

# STIR/SHAKEN UX Recommendations and Guidelines

April 15, 2019



# 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.

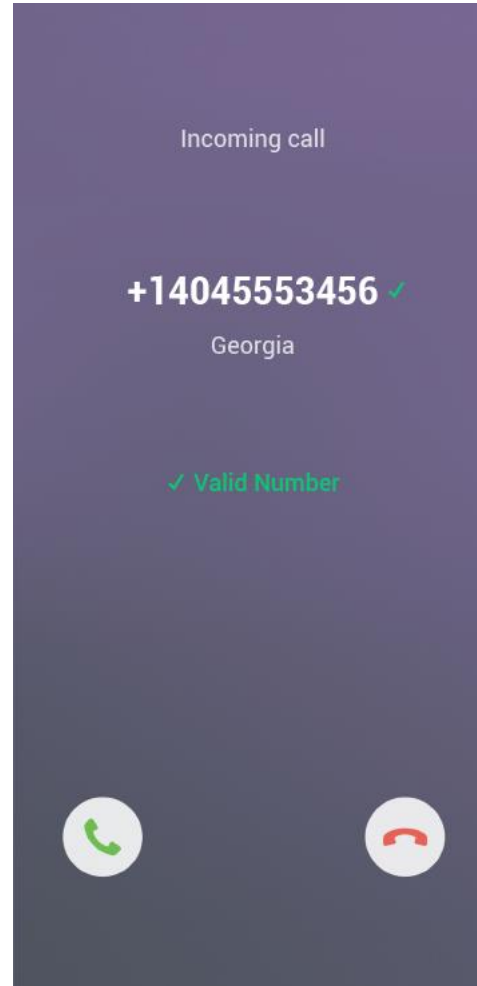
- Calls identified by STIR/SHAKEN will display both an icon and a label (with a few exceptions described on subsequent pages).
- The icon will *always* be associated with the number.
- The icon will be a checkmark.
- The text label will be: “Valid Number”.
- The size of the icon and text label should 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.



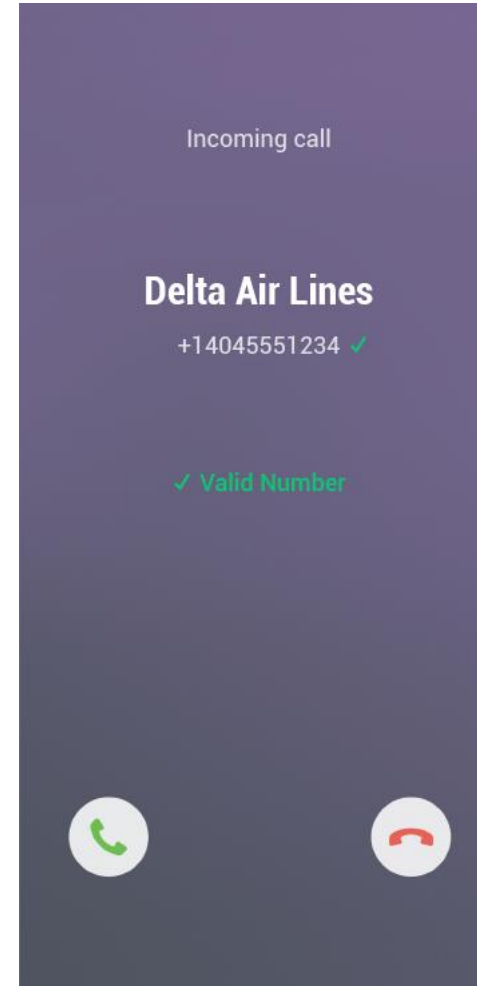
# UX Design Recommendation

- 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.

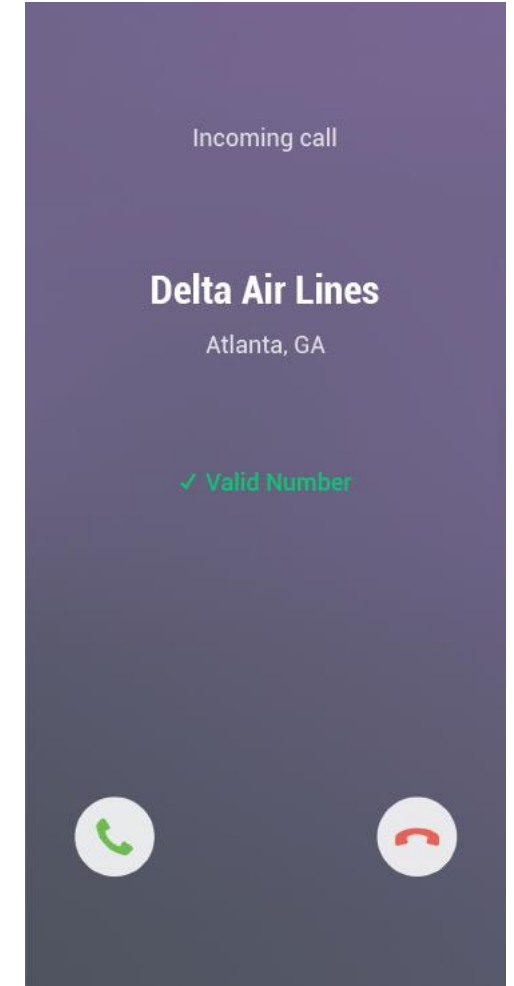
Only number shown



Name and number shown



Only name shown



# Contact Caller UX

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

