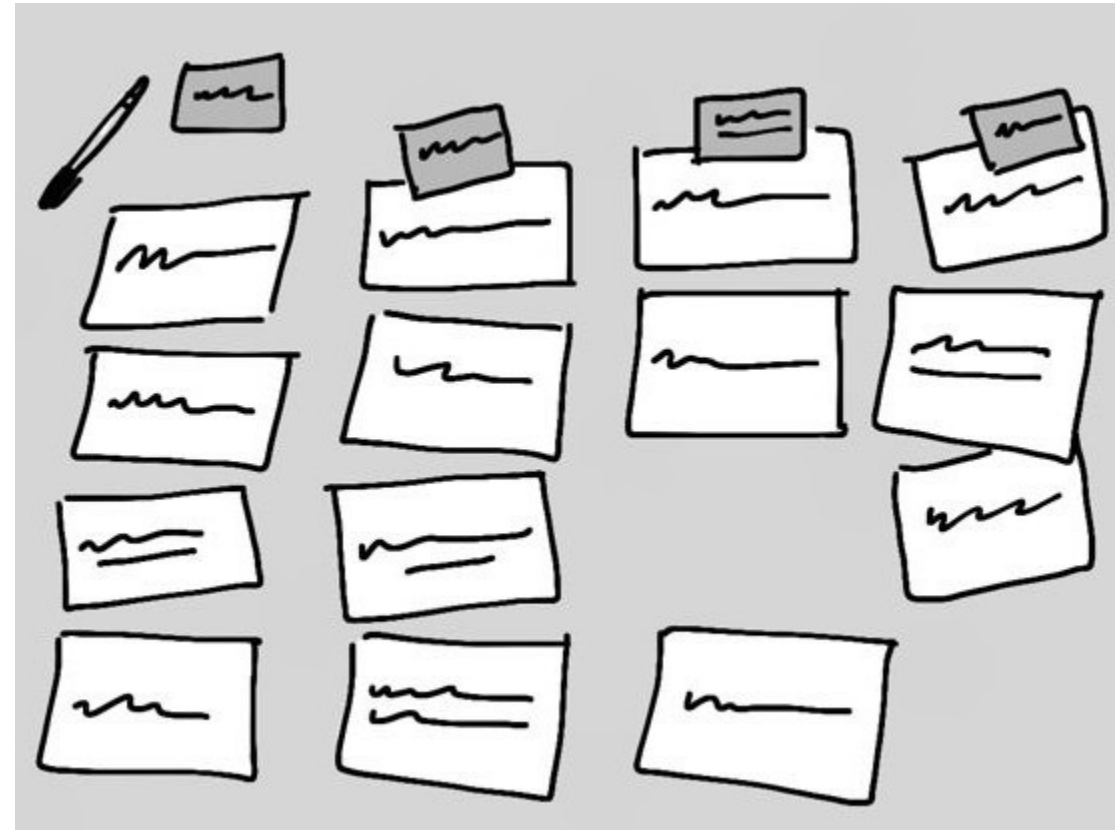


Agenda For Today – Activity 1

Card Sorting

What is card sorting?
[Card Sorting | Instructions](#)
[Card Sorting | Activity](#)
[Next Steps](#)

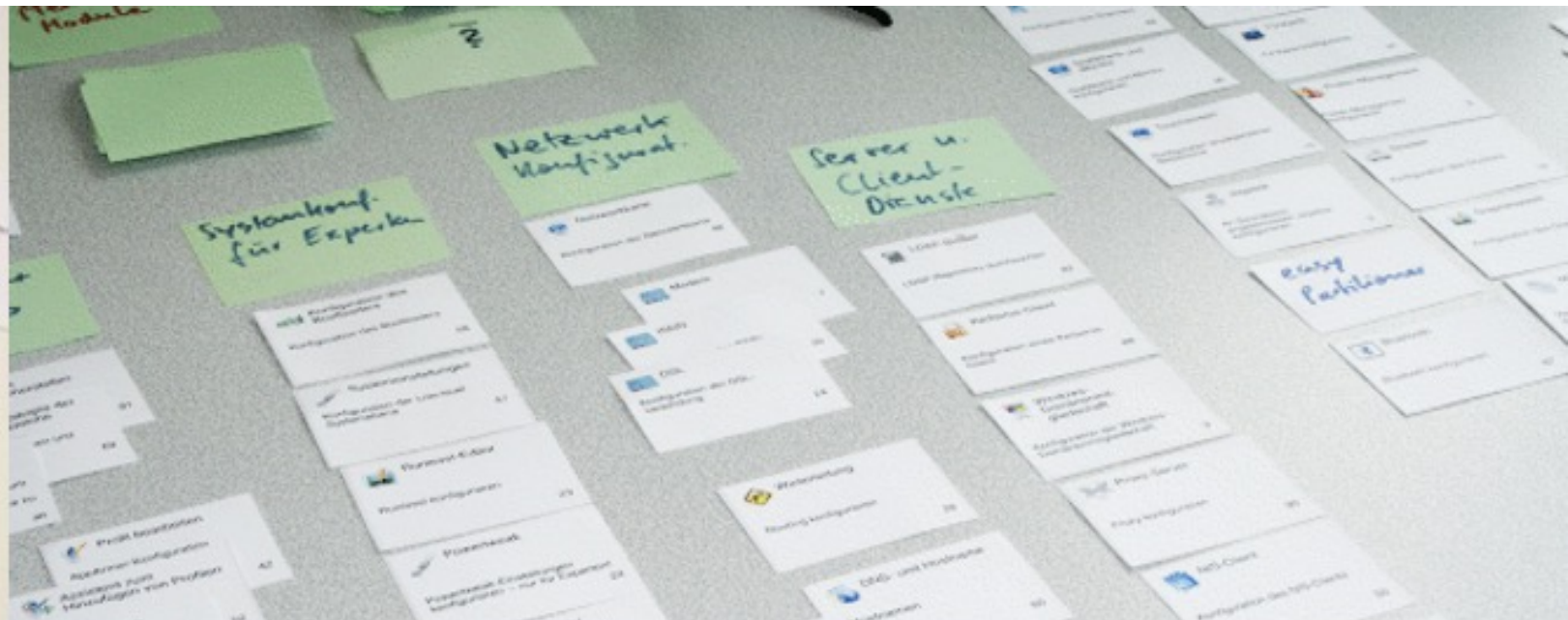


CARD SORTING




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-aarange the notes as per priority	10 minutes



Next Steps

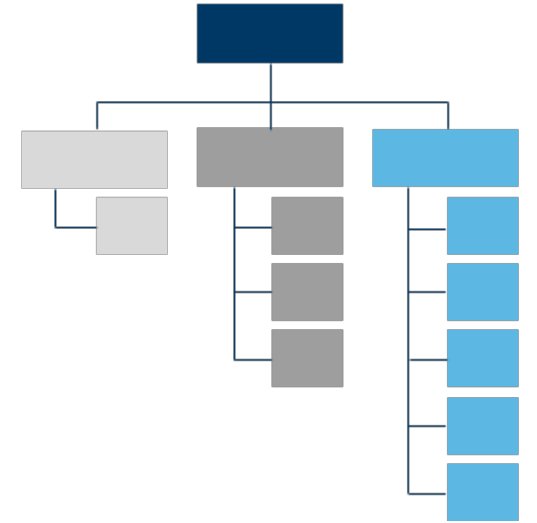
Define



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 Dashboard

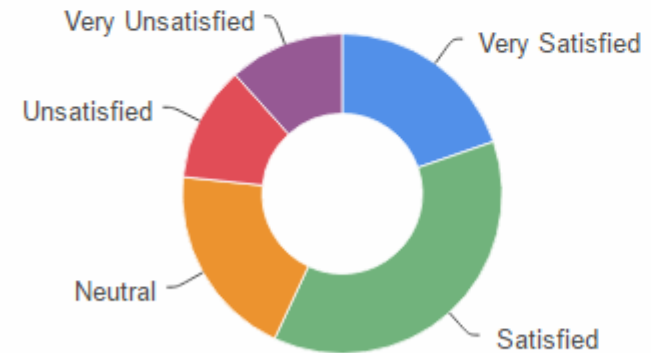
▲ FCR: 38%

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

