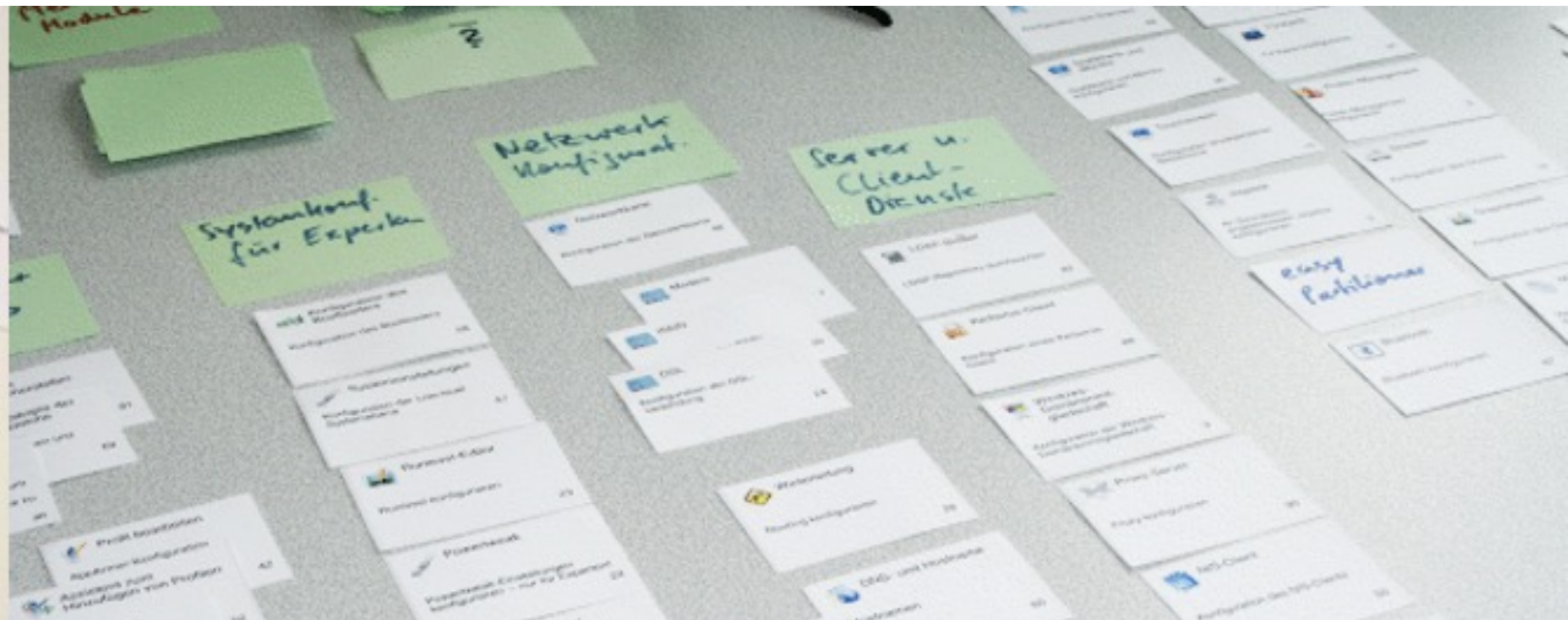# Card Sorting

What is card sorting

A card sort is a user-centered design method for increasing a system's findability. The process involves sorting a series of cards, each labeled with a piece of content or functionality, into groups that make sense to users or participants.

Results | Frequency of Use

33%

Only 33% of given cards were utilized

Results | Frequency of Use

#1

78% of the participant groups used **Query Ageing** while sorting

#2

67% of the participating groups used Customer Authentication, Payment, Query Invoice

#3

56% of the participating groups used Cadvance, Change Product

#4

44% of the participating groups used Change MSISDN, Contract And Invoice Print, Contract Retentions, Customer Documents , Data Validation, Movement

#5

33% of the participating groups used Change Bill Format , Customer Information , Hybrid To Postpaid, Network Settings, Postpaid to Hybrid, Recharge For Hybrid, Search Sales, Investigations, Upload File

Results |Priority

Customer Authentication

55% of the participating groups used Ranked customer Authentication #1 while prioritizing

Results |Priority | Top 5

TPHD/PST

Upload File
Suspend/resume
Change MSISDN
Contract retentions
Contract and invoice print

PREPAID/ HYBRID

Customer Authentication
KBS
Self Service PIN
Mobile Network Coverage
Change User Information

EXCLUSIVE/ B2B

Query Batch
Business Customer
Subscriber State history
Query Ageing
Query order

Results |Priority | Top 5

FIBRE

Online Portal
Coverage Map
Order Processing
Payment
Order Management

UPGRADE/ CANCELLATIONS

Customer Authentication
Status Check
Customer Information
Deal Subcription
C storm

SALES

Customer Authentication
Consumer Customer
Business Customer
Upload File
Contract Retentions

Results |Priority | Top 5

CREDIT VETTING

Customer Authentication
Customer Documents
Consumer Customer
Business customer
Data Validation

BACK OFFICE

Query invoice
Query CDR
Query ageing
Movement
Query Balance
Suspend/Resume

POSTPAID

Customer Autentication
Reset/Delete password
Subscription
Query
Query balance

What is my Dashboard

A data **dashboard** is an information area that visually tracks, analyzes and displays key information relevant to you.

Results | Preferred Categories

Updates

Statistics, Reminders & Notifications, Information and Current Status

Learning

Knowledge and Learning provided by the system for continual growth

Performance

Individual and Team Performance Updates

Results | DETAILS

54%

of the agents would want a detailed Call Logs that would have Call Handling Time, List of repeated dialled numbers, Follow Up Calls, Call back reminders

72%

of the Agents would prefer status and tracking information right from Real Time Stock Updates, Package Tracking, Sales Tracking, Network Status, Real Time Order Status, Sales Tracking, Pending Installations

27%

of the Agents would want Motivational Quotes on their Dashboard

31%

of the Agents would prefer the Queue Information