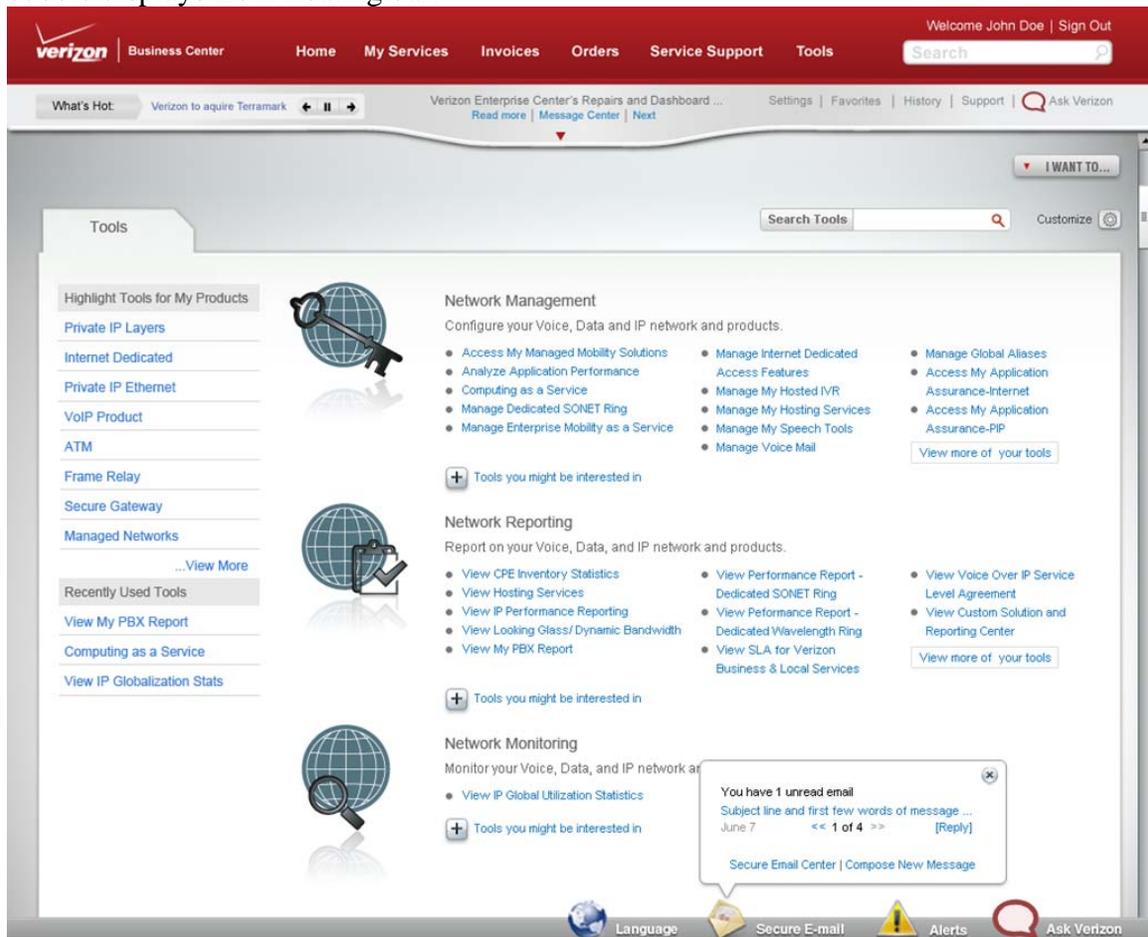


Focus on Secure Email

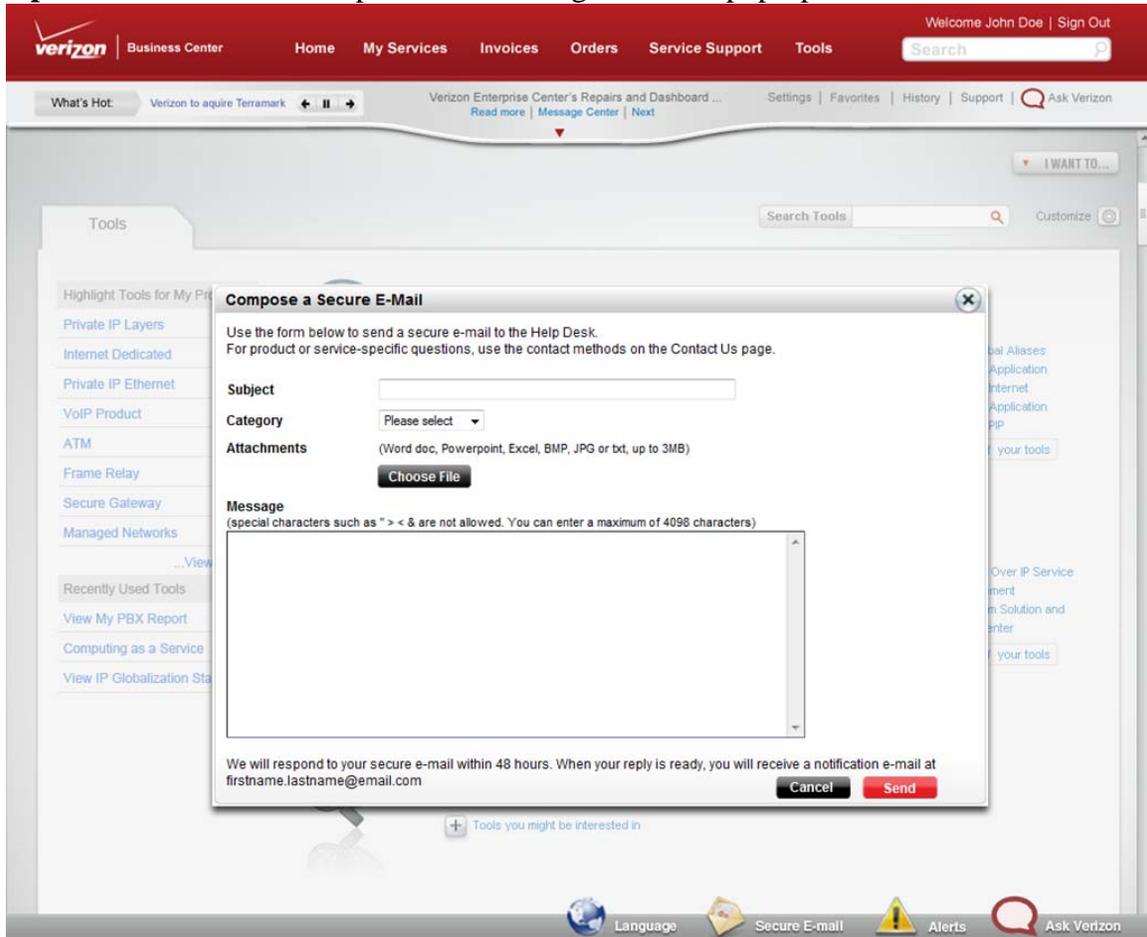
The Verizon Enterprise Center 2.0 UX redesign was a large undertaking, so specific sections with new, complex functionality required a focused Pluralistic Walkthrough.

In the following walkthrough, we were trying to understand how and when a user would want to perform Secure Email actions without losing the context of their current work and when they would want to be taken to the Secure Email Center (new page).

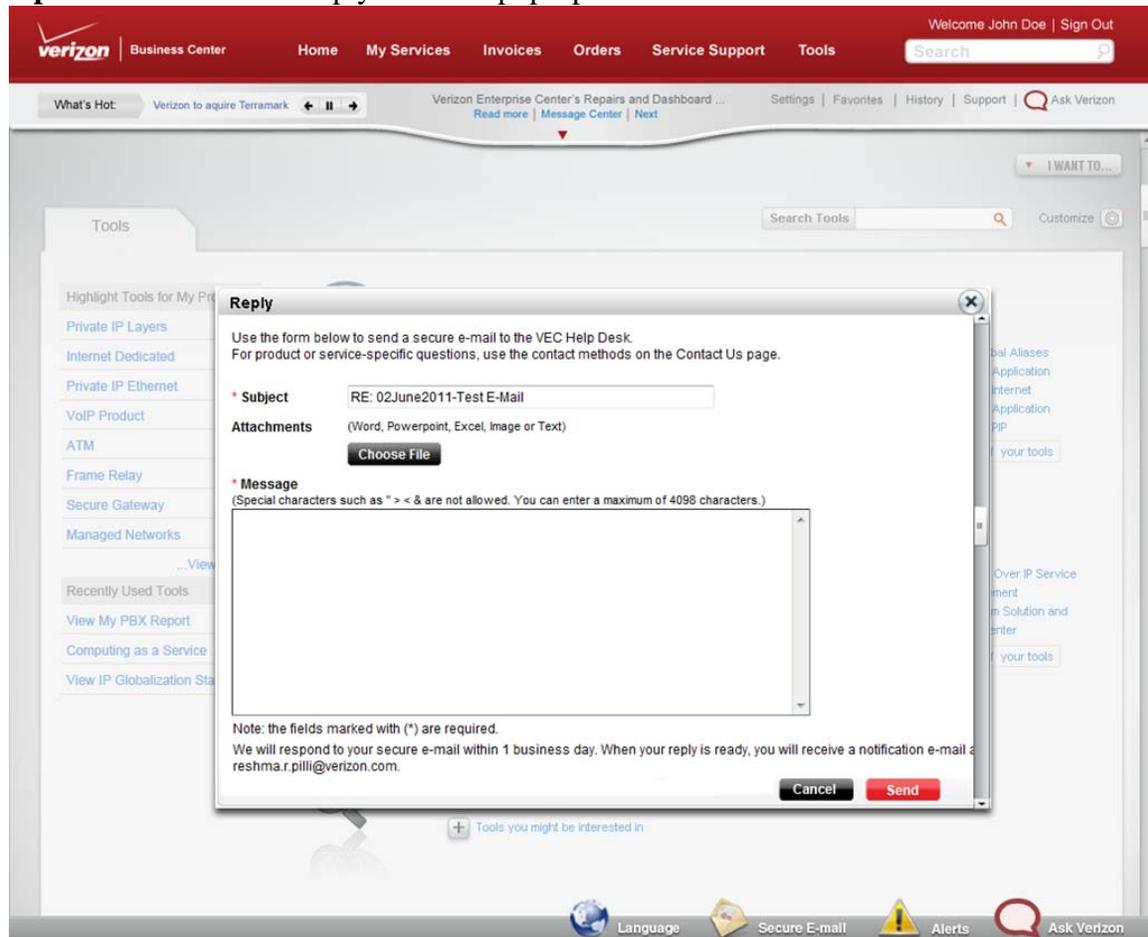
The user is on the Tools page within VEC and a new secure email arrives – pop-up bubble displays from floating bar.



Option 1: User clicks Compose New Message from the pop-up bubble.



Option 2: User clicks Reply from the pop-up bubble.



Note the scrollbar that displays as part of the modal window. To see the full email they are replying to, they must scroll up. The thought is that the subject line in the bubble was enough to spark them to reply, so they most likely know the context. Is this logical and intuitive?

Option 3: User clicks Secure Email Center from the pop-up bubble (loses context and is taken to Secure Email Center page).

The screenshot shows the Verizon Business Center interface. At the top, there is a red navigation bar with the Verizon logo, 'Business Center', and various menu items: Home, My Services, Invoices, Orders, Service Support, and Tools. A search bar is on the right. Below this is a secondary navigation bar with 'What's Hot' and several links. The main content area is titled 'Secure E-Mail Center' and includes a 'Compose a Secure E-Mail' button, 'Delete', and 'Refresh' buttons. A table displays an email inbox with columns for Subject, Ticket Number, and Received Date. The table contains 12 rows of email entries. At the bottom of the interface, there are icons for Language, Secure E-mail, Alerts, and Ask Verizon.

Inbox(1)	Sent				Showing 1 - 10 of 12
		Subject	Ticket Number	Received Date	
<input type="checkbox"/>		02June2011-Test E-Mail (2)		2011-06-02 05:51 EDT	
<input type="checkbox"/>		30May11-Test E-Mail - VEC (2) (1)		2011-05-30 08:33 EDT	
<input type="checkbox"/>		30May11-Test E-Mail - VEC (3)	S9874563	2011-05-30 08:28 EDT	
<input type="checkbox"/>		test orders vsec (1)		2011-05-20 06:42 EDT	
<input type="checkbox"/>		test auto reply (1)		2011-05-18 11:05 EDT	
<input type="checkbox"/>		18May11-VEC Test (2)		2011-05-18 07:02 EDT	
<input type="checkbox"/>		18May11 - VEC (1)		2011-05-18 06:56 EDT	
<input type="checkbox"/>		12May2011 (1)	S1234567	2011-05-12 05:49 EDT	
<input type="checkbox"/>		10May11-Test E-Mail2 (1)		2011-05-10 04:46 EDT	
<input type="checkbox"/>		10May11 - TEST E-Mail (4)		2011-05-10 04:46 EDT	

User is removed from the context of the Tools page, lands on the Secure Email Center page, and decides to compose a new email; see the next screen for details.

Compose a Secure E-Mail

Inbox(1)	Sent
Subject	
<input type="checkbox"/>	02June2011-T
<input type="checkbox"/>	30May11-Test
<input type="checkbox"/>	30May11-Test
<input type="checkbox"/>	test orders use
<input type="checkbox"/>	test auto reply
<input type="checkbox"/>	18May11-VEC
<input type="checkbox"/>	18May11-VEC
<input type="checkbox"/>	12May2011 (1)
<input type="checkbox"/>	10May11-Test
<input type="checkbox"/>	10May11-TE

Show 10 rows

Compose a Secure E-Mail

Use the form below to send a secure e-mail to the Help Desk.
For product or service-specific questions, use the contact methods on the Contact Us page.

Subject

Category Please select

Attachments (Word doc, Powerpoint, Excel, BMP, JPG or bxt, up to 3MB)

Message
(special characters such as " > < & are not allowed. You can enter a maximum of 4096 characters)

We will respond to your secure e-mail within 48 hours. When your reply is ready, you will receive a notification e-mail at firstname.lastname@email.com

Option 4: User clicks subject line from the pop-up bubble (loses context and is taken to Secure Email Center page).

The screenshot shows the Verizon Business Center interface. At the top, there is a red navigation bar with the Verizon logo, "Business Center", and links for "Home", "My Services", "Invoices", "Orders", "Service Support", and "Tools". A search bar is on the right. Below this is a secondary navigation bar with "What's Hot" and various links. The main content area is titled "Secure E-Mail Center" and contains a list of emails. The selected email is from "reshma.r.pillai@verizon.com" with the subject "02June2011-Test E-Mail". The email body contains a support message from Verizon Business Enterprise Support. At the bottom of the email view, there is a "Reply" button. The footer of the page includes icons for "Language", "Secure E-mail", "Alerts", and "Ask Verizon".

User is removed from the context of the Tools page, lands on the Secure Email Center page, and decides to reply to the message they are viewing after clicking the subject line on the pop-up bubble; see the next screen for details.

Reply

Use the form below to send a secure e-mail to the VEC Help Desk. For product or service-specific questions, use the contact methods on the Contact Us page.

Subject RE: 02June2011-Test E-Mail

Attachments (Word, Powerpoint, Excel, Image or Text) **Choose File**

Message (Special characters such as * < & are not allowed. You can enter a maximum of 4096 characters.)

Note: the fields marked with (*) are required.

We will respond to your secure e-mail within 1 business day. When your reply is ready, you will receive a notification e-mail to reshma.r.pilli@verizon.com.

Cancel Send

Compose a Secure E-Mail

02June2011-Test E-Mail

reshma.r.pilli@verizon.com

Do_Not_Reply@verizon.com

vec-support@verizon.com

Dear Customer, Thank you for your inquiry. Please do not alter the subject line located in the subject line of this e-mail. The completion of your inquiry is dependent on you choosing Verizon Business Center as the contact method.

Sincerely,
Verizon Business Enterprise Center

Did you know you can check your account balance online?

06-02-2011 06:00:25
Thanks & Regards,
Reshma

-----Original Message-----
From: reshma.r.pilli@verizon.com
Sent: 2011-06-02 05:51:11
To: vec-support@verizon.com
Subject: 02June2011-Test E-Mail

Invoices- Pay Bill

Reply

06-02-2011 05:51 EDT

06-02-2011 05:51 EDT

06-02-2011 06:01 EDT

Reference number is 1234567890. Please refer to this e-mail number for more information. Thank you for your inquiry.