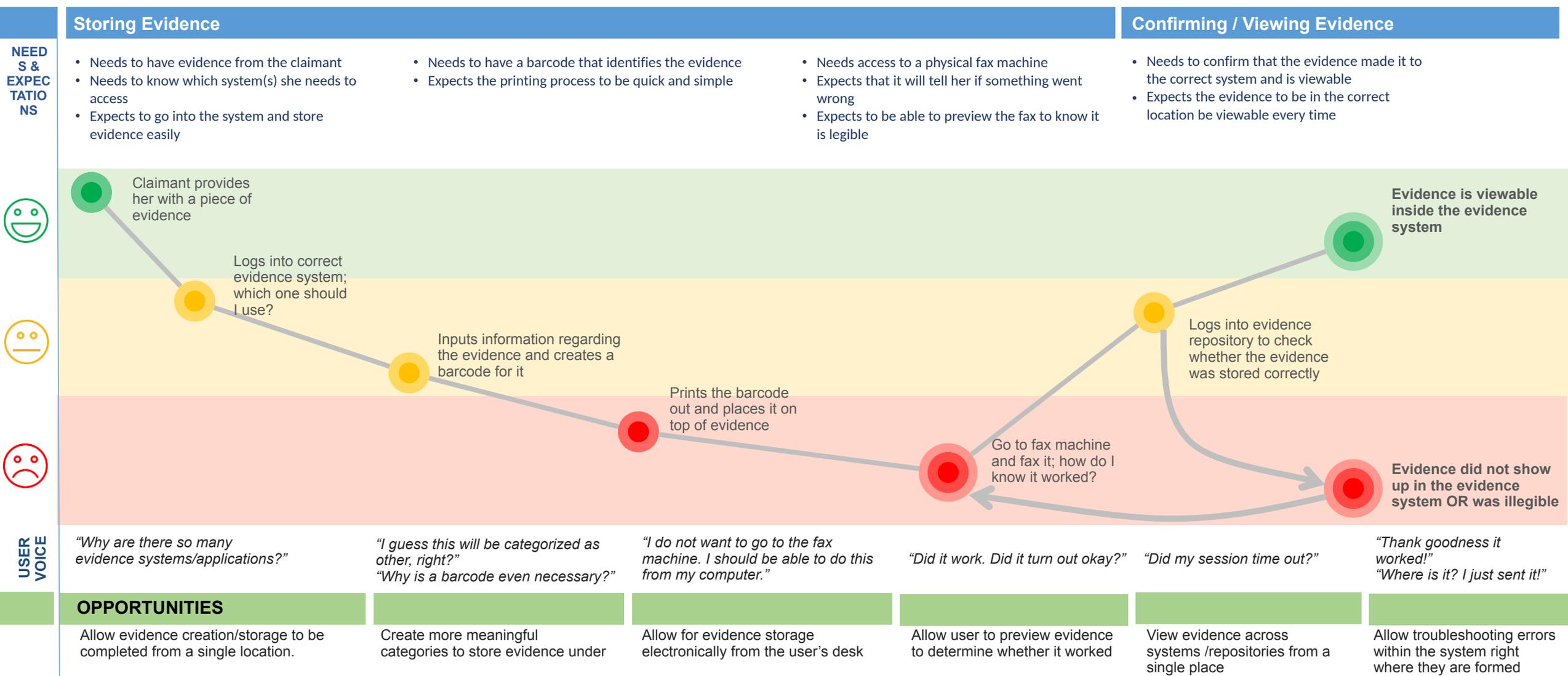
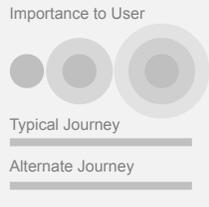




# Kailey, Title II Claims Specialist at Chicago Field Office

*"I wish the process of dealing with evidence were easier."*

Kailey is in her 40's and has extensive experience working in the field office, having over 10 years experience with Social Security Administration. She deals with evidence on a daily basis and deals with both storing as well as viewing all different types of evidence as well as providing evidence to other SSA units (such as the Office of Hearing Operations) when necessary.





## Jordan, Claims Specialist at Processing Center

*"It would make my life so much easier if I could just view evidence in one place."*

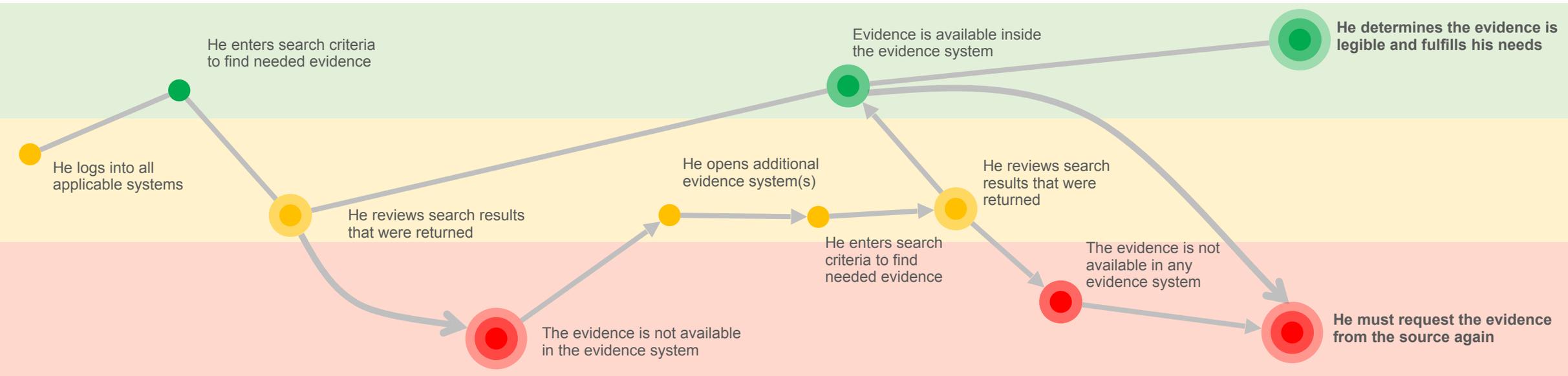
Jordan is in his 30's and has some experience working in the field office, having 3 years experience with Social Security Administration. He deals with evidence on a daily basis and deals with both storing as well as viewing all different types of evidence. He was trained on all of the required systems but still relies on the policies and training information to ensure he gets it right.



### Viewing Evidence

NEEDS & EXPECTATIONS

- Needs to be able to view related evidence quickly
- Needs to know which system(s) he needs to access
- Expects to go into the system and view evidence easily
- Needs to be able to search using different information (SSN, BNC, etc.)
- Needs to be able to distinguish information about evidence without sifting through extraneous data
- Expects to sort/filter results to match his search needs
- Needs to be able to easily verify evidence matches criteria and is legible
- Expects to easily identify the "right" piece of evidence based on information given by the search result
- Needs to be able to easily complete the evidence viewing process and move on to the next step in the workflow
- Expects he can move onto the next step easily, whether the evidence was found or not



USER VOICE

*"Which system is it going to be in?"*

*"It would be nice if I knew what this result was before opening it."*

*"Why is it not here?" Is it somewhere else?"*

*"Great. This is the evidence I needed!"  
"Great. Another system to search in."*

*"Okay, I am giving up on this search."*

*"That is exactly what I needed."  
"I can't believe I have to ask this customer for this again!"*

### OPPORTUNITIES

Allow for search by multiple identifiers and also have sorting/filtering capabilities

Improve search functionality by showing important info in the result

Allow all evidence to be viewed in one location.

Allow evidence to be easily previewed to verify its content without opening it

Allow users to set alerts / notifications on changes to evidence

Allow for evidence to be resubmitted / requested from the portal