



United Water

Project CRIA

Template J: FAQ Detail Pages *Wireframes & Pages*

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DOCUMENT: Template J

VERSION: 1.0

DATE: Thu Jul 09 2015

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About This Document

What is a wireframe?

Wireframes are a page blueprint prior to the visual design used to illustrate the flow of information, document all objects to be included on the page and show the behavior and states of some of these objects. They are not meant to reflect actual design or content.

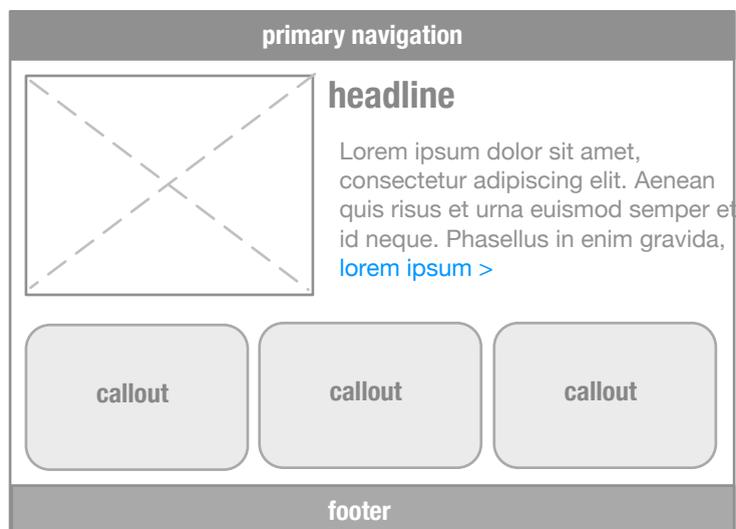
Design aspects for consideration

- Representation of selected content and functionality that will reside on a page to bring the strategic concept to life.
- An allocation of page real estate to illustrate priority and placement.
- Intent of copy - indicative of the eventual design. This includes titles, labels, links, prompts and instructions.
- Schematic that identifies key page areas (modules).
- Direction for visual design explorations.

Aspects not for wireframe review

- Final copy or branding treatments
- The design/look&feel of the page
- Representation of the specific photography to be used
- The final layout of future content and functionality

Wireframe example



Legend

form elements

text box

button

modular elements

video



promo section



header content



personalized



image



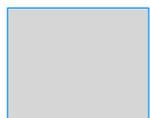
2nd header



copy area



accordion



links





United Water

Sitemap ID: J

Page Listing

SITEMAP ID: J

- L2.1.1.1 What do I do?
 - L2.1.1.2 How can I prepare?
 - L2.1.1.3 How do I report an incident
 - L2.1.1.4 How can I stay informed?
 - L2.1.2.1 How do I start/stop service?
 - L2.1.2.2 What if I move in the same area
 - L2.1.2.3 How do I get help for a service issue?
 - L2.1.2.4 What happens during an appointment?
 - L2.1.3.1 How and I billed for water usage?
 - L2.1.3.2 How do I read my bill?
 - L2.1.3.3 How do I resolve a billing issue?
 - L2.1.3.4 How can I make a payment?
 - L2.1.3.5 How do I stop paper bills / pay online?
 - L2.1.3.6 How can I monitor my usage?
 - L2.1.4.1 Why register for online access?
 - L2.1.4.2 How do I manage services & addresses?
 - L2.1.4.3 How do I view and pay my bill?
 - L2.1.4.4 How do I manage appointments?
 - L2.1.4.5 How do I manage my personal information
 - L4.1.1 Water Resource Management
 - L4.1.2 Energy & Climate
 - L4.1.3 Reduce, Reuse, Recycle
 - L4.1.4 Biodiversity & Ecosystem Restoration
 - L4.1.5 Environmental Charter
 - L4.1.6 SOLUTION Commitment
 - L4.1.7 Water For the World
 - L4.2.1 Working with shareholders
 - L4.2.2 Philanthropy
 - L4.2.3.1 K-12 Tours & Programs
 - L4.3.1 Employee & Customer Engagement
 - L4.3.2 Employee Development
 - L4.3.3 Diversity & Inclusion
 - L4.3.4 Health & Safety
 - L4.3.5 Customer Satisfaction
-

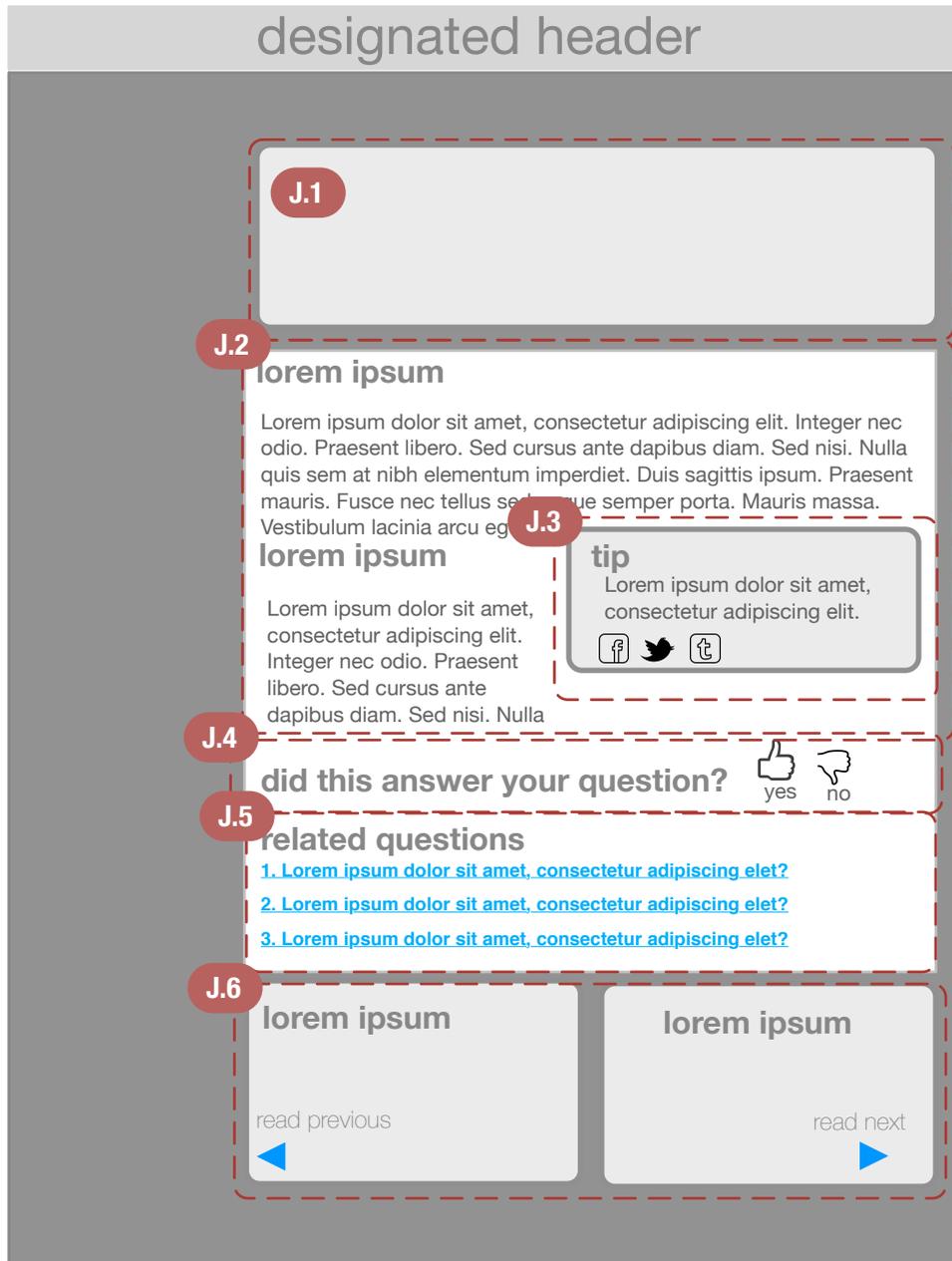


United Water

Wireframes: J

Desktop/Tablet/Mobile

Template J Desktop



Template J (Desktop)

This shows how template J: 'FAQ Detail Pages' will work on desktop devices.

Message States

Unique Widgets

Tip module

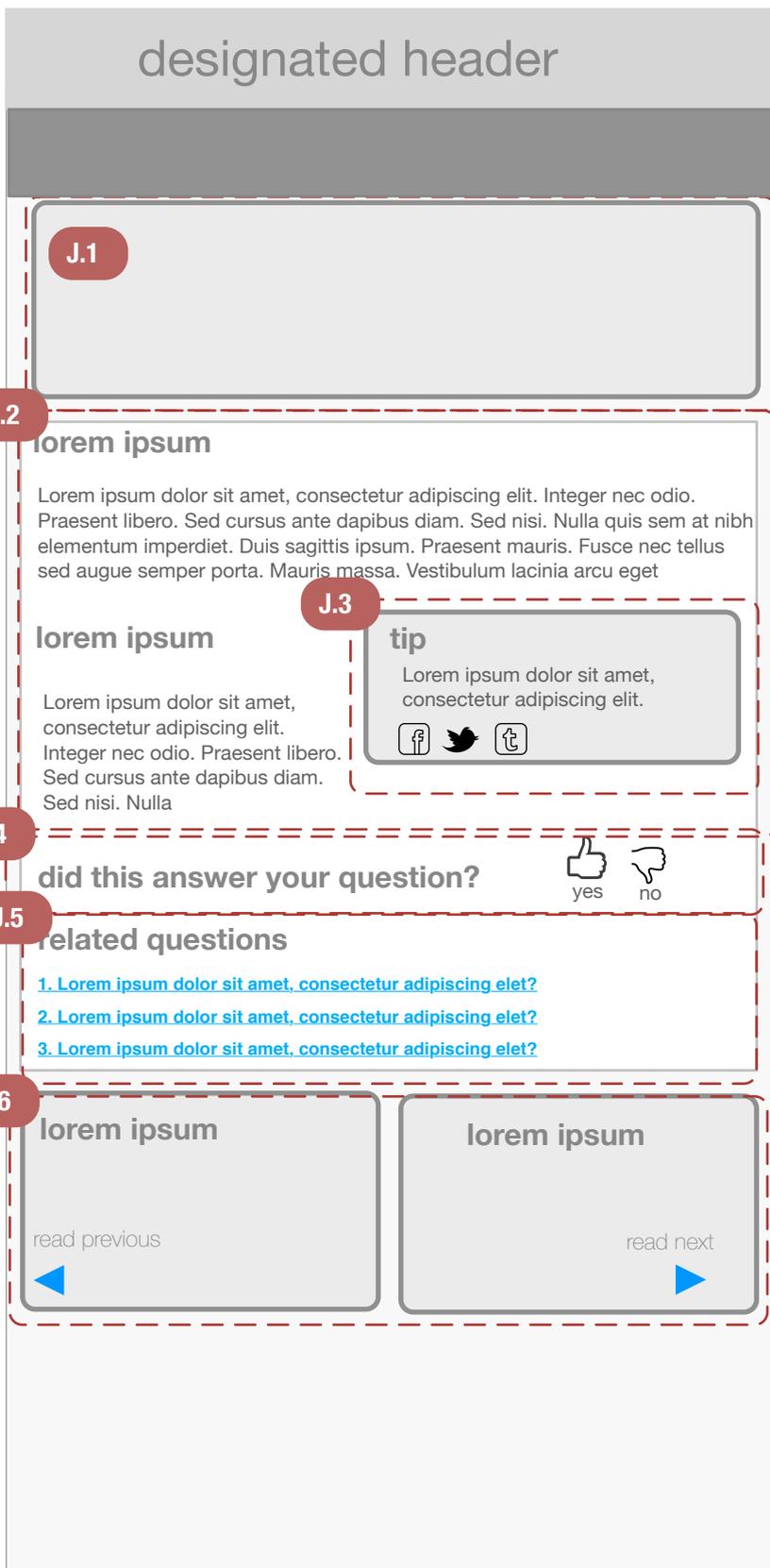
Did this answer your question functionality

Previous and next modules

annotations

- J.1. Possible hero content area with possible (a) image (b) video
- J.2. Related copy
- J.3. Possible 'tip' module with (a) header (b) copy (c) social media share
- J.4. 'Did this answer your question with an icon for (a) yes (b) no.
- J.5. If user selects the 'no' widget because the FAQ did not help the user, 3 related questions appear.
- J.6. 'Previous' and 'next' modules to rotate through the FAQ area specific section.

Template J Tablet



Template J (Tablet)

This shows how template J: 'FAQ Detail Pages' will work on tablet devices.

Message States

Unique Widgets

Tip module

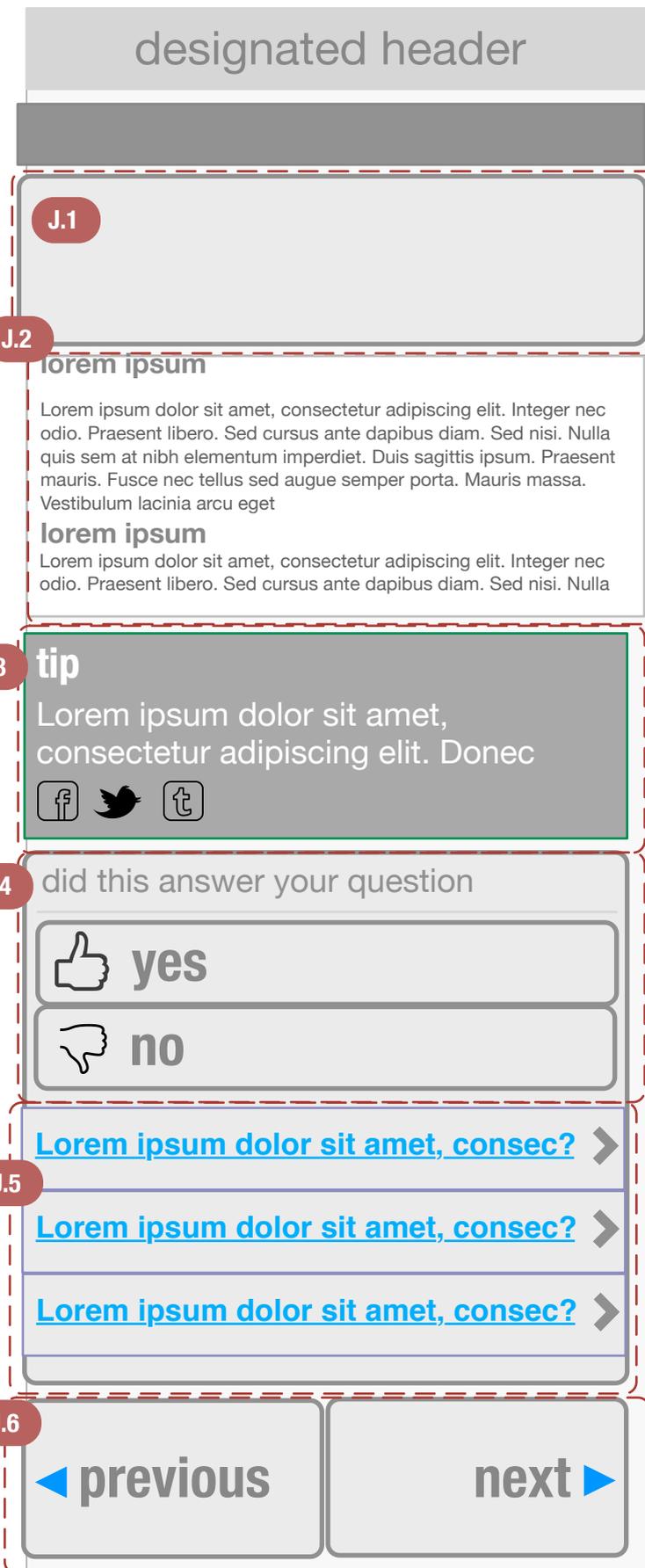
Did this answer your question functionality

Previous and next modules

annotations

- J.1. Possible hero content area with possible (a) image (b) video
- J.2. Related copy
- J.3. Possible 'tip' module with (a) header (b) copy (c) social media share
- J.4. 'Did this answer your question with an icon for (a) yes (b) no.
- J.5. If user selects the 'no' widget because the FAQ did not help the user, 3 related questions appear.
- J.6. 'Previous' and 'next modules to rotate through the FAQ area specific section.

Template J Mobile



Template J (Mobile)

This shows how template J: 'FAQ Detail Pages' will work on mobile devices.

Message States

Unique Widgets

Tip module

Did this answer your question functionality

Previous and next modules

annotations

- J.1. Possible hero content area with possible (a) image (b) video
- J.2. Related copy
- J.3. Possible 'tip' module with (a) header (b) copy (c) social media share
- J.4. 'Did this answer your question' with an icon for (a) yes (b) no.
- J.5. If user selects the 'no' widget because the FAQ did not help the user, 3 related questions appear.
- J.6. 'Previous' and 'next' modules to rotate through the FAQ area specific section.



Pages: J

Desktop & Mobile

L1.1.x. FAQs Detail Page

designated header

navigation

website & online account: [title]

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did this answer your question?   

yes no

lorem ipsum

read previous  

lorem ipsum

read next  

annotations

Template J

1. User has the ability to indicate whether or not the content solved there concern.
2. 'read previous' hyperlink takes the user to the previous FAQ question established in the queue.
3. 'read next' hyperlink takes the user to the next FAQ question in the queue.

L1.1.x. FAQs Detail Page (did not answer question)

designated header

navigation

website & online account: [title]

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lorem ipsum

did this answer your question?  yes  no 1

related questions

[1. Lorem ipsum dolor sit amet, consectetur adipiscing elet?](#)

[2. Lorem ipsum dolor sit amet, consectetur adipiscing elet?](#) 2

[3. Lorem ipsum dolor sit amet, consectetur adipiscing elet?](#)

lorem ipsum

3
read previous 

lorem ipsum

read next 4 

annotations

Template J

1. User has the ability to indicate whether or not the content solved there concern.
2. If the user selects that the question was not answered, a list of related questions appear below.
3. 'read previous' hyperlink takes the user to the previous FAQ question established in the queue.
4. 'read next' hyperlink takes the user to the next FAQ question in the queue.

L1.1.x. FAQs Detail Page (with tip)

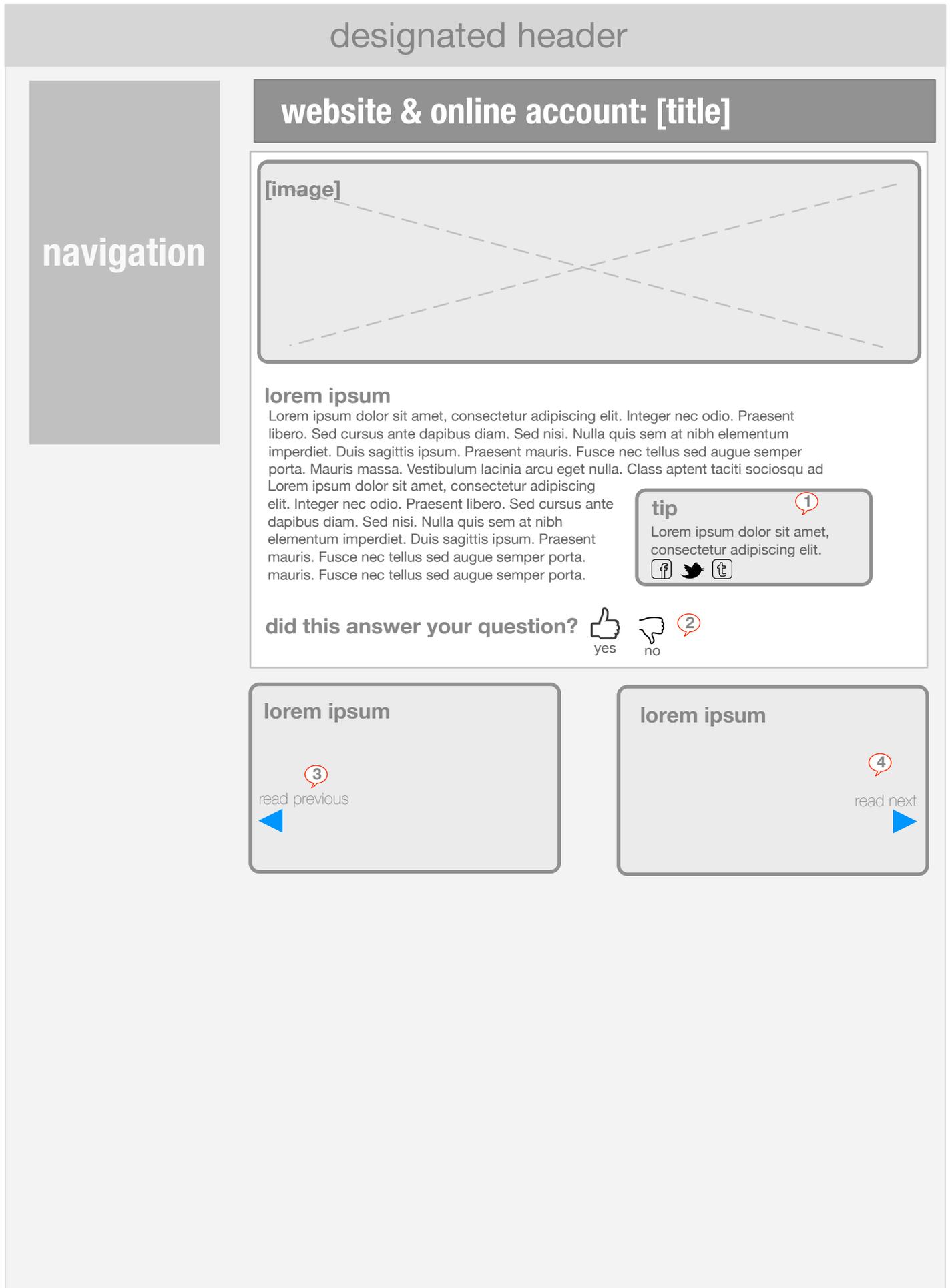


annotations

Template J

1. Social media icons to share a tip related to the FAQ.
2. User has the ability to indicate whether or not the content solved there concern.
3. 'read previous' hyperlink takes the user to the previous FAQ question established in the queue.
4. 'read next' hyperlink takes the user to the next FAQ question in the queue.

L1.1.x. FAQs Detail Page (image)



annotations

Template J

1. Social media icons to share a tip related to the FAQ.
2. User has the ability to indicate whether or not the content solved there concern.
3. 'read previous' hyperlink takes the user to the previous FAQ question established in the queue.
4. 'read next' hyperlink takes the user to the next FAQ question in the queue.

L1.1.x. FAQs Detail Page (video)

designated header

website & online account: [title]

navigation



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tip 1

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did this answer your question?  yes  no 2

lorem ipsum

3
read previous 

lorem ipsum

4
read next 

annotations

Template J

1. Social media icons to share a tip related to the FAQ.
2. User has the ability to indicate whether or not the content solved there concern.
3. 'read previous' hyperlink takes the user to the previous FAQ question established in the queue.
4. 'read next' hyperlink takes the user to the next FAQ question in the queue.

Mobile: Template J

designated header

website & online account: [title]

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tip 1

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did this answer your question 2

 **yes**

 **no**

 **previous** 3

next  4

annotations

Template J

1. Social media icons to share a tip related to the FAQ.
2. User has the ability to indicate whether or not the content solved their concern.
3. 'read previous' hyperlink takes the user to the previous FAQ question established in the queue.
4. 'read next' hyperlink takes the user to the next FAQ question in the queue.