Activity 4

COE17B010

Chosen App:

Discord

Introduction:

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

Concepts:

Learnability:

Ease with which new users can begin effective interaction and achieve maximal performance.

In Discord,

Pros

- As UI of discord has been designed keeping the familiarity and mental modals of users for other popular apps like WhatsApp in mind, new users can easily learn the basic functions like text messaging, voice chatting, etc.
- Even though the concept of more than one text / voice channels within same server is not prevalent in many apps, discord has designed it so that new users will not get confused. This is done by,
    - o An initial tutorial provided to showcase its features including multiple text channels
    - o Users will stay in the current channel till they change it themselves
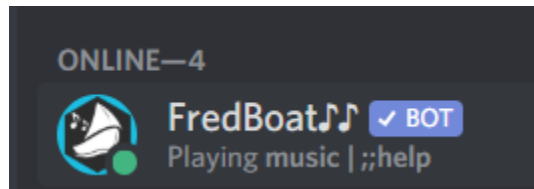
Cons

- Discord bots, while extremely powerful, always proves to be a challenge for new users
- As different bots can have their own custom commands with custom trigger words, new users generally take a long time to get accustomed to them.

Flexibility:

Multiplicity of ways in which user / system exchange information.

Pros

- Dialog Initiative
    - There are certain discord bots that initiate dialog with the user like NLP based bots that can chat with the user
    - Other bots like Music bots should be initiated by the user for playing some song that they need

- Multi-threading
    - User can send text messages, share audio, video and screen share at the same time in a server.
    - Also, multiple text / voice channels may be in a single server
- Task Migratability
    - Music bots can play some music from YouTube / other sources which is migrating the task of playing music manually in a browser to the system.

Robustness

Level of support required to user in determining achievement and assessment of goals.

Pros

- Observability
    - Clear loading circle UI and % are provided for uploading and downloading files.
    - When clicked on Enter Voice Channel if provides details like Connecting, Failed Connection, Success, etc.
- Recoverability
    - In case a user has sent a file by mistake, he can delete the message / file and it will be deleted from the server (Undo)
    - In case a user has sent a message with a small typo / error, he can Edit the message. (Negotiation)
- Responsiveness
    - For most actions taken by the user (typing, sending, Enter Voice Chat, Screen Share, etc), discord provides an appropriate response.

Message #bot-channel

● ● ● **SerBot** is typing...

Voice Connected
General / aSociette