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CISC 3140

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Lab Activity #2

Application: Facebook Messenger

Brief Description: Allows users to communicate to others connected to Facebook Messenger through various forms of communication.

1st Task: Messaging a contact through text message

A non-technical description of the task

The user can use Facebook Messenger to communicate with an existing contact through text messaging.

Technical description of the task

The user must first log in to their Facebook Messenger account to access communication with their existing contacts. They can either log in with the phone number or email used to register for the Facebook Messenger account. When logging into one’s Facebook Messenger account, the username is case insensitive while the password is case sensitive. However, if the user has forgotten their password, they can reset their password by clicking the option “Forgot your password?” and logging into the email associated with the Facebook Messenger account. Upon gaining access, the user will receive an email with instructions to reset the password.

Potential Errors

A user can have mistyped their password or username, causing an error that prevents them from logging into their Facebook Messenger account. Users can also be prevented from logging into their account even though they have typed in the correct email or phone number and password by having CAPS LOCK enabled, which will cause an error when the string is tested against the associated password in the database.

2nd Task: Starting a group call

A non-technical description of the task

The user can use Facebook Messenger to start a group call with existing contacts either through audio or video call.

Technical description of the task

Under the assumption that the user is already logged in, the user starts a group call by first entering an already existing group chat and using the phone or video icon in the top right corner to being the group call. If the user does not have an existing group chat already, they must first create one to start a group call. To do so, upon opening the Facebook Messenger application, a pencil representing the option to write to someone in the top right corner exists. When clicking that icon, they will be prompted to create a new group; and through that option, they can select the existing contacts to be added to the group chat.

Potential Errors

A group call can be prevented from starting when the group’s selected contacts are unavailable or busy. An unstable network connection can also cause the group call to disband or prevented from starting.

3rd Task: Requesting a contact on Facebook Messenger

A non-technical description of the task

The user can use Facebook Messenger to add selected contacts to be friends to communicate with them.

Technical description of the task

Under the assumption that the user is already logged in, the user can request a contact to be added as a friend by launching the application and clicking the people icon at the bottom right. After clicking that icon, the add icon will appear at the top right of the application, allowing the user to search for and add the appropriate contact. When the appropriate contact is found, the user can request to add them as friends to begin communication through various forms.

Potential Errors

Recent updates to Facebook Messenger can change the application’s layout, which changes the procedure to add a contact as a friend. Also, the user can mistype the contact’s name, resulting in the inability to find the appropriate contact.