
COMP1531: Major Project
Flickr Development Planning
2020 T3

Interview: Response 1

1. How is your experience with Flockr so far?

It has been good as it was easy to discover and use the features of the platform as well as clear in its sense of purpose and use.

2. In what kind of environment would you use Flockr (e.g. with friends, group work, work settings)?

I would use Flockr in a setting which requires group communication such as for group work or school group communication as it is easy to create channels for separate purposes and invite specific people that are involved in the group.

3. If you do use it for professional purposes only, what are the reasons behind not using for casual purposes?

I use it for professional purposes only because it is not very suitable for private one on one conversations and the chat style is more suited and laid out in a way that is not very easy to read for casual purposes. Also, there is only one reaction available for a message (liking) which makes it not very compelling to use for casual purposes.

4. From experience with other communication platforms (such as discord, microsoft teams), which features from Flockr is lacking?

Flockr has most of the features from other communication platforms, however, it does not allow directly addressing another member such as through replying or @-ing another member. Also, as mentioned previously, there is only one reaction that is available compared to other communication platforms that have various reactions. Flockr also does not allow attaching files such as documents or images which can be inconvenient when sharing ideas.

5. What key features of Flockr would you recommend to a friend who wanted to use a teamwork-driven communication platform?

I would recommend the feature of Flockr of being able to easily create a new channel for different purposes and being able to invite other members which is useful for a teamwork setting. This means there can be very clearly identified channels/chats to be used for different purposes with different people within the team which makes it easier to find messages in a teamwork situation. As the message layout is very clear, it would be very easy to identify who is speaking in a group work situation and being able to chat in real time instead of having to wait for a long time such as in emails can be very useful for faster communication.

6. Which tools for features of Flockr could be improved/implemented to better a user's experience?

As stated previously, being able to directly address another member will allow easier communication within a channel as someone can know they are being spoken to which makes it clearer when using the platform. Being able to attach files will also make a better experience as they will be able to share their information/ideas through photos or documents which will discard the use of emails every time a file needs to be shared. Also, being able to have a private conversation with another member will allow the user to use it for more casual purposes.

User Story 1

Response 1-1

Name

Chloe Jang

Email

sjang0906@gmail.com

Description

As a user, I want to attach files (photos and documents) to channel messages so that I can easily share my information and ideas to other users.

User Acceptance Criteria

- When an 'attach files' button is pressed on a channel page, the user's File Explorer window appears
- The user selects one or more files on the File Explorer prompt that they wish to upload
- A preview window appears on the channel page showing a list of all chosen file names
- The user presses 'send', and the files are uploaded and sent to the channel as separate hyperlinked message(s)
- Another user in the channel can click on the message to download the file

Example Use Case

Scenario: The user wants to upload a document 'october_report_2020.pdr' to the channel 'Financial Sales'

- The user logs in and navigates to the channel, 'Financial Sales'.
- The user selects the 'attach files' button on the channel page.
- The user navigates through the File Explorer prompt and opens the document with filename 'october_report_2020'.
- The user confirms the preview window which lists all files to be uploaded and selects 'send'
- The system uploads the file to the server and the image is displayed as a hyperlinked message on the channel page
- Another user in the channel clicks on the message to download the file

Interviewee comment

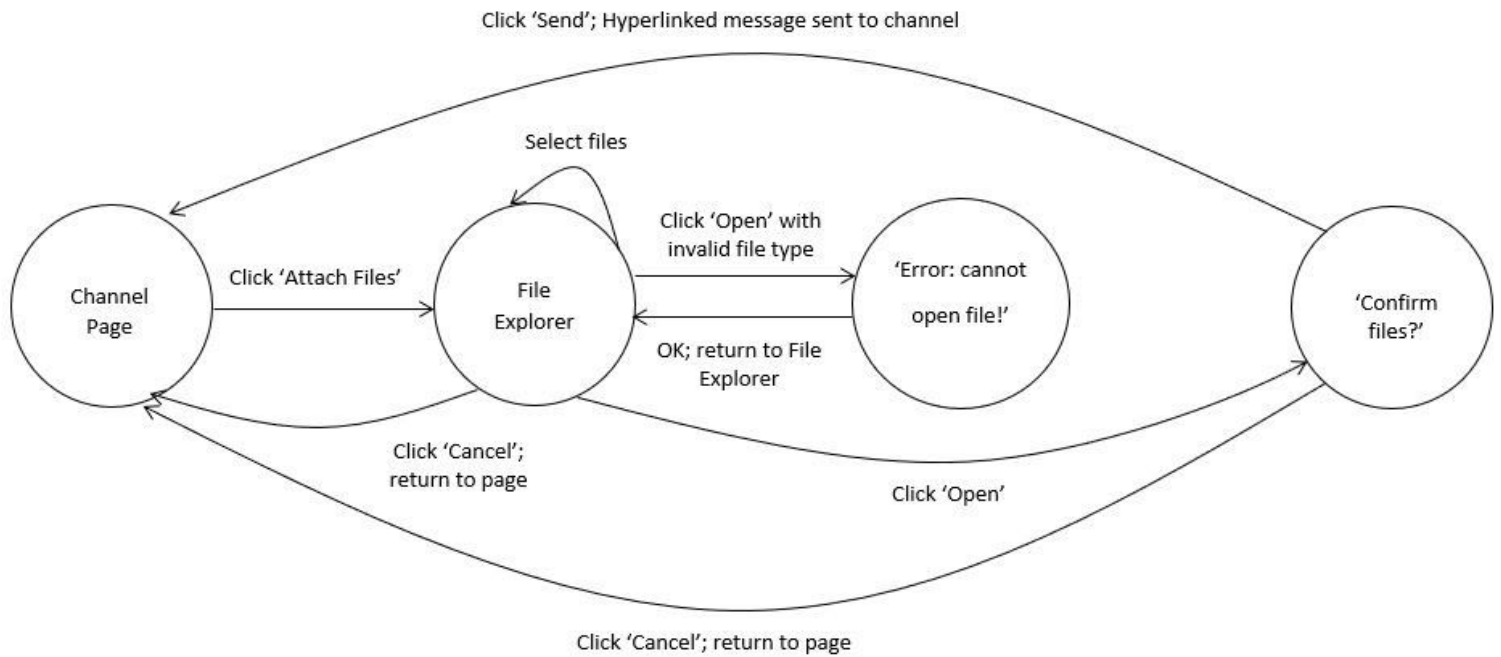
This attaching files section adequately addresses the need for uploading files through messaging function, extending its professional platform use. Just like the direct messaging system I was commenting about earlier, the solution for attaching files function is easy to use and I think having a preview window before sending the files is a great idea and was something I didn't expect when suggesting the extra function of attaching files.

Response 1-2	
Name	Chloe Jang
Email	sjang0906@gmail.com
Description As a <u>user</u> , I want to have a <u>direct messaging feature</u> so that I <u>can have a private, one-on-one conversation with a co-worker</u>	
User Acceptance Criteria <ul style="list-style-type: none"> • New section called 'Direct Messages' will be created • When a message icon (next to users' names on a channel page) is pressed, a new chat page will be opened under 'Direct Messages' • The new chat page is only between the user and directly-messaged user and other users cannot be invited to this chat • The chat features in 'Direct Messages' remain the same as other public channels 	
Example Use Case Scenario: The user wants to open a private message with his co-worker to directly ask for an opinion on a new project. <ul style="list-style-type: none"> • The user logs in and navigates to his team's public channel, 'Software Project Team'. • The user finds the name of a co-worker he wants to talk to at the top of the channel. • Then the user presses the message icon next to the co-worker's name. • A new direct message chat opens with his co-worker and asks the user for the co-worker's opinion. 	
Interviewee comment The direct messages section solves the need for a private messaging function which also bridges the gap between a professional platform and a casual platform. The direct messaging system seems to be simple and easy to use which reflects the Flockr system before the addition of the Direct Messaging system, However I believe it lacks to solve the issues regarding things like video and audio however I believe this is out of the scope of the site.	

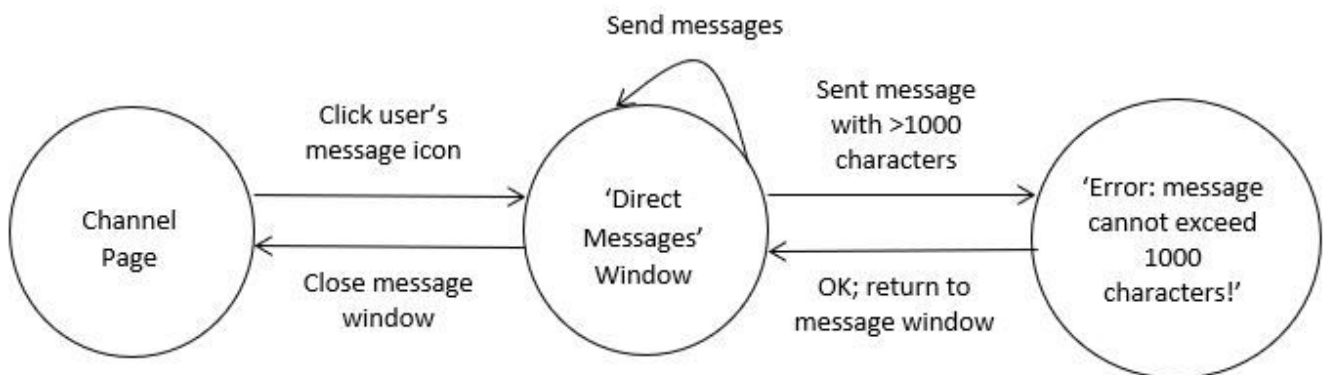
Interface Design

Function Name	HTTP Method	Parameters	Return type	Exceptions	Description
message/uploadfile	POST	(token, channel_id, filename)	{message_id}	<p>InputError when any of:</p> <ul style="list-style-type: none"> Channel ID does not refer to a valid channel File uploaded is not in a valid format <p>AccessError when: the authorised user has not join the channel they are trying to post to</p>	Given a filename by the user, sends a hyperlinked message(s) to the channel that downloads the file
channel/privatemessage	POST	(token, channel_id, u_id, message)	{message_id}	<p>InputError when any of:</p> <ul style="list-style-type: none"> Message is more than 1000 characters u_id does not refer to a valid user in the channel <p>AccessError when: the authorised user has not join the channel they are trying to post to</p>	Sends a private message from the authorised user to the user specified by u_id that is also in the channel

State Diagram: Uploading Files



State Diagram: Direct Messaging



Interview: Response 2

1. How is your experience with Flockr so far?

On the surface level Flockr seems to tick all the boxes in terms of its purpose and what the application would be used for. Other than a few interface changes that I would personally make the app seems to function well and depicts an easy way to communicate with team mates.

2. In what kind of environment would you use Flockr (e.g. with friends, group work, work settings)?

The environment I would use Flockr is in a professional environment in order to communicate with team mates and convey information regarding projects and what not.

3. If you do use it for professional purposes only, what are the reasons behind not using for casual purposes?

The reason I don't use it in a casual means is because other applications such as Discord and Facebook messenger make the casual process much easier as it allows the connection of two people (friending) and also allows for individual one on one discussion (although it is possible by creating a private room for just two people, it feels as if the site was designed for the purpose of casual conversation.

4. From experience with other communication platforms (such as discord, microsoft teams), which features from Flockr is lacking?

As mentioned before as compared to other communication platforms I believe Flockr lacks the ability to have both casual and professional conversation. It lacks the functions of private one on one communication, and also lacks features such as voice and video chat.

5. What key features of Flockr would you recommend to a friend who wanted to use a teamwork-driven communication platform?

The key features that I would recommend are the ability to create both private and public rooms that allow for both private team communication and an ability to discuss with anyone. It has a simple and easy to understand interface which makes the website easy to use and utilise.

6. Which tools for features of Flockr could be improved/implemented to better a user's experience?

The features that I would implement are the ability to add people and allow private one on one communication between two people. It would also be good if Flockr could have private Flockr "channels", for example a company could have their own Flockr page which has their public rooms (announcements, general, etc) and this way individual team members can be a part of the company Flockr while also creating private channels for their own team work that they may undertake (similar to Slack).

This means that the user is not limited to what they create within their own channel. As the entire channel is private it means a person can create whatever they want in terms of public rooms which no random individual can join unless invited to. Another useful feature which could be added in Flockr would be the ability to create polls within a channel where only the people in the channel can vote.

User Story 2

Response 2-1

Name

Raathan Jeevakumar

Email

j.rathan@gmail.com

Description

As a user, I want to create a poll within a channel so that I can clearly see other users' opinions on a topic and only the people in that channel can vote.

User Acceptance Criteria

- At the top of the channel page, there will be a 'Create Poll' button
- When the 'Create Poll' button is pressed, a small pop-up window appears
- This pop-up window consists of two sections: top section for writing the poll question and bottom section for adding answer options
- The user presses enter key after adding one option to add another option
- Once all options are added, user presses 'Next' and a preview screen of the poll appears
- The user presses 'Confirm' then the poll is posted on the channel page
- Every user in the channel can vote for more than one option

Example Use Case

Scenario: The user wants to arrange a meeting with his team and creates a poll to choose which day of the week is free for his team members.

- The user logs in and navigates to his team's public channel, 'Software Project Team'.
- The user selects the 'Create Poll' button at the top of the channel.
- A small, pop-up window with spaces for a question and options for the poll appears.
- The user types in his question for the poll "Which days are everyone free for a meeting?".
- The user adds each day of the week as options.
- The user presses the 'Next' button and after checking the preview, presses 'Confirm'

Interviewee comment on Use Case

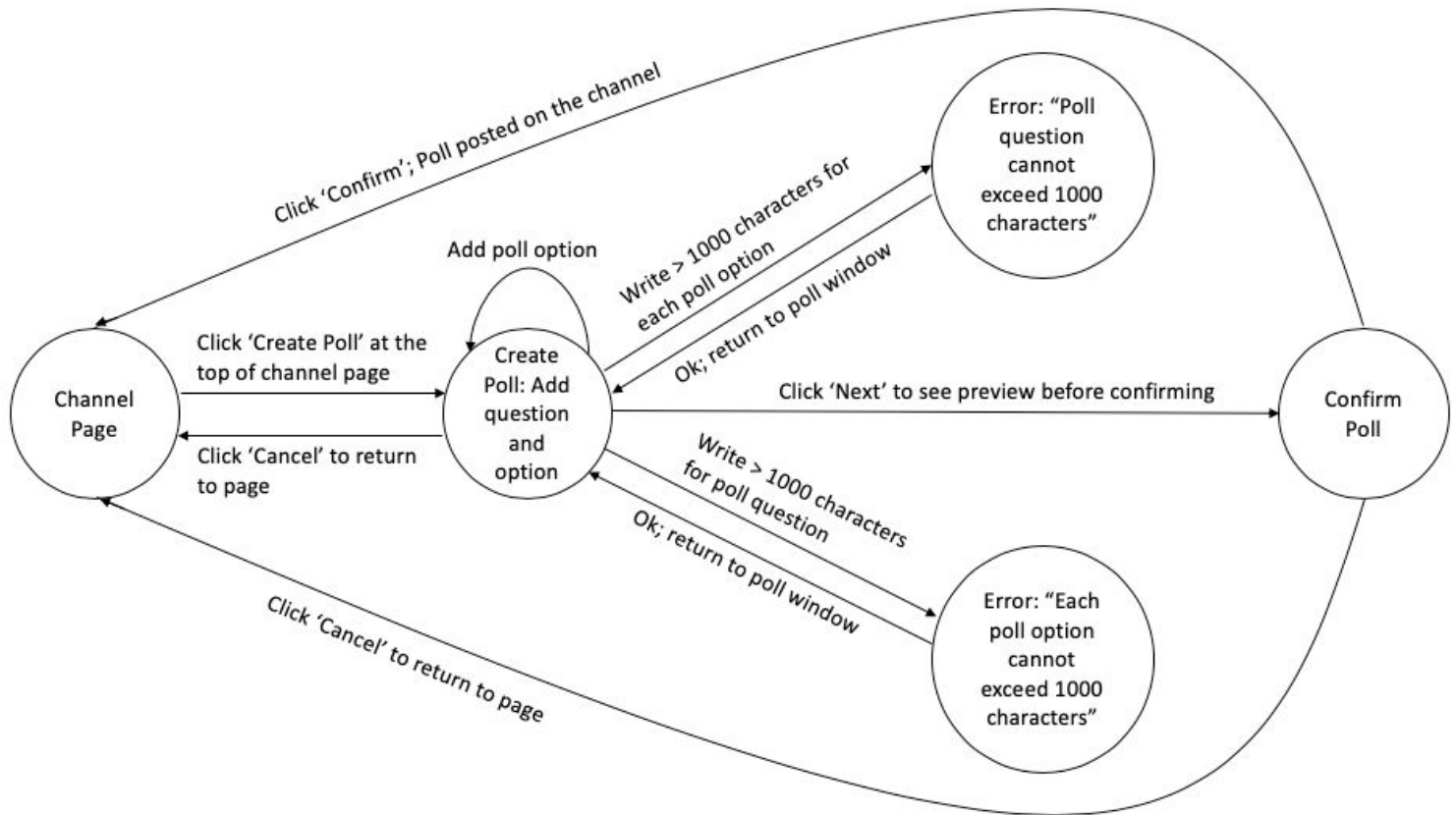
The description seems to explicitly describe the problem I suggested in the interview which was Flockr not having a function that creates polls in channels. From reading the User Acceptance Criteria, the solution for the problem looks simple enough to follow and Example Use Case seems to exactly describe a scenario I was thinking of. Overall, I think the descriptions and solution adequately addresses the problem I initially suggested.

Response 2-2	
Name	Raathan Jeevakumar
Email	j.rathan@gmail.com
<p>Description</p> <p>As a <u>user</u>, I want to <u>create a sub channel within a company's local, public channel</u> so that I can <u>be part of the company's public channel while having a separate workspace with my own team</u>.</p> <p>User Acceptance Criteria</p> <ul style="list-style-type: none"> • When a 'Create Team Room' is pressed at the top of a channel page, a small, pop-up window appears • On this window, the user adds other users they want to add by pressing '+' button next to each users' names • There is also option of making this sub channel either public or private on the same window • The user selects 'Create' and a sub channel with only the added members is created • This sub channel under company's public channel has the same functions as public channels 	
<p>Example Use Case</p> <p>Scenario: The user wants to make a private channel for their group under the company's public channel.</p> <ul style="list-style-type: none"> • The user logs in and navigates to their company's main, public channel. • The user selects the 'Create Team Room' button at the top of the channel page. • A small, pop-up window appears for creating a private channel. • The user adds their team members by pressing the '+' button next to each members' names. • The user switches the sub channel from public to private on the same pop-up window. • The user presses 'Create' and a new private for their group is created under the company's public channel. 	
<p>Interviewee comment on Use Case</p> <p>The description of the problem, which was not being able to create sub channels under public channel, seems to adequately describe my issue with Flockr. The possible solution written in User Acceptance Criteria and Example Use Case is easy to follow and solves my problem with Flockr. More functions which may improve the solution for sub channels is possibly having a limit to how many members can be in a sub channel and also implementing voice and video calls.</p>	

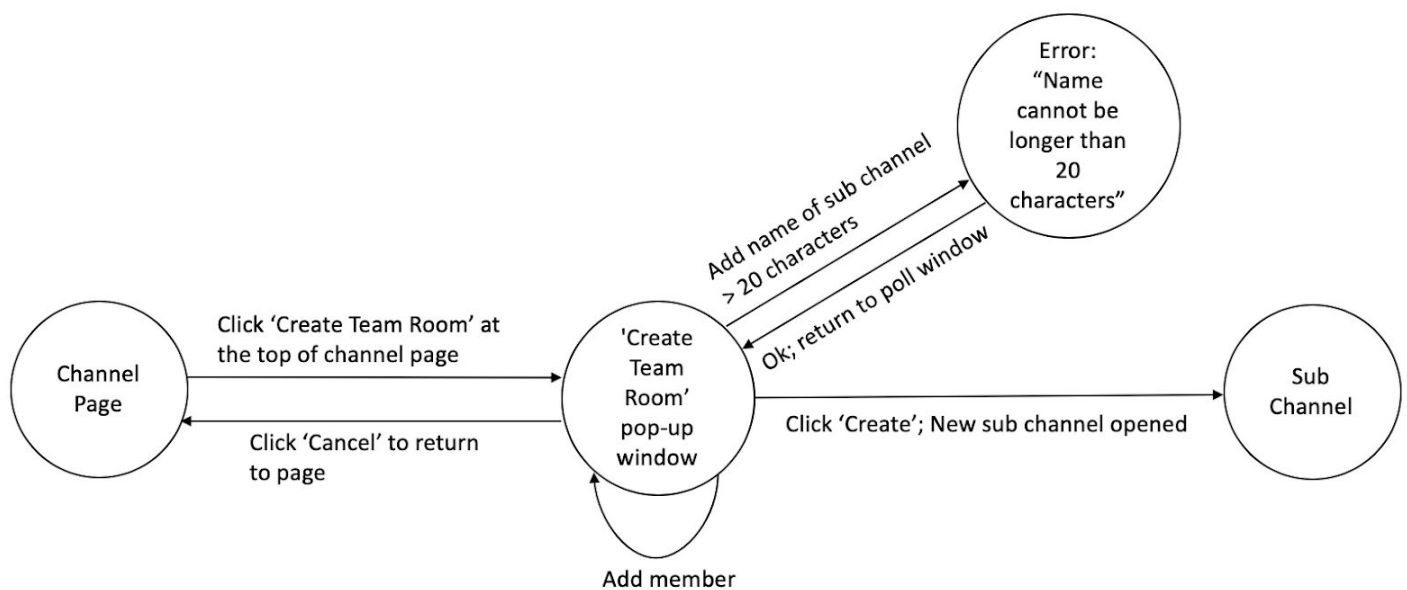
Interface Design

Function Name	HTTP Method	Parameters	Return Type	Exceptions	Description
channel/createpoll	POST	{token, channel_id, u_id}	{poll_id}	<p>Input Error when any of:</p> <ul style="list-style-type: none"> Channel ID is not a valid channel Poll option is more than 1000 characters Poll question is more than 1000 characters <p>Access Error when any of:</p> <ul style="list-style-type: none"> The authorised user has not joined the channel they are trying to post to 	Creates a poll from authorised_user to the channel specified by channel_id
channel/createtechnicalchannelinpublic	POST	{token, name, is_public, u_id}	{channel_id}	<p>InputError when any of:</p> <ul style="list-style-type: none"> Name is more than 20 characters long <p>Access Error when any of:</p> <ul style="list-style-type: none"> The authorised user has not joined the channel they are trying to create their sub channel in 	Creates a new channel with that name that is either a public or private channel within already existing channel

State Diagram: Creating Polls



State Diagram: Creating Sub Channels



Interview: Response 3

1. How is your experience with Flockr so far?

I thought the UI was a bit bare but there were some nice options when messaging in the channels, I liked that there were reacts and that it was so easy to make polls. I would like there to be an easier way to add friends to channels then just individually inputting their handle, or have an easier way of finding the people i want to friend.

2. In what kind of environment would you use Flockr (e.g. with friends, group work, work settings)?

I use other messenger software for different purposes so I would probably use this as part of a group project. Since with work I have to use microsoft teams, and with personal situations I use Facebook messenger, Whatsapp, and Discord.

3. If you do use it for professional purposes only, what are the reasons behind not using it for casual purposes?

Since my friends already use facebook messenger and so it is the most convenient to use in that personal setting. And with my family everyone uses whatsapp since you can just add your phone contacts and don't need any other account, like facebook. And I use Discord for situations where I play games with my friends since the voice chat is so easy.

4. From experience with other communication platforms (such as discord, microsoft teams), which features from Flockr is lacking?

The software is missing a friend functionality so that people can easily pick from a list of their friends who they want to add to the channel. It is also missing a voice call function and video call function that is now standard in messaging programs. Also missing channel customisation, being able to change the colour theme or have automated responses to certain questions, and having multiple chats separate chats in one channel. Also being able to connect your phone so that you can automatically get friend recommendations. Built in support for links like facebook messenger. Notifications for messages both when in the programs and from getting emails when you have missed messages.

5. From experience with other communication platforms (such as discord, microsoft teams), which features from Flockr is lacking?

I would recommend Flockr because of the channel based UI, which makes it very easy to create and switch between different channels. This means communication between teams can be easily broken into subgroups leading making communication in the team easier.

6. Which tools or features of Flockr could be improved/implemented to better a user's experience?

Flockr could add a favourite function so when I am adding other users into the new channel I don't have to look up or scroll through every user, but can instead look through a shorter list making group project channels much easier to make. This would mean clicking on another user's profile and clicking favourite so if the user is not already a friend then the user will be added to a list in the backend. So when inviting a user into the channel there would be another tab in the pop up which will just list the favorited users making inviting other users a faster process.

User Story 3

Response 3-1	
Name	Jordan Topper
Email	thejtop@gmail.com
Description As a <u>user</u> I would like <u>a function which recommends what other users to invite to my new channel based on how many channels we have in common.</u>	
User Acceptance Criteria <ul style="list-style-type: none">• When a person selects the invite user option in the channel there should be a separate tab on the pop up which states recommended and all.• The recommended tab will be filled with every person that the user has favorited.• The user should be able to favourite another user by clicking on the other users profile and clicking on the favourite button• The user should be able to unfavourite another user by clicking on the other users profile and clicking on the unfavourite button• There should still be a tab which has all the users on Flockr	
Example Use Case Scenario: The user is making a new private channel for their group project. They are already in a shared channel for the class they all share together. <ul style="list-style-type: none">• The user clicks on the members that are in their accounting project group to favorite them.• The user clicks favorite on the group member profile page.• The user makes a new private channel called accounting project.• The user selects the favorited tab so they don't have to look through every user on Flockr.• The user clicks on the users' handle and adds them to the new accounting project channel.	
Interviewee comment on Use Case The implementation of a favorite function does solve one of my issues with the program and would make using the program for group projects easier. The use case would be something I would have to go through if I was to use Flockr for a group project and the acceptance criteria seems appropriate to fix the issue I encountered.	

Interface Design

Function Name	HTTP Method	Parameters	Return Type	Exceptions	Description
user/add_favorite	POST	{token, u_id}	{}	Input Error when any of: <ul style="list-style-type: none"> • u_id is not a valid user • u_id is already favorited • u_id is of token user 	Adds the user with the user id to the list user with the token's list of favorited users.
user/remove_favorite	POST	{token,u_id}	{}	InputError when any of: <ul style="list-style-type: none"> • u_id is not a valid user • u_id is not favorited • u_id is of token use 	Removes the user with the user id from the list user with the token's list of favorited users.
user/list_favorites	GET	{token}	{users}	N/A	Will list every user which is currently favorited by the token user.

State Diagram: Adding, Removing & Listing Favourites

