

## Justification for Discord & Slack

I have chosen to interview users of the platforms Discord and Slack. Both applications use channels and dms in order to send messages to communicate with other users which is what UNSW Memes is trying to do. These platforms have many useful features that UNSW Memes could benefit from implementing.

## Elicitation

User's Name	User's email
Will	newcastle.pandas.42@gmail.com
Francis	fmcl9042@uni.sydney.edu.au
Elliot	elliott@canva.com

## Questions

1. What do you currently use [PLATFORM] for?
2. What features of [PLATFORM] do you use the most, and why are they useful?
3. What features of [PLATFORM] do you use the least? (If you are unsure list all the features you use)
4. Is there anything on [PLATFORM] that you find limiting, or would prefer having different / better functionality?
5. What would the extra functionality enable you to do?

## Responses

### Will:

1. What do you currently use Discord for?

I use discord to communicate with friends online and to manage large communities in the gaming space. It's an extremely effective platform for organising large groups of people. Also to message and spend time with friends

2. What features of Discord do you use the most, and why are they useful?

The ability to do multi-way voice calls with ease is extremely useful, and the accompanying UI makes it very easy for others to use. The options for turning on/off your mic and camera are easy to find, unlike on other video platforms. Apart from that, servers are great for text-based collaboration, and they provide an easy structure for moderation

3. What features of Discord do you use the least?

I rarely use the tools available to search for public servers, and do not really participate in any wider community events

4. Is there anything on Discord that you find limiting, or would prefer having different / better functionality?

Some features relating to server moderation can be quite confusing, especially on large servers, where it is difficult to find a particular member you're trying to give a role, ban or anything else

5. What would the extra functionality enable you to do?

Increase the efficiency of server moderation practises.

### Solving their problems:

Better moderation features such as searching for all messages sent by a user.

In order to increase the efficiency of server moderation, the functionality of the search command can be expanded upon. To do this, we would create another function that would return all messages sent by a specific user. To make this even easier, the search function can search by userId or handle string for the moderator to use whichever one the user prefers

Francis:

1. What do you currently use Discord for?

I use Discord socially, as my main platform to communicate and interact with people, including friends and acquaintances that I know both in real life and online from across the world. Events and online games are often planned and scheduled, or sometimes partially run through Discord.

2. What features of Discord do you use the most, and why are they useful?

I use direct messages to keep in contact with friends, both individually and in small groups. Additionally, I use the event tab of servers to organise online and in person meetups.

3. What features of Discord do you use the least? (If you are unsure list all the features you use)

Unsure - features that I use:

- Direct Messages (both individual and group DMs, voice and video calls, screen sharing)
- Public servers: text channels (organising events, discussing common interests, casually chatting)
- Public servers: voice channels (conversing with others, sometimes used to facilitate online games)
- The search function (exploring previous discussions on topics)
- Events tab (seeing what is happening)

There are many Discord features which have been recently added which I don't use much or at all, including threads, activities, forums, and other features I'm likely not aware of)

4. Is there anything on Discord that you find limiting, or would prefer having different / better functionality?

Not really but there is no events tab on UNSW Memes. I would find this really limiting as I use events on Discord constantly to socialise.

5. What would the extra functionality enable you to do?

This extra functionality would allow me to quickly find out information about a particular event being hosted. I would save so much time by having all the details contained in one place so I do not have to look through chat logs.

## Solving their problems:

Including a detailed events tab to UNSW Memes for any user to quickly view the upcoming events. This would include information about when and where the event is, a short description about it and who is going to attend the event. This would allow the user to find all the information in one place instead of trying to find it amongst all the channels and messages.

Elliot:

1. What do you currently use Slack for?

I use it for work at canva.

2. What features of Slack do you use the most, and why are they useful?

I like the plugins because I can integrate slack with other things I use for work like google calendar, jira, github and internal tools.

3. What features of Slack do you use the least?

I don't use status messages ever

4. Is there anything on Slack that you find limiting, or would prefer having different / better functionality?

I can't send messages in the future (e.g. schedule a message to send in 10 mins) which would've been nice to have for when I want to send a message once someone is done with a meeting

I'd like more notification options (e.g. different sounds for different channels or a priority rating for different channels

5. What would the extra functionality enable you to do?

I could schedule messages rather than waiting around and forgetting about them.

I could also tell which notifications require immediate notice even when I'm in a meeting rather than just knowing if i was mentioned or not

## Solving their problems:

A more detailed notification system would allow users to more easily decide the importance of notifications. To implement this, we could include a notification setting for each channel. The user could select the priority of notifications for each channel, and the channel could light up different colours depending on the priority level selected. When the user is looking up their notifications, the higher priority ones will be at the top of the list.

# Analysis & Specification - Use Cases

## User Story - Will

As a global owner, I want to be able to find all messages from another user in order to make moderating the MEMES easier.

## Acceptance Criteria - Will

- When the user clicks on the search bar, a drop down menu will appear containing  
'Search for: message contains...'  
'Search for: message from...'
- The user can click on one of the dropdown lists to select which type of search
- The user can type in the search bar before or after an option is selected
- The user can not start the search until an option is selected
- If the first option is selected the search functionality will be unchanged
- If the second option is selected and a valid handle string or userId is typed, the user is able to start the search. The search will return all the messages sent by that user.
- If the user types in an invalid handle string or an invalid userId and the second option is selected the user won't be able to start the search

## User Story - Francis

As a user, I want to be able to view information about an event in one place so it is easier to find than scrolling through the channel messages.

## Acceptance Criteria - Francis

- At the top of the channels list is an events tab
- When the events tab is clicked a list of all the planned events will appear
- Each event in the list will contain the start time of the event
- Each event in the list will contain the location of the event
- Each event in the list will contain a short description about the event
- Each event in the list will display which users are attending the event
- Each event in the list will display which users are interested but not yet attending the event
- Users are able to click a '*going*' or '*interested*' button to update their response
- Once a button is pressed, it will be greyed out to indicate it cannot be pressed again
- Users that have clicked going will be notified 1 hour before the event start
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## User Story - Elliot

As a user, I want to be able to change my notification settings for different channels to quickly gauge the importance of the notification.

### Acceptance Criteria

- Above leave channel there is a button that says '*notifications settings*'
- Clicking on this button will bring up a menu that allows the user to select the notification priority
- There is 3 options, '*high*', '*medium*' and '*low*', each with colour coding red, orange and green respectively
- The user will be able to select which level of priority they want this channels notifications to be using radio buttons
- If the user clicks on an unselected priority type, the priority will change to that type
- If the user clicks on the currently selected priority type nothing will happen
- The default priority type is set to '*medium*' for all channels
- When the user is looking at their notifications, they will be ordered by priority, with the most recent notification from each type being at the top of the group

## Use Case

Use Case	Searching for all messages from a user
Goal	An user is able to get a list of all messages sent by any one user. They are able to search for this user with their userId or their handle string. This will enable users to more easily find particular messages if they do not know exactly what was sent.
Preconditions	A valid user of UNSW MEMES is using the search feature
Success End Condition	The user would see a list of all the messages sent by a particular user in all visible channels.
Failed End Condition	If the user typed in an invalid userId or handle string, they would see an error message saying "Could not find that user"
Users	All users of UNSW MEMES
Trigger	The user clicks on the dropdown menu item "from user"

## Validation

### Comments - Will

I mean this would be useful, I guess it would solve my problem.

### Comments

Yep, that would be extremely useful to me.

### Comments

that fixes my issue good sir

## Interface Design

Name & Design	HTTP Method	Data Types	Exceptions
search/type  Returns the type of search the user wants	GET	Query Parameters: ( )  Return type if no errors  { searchType }	400 Error when: - The user has not selected a type
search/user/v1	GET	Query Parameters: { userId   handleStr }  Return type if no errors { messages }	400 Error when: - userId or handle string does not refer to a valid user



## Conceptual Modelling - State Diagrams

