

# Content Portfolio

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This project for mobile phone company T-Mobile focused on its business-to-business side, which needed user-experience refinement on automatic payments, including text for all user interactions, with multiple scenarios in each.

Page	Placement	Text	Scenario
Dashboard	Billing Acct. Number check dialog subhead	Please select the account to associate with this purchase.	<ul style="list-style-type: none"><li>• Telco Mgr.</li><li>• Multiple Billing Account Numbers</li></ul>
Dashboard	BAN check dialog messages	Under this billing account: <ul style="list-style-type: none"><li>• Monthly charges are billed to your account</li><li>• You are eligible for AutoPay – sign up at checkout</li></ul>	<ul style="list-style-type: none"><li>• Telco Mgr.</li><li>• Multiple BANs</li><li>• AutoPay not enabled</li></ul>
Dashboard	BAN check dialog messages	Under this billing account: <ul style="list-style-type: none"><li>• Monthly charges are billed to your account</li><li>• You are signed up for AutoPay</li></ul>	<ul style="list-style-type: none"><li>• Telco Mgr.</li><li>• Multiple BANs</li><li>• AutoPay enabled</li></ul>
Dashboard	BAN check dialog messages	Your purchase is associated with the billing account [Billing Account Nickname] – [BAN]	<ul style="list-style-type: none"><li>• Telco Mgr.</li><li>• Single BAN</li></ul>
Dashboard	BAN check dialog messages	Under this billing account: <ul style="list-style-type: none"><li>• Monthly charges are billed to your account</li><li>• You are eligible for AutoPay – sign up at checkout</li></ul>	<ul style="list-style-type: none"><li>• Telco Mgr.</li><li>• Single BAN</li><li>• AutoPay not enabled</li></ul>
Dashboard	BAN check dialog subhead	Please select the account to associate with this purchase.	<ul style="list-style-type: none"><li>• Global or End User</li><li>• Multiple BANs</li></ul>
Select Plan	Eligible plan box, under total price	This plan may be eligible for additional discounts when you sign up for AutoPay.	<ul style="list-style-type: none"><li>• All users</li><li>• AutoPay eligible but not enabled</li></ul>
Select Plan	Details tooltip	<ul style="list-style-type: none"><li>• You may be eligible for a [\$5.00] discount per line, up to [\$40.00], across your entire account.</li></ul>	<ul style="list-style-type: none"><li>• All users</li><li>• AutoPay enabled or eligible</li></ul>

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Select Plan	Modal dialog	You may lose your [\$40.00] AutoPay discount on [BAN Nickname] – [BAN Number] if you switch to the Bill to Account setting. Are you sure you want to switch?	<ul style="list-style-type: none"> <li>• All users</li> <li>• Non-AutoPay eligible plan selected</li> </ul>
Shopping Cart	Eligible plan box, under total price	Your account includes AutoPay, which may make you eligible for additional discounts.	<ul style="list-style-type: none"> <li>• All users</li> <li>• AutoPay enabled</li> </ul>
Payments and Shipping	Monthly Recurring payment options	Bill using AutoPay to corporate account [Nickname] – BAN#[BAN Number]	<ul style="list-style-type: none"> <li>• All users</li> </ul>
Payments and Shipping	Monthly Recurring payment options	Pay by credit card	<ul style="list-style-type: none"> <li>• Telco Mgr</li> <li>• AutoPay not enabled</li> <li>• Credit cards enabled</li> <li>• New or existing BAN</li> </ul>
Payments and Shipping	Monthly Recurring payment subhead	Use AutoPay on your account	<ul style="list-style-type: none"> <li>• Telco Mgr</li> <li>• AutoPay not enabled</li> <li>• Credit cards enabled</li> <li>• New or existing BAN</li> </ul>
Payments and Shipping	Monthly Recurring payment promo message	You may be eligible for [\$5.00] off per line up to [\$40.00] applicable across your entire account.	<ul style="list-style-type: none"> <li>• Telco Mgr</li> <li>• AutoPay not enabled</li> <li>• Credit cards enabled</li> <li>• New or existing BAN</li> </ul>
Payments and Shipping	Monthly Recurring payment options	Use same credit card as due now payment	<ul style="list-style-type: none"> <li>• Telco Mgr</li> <li>• AutoPay not enabled</li> <li>• New or existing BAN</li> </ul>
Payments and Shipping	Monthly Recurring payment options	Pay with the same credit card as amount due now	<ul style="list-style-type: none"> <li>• Telco Mgr</li> <li>• AutoPay enabled</li> <li>• Credit cards enabled</li> <li>• New or existing BAN</li> </ul>