

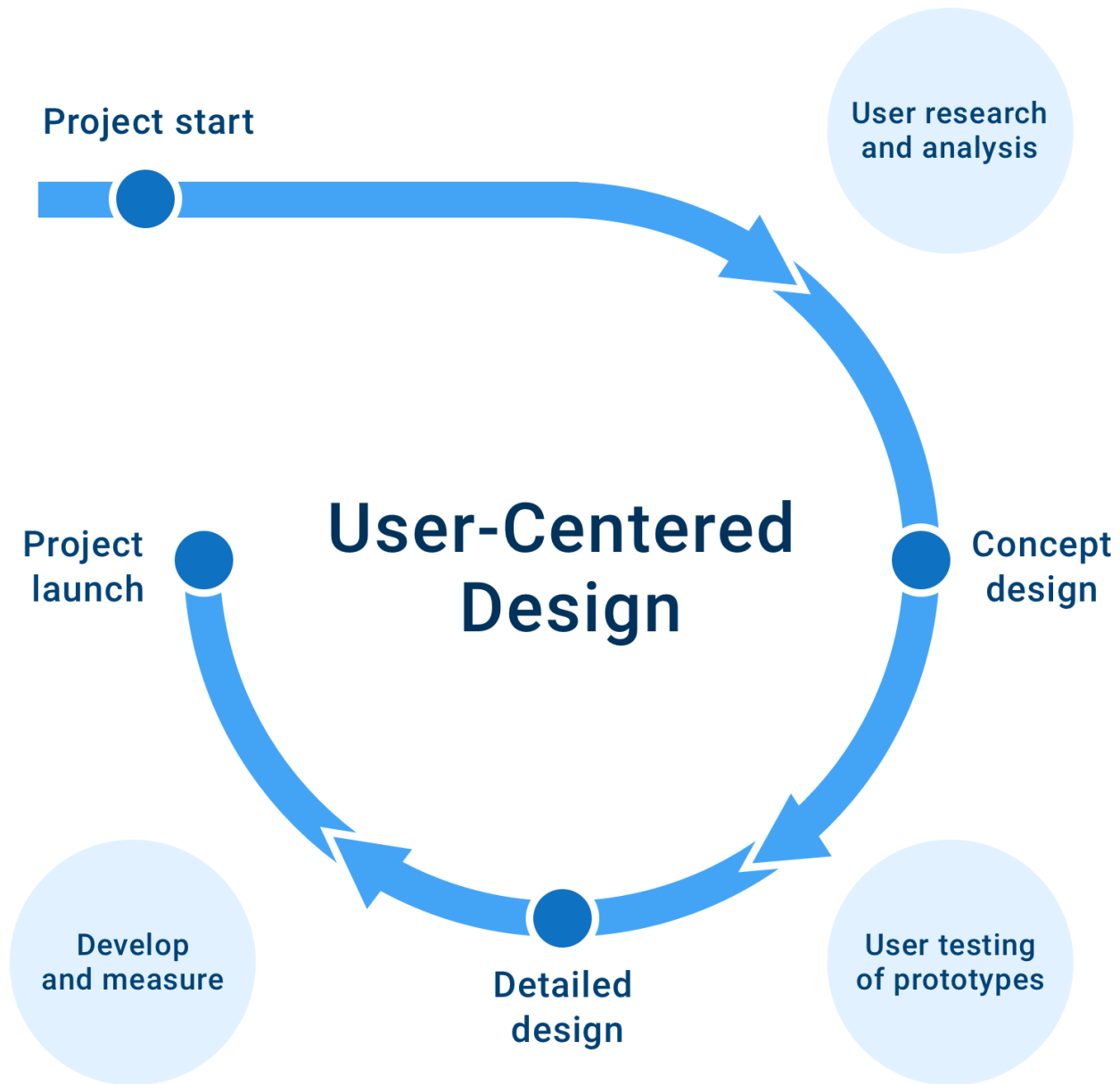
Papyrus Software



User Experience Statement

Preface

- ▶ Papyrus has a dedicated **User Experience** (UX) design team to unify Papyrus Business User Interfaces
 - ▶ Address UX from a holistic business user perspective
 - ▶ Follow a prototype – review – refine process
 - ▶ Clearly distinguishing between UI and UX aspects
- ▶ Focus is on providing intuitive UIs across all channels, devices, platforms by following User Centered Design (UCD) processes and main usability heuristics.
- ▶ This summary provides an overview about the concepts, methodologies and applied principles.



10 Usability Heuristics



Visibility

Show system status, tell what's happening



Mapping

Use familiar metaphors & language



Freedom

Provide good defaults & undo



Consistency

Use same interface and language throughout



Error Prevention

Help users avoid making mistakes



Recognition

Make information easy to discover



Flexibility

Make advanced tasks fluid and efficient



Minimalism

Provide only necessary information in an elegant way



Error Recovery

Help users recognize, diagnose and recover from errors



Help

Use proactive and in-place hints to guide users

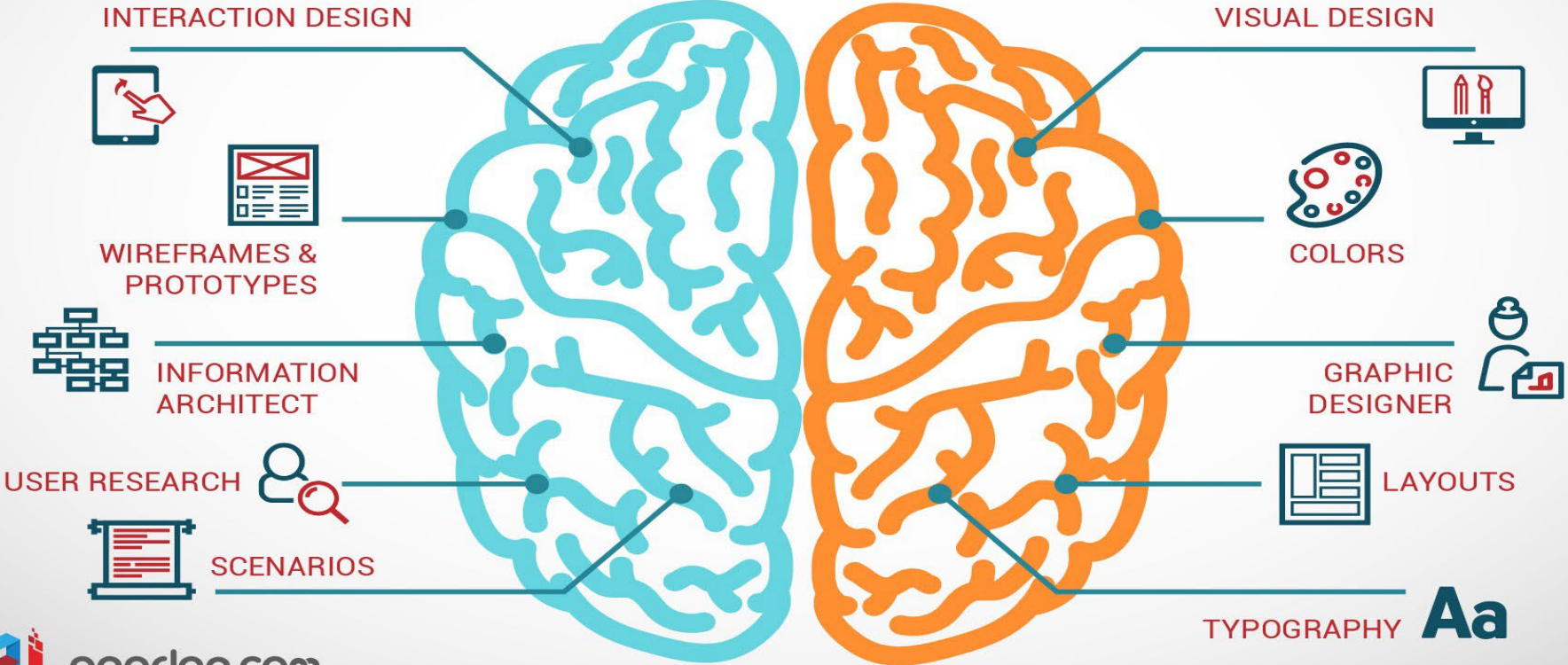
KNOWING THE DIFFERENCE BETWEEN

UX

&

UI

DESIGN



Papyrus UCD process

- ▶ The first step is always **a user research**, understanding the business requirements through discussions with all stakeholders and the analysis of findings.
- ▶ In the next step user stories **are documented and prioritized** which gives a base for conceptual and wire-framing work which is validated through user testing of prototypes.
- ▶ Last step is with **pixel perfect designs** which serve as input for the actual implementation that is again validated through user testing.
- ▶ Process is **repeated** until optimal application design is achieved.

Papyrus UI Components

UI Components

The screenshot shows a software interface for 'Claims' with several UI components labeled:

- Application name:** 'Claims' in the top left header.
- Workplace name:** 'Cases' in the top right header.
- Header:** The top blue bar containing the application and workplace names.
- Primary tab bar:** The bar containing the search input and the 'Vehicle Claim' tab.
- Button bar:** The bar containing 'New case', 'Open', and 'More' buttons.
- Secondary tab bar:** The bar containing 'Details', 'Overview', and 'History' tabs.
- Secondary view:** The 'Overview' view showing a pie chart with '1 Assigned but not accepted'.
- Primary view:** The main content area showing a table of claims and a 'Tasks requiring attention' section.
- Standard table:** The table listing claims with columns for Name, Status, Case ID, Create..., and Assigned.
- Workplace switcher:** The vertical sidebar on the left with icons for different workplace views.

Name	Status	Case ID	Create...	Assigned
Vehicle Claim	🕒	V-000507	08.06.202...	! none
Vehicle Claim	🕒	V-000506	08.06.202...	
Vehicle Claim	🕒	V-000505	08.06.202...	
Vehicle Claim	🕒	V-000504	08.06.202...	
Vehicle Claim	🕒	V-000503	08.06.202...	
Vehicle Claim	🕒	V-000502	08.06.202...	
Vehicle Claim	🕒	V-000501	07.06.202...	
Vehicle Claim	🕒	V-000500	07.06.202...	
Vehicle Claim	🕒	V-000499	07.06.202...	
Vehicle Claim	🕒	V-000498	07.06.202...	
Vehicle Claim	🕒	V-000497	07.06.202...	
Claims for Mobile Device	🕒	196-0	07.06.202...	
Vehicle Claim	🕒	V-000496	07.06.202...	

Description

- ▶ Papyrus applications
 - ▶ Applications are structured in Workplaces which can be switched with the Workplace switcher.
- ▶ Background color
 - ▶ The usage of a consistent white background for the view provides an even-tempered perception. Colored background is only used in the tab bars to separate the active tab from inactive tabs.
- ▶ Color contrast
 - ▶ Colors which are used for UI elements are fulfilling accessibility (W3C) guidelines for the AA level.

Application Examples

Button bar grouping 1/2

Correspondence Management

Logged in as: BorisM PM UserSpecific BorisM Role
Tenant: Papyrus

Administrator main view

Simple search
Select a building block type for search.

Text Variants
Image Variants
Groups
Document Templates
Layouts
Forms
Wizards
Variable Groups
Dynamic Table

Advanced search
Search and replace
Simulation collections
Releases overview

Overview of existing Correspondence Items

Shows an overview of all existing items. Create new items or find existing ones by using the search functionality / personal bookmarks (if enabled) on the left side.

Primary button bar

Major use case

Minor use cases

Description	Created by	Stage	ENG	DEU	FRA
AIRLINES...		Active			
airplane	airplane	BorisM	Development		
BANK_Vo...		Active		YES	
BENEFIT_...		Active			YES
Cell phone		Active			
CF3TEST_...		Active	YES		YES
CF3TEST_...		Active	YES		YES
CF3TEST_...		Active	YES		YES
CF3TEST_...		Active	YES		YES
CF3TEST_...		Active	YES		YES
CF3TEST_...		Active	YES		YES
CF3TEST_...		Active	YES		YES
CF3TEST_...		Active	YES		YES
CF3TEST_...		Active	YES		YES
CF3TEST_...		Active	YES		YES
COUP2_V...		Active			
CUS Ban...		Active			
CUS_001 ...		Active			
CUS_002 ...		Active			
CUS_003 ...		Active			
Digital B... Footer for Di...		Active			
Digital B... Logo for Digi...		Active			
Digital B... JPG Logo for ...		Active			

Records per page: 50

first page previous Page 1 of 2 next last page


Properties of 'airplane'

You are viewing the latest version in Development by BorisM.

Preview Used in Structure History

70.0 %

DEFAULTOUTPUT



Button bar grouping 2/2

Claims Cases

Search Vehicle Claim x

Vehicle Claim

Primary button bar: Chat Video chat More

Secondary button bar: New Open Share Notify Delete

Name	Last update
foo	08.06.2022 12:06:07
Vehicle claim data	08.06.2022 11:46:01
Luca Ciardiello <luca.ciardiello@isis-papyrus.c...>	08.06.2022 11:43:55
Insurance Claim-ITA.docx	08.06.2022 11:44:29
PP - General Respones letter - generic greeting	08.06.2022 11:47:47
PDF Format CF Document	08.06.2022 11:47:48
ASCII DataAsciiCorrespondenceEmailBinary Format C...	08.06.2022 11:47:49
</> Data Format CF Document	08.06.2022 11:47:49
isisemail.lucac@isis-papyrus.com: Re: Request ...	08.06.2022 11:49:25
PP_main_company_logo.png	08.06.2022 11:49:25
Passport_Italian.JPG	08.06.2022 11:49:25

Vehicle claim data

Preview Details

Created by Document Samples Agent Date created 2022/06/08 11:44:27

Claim

Claim request date: 01.10.2020
Incident date: 26.10.2020
Incident time: 10:45
Situation description:
Damage description:

Claimant

Invite to video chat

Claimant name: Alessandra Bianco
Social insurance number: BNCLSN69B55963D
Phone number: +43 (2236) 27551 - 0
Email address: isisemail@isis-papyrus.com
Preferred language: English

Policy

Policy Id: 109724926
Insurance company:
Insured plate: EW123DL
Vehicle model:

Wizard Use Cases – Progress Bar

Correspondence Management | Logged in as CF Template Administrator UX | PM Private CF Template Administrator UX Role | Tenant Papyrus

Administrator main view | Wizard Simulati...ument selection x

Wizard with document selection | Simulation running.

Language: ENG | Preview Mode: FINAL

View: 37.5% | Options | Generation | Format | Find t... | Print

Steps
List of executed steps

- Select a document template
- Enter data

Enter data

Name:
Surname:
Street:
ZIP Code:
City:

Transitions
Currently executed transition

Diagram
See the progress of the current Wizard

Progress bar: 50%

Back | Suspend | Finish

DEFAULTOUTPUT

Delivery Note			
TOTAL LIBERPRINTS S.A. 952, Avenue du Parc de la 92020 VANNEPRE CEDEx Identifcation Toll: FR0903038454	Date of issue: 04.2022 10:21:32 Delivery note Number: 000000247		
Supplier	Order		
Address: Phone:	Order Number: Order Date: Client reference: Two client: Conditions:		
Ordering Depot 2008 - BLENDING DE FOURN			
Information:	Controls before delivery		
	The tank capacity is sufficient to contain the amount stated on the delivery note. YES NO		
	The product specified on the delivery note matches with the delivery note designation.		
	None of the answers to both questions is "NO" or the checks were not carried out on TOTAL Liberpri... are to be delivered.		
Name / Signature Client:	Name / Signature Driver:		
Product Code	Product Labeling	Volume	Netweight
TOTAL			
Invoice	Client		
Invoice Number 259543 Name: T.L.S.A. TOTAL LIBERPRINTS AUTO Address: 105 Boulevard de la Mission Marthe 92411 COURCUREVOIE Cedex FRANCE	Client Number 370103 Ntra: Trademark:		
Transporter Company Name: TRANSPORTS LOGIC 2A DE PORTFARNE - 019 107 50030 VANNE S CEDEx FRANCE			
Transport Document 050855	Client Signature: 04.2022 10:21:32		

Contextual Help

Correspondence Management

Logged in as BorisM PM UserSpecific BorisM Role
Tenant Papyrus

Administrator main view

Simple search
Select a building block type for search.
*

Overview of existing Correspondence items
Shows an overview of all existing items. Create new items or find existing ones by using the search functionality / personal bookmarks (if enabled) on the left side.

Create Edit View Duplicate Simulate

	Created by	Stage	ENG	DEU	FRA
airplane	BorisM	Development		YES	
AIRLINES...		Active		YES	
BANK_Vo...		Active			
BENEFIT_...		Active			
Cell phone		Active			
CF3TEST_...		Active	YES	YES	
CF3TEST_...		Active	YES	YES	
CF3TEST_...		Active	YES	YES	
CF3TEST_...		Active	YES	YES	
CF3TEST_...		Active	YES	YES	
CF3TEST_...		Active	YES	YES	
CF3TEST_...		Active	YES	YES	
CF3TEST_...		Active	YES	YES	
CF3TEST_...		Active	YES	YES	
CF3TEST_...		Active	YES	YES	
COUP2_V...		Active			
CUS Ban...		Active			
CUS_001 ...		Active			
CUS_002 ...		Active			
CUS_003 ...		Active			
Digital B... Footer for Di...		Active			
Digital B... Logo for Digi...		Active			
Digital B... JPG Logo for ...		Active			

Text Variants
Image Variants
Groups
Document Templates
Layouts
Forms
Wizards
Variable Groups
Dynamic Table

Advanced search
Search and replace
Simulation collections
Releases overview

Records per page 50

first page previous Page 1 of 2 next last page

Explanatory text


Explanatory text

Properties of 'airplane'
You are viewing the latest version in Development by BorisM.

Preview Used in Structure History

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DEFAULTOUTPUT



PAPYRUS SOFTWARE

Contextual Help - Forms

Form Rules Knowledge Base Notes * Required fields

Country *

City *

ZIP code *

Bank *

IBAN *

The IBAN number has to start with two letters followed by eighteen numbers.
You can find it on your bank debit card.

Info tooltip

A postal code / ZIP code is a series of letters or digits or both, sometimes including spaces or punctuation, included in a postal address for the purpose of sorting mail.

Context help

Symbols and Messaging – Message Bar

The screenshot displays the Papyrus Correspondence Management interface. At the top, a blue header bar contains the title "Correspondence Management" on the left and "Logged in as IvanD PM Userspecific IvanD Role" on the right. Below the header, a navigation bar shows "Administrator main view" and "Application for payment receipt".

The main content area is divided into three sections:

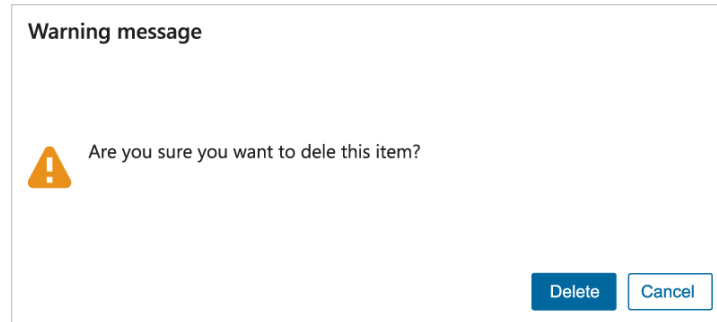
- Message Bar:** An orange callout bubble labeled "Info message bar" points to a grey bar at the top of the document preview area. It contains the text "Item is in read-only mode." and an "Edit" button.
- Document Preview:** The central area shows a document template for "Application for payment receipt". It features the "home+auto+life" logo and "ISIS Insurance Corporation" text. The document content includes:
 - UK Head Office Life Insurance department
 - ORIGINAL contact information for Watership Barn, Kingsclere, Hants, RG20 4SW, United Kingdom, including phone numbers (+44 (1635) 299849 and +44 (1635) 297594) and a website URL (http://www.isis-papyrus.com).
 - Contact information for Tim Hoffer in Austria.
 - Agency information: Agency Nr. <INSURANCE_AGENCY>, Policy number, and Ag. B. charge.
 - A payment table with columns: Paying Ag., Currency code, and Currency name, all showing "0".
 - A salutation: "Dear Ms. Mr. Hoffer,".
 - Text regarding a payout request for mixed life assurances.
 - Text regarding the adjusted or pro-rated amount of premiums.
 - A request for transit routing and bank account information.
 - A notice about coverage denial and protest.
 - A sign-off: "Sincerely yours" followed by a line for "Date".
 - Page number "1 / 2".
 - Footer: "ISIS Papyrus Software | Alter Wienerweg 12 | A-2344 Maria Enzersdorf | Austria | T: +43-2236-27551-0 | F: +43-2236-21081 | info@isis-papyrus.com | www.isis-papyrus.com".
 - Small text: "This document was created using the Papyrus Communications and Process Platform".
- Document Structure:** A sidebar on the right lists the building blocks used in the document, such as "ISIS Insurance Document Title", "ISIS Insurance Business Address", "Left Block", "Group", and "Marketing Selector".
- Library:** A sidebar on the far right shows "Building block details" for the selected block, including tabs for "General", "Advanced", "Rule", "Variables", "Used in", and "Details". It also shows "Serial letter 0: individual text".

Symbols and Messaging – Message Bar

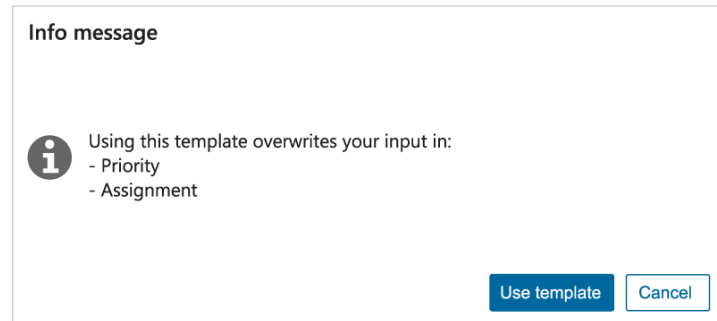
The screenshot displays the 'Correspondence Management' application interface. At the top, a blue header bar contains the application name, user information ('Logged in as Template Administrator 1 PM Private CF Template Administrator Role'), and tenant information ('Tenant Correspondence Workshop'). Below the header, a tab bar shows 'Administrator main view' and an active tab 'Y Text'. A yellow warning message bar is positioned at the top of the main content area, containing the text: 'The status of the current building block has been changed. You can't continue editing in this tab anymore. Please, close the tab.' Below the warning bar, the interface is split into two main sections. The left section is a rich text editor with a toolbar containing icons for History, View, Font, Paragraph, Column, Styles, Text input, and Find text. The main editing area contains the text 'Dear Sir or Madam, |'. The right section is a configuration panel titled 'Modify here the details of the text variant.' It includes a language selector set to 'ENG', tabs for 'General', 'Advanced', and 'Used in', and various settings such as 'Default language', 'Variable group' (with a list of categories like Business Inquiries, CF system variables, etc.), 'Name in table of contents', and 'Existing languages'.

Warning message bar

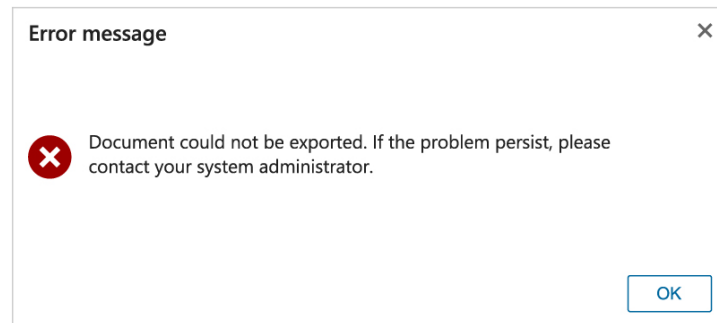
Symbols and Messaging - Dialogs



Warning message dialog



Info message dialog



Error message dialog

Error Messages

Resolving actions

Correspondence Management

Logged in as: BorisM PM UserSpecific BorisM Role
Tenant: Papyrus

Oops, it appears that the application has crashed. We are sorry. Please restart the application or contact our support. [Restart](#) [Contact support](#)

Administrator main view

Simple search
Select a building block type for search.

Text Variants
Image Variants
Groups
Document Templates
Layouts
Forms
Wizards
Variable Groups
Dynamic Table

Overview of existing Correspondence items
Shows an overview of all existing items. Create new items or find existing ones by using the search functionality / personal bookmarks (if enabled) on the left side.

[Create](#) [Edit](#) [View](#) [Duplicate](#) [Simulate](#)


Name	Description	Created by	Stage	ENG	DEU	FRA
AGENTI...		BorisM	Development			
AGENTSI...			Active			
AIRLINES...			Active			
airplane	airplane	BorisM	Development			
BANK_VO...			Active			
BENEFIT_...			Active			
Cell phone			Active			
CF3TEST_...			Active	YES		YES
CF3TEST_...			Active	YES		YES
CF3TEST_...			Active	YES		YES
CF3TEST_...			Active	YES		YES
CF3TEST_...			Active	YES		YES
CF3TEST_...			Active	YES		YES
CF3TEST_...			Active	YES		YES
CF3TEST_...			Active	YES		YES
CF3TEST_...			Active	YES		YES
CF3TEST_...			Active	YES		YES
COUP2_V...			Active			
CUS Ban...			Active			
CUS_001 ...			Active			
CUS_002 ...			Active			
CUS_003 ...			Active			
Digital B...	Footer for Di...		Active			
Digital B...	Logo for Digi...		Active			
Digital B...	JPG Logo for ...		Active			

Properties of 'airplane'
You are viewing the latest version in Development by BorisM.

[Preview](#) [Used in](#) [Structure](#) [History](#)

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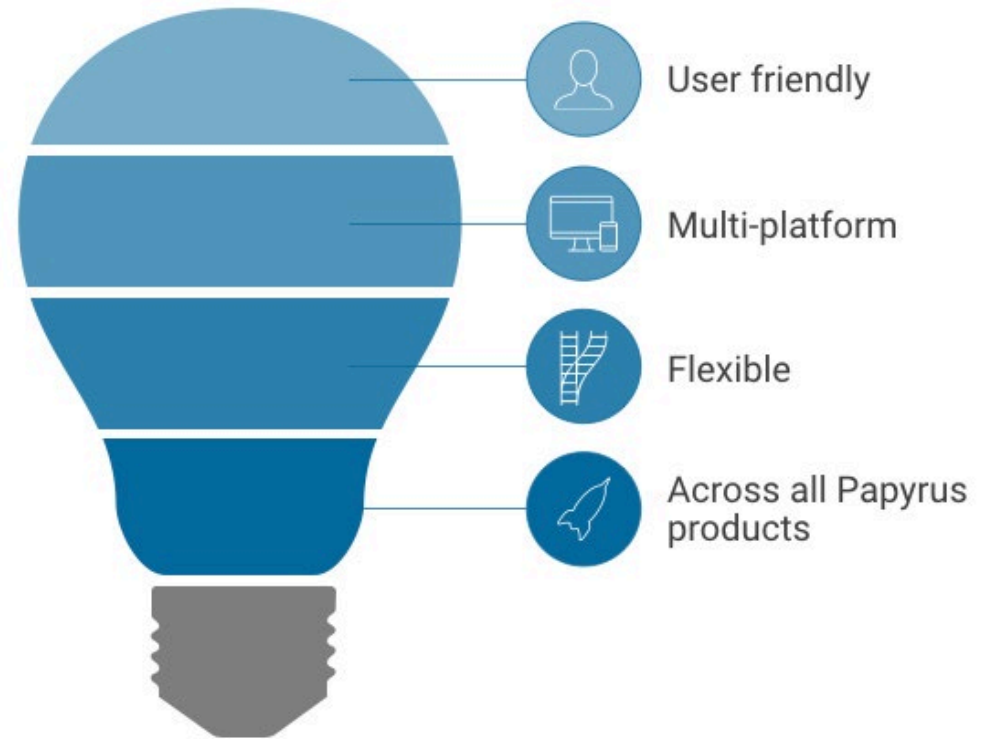


first page | previous | Page 1 of 2 | next | last page

Explanatory message

Search and Filter Concept

- The main goal of Papyrus Software **Search and Filter Concept** is to create a unified, user-friendly experience for all Papyrus Software users regardless of the device and operating system they are using.
- It consists of generic UI patterns that are grouped by the following controls:
 - Categories
 - Simple search
 - Filtering and sorting
 - Advanced search
 - Recent searches
 - Favorite searches
 - Save search
 - Results representation



Simple Search Pattern

The screenshot displays a software interface for managing claims. The top navigation bar includes the title 'Claims' and 'Cases', along with utility icons for chat, notifications, settings, and power. A search bar at the top left contains the text 'Vehicle Claim' and is highlighted with an orange callout labeled 'Simple search'. Below the search bar, there are buttons for 'New case', 'Open', and 'More'. A 'Filter' icon is visible next to the search bar, with an orange callout labeled 'Filter options closed' pointing to it. The main content area is divided into two sections. The left section is a table of claims, and the right section is a detailed view for a selected 'Vehicle Claim'.

Name	Status	Case ID	Create...	Assigned
Vehicle Claim	🕒	V-000507	08.06.202...	! none
Vehicle Claim	🕒	V-000506	08.06.202...	
Vehicle Claim	🕒	V-000505	08.06.202...	
Vehicle Claim	🕒	V-000504	08.06.202...	
Vehicle Claim	🕒	V-000503	08.06.202...	
Vehicle Claim	🕒	V-000502	08.06.202...	
Vehicle Claim	🕒	V-000501	07.06.202...	
Vehicle Claim	🕒	V-000500	07.06.202...	
Vehicle Claim	🕒	V-000499	07.06.202...	
Vehicle Claim	🕒	V-000498	07.06.202...	
Vehicle Claim	🕒	V-000497	07.06.202...	
Claims for Mobile Device	🕒	196-0	07.06.202...	
Vehicle Claim	🕒	V-000496	07.06.202...	

The right section, titled 'Vehicle Claim', has tabs for 'Details', 'Overview', and 'History'. The 'Overview' tab is active, showing a 'Task overview' with a pie chart indicating '1 Assigned but not accepted'. Below this, there is a 'Tasks requiring attention' section with a search bar and a message: 'There are no tasks that are overdue, unassigned or have errors'. At the bottom, a 'Related cases' section also has a search bar and a message: 'There are no related cases'. The bottom of the interface shows a pagination control with '30 per page' and 'Items 1-30 shown'.

Simple Search Pattern

The screenshot displays a web application interface for managing claims. At the top, a blue header bar contains the word 'Claims' on the left and 'Cases' in the center. Below the header, a search bar is visible with the text 'Vehicle Claim' and a close icon. A navigation bar includes buttons for 'New case', 'Open', and 'More'. The main area features a table of claims with columns for Name, Status, Case ID, Created on, Assigned, Priority, Acquisition..., Created by, and Last update. A 'Filter' dialog box is overlaid on the right side of the table, titled 'Vehicle Claim'. This dialog box contains several filter options: Case ID, Template, Status (with checkboxes for Uninitialized, Open, Active, On hold, Cancelled, Closed, and Error), Priority (with checkboxes for 1, 2, 3, 4, and 5), Creation date, Last update, Due date, Due status, Created by, and Updated by. At the bottom of the dialog are 'Clear all', 'Apply', and 'Cancel' buttons. An orange callout bubble points to the dialog box with the text 'Filter options opened'. The background table shows a list of claims, with the first row highlighted. The table footer indicates '30 per page' and 'Items 1-30 shown'.

Name	Status	Case ID	Created on	Assigned	Priority	Acquisition...	Created by	Last update	Upd
Vehicle Claim	🕒	V-000507	08.06.2022 15:43:40	! none	3	08.06.2022 1...	ACM Clerk CR	08.06.2022 1...	ACN
Vehicle Claim	🕒	V-000506	08.06.2022 11:44:26		3	08.06.2022 1...	Document Sa...	08.06.2022 1...	ACN
Vehicle Claim	🕒	V-000505	08.06.2022 09:46:37		3	08.06.2022 0...	Document Sa...	08.06.2022 1...	ACN
Vehicle Claim	🕒	V-000504	08.06.2022 09:19:41		3	08.06.2022 0...	Document Sa...	08.06.2022 0...	ACN
Vehicle Claim	🕒	V-000503	08.06.2022 09:10:22		3	08.06.2022 0...	Capture busi...	08.06.2022 0...	ACN
Vehicle Claim	🕒	V-000502	08.06.2022 08:40:28		3	08.06.2022 0...	Capture busi...	08.06.2022 0...	ACN
Vehicle Claim	🕒	V-000501	07.06.2022 18:00:04		3	07.06.2022 1...	Capture busi...	07.06.2022 1...	ACN
Vehicle Claim	🕒	V-000500	07.06.2022 17:59:39		3	07.06.2022 1...	Capture busi...	07.06.2022 1...	Cap
Vehicle Claim	🕒	V-000499	07.06.2022 17:04:25		3	07.06.2022 1...	Document Sa...	07.06.2022 1...	Doc
Vehicle Claim	🕒	V-000498	07.06.2022 16:50:27		3	07.06.2022 1...	Document Sa...	07.06.2022 1...	Doc
Vehicle Claim	🕒	V-000497	07.06.2022 14:33:55		3	07.06.2022 1...	ACM Clerk cl	07.06.2022 1...	ACN
Claims for Mobile Device	🕒	196-0	07.06.2022 14:33:46		3	07.06.2022 1...	ACM Clerk cl	07.06.2022 1...	ACN
Vehicle Claim	🕒	V-000496	07.06.2022 14:33:43		3	07.06.2022 1...	ACM Clerk cl	07.06.2022 1...	ACN
Vehicle Claim	🕒	V-000495	07.06.2022 12:44:18		3	07.06.2022 1...	Document Sa...	07.06.2022 1...	Doc
Generic Claim	🕒	V-000118	07.06.2022 11:16:18		3	07.06.2022 1...	ACM Clerk cl	07.06.2022 1...	ACN
Vehicle Claim	🕒	V-000494	06.06.2022 13:02:43		3	06.06.2022 1...	Document Sa...	08.06.2022 1...	ACN
Vehicle Claim	🕒	V-000493	06.06.2022 12:53:33		3	06.06.2022 1...	Document Sa...	06.06.2022 1...	ACN
Generic Claim	🕒	V-000117	06.06.2022 12:25:03		3	06.06.2022 1...	ACM Operat...	06.06.2022 1...	ACN
Vehicle Claim	🕒	V-000492	06.06.2022 12:24:57		3	06.06.2022 1...	ACM Operat...	06.06.2022 1...	ACN
Vehicle Claim	🕒	V-000491	06.06.2022 12:24:15		3	06.06.2022 1...	ACM Operat...	06.06.2022 1...	ACN
Generic Claim	🕒	V-000116	06.06.2022 11:47:07		3	06.06.2022 1...	ACM Clerk cl	06.06.2022 1...	ACN
Generic Claim	🕒	V-000115	06.06.2022 11:46:26		3	06.06.2022 1...	MartinL	06.06.2022 1...	Mar
Generic Claim	🕒	V-114-0	06.06.2022 11:39:24		3	06.06.2022 1...	ACM Clerk cl	06.06.2022 1...	ACM Clerk cl
Generic Claim	🕒	CLAIM113-0	06.06.2022 09:58:21		3	06.06.2022 0...	ACM Clerk cl	07.06.2022 1...	ACM Clerk cl
Generic Claim	🕒	CLAIM112-0	06.06.2022 09:54:02		3	06.06.2022 0...	ACM Clerk cl	06.06.2022 0...	ACM Clerk cl

Advanced Search Pattern

The screenshot displays a CRM interface with a search bar and a list of search definitions. The search bar contains the following pattern:

```
Search for Companies with  
all of the following  
Company name like isis
```

An orange callout box points to the search bar with the text: "Advances search using natural language".

The search results list includes the following entries:

- ISIS Papyrus America, Inc. (05010072 Prospect, Phone Office: +1 (817) 416 - 2345, United States of America)
- ISIS Papyrus Asia Pacific Ltd. (53000333 Prospect, Phone Office: +65 (6339) 8719, Singapore)
- ISIS Papyrus Deutschland GmbH (02004355 Prospect, www.isis-papyrus.com, Phone Office: +49 (211) 4554, Germany)
- ISIS Papyrus Europe AG (01422352 Prospect, Phone Office: +43 (2236) 27551)

The interface also shows a table of search definitions and a detailed view of the selected contact, ISIS Papyrus Asia Pacific Ltd.

Name	Statement	Results
Contact by name and country	Search for Contac...	0
Company by name and by country	Search for Comp...	0
Company by name	Search for Comp...	0
Contact by lastname and employe...	Search for Contac...	0
Company by name and by contact...	Search for Comp...	0
Company of specific countries	Search for Comp...	0
new search	Search for Comp...	14

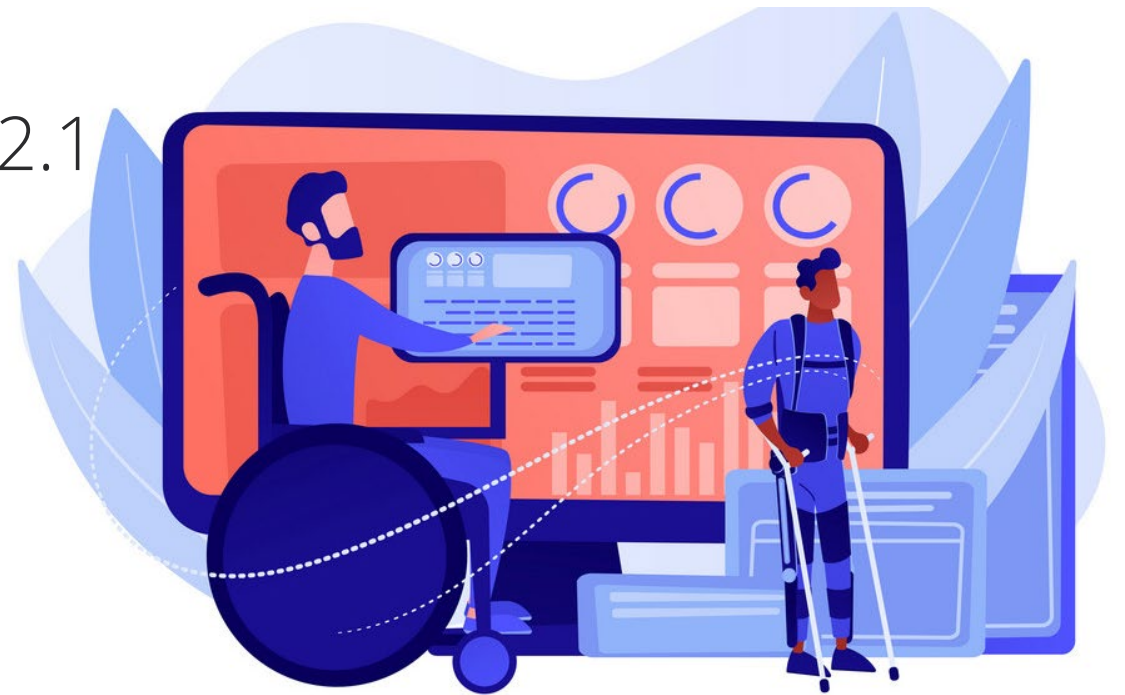
ISIS Papyrus Asia Pacific Ltd.
53000333 Prospect
Phone Office: +65 (6339) 8719
Singapore

Company
ISIS Papyrus Asia Pacific Ltd.
Industry Services
less ...
Invoice Address for Invoice
Suntec City Tower 2
9 Temasek Boulevard, #29-01
038989 Singapore
janet.ng@isis-papyrus.com and asia@isis-papy
Singapore (SG)
Office
Suntec City Tower 2
9 Temasek Boulevard, #29-01
Singapore
Created by GerhardA on 07 Mai 2015 at 16:52 Last modif

User Accessibility

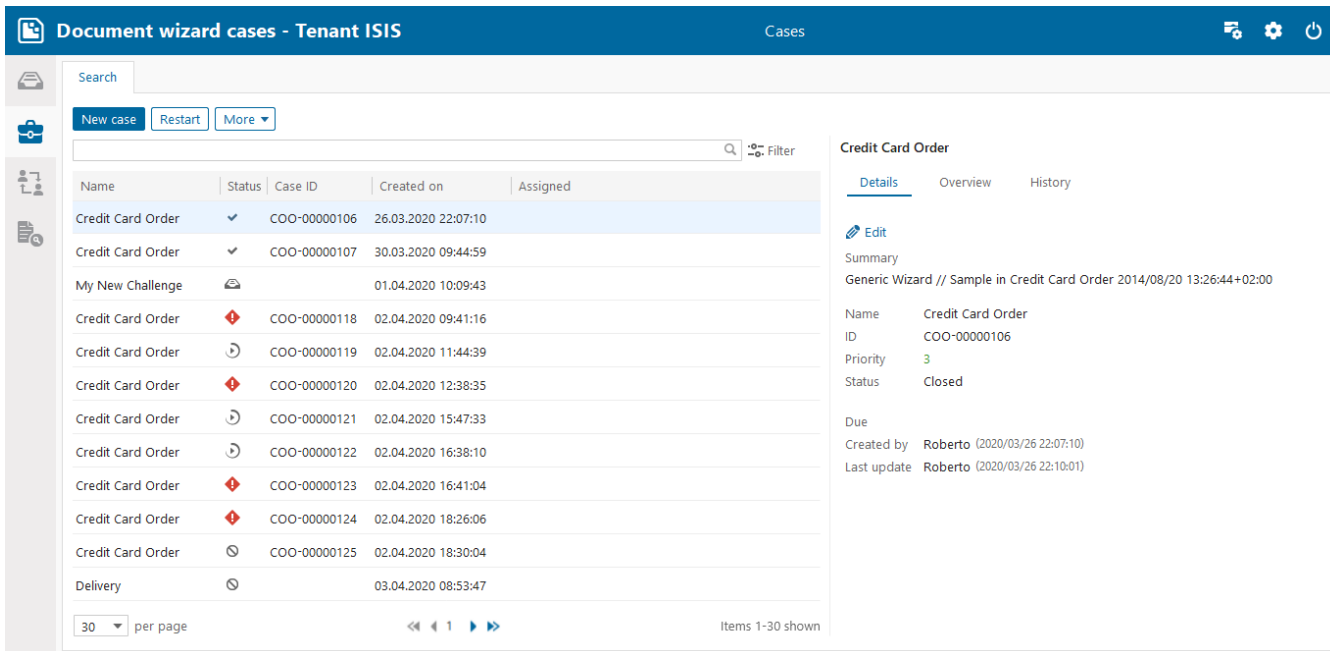
Dedicated to comply with the following rules:

- ▶ European Accessibility Act (2022 – 2025)
- ▶ American Disabilities Act
- ▶ Web Content Accessibility Guidelines 2.1
 - ▶ Enforce WCAG 2.1 Level AA standard



Designed for a total user experience

„Papyrus Style V2“: Main Accessibility Improvements



The screenshot displays the 'Document wizard cases - Tenant ISIS' interface. It features a search bar at the top, a navigation menu on the left, and a main content area. The main content area is divided into two sections: a table of cases and a detailed view of a selected case.

Name	Status	Case ID	Created on	Assigned
Credit Card Order	✓	COO-00000106	26.03.2020 22:07:10	
Credit Card Order	✓	COO-00000107	30.03.2020 09:44:59	
My New Challenge	✉		01.04.2020 10:09:43	
Credit Card Order	✗	COO-00000118	02.04.2020 09:41:16	
Credit Card Order	🔄	COO-00000119	02.04.2020 11:44:39	
Credit Card Order	✗	COO-00000120	02.04.2020 12:38:35	
Credit Card Order	🔄	COO-00000121	02.04.2020 15:47:33	
Credit Card Order	🔄	COO-00000122	02.04.2020 16:38:10	
Credit Card Order	✗	COO-00000123	02.04.2020 16:41:04	
Credit Card Order	✗	COO-00000124	02.04.2020 18:26:06	
Credit Card Order	🕒	COO-00000125	02.04.2020 18:30:04	
Delivery	🕒		03.04.2020 08:53:47	

The detailed view for the 'Credit Card Order' case shows the following information:

- Name:** Credit Card Order
- ID:** COO-00000106
- Priority:** 3
- Status:** Closed
- Due:**
- Created by:** Roberto (2020/03/26 22:07:10)
- Last update:** Roberto (2020/03/26 22:10:01)

▶ Clean design

Papyrus Style V2 introduces more space and reduce or remove all elements (borders, boxes, dots....) so users can be focused on the important content (information) on the screen.

▶ Consistency

Using the same spacing (margins and padding), font sizes across our EYE Widget applications enables our users to have the same look and feel.

▶ Usability

Increasing the size of the UI elements and font sizes as well allows our users to use our applications with ease, specially the users with low vision.

„Papyrus Style V2“: Main Accessibility Improvements

ACM Management

Logged in as: GuentherG PM Userspecific GuentherG Role
Tenant: Payrus

Search

DTC CF Wizard Group

Restart Chat More

Overview Activities History Content Designer Timeline

Case details

Edit

Summary

Name	DTC CF Wizard Group
Priority	3
Status	Error

Due

Created by DTC CF Clerk Man (2020/09/22 09:14:04)

Last update DTC CF Clerk Man (2020/09/22 09:14:33)

+ Add comment

Task overview

- 8 Unassigned
- 8 Overdue
- 8 Assigned but not accepted
- 8 Open

Tasks requiring attention

Status	Name	Priority	Assigned
User Task		3	! none

Related cases

There are no related cases

Increased contrast ratio

Accessible colors

Increased button size

New font family and increased font size

Increased item space

Lighter splitters, scroll bars and other navigational elements

Papyrus Software User Experience Statement



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