STIR/SHAKEN UX Recommendations and Guidelines

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STIR/SHAKEN General UX Guidelines

The following guidelines are based on user research, human factors analysis, and known limitations with the STIR/SHAKEN standard and deployment.

• Calls identified by STIR/SHAKEN will display both an icon and a label (with a few exceptions described on subsequent pages).

• The icon will always be associated with the number.

• The icon will be a checkmark.

• The text label will be: “Valid Number”.

• The size of the icon and text label should be smaller than the name and number text to reflect the relative importance of the indicator.

• To distinguish it from regular calling name/number information, the icon and text label should be displayed in green.
UX Design Recommendation

- Icon indicator appears next to phone number when visible.
- If only name is displayed, don’t display icon next to name.
- “Valid Number” appears some distance below caller information.
- Both icon indicator and text label appear in green.
Contact Caller UX

STIR/SHAKEN indicator should be shown for incoming calls from entries in your contacts.