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Content Editing and Manager UX

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1 year old this week

- We believe MODX should be adopted by **more** companies
- Our goal is to design and build tools, services and premium extras suited to large organisations and distributed corporate teams
- It's not just about creating functionality
 - Understanding how users **work**
 - Understanding how users **think**
- Ingredients for a great user experience

Why is User Experience so important?

- ...because “design is not what it looks like, design is **how it works**”
- Good UX is essential for complex digital products because users must be able to use them.

As much as we advocate user-centric design, **authors are people too**

Why (else) is User Experience so important?

- Great UX will increased **productivity** and **sales** through user **satisfaction**. It will decrease **training**, **support**, and **rework**.
- An author-centric CMS is one which is **intuitive**, **simple** or **extremely learnable**.

It's unrealistic to expect anyone to enjoy using complicated software, however nice the interface, if they have to **relearn** it every few months to accomplish basic tasks.

When building CMPs

- **Expose options**

The right-click on the grid isn't always an intuitive action (unless it's a highly recurring task)

- **Reduce imagination**

Give examples of how changes will affect the frontend before committing (TVs, content, etc)

- **Set expectations**

Use a bunch of descriptive field “help” labels, but do it effectively

Some things which may seem obvious to us, might be less so to authors

- **Utilise familiarity**

When designing something new try to mimic an existing interaction

The most **vocal critics** of a CMS are often the ones who use it the **least**.

The impact of bad UX is significant. Usability problems negatively influence **overall success**.

What does success look like?

- Success is subjective
 - Success for **you**
 - Success for the **client**
- When we ask “what does failure looks like to **you**?” we often arrive at the same result. **Support** and **training**. Activities that enable **understanding**.
- A usable product is one that our **clients understands**.
- All roads lead to Rome **UX**.

75-80% of content management challenges faced by organisations can be attributed to the **implementation**, rather than to the technology itself.

- Jeff Cram, CMS Myth

The buck stops with us

How do we evaluate **author** success?
Can we **measure** experiences?

ModLab

Observe, measure and understand user behaviour

ModLab (v.1.0.0)

Observe, measure and truly understand user behaviour

Optimise the MODX® manager with the power of [HotJar](#) and [VWO](#). Create heatmaps, record video or A/B test CMPs to help design better experiences for authors and administrators.

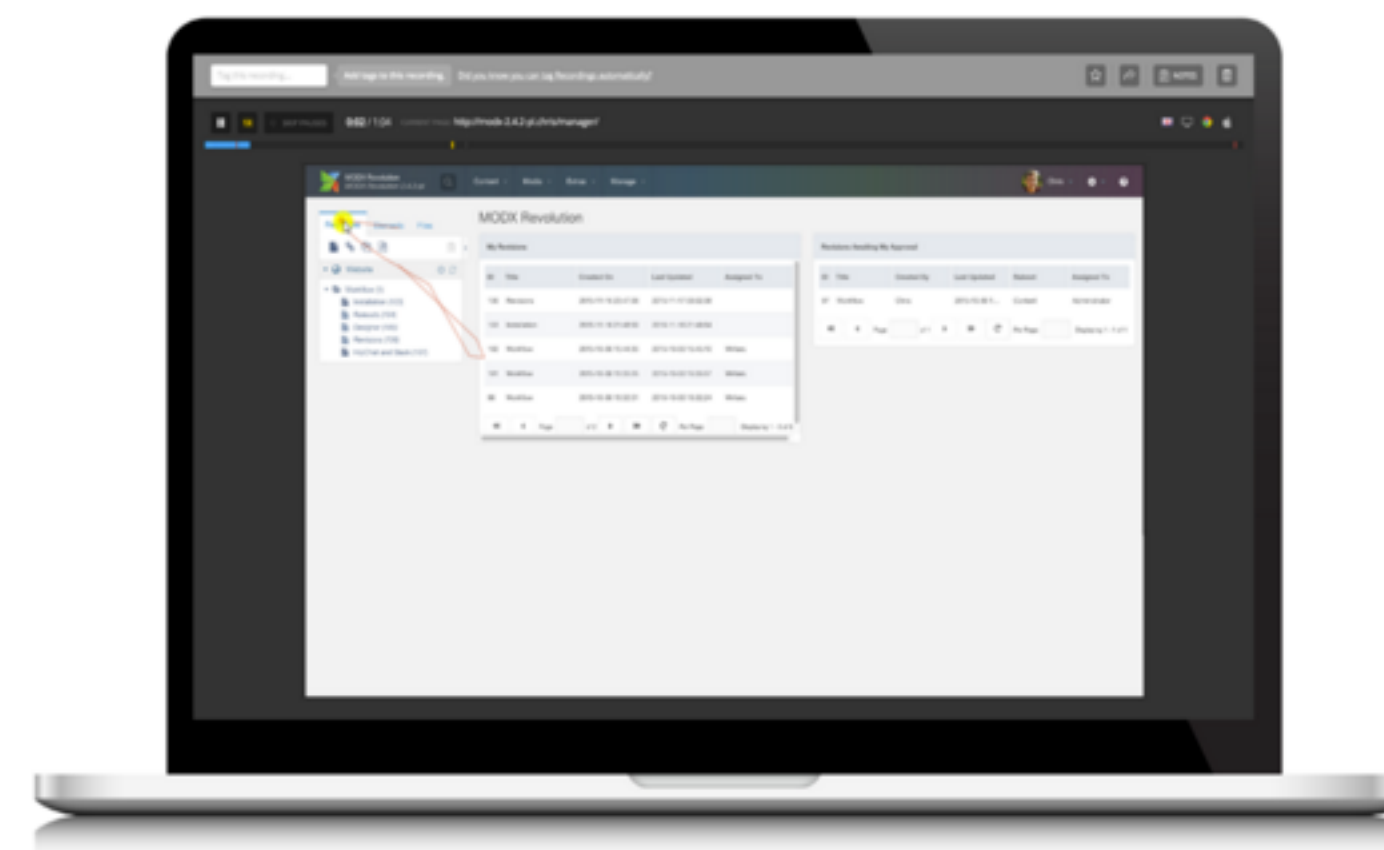
User-centric design is often talked about with regards to frontend design. However the CMS experience for authors and administrators can often be forgotten, leaving the opportunity for an optimised manager experience unexplored or under-utilised.

ModLab is a simple, free extra which gives developers the opportunity to quickly and easily observe user behaviour within the MODX manager, using [HotJar](#) and [VWO](#) (**subscriptions required**).

These industry-leading tools enable subscribers to [observe](#), [understand](#), [measure](#) and [validate](#) the usability of the MODX manager.

After installation, simply add your account ID's to ModLab's [system settings](#) to heatmap, record or test the UX of your MODX manager.

Compatible with **MODX Revolution 2.2 and above**.



ModLab

- Optimise the MODX manager with the power of **HotJar** and **VWO**.
- Record video or split test CMPs to help design better experiences for authors and administrators.
- A simple, free extra which gives developers the opportunity to quickly and easily observe user behaviour within the MODX manager

Chrome File Edit View History Bookmarks People Window Help 50% Sat 13:23

insights.hotjar.com/p?site=105874&recording=72379590

Tag this recording... Add tags to this recording. Did you know you can tag Recordings automatically?

1X SKIP PAUSES 0:00 / 36:53 CURRENT PAGE: http://www.ageasbowl.com/manager?a=resource/update&id=326

Resources Files

Uploads

- Ageas Bowl Live
- Community
- Cricket
- Homepage
- Hotel
- Meetings Weddings Events
- Social Media
- Venue
- 20 April - Rain.jpg
- BEEFYSLUGGINFILRGB.png
- Full width golf.pg
- Golf Header.jpg
- Ground - Sunset.jpg
- Hampshire Cricket Rewards Website
- Hilton - Amended Final.jpg
- Hilton 150x140.jpg
- Hilton 150x150.jpg
- Hilton logo amended - 180 high.jpg
- Lakeview amended website logo.png
- MWE Header.jpg
- Smith&DavisonFullWidthEdit1.pg
- TeamPhotoSway1edit.jpg
- anyona-448421.jpg
- anyona-tickets1.jpg
- ecb-logo-sm1.png
- ecb-sta-pcs-rqs-68.gif
- hampshire-ccc-2014.jpg
- lakeview logo website - amended 2.p
- lakeview logo website.png

Squad

Weblink Settings Template Variables Versions Taxonomies

Title*

Long Title

Description

Summary (introtex)

Weblink

Uses Template

Resource Alias

Menu Title

Link Attributes

☐ Hide From Menus

☒ Published

Save Delete View Close Help

What problems did we want to solve?

- Help authors to review revisions before they go live
 - Remove the leap of imagination
- Our clients found these problems... we had to react

Preview

Create revisions and compare changes before they go live

Preview

(v.1.2.6)

Create revisions and compare changes before they go live

Preview allows you to create revisions to live content without publishing. Save drafts and share changes. But best of all you can compare revisions on the frontend, side-by-side, before putting them live.

It's the one feature that could make the difference between winning a project or not, especially when working with large organisations who must have content reviewed before it's published.

Well now it's here! Take MODX to the enterprise with staged revisions and drafts, leaving live content untouched until it's really time to publish.

Compatible with MODX Revolution 2.3 and above.



Installation

System Settings

ID	Resource's title	Creation date
32x	Home	2014-11-19 20:42:54
32f	Home	2014-11-19 20:42:54

Page 1 of 1

Edit

Duplicate

Preview

Publish Now

Create and edit multiple revisions

A brand new way of publishing updates

Preview replaces the normal way of publishing, with all drafts for the current resource under a new 'Revisions' tab. Traditional

What else did we want to solve?

- How do corporations *actually* create content?
- Structured, staged approval process which matches the organisations internal process
- Revision auditing

There's been a shift towards experienced, **centralised** content teams who help enable the broader organisation. Figuring out how to support **distributed authors** with the right governance model and effective editorial processes go a long ways toward having **happy end users** — wherever they may live in the organisation.

Workflow

For teams who need to approve content before it's published

Workflow (v.1.0.5)

For teams who need to approve content before it's published

Workflow is the advanced version of **Preview**. This revolutionary extra allows MODX® managers to design and build their own content approval process, configured with as many routes, user groups and stages as required.

I already own Preview. Do I need to uninstall it?

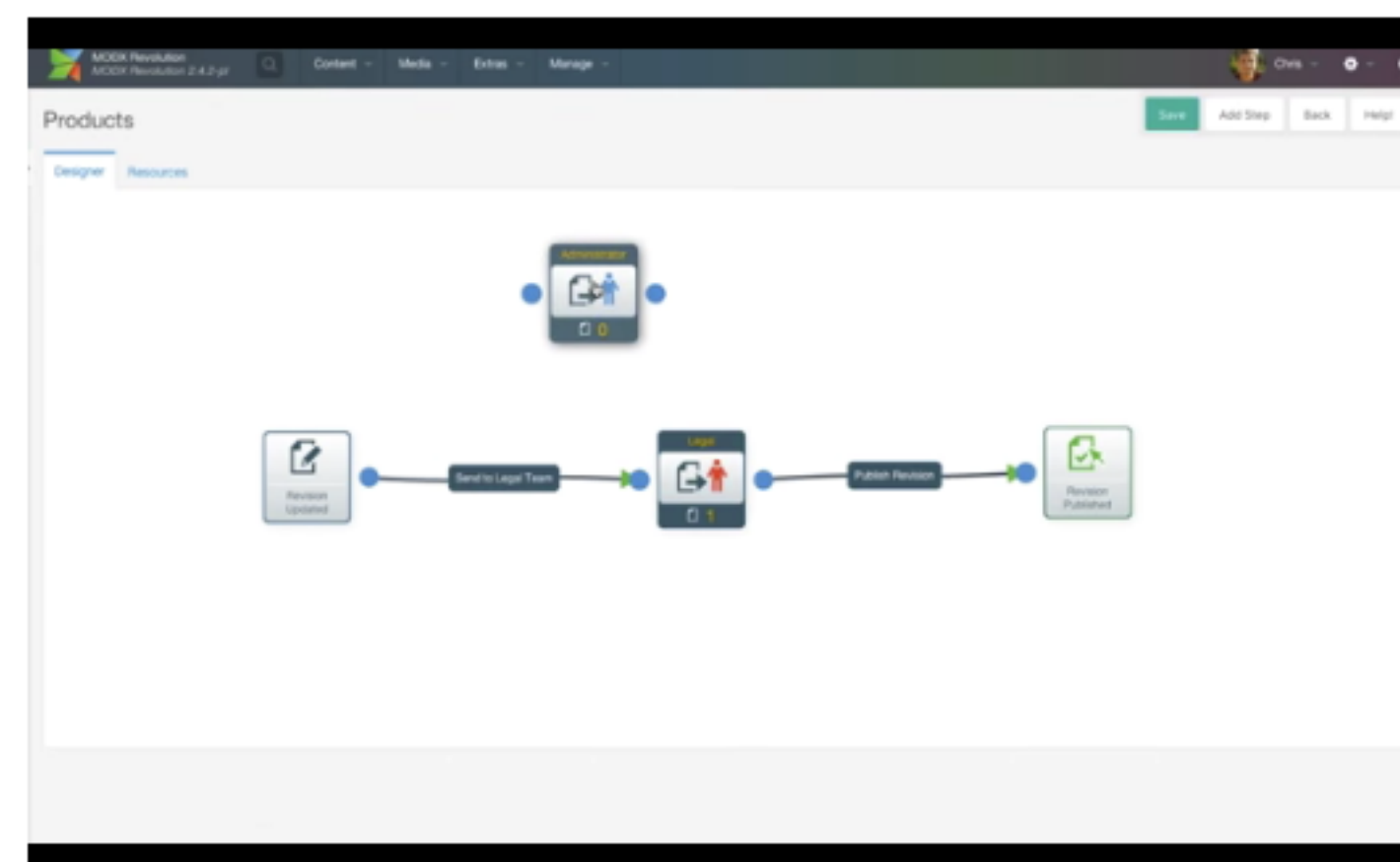
No. Workflow is an extension of Preview. When you install Workflow it makes Preview even better!

I do not own Preview. Do I need to buy it?

No. Preview is included with Workflow. You only need to purchase Workflow. It's like a 2-for-1 deal.

Can I try Workflow first?

Absolutely, everything is available on our [demo site](#).



Installation & Setup

System Settings

Rulesets

Designer

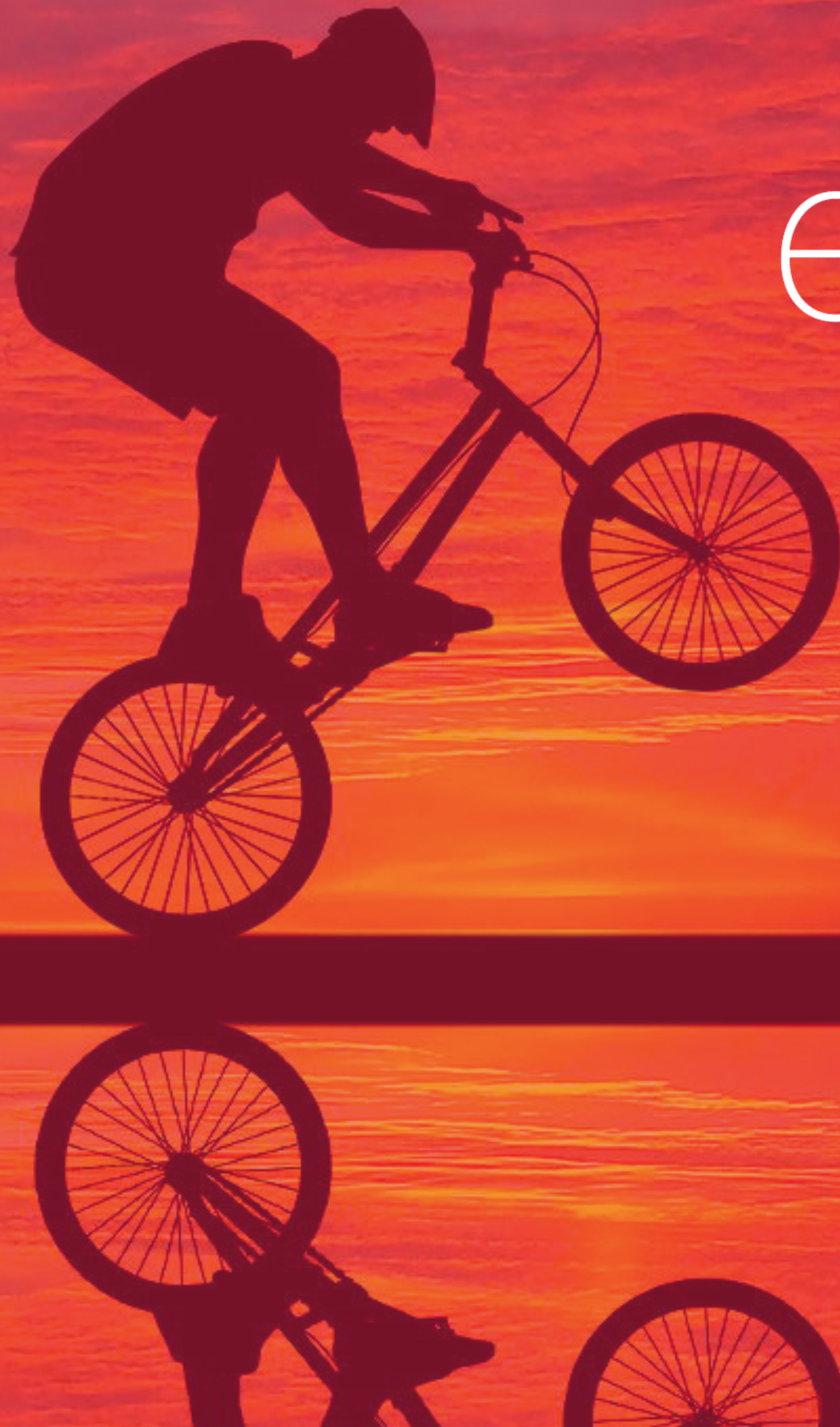
HipChat and Slack



Drag-and-Drop Designer

Use Workflow's drag-and-drop designer to create approval paths between User Groups and publish states. The Intuitive user interface allows MODX® administrators to describe complicated

What does your author
experience look like?



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Thank you