# Customer Manager OnLine : Ideation Post Research V2

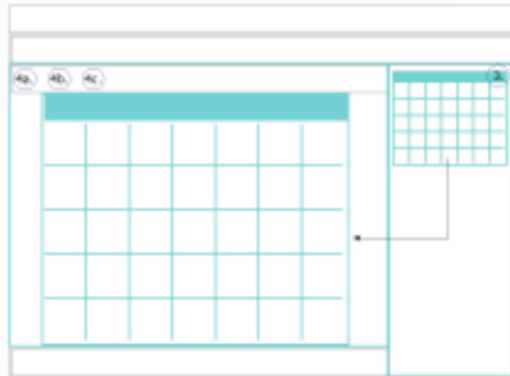## Interaction / Information Architecture

# User Experience Goals - consistent

- **Surface key actions & features**

- **Provide clear feedback**

- **Be flexible**

# Updated Information Architecture

* Links in the tool pane can launch views in the Primary Workspace
* Smaller views are summaries and act as navigation gateways to larger views
* Larger views allow for intensive data entry

D1. Tools in the tool pane can become full view.

D2. All summary view - as an option for a Home page

D3. Unstructured data entry into structured / catagorized data

# Task 1 : Add Item to Agenda

# Select Unstructured Data

# Drop it into Agenda List

# Add Item Details

# New Agenda Item Added

# Task 2 - Quick Add : New Customer Record

# In Context Menu

# Quick Create Menu Selected

# New Customer Record Added – noted with star

# Task 3 – Quick Add Appointment

# Task 4 - Categorizing Unstructured Data

# New Customer Record Added – noted with star

# New Customer Record Added – noted with star

# New Customer Record Added – noted with star

# New Customer Record Added – noted with star

# New Customer Record Added – noted with star