

User stories report

Interview Questions

(assumes the user has had experience using microsoft teams or something like it)

From spec

“Develop a series of questions to ask these target users to understand what *problems* they might have with teamwork-driven communication tools that are currently unsolved by Streams.”

When logging in and registering, was there anything that you felt did not work or that you wish you could do?

Are there any restrictions that you find when communicating (/sending messages) with other users or anything you wish you could do?

Is there anything you feel that you cannot do at the moment with the current channels feature?

Is there anything you feel that you cannot do at the moment with the current dms feature?

Any last comments on any current issues you have?

Any last comments on what you would like to see in the future in this program?

David:

Email: daavidliu@gmail.com

When logging in and registering, was there anything that you felt did not work or that you wish you could do?

No. Everything worked perfectly.

Are there any restrictions that you find when communicating (/sending messages) with other users or anything you wish you could do?

No video call feature available. Very cringe.

Is there anything you feel that you cannot do at the moment with the current channels feature?

Is there anything you feel that you cannot do at the moment with the current dms feature?

Privacy. Perhaps chats could be deleted after a set time.

Any last comments on any current issues you have?

My issue is the lack of video calling.

Any last comments on what you would like to see in the future in this program?

Video call is VERY important because I am a student and I'd like to see the faces of other students.

Eric:

Email:ericxjzhu@gmail.com

When logging in and registering, was there anything that you felt did not work or that you wish you could do?

Nah logging in seemed to work fine.

Are there any restrictions that you find when communicating (/sending messages) with other users or anything you wish you could do?

I want emojis, sometimes I feel too lazy to write how I feel and I think using emojis to express myself would be more convenient.

Is there anything you feel that you cannot do at the moment with the current channels feature?

Giving people more descriptive roles than just admin and everyone else.

Is there anything you feel that you cannot do at the moment with the current dms feature?

Nah it seems to be fine at the moment.

Any last comments on any current issues you have?

I cannot access my email all the time to change my password.

Any last comments on what you would like to see in the future in this program?

The ability to send videos and have them play.

Saskia:

Email: saskiaacikgoz@gmail.com

When logging in and registering, was there anything that you felt did not work or that you wish you could do?

No, it seemed very easy. Maybe enter the password twice to make sure.

Are there any restrictions that you find when communicating (/sending messages) with other users or anything you wish you could do?

Not really

Is there anything you feel that you cannot do at the moment with the current channels feature?

It would be nice if we could call

Is there anything you feel that you cannot do at the moment with the current dms feature?

No

Any last comments on any current issues you have?

no

Any last comments on what you would like to see in the future in this program?

Not really thanks :)

Once you have done this, think about how you would solve the following problem and write down a brief description of a proposed solution.

Brief solutions:

- In order to solve the problem of not being able to verbally communicate we could implement calls in channels where users can join and leave calls. These calls can be both audio and video.
- In order to solve the problem of entering an incorrect password when registering, we could ask the user to confirm the password once entering it once.

- In order to solve the problem of messages being permanent we could create a setting where in creating a dm or channel the user could choose to make all messages delete after a certain time after being sent.
- In order to solve the problem of the user not being able to access their email all the time to reset their password, we could alternatively allow the user to choose to have the message sent to their phone numbers as an sms.
- In order to solve the problem of not being able to send emojis to express one's emotions, we could add a feature that allows the users to send emojis in a message.
- In order to solve the problem of only having three permission types in each channel, dm and server (being global owner, owners and normal members), we could add more such as moderators, longtime users, minor admins, etc.

User Stories - and Acceptance Criteria

As a < type of user >, I want < some goal > so that < some reason >

As a student, I want my messages and chats to not be permanent, so that in the future my privacy can be conserved.

- Certain dms and channels can be specified to be non-permanent, where messages sent in the channel are non-permanent..
- After a set amount of time (e.g 48 hours) the messages will be automatically deleted, unless specified not to be by the user who sent it.
- The message that was specified to be permanent by the user can also be made non-permanent again.
- The icon to click to toggle permanence is next to the other icons to interact with sent messages.
- These sorts of messages still have normal restraints and rules as other messages.

As an education student, I want to call the people I can chat with so that I can establish a better connection with them and explain concepts difficult to outline in text, which would aid in my teaching.

- Calls can be made in channels NOT dms and anybody in the channel can start or join existing calls.
- The icon to start a call is to the right of the button to send a message.
- Calls have a maximum length of 8 hours.
- Cameras can be turned on and off during the call.
- A person can mute and unmute themselves.
- A total of 50 people can join a call.

As a computer science student, I want video calls as I would like to see the faces of other students I learn with.

- Calls can be made in channels NOT dms and anybody in the channel can start or join existing calls.
- The icon to start a call is to the right of the button to send a message.
- Calls have a maximum length of 8 hours.
- Cameras can be turned on and off during the call.
- A person can mute and unmute themselves.
- A total of 50 people can join a call.

As a student, I want to be able to express my emotions more easily to others so that others can feel my mood over messages.

- The icon used to send emojis is to the left of the 'send later' icon in the message bar.
- Once clicked by the user the icon turns into a drop down menu with a list of emojis that can be selected by the user.
- The list can be moved through by clicking arrows either side of the pop-up screen to move from page to page.
- Other than the types of characters that can be sent, the message with emojis still has the same constraints and rules as normal messages.

As a rural user, I want to be able to reset my password some other way that doesn't involve my email, as I may not have access to my email all the time.

- If the user chooses to, they can provide their phone number as well as their email during registration or later once already registered.
- If the user wants to reset their password they can choose to have an email sent or an sms to their provided phone number, with a link to reset their password.
- The password they reset to will still have all the same restraints normally when first creating a password.

As an education student, I would like to be able to allocate different roles and positions to some people other than admin so that I can give some students roles or positions to fulfill without letting them access to admin permissions.

- The owner of a channel or a global user can give different users certain roles of their choice within a given channel.
- The icon to add/remove a user from a role is next to a user's name in a channel.
- The some different roles that can be allocated to a user include:
 - Minor admin
 - Moderator
 - Long time user

As a student, I would like to be able to send videos to other users so that I can send media that images cannot represent.

- The icon to send a video is right of the send message button.
- The size of the video file cannot be greater than 10MB.
- Once the icon has been clicked on, a window will pop up where the user can drag and drop an .mp4 file (or some other type of video file) and it will send it as a message.
- The pop up window will disappear after a file has been dragged and dropped.

MAIN SUCCESS SCENARIO for making a video call

Step 1. Front-end waits for user to click icon.

Step 2. User clicks icon.

Step 3. Front end sends data to backend.

Step 4. Backend checks user is valid and then starts the call.

Step 5. Backend sends back data to frontend.

Step 6. Frontend displays a video call and feed for the user.

Step 7. Frontend waits for other users to click icon to join or for user to click icon to leave call.

Step 8. Other user clicks icon to join call.

Step 9. Frontend sends data to backend.

Step 10. Backend checks user is valid and adds them to call.

Step 12. Backend sends data to front end.

Step 13. Front end waits for other users to click icon to join or for user to click icon to leave call.

Step 14. User clicks icon to end call.

Step 15. Frontend sends backend data to front end.

Step 16. Backend check is user is valid and then removes user from call.

Step 17. Backend sends data to front end.

Step 18. Frontend displays that user has left.

Step 19. Once all users have left, call ends.

MAIN SUCCESS SCENARIO for assigning different roles

Step 1. Front-end waits for user to click icon.

Step 2. User clicks icon and selects role to give other user.

Step 3. Front end sends data to backend.

Step 4. Backend checks if the user is valid and then changes other user's role/permissions.

Step 5. Backend sends back data to front end.

Step 6. Frontend displays the other users new role to the user.

MAIN SUCCESS SCENARIO for password reset via sms

Step 1. Front-end waits for user to link to reset password.

Step 2. User clicks icon and chooses sms to be sent to phone instead of email.

Step 3. Front end sends data to backend.

Step 4. Backend checks if the user is valid and then makes request to send sms to user's phone.

Step 5. Sms is sent to user's phone.

Step 6. Frontend waits for user to open link sent to message.

Step 7. User clicks link sent as sms to phone.

Step 8. Frontend waits for user to enter new pass word.

Step 9. User enters new password.

Step 10. Frontend sends data to backend.

Step 11. Backend changes user's password in stored data.

Responses

Eric:

Sending emojis covers my needs.

Adding more roles is what I wanted.

I have my phone on me most of the time so that would work.

Sending videos would help.

Saskia:

Assigning different roles problem was solved easily, basic easy to understand solution'

Video chat was solved, basic easy to understand instructions.

David:

Adding videos calls solves my issue perfectly.

The privacy work around is fine but I would still like all my messages to be non-permanent.

HTTP Routes:

Name & Description	HTTP Method	Data Types	Exceptions
auth/passwordreset/request/sms/v1 Given a phone number, if the user is a registered user, sends them an sms containing a specific secret code, that when entered in auth/passwordreset/reset,	POST	Parameters: {phone_number} Return Type: {}	N/A

shows that the user trying to reset the password is the one who got sent this email. No error should be raised when passed an invalid email, as that would pose a security/privacy concern. When a user requests a password reset, they should be logged out of all current sessions.			
<p>channel/addrole/v1</p> <p>Given a user id, add a role to them within the current channel. The role will depend on the role_id given.</p>	POST	<p>Parameters: {token, channel_id, u_id, role_id}</p> <p>Return Type: {}</p>	<p>InputError when any of:</p> <ul style="list-style-type: none"> channel_id does not refer to a valid channel u_id does not refer to a valid user u_id refers to a user who is not a member of the channel u_id refers to a user who already has a role. <p>AccessError when:</p> <ul style="list-style-type: none"> channel_id is valid and the authorised user does not have owner permissions in the channel
<p>channel/removerole/v1</p> <p>Given a user id, remove a role that a user has been previously assigned.</p>	POST	<p>Parameters: {token, channel_id, u_id}</p> <p>Return Type: {}</p>	<p>InputError when any of:</p> <ul style="list-style-type: none"> channel_id does not refer to a valid channel

			<ul style="list-style-type: none"> • u_id does not refer to a valid user • u_id refers to a user who is not a member of the channel • u_id refers to a user who doesn't have a role <p>AccessError when:</p> <ul style="list-style-type: none"> • channel_id is valid and the authorised user does not have owner permissions in the channel
<p>channel/joincall/v1</p> <p>Given a token and channel id join a currently active call. If no call is currently active, start a call. While in call the user should send a stream of their video and audio unless muted and/or has their camera off respectively.</p>	POST	<p>Parameters: {token, channel_id}</p> <p>Return Type: {}</p>	<p>InputError when any of:</p> <ul style="list-style-type: none"> • channel_id does not refer to a valid channel • User already in call <p>AccessError when:</p> <ul style="list-style-type: none"> • channel_id is valid and the authorised user isn't in the channel
<p>channel/leavecall/v1</p> <p>Given a token and channel id leave a currently active call. If there are no users in the currently active call</p>	POST	<p>Parameters: {token, channel_id}</p> <p>Return Type: {}</p>	<p>InputError when any of:</p> <ul style="list-style-type: none"> • channel_id does not refer to a valid channel • User not in call

			AccessError when: <ul style="list-style-type: none"> channel_id is valid and the authorised user isn't in the channel
channel/mute/v1 Given a token mute the user in a currently active call.	POST	Parameters: {token, channel_id} Return Type: {}	InputError when any of: <ul style="list-style-type: none"> channel_id does not refer to a valid channel User not in call User already muted Call not currently active User not in call AccessError when: <ul style="list-style-type: none"> channel_id is valid and the authorised user isn't in the channel
channel/unmute/v1 Given a token unmute the user in a currently active call.	POST	Parameters: {token, channel_id} Return Type: {}	InputError when any of: <ul style="list-style-type: none"> channel_id does not refer to a valid channel User not in call User not muted Call not currently active User not in call

			AccessError when: <ul style="list-style-type: none"> channel_id is valid and the authorised user isn't in the channel
channel/cameraoff/v1 Given a token, turn the user's camera off in a currently active call.	POST	Parameters: {token, channel_id} Return Type: {}	InputError when any of: <ul style="list-style-type: none"> channel_id does not refer to a valid channel User not in call User camera already off Call not currently active User not in call AccessError when: <ul style="list-style-type: none"> channel_id is valid and the authorised user isn't in the channel
channel/cameraon/v1 Given a token, turn the user's camera on in a currently active call.	POST	Parameters: {token, channel_id} Return Type: {}	InputError when any of: <ul style="list-style-type: none"> channel_id does not refer to a valid channel User not in call User camera already on Call not currently active User not in

			<p>call</p> <p>AccessError when:</p> <ul style="list-style-type: none"> channel_id is valid and the authorised user isn't in the channel
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One exception is that, even though it's not listed in the table, an AccessError is thrown when the token passed in is invalid.

State Diagrams:

