

Requirements by W14A-Crunchie

Primary questions

1. Are you generally satisfied with the current features of treats
2. Are there any key features you would say are missing from treats?
3. If yes, what benefit would the addition of these missing features add to treats?
4. Do you think our features' affordance is good enough?

Interviews

Interview 1 :

name: Dominic Chan

email: dominic.chan999@hotmail.com

1. Treats is generally satisfactory as it mimics many of the primary features other big communication software achieves (such as skype, discord, microsoft teams)
2. Key features from other communication applications that could be implemented are the addition of many types of reacts to messages rather than just a 'like/ thumbs up' in treats
3. Benefits of this include greater expression of ones reaction to a particular message, which could mean reduced time thinking of what to respond, since you can just react with your exact emotion at the time
4. Considering that treats is still in the early developing stage so that there are not many features as the other communication tools say Facebook, I would say the affordance is good for now.

Interview 2 :

name: Adele Chiong

email: adele.Geca2@bigpond.com

1. Treats feels quite underdeveloped in comparison to other communication applications, however i understand that Treats is a new work in progress application and so cant expect it to be up to the same standards as other communication giants
2. A good feature could be predictive text, like on Apple Iphone keyboards. It could suggest a list of predetermined responses after analysing keywords given to the program
3. Benefits could range from increased work productivity to coworkers, when asked simple question that can be broadly answered. For example;

person1: "have you left home to come to work yet"
person2: "On my way now!"

4. I would say yes but clearly it will need developers to put in more effort as future add ons have been implemented.

Interview 3:

Name: Candice Young

Email: nominee-blitzes0p@icloud.com

1. If I am using it only as a means to communicate with tutors / supervisors / classmates i.e. anyone from school, I would say the current features are sufficient for that purpose as my communications with these individuals are limited to a certain level however i am unable to share work with classmates unless they are screenshots(images).
2. Despite the fact that my communications with school individuals are limited, there are certain key features I would still require in a school communication app, such as the ability to send across a file / photo. In my opinion, not having this feature is quite fatal as a communication app.
3. It goes without saying how important it is to be able to send anything other than text within a communication app. The biggest benefit of this would be ensuring a level of convenience and minimizing users' effort when users are using the app so users don't have to switch between apps just to send something over and waste their time with all the switching.
4. Yes the affordance is good enough to me, but keep working on adding more features as now it is obviously not enough and can not compare with other tools.

Solutions

As the treats continue with more development, firstly we will add the predictive text into our messaging feature to let users feel more comfortable and increase the efficiency when responding to messages. In addition, we understand that only one emoji which is a thumbs up is definitely not enough for users when communicating. We will add more in the future to help users express their reactions, for example laughing and astonishing emojis. Next, some simple responses will also be added into treats for users to reply to messages. For example when a user receives a responded message, then some reply suggestions will pop up, say, "Thank you!" "I will do that, thanks!". This prevents time wasting for typing in simple responses and might be able to give users ideas of how to reply. Furthermore, the ability to upload a file will allow users to share content on a greater basis than just uploading a photo. With these solutions and updates above, the treats will be more user-friendly and engaging for users.

User case Stories

Interview 1

As a Treats user, I want a greater range of react types to messages, so that i can extensively express my emotions/reaction towards a particular message

User acceptance criteria:

There are 5 different react types on the top right corner of each message.

There are emojis for angry, happy, astonished, like and sad.

Users are able to choose emojis they want by hovering the mouse on the message which corresponds to a number 1-5 for the backend to process.

The chosen emoji appears on the left top corner of the message and others will see it.

After choosing, the 5 emoji options on the right corner disappear.

Interview 2

As a Treats user, I want predictive statements to appear after receiving a message that I can pick from, so that I can quickly respond to a received message with minimal effort, increasing productivity.

User acceptance criteria:

The predictive statements appear below the texting input bar.

They appear when users receive a message.

There are at most 3 predictive options for users to choose when typing.

Users are able to choose one of them by clicking on their option.

The predictive texts will be sent immediately.

Interview 3

As a Treats user, I want the ability to send files other than images within the Treats application, so that I can exchange information with other Treats users instantly with minimal effort.

User acceptance criteria:

A send file/photo icon will be below the text input bar.

It asks users to upload a photo or file when clicking on it.

After users make their choices, an upload option will pop up.

By clicking on the upload option users are able to navigate through their phone or computer to choose photos or files.

Users can not send files or photos greater than 200 MB.

Users can not send more than 1 photo/file at the same time.

Use Cases

Step 1: Two users are in the same private chat.

Step 2: User A sends a message "How are you doing today?" to user B.

Step 3: Predictive text generates response "I am doing well thank you!"

Step 3: User B chooses this option to send and reacts to the first message with a "happy" emoji.

Step 5: User A asks user B for the file they were working on in class together

Step 6: User B uploads the .txt file which User A requested

Step 7: User A receives the file and responds with predictive text generation, "Thank you !"

Step 8: User B replies with a "love" emoji

Comments

1. I am satisfied with the use case which describes my requests clearly, only one "thumbs up" emoji is not enough for me to express myself to a particular message.
2. Predictive texts are quite important for me when using social media like Treats as I am a person who really needs suggestions in daily life, the use case is good to me.
3. Although the limitation of sending files can not be above 200 MB which is a bit sad to me, overall the use case describes my requirements, I am happy with that.

Interface

Name & Description	HTTP Method	Data Types	Errors
<p>/react/emoticon</p> <p>messageId is the ID you wish to react to</p> <p>dmId/channelId is the ID to which you wish to share. The dm or channel that is not shared to will be -1</p> <p>Reaction will be an integer from 1-5 indicating which react you wish to use.</p>	PUT	<p>Query Parameters:</p> <p>{messageId, channelId, dmId, reaction}</p> <p>Return Object:</p> <p>{}</p>	<p>400 Error when:</p> <p>messageId does not refer to a valid message</p> <p>both channelId and dmId are invalid</p> <p>neither channelId nor dmId are -1</p> <p>Reaction isn't an integer between 1-5</p>

<p>/predictive/text</p> <p>Returns an array of 3 options in response to a given message</p> <p>messageId is the message from which you wish to generate predictive text</p> <p>Function returns a prediction object that contains the array of predictions as well as to which messageId they are for</p>	POST	<p>Query Parameters:</p> <p>{messageId}</p> <p>Return Object:</p> <p>{predictiveOptions, messageId}</p>	<p>400 Error when:</p> <p>messageId does not refer to any valid message within chanel or DM an authorised user has joined</p>
<p>/predictive/text/send</p> <p>Given an array of three options of messages, user can pick 1(option) to reply back to another message</p> <p>newMessageId is the new ID to the reply</p>	POST	<p>Query Parameters:</p> <p>{predictiveOptions, messageId, option}</p> <p>Return Object:</p> <p>{newMessageId}</p>	<p>400 Error when:</p> <p>predictiveOptions hasn't been generated yet</p> <p>Option is not between 1-3</p> <p>Messageid does not refer to a valid message</p> <p>403 Error when:</p> <p>predictiveOptions and messageId are valid but have not been generated to reply to messageId</p>

<p>/user/profile/uploadfile</p> <p>uploadFileUrl refers to the URL of the file</p> <p>fileName refers to what the user wishes to call what they are uploading</p>	POST	<p>Query Parameters:</p> <p>{uploadFileUrl, fileName}</p> <p>Return Object:</p> <p>{}</p>	<p>400 Error when:</p> <p>uploadFileUrl exceeds 200mb in size</p> <p>uploadFileUrl returns a HTTP status other than 200, or any other errors occur when attempting to retrieve the file</p> <p>fileName contains non alphanumeric characters.</p> <p>uploadFileUrl is not a valid datatype</p>
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Interface input/output types

Variable Name	Data Type
messageId	number
channelId	number
dmId	number
reaction	number

predictiveOptions	string[]
options	number
uploadFileUrl	String (end of string must have either .txt, .png, .pdf)
fileName	string
(output only) named exactly prediction object	Object containing predictive options, messageId

State diagrams of overall workspace of application



