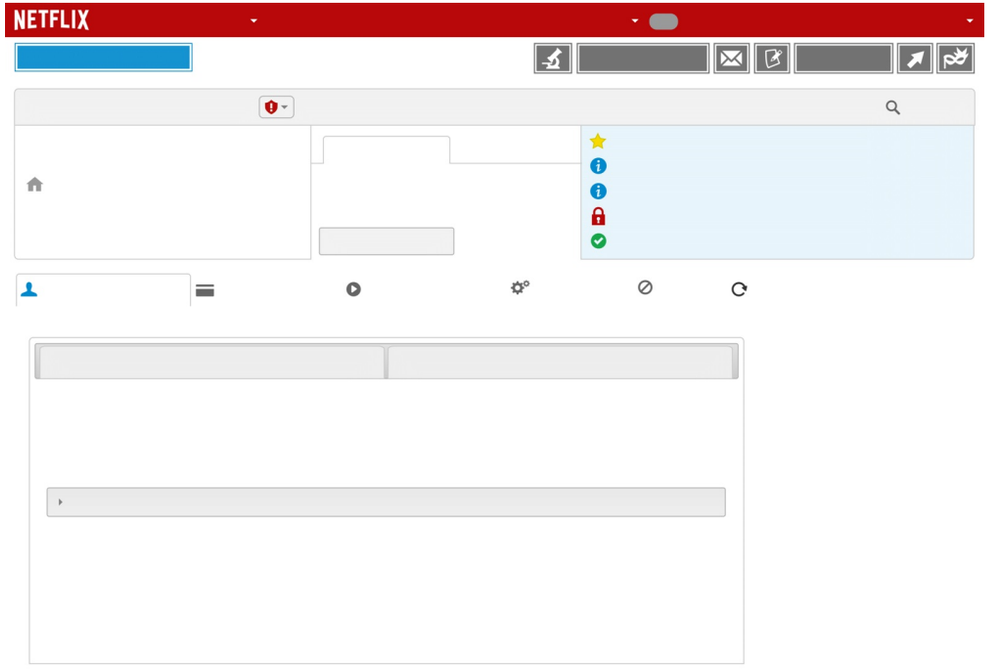
Netflix | Obiwan Prototype

Interface and workflow design for a customer-support environment.



The design focus

An interface prototype exploring how support agents orient themselves in Obiwan, locate key controls and identify the appropriate contact category.

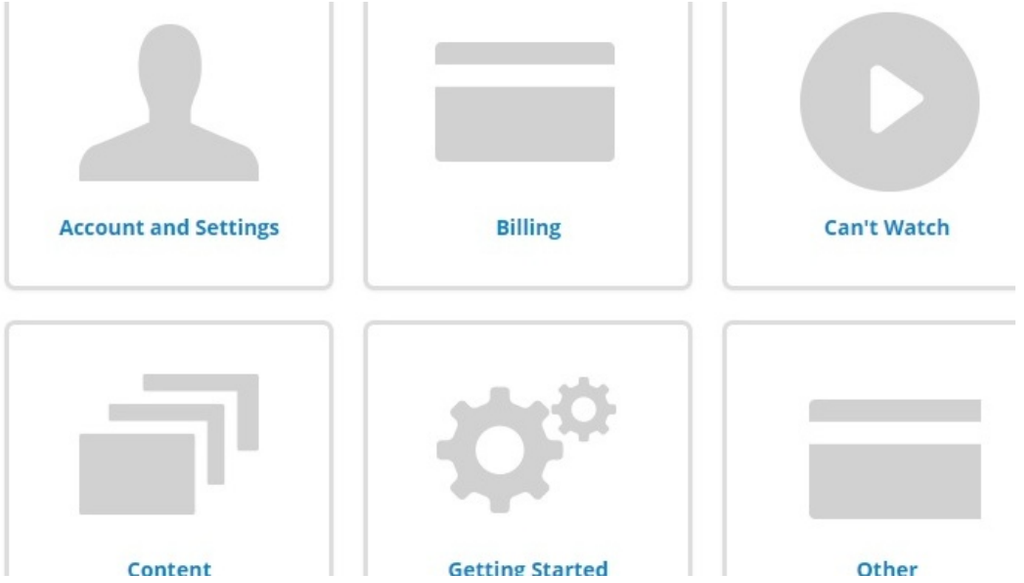
UX/UI · Visual design · Prototyping · Interface graphics

Interface environment

Selected interface layout and workflow elements.

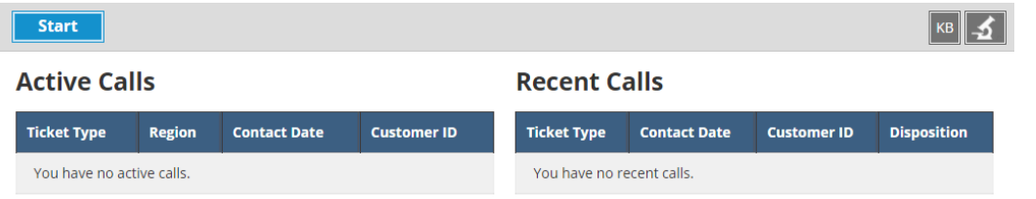
Making the environment understandable

The overview script introduces contact lookup, access to the knowledge base, contact categorization and ending a contact.



Contact categories

Six entry points for categorizing customer support requests.



Contact overview

Active and recent calls are organized in separate areas.

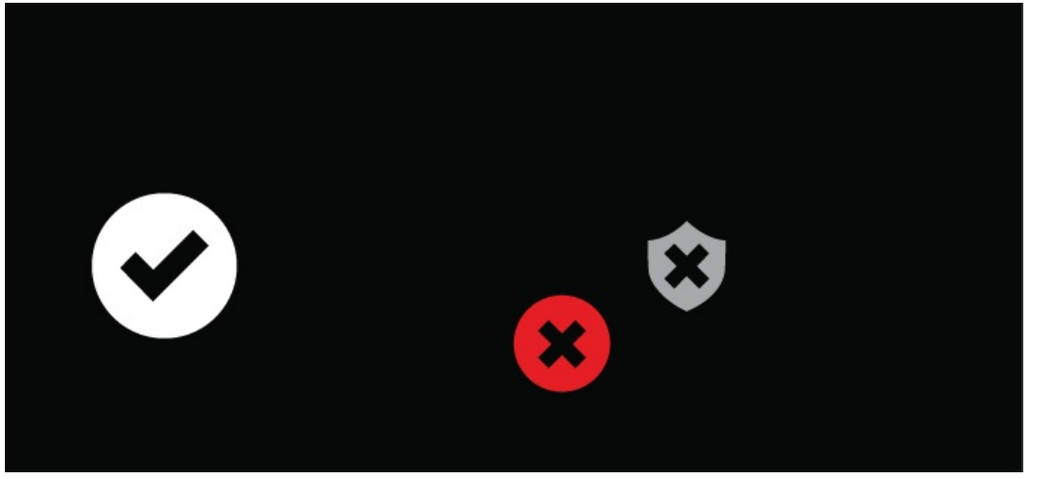
Clear controls and feedback

Selected graphic assets demonstrate how recognizable symbols can support interaction and communicate status.



Playback control

A simple visual control for starting playback.



Feedback graphics

Distinct visual symbols for positive and negative feedback.

From interface to learning experience

The prototype materials connect a technical interface with a guided explanation of customer-support tasks.

Orient

Locate the contact search, knowledge base and contact controls.

Categorize

Identify the category that best describes the customer’s issue.

Communicate

Use consistent interface graphics and recognizable controls.

Selected archived prototype materials. Not a representation of the current Netflix interface. No deployment or measured outcomes are asserted.