



# UNSW MEMES

Requirements & Design for future work

**ISSUED FOR**  
COMP1531

**ISSUED BY**  
CRUNCHIE\_W17B



## Elicitation

We have interviewed two individuals that are a target audience for our program UNSW Memes.

Lana Hattom	Current user of a program similar to UNSW Memes	lanahattom@hotmail.com
Ishalin Moopanar	Current user of a program similar to UNSW Memes	i.moopanar@student.unsw.edu.au

### 1. What ways of communication online do you use the most in your everyday life?

Lana Hattom	I feel like since 'work from home' has gotten more popular in the past couple years, I find I rely a lot on voice chats in meetings and message chat to communicate with my colleagues. Other than that, I text message a lot.
Ishalin Moopanar	I prefer to text when I have to contact someone, but when I need an urgent reply I preferably rely on calling people instead since I get a faster response.

### 2. Of all the team-orientated apps that you are using at the moment, which of them do you prefer the most and why? Specify features.

Lana Hattom	I use Microsoft Teams a lot during work! I love how convenient it is to contact anyone in any way as it's all right in front of me when I open the app. Also I like being able to see people's status so I know whether to expect an instant reply or if it will take a bit of time.
Ishalin Moopanar	Facebook messenger as all of my contacts are linked to my facebook so it's easy to find who I'm trying to message. Also, whenever I meet someone new, everyone has Facebook these days. The reason I prefer to use Facebook messenger is whenever I am messaging someone I can see whether they have read my message or not, and if they are typing live! It makes me feel like I'm having a real conversation with them.

**3. What app do you use the least and what about it do you not like? Specify features.**

Lana Hattom	I HATE using zoom. It is tedious to join as you have to be invited by a link to be able to join the chat, and I don't like that when the chat ends it is deleted entirely. So if I want to talk to the same people multiple times in a week I have to recreate it every time. Also, you still need to use other apps to be able to share files, photos, anything!
Ishalin Moopanar	Since I have an android, I avoid using my regular messenger that's on my phone as I can't video call certain types of devices and I don't like that some emojis that get sent to me just pop up as a box?? I just feel like literally any other messaging app available is better and looks a lot nicer.

**4. Within these apps are there any particular features which enrich your quality of life on a day-to-day basis which makes your experience more enjoyable?**

Lana Hattom	I find it super helpful when I am able to mute notifications from specific people since I'm able to filter out exactly what I want to see. It really helps me prevent missing messages from my bosses!
Ishalin Moopanar	I get so many bots and spam messages on all of my apps which is super frustrating, so being able to block them or even just at least mute their messages is great. I don't have time for spam.



# Analysis & Specification - Use Cases

## USER STORIES

As a user I want to have different forms of communication. This includes being able to call on voice chat so that I am able to reach people faster.

- Add a phone icon at the top of a DM chat which is easily accessed by the user.
- Create a call once the icon is pressed, alerting the other user.
- If the call connects, the user will be prompted with another display which shows the name of the user who has been called, length of the conversation, and the option to add other users into the conversation if they are also present in the DM.
- If the call fails to connect, an error response will be shown.

As a user I want to feel like I am having a real conversation with the people in the DM by being able to see whether they have read the message and if they are currently typing a reply.

- If a user within the DM interacts with the chat after a message was sent then a 'read' prompt will be displayed on the users chat who had sent the last message.
- If a user is typing within the chat then every other user will be able to see a typing bubble appear at the bottom of the chat.
- If the message has been left unread then there will be no prompt below the most recent message sent.

As a user I would like to show when I am available or busy to others to set an expectation on if I am able to reply to them instantly, or if I am away from the computer.

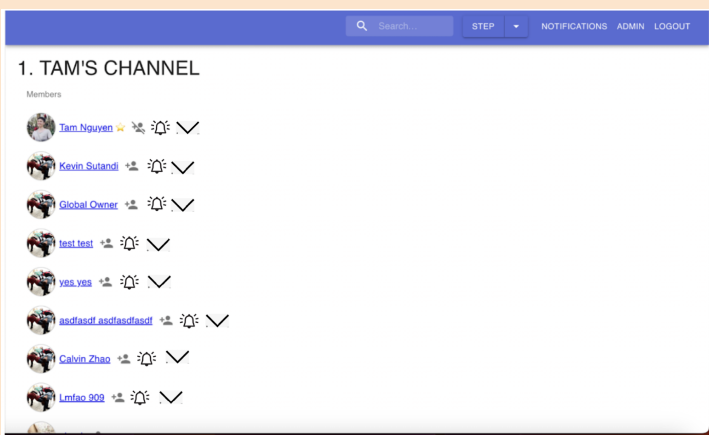
- Adding a status icon besides each user within chats which represents that user's current status.
- Status is customisable by individual user and the options available to choose from are;
  - Green is online.
  - Red is busy.

- Silver is away/unavailable.
- Other members are not able to change the user's status.

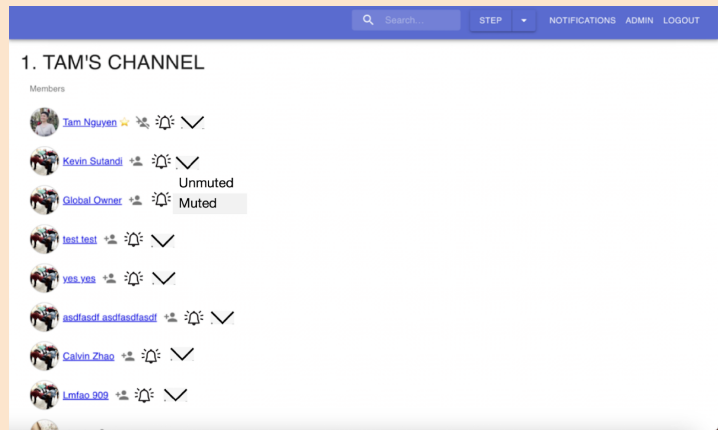
As a user I would like to be able to mute notifications from specific users so that my feed doesn't get spammed by useless messages.

- In chats, beside the user's names will have a bell displayed alongside a drop down menu in which the user can customise whether or not they will receive notifications from the user selected.
- The drop down option will include two options;
  - Unmuted - where the user will receive the notifications from the user selected. This bell will not have a line over it indicating it is unmuted.
  - Muted - where the user will not receive the notifications from the user selected. This bell will have a line over it indicating it has been muted.
- The notifications will automatically be set to Unmuted for every member when a chat is created.
- Other members will be unable to view whether they have been muted and will not be able to unmute themselves if another user has muted them in the chats.

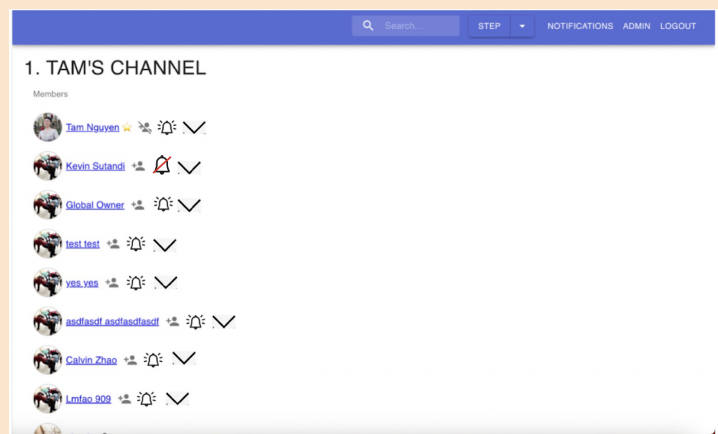
## USE CASE

Case for muting channel members	Visual implementation
<ul style="list-style-type: none"> <li>- User registers channel - notification set to unmuted with a bell.</li> </ul>	

- User sets the notification for another member to muted using the dropdown toggle.



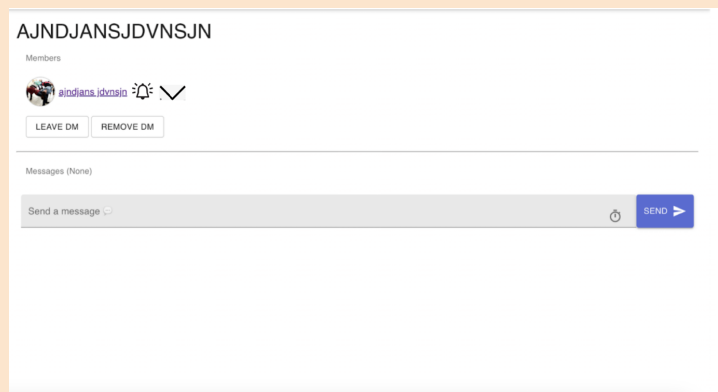
- Channel members notification set to muted now displaying a bell with a line through it

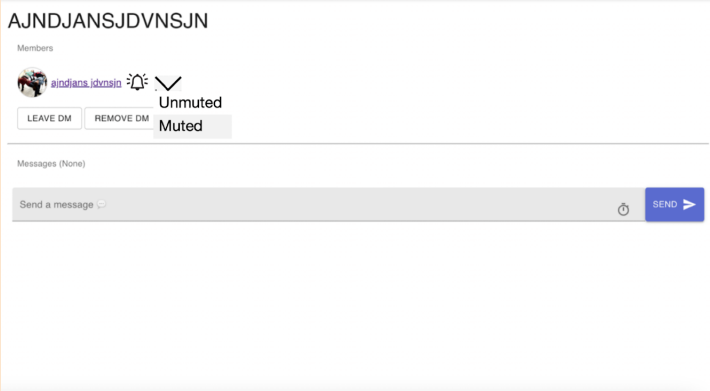
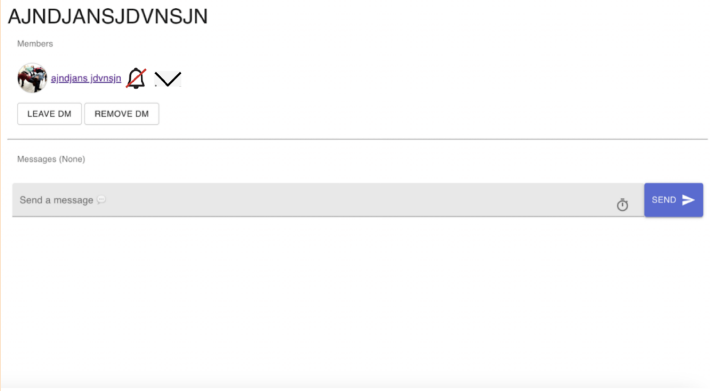


## Case for muting DM members

## Visual implementation

- User registers dm - notification set to unmuted with a bell.



<ul style="list-style-type: none"> <li>- User sets the notification for another member to muted using the dropdown toggle.</li> </ul>	
<ul style="list-style-type: none"> <li>- DM members notification set to muted now displaying a bell with a line through it</li> </ul>	

## Validation

Lana Hattom	Perfect! I'll probably just end up muting everyone in my contacts so I can feel less busy than I actually am. These changes definitely are appealing and I would consider using this program in the future.
Ishalin Moopnar	This looks great and I can see myself making the most out of restricting who can contact me. It's beginning to look similar to the apps I currently use so I like it!



# Interface Design

## ROUTES TO EDIT

Name	Description of adjustments
<ul style="list-style-type: none"><li>- channels/create/v3</li><li>- dm/create/v2</li><li>- channels/details/v3</li><li>- dm/details/v2</li></ul>	<p>Update channel and dm object to include a notification property.</p> <p>For channels/create and dm/create to set default value for notification as "Unmuted"</p>

## ROUTES TO ADD

Name & Description	HTTP Method	Data Types	Exceptions
<p><i>notifications/remove/v1</i></p> <p>Update an authorised user's notification based on the given input "Muted" or "Unmuted",</p>	DELETE	<p>Query Parameters: ( Notification: "Unmuted" or "Muted" )</p> <p>Return type if no error: { }</p>	<p>400 Error when any of:</p> <ul style="list-style-type: none"><li>- If status is neither of the two options</li></ul> <p>403 Error when any of:</p> <ul style="list-style-type: none"><li>- Token is not valid</li><li>- User is not a valid authuser</li></ul>



## Conceptual Modelling - State Diagrams

