



# FAQ REDESIGN

Behance: Adobe

## INTRODUCTION

Behance is an Adobe product where designers can share their creative work.

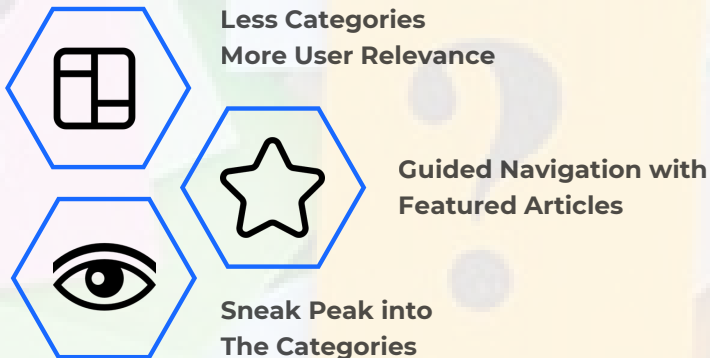
## THE CHALLENGE

Behance's help-desk is set up on Zendesk, due to which the user interface of the FAQ page lacked homogeneity with the Behance website. The poorly designed page lacked intuitiveness, making it difficult for customers to find answers, leading to bad user experience.

## PROBLEM STATEMENT

Redesign the FAQ module for better clarity, consistency and customer satisfaction

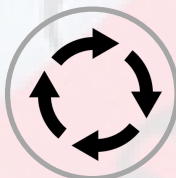
## THE SOLUTION



## BENEFITS OF THE PROJECT

Better User  
Experience

Self-service in  
True Sense



Consistent  
UI Theme

Fewer Customer  
Tickets

