Online Chat in Code for Social Good

Vision

Revision History

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| --- | --- | --- | --- |
| **Date** | **Version** | **Description** | **Author** |
| 02/20/2017 | Draft | Initial Release |  |
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# Introduction

The purpose of this document is to collect, analyze, and define high-level needs and features of the online chat for Code for Social Good. It focuses on the capabilities needed by the stakeholders and why these needs exist. The details of how these needs are fulfilled are detailed in the use-case and supplementary specifications.

# Positioning

## Problem Statement

In existing volunteer match platforms, volunteers and nonprofits are treated as individual party. They are isolated from each other unless they work on the same project. There is no community support throughout the project lifecycle.

## Position Statement

Online chat room is expected to promote communications among volunteers and nonprofits, and build a strong technical volunteer community.

# Stakeholder Descriptions

* Volunteers
* Nonprofit Organizations
* Code for Social Good

# Product Overview

## Product Perspective

### Volunteer’s Perspective

|  |  |
| --- | --- |
| **User State** | **Online Chat Activity** |
| Search for Projects | * Watch openings in projects channel |
| Apply for Projects | * Chat with nonprofits on the open projects * Chat with previous volunteer connections to form teams * Chat with interested nonprofits for potential opportunities |
| Work on Projects | * Communication with team members * Seek technical help in relevant channels |

### Nonprofit’s Perspective

|  |  |  |
| --- | --- | --- |
| **User State** | | **Online Chat Activity** |
| Post Projects | * Post openings in project channels | |
| Interview Applicants | * Chat with previous volunteer connections to fill opening * Chat with applicants on open projects | |
| Work on Projects | * Communication with team members * Seek technical help in relevant channels | |

### Code for Social Good’s Perspective

|  |  |
| --- | --- |
| **User State** | **Online Chat Activity** |
|  | * Post announcements |

## Needs and Features

### Single team site accommodates all users

* There will be one single team site for all C4SG registered users.
* When user registers on C4SG platform, they can choose to opt in to online chat room. Default is opt out.

### Public Channels

* All public channels are owned by C4SG.
* Only C4SG users can create new channels.

**Announcement Channel**

This is the channel for C4SG to post announcements.

Every user joins this channel by default.

**Projects Channel**

This is the channel for discussing open opportunities.

**Technical Channels**

One channel per specific technology area.

**Regional Channels**

One channel per specific physical region.

Regional channel facilitates users to chat in language other than English.

Regional channel facilitates users/nonprofits on non-remote opportunities.

One region, USA, will be created. Additional regions will be created upon user’s request.

**Miscellaneous Channel**

This is the channel for miscellaneous topics.

### Private Channels

When nonprofits post a project, they can choose to open a dedicated private project channel.

All private channels are co-owned by C4SG and nonprofit project owners.

Nonprofit can invite any user to join their private channel.

The private channel is closed when the project is closed.

### Unlimited Public Channels

### Unlimited Private Channels

### Cost: Free

## Chat Configuration

|  |  |  |  |
| --- | --- | --- | --- |
| **Code for Social Good** | Team Site |  |  |
| **# announcement** |  |  | Everyone join by default |
| **# projects** | projects channel |  |  |
| **# misc** |  |  |  |
| **# java** | technical channel |  |  |
| **# html / c++** | technical channel |  |  |
| **# javascript** | technical channel |  |  |
| **# usa** | regional channel |  |  |
| **# uk** | regional channel |  |  |
| **# feed my starting children** | my project channel | private |  |
| **# second harvest** | my project channel | private |  |

# Appendix

## Slack Features

### Max User Limitation

It is reported that Slack has an undisclosed limitation of max 8,462 users per channel. However, here is the reply we received from Slack: *There is no limit on the number of users you can have in a team or how many can join a channel at once.*

### Invitation Limits

Slack may limit a team's ability to send more invitations if a large number has been sent but very few have been accepted.

<https://get.slack.help/hc/en-us/articles/201330256-Invite-new-members-to-your-Slack-team>

### Limit on Message Archives

Up to 10k of most recent messages.

### General Channel

General channel cannot be removed but can be renamed.

<https://get.slack.help/hc/en-us/articles/220105027>

### Discount for Nonprofits

<https://get.slack.help/hc/en-us/articles/204368833-Slack-for-Nonprofits>

## Gitter Features

* Unlimited chat history
* Unlimited public rooms
* Unlimited private rooms
* Limited to 25 users per private room