

# Agenda For Today – Activity 1

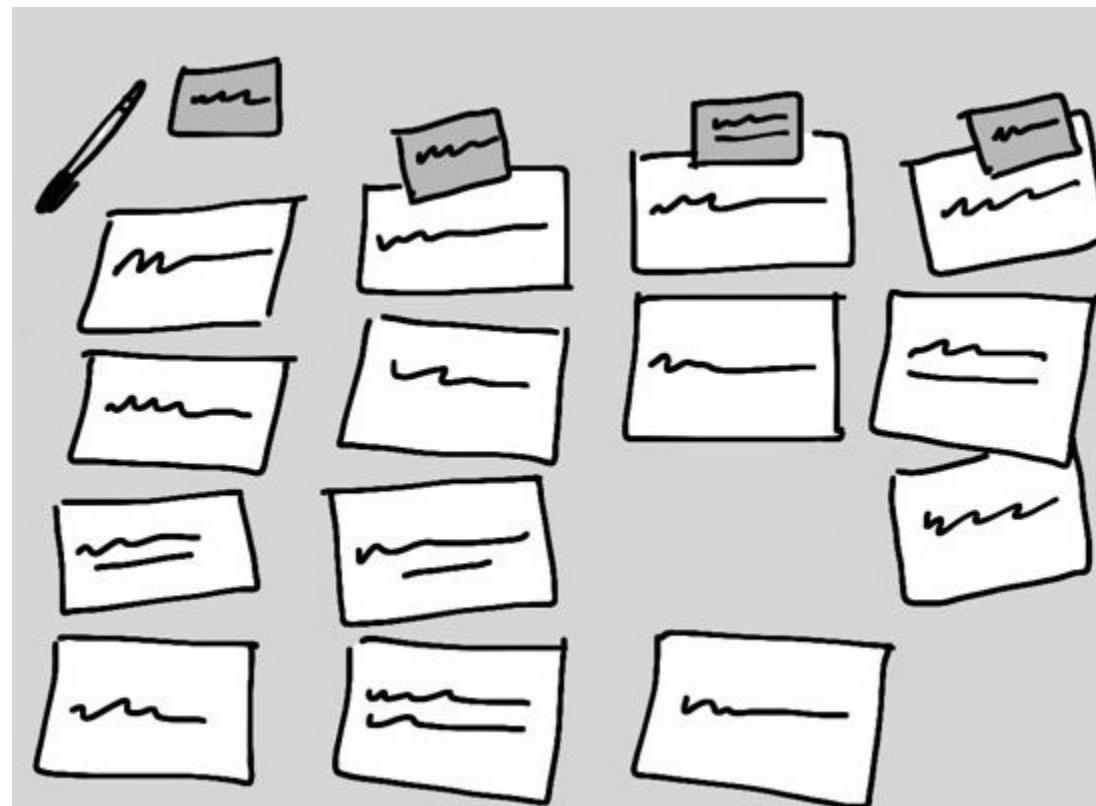
## Card Sorting

What is card sorting?

[Card Sorting | Instructions](#)

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[Next Steps](#)

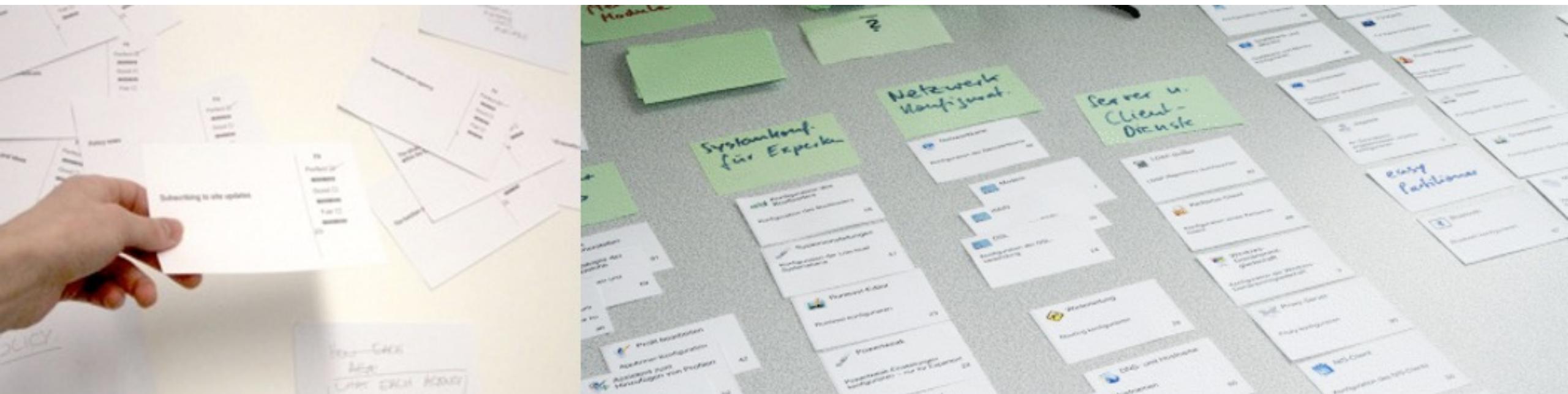


# CARD SORTING



# 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.



# Card Sort | Things To Do

- Everyone has the same set of sticky notes
- Go through the Notes first
- Organize the sticky notes based on what you require first for your daily tasks
- If you feel there is information missing, you may use the blank sticky notes to add your own information.
- When the card sorting time closes, share how you categorized the content.
- Remember there is no right and wrong so you can do it as per your daily requirements

# Card Sorting | Activity

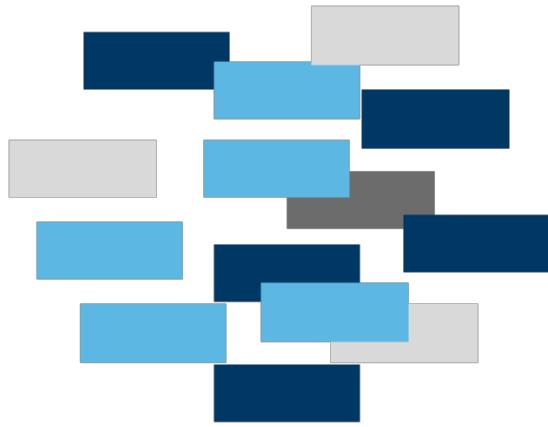
Go through the Sticky Notes, discuss & organize 15 minutes

Sort the sticky notes and stick on the board 20 minutes

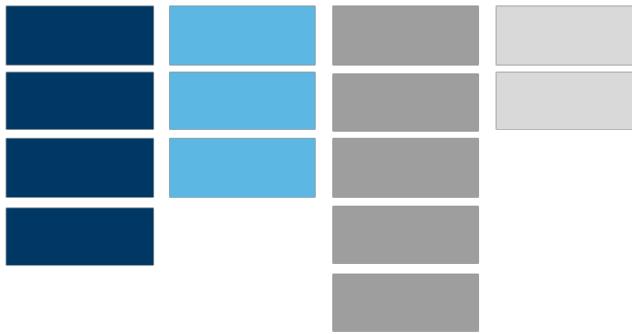
Re-arrange the notes as per priority 10 minutes

# Next Steps

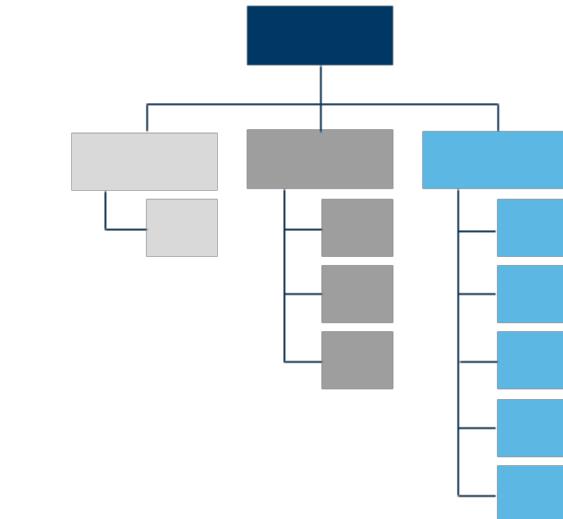
## Define



## Group



## Structure



Your valuable insights will help us structure  
the content better for you



# Agenda For Today – Activity 2

## My Dashboard

What is my Dashboard?

What can I have on my Dashboard?

Activity

# My Dashboar d

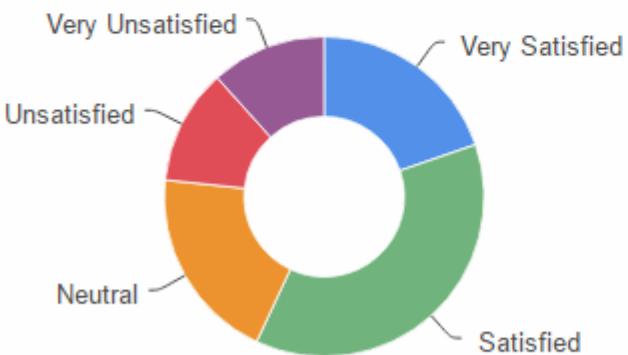
▲ FCR: 38%

Compared to 25% in 2015

▼ ASA: 23s

Compared to 17s in 2015

Customer Satisfaction



# What is my Dashboard

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



# What can I have on my Dashboard?

You can pretty much have anything on your dashboard that can aid you to boost your performance. Some of the elements that we feel can come on the dashboard are

- Individual Performances for current and past days
- Break Time Management
- Leave Applications
- eLearning
- Call History
- News and Information
- Growth

# Activity | My Dashboard

Teamwise - Discuss then Draw, Sketch, Write on the Dashboard Template about the Information you want 'My Dashboard' to Have      20 minutes

Present in a Team why you chose to have the elements on 'My Dashboard'      10 minutes

# Next Steps

Your valuable insights will help us keep elements on your Dashboard which will boost your productivity

Thank You for being amazing