dropdown Populated By "View All" on orders ▼

View My Orders

My Cases   My Orders

New Case

My Cases 1-5 | View All

When a user click a menu item it can launch a little overlay that allows the user to do a more targeted search for their selected section

Additional Actions would function like a dropdown showing all the existing options

Allows users to view existing orders

A

Page Title

I need help with...

No results, please refine your search.

Have you considered:

- Option
- Option

- Option
- Option

Try our FAQ

Need More help

FAQ

Contact

Phone

Email

Tool

Error Message informang the user there were no results generated from their search

Popular search terms, it would be ideal if these could be based upon past search history.

Link to FAQ could be beneificial so the user could possibly find what they need that way without calling support