

**INAP**

**INblue Portal UX Recommendations**

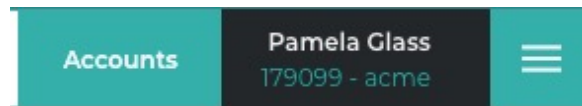
By Pamela Glass



# Logging In

Current:

- Auto logs user into a default account

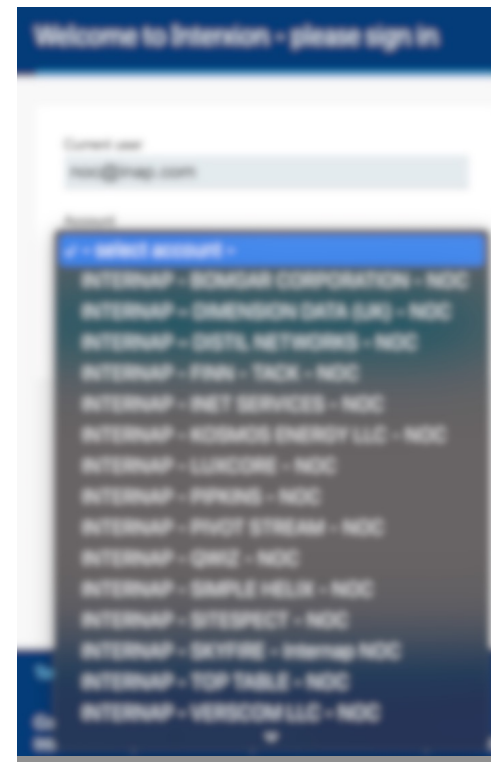


## Benefits of Changes:

- Makes users who have multiple accounts aware of which account they log into
- Allows user to log into the correct account immediately
- Helps user keep requests separate

Proposed:

- Ask user to select an account at login

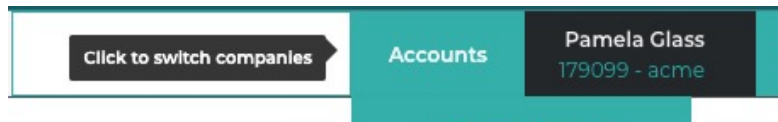




# Logging In

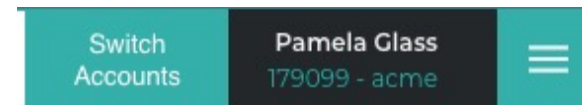
## Current:

After login, Switch Companies option bounces for a few seconds then disappears



## Proposed:

Change "Accounts" field name to "Switch Accounts" for easy identification



## Benefits of Changes:

- Provides clarity on how to switch between accounts once logged in



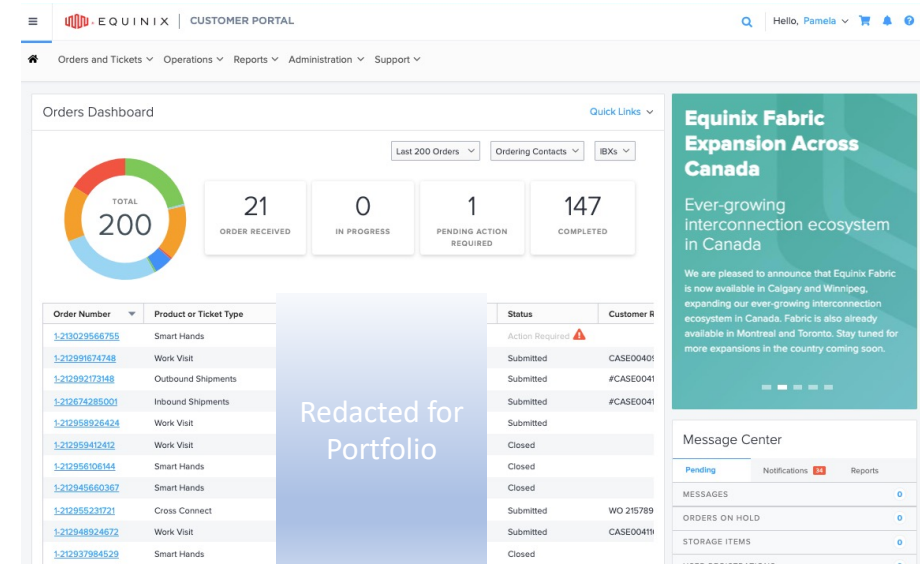
# INAP Customer Hub

Today the Dashboard and INAP Hub are separate in the Stage version of INblue

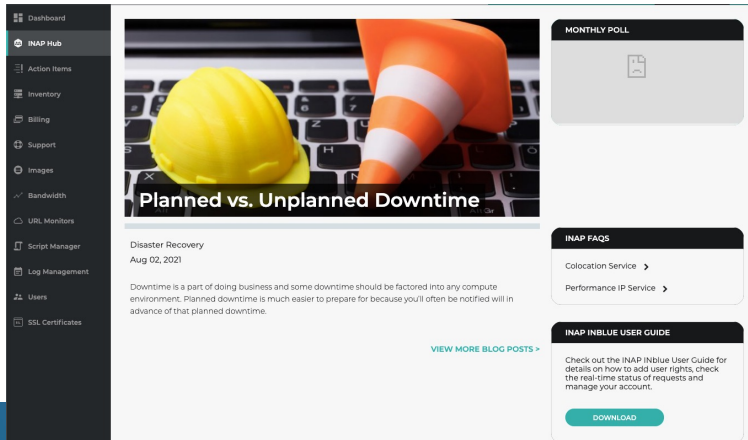
Current Production Dashboard:



Competitor example of combination Customer Hub:



Current INAP (Stage) Hub:



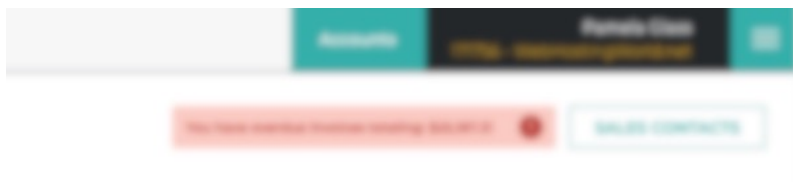


# INAP Customer Hub

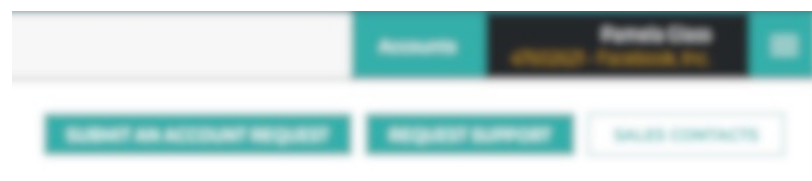
Add a single Request Support button for all Account types to the Dashboard

- Do not differentiate between Account Request and Request Support from Dashboard
- Have button direct to list of request types just like Request Support button from support tab does now

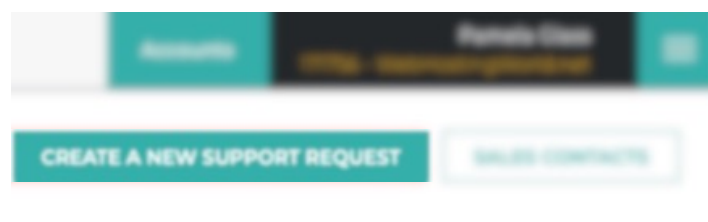
Current Cloud:



Current Colo/IP:



Proposed Cloud and Colo/IP:



## Benefits of Changes:

- Uniformity between account types
- Easy access to make requests
- Response to customer complaints of not understanding difference between Request buttons



# INAP Customer Hub

Move the billing tile higher and make it more prominent

Current:

STATUS	CREATED	LAST UPDATED	ASSIGNEE
Open	Oct 22, 2021, 1:55 pm	2d ago	Mack Brown
New	Feb 04, 2019, 10:13 am	3y ago	
Open	Jan 17, 2019, 12:01 pm	3y ago	

**USER GUIDE**  
Learn the ins and outs of INAP INblue in the platform user guide.  
[READ THE GUIDE](#)

**COMPLIANCE REPORTS**  
Read our latest compliance reports  
[READ REPORTS](#)

**BILLING**  

Past Due: \$2,926.64

\$2,926.64  
Current Balance Due

[→ Make a Payment](#)

Proposed examples:

CREATED	LAST UPDATED	ASSIGNEE
Oct 22, 2021, 1:55 pm	2d ago	Mack Brown
Feb 04, 2019, 10:13 am	3y ago	
Jan 17, 2019, 12:01 pm	3y ago	

**\$2,926.64**  
**Current Balance Due**  
[VIEW INVOICES](#)

**USER GUIDE**  
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[READ THE GUIDE](#)

CREATED	LAST UPDATED	ASSIGNEE
Oct 22, 2021, 1:55 pm	2d ago	Mack Brown
Feb 04, 2019, 10:13 am	3y ago	
Jan 17, 2019, 12:01 pm	3y ago	

**\$1,438,310.77**  
**Total Past Due**  
[MAKE PAYMENT](#)

**USER GUIDE**  
Learn the ins and outs of INAP INblue in the platform user guide.  
[READ THE GUIDE](#)

## Benefits of Changes:

- Calls attention to billing tile
- Puts billing information in one place instead of two on Customer Hub
- Makes payments easy to access for past due invoices



# INAP Customer Hub

Combine the User Guide, Compliance Reports, and FAQ tiles into one *Documentation* tile

Current dashboard tiles:

The current dashboard features two separate tiles. The top tile is titled 'USER GUIDE' and contains the text 'Learn the ins and outs of INAP INblue in the platform user guide.' with a teal button labeled 'READ THE GUIDE'. The bottom tile is titled 'COMPLIANCE REPORTS' and contains the text 'Read our latest compliance reports' with a teal button labeled 'READ REPORTS'.

Current (stage) Hub tiles:

The current (stage) Hub features two tiles. The top tile is titled 'INAP FAQs' and lists 'Colocation Service' and 'Performance IP Service', each with a right-pointing arrow. The bottom tile is titled 'INAP INBLUE USER GUIDE' and contains the text 'Check out the INAP INblue User Guide for details on how to add user rights, check the real-time status of requests and manage your account.' with a teal button labeled 'DOWNLOAD'.

Proposed combination tile example:

The proposed combination tile has a teal header labeled 'Documentation'. Below the header is a list of links, each with an icon and a right-pointing arrow: a question mark icon for 'FAQs', a checkmark icon for 'INblue User Guide', and a document icon for 'Compliance Reports'.

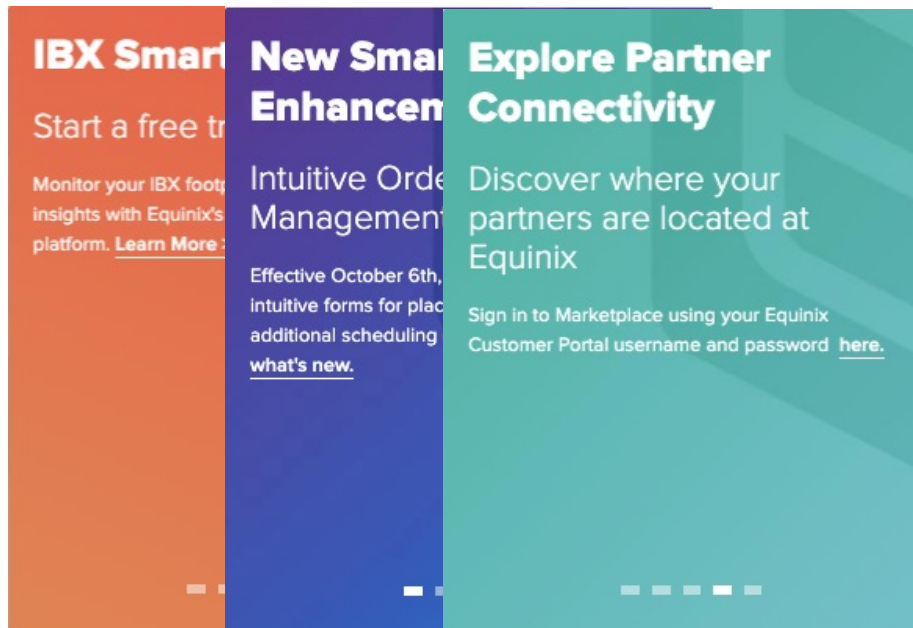
## Benefits of Changes:

- Reduces noise
- Puts all important documentation links in one place



# INAP Customer Hub

Add INAP blogs, marketing links, and general news from the INAP Hub tab to a rotating tile on the Dashboard OR to a list of featured links



## Benefits of Changes:

- Allows us to put our blog and/or marketing in front of customers in a non-intrusive way on a regular basis





# Requesting Support

## Unify Request Types

- The options between Cloud users and Colo/IP users who request support are different even when there should be overlap
- “General Request” and “Request Support” for Cloud/IP users are vague and confusing
- Remove “Dispute Invoice” for both Cloud and Colo/IP

Current Cloud Request Options:

Current Cloud Request Options:

Support Summary

Email

Website Issue

Server Reinstall

Server Offline

New Software Installation

Connectivity / Network Issue

Server Migration

Sales Inquiry

Billing Inquiry

Cloud Backups

DPC Intelligent Monitoring

Account Change

Service Change

Dispute Invoice

Other

Current Colo & IP Request Options:

Current Colo & IP Request Options:

Support Summary

Request Support

General Request

Account Change

Service Change

Dispute Invoice

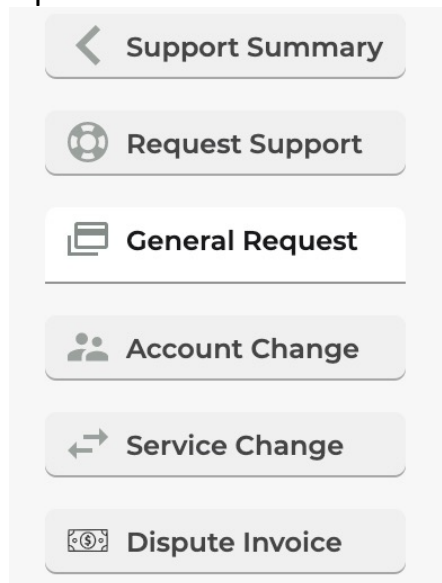


# Requesting Support

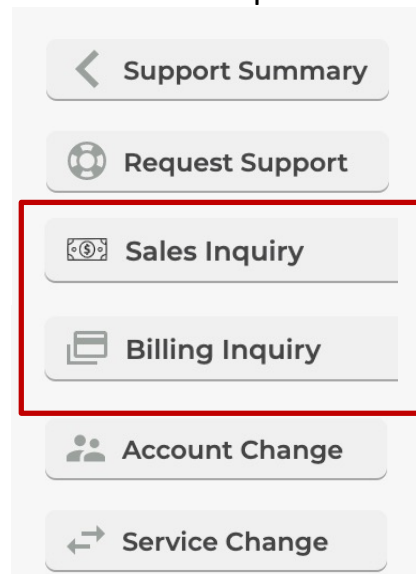
## Unify “General Request” Types

- “General Request” on Colo/IP side is confusing and unclear, use the names from Cloud menu instead for clarity and brand unity

Current Colo & IP Request Options:



Proposed replacements for “General Request”:



### Benefits of Changes:

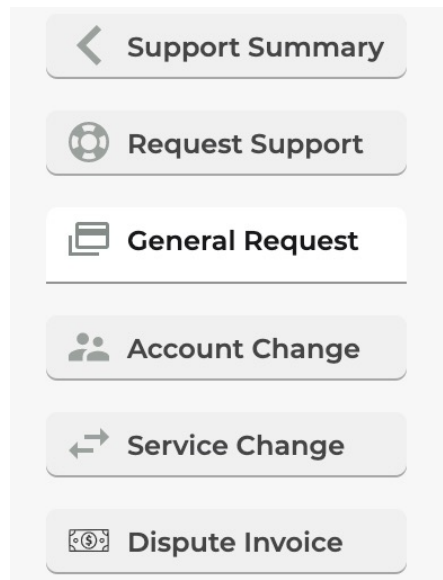
- Creates clarity for users
- Unifies request types across all account types in the portal



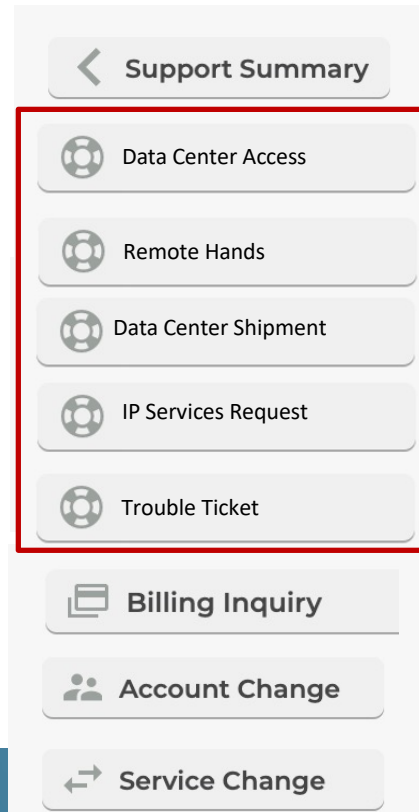
# Requesting Support

Allow Colo/IP Customers to differentiate between Request types like Cloud does

Current Colo & IP Request Options:



Proposed replacements for "Request Support":



## Benefits of Changes:

- Customers would not be affected by internal Category and Subcategory changes
- Allows us to request specific ticket-type information, for example:
  - Data Center Access could require Access dates, a location, and a visitor name
  - IP Services could require an IP Address and/or Logs
- Moves us closer to opening Access, Shipment, and Remote Hands tickets directly with DCOps
- In future, could allow customers to filter their CASE lists for ticket types



# Case Lists

Provide more information in the CASE lists

- Show which user opened the ticket
- Show ticket type (Access, IP Services, Website Issue, Server Offline, etc.)

Current CASE List view:

NUMBER	SUBJECT	STATUS	CREATED	LAST UPDATED	ASSIGNEE
<a href="#">#CASE00424805</a>	FML1 Site Access Request T104191755   Oct 25th - Oct 29th   Activity NEXT	On Hold	Oct 25, 2021, 12:14 pm	3 hours ago	Jim D'Andrea
<a href="#">#CASE00423094</a>	Access for inbound shipment 270450	On Hold	Oct 22, 2021, 10:41 am	7 hours ago	Lisa McClellan
<a href="#">#CASE00422273</a>	Access for inbound shipment 270449	On Hold	Oct 21, 2021, 2:58 pm	3 days ago	Lisa McClellan

## Benefits of Changes:

- Allows customers to filter their CASE lists for ticket types
- Allows users to search for tickets opened by only themselves or by specific teammates

Example of competitor's portal case list view:

Order Number	Description
<a href="#">1-213075660319</a> Oct/14/2021 13:23	Smart Hands (3) Lisa McClellan
<a href="#">1-213078425579</a> Oct/14/2021 13:06	Other Smart Hands Lisa McClellan
<a href="#">1-213039768384</a> Oct/13/2021 11:19	Other Smart Hands Juan Rosario
<a href="#">1-213035075655</a> Oct/13/2021 09:53	Scheduled Services (5) Jim D'Andrea



# Case Lists

In the future, make it possible for customers to do their own ticket reporting

- Add search criteria to the CASE lists such as specific dates, locations, ticket types, statuses, and requesters

Example of competitor's self-service ticket reporting feature (available for tickets up to 1-year old):

The screenshot displays a self-service ticket reporting interface. At the top, there are four filter dropdowns: 'Product/Ticket Type' (with an upward arrow), 'Status' (showing '6'), 'Location', and 'Past Year'. To the right of these is a 'Reset Filters' link. Below the filters is a large container with a grid of checkboxes for selecting ticket types. The grid is organized into four columns. The first column includes 'All', 'Smart Hands', 'Trouble Services', 'Inbound Shipment', and 'Outbound Shipment'. The second column includes 'All', 'Work Visit', 'Security Access', 'Conference Room', and 'Tour'. The third column includes 'All', 'Cross Connect', 'Internet Exchange', 'Equinix Fabric', 'Metro Connect', 'Precision Time', and 'Network Product (Acquisition)'. The fourth column includes 'All', 'Power', 'IBX SmartView & Environmental Sensors', 'Installed Accessories', 'Cage', 'Cabinet', and 'Patch Panel'. At the bottom right of this grid are 'Apply' and 'Clear' buttons. To the right of the main filter area is a separate date range selector with a 'Past Year' dropdown and a list of options: 'Past 14 Days', 'Past 30 Days', 'Past 3 Months', 'Past 6 Months', and 'Past Year' (which is highlighted).

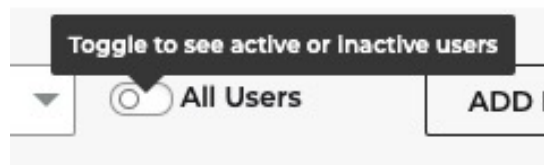


# Users

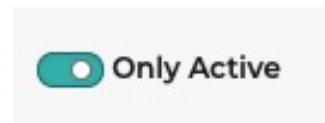
## Make contact interface smoother

- Default user list to Active Users, rather than All Users

Current User List default setting at login:



Proposed User List default setting at login:



### Benefits of Changes:

- Seeing all users upon viewing the user list is confusing
- Customers are frequently confused as to why they are seeing deactivated users when they look at their user list



# Overall User Interface

## Top Search bar

The search bar at the top of the portal does not appear to be usable by customers currently:

Q CASE00317138

No results for CASE00317138

Proposed change:

Allow customers to search for CASE numbers and/or user email addresses in this search field

OR

Remove the search field from the customer's view so it does not cause confusion