

Notes

PROJECT: IBM Support

ISSUE: Design of new SSW UI interface #1622

DATE: 05/26/2020

FILE:

AUTHOR: Melanie Klein - UX Architect -

melanie@us.ibm.com

SCREEN

SSW Preview - Stand-alone - Text tab - Filters closed

Green = MVP2

Note: All icons will have tooltips and hover states.

1 Copy Link

This will copy the full url of the document that is listed in gray below the document title.

Tools dropdown

This dropdown currently will contain the just the link to Case Viewer but more will be added in the future. Case Viewer links outside of SSW so the external icon will display. TBD if icons need to display for other links added in the future.

Previous and Next buttons

Clicking the left arrow will link to the Previous search result preview and the right arrow the Next search result preview.

*Note: If the user selects that each Preview should open a new browser tab, then these buttons should not display.

X icon

Clicking this will close the Preview screen and return to the search results page and section of the result line clicked on.

Result Line

The Result Line is simplified and repeated at the top of the Preview screen. The changes are:

- The excerp is not displayed
- The title is not linked
- The metadata is only 1 row displaying Collections, Reference Number, Creation Date, and Modification Date.
- **6** Tabs Text, Metadata, and Similiar Docs

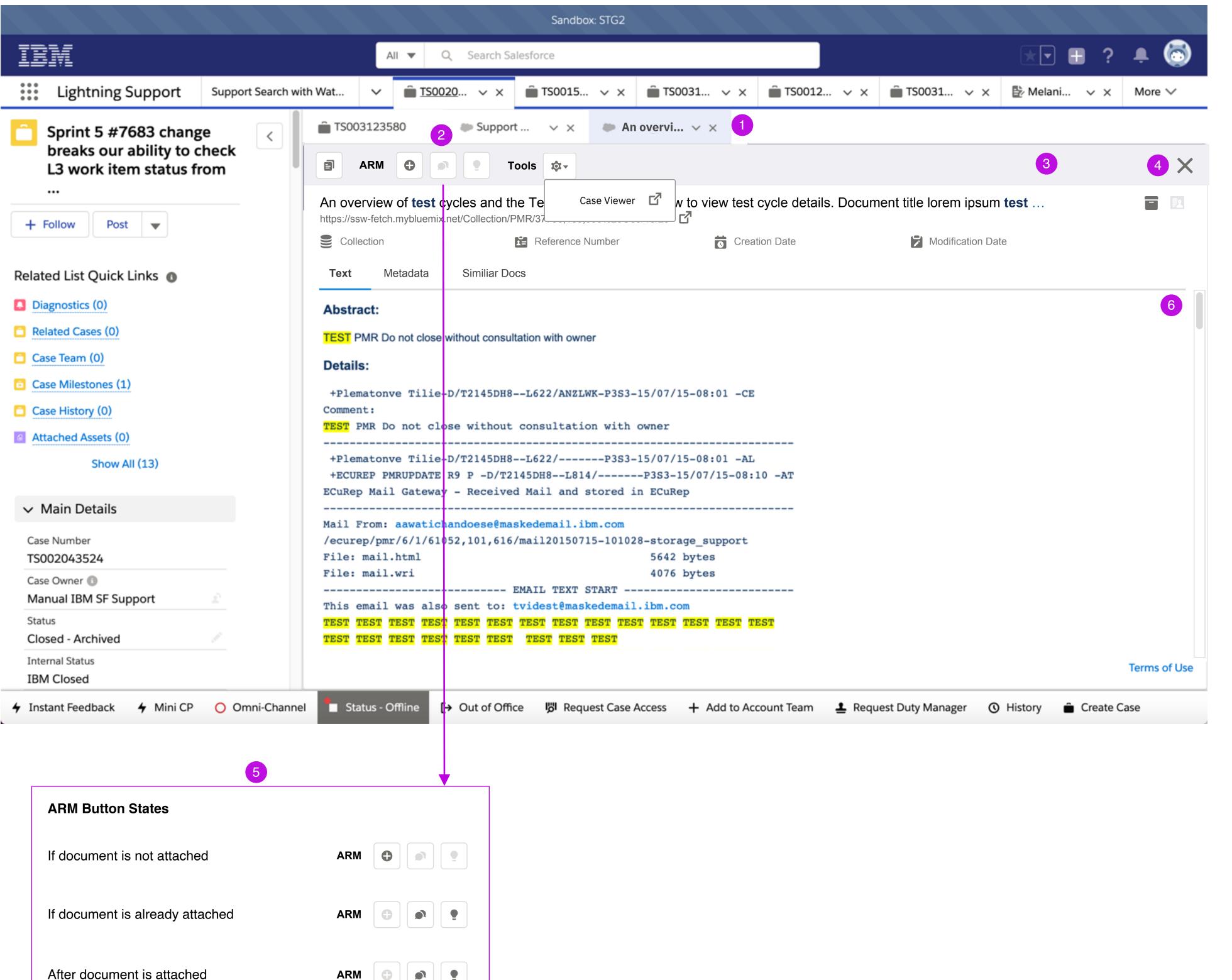
There will be tabs for the Text preview, the Metadata, and a list of Similiar Docs.

*Similiar Docs is MVP 2.

Scroll

The Preview screen scroll will start from below the Text and Metadata

Pagination and Documents per page - removed These will not display on the Preview screen.



Notes

PROJECT: IBM Support

ISSUE: Design of new SSW UI interface #1622

DATE: 05/20/2020

FILE: -

AUTHOR: Melanie Klein - UX Architect -

melanie@us.ibm.com

SCREEN

SSW Preview - Embedded - Text tab - Filters closed

Note: All icons will have tooltips and hover states.

1 Preview salesforce tab

Clicking a search result title in SSW will open the preview in a new salesforce tab as it does currently. Tab functionality is not changed.

2 ARM dropdown

This dropdown will contain the 3 ARM (Knowledge Bar) options:

- -Attach
- -Comments
- -Recommendations
- The buttons will function exactly as the current ones do.
- Previous and Next buttons removed

These buttons will not be used for the embedded preview since each preview will open in a new salesforce tab.

4 X icon

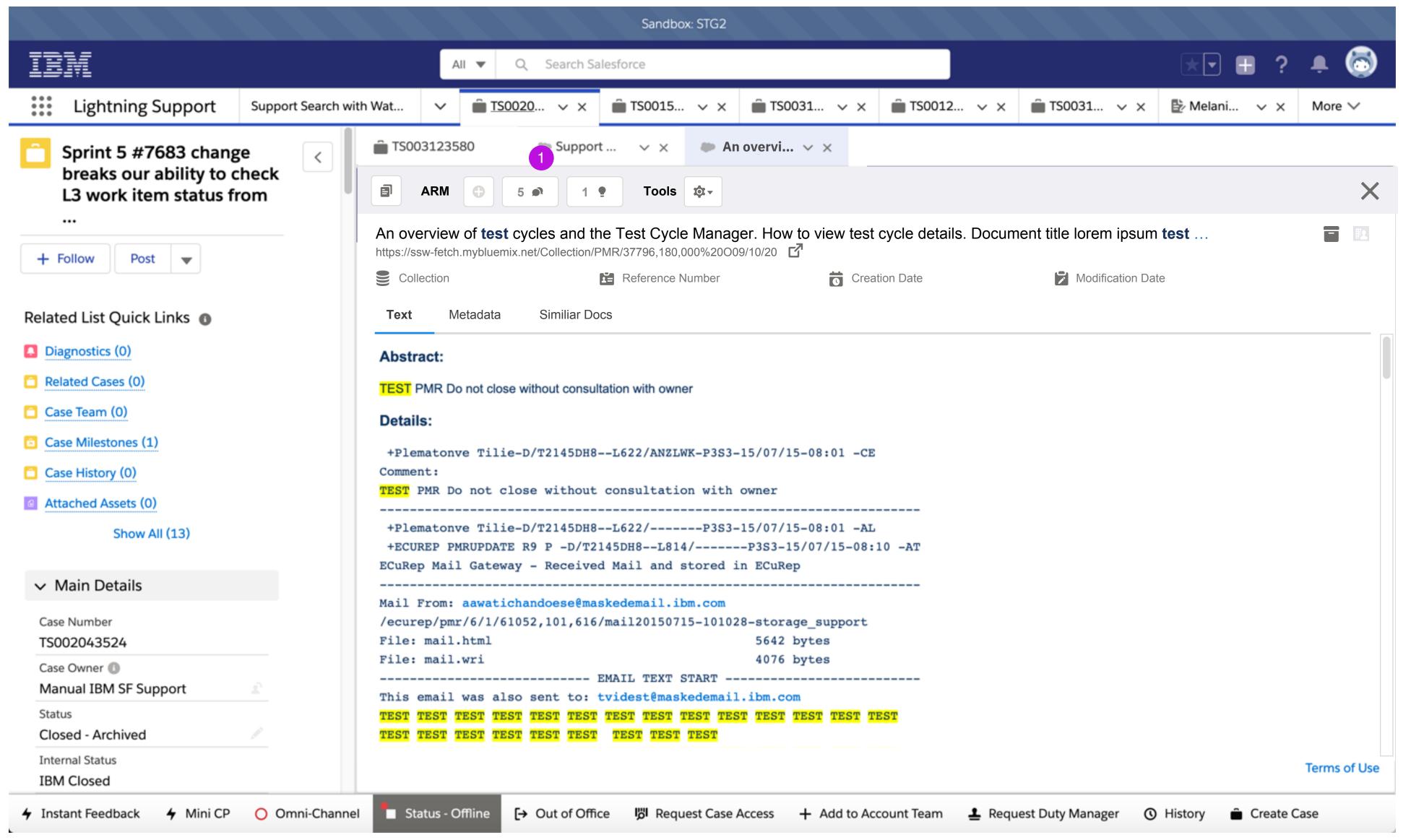
Clicking this will close the Preview screen and return to the search results page and section of the result line clicked on.

ARM Button States

This shows the different button states.

6 Scr

The Preview screen scroll will start from below the Text and Metadata



Notes

PROJECT: IBM Support

ISSUE: Design of new SSW UI interface #1622

DATE: 05/20/2020

FILE: -

AUTHOR: Melanie Klein - UX Architect -

melanie@us.ibm.com

SCREEN

SSW Preview - Embedded - ARM Buttons with #s

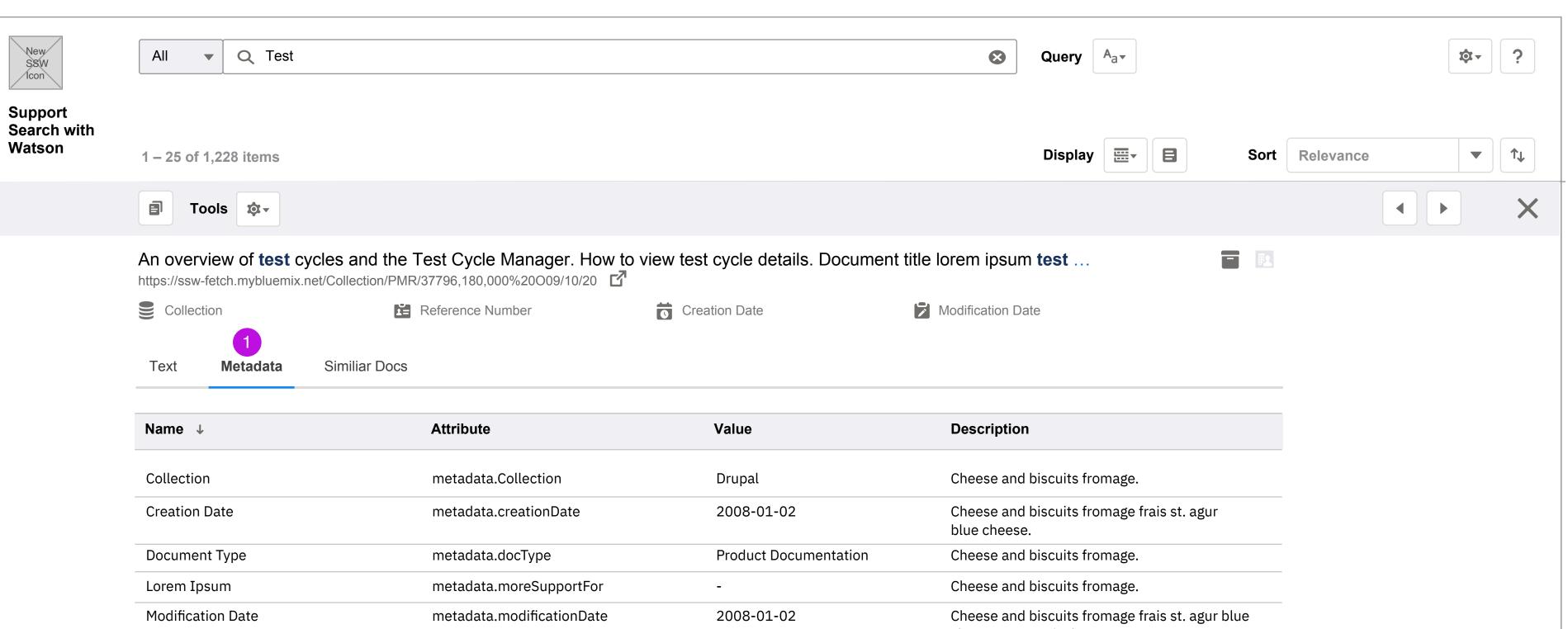
Green = MVP2

Note: All icons will have tooltips and hover states.



ARM Button Numbers

The number of Comments and Recommendations will display in each button.



cheese. Pepper jack paneer parmesan goat cheese and wine monterey jack when the cheese. Operating System Cheese and biscuits fromage. Linux metadata.operatingSystem SGGXPF Cheese and biscuits fromage. Product ID metadata.productId DB2 for LUW 9.7 **Product Name** productName Cheese and biscuits fromage. Public metadata.isPublic Cheese and biscuits fromage. true Software Edition metadata.softwareEdition Cheese and biscuits fromage. 9.7 metadata.softwareVersion Cheese and biscuits fromage. Software Version Sub Document Type Cheese and biscuits fromage. metadata.subDocType Technote FAQ Sub Document Type Category metadata.subDocTypeCategory Cheese and biscuits fromage. Cheese and biscuits fromage. Support Mission supportMissionName DB2

New SSW Icon

Support

Watson

Terms of Use

Notes

IBM Support PROJECT:

Design of new SSW UI interface #1622 **ISSUE:**

DATE: 05/28/2020

FILE:

AUTHOR: Melanie Klein - UX Architect -

melanie@us.ibm.com

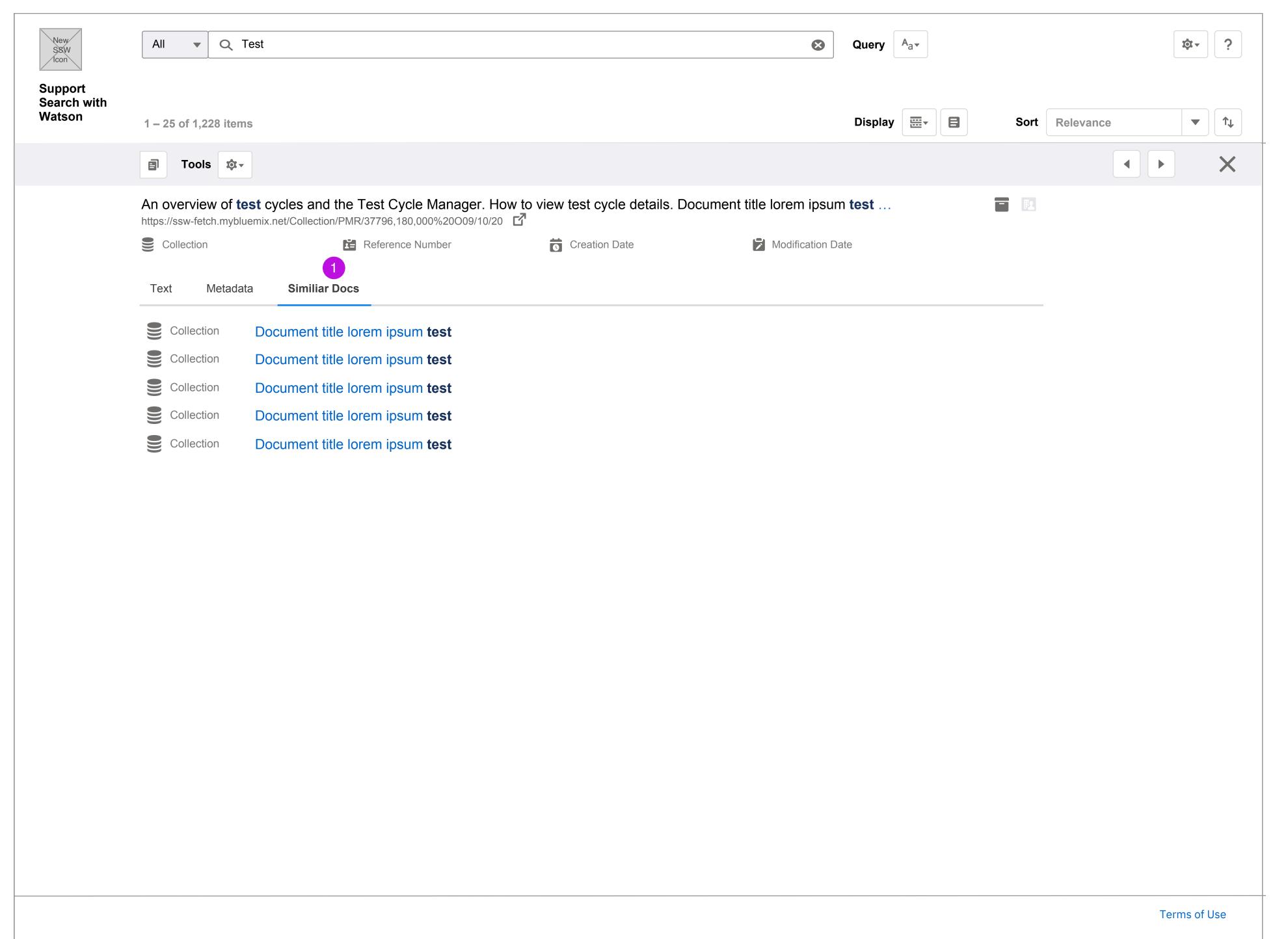
SCREEN

SSW Preview - Stand-alone - Filters open - Metadata tab



Metadata tab

The Metadata tab will contain the metadata in a 4 column table. The first column is Name (metadata name), Attribute, Value and Description. The default data should be displayed in alphabetical order by Name (A-Z). The columns should be sortable and the text in the columns should wrap.



Text Metadata Similiar Docs

No similiar documents found.

Notes

PROJECT: IBM Support

ISSUE: Design of new SSW UI interface #1622

DATE: 05/26/2020

FILE: -

AUTHOR: Melanie Klein - UX Architect -

melanie@us.ibm.com

SCREEN

Preview - Stand-alone - Similiar Docs tab - Filters open

Green = MVP2



The Similiar Docs tab will contain a list of up to 5 similiar documents to the current document being previewed. Each document will display Collection and the document Title. The Title will be linked to the preview of that document which will open in a new browser tab. TBD order of documents - either similiarity ranking or alphabetical.

No similiar documents found.

If there are no similar documents found for the current previewed document this message will display.