TLDR: **S.A.I.**

Situational Awareness Interface

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NYAH

SENIOR SEARCH AND DISCOVERY ANALYST

Use Case: Crisis Situation

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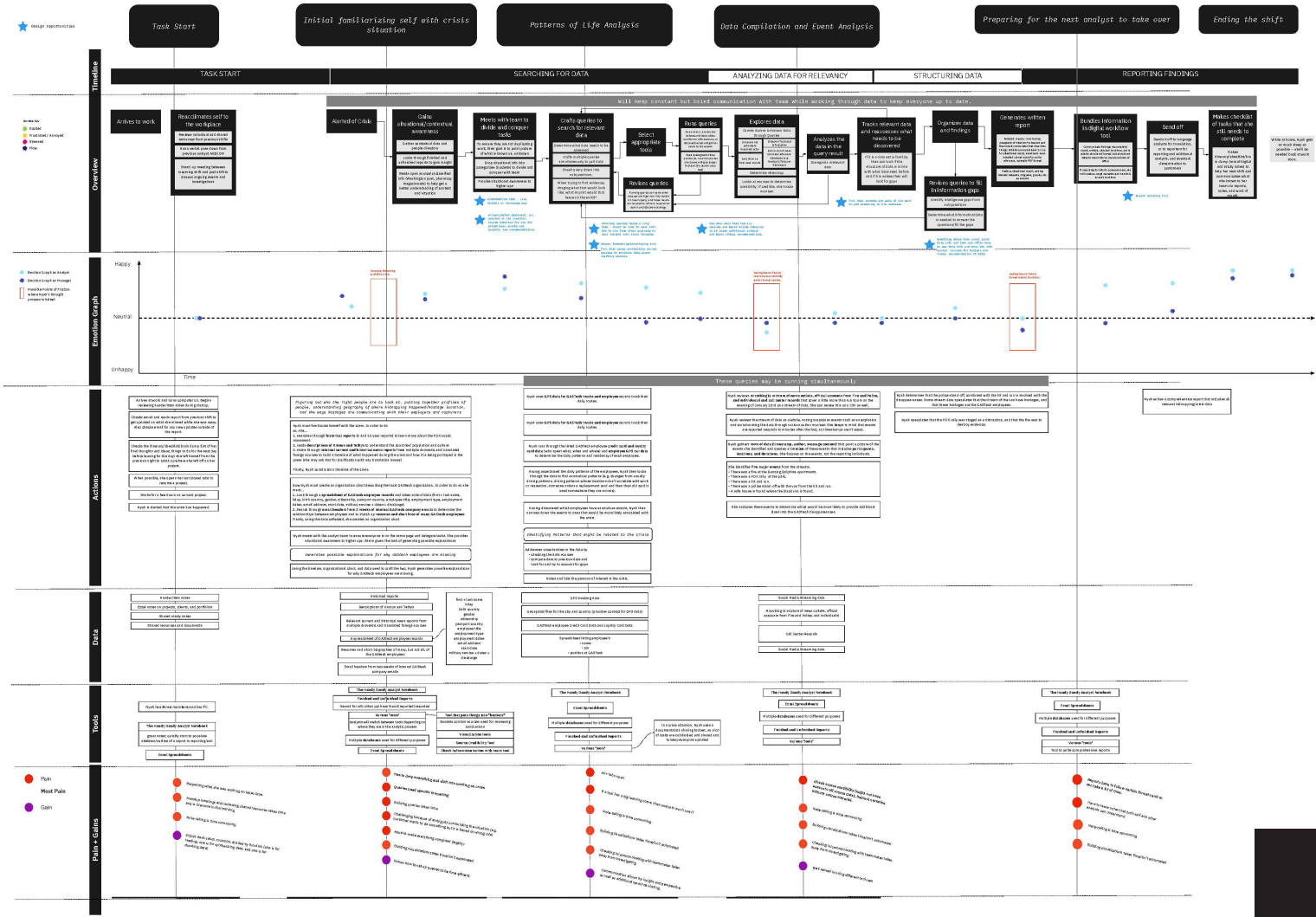
USER JOURNEY



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IDENTIFIED PAIN POINTS

> Difficult to get a **case overview** with the amount of initial available information in multiple **windows or tabs**

> Strenuous to immediately **identify anomalous activity** in the case

> Copious amounts and **iterations of queries need to run** in **short period of time**

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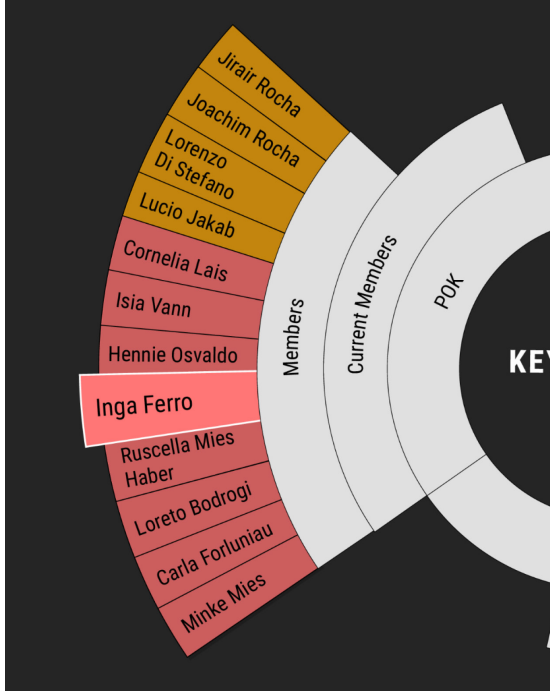

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SITUATIONAL AWARENESS INTERFACE

Gain situational awareness quickly in one interface

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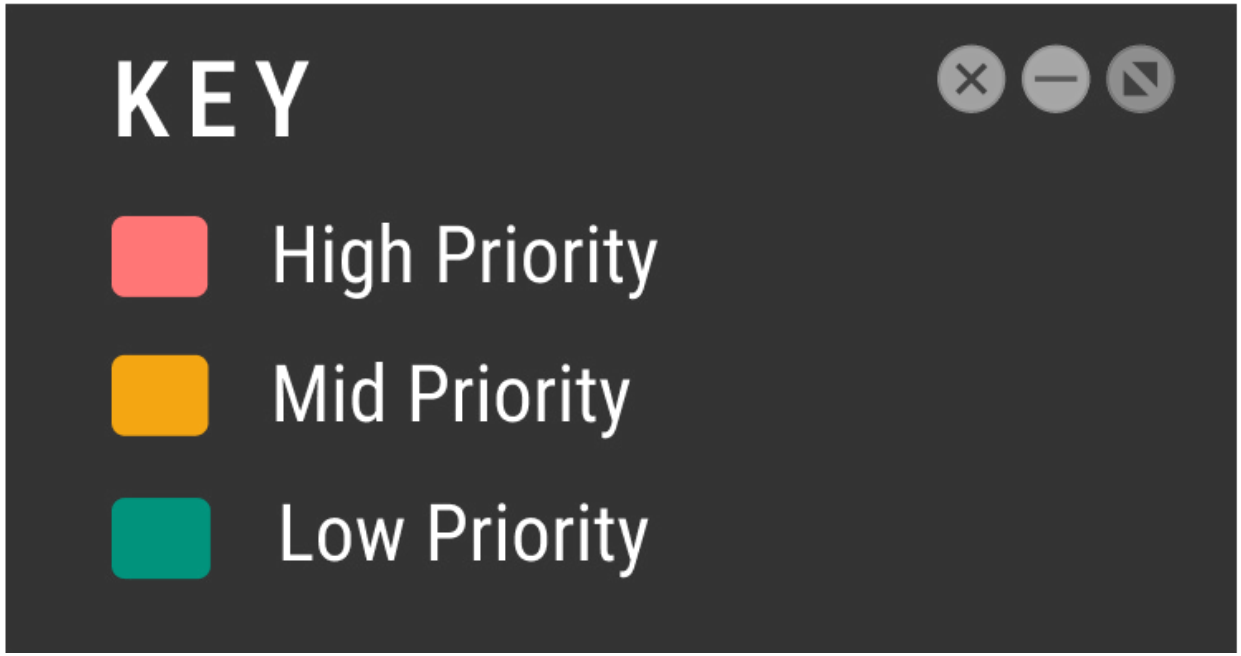
As Surge Team member, Nyah has received instructions to **investigate a crisis** in Kronos where **GASTech employees have been kidnapped**.

The early stages of a surge are often very chaotic, so Nyah needs to efficiently **gain contextual awareness** of the event in order to assess the situation and discover the location of the missing employees and how to get them home.



AI PRIORITIZED KEY: Priority is established by ML based on what the analyst needs to know to efficiently gain contextual awareness.

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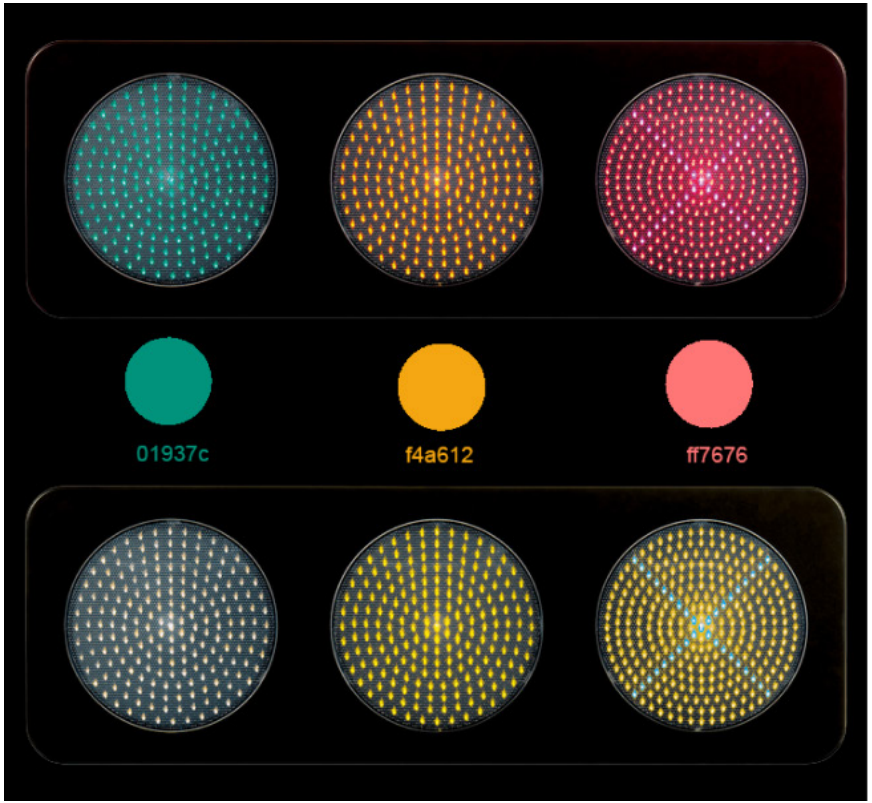

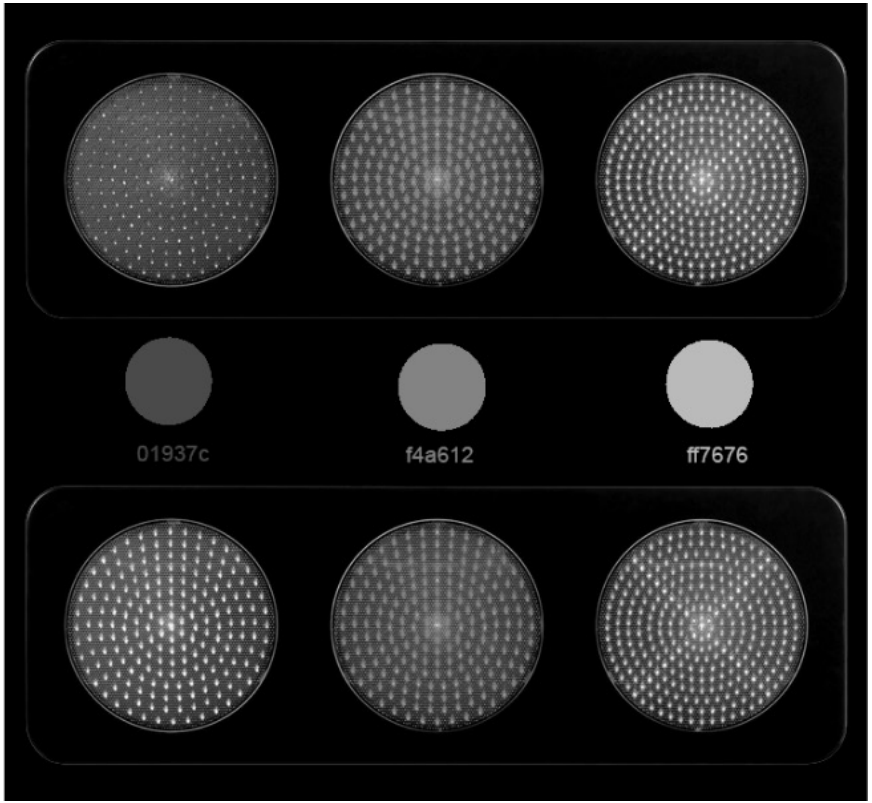

ACCESSIBILITY: Interface colors are accessible for analysts with visual impairments.

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AI PRIORITIZED CONTENT: AI customizes tree map display of patterns based on key prioritization and also uses scale as a secondary identifier of priority.

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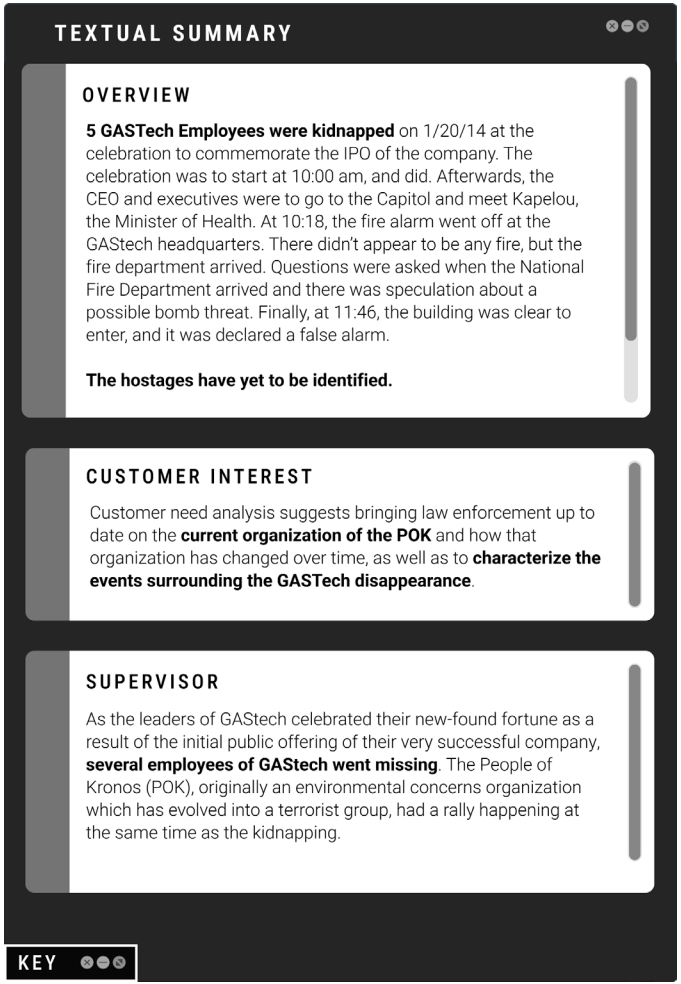

SUMMARY: AI generates summaries from all case data to provide an overview of the case.

It also sifts through customer interest analyses to incorporate customer interest trends.

The supervisor summary provides the human perspective from the analyst's supervisor.

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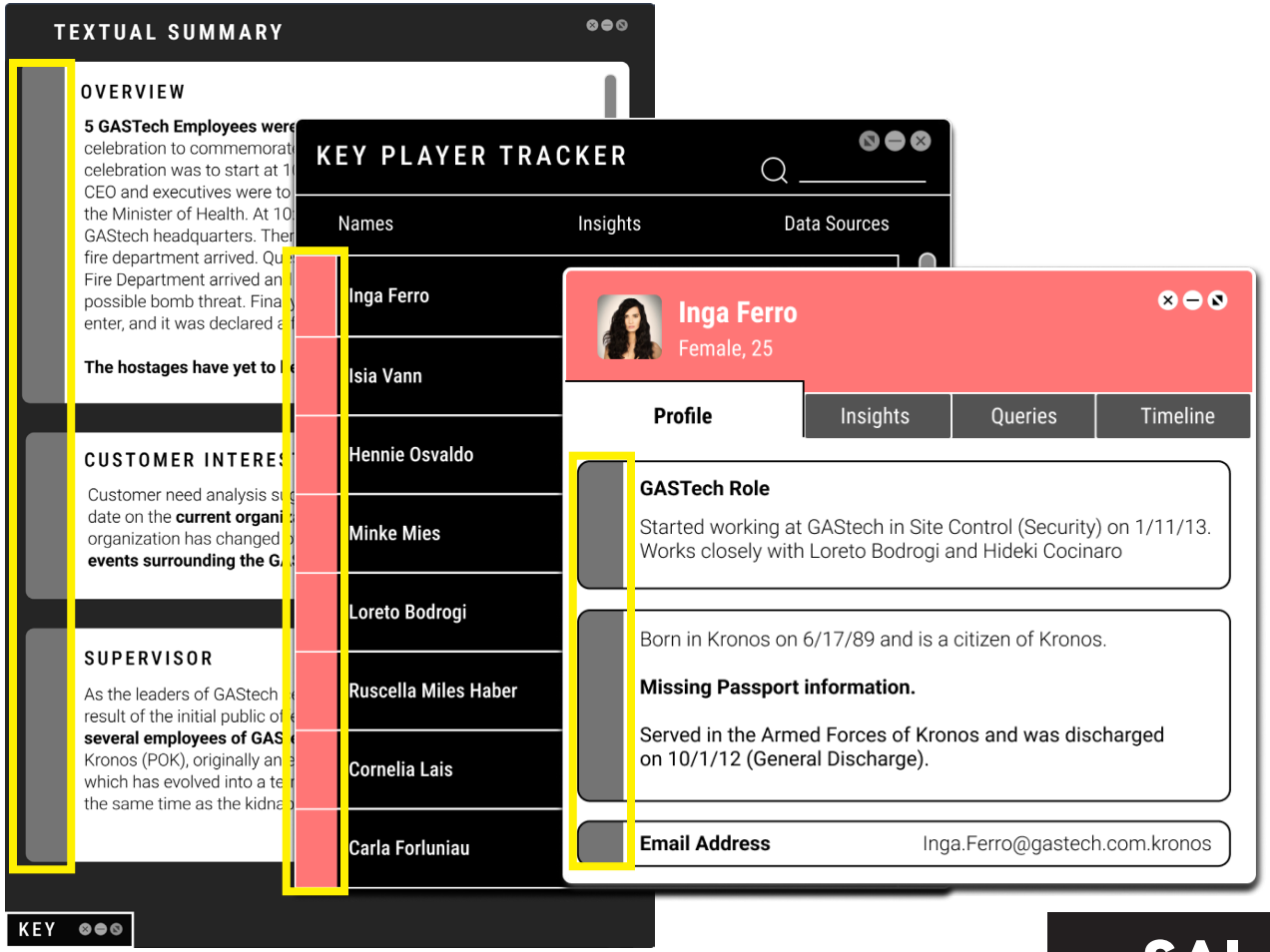
REORDERING:
Though the initial hierarchal order is determined by AI, analysts are able to reorder module content to their preferred hierarchy, which AI takes as feedback.



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INTERACTIVE TIMELINE:

Each square is an event relating to the crisis. Analysts can scroll though the timeline to see major events in the case.

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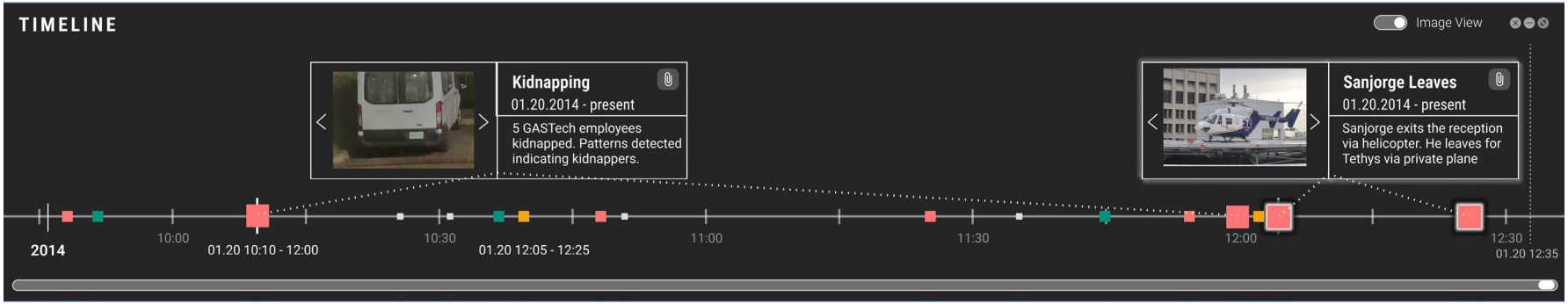
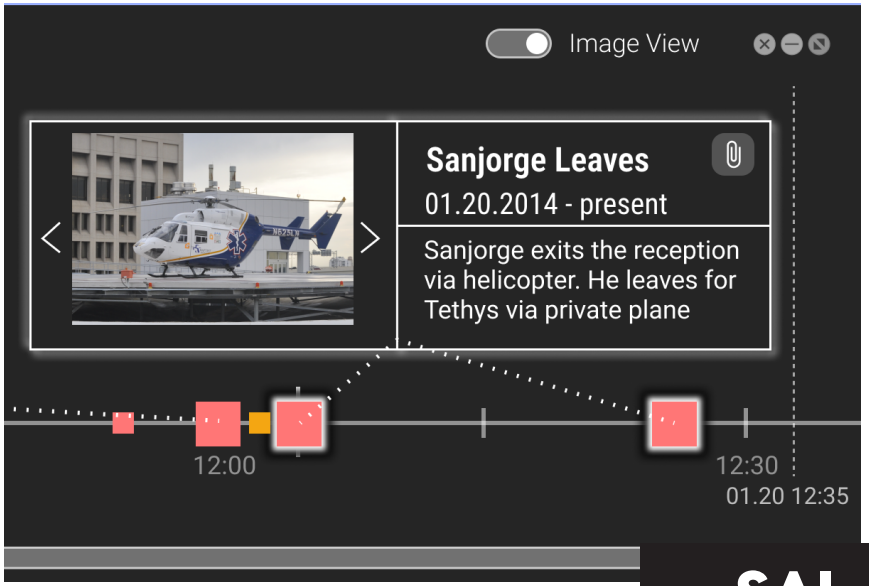


TIMELINE PRIORITIZATION:

AI highlights high priority events important for the analyst to gain situational awareness based on their preferences/feedback.



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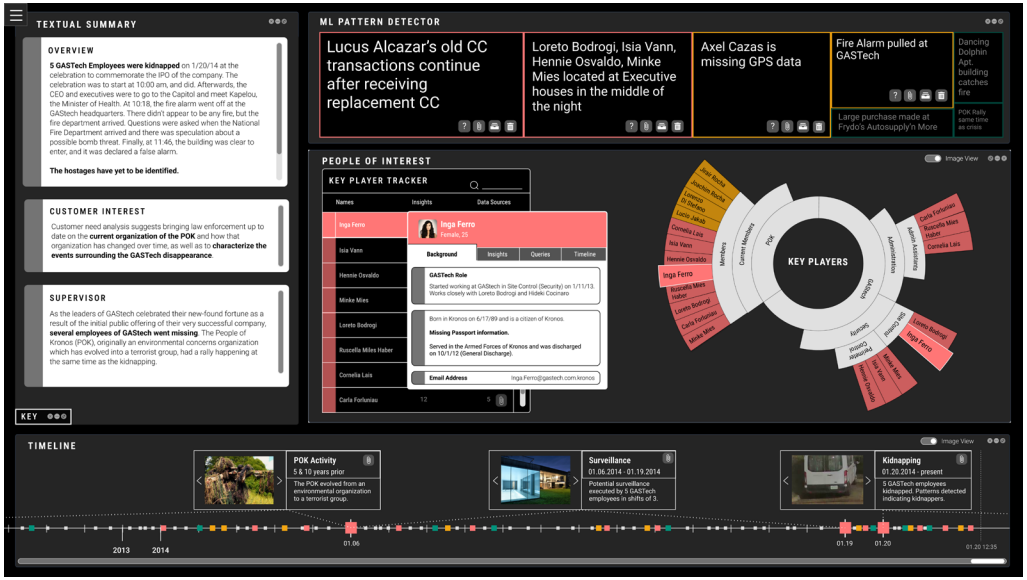
- Summaries
- ML Pattern Detector
- People of Interest
- Timeline
- Points of Interest
- Reports
- Uncategorized Data
- Unparsed Data
- Dark Mode



CUSTOMIZED DISPLAY: Analyst can adjust AI-selected features using the menu.

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POINTS OF INTEREST: Feature shows high priority locations in the case and AI-predicted routes between locations.

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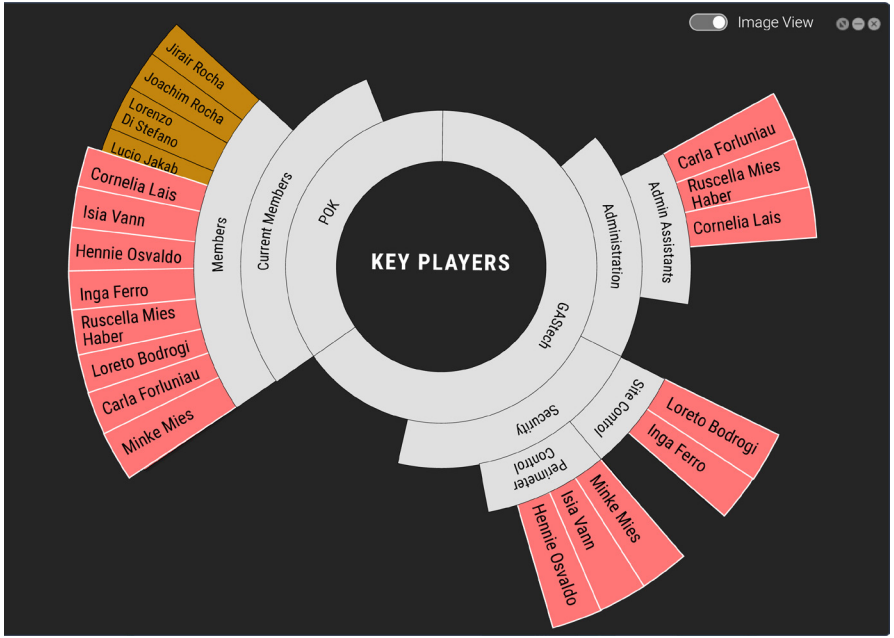
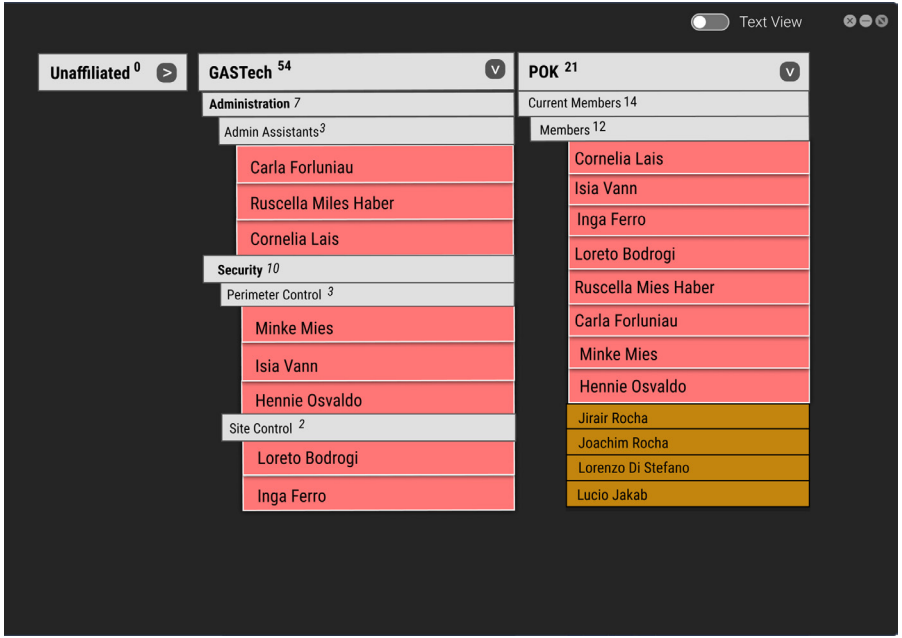


IMAGE VIEW



TEXT VIEW

IMAGE VIEW VS. TEXT VIEW: Offers an alternative view for analysts who prefer textually-presented data.

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< Overview

< +1 ML Pattern >

< Overview

< Employees with POK Background have High % of Having Emails Titled “Aspire” >

< Overview

< Identifed with: Teammate Info + Query + Filtering >

< Overview

< Long Press to Inform Customer >

WATCH NOTIFICATIONS:

Unobtrusively keep analysts up to date on the situation.

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WIDER IMPLICATIONS

> Summaries provide top-level overview while other features **equip analyst to drill down into specific data points**

> Enables the analyst to **intuitively understand the prioritization system via color and hierarchy**

> Using ML provides rich opportunities for **identifying and responding to anomalous behavior in the case**

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REFLECTION

> How could SAI incorporate **cross-collaboration between analysts**?

> In addition to using the watch's **proximity sensing** to enhance data security (monitor locking), **how else might the watch be leveraged to support security and awareness?**

> In addition to the 24-hour updating cycle, how might SAI **streamline the reporting process**?

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