



OH HELLO

FRIENDS

Agenda

- 1 Intro: Who I am and what I do
- 2 Product One: First American Ignite
- 3 Product Two: LinkedIn Admin Center
- 4 Questions: Presentation conclusion



Who is **Matt Kearney**
and what does he do...

My Life

1980

2000

2020



80s Kid



Pixel Pusher



Husband, Father, & Friend

My Career

2000

2010

2020



Designer



User Experience Designer



*Connoisseur of Human
Empathy Architecture*



Product design is a far broader, far more strategic role than most people realize. It is not simply the process of making a product look better. It is a **holistic** and **iterative process**, that begins with **understanding** and **empathizing** with the user and business needs, resulting in a **product experience that people will love.**



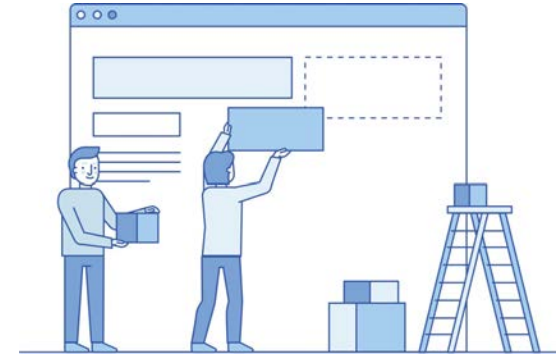
My Typical Design Process



1 Empathize with People



2 Define the Problem



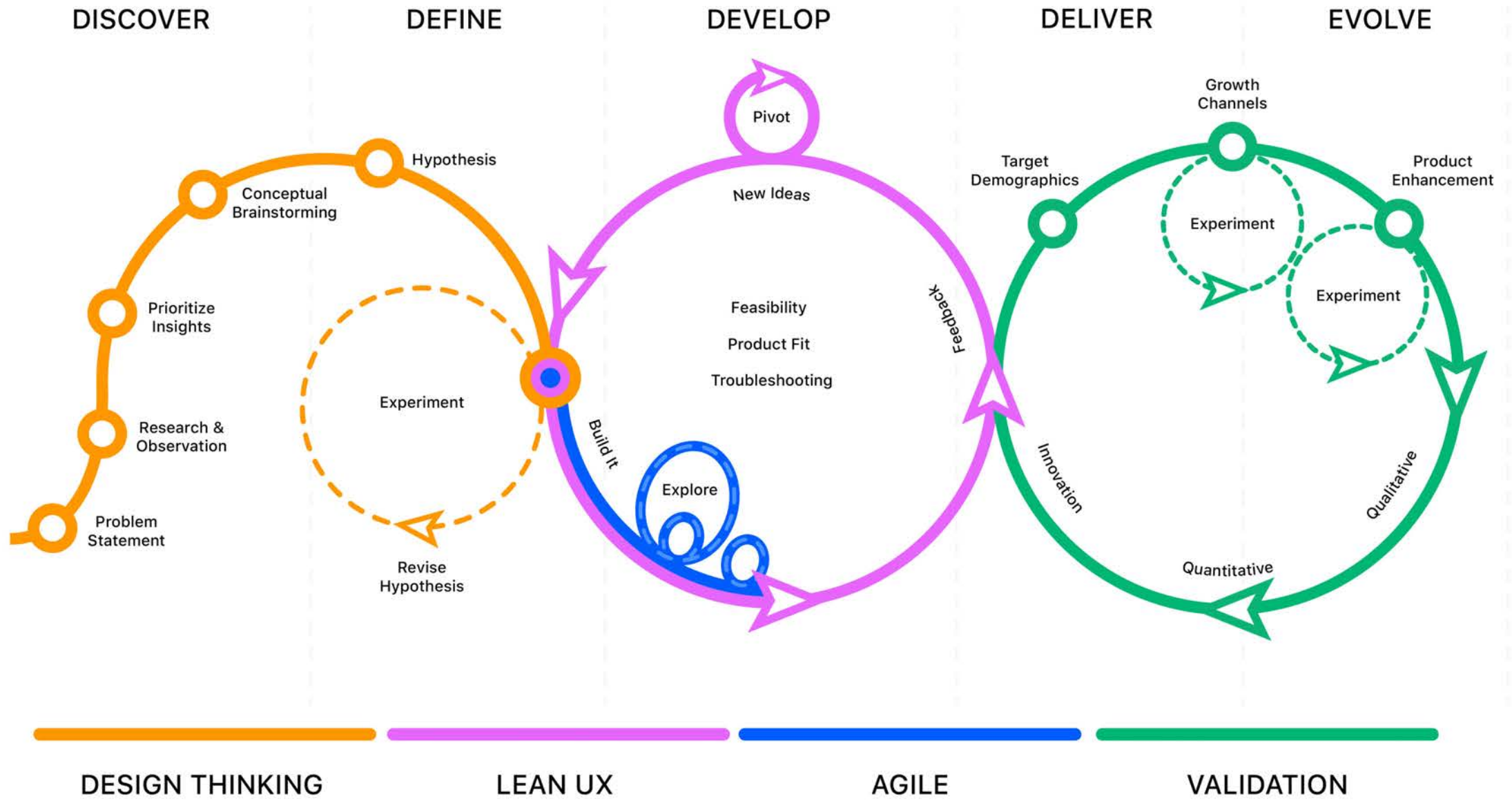
3 Ideate a Solution



4 Build a Prototype



5 Validate the Solution



DISCOVER

DEFINE

DEVELOP

DELIVER

EVOLVE

DESIGN THINKING

LEAN UX

AGILE

VALIDATION

Problem Statement

Research & Observation

Prioritize Insights

Conceptual Brainstorming

Hypothesis

Experiment

Revise Hypothesis

Build It

Explore

Pivot

New Ideas

Feasibility

Product Fit

Troubleshooting

Target Demographics

Growth Channels

Experiment

Experiment

Product Enhancement

Quantitative

Qualitative

Feedback

Innovation

PRODUCT ONE

IGNITE

Escrow Desktop Application (Angular)

My Role: UXD Lead

Ignite is First American's flagship escrow application. The goal of Ignite was to decouple the application from First American's all-inclusive database called FAST, a 20-year-old database that serves as the backbone of First American's 5 business divisions. The goal of Ignite was to extract the escrow functionality from FAST and provide our users with the flexibility to focus exclusively on the closing process for their commercial real estate transactions. One of my most important goals on this product was to reduce and or eliminate the potential of fraud.

My Approach

01

Enterprise Design Analysis

02

Heuristic Evaluation

03

Stakeholder Interviews

04

Design Thinking Workshops

05

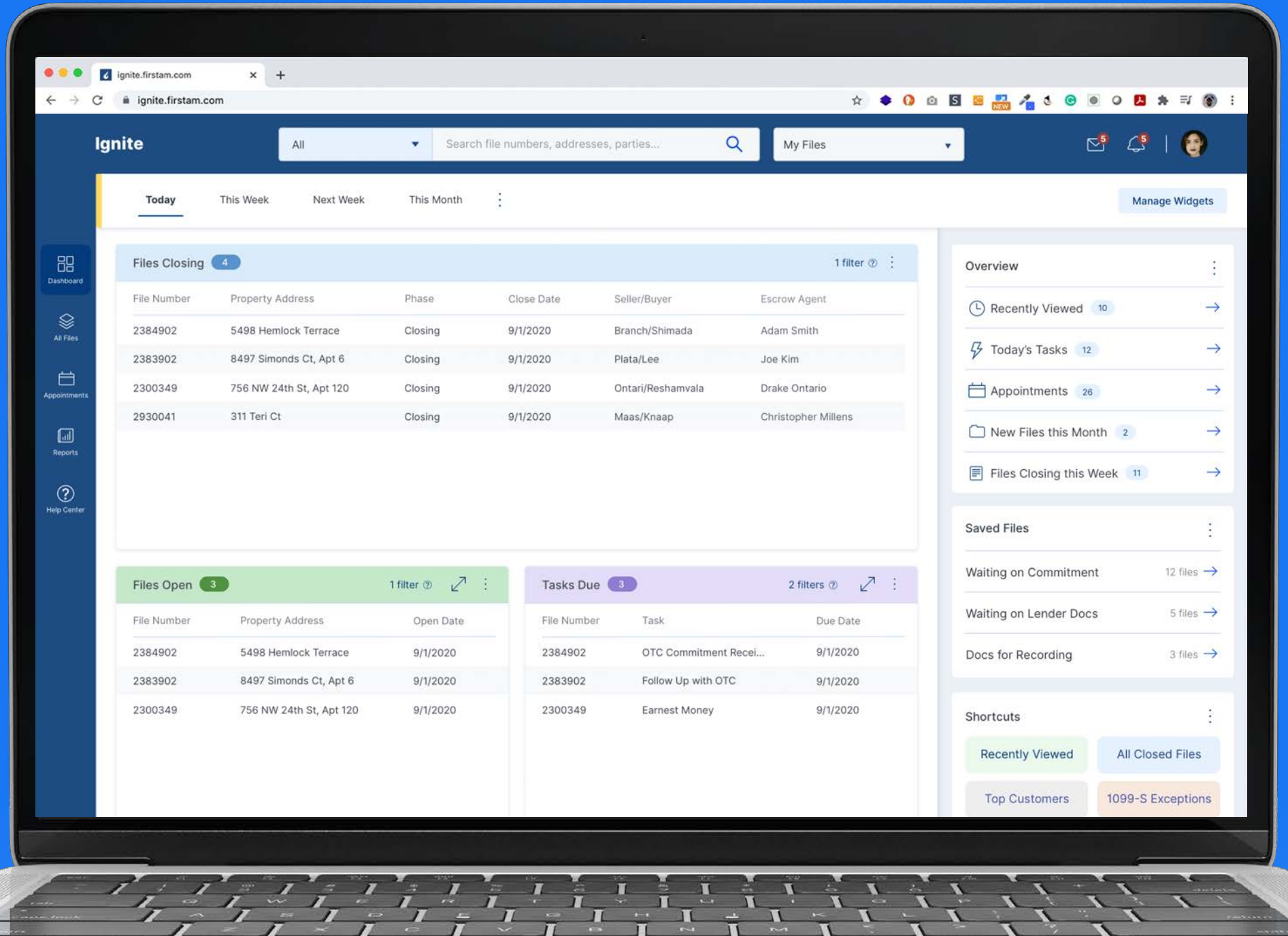
Qualitative User Testing

06

Feature Refinement

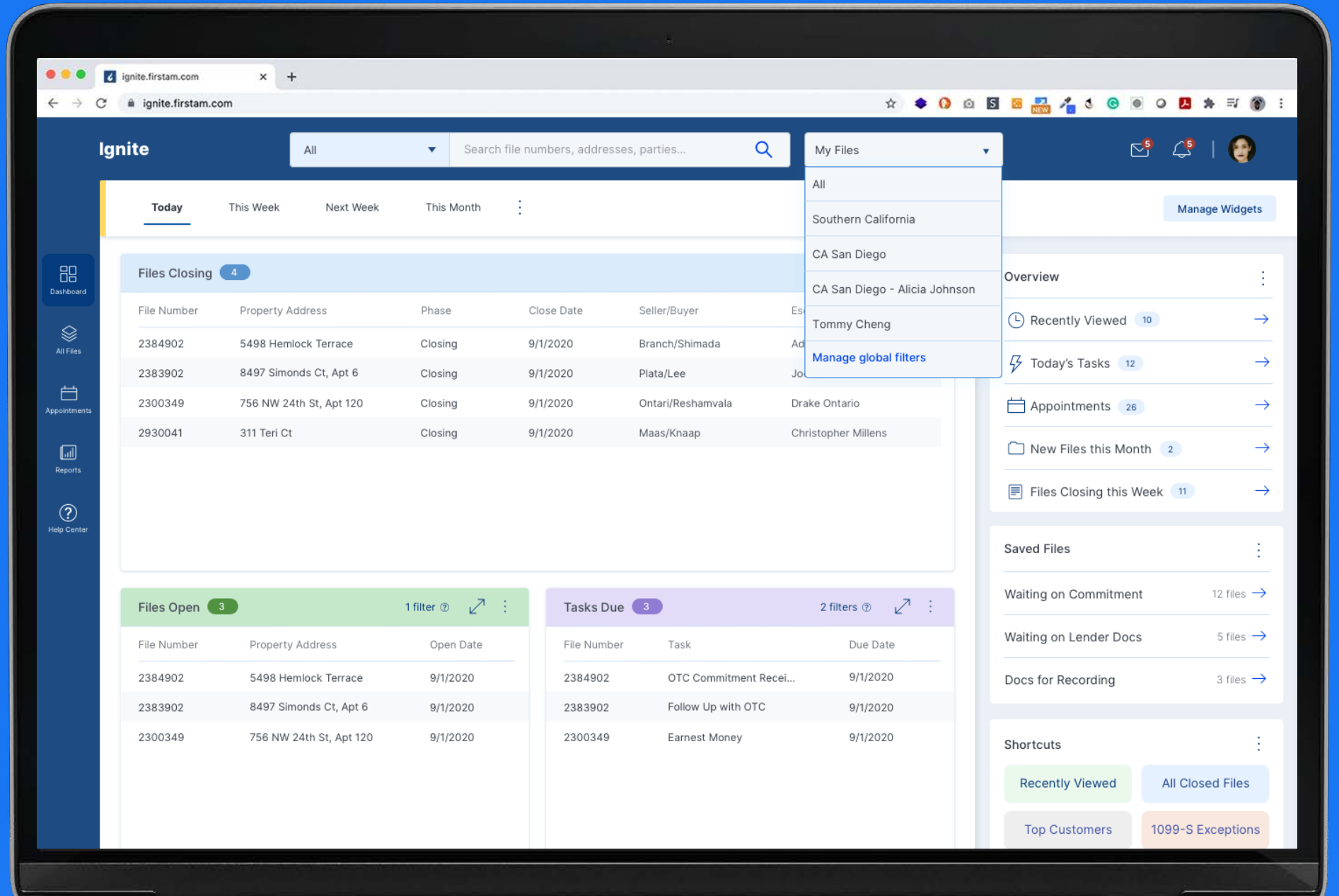
FEATURES

- Fully Customizable Dashboard
- Clean and intuitive file structure
- Access to all files always
- All appointments in one place
- Secure messaging between agent, buyer, and seller
- Access to reports and historical archives



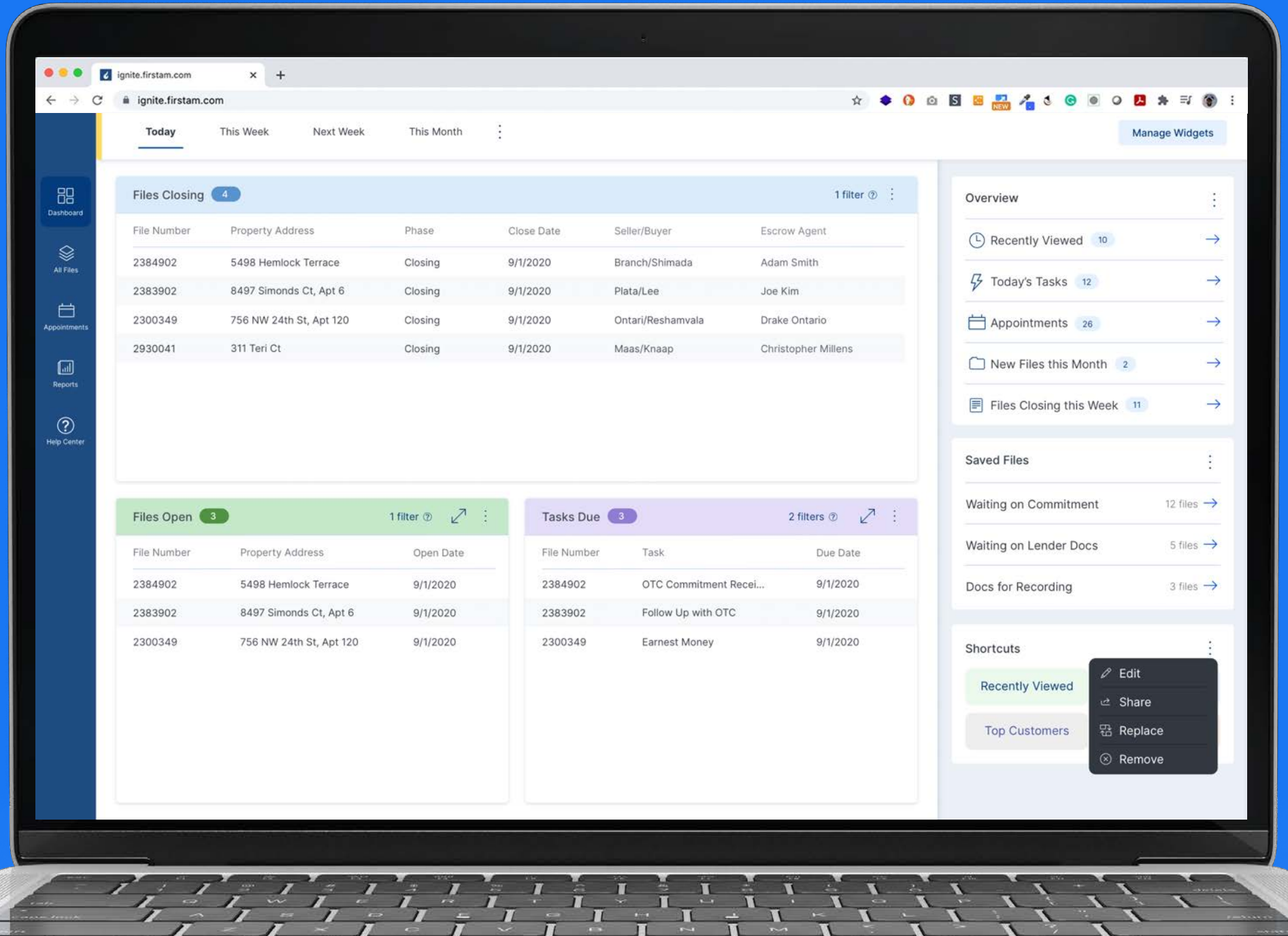
MY FILES

Users can quickly navigate to their pre-selected regional filters. This was extremely important to our users as real estate laws are fluid at the State and County level



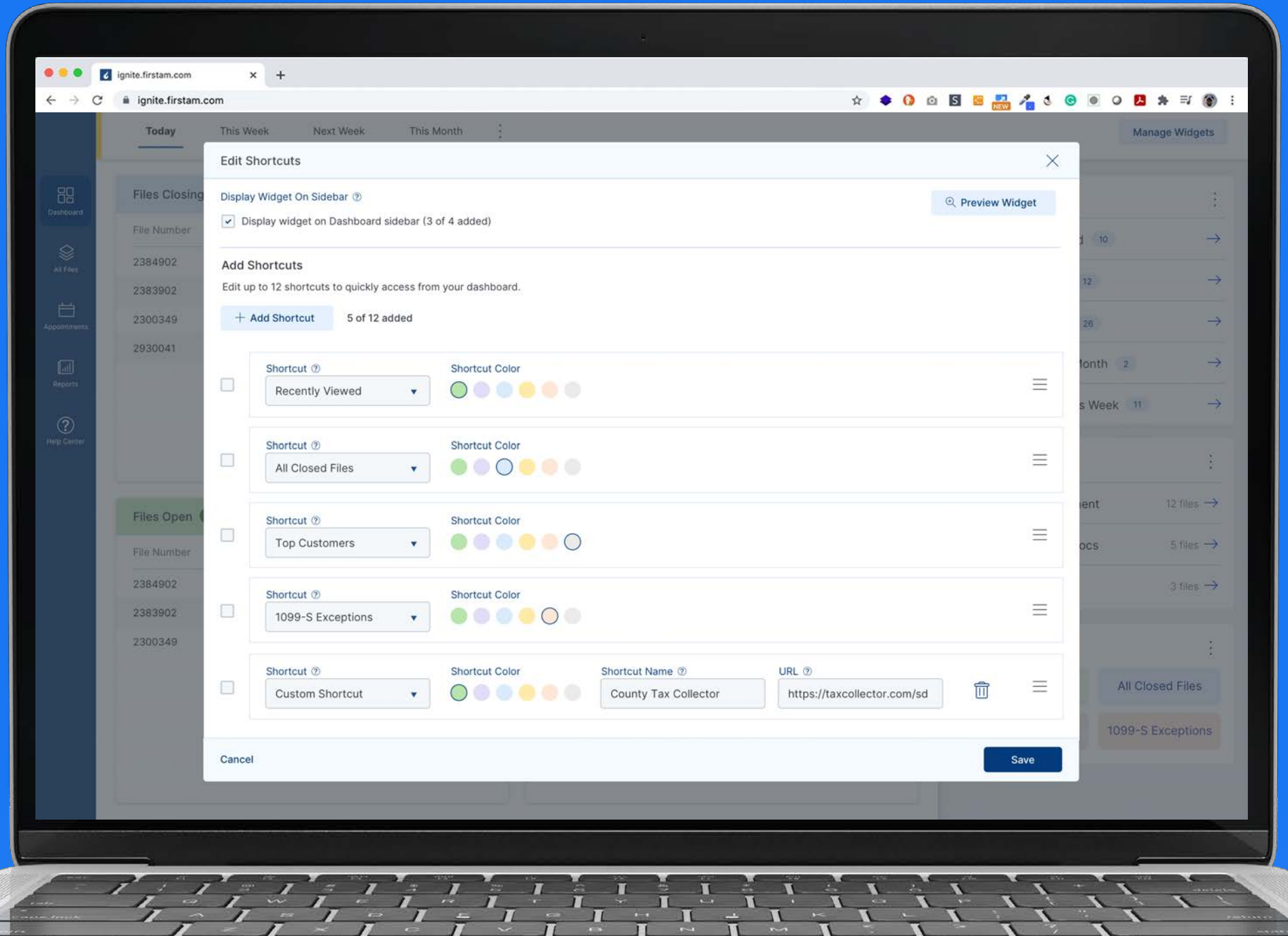
MANAGE SIDEBAR

The user has full control over the data that is shown within the entire application



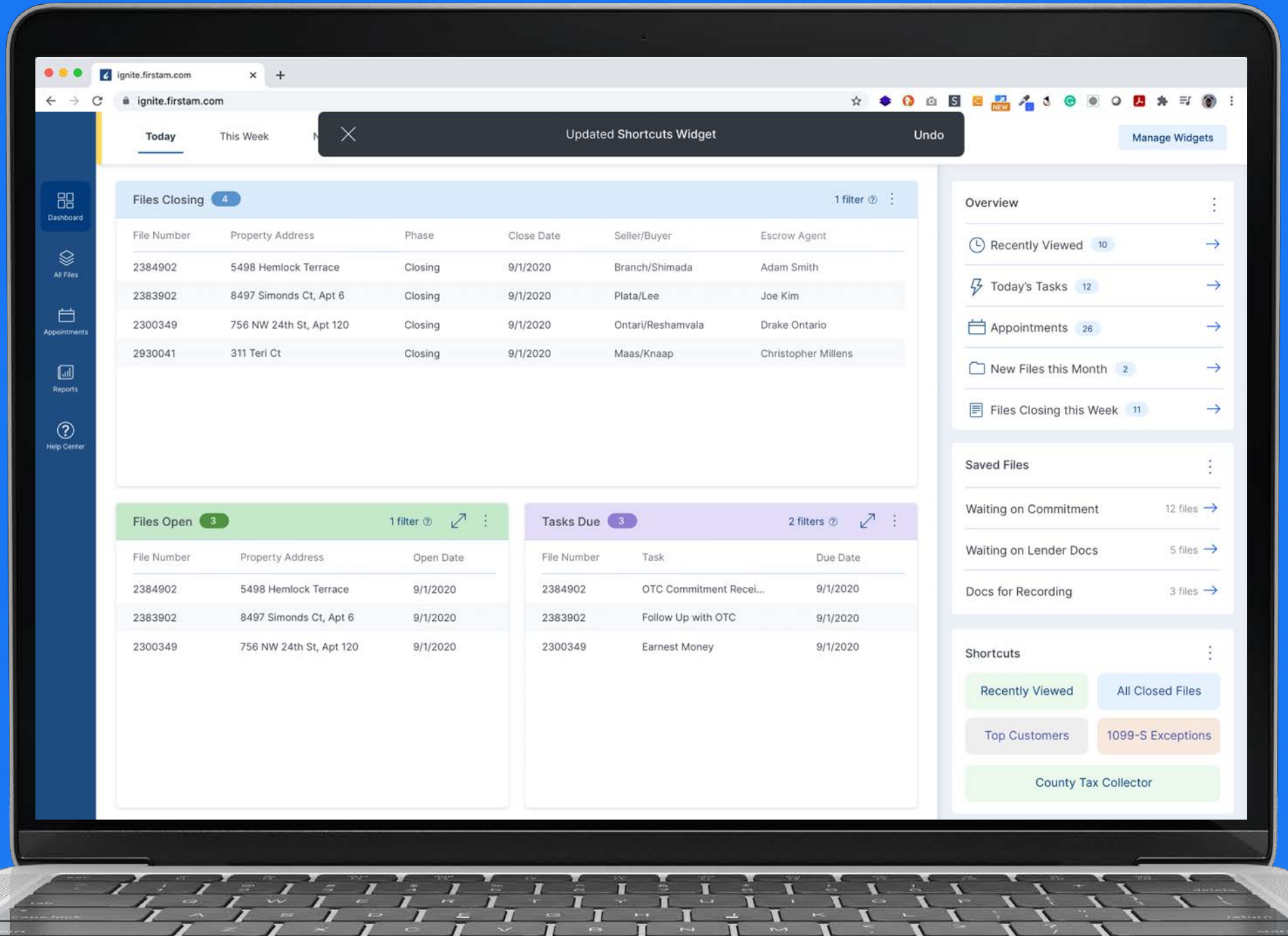
MANAGE SIDEBAR

In this example, the user is adding a fifth shortcut called County Tax Collector



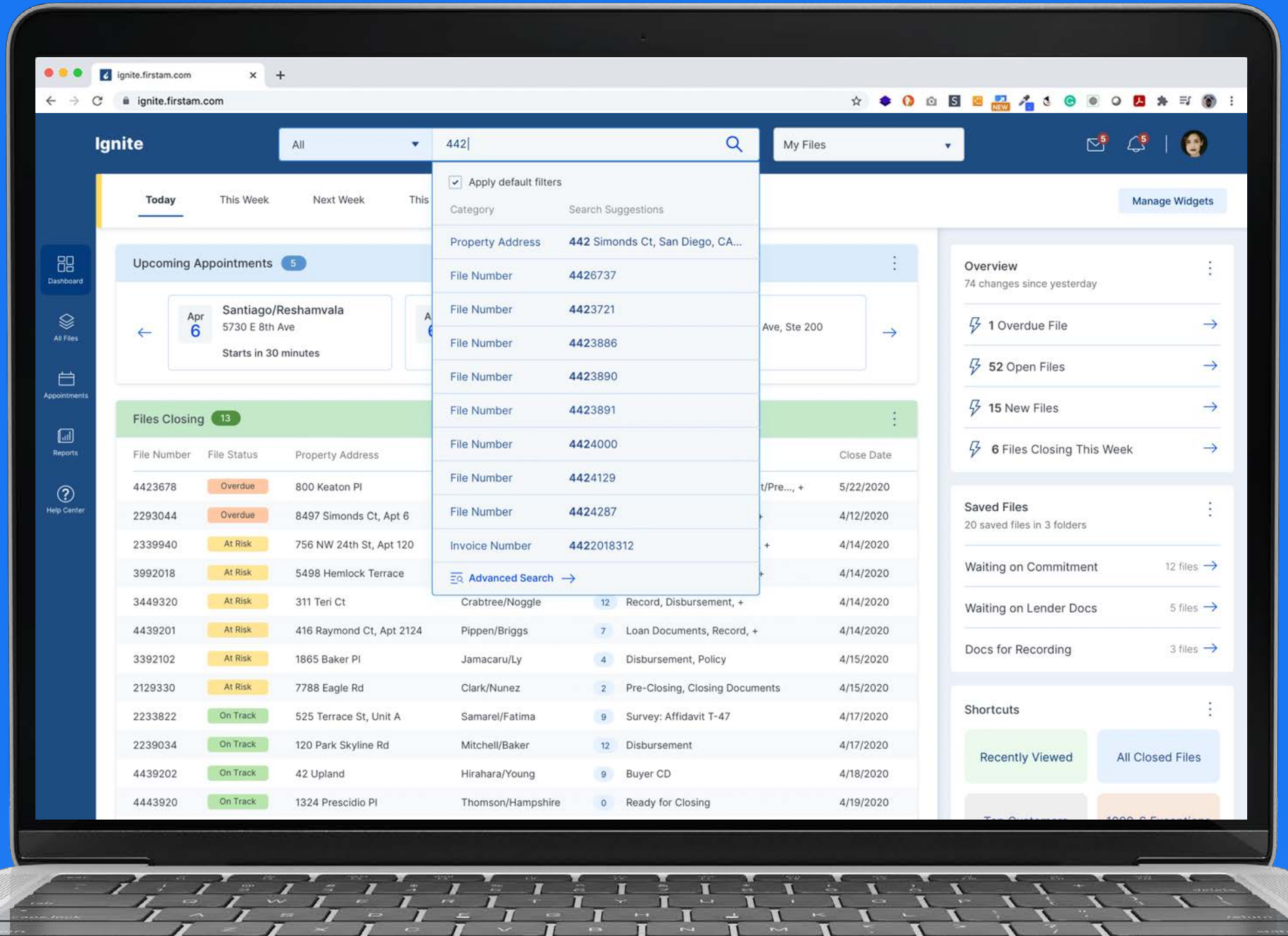
MANAGE SIDEBAR

Once added, the system alerts the user to the completion of the custom shortcut



SMART SEARCH

Quickly find any and every file by searching the API powered file archive

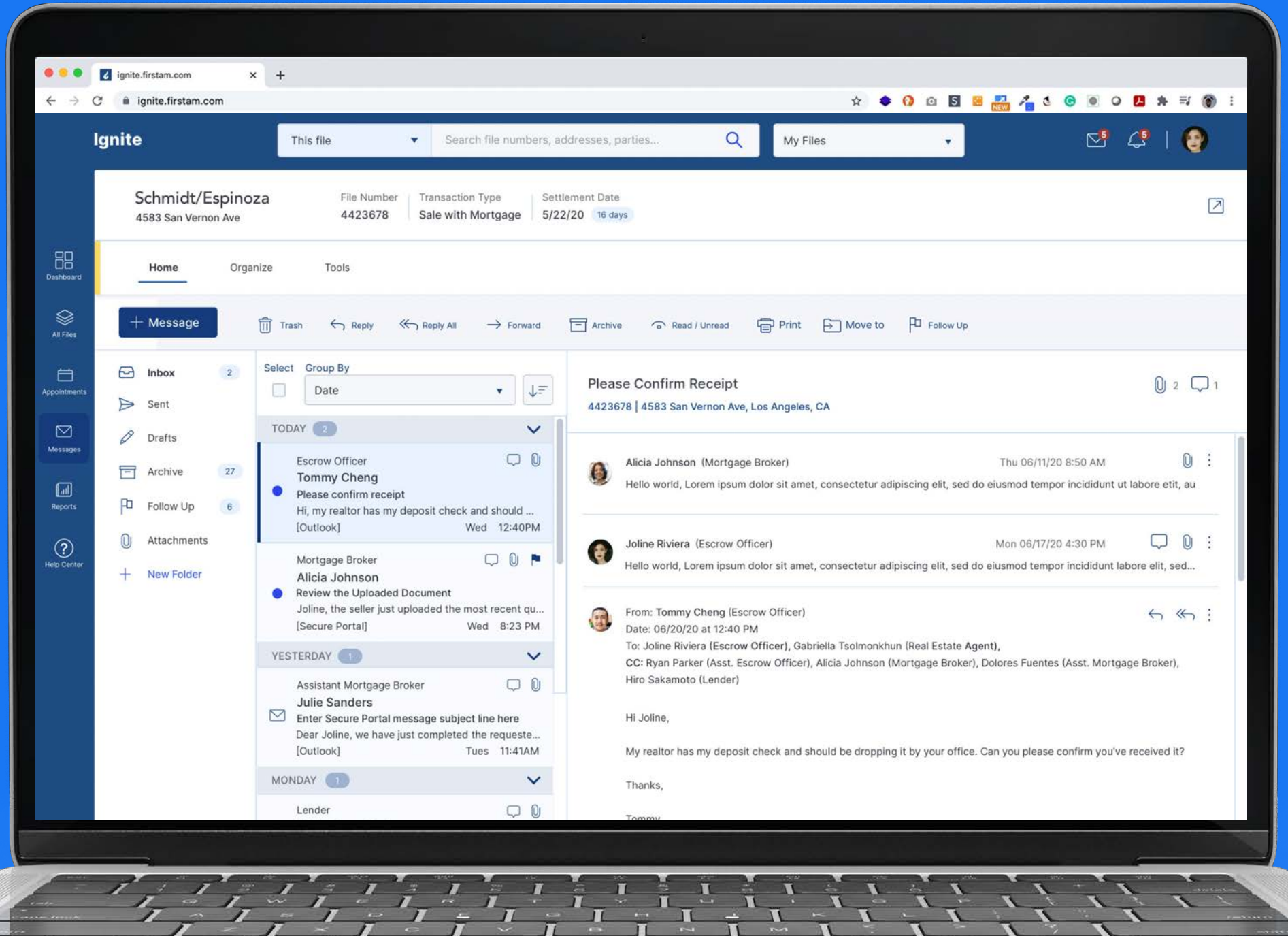


ELIMINATE FRAUD



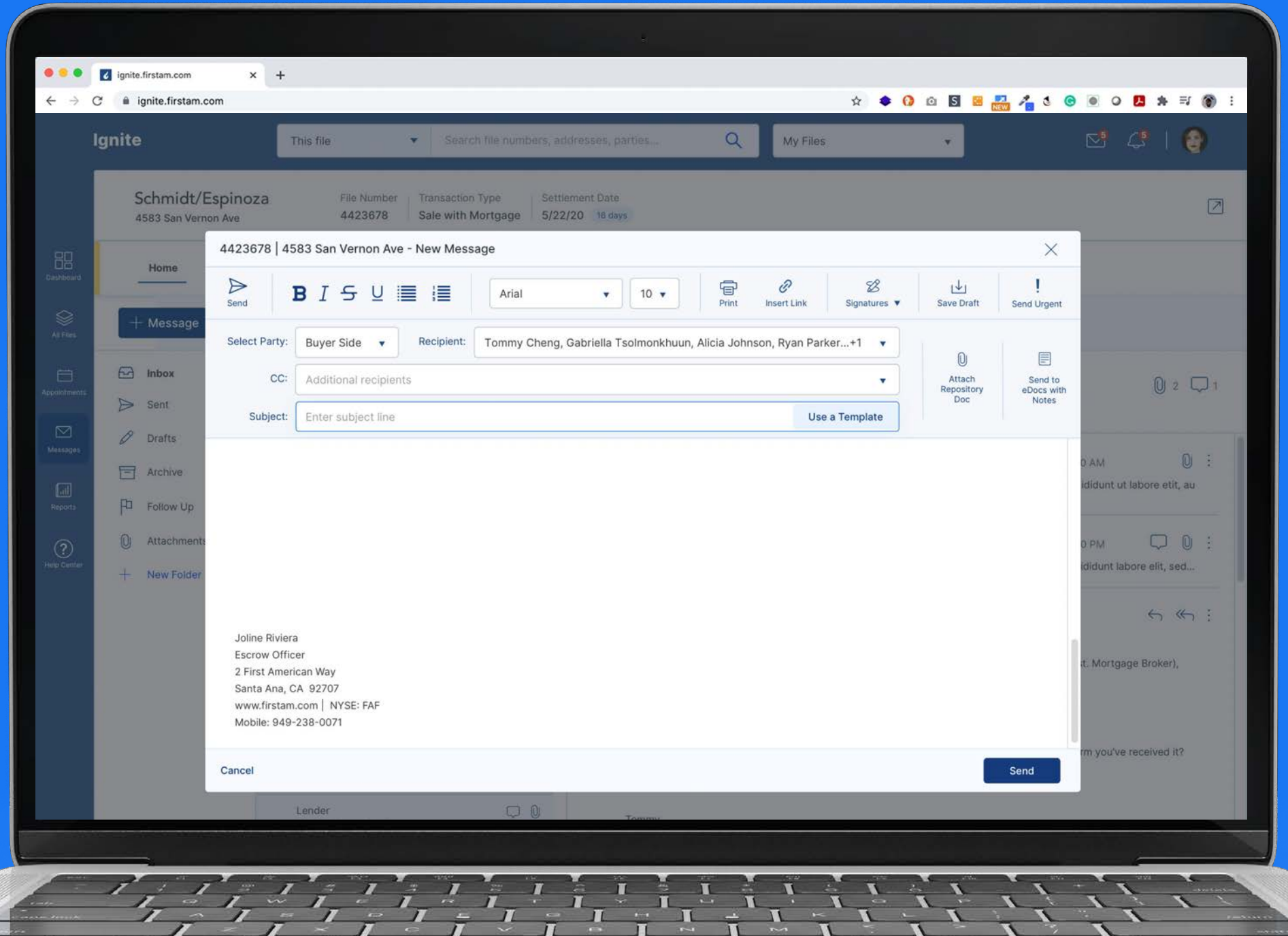
MESSAGE CENTER

Secure end-to-end encrypted messaging platform to prevent malicious interception



MESSAGE CENTER

Messaging utilizes Two Factor Authentication



APPOINTMENTS

Today view includes the user's calendar to streamline efficiency

The screenshot displays the Ignite web application interface. At the top, there is a navigation bar with the Ignite logo, a search bar, and a 'My Files' dropdown. Below the navigation bar, there are tabs for 'Today', 'This Week', 'Next Week', and 'This Month'. The main content area is divided into three sections: 'Upcoming Appointments', 'Files Closing', and a right-hand sidebar.

Upcoming Appointments (5 total):

- Apr 6**: Santiago/Reshamvala, 5730 E 8th Ave, Starts in 30 minutes
- Apr 6**: Bruun/Yuzer, 8500 Von Karman Ave. #600, 11:00 AM
- Apr 6**: Huang/Kim, 1011 Western Ave, Ste 200, 11:00 AM

Files Closing (13 total):

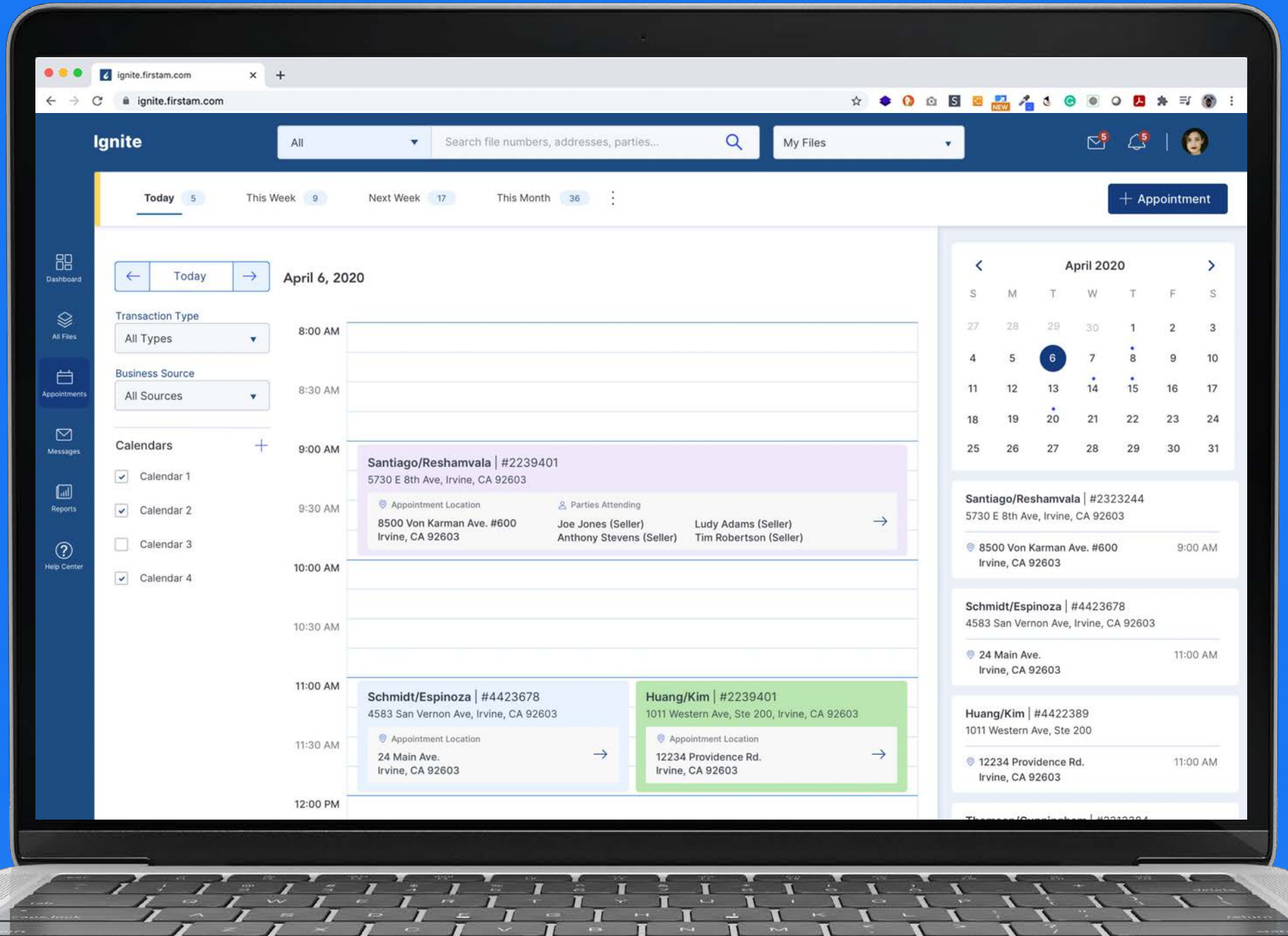
File Number	File Status	Property Address	Seller/Buyer	Outstanding Tasks	Close Date
4423678	Overdue	800 Keaton Pl	Parnell/Lovelo	9 Earnest Money, Commitment/Pre..., +	5/22/2020
2293044	Overdue	8497 Simonds Ct, Apt 6	Plata/Lee	6 Loan Documents, Records, +	4/12/2020
2339940	At Risk	756 NW 24th St, Apt 120	Ontari/Reshamvala	8 Closing Documents, Record, +	4/14/2020
3992018	At Risk	5498 Hemlock Terrace	Maas/Knapp	9 Curative, Loan Documents, +	4/14/2020
3449320	At Risk	311 Teri Ct	Crabtree/Noggle	12 Record, Disbursement, +	4/14/2020
4439201	At Risk	416 Raymond Ct, Apt 2124	Pippen/Briggs	7 Loan Documents, Record, +	4/14/2020
3392102	At Risk	1865 Baker Pl	Jamacar/Ly	4 Disbursement, Policy	4/15/2020
2129330	At Risk	7788 Eagle Rd	Clark/Nunez	2 Pre-Closing, Closing Documents	4/15/2020
2233822	On Track	525 Terrace St, Unit A	Samarel/Fatima	9 Survey: Affidavit T-47	4/17/2020
2239034	On Track	120 Park Skyline Rd	Mitchell/Baker	12 Disbursement	4/17/2020
4439202	On Track	42 Upland	Hirahara/Young	9 Buyer CD	4/18/2020
4443920	On Track	1324 Presidio Pl	Thomson/Hampshire	0 Ready for Closing	4/19/2020

Right-hand sidebar:

- Overview**: 74 changes since yesterday
- 1 Overdue File** →
- 52 Open Files** →
- 15 New Files** →
- 6 Files Closing This Week** →
- Saved Files**: 20 saved files in 3 folders
- Waiting on Commitment**: 12 files →
- Waiting on Lender Docs**: 5 files →
- Docs for Recording**: 3 files →
- Shortcuts**: Recently Viewed, All Closed Files

APPOINTMENTS

Today view includes the user's calendar to streamline efficiency



ENTERPRISE VERSUS CONSUMER DESIGN

OBJECTIVES

Objectives

01

Understand the difference between consumer and enterprise design so we can best leverage the existing work done for FA Portal.

02

Identify key opportunities and interaction patterns within dashboard experiences.

03

Focus on experiences and features that will increase efficiency and ease of use.

KEY DIFFERENCES

Key Differences

Focusing on the organization vs. focusing on the individual

Consumer technology is aimed at serving individuals, while enterprise software needs to accommodate large organizations with complex processes.

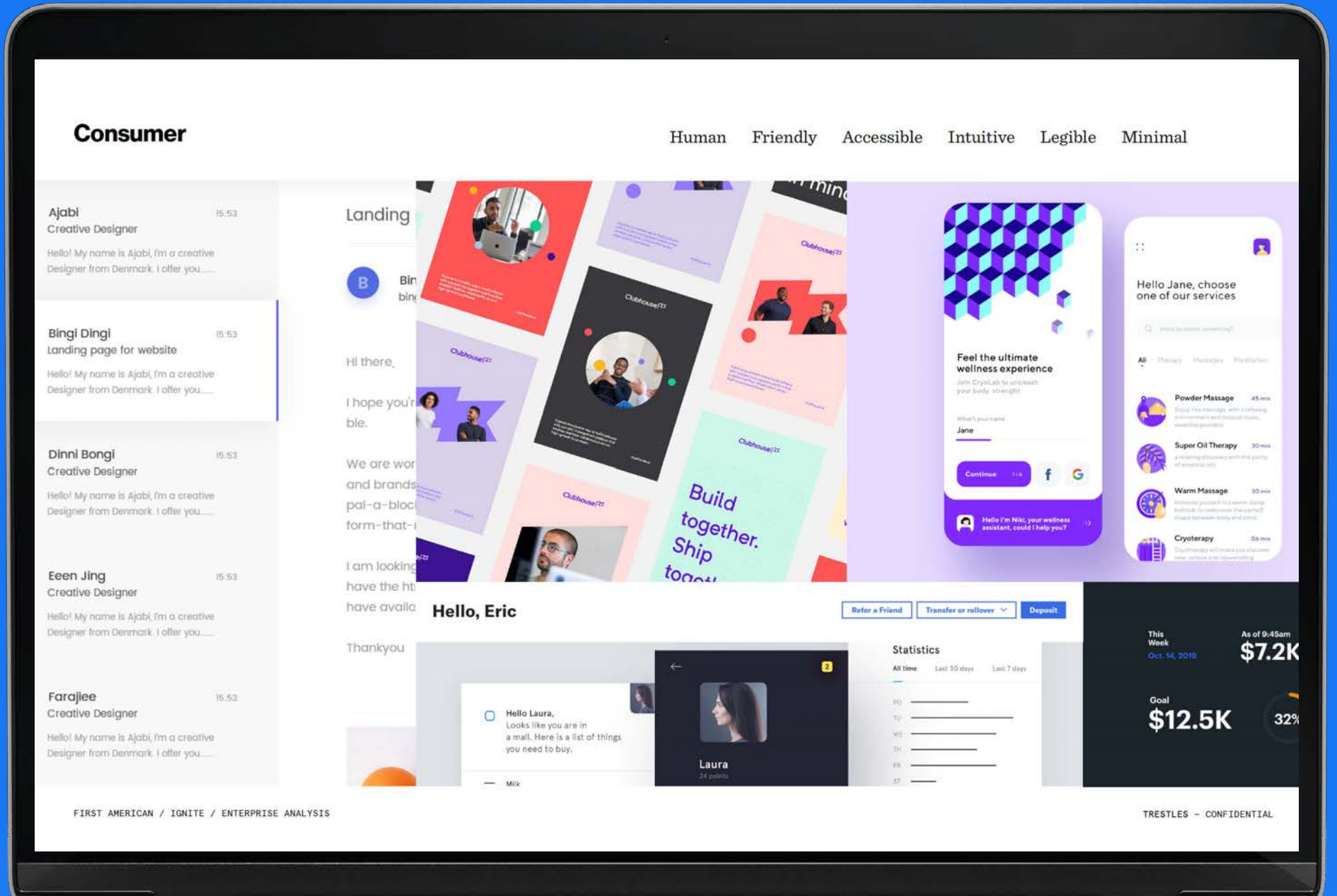
Designing for workflows vs. designing for a specific need

Designing enterprise applications means designing a system of many interconnected workflows. Conversely, consumer apps often focus on addressing a targeted problem or under-met user need.

Trading off engagement for efficiency

Consumer applications need to be easily accessible and understandable to retain users. Employees will use enterprise applications day in and day out, so some tradeoffs, like sacrificing some learnability to increase efficiency, might be made.

CONSUMER DESIGN



ENTERPRISE DESIGN

Enterprise Utilitarian Functional Flexible Informative Efficient

Key Metrics:
New Devices: 1,621 (+5.9%)
Unique Devices: 3,403 (-6.2%)
Average Visits: 52 min (+3.2%)
Total Sessions: 10,321 (+1.2%)

Call Queue:
2 Waiting, 33 In a Call, 6 Wrap-Up, 1 Ready
Speed to Answer: 4 m
Calls Abandoned: 3
Calls Converted: 12
Total Calls: 37

Project Steps:

Steps	Owner	Status	File	Timeline
Feature release	[Avatar]	Done	W	May 08 - June 09
Conference in New York	[Avatar]	Working on it		May 05 - May 23
Website redesign	[Avatar]	Stuck		May 01 - June 20

Project Phases:

Phases	Owner	Status	File	Timeline
New product manager	[Avatar]	Done	PDF	June 09 - June 22

Task Lists:

- TO DO (57)**
- Specs:** Headquarters wiring, Client meeting (Jul 9 - Jul 13)
- Back-end programming:** New Website - General, All tasks (Jul 9 - Jul 13)
- Bug fixing:** New Website - General, All tasks (Jul 16 - Jul 18)
- Finishing touches:** New Website - General, All tasks (Jul 23 - Jul 27)
- Analytics & Tag Manager:** New Website - General, All tasks (Jul 10)

FIRST AMERICAN / IGNITE / ENTERPRISE ANALYSIS TRESTLES - CONFIDENTIAL

ENTERPRISE VS. CONSUMER DESIGN

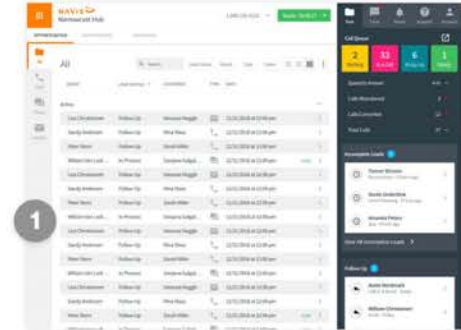
Spacing

- 1 Enterprise tools typically have greater scope and are more complex than consumer applications, so information is usually more dense. Spacing in enterprise tools is tighter than that of consumer tools, but smart use of visual hierarchy can help keep information legible.
- 2 Generous spacing and judicious use of color/type can help consumer applications feel instantly accessible, as it is clear which elements the user should focus on first. Spacing is not as tight to increase ease of use and legibility in consumer apps, where there is usually less data to process.

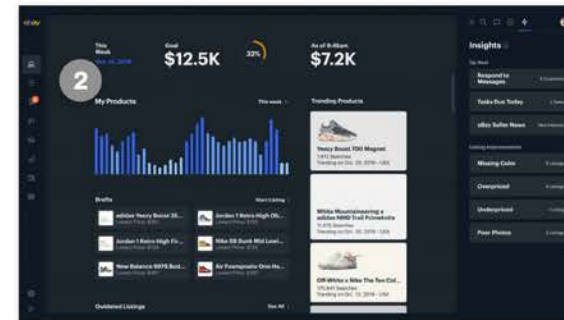
Enterprise Grow BI



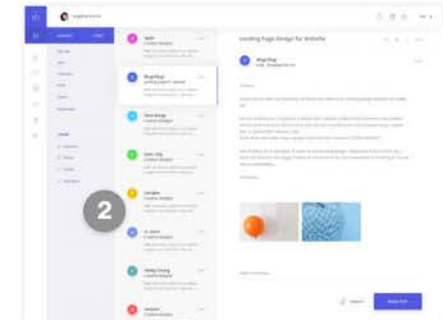
Enterprise Navis



Consumer eBay Seller Portal



Consumer Email app mockup



ENTERPRISE VS. CONSUMER DESIGN

NAVIGATION

ENTERPRISE VS. CONSUMER DESIGN

Navigation

Enterprise Tableau

Enterprise Task organization app

Consumer FA Portal

- 1 When enterprise apps support many features or workflows, organizing nav items into submenus can help users locate features more easily.
- 2 As the number of nav items increases, categorizing them can help users locate options more quickly.
- 3 Omitting labels from frequently used navigation items can help save screen space in enterprise apps; this is an option when most users are power users of the app and the learning curve is a less important factor. However, this is not considered a best practice; in this case, it is done because the icons are familiar/easily recognizable.
- 4 In consumer applications, navigation items are clearly labeled for ease of access, especially for users who only access the app occasionally/only use certain features.

FIRST AMERICAN / IGNITE / ENTERPRISE ANALYSIS

TRESTLES - CONFIDENTIAL

ENTERPRISE VS. CONSUMER DESIGN

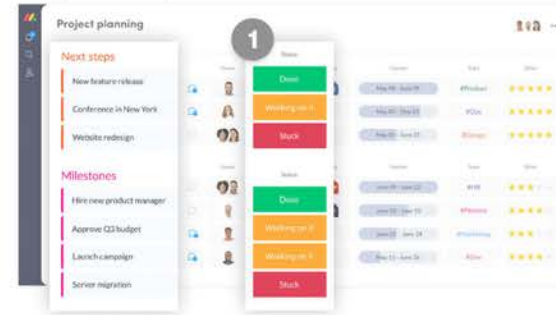
COLOR

ENTERPRISE VS. CONSUMER DESIGN

Color

- 1 In enterprise dashboards, color is an important tool for calling out system status and differentiating dense modules of information. Color is also used to call out system status in consumer products, but to a lesser extent as there is typically less data to communicate.
- 2 In consumer apps, color is used primarily for calls to action and elements that add delight to the experience (for example, illustrations).
- 3 Using key brand colors in important page elements like the primary nav and calls to action helps to create a more cohesive brand experience.

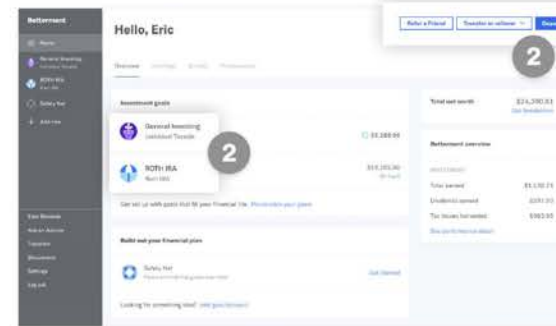
Enterprise Monday



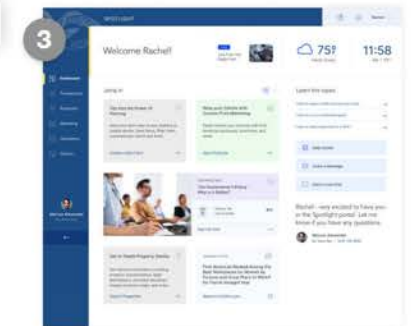
Enterprise Navis



Consumer Betterment



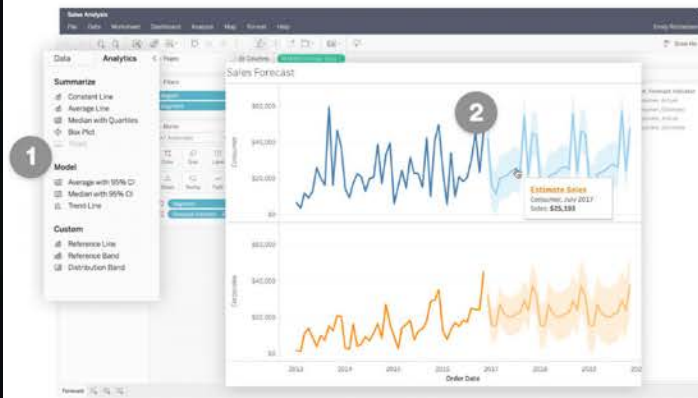
Consumer FA Portal



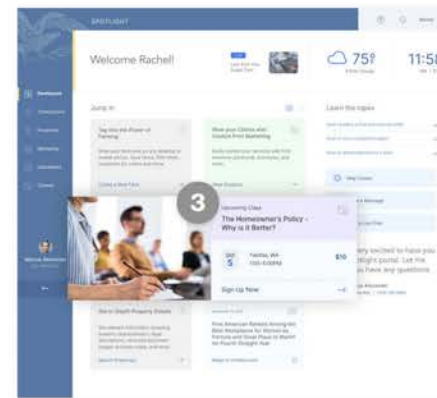
ENTERPRISE VS. CONSUMER DESIGN

Imagery

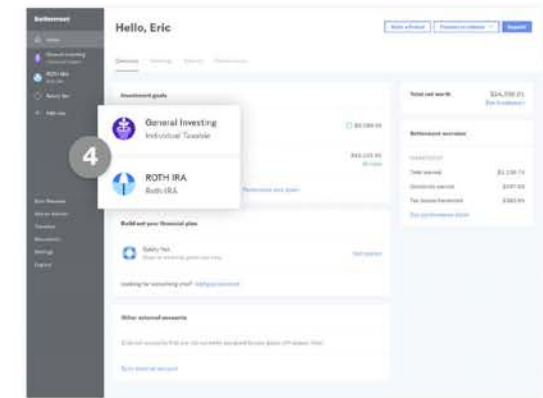
Enterprise Tableau



Consumer FA Portal



Consumer Betterment



1 Icons can help users recognize and locate tools and nav items, especially when there are many options available.

2 Imagery in enterprise dashboards is mostly utilitarian, including visualizations to help users understand data more clearly.

3 In consumer apps, imagery that is bright and human-focused can help the experience feel more personable. In this case, the image helps draw attention to featured content and make it seem more appealing.

4 Illustrations can also help a consumer experience feel more friendly when there isn't a need for a vast library of icons.

ENTERPRISE VS. CONSUMER DESIGN

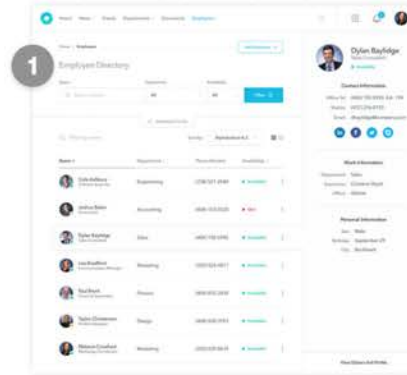
TYPE

ENTERPRISE VS. CONSUMER DESIGN

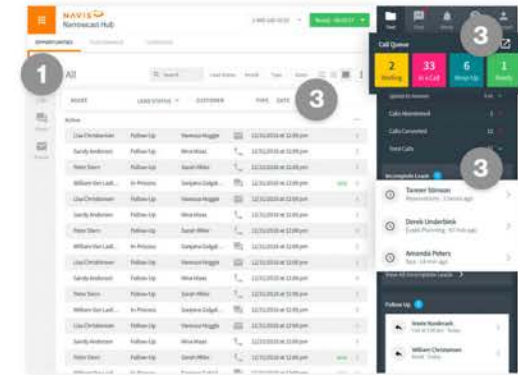
Type

- 1 In enterprise tools, headlines are generally used to inform the user of their current place in the app.
- 2 In consumer apps, bold headlines with friendly copy help the experience feel more human-centered and are not necessarily functional.
- 3 Enterprise apps generally will have a larger selection of type styles (a larger type ramp) in order to maintain visual hierarchy in an information-dense screen.

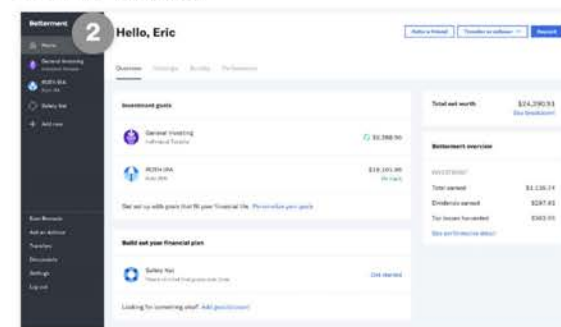
Enterprise Employee management platform



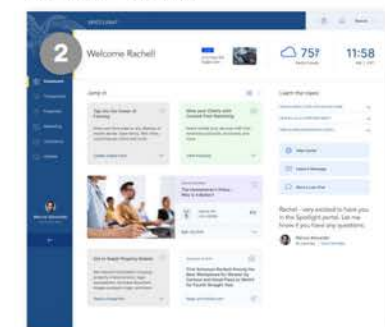
Enterprise Navis



Consumer Betterment



Consumer FA Portal



ENTERPRISE VS. CONSUMER DESIGN

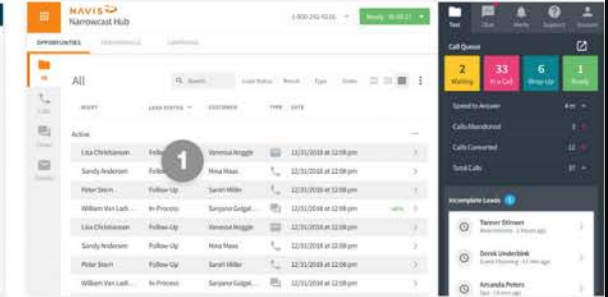
Content

- 1 Enterprise dashboards are usually more information dense as users need to manage simultaneous tasks/workflows/data sets. In this case, exposing more information at once is beneficial for experienced users because they don't have to dig for advanced details.
- 2 Consumer tools tend to expose only the most relevant data in an easy-to-digest, at-a-glance format. More detailed data is usually tucked away in a separate screen or modal.
- 3 In consumer tools, aesthetic appeal can be prioritized over efficiency of use. Keeping the main dashboard minimalistic, readable, and modern-looking takes priority over being able to quickly manage detailed stats and information.

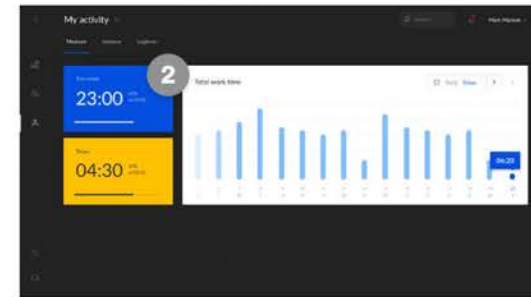
Enterprise Amazon QuickSight



Enterprise Navis



Consumer Activity logging app



Consumer eBay Seller Portal



ENTERPRISE VS. CONSUMER DESIGN

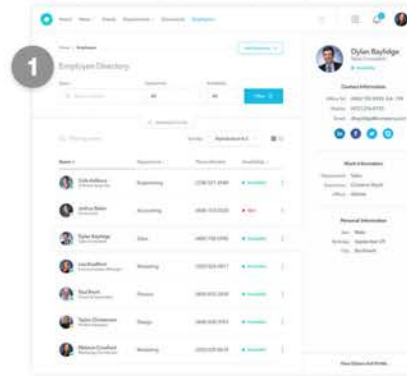
tone

ENTERPRISE VS. CONSUMER DESIGN

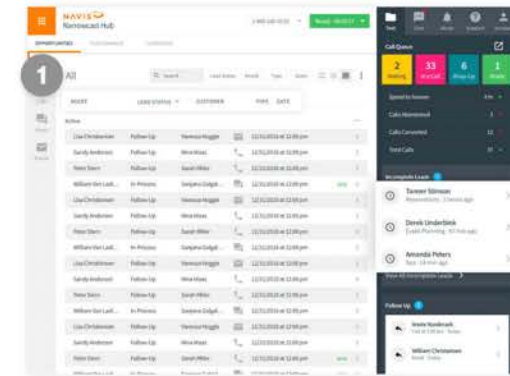
Tone

- 1 In enterprise tools, the tone is simple and concise as the interface takes a backseat to functionality and productivity.
- 2 In consumer apps, a friendly, helpful, and welcoming tone has become the standard. The copywriting and page layouts are set up in such a way that user is easily siphoned through the tool's main flows.

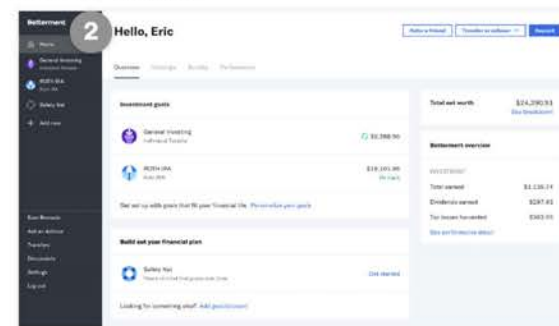
Enterprise Employee management platform



Enterprise Navis



Consumer Betterment



Consumer FA Portal



HEURISTIC EVALUATION

Objectives

01

Better understand the requirements of the Ignite experience.

02

Identify obstacles and opportunities within the Ignite experience.

03

Collect findings that will inform workshop activities and initial design directions.

Evaluation Scale

The following evaluation scale was used when reviewing the current FAST and Ignite experiences:



Good Experience

Tasks are easily accomplished. Terminology/labels are understandable and consistent. The application uses common UI patterns.



Average Experience

The application is at an industry-standard or average level. Tasks are somewhat easy to accomplish but require some user effort. Terminology/labels can be confusing and inconsistent.



Bad Experience

Tasks are problematic or confusing for users. Terminology/labels are difficult to understand and inconsistent. The application uses unusual UI patterns.

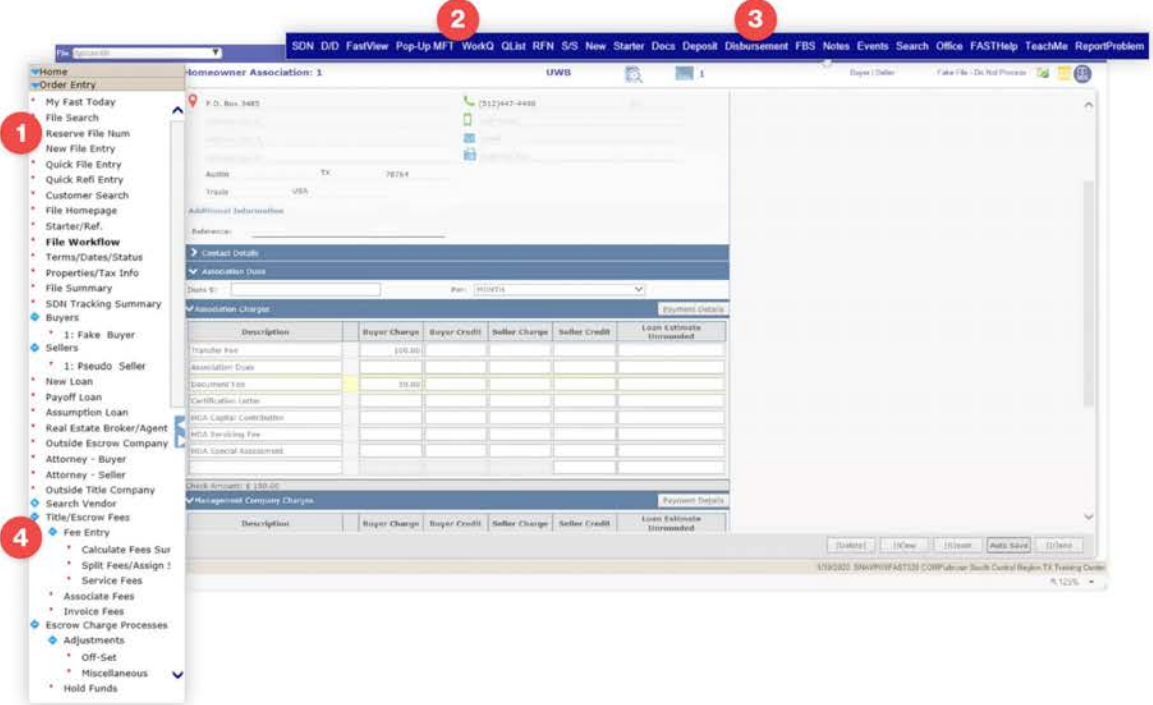
HEURISTIC ONE

Visibility of System Status

HIGH-LEVEL OVERVIEW

Visibility of System Status

- 1 There is no visible indication of progress for a given file, and it is not clear which entry forms are relevant without prior training.
- 2 The top nav contains many disorganized, competing options, making each one difficult to locate.
- 3 When the user enters charges, there is no indication that the corresponding Disbursement form has changed.
- 4 Many entries in the side nav are occluded, and there is no visible search function to locate specific entries. The user needs to either dig for the desired option or have outside documentation open.



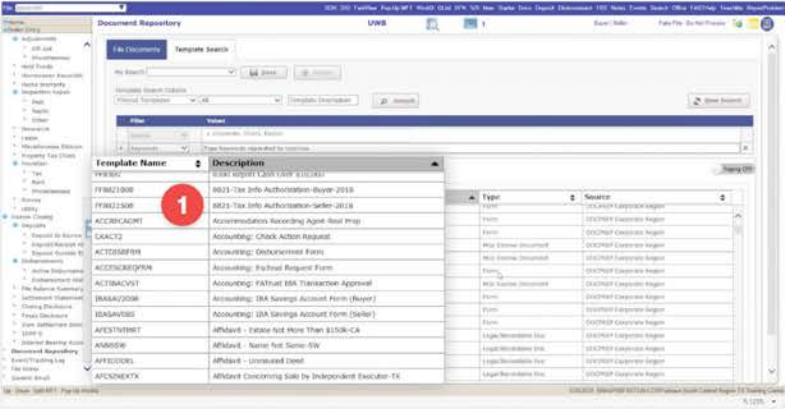
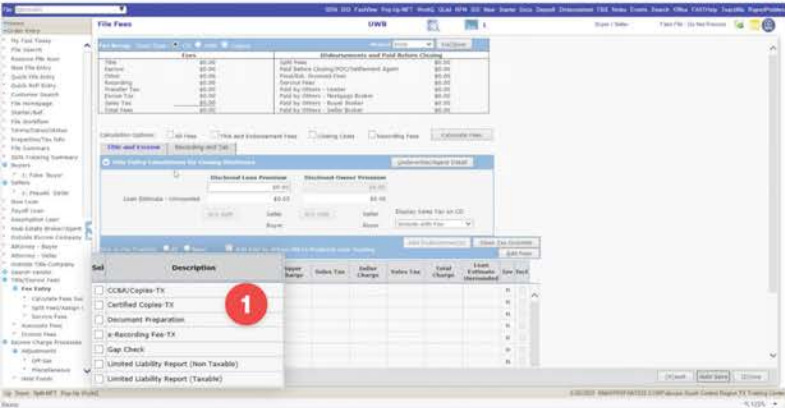
HEURISTIC TWO

Match Between the System and the Real World

HIGH-LEVEL OVERVIEW

Match Between the System and the Real World

- 1 FAST often labels entry fields and templates using codes and acronyms, with little to no description. This results in a significant learning curve for users unfamiliar with the system.



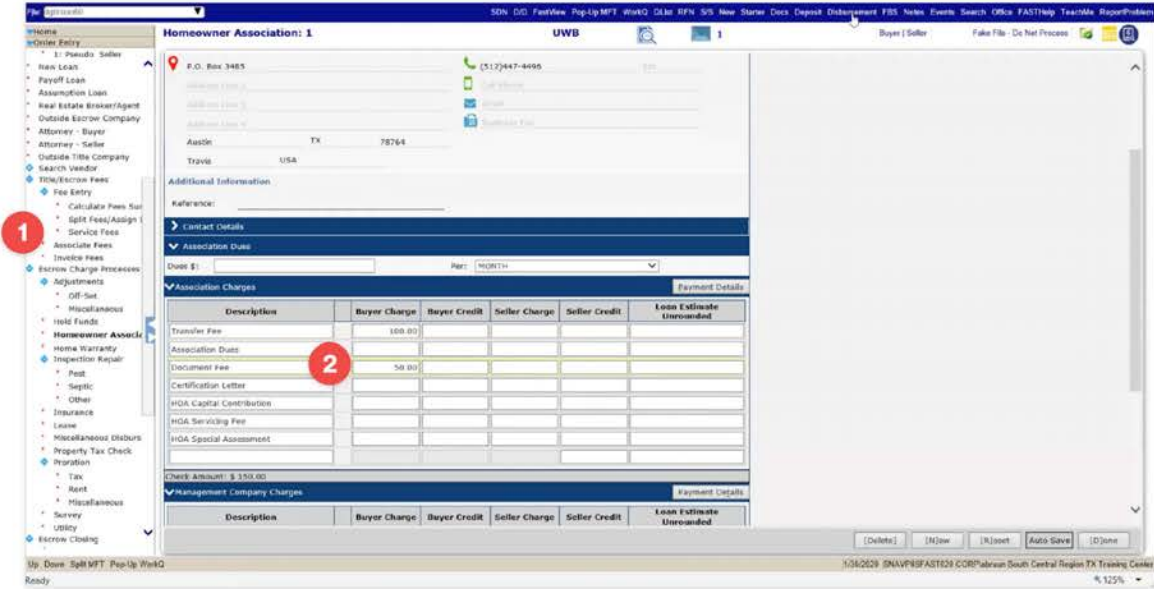
HEURISTIC THREE

User Control and Freedom

HIGH-LEVEL OVERVIEW

User Control and Freedom

- 1 The Order Entry list does not indicate which forms have been previously edited, and it is unclear whether there is a function to quickly return to previously accessed forms.
- 2 If the user fills out the wrong entry form, there is no easy way to undo or transfer the data entry.



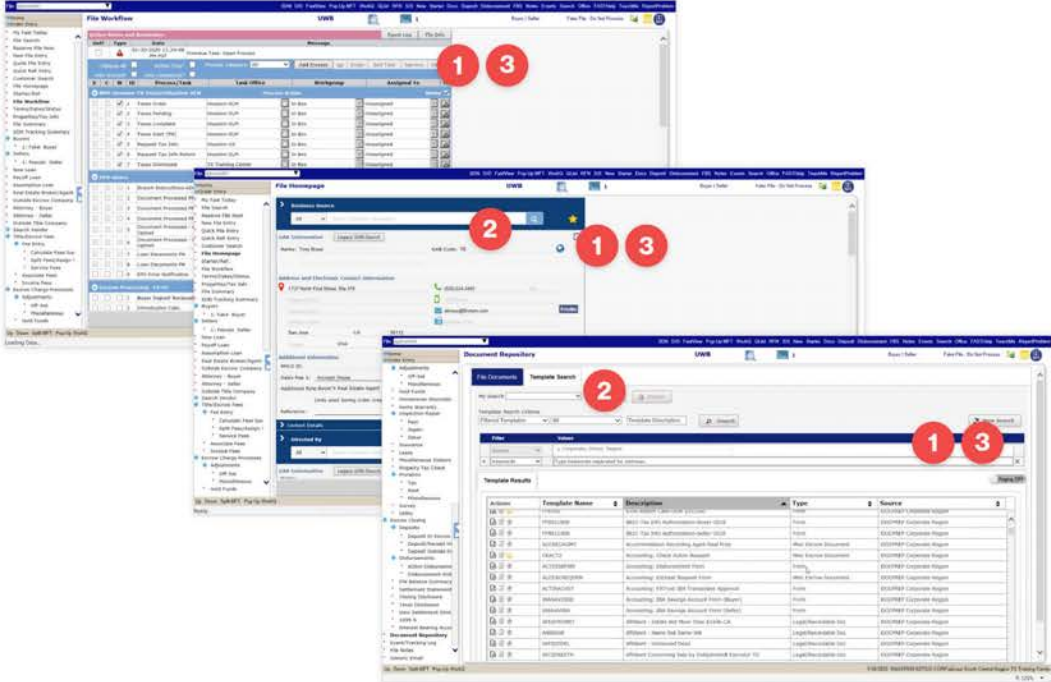
HEURISTIC FOUR

Consistency and Standards

HIGH-LEVEL OVERVIEW

Consistency and Standards

- 1 Forms do not have a consistent structure. When looking for a particular feature, the user cannot rely on page structure to quickly locate it.
- 2 The styling of the search function differs between the File Homepage and the Document Repository. This makes search more difficult to find and can result in confusion and frustration.
- 3 Visual styles such as color and iconography are applied inconsistently across different screens, resulting in a disjointed experience.



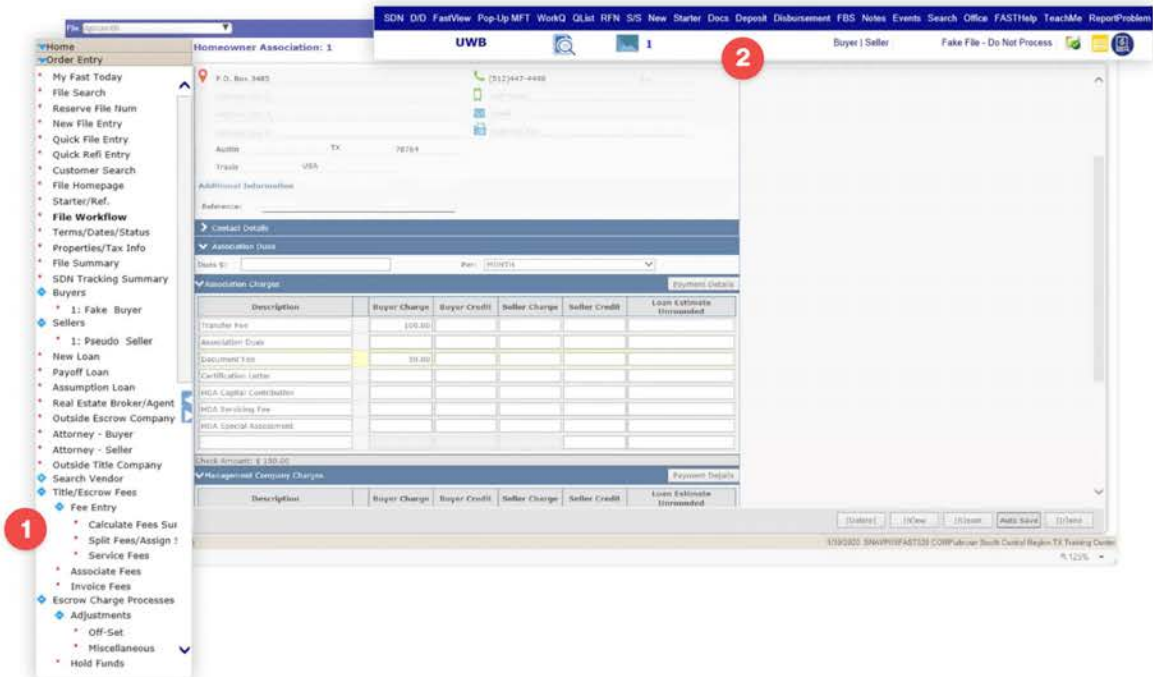
HEURISTIC SIX

Recognition Rather Than Recall

HIGH-LEVEL OVERVIEW

Recognition Rather Than Recall

- 1 The number of occluded options in the Order Entry list requires the user to recall the location of a form each time they need to access it.
- 2 The icons and labels in the top navigation are uninformative. Their functions are unclear unless the user has previously accessed them, which increases cognitive load because it forces the user to rely on recall rather than recognition.



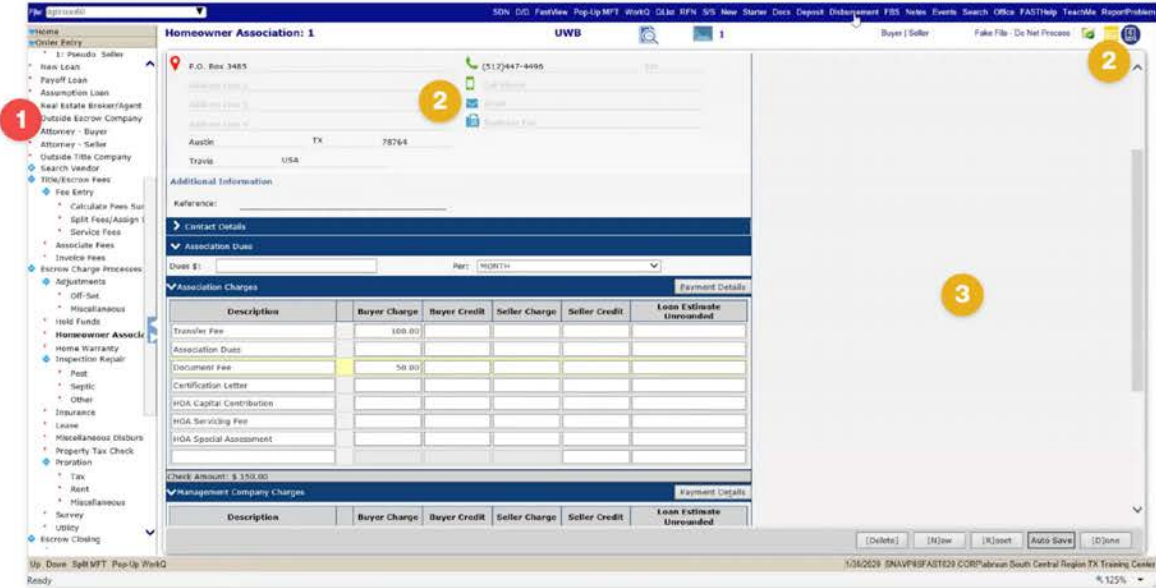
HEURISTIC EIGHT

Aesthetic and Minimalist Design

HIGH-LEVEL OVERVIEW

Aesthetic and Minimalist Design

- 1 Workflows are not tailored to specific roles. Many options are exposed to the user at once, and there is no clearly defined flow between FAST features.
- 2 The use of color in the design is not purposeful, particularly in the iconography. Arbitrary variations in color can pull attention away from the tool's more important features.
- 3 Page content is not responsive to window sizing.



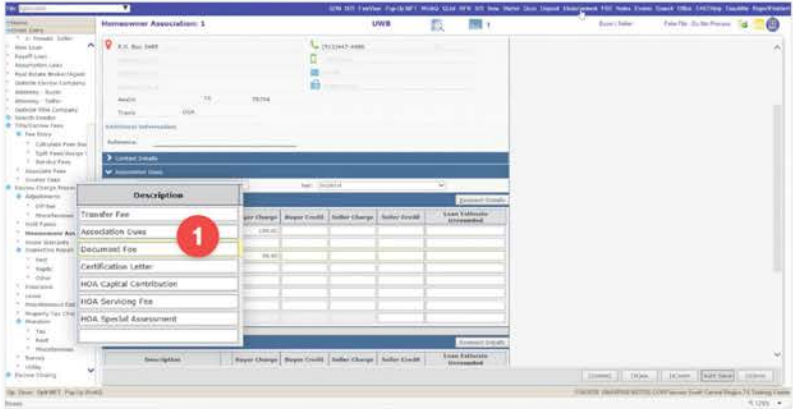
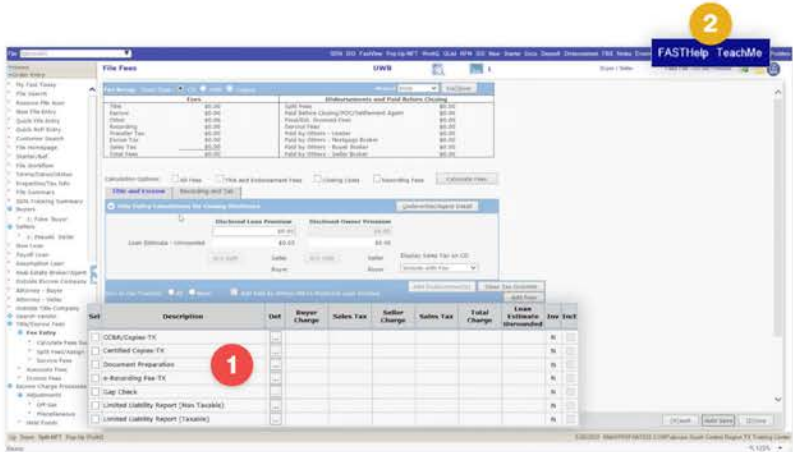
HEURISTIC TEN

Help and Documentation

HIGH-LEVEL OVERVIEW

Help and Documentation

- 1 FAST does not provide descriptions or contextual help for the fields that the user is expected to fill out.
- 2 The link to access FASTHelp is difficult to locate among the other top-nav options, and the distinction between FASTHelp and TeachMe is unclear without prior knowledge.



Key Takeaways

Dashboard doesn't present information effectively

The dashboard could benefit from more informative visuals and a clearer information hierarchy to allow users to quickly digest their workload.

File checklist doesn't assist users through transactions

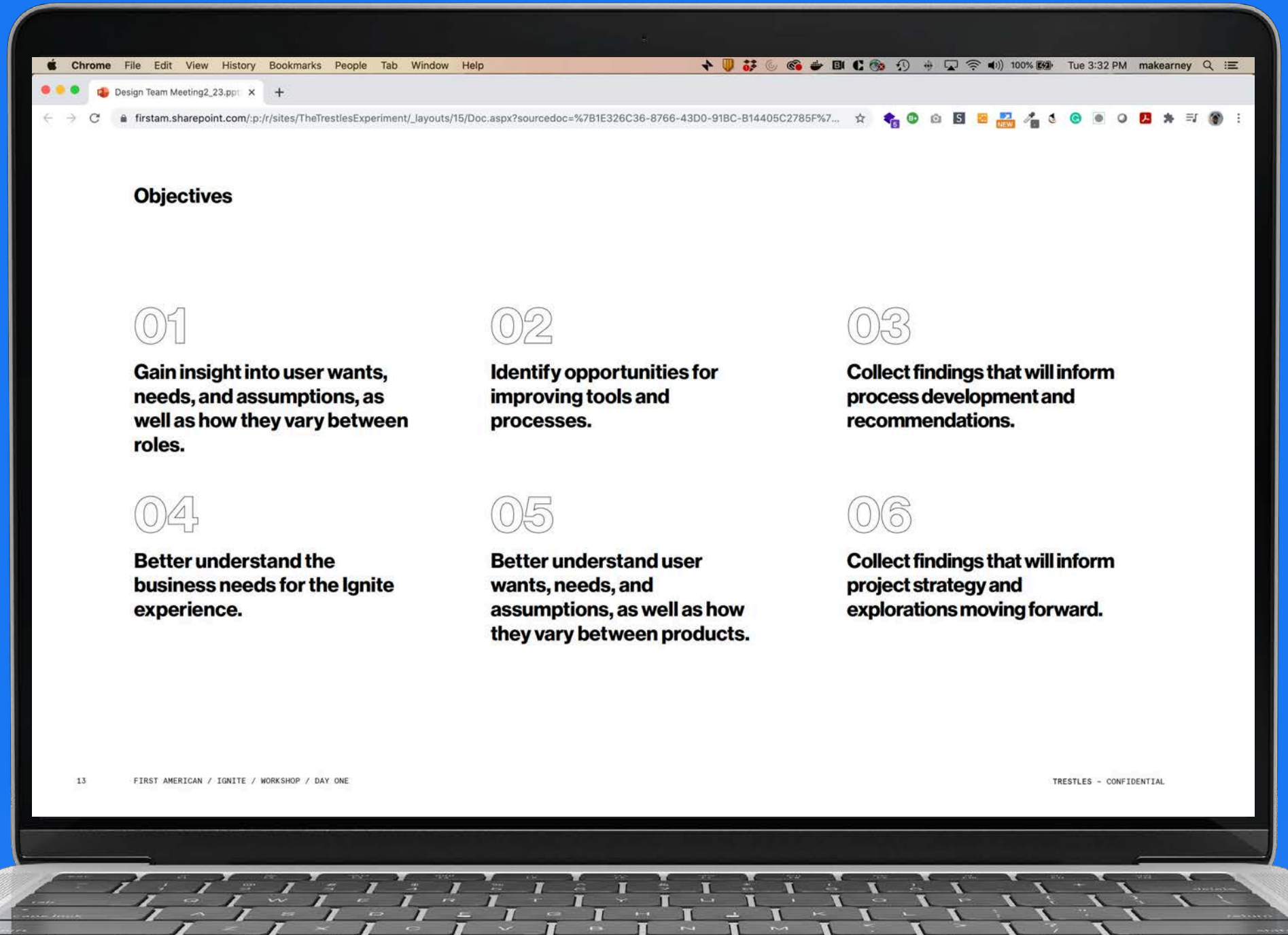
Ignite is a step up from FAST in terms of being able to visualize a file but still requires a lot of system knowledge to operate efficiently. Make help and supplementary info more readily available and automate where possible.

Visuals and interactions are inconsistent

Visuals and interactions need a polish pass to meet contemporary UI standards and to create a cohesive experience.

STAKEHOLDER INTERVIEWS

STAKEHOLDER INTERVIEWS



Objectives

01

Gain insight into user wants, needs, and assumptions, as well as how they vary between roles.

02

Identify opportunities for improving tools and processes.

03

Collect findings that will inform process development and recommendations.

04

Better understand the business needs for the Ignite experience.

05

Better understand user wants, needs, and assumptions, as well as how they vary between products.

06

Collect findings that will inform project strategy and explorations moving forward.

STAKEHOLDER INTERVIEWS

Overview

We conducted 10 interviews with stakeholders across the organization.

Stakeholder interviews are designed to provide Trestles with the overall business context for the consulting engagement and ensure a shared vision across the First American team. These interviews help Trestles understand business goals and user needs, and they can highlight issues that need additional consideration due to their strategic importance to the business.

Information collected during stakeholder interviews will be used to inform the project approach, research, and strategy for the Ignite engagement.

Interviews lasted 60 minutes each and took place between February 3 and February 14, 2020.

Overview

We conducted 10 interviews with stakeholders across the organization.

Stakeholder interviews are designed to provide Trestles with the overall business context for the consulting engagement and ensure a shared vision across the First American team. These interviews help Trestles understand business goals and user needs, and they can highlight issues that need additional consideration due to their strategic importance to the business.

Information collected during stakeholder interviews will be used to inform the project approach, research, and strategy for the Ignite engagement.

Interviews lasted 60 minutes each and took place between February 3 and February 14, 2020.

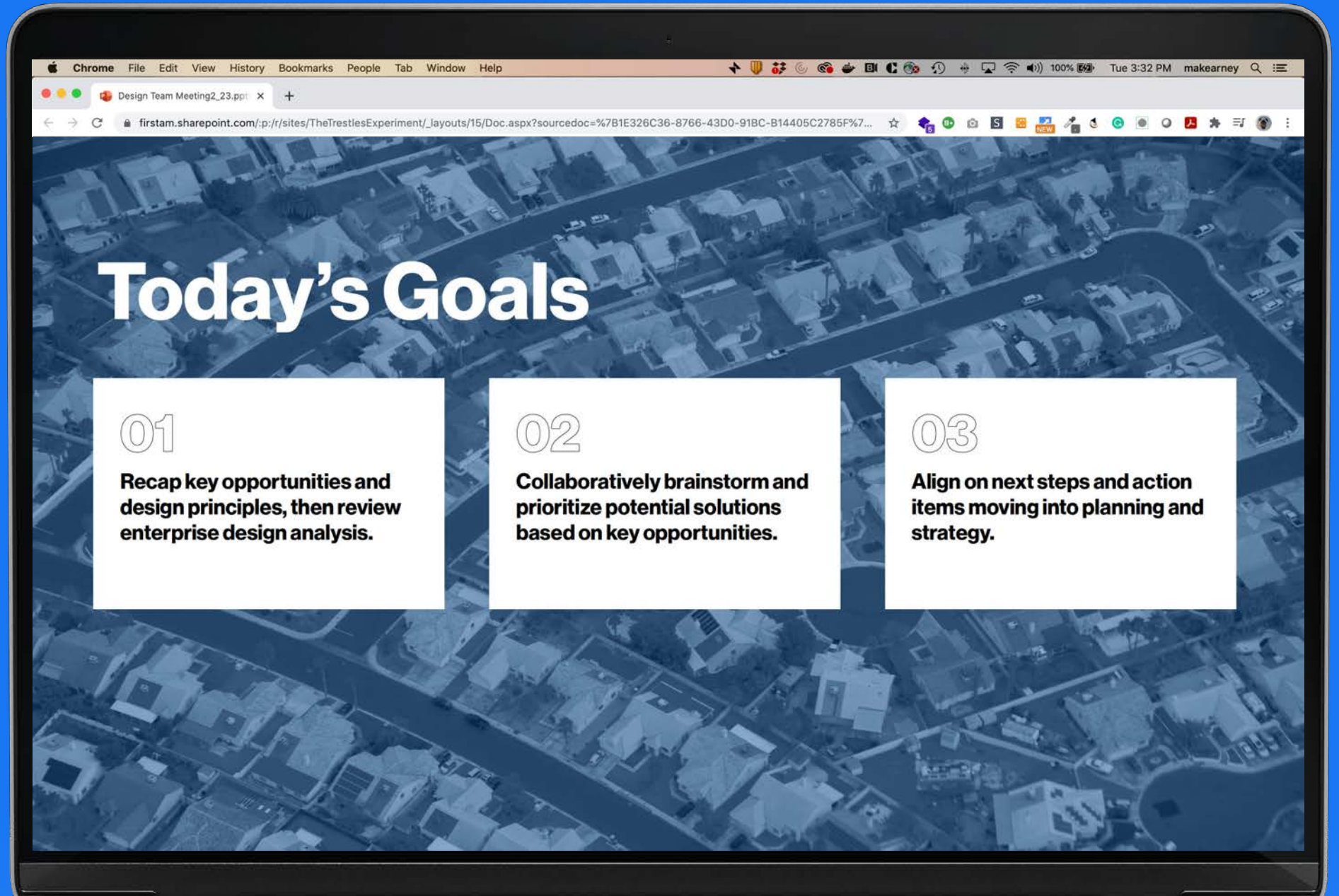


Stakeholder Interview Guide

DESIGN THINKING WORKSHOPS

WORKSHOP GOALS

Due in large part to the history of being an engineering-driven organization, the stakeholders were not familiar with the process of participating in workshops to align on design exploration as it pertains to business objectives. We set out on a mission of cocreation by inviting the business to build the product with us.



01

Recap key opportunities and design principles, then review enterprise design analysis.

02

Collaboratively brainstorm and prioritize potential solutions based on key opportunities.

03

Align on next steps and action items moving into planning and strategy.



FAST

IGNITE

DASHBOARD

CHECKLIST

MENTS

FEATURE REFINEMENT

FEATURE REFINEMENT

ALL FILES

The screenshot shows the Ignite application interface for the 'All Files' section. At the top, there are navigation elements including 'All files', a search bar, and 'My Files'. Below this, a summary bar shows 'All Files 132', 'New Files 24', 'Open Files 96', and 'Closed Files 1000+'. The main area features a table of files with columns for 'Close Date', 'File Status', 'Transaction Type', 'Saved To', 'File Owner', and 'Business Source'. A callout box highlights the 'Business Source' filter dropdown, which is currently set to 'All Sources'. A text box next to it states: 'Business Source was added as a filter in All Files (it was the only filter identified as missing during round two)'. On the right side, there are two panels: 'Saved Views' with 20 saved files in 3 folders, and 'Saved Files' with 20 saved files in 3 folders. The 'Saved Views' panel lists various tasks like '1 Closing File with Overdue Tasks', '6 Files Closing this Week', and '15 Loan Docs Received'. The 'Saved Files' panel lists 'Waiting on Commitment' (12 files), 'Waiting on Lender Docs' (5 files), and 'Docs for Recording' (3 files).

File Number	Property Address	Seller/Buyer	Phase	Close Date	Business Source
2406737	4235 Main St, Unit A	Branch/Shimada	Opening	4/13/2020	Business Source
2356032	8497 Simonds Ct, Apt 6	Plata/Lee	Opening	4/13/2020	Business Source
2406243	756 NW 24th St, Apt 120	Ontari/Reshamvala	Opening	4/13/2020	Business Source
2176337	5498 Hemlock Terrace	Maas/Knapp	Disbursement	4/13/2020	Business Source
2406700	311 Teri Ct	Crabtree/Noggle	Disbursement	4/20/2020	Business Source
2405932	416 Raymond Ct, Apt 2124	Pippen/Briggs	Disbursement	4/24/2020	Business Source
2489102	1865 Baker Pl	Jamacaru/Ly	Disbursement	4/24/2020	Business Source
2483028	7788 Eagle Rd	Clark/Nunez	Pre-Closing	4/23/2020	Business Source
2459489	525 Terrace St, Unit A	Samarel/Fatima	Pre-Closing	4/23/2020	Business Source
2348392	120 Park Skyline Rd	Mitchell/Baker	Pre-Closing	4/20/2020	Business Source
2939108	42 Upland	Hirahara/Young	Pre-Closing	4/20/2020	Business Source
2839402	1324 Presidio Pl	Thomson/Hampshire	Closing	4/14/2020	Business Source
2488390	730 Park Pl	Hirahara/Young	Closing	4/14/2020	Business Source
2454830	416 Raymond Ct, Apt 2124	Pippen/Briggs	Disbursement	4/20/2020	Business Source
2444439	1865 Baker Pl	Jamacaru/Ly	Disbursement	4/19/2020	Business Source
2432802	7788 Eagle Rd	Clark/Nunez	Pre-Closing	4/19/2020	Business Source
2934802	525 Terrace St, Unit A	Samarel/Fatima	Pre-Closing	4/20/2020	Business Source
2384893	120 Park Skyline Rd	Mitchell/Baker	Pre-Closing	4/20/2020	Business Source

FEATURE REFINEMENT

FILE/TASK VIEW

Ignite | This file | Search for file numbers, addresses... | Carla

Branch/Shimada
4235 Main St, Unit A | File Number: 4423678 | Agents: Smith/McKissack | Close Date: 4/31/20 (27 days)

Tasks | Appointments

Filter by Status: All statuses | Task +

- Payoff (Bank of America)** | Overdue | Due 4/31/2020
- Earnest Money Deposit** | Overdue | Due 4/31/2020
- OTC Commitment Ordered** | Completed | Due 4/31/2020
- Follow Up with OTC** | Completed | Due 4/31/2020
- Payoff (Bank of America)** | Overdue | Due 4/31/2020
- Payoff (Wells Fargo)** | In Progress | Due 4/31/2020
- Commitment Sent to Buyer, Seller, and Agents** | Not Started | Due 4/31/2020
- Tax Certificate Sent to Buyer, Seller, and Agents** | Not Started | Due 4/31/2020
- Update Tax Certificate**

Payoff (Bank of America)
Last updated: 3/2/2020 at 12:01 PM | 5 days overdue | Status: Overdue | Due Date: 4/31/2020

Payoff Information

Due Date	Is Heloc
4/2/2020	Yes

Seller | SSN/TIN | Actions

Seller	SSN/TIN	Actions
John Appleseed	132 55 8924	[Edit] [Delete]
Greg Smithsonian	123 46 7890	[Edit] [Delete]

Document Upload

Borrower's Authorization

Upload from device or drag files here

Task Notes

Joline Riviera | 15m

Disbursement | This file has been active for 29 days.

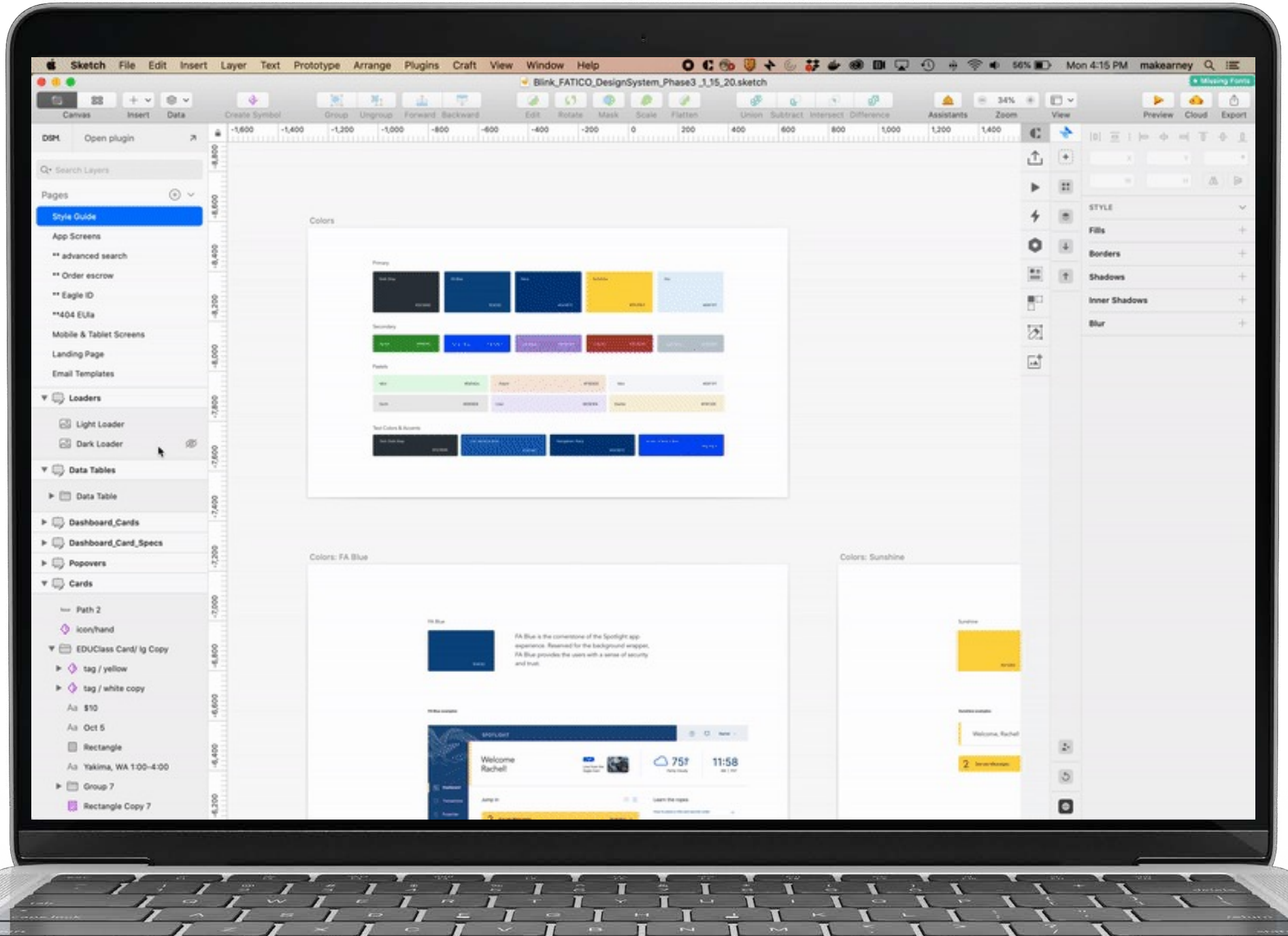
Transaction | Parties

General Info

Full Address	4235 Main St, Unit A Irvine, CA 92332
Escrow Officer	Jenny Day
Escrow Assistants	Michael Moore John Crohn
Business Segment	Residential
Transaction Type	Sale with Mortgage
Open Date	January 21, 2020
Est. Settlement Date	March 30, 2020
Settlement Date	TBD
Sale Price	\$400,000
First New Loan	\$200,000
Second New Loan	\$100,000
Business Programs	XYZ Program
Short Legal	Lot: XXXX, Track: XXXX, Unit: XXXX

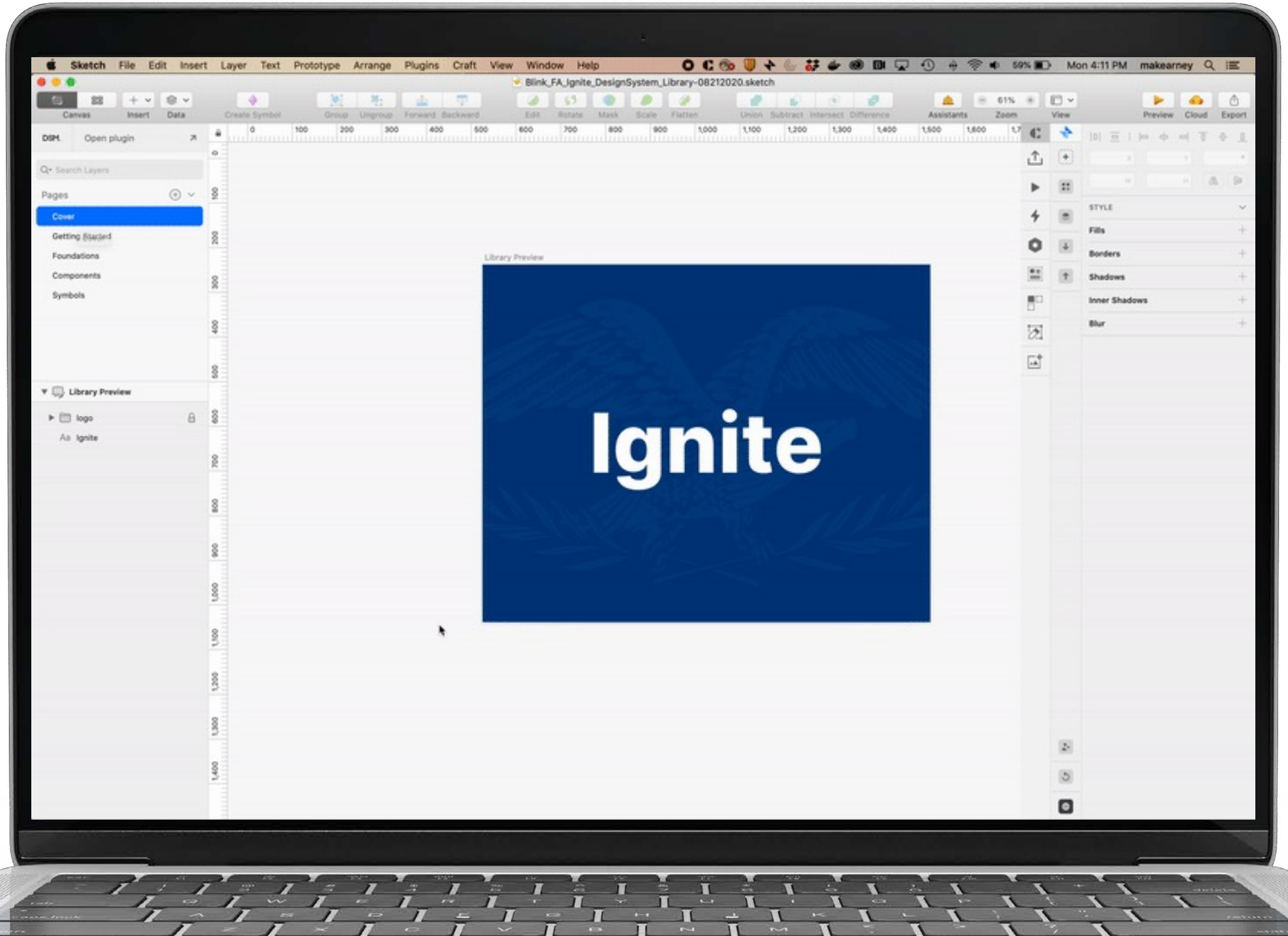


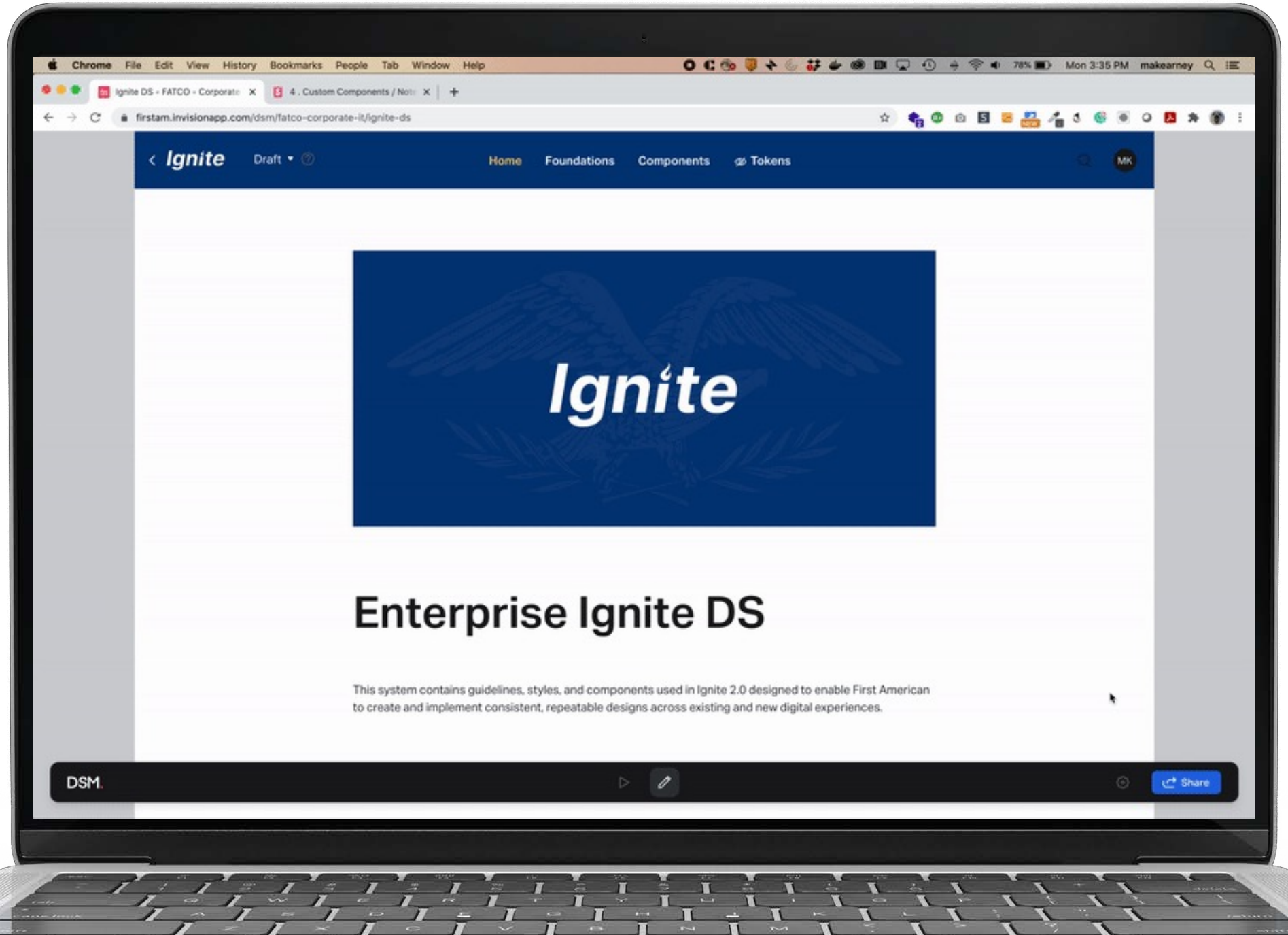
UI DESIGN

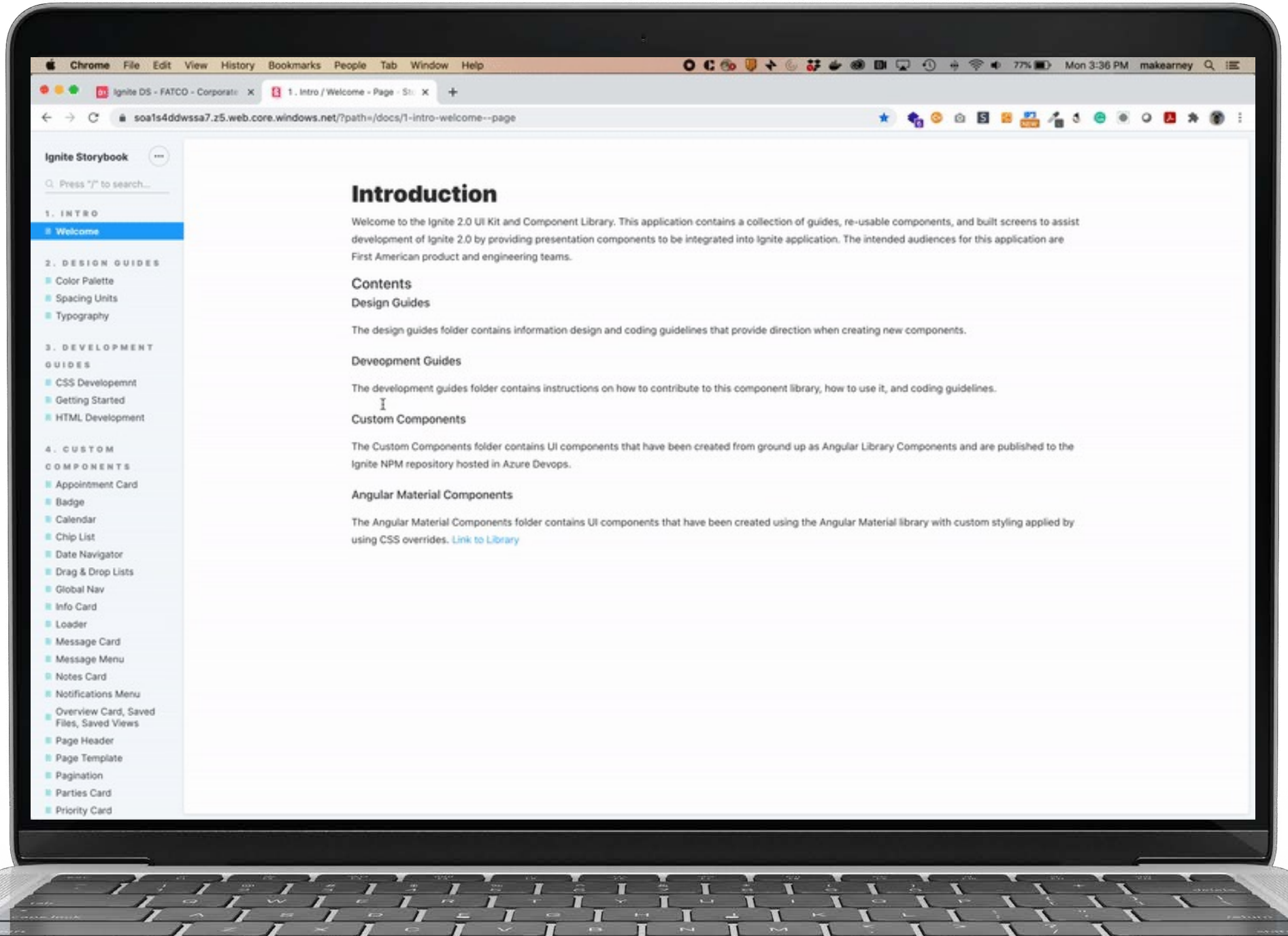




DESIGN LIBRARY







TOOLS OF THE TRADE

QUALITATIVE



QUANTITATIVE



DESIGN, PROTOTYPING, AND DESIGN SYSTEM



PRODUCT TWO

LINKEDIN ADMIN CENTER

LinkedIn Business Platform Application (Ember)

My Role: UXD Lead

LinkedIn Admin Center is the business platform approach for the purchasing and management of our enterprise products. To make conducting business with LinkedIn easier, we are built self service contract and billing capabilities for our business and field customers. Self-serve contract and billing management are table stakes in our industry, and LinkedIn lags significantly behind our competitors. The lack of field self-serve capabilities accounts for 2 of the top 3 issues in the ease of doing business with LinkedIn.

A dimly lit room where two women are looking at a screen. The woman in the foreground has long dark hair and is wearing a yellow top. The woman behind her has dark hair and is wearing a red top. They are both smiling and looking towards the right. In the background, there is a large potted plant with long green leaves. A calendar for the year 2019 is visible on a desk in the foreground.

Intro

What is Admin Center?

Admin Center is the business platform approach for the purchasing and management of our enterprise products. To make conducting business with LinkedIn easier, we are building self service contract and billing capabilities for our business and field customers.

What is Admin Center?



Business Drivers

Over 15,000 billing related cases are opened each month



Customers spend 182+ hours each week waiting for basic billing issues to be resolved



Roughly 80% of enterprise billing cases could be made partially self-serve

Opportunities for self-serve - UXR

Admins often confound their satisfaction with the admin experience with product satisfaction

“It is impossible to reach someone with a question. The customer service is abysmal.”

“Overall, it's been user friendly. I think that adding users to groups and removing them could be more user friendly.”

“Navigator has become a crucial tool for our business' prospecting efforts. I love the ease of use, customizability, and accuracy of the Navigator platform.”

“I have had minimal 'after-care' since buying the license. Functions do not work since upgrading from Recruiter Lite to full Recruiter. I cannot access anyone to speak to at LinkedIn”

A man with glasses, wearing a blue and white striped shirt and a green vest, is seated at a wooden desk. He is looking at a laptop screen. On the desk, there is a pair of black headphones, a white laptop, and some papers. A large white circle is overlaid on the image, containing the word "Onboarding" in a dark green font.

Onboarding

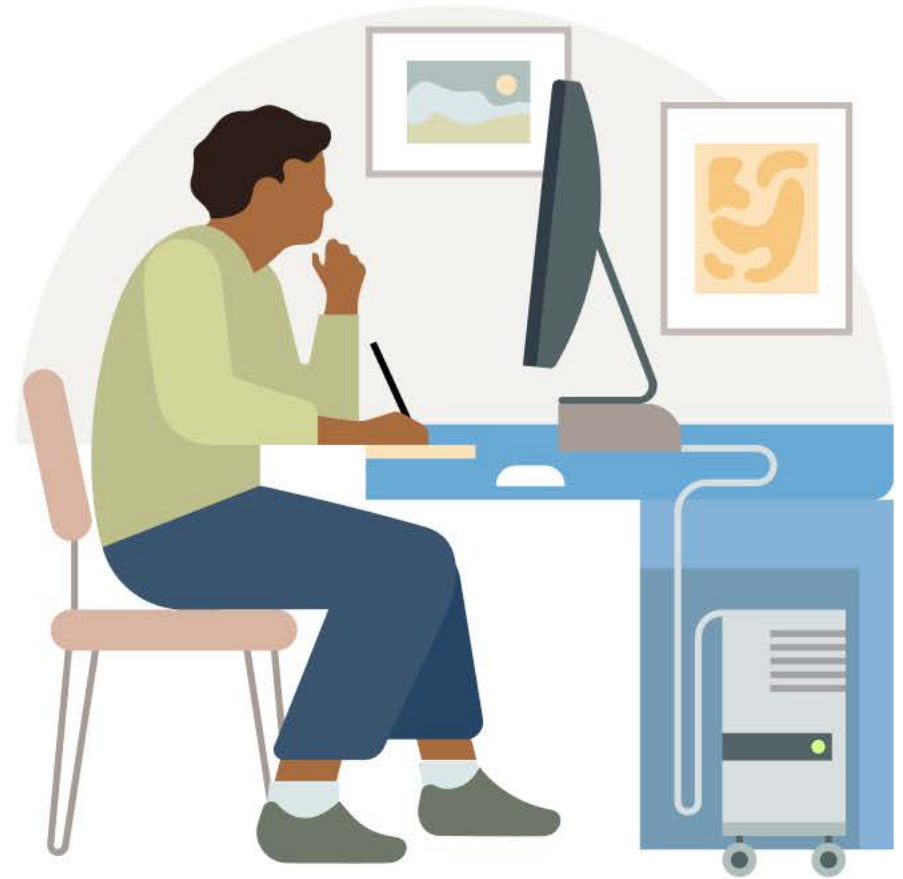
Arnold's user journey

For our Pilot launch we have identified a selection of users that have been granted early access to Admin Center

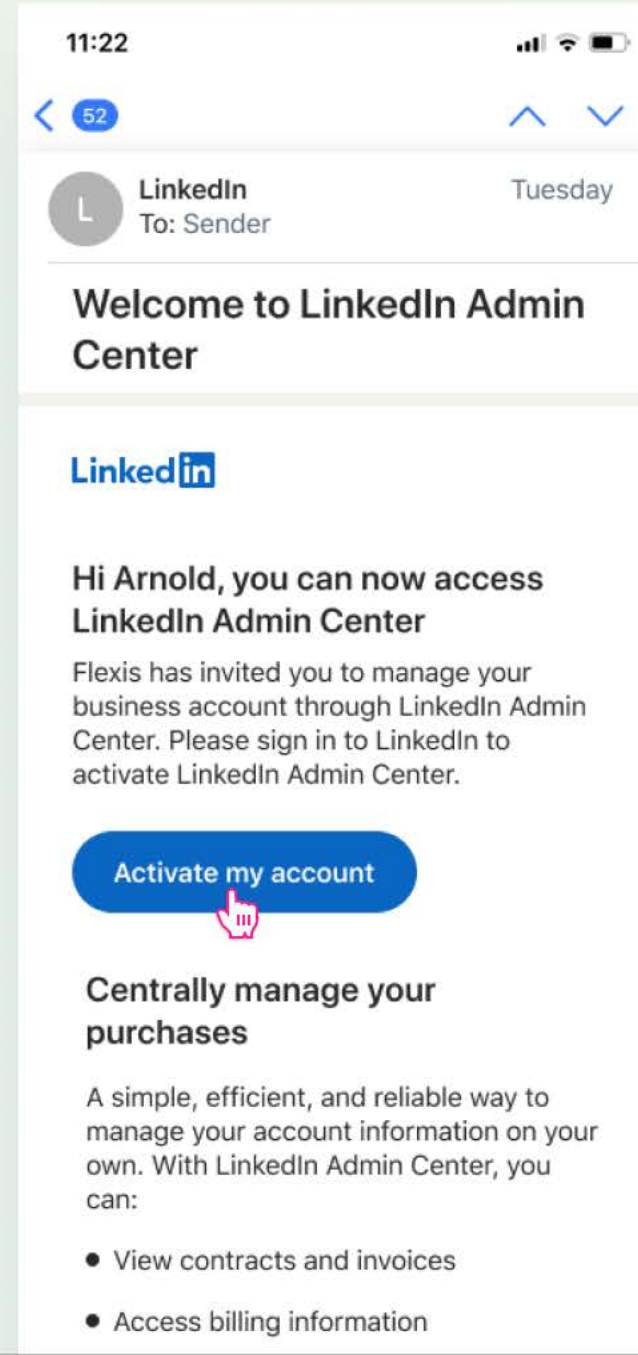
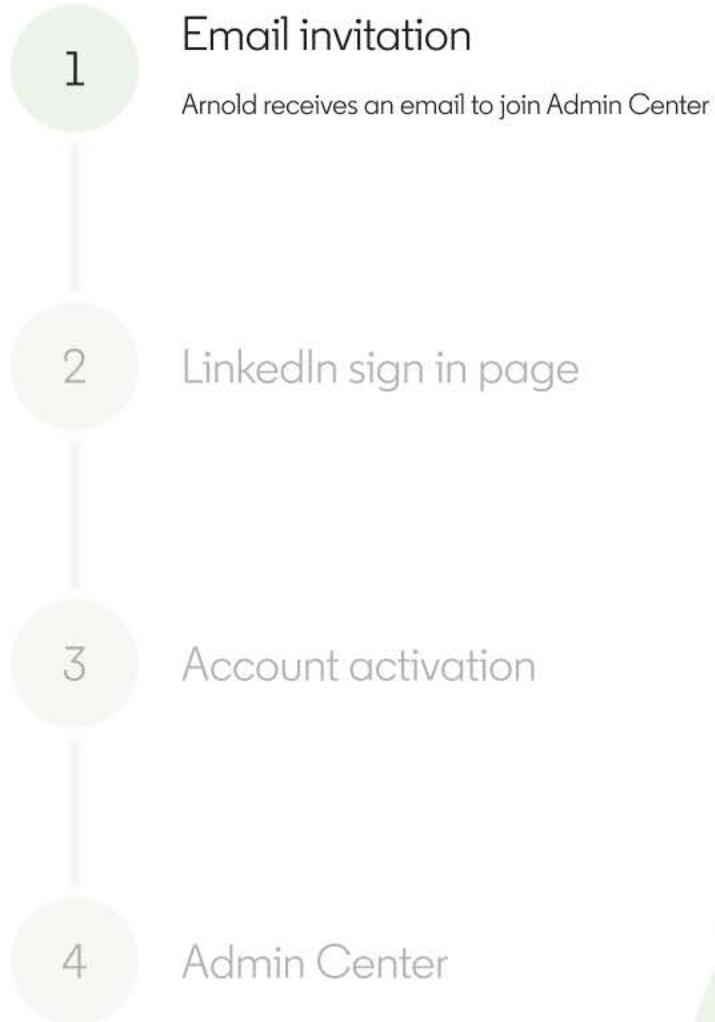
I would like a way to access and manage my field contracts



Arnold
Product Delivery Manager at Flexis



Arnold's user journey



Arnold's user journey

1 Email invitation

2

LinkedIn sign in page

Arnold signs in to his LinkedIn account

Flagship

3

Account activation

4

Admin Center

Sign in
Stay updated on your professional world

Email or Phone

Password [show](#)

[Forgot password?](#)

[Sign in](#)

New to LinkedIn? [Join now](#)

Arnold's user journey

1 Email invitation

2 LinkedIn sign in page

3 Account activation

Upon accepting the invitation Arnold's personal LinkedIn profile is now connected to his company Flexis

Flagship

4 Admin Center



Connect your account to LinkedIn Admin Center

Get access to LinkedIn Admin Center, provided by Flexis

Your organization can access and retain the following information:

- Profile information (e.g., name, title, photo)
- LinkedIn Admin Center activity

By clicking **Accept & continue**, you agree to the above and that Admin Center may personalize your experience using your LinkedIn data.

Accept & continue

Cancel

Not you?

Arnold's user journey

- 1 Email invitation
- 2 LinkedIn sign in page
- 3 Account activation
- 4 Admin Center
Arnold now has access to Admin Center Pilot where he can review his field contracts, orders, and transactions

LBP

The screenshot displays the LinkedIn Admin Center interface. At the top left, the LinkedIn logo and 'Admin Center' text are visible. The user profile for 'Flexis' (akingsley@flexis.com) is shown in the top left corner. The main content area is titled 'Contracts & orders' and features a table with two columns: 'Active' and 'Expired'. The table lists several active contracts with their respective details, including contract IDs, total values, order counts, and dates.

Active	Expired
Contract FLD123133 Active Total: \$12,000.00 · Number of orders: 2 · Jun 30, 2021 - Jun 30, 2023	
Contract FLD156455 Active Total: \$6,000.00 · Number of orders: 1 · Jun 28, 2021 - Jun 28, 2022	
Contract FLD143789 Active Total: \$18,000.00 · Number of orders: 3 · Jun 22, 2021 - Jun 22, 2022	
Contract FLD144330 Active Total: \$24,000.00 · Number of orders: 4 · May 11, 2022 - May 11, 2023	
Contract FLD139109 Active Total: \$36,000.00 · Number of orders: 4 · Apr 10, 2022 - Apr 10, 2023	
Contract FLD159765 Active Total: \$64,000.00 · Number of orders: 5 · Mar 15, 2022 - Mar 15, 2023	
Contract FLD123321 Pending Total: \$12,000.00 · Number of orders: 2 · Jun 06, 2022 - Jun 06, 2023	

A photograph of two women in a meeting. One woman with long dark hair is seated and wearing a pink blazer, holding a smartphone. The other woman with curly hair is standing behind her, looking at the phone. They are at a wooden desk with a desk lamp, a jar of granola, and some papers. A large white circle with the word 'Pilot' in brown text is overlaid in the center.

Pilot

Arnold's user journey

For our Pilot launch we have identified a selection of users that have been granted early access to Admin Center

I would like a way to access and manage my field contracts

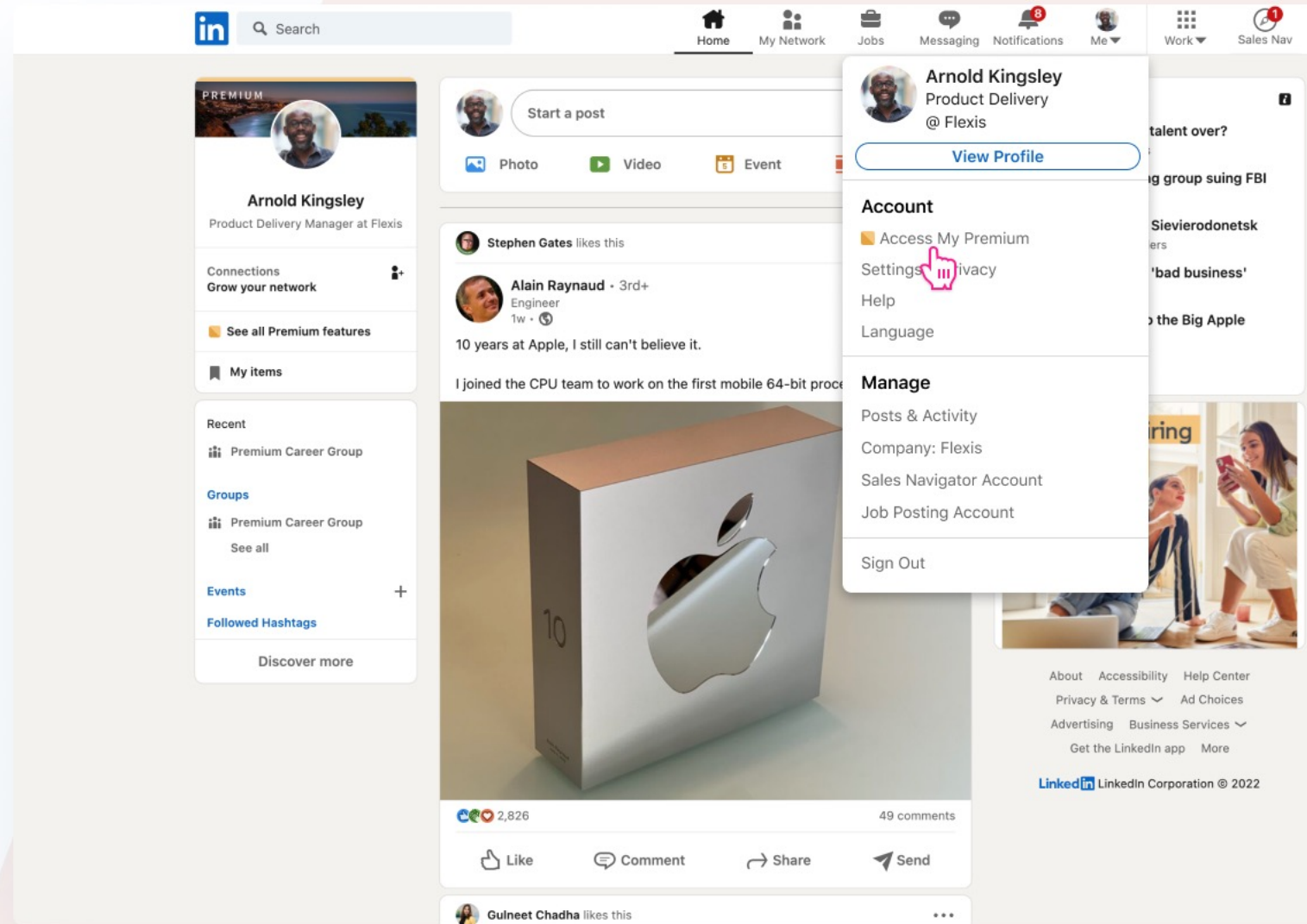


Arnold
Product Delivery Manager at Flexis



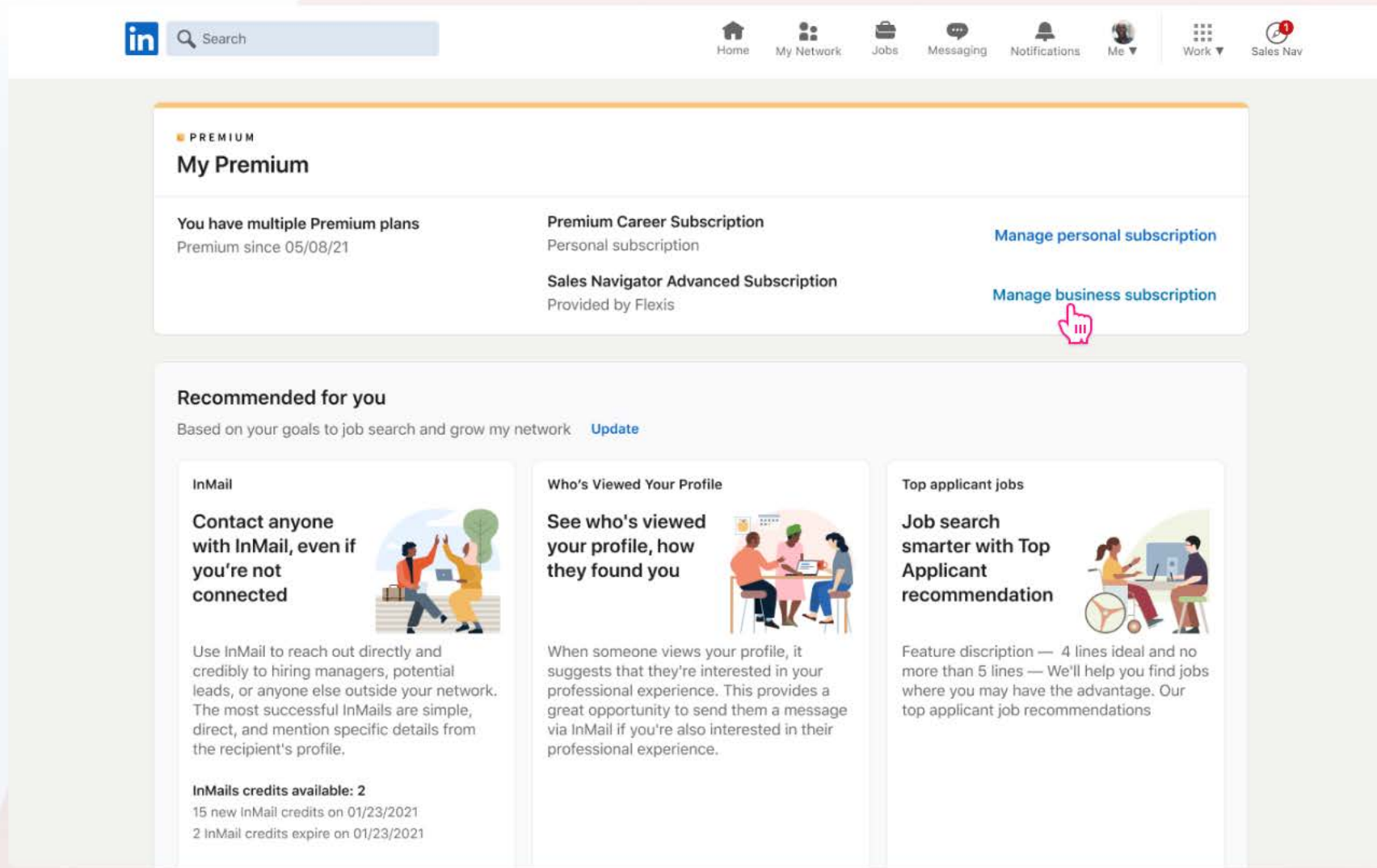
Arnold's user journey

- 1** Entry Point
Arnolds selects 'Access my Premium' from his LinkedIn account
Flagship
- 2** Contracts & orders
- 3** Contract details
- 4** Orders & transactions
- 5** All transactions



Arnold's user journey

- 1 Entry Point
Arnolds selects the entry point from Premium to Admin Center to view all of his contracts
Premium
- 2 Contracts & orders
- 3 Contract details
- 4 Orders & transactions
- 5 All transactions



Arnold's user journey

- 1 Entry point
- 2 Contracts & orders
Arnold selects a contract to view additional details
LBP
- 3 Contract details
- 4 Orders & transactions
- 5 All transactions

LinkedIn Admin Center

Flexis
akingsley@flexis.com

Contracts & orders

Transactions

Active	Expired
Contract FLD123133 Active Total: \$11,000.00 · Number of orders: 2 · Jun 30, 2021 - Jun 30, 2023	
Contract FLD156455 Active Total: \$6,000.00 · Number of orders: 1 · Jun 28, 2021 - Jun 28, 2022	
Contract FLD143789 Active Total: \$18,000.00 · Number of orders: 3 · Jun 22, 2021 - Jun 22, 2022	
Contract FLD144330 Active Total: \$24,000.00 · Number of orders: 4 · May 11, 2022 - May 11, 2023	
Contract FLD139109 Active Total: \$36,000.00 · Number of orders: 4 · Apr 10, 2022 - Apr 10, 2023	
Contract FLD159765 Active Total: \$64,000.00 · Number of orders: 5 · Mar 15, 2022 - Mar 15, 2023	
Contract FLD123321 Pending Total: \$12,000.00 · Number of orders: 2 · Jun 06, 2022 - Jun 06, 2023	

Arnold's user journey

- 1 Entry point
- 2 Contracts & orders
- 3 **Contract details**
 Contract details include general information, orders, billing information, transactions, and manually onboarded admins
LBP
- 4 Orders & transactions
- 5 All transactions

LinkedIn Admin Center
?

Flexis
akingsley@flexis.com

- Contracts & orders
- Transactions

[Contracts & orders](#) >

Contract FLD123133

General information

Status	Start - end date	Subscription term	Contract total
Active	Jan 11, 2022 - Jan 11, 2023	12 months	\$32,779.69

[Expand to see all](#) ▾

Orders

Order number	Order type	Start date	End date	Payment method	Total	
FLD12312123-2	Purchase	Mar 8, 2021	Mar 8, 2022	Invoice	\$8,639.70	↓
FLD12312123-1	Add-on	Feb 8, 2021	Feb 8, 2022	Invoice	\$8,040.00	↓

[View all](#) →

Billing information

[Click here](#) to request a change in billing frequency or payment method

Billing frequency	Payment method	Payment term	PO number
Monthly	Invoice	Immediate	123123131321

Invoice recipients



akingsley@flexis.com **Billing Contact**, linkedin.ei@gmail.com, smars@flexis.com, +4 more


Transactions

Arnold's user journey

- 1 Entry point
- 2 Contracts & orders
- 3 Contract details
Arnold scrolls down to see additional cards which include transactions, and manually onboarded admins
- 4 Orders & transactions
- 5 All transactions

LBP


Admin Center
?



Flexis
akingsley@flexis.com

Contracts & orders

Transactions

FLD12312123-1	Add-on	Feb 8, 2021	Feb 8, 2022	Invoice	\$8,040.00	↓
---------------	--------	-------------	-------------	---------	------------	---

View all →

Billing information

[Click here](#) to request a change in billing frequency or payment method

Billing frequency	Payment method	Payment term	PO number
Monthly	Invoice	Immediate	123123131321


Invoice recipients
akingsley@flexis.com **Billing Contact**, linkedin.ei@gmail.com, smars@flexis.com, +4 more

Transactions

Invoice number	Status	Issue date	Due date	Payment method	Total	
INV1238	✓ Paid	Apr 8, 2022	Apr 8, 2022	Invoice	\$8,639.70	↓
INV1238	✓ Paid	Mar 8, 2022	Mar 8, 2022	Invoice	\$8,040.00	↓

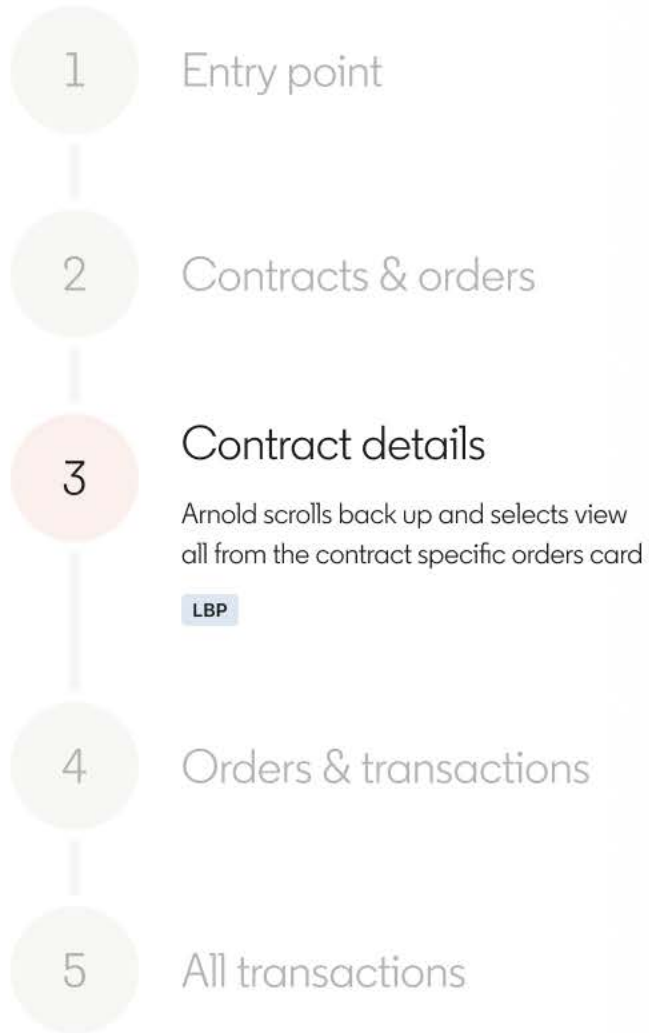
View all →

Admins

User	Onboarding status	Invited on
 Arnold Kingsley akingsley@flexis.com	✓ Activated	Apr 11, 2022

View all →

Arnold's user journey



LinkedIn Admin Center
?

Flexis
akingsley@flexis.com

Contracts & orders

Transactions

Contracts & orders >

Contract FLD123133

General information

Status	Start - end date	Subscription term	Contract total
Active	Jan 11, 2022 - Jan 11, 2023	12 months	\$32,779.69

Expand to see all

Orders

Order number	Order type	Start date	End date	Payment method	Total	
FLD12312123-2	Purchase	Mar 8, 2021	Mar 8, 2022	Invoice	\$8,639.70	
FLD12312123-1	Add-on	Feb 8, 2021	Feb 8, 2022	Invoice	\$8,040.00	

View all

Billing information

[Click here](#) to request a change in billing frequency or payment method

Billing frequency	Payment method	Payment term	PO number
Monthly	Invoice	Immediate	123123131321

Invoice recipients
akingsley@flexis.com **Billing Contact**, linkedin.ei@gmail.com, smars@flexis.com, +4 more

Transactions

Arnold's user journey

- 1 Entry point
- 2 Contracts & orders
- 3 Contract details
- 4 Orders & transactions
Arnold selects the download icon to save a copy of this contract specific invoice
LBP
- 5 All transactions

LinkedIn Admin Center
?

Flexis
akingsley@flexis.com

Contracts & orders

Transactions

Contracts & orders > Contract FLD123133 >

Transactions

Invoice number	Status	Issue date	Due date	Payment method	Total	Contract number	
INV1238	✓ Paid	Apr 11, 2022	May 11, 2022	☐ Invoice	\$8,639.70	FLD123133	⬇️
INV1237	✓ Paid	Mar 11, 2022	Apr 11, 2022	☐ Invoice	\$8,040.00	FLD123133	⬇️
INV1236	✓ Paid	Feb 8, 2021	Mar 11, 2022	☐ Invoice	\$20.75	FLD123133	⬇️
INV1235	✓ Paid	Jan 11, 2022	Feb 8, 2021	☐ Invoice	\$2,040.00	FLD123133	⬇️
INV1234	✓ Paid	Dec 11, 2021	Jan 11, 2022	☐ Invoice	\$2,040.00	FLD123133	⬇️
INV1233	✓ Paid	Nov 11, 2021	Dec 11, 2021	☐ Invoice	\$2,040.00	FLD123133	⬇️
INV1232	✓ Paid	Oct 8, 2021	Nov 11, 2021	☐ Invoice	\$2,040.00	FLD123133	⬇️
INV1231	✓ Paid	Sep 8, 2021	Oct 8, 2021	☐ Invoice	\$2,040.00	FLD123133	⬇️
INV1230	✓ Paid	Aug 8, 2021	Sep 8, 2021	☐ Invoice	\$2,040.00	FLD123133	⬇️
INV1229	✓ Paid	Jul 11, 2021	Aug 8, 2021	☐ Invoice	\$2,040.00	FLD123133	⬇️

Showing 1-10 of 10

Arnold's user journey

- 1 Entry point
- 2 Contracts & orders
- 3 Contract details
- 4 Orders & transactions
A toast appears and the browser completes the download. Arnold selects Transactions from the menu
- 5 All transactions

LinkedIn Admin Center

Flexis akingsley@flexis.com

Contracts & orders > Contract FLD123133 >

Transactions

Invoice number	Status	Issue date	Due date	Payment method	Total	Contract number	
INV1238	✓ Paid	Apr 11, 2022	May 11, 2022	☐ Invoice	\$8,639.70	FLD123133	↓
INV1237	✓ Paid	Mar 11, 2022	Apr 11, 2022	☐ Invoice	\$8,040.00	FLD123133	↓
INV1236	✓ Paid	Feb 8, 2021	Mar 11, 2022	☐ Invoice	\$20.75	FLD123133	↓
INV1235	✓ Paid	Jan 11, 2022	Feb 8, 2021	☐ Invoice	\$2,040.00	FLD123133	↓
INV1234	✓ Paid	Dec 11, 2021	Jan 11, 2022	☐ Invoice	\$2,040.00	FLD123133	↓
INV1233	✓ Paid	Nov 11, 2021	Dec 11, 2021	☐ Invoice	\$2,040.00	FLD123133	↓
INV1232	✓ Paid	Oct 8, 2021	Nov 11, 2021	☐ Invoice	\$2,040.00	FLD123133	↓
INV1231	✓ Paid	Sep 8, 2021	Oct 8, 2021	☐ Invoice	\$2,040.00	FLD123133	↓
INV1230	✓ Paid	Aug 8, 2021	Sep 8, 2021	☐ Invoice	\$2,040.00	FLD123133	↓
INV1229	✓ Paid	Jul 11, 2021	Aug 8, 2021	☐ Invoice	\$2,040.00	FLD123133	↓

g 1-10 of 10

INV1238-FLD1231...pdf ^

Show All x

Your download has started and will be completed shortly.

Arnold's user journey

Arnold selects Antelith

The screenshot shows the LinkedIn Admin Center interface. On the left, there is a sidebar with account selection options. The 'Switch account' section lists four accounts: Flexis (akingsley@flexis.com), Acme (akingsley@acme.com), Antelith (akingsley@antelith.com), and Emergence (akingsley@emergence.com). A hand cursor is pointing at the Antelith account. Below this is the 'Personal purchases' section for Arnold Kingsley (akingsley1984@gmail.com). The main area displays a 'Transactions' table with columns for Invoice number, Status, Issue date, Due date, Payment method, Total, and Contract number. The table lists 10 transactions, with the first one being 'Unpaid' and the others 'Paid'. A 'Showing 1-10 of 10' indicator is at the bottom of the table.

LinkedIn Admin Center

Flexis
akingsley@flexis.com

Switch account

Acme
akingsley@acme.com

Antelith
akingsley@antelith.com

Emergence
akingsley@emergence.com

Personal purchases

Arnold Kingsley
akingsley1984@gmail.com

Transactions

Invoice number	Status	Issue date	Due date	Payment method	Total	Contract number	
INV1238	✓ Paid	Apr 11, 2022	May 11, 2022	☐ Invoice	\$8,639.70	Multiple contracts	↓
INV1237	✗ Unpaid	Mar 11, 2022	Apr 11, 2022	☐ Invoice	\$8,040.00	FLD139109	↓
INV1236	✓ Paid	Feb 8, 2021	Mar 11, 2022	☐ Invoice	\$20.75	FLD143789	↓
INV1235	✓ Paid	Jan 11, 2022	Feb 8, 2021	☐ Invoice	\$2,040.00	FLD156455	↓
INV1234	✓ Paid	Dec 11, 2021	Jan 11, 2022	☐ Invoice	\$2,040.00	FLD123133	↓
INV1233	✓ Paid	Nov 11, 2021	Dec 11, 2021	☐ Invoice	\$2,040.00	FLD144330	↓
INV1232	✓ Paid	Oct 8, 2021	Nov 11, 2021	☐ Invoice	\$2,040.00	Multiple contracts	↓
INV1231	✓ Paid	Sep 8, 2021	Oct 8, 2021	☐ Invoice	\$2,040.00	FLD123321	↓
INV1230	✓ Paid	Aug 8, 2021	Sep 8, 2021	☐ Invoice	\$2,040.00	Multiple contracts	↓
INV1229	✓ Paid	Jul 11, 2021	Aug 8, 2021	☐ Invoice	\$2,040.00	FLD159765	↓

Showing 1-10 of 10

Arnold's user journey

Admin Center switches to the company Arnold selected and he now manage Antelith

The screenshot displays the LinkedIn Admin Center interface. At the top left, the LinkedIn logo and 'Admin Center' text are visible. On the right side of the header, there are help and user profile icons. The main content area is divided into a left sidebar and a right main panel. The sidebar shows the user profile for 'Antelith' with the email 'akingsley@antelith.com' and a dropdown menu with options for 'Contracts & orders' (selected) and 'Transactions'. The main panel is titled 'Contracts & orders' and features a table with two columns: 'Active' and 'Expired'. The table lists four contracts with their respective details.

Active	Expired
Contract FLD123133 Active	
Total: \$12,000.00 · Number of orders: 2 · Jun 30, 2021 – Jun 30, 2023	
Contract FLD156455 Active	
Total: \$6,000.00 · Number of orders: 1 · Jun 28, 2021 – Jun 28, 2022	
Contract FLD143789 Active	
Total: \$18,000.00 · Number of orders: 3 · Jun 22, 2021 – Jun 22, 2022	
Contract FLD123744 Pending	
Total: \$12,000.00 · Number of orders: 2 · May 04, 2022 – May 04, 2023	

Showing 1-4 of 4

A photograph of two men in a meeting. The man on the left is smiling and resting his chin on his hand. The man on the right is looking down at a notebook and writing. A white circular logo with the text 'Pilot Wallet' is overlaid in the center. The background features a wall of glass blocks and a potted plant.

Pilot Wallet

Arnold's user journey

For our Pilot Wallet release we have enabled our customers to add and edit payment methods. We also introduced the ability to add and manage admins

I would like a way to access and manage my field contracts and payment methods



Arnold
Product Delivery Manager at Flexis



Arnold's user journey

- 1** Add a payment method
Arnold selects Payment methods from the menu
LBP
- 2 Payment actions
- 3 Change contract payment method
- 4 Change orders payment method
- 5 Tax information
- 6 Admin management

LinkedIn Admin Center

Flexis
akingsley@flexis.com

Contracts & orders

Payment methods

Transactions

Contracts & orders

Active	Expired
Contract FLD123133 Active Total: \$12,000.00 · Number of orders: 2 · Jun 30, 2021 - Jun 30, 2023	
Contract FLD156455 Active Total: \$6,000.00 · Number of orders: 1 · Jun 28, 2021 - Jun 28, 2022	
Contract FLD143789 Active Total: \$18,000.00 · Number of orders: 3 · Jun 22, 2021 - Jun 22, 2022	
Contract FLD144330 Active Total: \$24,000.00 · Number of orders: 4 · May 11, 2022 - May 11, 2023	
Contract FLD139109 Active Total: \$36,000.00 · Number of orders: 4 · Apr 10, 2022 - Apr 10, 2023	
Contract FLD159765 Active Total: \$64,000.00 · Number of orders: 5 · Mar 15, 2022 - Mar 15, 2023	
Contract FLD123321 Pending Total: \$12,000.00 · Number of orders: 2 · Jun 06, 2022 - Jun 06, 2023	

Arnold's user journey

1

Add a payment method

Arnold does not currently have any payment methods associated with this account so he selects Add payment method

LBP

2

Payment actions

3

Change contract payment method

4

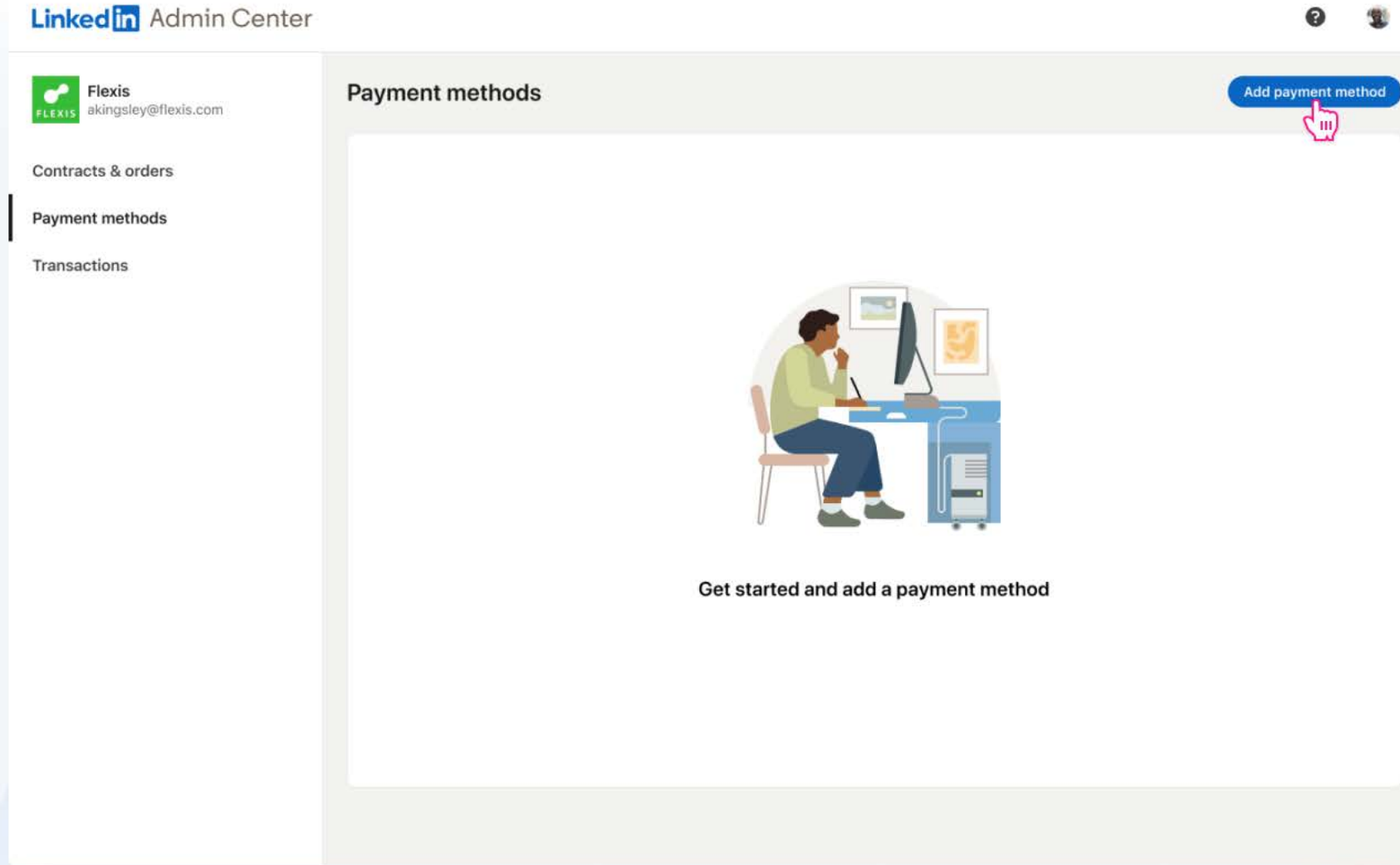
Change orders payment method

5

Tax information

6

Admin management



Arnold's user journey

- 1** Add a payment method
Arnold enter his credit card information and selects Add card
LBP
- 2 Payment actions
- 3 Change contract payment method
- 4 Change orders payment method
- 5 Tax information
- 6 Admin management

LinkedIn Admin Center

Flexis akingsley@flexis.com

Contracts & orders





Payment methods

Transactions

Payment methods >


Add payment method


Select the payment method you would like to add

Credit/debit card    

Label

Label

Label
 

Label Security Code 

Country

Label

Add card

Arnold's user journey

1

Add a payment method

A loading screen appears while the API call is made to Arnold's financial institution

LBP

2

Payment actions

3

Change contract payment method

4

Change orders payment method

5

Tax information

6

Admin management

LinkedIn Admin Center

 Flexis
akingsley@flexis.com

Contracts & orders

Payment methods

Transactions

Payment methods >

Add payment method

Select the payment method you would like to add



Arnold's user journey

1

Add a payment method

Once the loading completes Arnold can see that his card has been added and a toast is displayed as a confirmation

LBP

2

Payment actions

3

Change contract payment method

4

Change orders payment method


5

Tax information

6

Admin management

The screenshot shows the LinkedIn Admin Center interface for a user named Flexis (akingsley@flexis.com). The left sidebar contains navigation options: 'Contracts & orders', 'Payment methods' (which is selected), and 'Transactions'. The main content area is titled 'Payment methods' and features a table with the following data:



Payment method	References
 Visa - 4392 Arnold Kingsley Exp. 01/24	Active

Additional UI elements include a blue 'Add payment method' button in the top right corner and a green confirmation toast at the bottom center that reads: 'Your payment method has been successfully added.' The toast also includes a close button (X).

Arnold's user journey

- 1 Add a payment method
- 2 Payment actions
Additional actions are displayed that include Edit, Delete, Set as default, and View transactions
LBP
- 3 Change contract payment method
- 4 Change orders payment method
- 5 Tax information
- 6 Admin management

The screenshot shows the LinkedIn Admin Center interface for a user named Flexis (akingsley@flexis.com). The page title is "Payment methods" and there is a blue button labeled "Add payment method" in the top right corner. On the left, a sidebar menu includes "Contracts & orders", "Payment methods" (which is selected), and "Transactions". The main content area displays a table of payment methods:

Payment method	References ?
 Visa - 4392 Arnold Kingsley Exp. 01/24 Default	Active ...
 Visa - 5886 Arnold Kingsley Exp. 01/24	Active ...

A context menu is open over the second row, showing the following options: Edit, Delete, Set as Default, and View Transactions.

Arnold's user journey

- 1 Add a payment method
- 2 Payment actions
- 3 Change contract payment method
 Arnold selects edit from the contract specific billing information card
LBP
- 4 Change orders payment method
- 5 Tax information
- 6 Admin management

LinkedIn Admin Center
?

Flexis
akingsley@flexis.com

- Contracts & orders
- Payment methods
- Transactions

Contracts & orders >

Contract FLD123133

General information

Status	Start - end date	Subscription term	Contract total
Active	Jan 11, 2022 - Jan 11, 2023	12 months	\$32,779.69

Expand to see all

Orders

Order number	Order type	Start date	End date	Payment method	Total
FLD12312123-2	Purchase	Mar 8, 2021	Mar 8, 2022	VISA Visa - 4392	\$8,639.70
FLD12312123-1	Add-on	Feb 8, 2021	Feb 8, 2022	VISA Visa - 4392	\$8,040.00

View all

Billing information

[Click here](#) to request a change in billing frequency, or from credit card to invoice

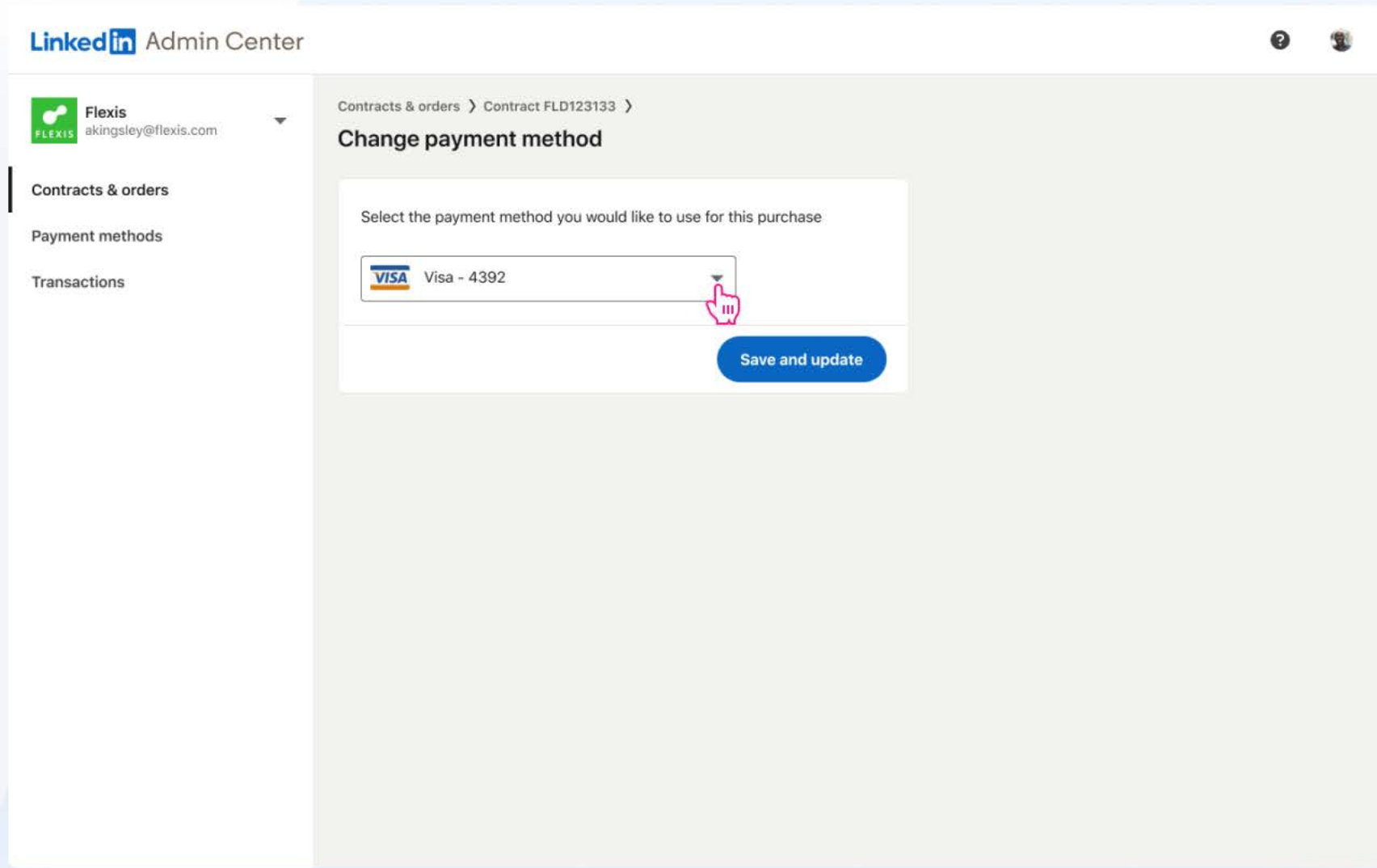
Billing frequency	Payment method	Payment term	PO number
Monthly	Credit card Edit	Immediate	123123131321

Invoice recipients
 akingsley@flexis.com Billing Contact, linkedin.ei@gmail.com, smars@flexis.com, +4 more

Transactions

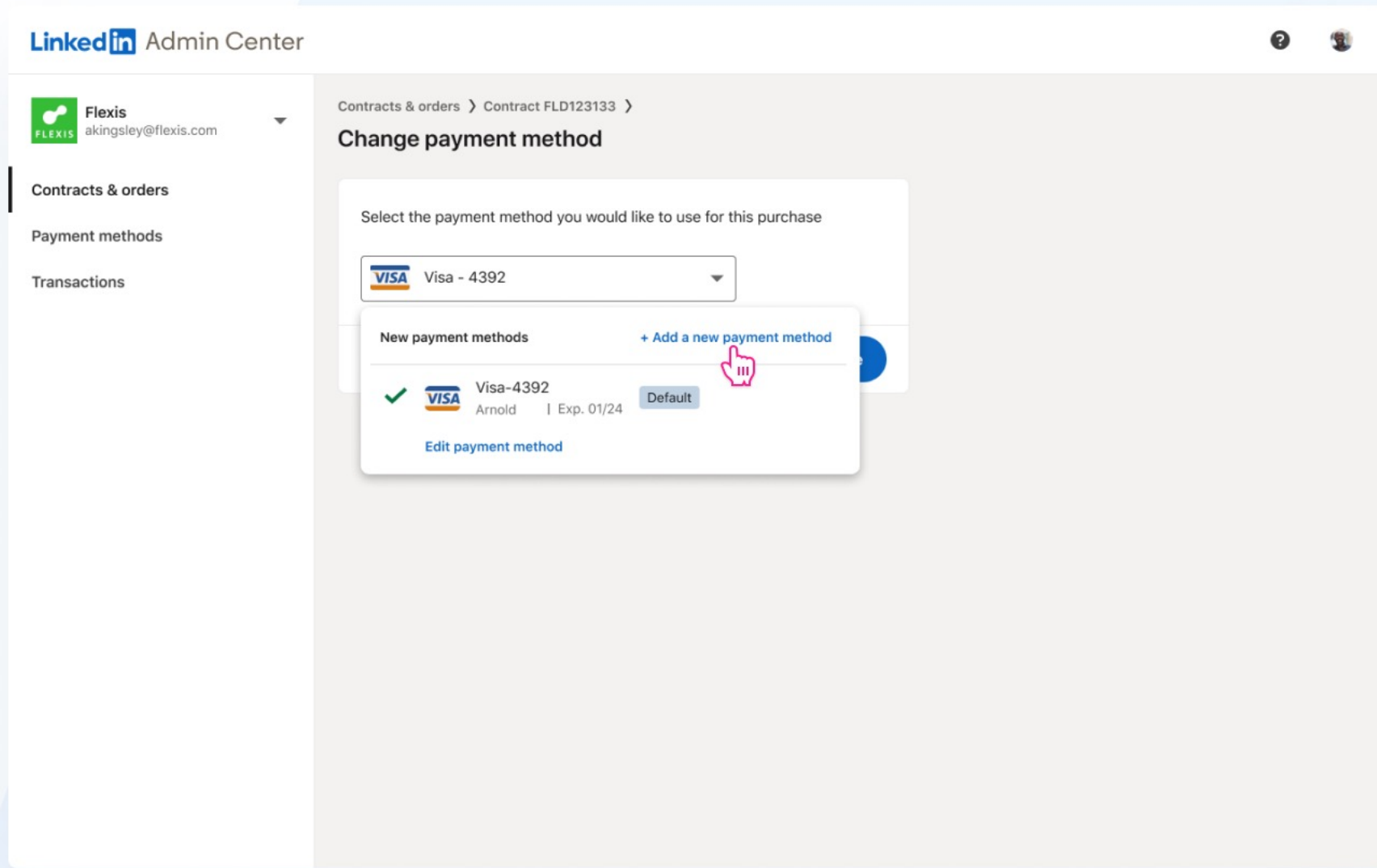
Arnold's user journey

- 1 Add a payment method
- 2 Payment actions
- 3 Change contract payment method
Arnold selects the caret from the dropdown
LBP
- 4 Change orders payment method
- 5 Tax information
- 6 Admin management



Arnold's user journey

- 1 Add a payment method
- 2 Payment actions
- 3 Change contract payment method
Arnold selects Add a new payment method
LBP
- 4 Change orders payment method
- 5 Tax information
- 6 Admin management



Arnold's user journey

- 1 Add a payment method
- 2 Payment actions
- 3 Change contract payment method
Arnold enter his credit card information and selects Add card
LBP
- 4 Change orders payment method
- 5 Tax information
- 6 Admin management

LinkedIn Admin Center

Flexis akingsley@flexis.com

Contracts & orders > Contract FLD123133 >

Change payment method

Select the payment method you would like to use for this purchase

[← Back to saved payment methods](#)

Credit/debit card

First name

Last name

Credit or debit card number

Expiration date Security Code

Country

Postal Code

Arnold's user journey

1 Add a payment method

2 Payment actions

3 Change contract payment method

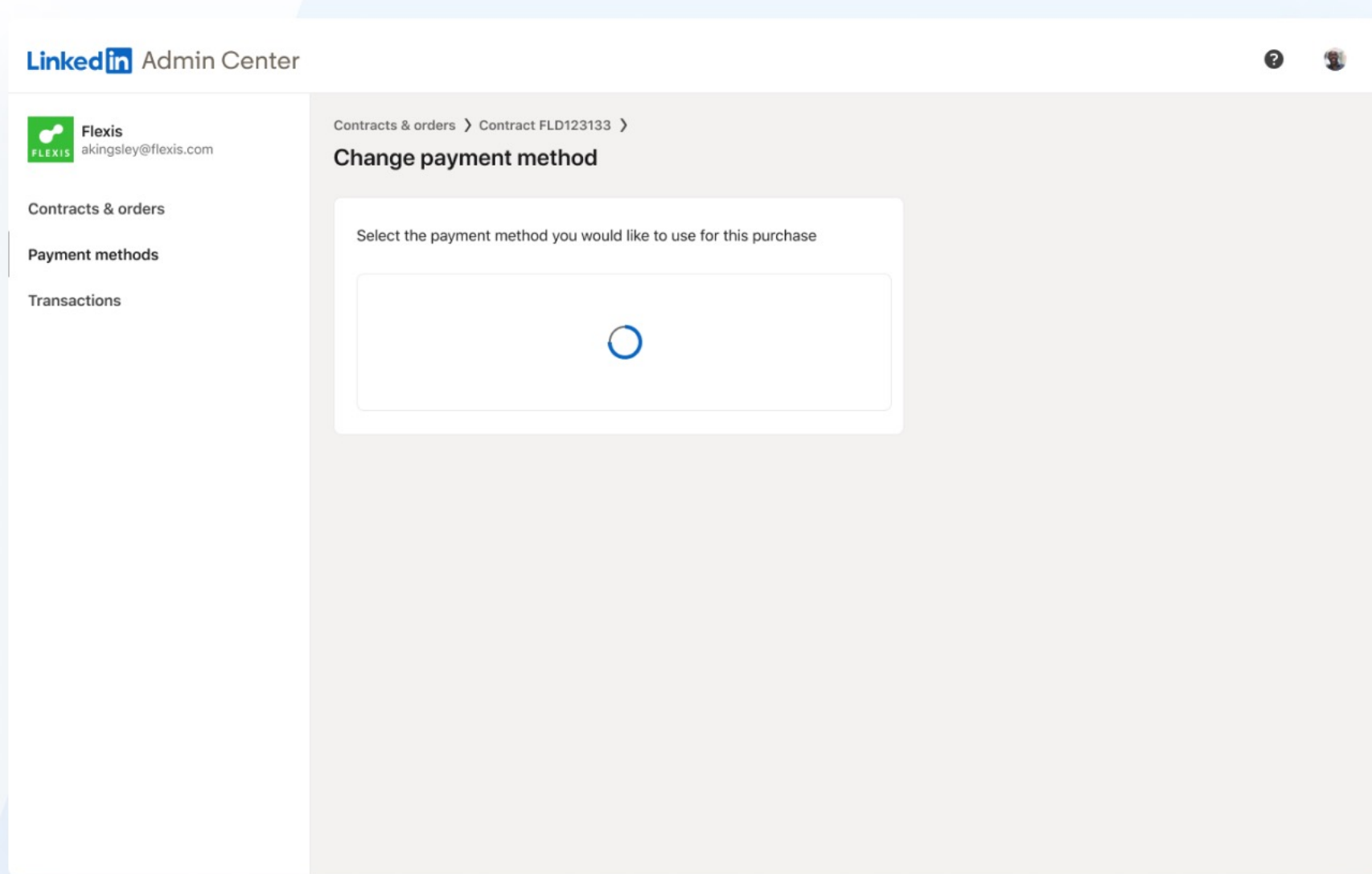
A loading screen appears while the API call is made to Arnold's financial institution

LBP

4 Change orders payment method

5 Tax information

6 Admin management



Arnold's user journey

1 Add a payment method

2 Payment actions

3 Change contract payment method

The credit card has been successfully added and saved for this contract and a toast appears

LBP

4 Change orders payment method

5 Tax information

6 Admin management

 Flexis
akingsley@flexis.com

- Contracts & orders
- Payment methods
- Transactions

Contracts & orders >

Contract FLD123133

General information

Status	Start - end date	Subscription term	Contract total
Active	Jan 11, 2022 - Jan 11, 2023	12 months	\$32,779.69

Expand to see all

Orders

Order number	Order type	Start date	End date	Payment method	Total
FLD12312123-2	Purchase	Mar 8, 2021	Mar 8, 2022	VISA Visa - 4392	\$8,639.70
FLD12312123-1	Add-on	Feb 8, 2021	Feb 8, 2022	VISA Visa - 4392	\$8,040.00

View all


Billing information

[Click here](#) to request a change in billing frequency, or from credit card to invoice

Billing frequency	Payment method	Payment term	PO number
Monthly	Credit card Edit	Immediate	123123131321

Invoice recipients

akingsley@flexis.com **Billing Contact**, linkedin.ei@gmail.com, smars@flexis.com, +4 more

 Your payment method ending in 7820 was successfully changed for this contract.

Transactions

Arnold's user journey

1 Add a payment method

2 Payment actions

3 Change contract payment method

4 Change orders payment method

Arnold selects View all from the contract specific orders card

LBP

5 Tax information

6 Admin management

The screenshot shows the LinkedIn Admin Center interface for a user named Flexis (akingsley@flexis.com). The main content area displays details for Contract FLD123133. It includes a 'General information' section with a table of contract details, an 'Orders' table listing specific orders, and a 'Billing information' section with details on frequency, payment method, and recipients. A red hand cursor points to the 'View all' link in the orders section.

Contracts & orders >
Contract FLD123133

General information

Status	Start - end date	Subscription term	Contract total
Active	Jan 11, 2022 - Jan 11, 2023	12 months	\$32,779.69

Expand to see all

Orders

Order number	Order type	Start date	End date	Payment method	Total
FLD12312123-2	Purchase	Mar 8, 2021	Mar 8, 2022	VISA Visa - 4392	\$8,639.70
FLD12312123-1	Add-on	Feb 8, 2021	Feb 8, 2022	VISA Visa - 4392	\$8,040.00

View all

Billing information

Click here to request a change in billing frequency, or from credit card to invoice

Billing frequency	Payment method	Payment term	PO number
Monthly	Credit card Edit	Immediate	123123131321

Invoice recipients
 akingsley@flexis.com **Billing Contact**, linkedin.ei@gmail.com, smars@flexis.com, +4 more

Transactions

Arnold's user journey

- 1 Add a payment method
- 2 Payment actions
- 3 Change contract payment method
- 4 Change orders payment method**
Arnold selects Change payment method
LBP
- 5 Tax information
- 6 Admin management

LinkedIn Admin Center

Flexis akingsley@flexis.com

Contracts & orders > Contract FLD123133 >

Orders

Order number	Order type	Start date	End date	Payment method	Total
FLD12312123-2	Add-on	Mar 8, 2021	Apr 8, 2021	VISA Visa - 4392	\$8,639.70
FLD12312123-1	Add-on	Feb 8, 2021	Mar 8, 2021	VISA Visa - 4392	
FLD12312123	Add-on	Feb 8, 2021	Mar 8, 2021	VISA Visa - 4392	\$20.75
FLD12312123	Add-on	Feb 8, 2021	Mar 8, 2021	VISA Visa - 4392	\$2,040.00
FLD12312123	Add-on	Feb 8, 2021	Mar 8, 2021	VISA Visa - 4392	\$2,040.00
FLD12312123	Add-on	Feb 8, 2021	Mar 8, 2021	VISA Visa - 4392	\$2,040.00
FLD12312123	Add-on	Feb 8, 2021	Mar 8, 2021	VISA Visa - 4392	\$2,040.00
FLD12312123	Add-on	Feb 8, 2021	Mar 8, 2021	VISA Visa - 4392	\$2,040.00
FLD12312123	Add-on	Feb 8, 2021	Mar 8, 2021	VISA Visa - 4450	\$2,040.00
FLD12312123	Purchase	Feb 8, 2021	Mar 8, 2021	VISA Visa - 4392	\$2,040.00

Showing 1-10 of 200

1 2 3 4 5 6 7 8 ... 20 Next →

Change payment method
Download order forms

Arnold's user journey

- 1 Add a payment method
- 2 Payment actions
- 3 Change contract payment method
- 4 Change orders payment method
The credit card has been successfully added and saved for this order and a toast appears
LBP
- 5 Tax information
- 6 Admin management

LinkedIn Admin Center

Flexis akingsley@flexis.com

Contracts & orders > Contract FLD12312123 >

Orders

Order number	Order type	Start date	End date	Payment method	Total
FLD12312123-2	Add-on	Mar 8, 2021	Apr 8, 2021	VISA Visa - 7820	\$8,639.70
FLD12312123-1	Add-on	Feb 8, 2021	Mar 8, 2021	VISA Visa - 4392	\$8,040.00
FLD12312123	Add-on	Feb 8, 2021	Mar 8, 2021	VISA Visa - 4392	\$20.75
FLD12312123	Add-on	Feb 8, 2021	Mar 8, 2021	VISA Visa - 4392	\$2,040.00
FLD12312123	Add-on	Feb 8, 2021	Mar 8, 2021	VISA Visa - 4392	\$2,040.00
FLD12312123	Add-on	Feb 8, 2021	Mar 8, 2021	VISA Visa - 4392	\$2,040.00
FLD12312123	Add-on	Feb 8, 2021	Mar 8, 2021	VISA Visa - 4392	\$2,040.00
FLD12312123	Add-on	Feb 8, 2021	Mar 8, 2021	VISA Visa - 4392	\$2,040.00
FLD12312123	Add-on	Feb 8, 2021	Mar 8, 2021	VISA Visa - 4392	\$2,040.00
FLD12312123	Add-on	Feb 8, 2021	Mar 8, 2021	VISA Visa - 4450	\$2,040.00
FLD12312123	Purchase	Feb 8, 2021	Mar 8, 2021	VISA Visa - 4392	\$2,040.00



Showing 1-10 of 200


1 2 3 4 5 6 7 8 ... 20 Next →

Your payment method has been successfully added to Order FLD12312123-2.

Arnold's user journey

- 1 Add a payment method
- 2 Payment actions
- 3 Change contract payment method
- 4 Tax information
Tax tooltips have been included for ease of use and clarity in addition to compliance with international regulations
LBP
- 5 Change orders payment method
- 6 Admin management


Admin Center
?



Flexis
akingsley@flexis.com

- Contracts & orders
- Payment methods
- Transactions

Contracts & orders >

Contract FLD123133

General information

Status	Start - end date	Subscription term	Contract total
Active	Jan 11, 2022 - Jan 11, 2023	12 months	\$32,779.69

Expand to see all

Orders

Order number	Order type	Start date	End date	Payment method	Total
FLD12312123-2	Purchase	Mar 8, 2021	Mar 8, 2022	VISA Visa - 4392	\$8,639.70
FLD12312123-1	Add-on	Feb 8, 2021	Feb 8, 2022	VISA Visa - 4392	\$8,040.00

View all

Billing information

[Click here](#) to request a change in billing frequency, or from credit card to invoice

Billing frequency	Payment method	Payment term	PO number
Monthly	Credit card Edit	Immediate	123123131321

Invoice recipients

akingsley@flexis.com **Billing Contact**, linkedin.ei@gmail.com, smars@flexis.com, +4 more

Transactions

Contract:	\$32,779.69	✕
Estimated Tax (7%):	\$1,450.01	
Contract total:	\$32,779.69	

Arnold's user journey

- 1 Add a payment method
- 2 Payment actions
- 3 Change contract payment method
- 4 Change orders payment method
- 5 Tax information
- 6 Admin management
Arnold scrolls down and selects View all from the contract specific Admin card

LBP



Contracts & orders

Payment methods

Transactions

Billing information

[Click here](#) to request a change in billing frequency, or from credit card to invoice

Billing frequency	Payment method	Payment term	PO number
Monthly	Credit card Edit	Immediate	123123131321

Invoice recipients
 akingsley@flexis.com **Billing Contact**, linkedin.ei@gmail.com, smars@flexis.com, +4 more

Transactions

Invoice number	Status	Issue date	Due date	Payment method	Total
INV1238	✓ Paid	Apr 8, 2022	Apr 8, 2022	Visa - 4392	\$20,000.00
INV1237	✓ Paid	Mar 8, 2022	Mar 8, 2022	Visa - 4450	\$12,000.00

[View all](#) →

Admins

[Invite admins](#)

User	Onboarding status	Invited on
Arnold Kingsley akingsley@flexis.com	✓ Activated	Apr 11, 2022
Nenne Afolayana nafolyana@flexis.com	✓ Activated	Apr 11, 2022
hbutler@flexis.com	🕒 Invited	Apr 11, 2022

[View all](#) →



Arnold's user journey

- 1 Add a payment method
- 2 Payment actions
- 3 Change contract payment method
- 4 Change orders payment method
- 5 Tax information
- 6 Admin management
Arnold selects Invite admin

LBP

 Flexis
akingsley@flexis.com











- Contracts & orders
- Payment methods
- Transactions

Contracts & orders > Contract FLD12312123 >

Contract admins

Invite admin



User	Onboarding status	Invited on	
 Arnold Kingsley akingsley@flexis.com	✔ Activated	Apr 11, 2022	...
 Nenne Afolayana nafolayana@flexis.com	✔ Activated	Apr 11, 2022	...
 Antoine Martel amartel@flexis.com	✔ Activated	Apr 11, 2022	...
 Vergie Caldwell vcaldwell@flexis.com	✔ Activated	Apr 11, 2022	...
 Jeff Tanaka jtankaka@flexis.com	✔ Activated	Apr 11, 2022	...
 Jyoti Joshi jjoshi@flexis.com	✔ Activated	Apr 11, 2022	...
 David Kealoha dkealoha@flexis.com	✔ Activated	Apr 11, 2022	...
 Rishi Chaudhari rchaudhari@flexis.com	✔ Activated	Apr 11, 2022	...
 Daisy Hunter dhunter@flexis.com	✔ Activated	Apr 11, 2022	...
 An Wen awen@flexis.com	✔ Activated	Apr 11, 2022	...

Showing 1-10 of 20

1 2 Next →

Arnold's user journey

- 1 Add a payment method
- 2 Payment actions
- 3 Change contract payment method
- 4 Change orders payment method
- 5 Tax information
- 6 Admin management
Arnold enters a colleague's email address

LBP

The screenshot shows the LinkedIn Admin Center interface. A modal dialog box titled "Invite admins to manage contracts" is open, displaying the text "Admins will receive access to manage Flexis contract FLD12312123" and a text input field for "Email address for admins" containing "hbutler@flexis.com". A pink hand cursor icon points to the input field. The background shows a list of users with columns for "User", "Status", and "Invited on".

User	Status	Invited on
nafolayana@flexis.com	Activated	Apr 11, 2022
Antoine Martel amartel@flexis.com	Activated	Apr 11, 2022
Vergie Caldwell vcaldwell@flexis.com	Activated	Apr 11, 2022
Jeff Tanaka jtankaka@flexis.com	Activated	Apr 11, 2022
Jyoti Joshi jjoshi@flexis.com	Activated	Apr 11, 2022
David Kealoha dkealoha@flexis.com	Activated	Apr 11, 2022
Rishi Chaudhari rchaudhari@flexis.com	Activated	Apr 11, 2022
Daisy Hunter dhunter@flexis.com	Activated	Apr 11, 2022
An Wen awen@flexis.com	Activated	Apr 11, 2022

Arnold's user journey

- 1 Add a payment method
- 2 Payment actions
- 3 Change contract payment method
- 4 Change orders payment method
- 5 Tax information
- 6 Admin management
Arnold leverages a type-ahead feature to select a second colleague

LBP

Invite admins to manage contracts

Admins will receive access to manage Flexis contract FLD12312123

Email address for admins

hbutler@flexis.com x mmis| x

An invite will be sent to 1 new admin

- mmisra@flexis.com
New admin
- mmisra2@flexis.com
New admin
- mmisra3@flexis.com
New admin
- mmisra4@flexis.com
Currently an admin for this contract
- mmisra5@flexis.com
New admin

User	Status	Invited on
Antoine Martel amartel@flexis.com		Apr 11, 2022
Vergie Caldwell vcaldwell@flexis.com		Apr 11, 2022
Jeff Tanaka jtankaka@flexis.com		Apr 11, 2022
Jyoti Joshi jjoshi@flexis.com	Activated	Apr 11, 2022
David Kealoha dkealoha@flexis.com	Activated	Apr 11, 2022
Rishi Chaudhari rchaudhari@flexis.com	Activated	Apr 11, 2022
Daisy Hunter dhunter@flexis.com	Activated	Apr 11, 2022
An Wen awen@flexis.com	Activated	Apr 11, 2022

Showing 1-10 of 20

1 2 Next →

Arnold's user journey

- 1 Add a payment method
- 2 Payment actions
- 3 Change contract payment method
- 4 Change orders payment method
- 5 Tax information
- 6 Admin management
Arnold selects Invite

LBP

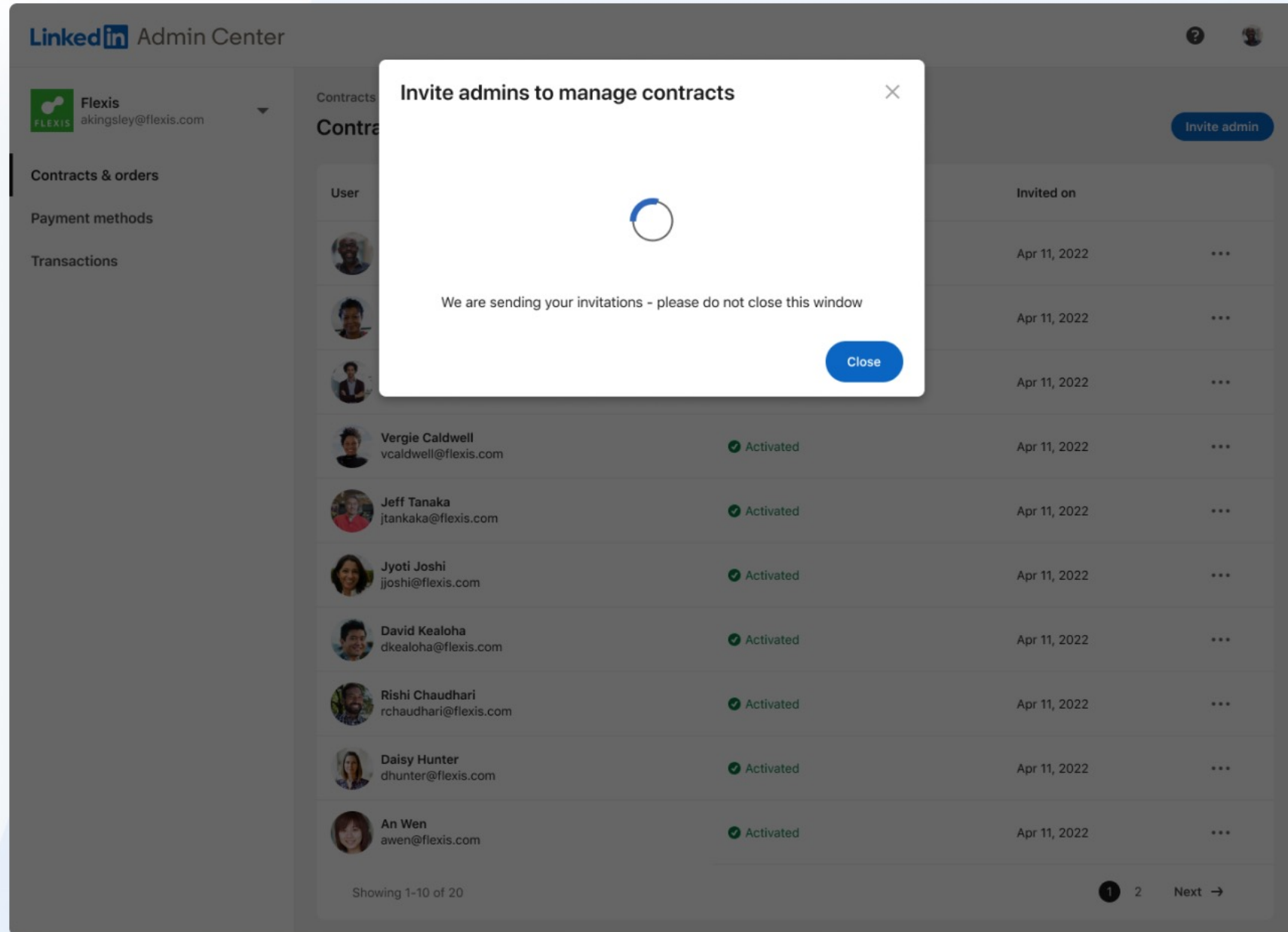
The screenshot shows the LinkedIn Admin Center interface. A modal dialog box titled "Invite admins to manage contracts" is open, displaying the email addresses of two admins: hbutler@flexis.com and mmisra@flexis.com. A hand cursor is clicking the "Invite" button. The background shows a list of users with their names, email addresses, and status (Activated). The dialog box also includes a "Cancel" button and a message: "An invite will be sent to 2 new admins".

User	Status	Invited on
Antoine Martel amartel@flexis.com	Activated	Apr 11, 2022
Vergie Caldwell vcaldwell@flexis.com	Activated	Apr 11, 2022
Jeff Tanaka jtankaka@flexis.com	Activated	Apr 11, 2022
Jyoti Joshi jjoshi@flexis.com	Activated	Apr 11, 2022
David Kealoha dkealoha@flexis.com	Activated	Apr 11, 2022
Rishi Chaudhari rchaudhari@flexis.com	Activated	Apr 11, 2022
Daisy Hunter dhunter@flexis.com	Activated	Apr 11, 2022
An Wen awen@flexis.com	Activated	Apr 11, 2022

Arnold's user journey

- 1 Add a payment method
- 2 Payment actions
- 3 Change contract payment method
- 4 Change orders payment method
- 5 Tax information
- 6 Admin management
A brief loading screen appears while Admin Center makes an API call

LBP



Arnold's user journey

- 1 Add a payment method
- 2 Payment actions
- 3 Change contract payment method
- 4 Change orders payment method
- 5 Tax information
- 6 Admin management
A success modal appears informing Arnold that both admins he selected have been invited

LBP

The screenshot shows the LinkedIn Admin Center interface. At the top, it says "LinkedIn Admin Center". On the left, there is a sidebar with the Flexis logo and email "akingsley@flexis.com", and a menu with "Contracts & orders", "Payment methods", and "Transactions". The main content area is titled "Contracts" and "Contract" and shows a list of users. A modal window is open in the center with the title "Invite admins to manage contracts" and a close button (X). The modal contains an illustration of people celebrating and the text "We sent invitations to the 2 emails you entered". A blue "Close" button is visible in the bottom right of the modal, with a pink hand cursor pointing to it. Below the modal, a table lists users with their names, email addresses, and status (all "Activated"). The table has columns for "User", "Invited on", and a three-dot menu icon. The users listed are: Vergie Caldwell (vcaldwell@flexis.com), Jeff Tanaka (jtankaka@flexis.com), Jyoti Joshi (jjoshi@flexis.com), David Kealoha (dkealoha@flexis.com), Rishi Chaudhari (rchaudhari@flexis.com), Daisy Hunter (dhunter@flexis.com), and An Wen (awen@flexis.com). At the bottom of the table, it says "Showing 1-10 of 20" and has a pagination control with "1", "2", and "Next" with a right arrow.

User	Invited on	
Vergie Caldwell vcaldwell@flexis.com	Apr 11, 2022	...
Jeff Tanaka jtankaka@flexis.com	Apr 11, 2022	...
Jyoti Joshi jjoshi@flexis.com	Apr 11, 2022	...
David Kealoha dkealoha@flexis.com	Apr 11, 2022	...
Rishi Chaudhari rchaudhari@flexis.com	Apr 11, 2022	...
Daisy Hunter dhunter@flexis.com	Apr 11, 2022	...
An Wen awen@flexis.com	Apr 11, 2022	...

Arnold's user journey

1 Add a payment method

2 Payment actions

3 Change contract payment method

4 Change orders payment method

5 Tax information

6 Admin management

Arnold can now see he has invited two of his colleagues and their Onboarding status is displayed as Invited and a toast appears

LBP



Contracts & orders

Payment methods

Transactions

Contracts & orders > Contract FLD12312123 >

Contract admins

Invite admin

User	Onboarding status	Invited on	
Arnold Kingsley akingsley@flexis.com	✔ Activated	Apr 11, 2022	...
Nenne Afolayana nafolayana@flexis.com	✔ Activated	Apr 11, 2022	...
hbutler@flexis.com	🕒 Invited	Apr 11, 2022	...
mmisra@flexis.com	🕒 Invited	Apr 11, 2022	...
Antoine Martel amartel@flexis.com	✔ Activated	Apr 11, 2022	...
Vergie Caldwell vcaldwell@flexis.com	✔ Activated	Apr 11, 2022	...
Jeff Tanaka jtankaka@flexis.com	✔ Activated	Apr 11, 2022	...
Jyoti Joshi jjoshi@flexis.com	✔ Activated	Apr 11, 2022	...
David Kealoha dkealoha@flexis.com	✔ Activated	Apr 11, 2022	...
Rishi Chaudhari rchaudhari@flexis.com	✔ Activated	Apr 11, 2022	...
Aisy Hunter ahunter@flexis.com	✔ Activated	Apr 11, 2022	...

✔ 2 invitations have been sent.



Arnold's user journey

- 1 Add a payment method
- 2 Payment actions
- 3 Change contract payment method
- 4 Change orders payment method
- 5 Tax information
- 6 Admin management
Arnold selects the overflow icon














LBP

 Flexis
akingsley@flexis.com

- Contracts & orders
- Payment methods
- Transactions

Contract admins

Invite admin

User	Onboarding status	Invited on	
 Arnold Kingsley akingsley@flexis.com	✔ Activated	Apr 11, 2022	...
 Nenne Afolayana nafolayana@flexis.com	✔ Activated	Apr 11, 2022	...
 hbutler@flexis.com	🕒 Invited	Apr 11, 2022	...
 mmisra@flexis.com	🕒 Invited	Apr 11, 2022	... 
 Antoine Martel amartel@flexis.com	✔ Activated	Apr 11, 2022	...
 Vergie Caldwell vcaldwell@flexis.com	✔ Activated	Apr 11, 2022	...
 Jeff Tanaka jtankaka@flexis.com	✔ Activated	Apr 11, 2022	...
 Jyoti Joshi jjoshi@flexis.com	✔ Activated	Apr 11, 2022	...
 David Kealoha dkealoha@flexis.com	✔ Activated	Apr 11, 2022	...
 Rishi Chaudhari rchaudhari@flexis.com	✔ Activated	Apr 11, 2022	...
 Daisy Hunter dhunter@flexis.com	✔ Activated	Apr 11, 2022	...
 An Wen awen@flexis.com	✔ Activated	Apr 11, 2022	...

Arnold's user journey

- 1 Add a payment method
- 2 Payment actions
- 3 Change contract payment method
- 4 Change orders payment method
- 5 Tax information
- 6 Admin management
Remove admin and Resend invitation are listed. Arnold selects Remove admin

LBP

LinkedIn Admin Center
?

Flexis
akingsley@flexis.com

- Contracts & orders
- Payment methods
- Transactions

Contracts & orders > Contract FLD12312123 >

Contract admins

[Invite admin](#)

User	Onboarding status	Invited on	
Arnold Kingsley akingsley@flexis.com	✔ Activated	Apr 11, 2022	⋮
Nenne Afolayana nafolayana@flexis.com	✔ Activated	Apr 11, 2022	⋮
hbutler@flexis.com	🕒 Invited	Apr 11, 2022	⋮
mmisra@flexis.com	🕒 Invited	Apr 11, 2022	⋮
Antoine Martel amartel@flexis.com	✔ Activated	Apr 11, 2022	⋮
Vergie Caldwell vcaldwell@flexis.com	✔ Activated	Apr 11, 2022	⋮
Jeff Tanaka jtankaka@flexis.com	✔ Activated	Apr 11, 2022	⋮
Jyoti Joshi jjoshi@flexis.com	✔ Activated	Apr 11, 2022	⋮
David Kealoha dkealoha@flexis.com	✔ Activated	Apr 11, 2022	⋮
Rishi Chaudhari rchaudhari@flexis.com	✔ Activated	Apr 11, 2022	⋮
Daisy Hunter dhunter@flexis.com	✔ Activated	Apr 11, 2022	⋮
An Wen awen@flexis.com	✔ Activated	Apr 11, 2022	⋮

Remove admin
Resend invitation



Future Scope

Looking ahead

We will continue to identify ways to improve upon Admin Center and increasing functionality for our business users

I would like an improved way to access and manage my field contracts, business information, and more



Arnold
Product Delivery Manager at Flexis



Looking ahead

During a past Deign Jam we received feedback on Purchases & Payments pertaining to a more cohesive experience. We immediately began exploring ways to incorporate that feedback to improve the usability of LBP products, including the future scope of Admin Center



Looking ahead

One of the key insights gleaned from the Admin Center Design Jam was the grouping and or consolidating of related components. Groupings will allow our users to quickly identify their objectives to aid in streamlining workflows

The screenshot displays the LinkedIn Admin Center for Flexis Corporation. The interface is organized into several sections:

- Header:** LinkedIn logo and "Admin Center" text.
- Profile:** Flexis logo and email address "akingsley@flexis.com".
- Navigation Menu:** Overview, Products & services, Contracts & agreements, Billing, Manage admins, Manage business units, Manage extensions, Manage SSO & SCIM, Business settings.
- Overview Section:**
 - Contracts & Orders:** 2 active contracts, 1 pending contract, 4 expired contracts. Includes a "Show more" link.
 - Payment Methods:** VISA - 4392 (Default), Exp: 08/24. Includes a "Show more" link.
 - Contact Details:** Arnold Kingsley, akingsley@flexis.com, +1 (650) 234 4556, +1 (650) 240 6789. Includes a "Show more" link.
 - LinkedIn Learning for Teams:** Active, 2 seats remaining, 10 seats in your plan, Auto-renews: Aug 11, 2022. Includes a "Show more" link and an illustration of a person at a computer.
 - Business Details:** Flexis Corporation, 1500 N Shoreline Blvd, Mountain View, CA 94043, United States. Includes a "Show more" link.
- LinkedIn Learning:** Recommended courses including "Social Media Marketing for Small Business" (1h) and "Critical Thinking and Problem Solving" (45m).
- Promotional Banner:** "New features to help you stay connected with your buyers" for Sales Navigator Q2 2023 Release, with a "Learn more" button and an image of three business professionals.
- Help Section:** "Have questions? We're here to help" with links to "Explore our products", "Billing questions", and "Something else?".

Looking ahead

We carefully considered how Admin Center can serve all of our customers, from individual purchasers and team users, to enterprise users. We will support all personas within Admin Center and have restructured the UX and IA in accordance with our user's objectives

The screenshot displays the LinkedIn Admin Center for Flexis Corporation. The interface includes a left-hand navigation menu with options like Overview, Products & services, Contracts & agreements, Billing, Manage admins, Manage business units, Manage extensions, Manage SSO & SCIM, and Business settings. A pink hand cursor icon points to the Overview menu item. The main content area features an Overview section with metrics for Contracts & Orders (2 active, 1 pending, 4 expired), Payment Methods (VISA - 4392, Default, Exp: 08/24), Contact Details (Arnold Kingsley, akingsley@flexis.com, +1 (650) 234 4556, +1 (650) 240 6789), LinkedIn Learning for Teams (Active, 2 seats remaining, 10 seats in your plan, Auto-renews: Aug 11, 2022), Business Details (Flexis Corporation, 1500 N Shoreline Blvd, Mountain View, CA 94043, United States), and Recommended courses (Social Media Marketing for Small Business, Critical Thinking and Problem Solving). A promotional banner at the bottom highlights 'New features to help you stay connected with your buyers' for Sales Navigator Q2 2023 Release. A help section on the right offers product exploration, billing questions, and assistance options.

LinkedIn Admin Center

Flexis
akingsley@flexis.com

Overview

- Products & services
- Contracts & agreements
- Billing
- Manage admins
- Manage business units
- Manage extensions
- Manage SSO & SCIM
- Business settings

Overview

Contracts & Orders

2 active contracts
1 pending contract
4 expired contracts
[Show more](#)

Payment Methods

VISA
VISA - 4392 Default
Exp: 08/24
[Show more](#)

Contact Details

Arnold Kingsley
akingsley@flexis.com
+1 (650) 234 4556
+1 (650) 240 6789
[Show more](#)

LinkedIn Learning for Teams

Active
2 seats remaining
10 seats in your plan
Auto-renews: Aug 11, 2022
[Show more](#)

Business Details

Flexis Corporation
1500 N Shoreline Blvd,
Mountain View, CA
94043, United States
[Show more](#)

LinkedIn Learning

Recommended courses

POPULAR Social Media Marketing for Small Business 1h

POPULAR Critical Thinking and Problem Solving 45m

New features to help you stay connected with your buyers

Sales Navigator Q2 2023 Release
[Learn more](#)

Have questions? We're here to help

Explore our products
Browse the [Product Explorer](#) to start free trials of LinkedIn products

Billing questions
You can manage billing 24/7 in the [Billing and payments](#) area

Something else?
Search our [Help Center](#) or use the [LinkedIn Assistant](#)

Looking ahead

Personal purchases will be migrated from Purchases & Payments into Admin Center. Users can switch between their personal purchases and manage multiple enterprise accounts within the same app

The screenshot displays the LinkedIn Admin Center interface for user Arnold Kingsley. The header shows the LinkedIn logo and 'Admin Center' with a help icon and profile picture. The left sidebar contains a user profile for Arnold Kingsley (akingsley1984@gmail.com) and a list of company accounts: Acme (akingsley@acme.com), Antelith (akingsley@antelith.com), and Energence (akingsley@energence.com). The main content area is titled 'Overview' and includes several cards: 'Contracts & Orders' (2 active, 1 pending, 4 expired), 'Payment Methods' (VISA 4392, default, expires 08/24), 'Contact Details' (Arnold Kingsley, phone numbers), 'LinkedIn Learning for Teams' (Active, 2 seats remaining), 'Business Details' (Flexis Corporation, address), and 'LinkedIn Learning' (recommended courses like 'Social Media Marketing for Small Business' and 'Critical Thinking and Problem Solving'). A promotional banner at the bottom highlights 'New features to help you stay connected with your buyers' for Sales Navigator Q2 2023 Release. A help section on the right offers product exploration, billing questions, and other assistance.

Looking ahead

Arnold can now manage his personal subscriptions without needing to leave Admin Center

The screenshot shows the LinkedIn Admin Center for Arnold Kingsley (akingsley1984@gmail.com). The interface is divided into a left sidebar with navigation options (Overview, Products & services, Billing) and a main content area. The main area features an 'Overview' section with three cards: 'LinkedIn Premium Career' (Active, \$39.99), 'Upcoming Payment' (\$39.99), and 'Payment Methods' (VISA - 4392). Below these is a 'Recent Payments' table. On the right, there are 'LinkedIn Learning' recommendations for 'Social Media Marketing for Small Business' and 'Critical Thinking and Problem Solving'. At the bottom, a promotional banner for 'New features to help you stay connected with your network' is displayed, along with a help section titled 'Have questions? We're here to help'.

LinkedIn Admin Center

Arnold Kingsley
akingsley1984@gmail.com

Overview

Overview
Products & services
Billing

LinkedIn Premium Career
Active
Start Date: May 14, 2022
Auto-renews: Aug 14, 2022
[Show more](#)

Upcoming Payment
\$39.99
LinkedIn Premium Career
Auto-pay scheduled for Aug 14, 2022
[Show more](#)

Payment Methods
VISA
VISA - 4392 (Default)
Exp: 08/24
[Show more](#)

Recent Payments

Date	Description	Amount	Payment Method
Jun 14, 2022	LinkedIn Premium Career	\$39.99	VISA Visa- 4392
May 14, 2022	LinkedIn Premium Career	\$39.99	VISA Visa- 4392

[Show more](#)

LinkedIn Learning

Recommended courses

POPULAR
Social Media Marketing for Small Business (1h)

POPULAR
Critical Thinking and Problem Solving (45m)

Have questions? We're here to help

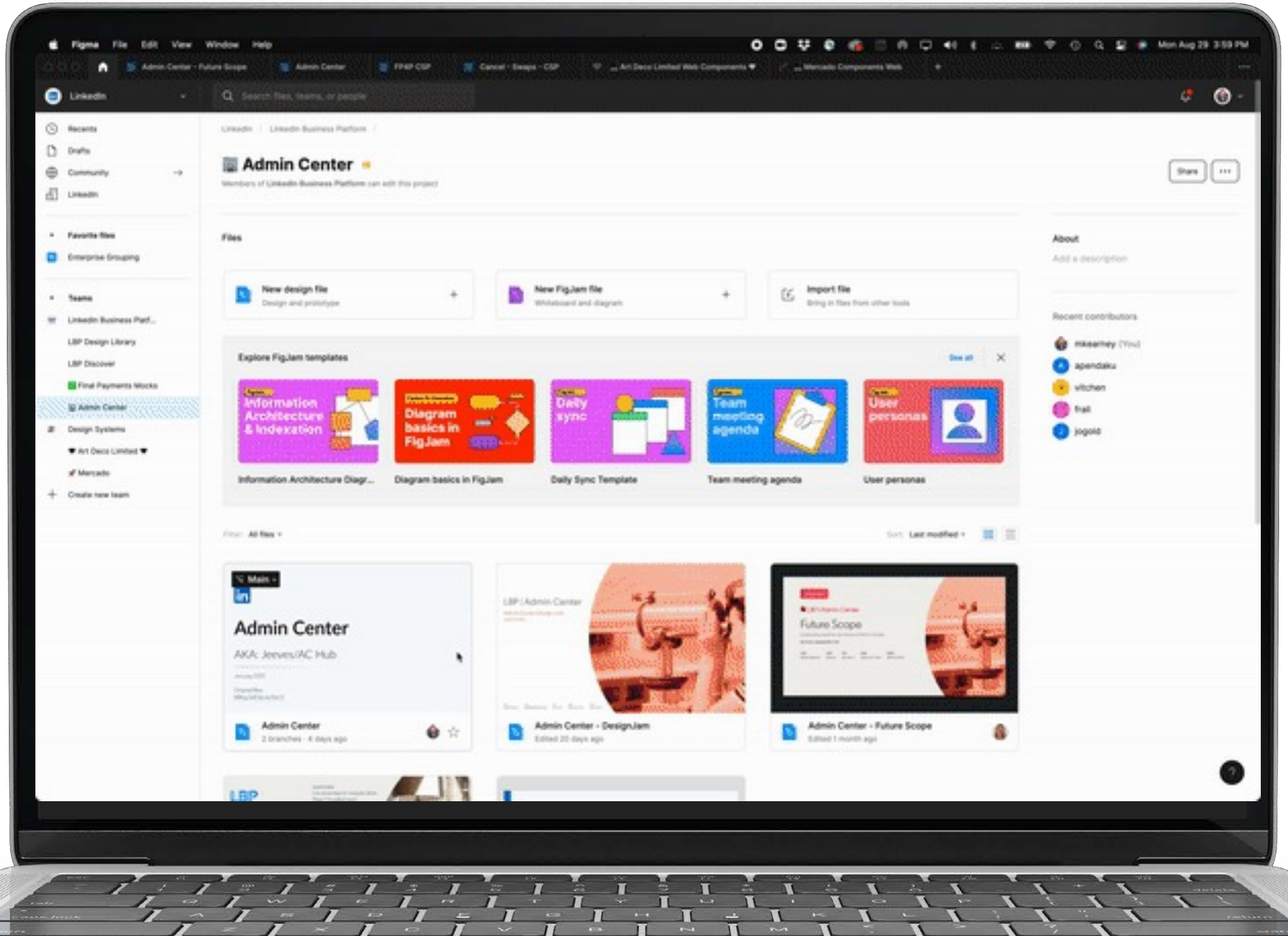
Explore our products
Browse the [Product Explorer](#) to start free trials of LinkedIn products

Billing questions
You can manage billing 24/7 in the [Billing and payments](#) area

Something else?
Search our [Help Center](#) or use the [LinkedIn Assistant](#)

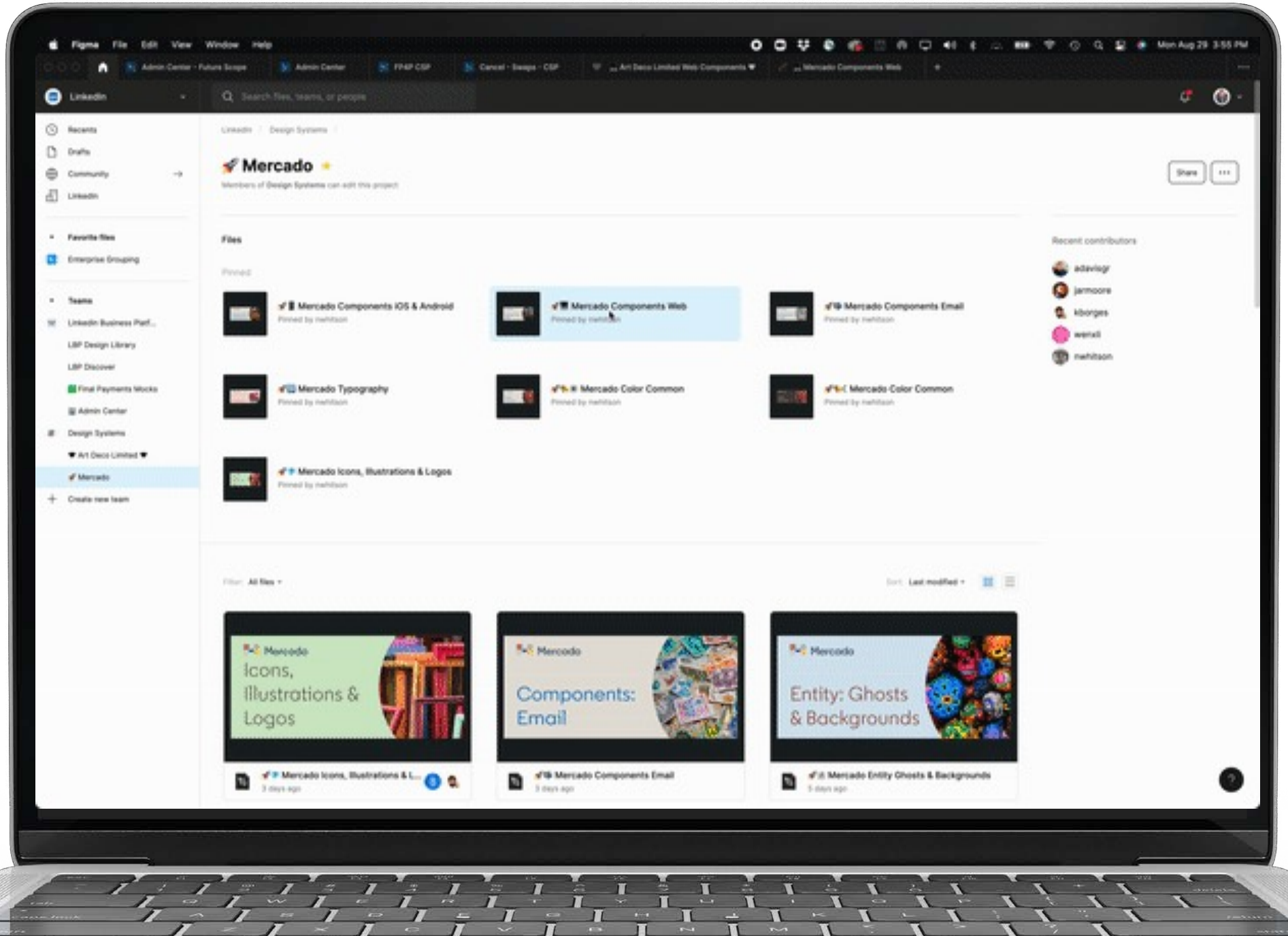
New features to help you stay connected with your network
Premium Career Q2 2023 Release
[Learn more](#)

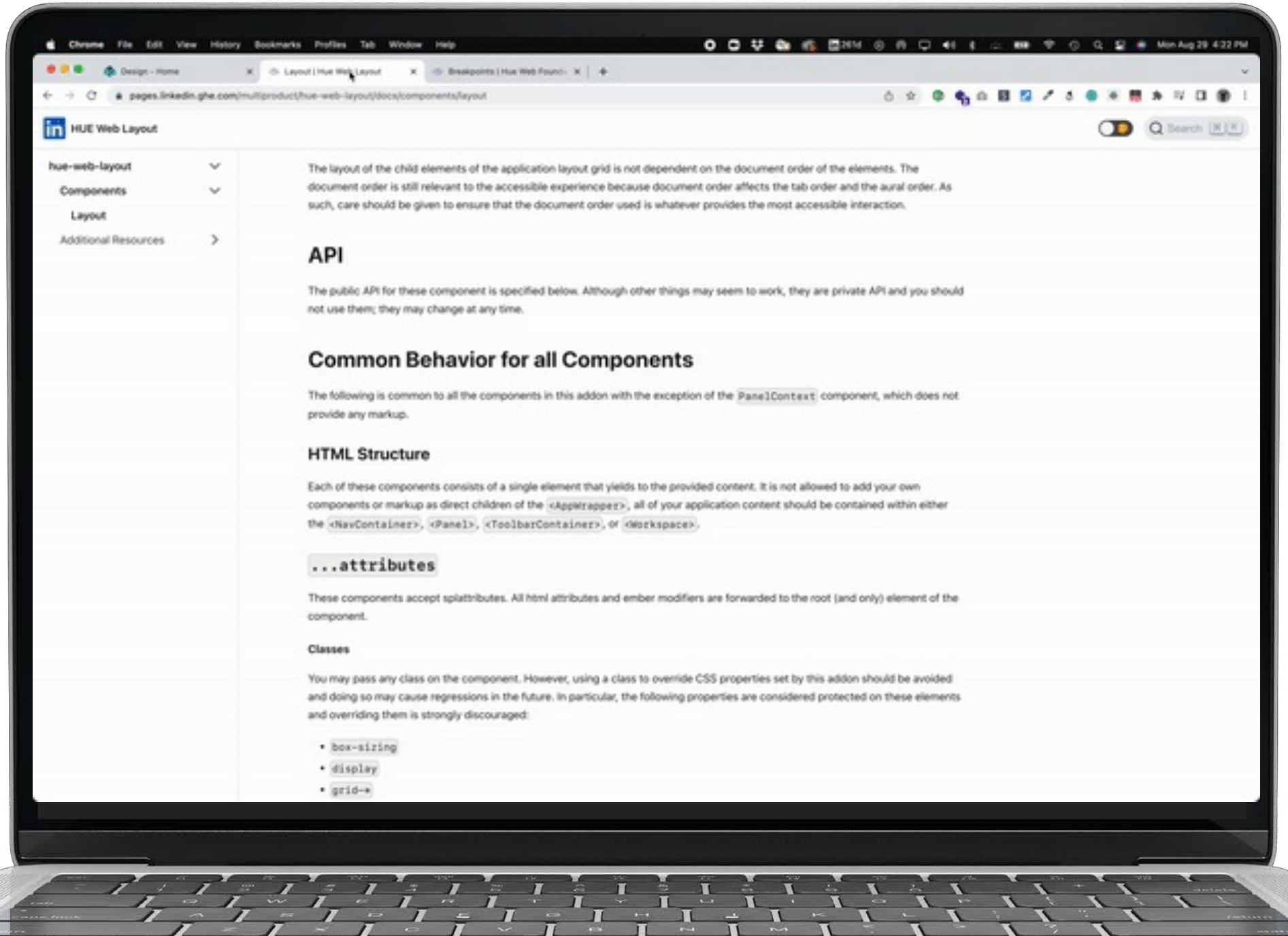
TOOLS OF THE TRADE





MERCADO DESIGN SYSTEM





QUALITATIVE



QUANTITATIVE



Google Analytics



DESIGN, PROTOTYPING, AND DESIGN SYSTEM



QUESTIONS



Thank You