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# Case Study: ShotSpotter Public Safety Console Redesign

## Background

- **Our Client:** ShotSpotter, Inc. is the leading developer of mission-essential acoustic-surveillance technology
- **Product:** A key system component, the ShotSpotter Public Safety Console (PSC) is the interface between the Gunshot Location System and public safety end-users, delivering critical incident alerts when gunfire is detected
- **Challenge:** Create intuitive user interfaces for the workstation and mobile PSC, to streamline workflow and improve ease of use

## Objectives

- Better integration with emergency call-taker and dispatcher work environments
- Scale to multiple user scenarios
- Satisfy new and existing customers
- Support sales by "wowing" prospective customers with visual appeal

## Methodology

- Observation and interviews with existing end-users: dispatchers and senior agency personnel
- UML user experience model of the information space
- Information architecture wireframes with interaction design annotations
- Visual designs of product GUIs in Photoshop
- Stylesheet details in CSS

## Design Solutions

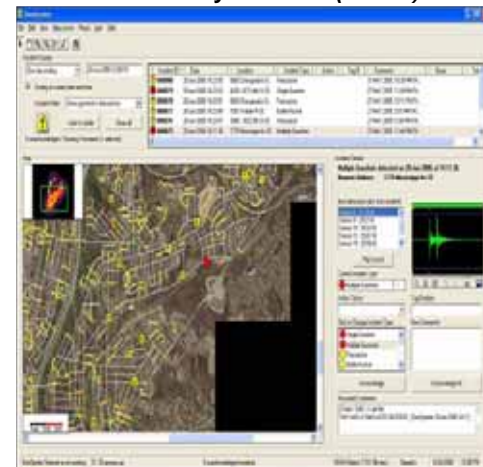
- One-click or one-key access to incident details
- Easy-to-read, combined incident detail list
- Full integration of map and incident list information
- Map inset that zooms into selected incident's locale

## Results

- Streamlined, directed incident interaction
- Simpler interface with more information and functionality
- More screen real estate for the map
- Embellished ShotSpotter branding
- Large alert status screen gives dispatchers at-a-glance information from across a room



New Public Safety Console (above) versus the original (below)



"The finished product looks very impressive, largely due to the Tec-Ed team's work, much appreciated!"

—Fedor Gavrilenko,  
Director of Software  
Engineering,  
ShotSpotter, Inc.