Q1. Part 1: User and Task Analysis

I have chosen Zoom virtual Meeting platform for this task, Specifically, its onboarding journey. Zoom is the leader in modern enterprise video communications, with an easy, reliable cloud platform for video and audio conferencing, collaboration, chat, and webinars across mobile devices, desktops, telephones, and room systems.

**User Analysis :**

The Primary persona represents the actual user who interacts with the application.

A person standing in front of a cave

Description automatically generated with medium confidence.

Name: Kavin Sundar

Age: 21

Sex: Male

Occupation: UI Developer

Location: Bangalore

Kavin is a 21-year-old UI Developer working in an IT-based startup located in Bangalore; he lives away from his hometown Yercaud. He doesn’t have fix no. of hours job. Sometimes he finishes early while sometimes he has to work till late at night.

Since he doesn’t have proper fixed-job timings, he sometimes works from home, sometimes at night, sometimes even at weekends, so it’s tough for him to be with other developers.

He coordinates with other developers over video calls, but he fears getting disconnected on call. Due to miscommunication, he has to spend more time at the office, and due to this fear, his time gets wasted and disturbs his routine.

**Goals**

* To be able to coordinate with clients or other coworkers working remotely.
* To be able to share screen.
* To be able to have conference meetings with coworkers.
* To be able to get remote control of others screens.

**Task Analysis :**

**Use Case 1** – Share Work Progress.

**Description:**

Kavin/ User should be able to share his screen and present or demonstrate the functionality of his/their work and discuss any changes or drawbacks in real-time.

**Start Condition:**

Users will visit the Zoom.us welcome page, [Zoom Welcome page](https://zoom.us/).

**Basic Flow:**

1. Users will enter the welcome page and click sign up for free.
2. Users will be prompted to verify the date of birth.
3. Users will be asked to enter the email address or sign up with SSO, Google or Facebook.
4. Users will get a pop up to receive a newsletter from zoom and check out zoom’s privacy policy.
5. Users will be asked to confirm the email address by a link sent to the email ID provided.
6. The user will click on the Activate Account link sent to the email ID.
7. Users will be asked to enter their First, Last Names and confirm their passwords. Also, the user will be asked to verify if they are signing up on behalf of the K-12 Institution.
8. If the user selects No to the question asked about k-12 Institution, it will email the user that the password for the zoom account (Existing account) has been changed. There will be a link to reset the password if the user has not changed.
9. The user is also asked for entering a colleague’s email id, and if done so, the coworkers will get the invitation link from zoom. There is also a Captcha confirmation for the user to select before moving forward.
10. The above step can be skipped, and the next step is that zoom will provide the personal meeting URL, which the user can send to their colleague to join the meeting.
11. The user can choose to start the meeting or choose to “Go to My Account”, where they can change general privacy and security settings.
12. Users are also provided with the option to add plugins in the outlook and Chrome extension to schedule meetings directly.
13. Once you click on start meeting now, Zoom will open a new webpage in the separate tab where there will be one pop up which will ask the user to open the zoom.us application installed in the device or cancel.
14. If it is cancelled, the webpage has another Launch Meeting function which again brings the pop-up, and the user must have to install the application on the device to move forward with the meeting.
15. Once the user opens the application, the interface will automatically connect the computer audio, speaker, and camera if the application previously provided access permission. It will ask for the license for each device if not done once.
16. The user will be provided with actions such as Mute, Start Video, Security, Participants, Chat, Share Screen, Polls, Record, Breakout Rooms, Reactions, Apps and End. This action button has a particular task attached; the User is also provided with the option to change the View option at the top right.
17. Once the user clicks on the action button “Share Screen”, a pop up will appear for the user to choose from multiple options such as Desktop 1, Desktop 2, Whiteboard, iPhone/iPad via Airplay, iPhone/iPad via Cable or any application which is open in the device.
18. The user is also provided with the option to “share sound” and “optimise video clip” as a check box.
19. While sharing the screen, the user will be provided with a few new action buttons, New Share, Pause Share, Annotate, Select Sharing Sound Mode (Mono, Stereo), Stop Share, Disable/Enable Annotate Toggle Button.

**Alternate Flow:**

1. Users may select the sign-in option at the top right corner of the page [https://zoom.us/.](https://zoom.us/)
2. Users can hover to the top right corner to the “HOST A MEETING” drop-down menu.
3. There are three options in the drop-down, ‘With Video On’, ‘With Video off’ and ‘Share Screen Only’.
4. If the user selects the option ‘With Video off’, it will bring the application in the same state as step 13 of basic flow.

**Use Case 2** – Get Remote control of others’ screens.

**Description:**

Kavin/ User should be able to remotely control other users’ screen to either evaluate the codes and features other developers has created or fix some bugs in the client UI interface remotely.

**Start Condition:**

Other users will start sharing the screen, where Kavin needs to make any changes.

**Basic Flow:**

1. Users will click on the view option, where are drop-down menu will appear.
2. The user will click on the Request Remote Control action button.
3. A pop will appear to confirm if the user wants to request or cancel the Request remote control with the specific user name.
4. If clicked on request, the other user (specific participants screen) will get a pop up asking to approve or decline the request.
5. If approved in the previous flow, it will show a message next to the view option that the user can control the other user’s screen; the user needs to hover the mouse over the screen and click in any area without any action button to start controlling the screen.
6. Once the user clicks on the other user’s screen, the message on the screen next to the view button will change to “You are controlling another USER screen”.
7. Once the user finishes the required work or task, the user can click on the view button on the top, and the drop-down menu will have an action button – “Stop Remote Control’’, which will stop the remote access to the other user’s screen.

**Alternative Flow:**

1. If the User has enabled auto to accept all remote access requests, then after step 2 in basic flow, it will go to Step 5 directly, skipping steps 3 and 4 from the Basic flow.
2. If the user, sharing the screen during remote access session, tries to stop the screen share, the message near the ‘stop share’ changes to ‘Waiting for Other User to control your system’ and the state remain the same. But once you click it twice, it will change the state and stop sharing the screen.

State Transition Networks:

Two state transition