Activity 2

Chosen App:

Discord

Introduction:

- Instant Messaging Application
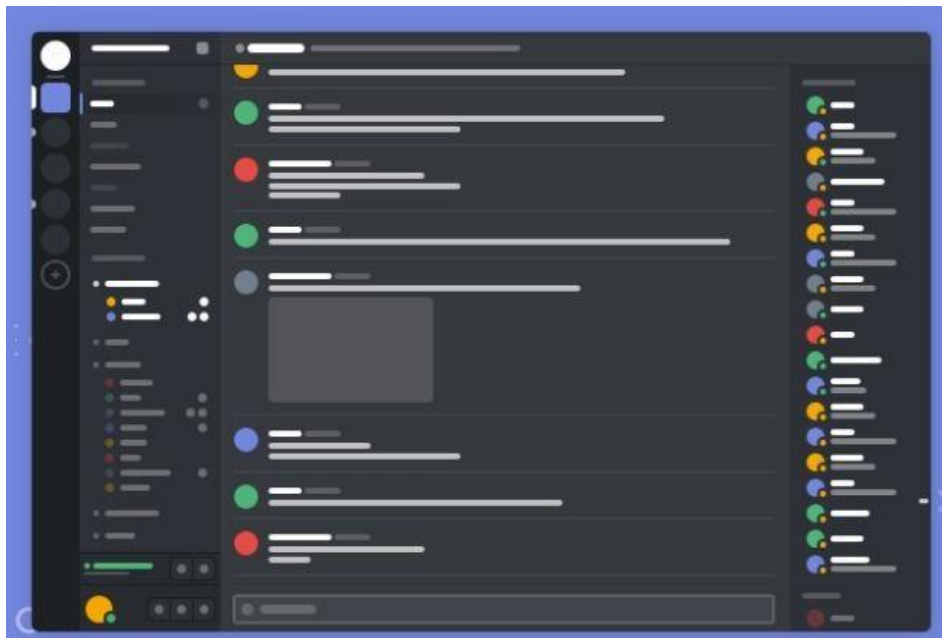- Freeware
- Also supports VoIP and Data sharing

Concepts:

Mental Model Inertia:

Interfaces/ Interactions that users are already familiar with tend to stick and helps them have a more positive experience in any app.
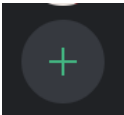
In Discord,

Pros

Core Instant Messaging UI is very similar to other famous applications like Whatsapp and Slack, where the following are provided,

- Messages, Emojis, Images, etc are displayed in center and is scrollable
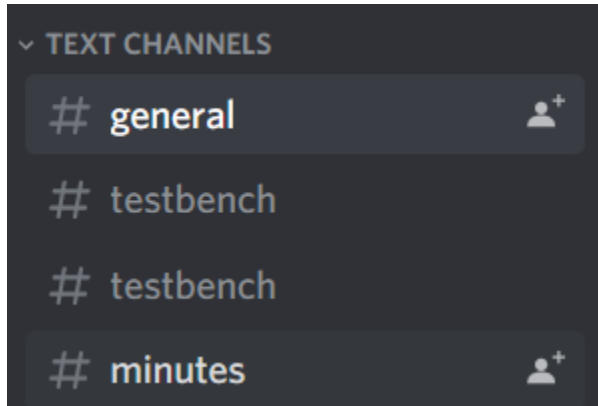- For user to send a message, input box provided at bottom (like Whatsapp)

- Add emojis, GIFs and other buttons provided at sides of the input box (like Whatsapp)
- Creating new Group / Server or Joining a server is done by dedicated button provided in Left along with all already joined servers (similar interaction as Slack)

- Online Status of people in the server also provided in Right portion of app (like Whatsapp Web)

Cons

- In each server, multiple text channels can be given. For a new user after using Whatsapp, this might be confusing as he might be searching for a message in the wrong text channel in same server.

Ease of Use:

How easy is it for any user (new or expert) to start using the product?

How usable is the product?

Pros

- As it has many interactions and UI elements similar to other famous platforms, it can be used easily by most people.

- Starting a voice chat, video chat, screen sharing, etc are all just a single click away and proper buttons are provided so it can be used without searching for buttons.
- Discord also offers support for making BOTS – can be used to automate tasks, moderate servers, kick, ban, etc. So, no need for manual moderation.
- Other functionality like muting, etc also have proper icons and placements for ease of use.
- Search bar provided for searching messages, etc

Affordances

Properties which show what all actions the user can perform using the product.

- Discord was initially meant for gaming community
- Now it can be used for communicating under business setup as well
- Can be used to send instant messages
- Can also be used to share files and data like Images, Documents, etc
- Can be used to hold meetings with Voice Chat, Video Chat and multiple screen share
- Discord bots can be used to perform a variety of tasks including server moderation

Modality

Computer-Human Modalities

Ways in which app sends information to humans

- Auditory
  - o Voice chat
  - o Screen share audio
  - o Auditory cues when certain buttons are pressed and for UI elements
- Vision
  - o Video chat
  - o Screen share video
  - o UI Icons

Human-Computer Modalities

Ways in which humans send information to the app

- Keyboard (Web and Desktop App)
  - o Typing messages
  - o Shortcuts (CTRL + C)
- Mouse (Web and Desktop App)

- Clicking UI elements
- Selecting files, etc to share
- Touch (Mobile App)
  - Typing
  - Selecting UI elements (Clicking buttons, etc)