Product Limitations

As all products do, StackBook has limitations, and understanding these limitations is the only way to overcome them and move forward with a product that safe and useable to the public.   
Having researched subjects specific to the time-scale, this document will contain a review of which implementations are possible and which may need to be scrapped, or tweaked in order to meet a deadline.

# The Overall Product

StackBook is a peer-peer support site, it is intended to support various features including;

. Live Chat  
. Support Forums  
. Rating/Ranking System  
. User Accounts  
. Validation and Authentication

These features are the key-significance of the site, it is also intended to convert the site into an Application for Android users and possibly IOS in the future.

# Forums

The forums are the key-zone for help on the website. Forums allow users to open a thread about a specific issue and have other users comment responses to this. In order to ensure quality-control within the system it is intended to use the user-rating system in order to give users a trust-score (See: Research – Live Chat Function, Prevention of Misleading Information).   
Although it would take a while, preserving server space should be considered as the first limitation.  
As the users post more and more documentation, whether it be a help post or response, the site will take up more and more space on the server. In order to resolve this issues and overcome the limitation, the implementation of a system to monitor posts and remove duplicate posts should be considered.   
  
This system itself does also have its issues. If you remove a user’s post and they did not get a response, nor know where to find the duplicate question, it can be frustrating to the user. A clever system could remove and post, and inform the user why their post has been removed, whilst also providing a link to the thread they need and advising them to contact if additional support is needed, an additional “Similar Problem” tab could be considered also, this could be an additional comments tab, separate from the “Answers” tab in which users who have a similar issue, but they think is slightly different, or are still struggling to understand an issue can post, although still creating more data to store, this is still a more efficient solution than having a few duplicate threads with additional comments from users.