

MANTIS

A branding and User Interface (UI) Design

PayPal Working Capital Project Overview

Mantis is an internal PayPal Working Capital UI created to record the internal workflow of collections agents. The tool's a queuing mechanism which presents agents with individual collection account information for quick reference during collection calls.

Primary Users

PAYPAL WORKING CAPITAL COLLECTION AGENTS

Gives agents the capabilities to pull customer data and track call attempts

SUPERVISORS

Gives them the capabilities to add new agents, manage existing agents, and review workflow progress data

The Problem

Mantis was a new product with no existing brand, but needed to work within the overall PayPal visual brand. The design would only need to work on desktop machines, but would have to be usable in the US and UK offices which have different screen dimensions. There is also a large amount of content on the agent's screen.

The Brand Solution

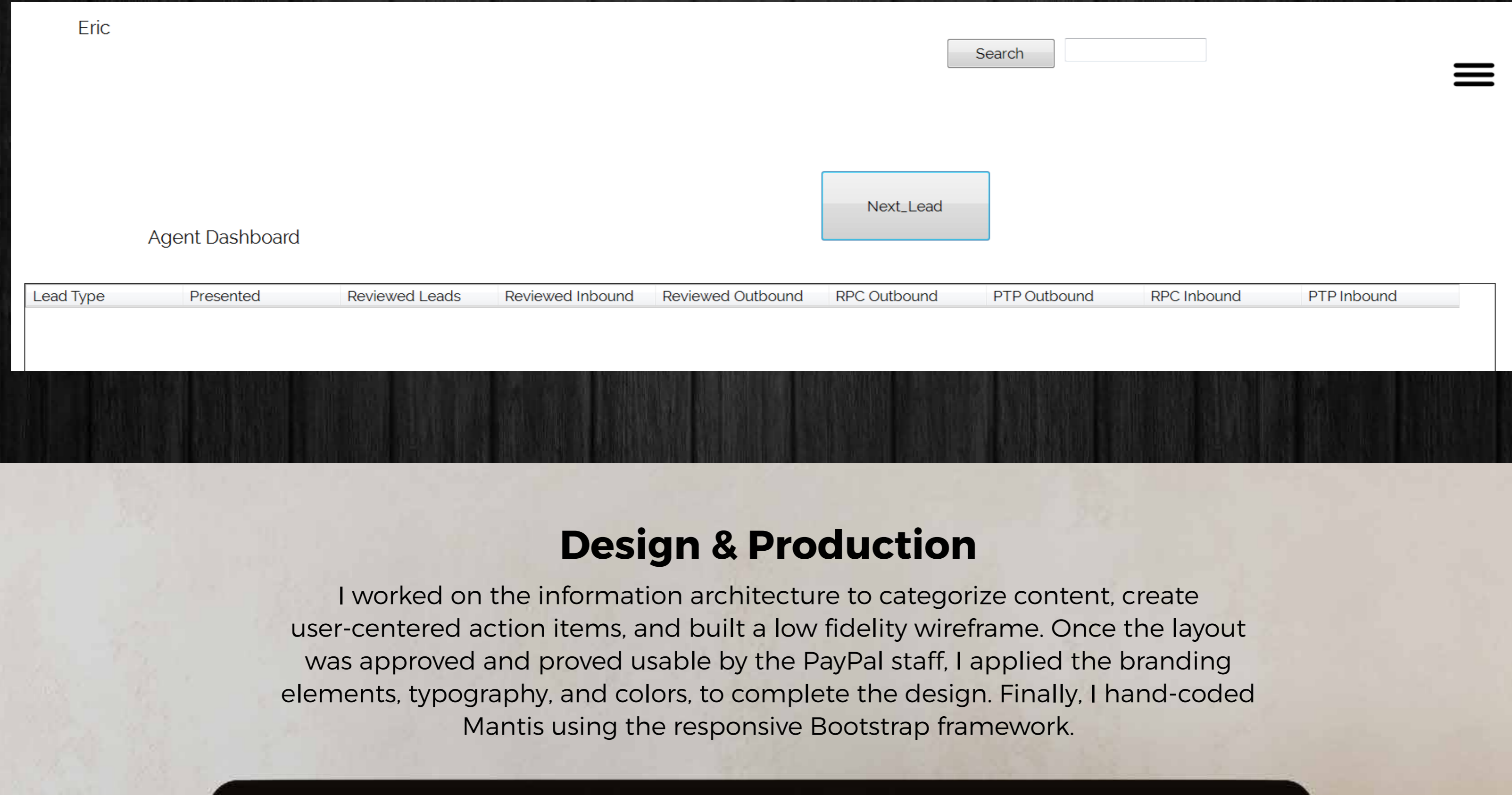
The Mantis logo is made up of the PayPal green color. Its mark is a simplified illustration of a praying mantis whose legs make the M of the word Mantis. A delicate serif font was paired with the mark to compliment the varying weight and feet of the logo mark.

Mantis Color Palette



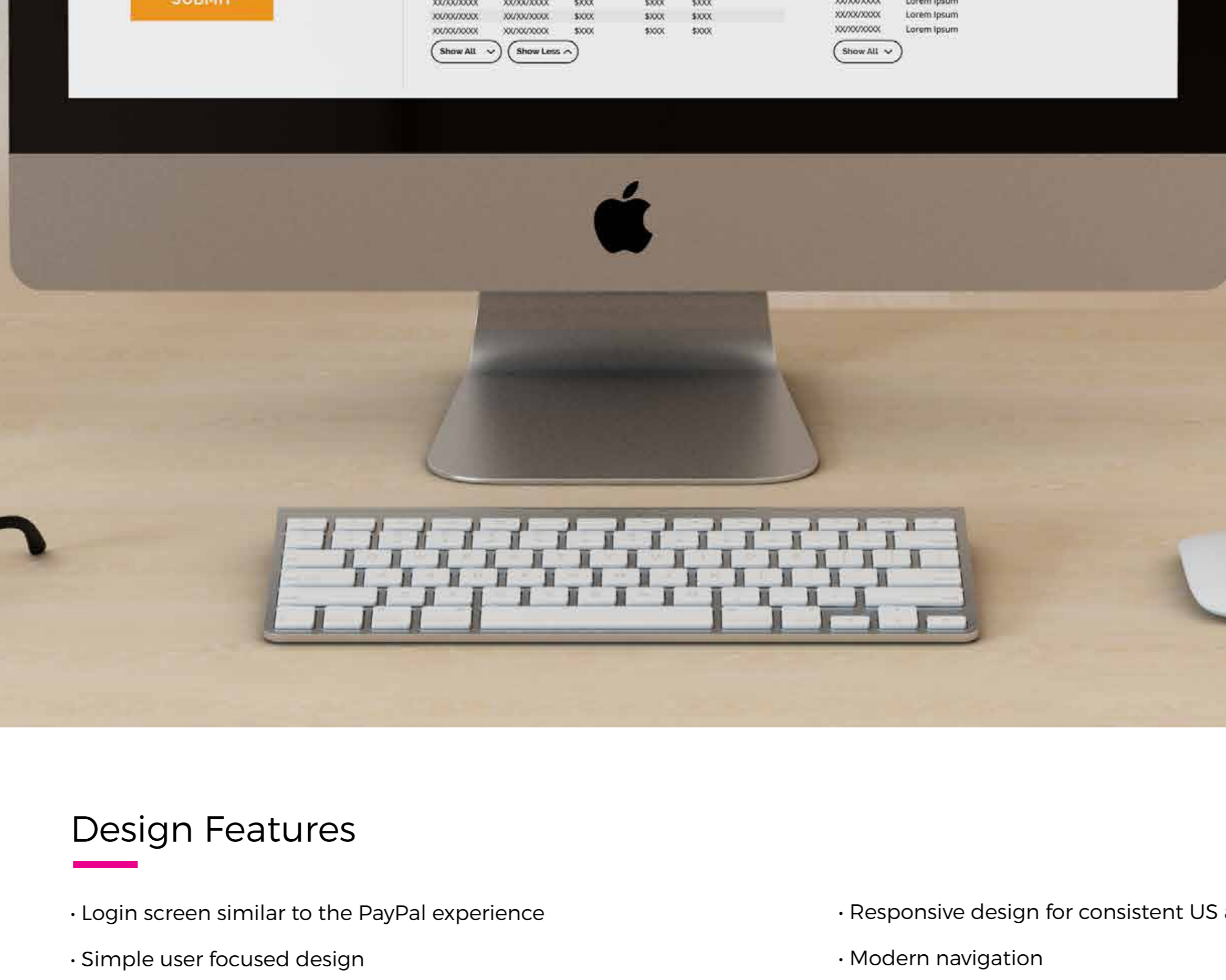
The UI Solution

Requirements were discussed between the myself and lead developer. The developer created a digital wireframe based on the requirements documentation. Screenshots of the digital assets are shown below.



Design & Production

I worked on the information architecture to categorize content, create user-centered action items, and built a low fidelity wireframe. Once the layout was approved and proved usable by the PayPal staff, I applied the branding elements, typography, and colors, to complete the design. Finally, I hand-coded Mantis using the responsive Bootstrap framework.



Design Features

- Login screen similar to the PayPal experience
- Simple user focused design
- Information grouped into usable areas
- Alternating background colors for easy scanning
- Toggles to hide older data to keep a 1 page experience
- Responsive design for consistent US and UK experience
- Modern navigation
- Consistent brand elements
- Easy-to-read typography
- Bright Orange call-to-action

Design Screens

Universal Login Screen

Agent Dashboard

Agent Dashboard with Navigation Open

Change Password Modal

Collections Account Log Screen

Supervisor Dashboard

Supervisor Dashboard with Navigation Open

Conclusion and Kudos

Mantis was deployed in the Summer of 2017 and has received compliments on it's usability and visual design from internal staff and management.

"The logo is the best!"

-Mick Seibert, VP of Global Collections

"Mantis is easy-to-use and it has improved efficiency. Agents have provided positive feedback on the usability and design."

-Eric Hansen, Collections Strategy Manager