

# Case Study: ShotSpotter Public Safety Console Redesign

TecEd's user research services deliver vital insights about the world of your customers. Together with your team, we observe and analyze people's actual experiences and behavior with your products. Based on user data, we create innovative designs at successful companies around the world.

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## Background

- **Our Client:** ShotSpotter, Inc. is the world leader in gunshot detection and location technology
- **Their Product:** The Public Safety Console (PSC) provides critical information about gunshot incidents for law enforcement
- **The Challenge:** Redesign PSC and PSC-Mobile GUIs to create a richer, more usable experience

## Objectives

- Integrate better with dispatchers' busy 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 former deputy director and dispatchers of Oakland Police Department
- User experience model of the information space in UML
- Information architecture wireframes with interaction design annotations
- Visual designs of product GUIs in Photoshop
- Stylesheet details in CSS

## Design Solutions

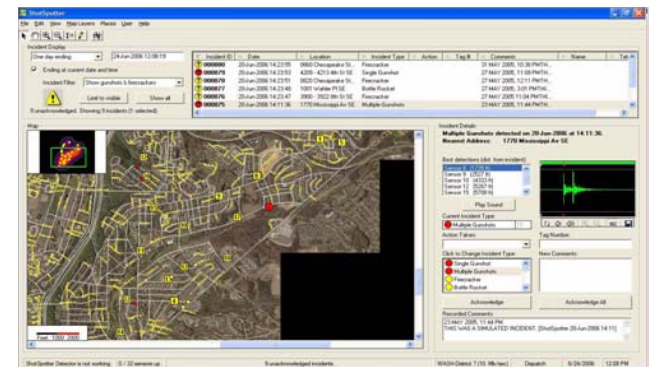
- One-click or one-key access to current incident
- Expandable incident list providing single- and multi-incident functions
- Full integration of map and incident list information
- Map inset that zooms into selected incident's locale
- Animated logo to match the product's new look-and-feel

## Results

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



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



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

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