

Firefox OS



Email Outbox

Version Draft [Dec 20, 2013]

Most recent spec available at - [\[Link to folder on box.com\]](#)

Questions? E-mail the author or firefoxos-ux@mozilla.com

Related Bug:

Bug #921050

Bug #949268

Bug #949498

Bug # 949502

Bug #949503

Bug #949270

Bug #949605

Release Notes

Draft Dec 20 2013 Juwei Huang Initial version

User story

Bug #921050

As a user, I want emails to be sent in the background, even when I exit the email app such that I do not need to wait while a message sends, saving me time and allowing me to perform other operations while emails send.

Bug #949268

As a user, I want to see an outbox of all of my emails that are pending send. This will allow me to see the emails that are waiting to send if the phone is unable to send them right away. This will also support the asynchronous email sending requirement.

Bug #949498

As a user, I want emails that I 'send' to be moved to the outbox and sent. This will help me manage any queue of emails I am sending and provides visibility and management of any emails I choose to send while I am out of coverage.

Bug # 949502

As a user, I want my email to be automatically sent when it is in my outbox. In order to do this, my phone should check periodically to determine if it has a data connection. When the connection is detected all the email in my outbox should be sent.

Assumption: Interval or mechanism for a user set interval to be determined by UX.

Bug #949503

As a user, I want to be able to delete any un-sent emails from my outbox. This will allow me to 'change my mind' about sending emails that are pending and also remove any emails with send errors if necessary.

Bug #949270

As a user, I want any emails queued in my outbox while I am out of coverage or offline to be automatically sent when my phone returns to a state where it is able to send email. This will allow me to compose and send email regardless of the current connected state of my phone.

Assumption: That there is a mechanism by which the system can inform the email app that it has a current data connection.

Bug #949605

As a user, when I tap on a message in the outbox I want to be able to edit it. This will allow me to update emails that have not been sent as to avoid sending a second message. This will also allow me to 'manually resend' emails in the outbox.

Assumptions:

A message can only be opened/edited when it is not in the process of sending, as soon as the sending process starts any non-opened email will be 'locked' to allow the system to send the message.

Asynchronous Email Send

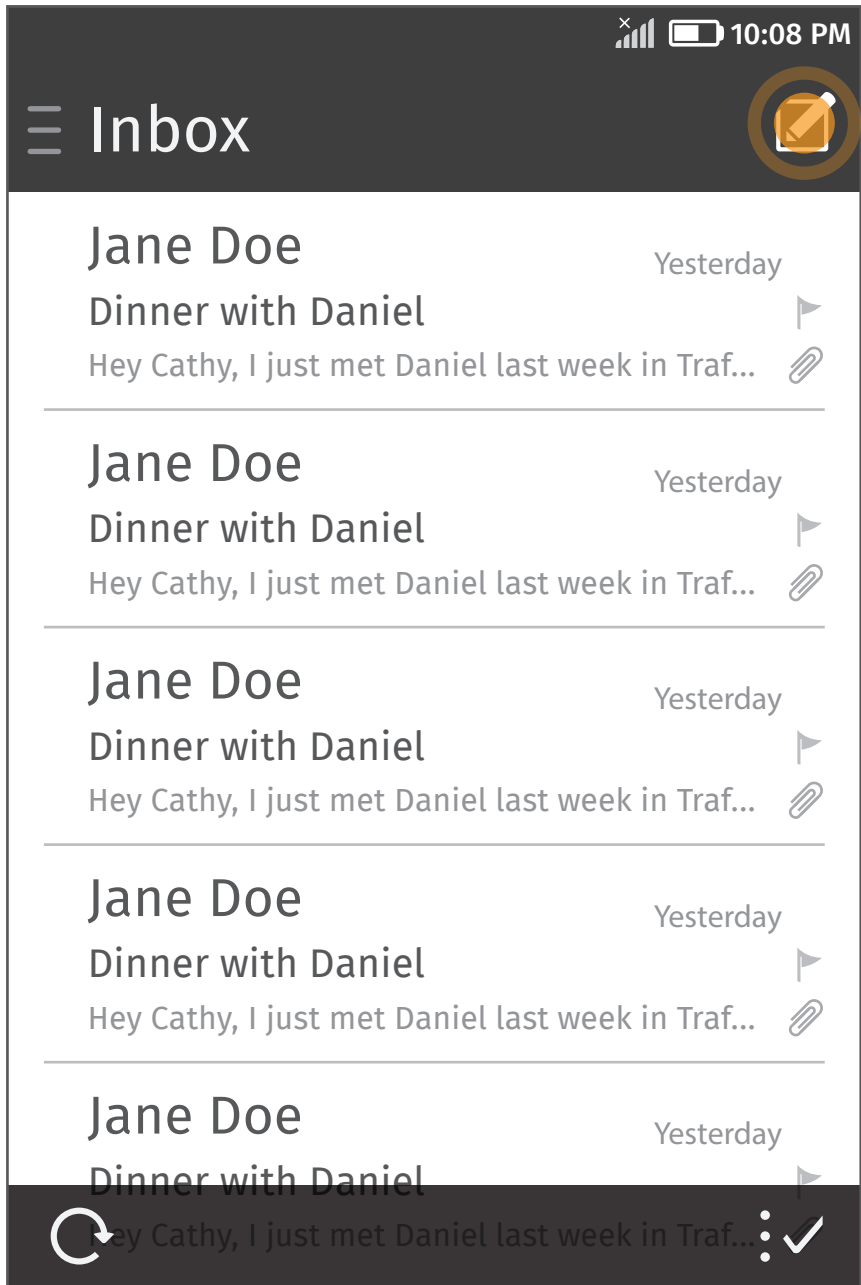
Bug #921050

As a user, I want emails to be sent in the background, even when I exit the email app such that I do not need to wait while a message sends, saving me time and allowing me to perform other operations while emails send.

1. while sending an email the email application can be exited
2. the email will still send in the background
3. once the user taps 'send' they will be returned to the email inbox (or where ever they inititaited the compose action from)
4. the sent email will appear in the sent folder

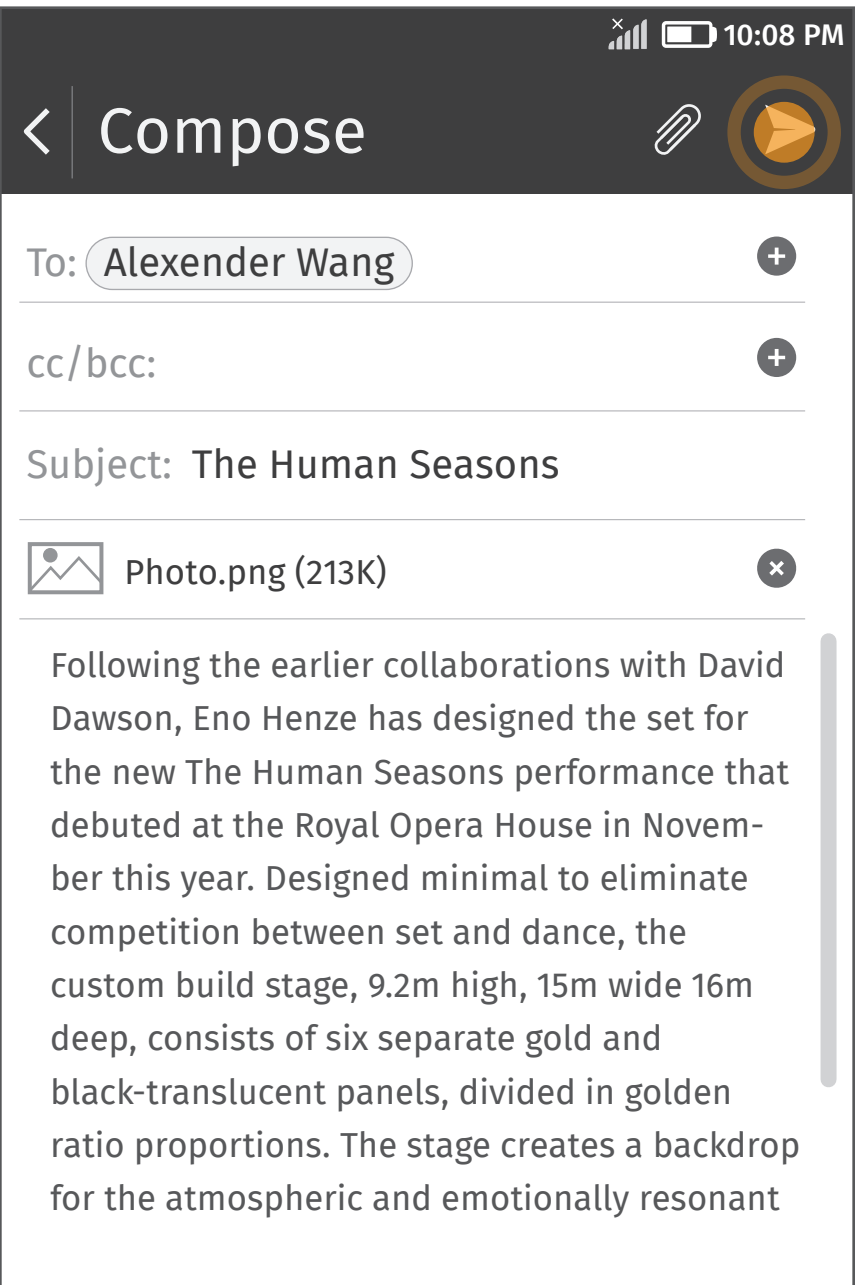
Asynchronous Email Send

List view



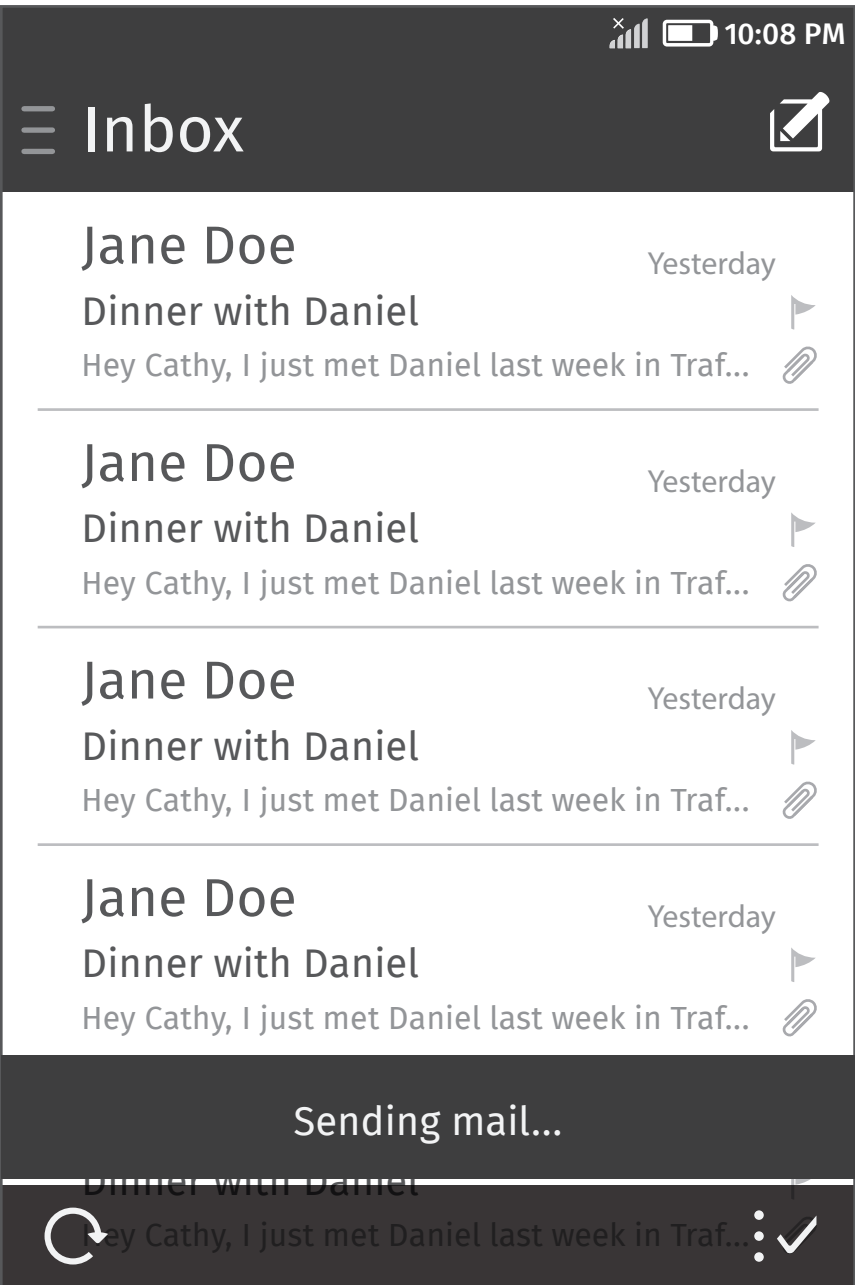
To compose a mail, tap the compose button over the top right.

Compose a message



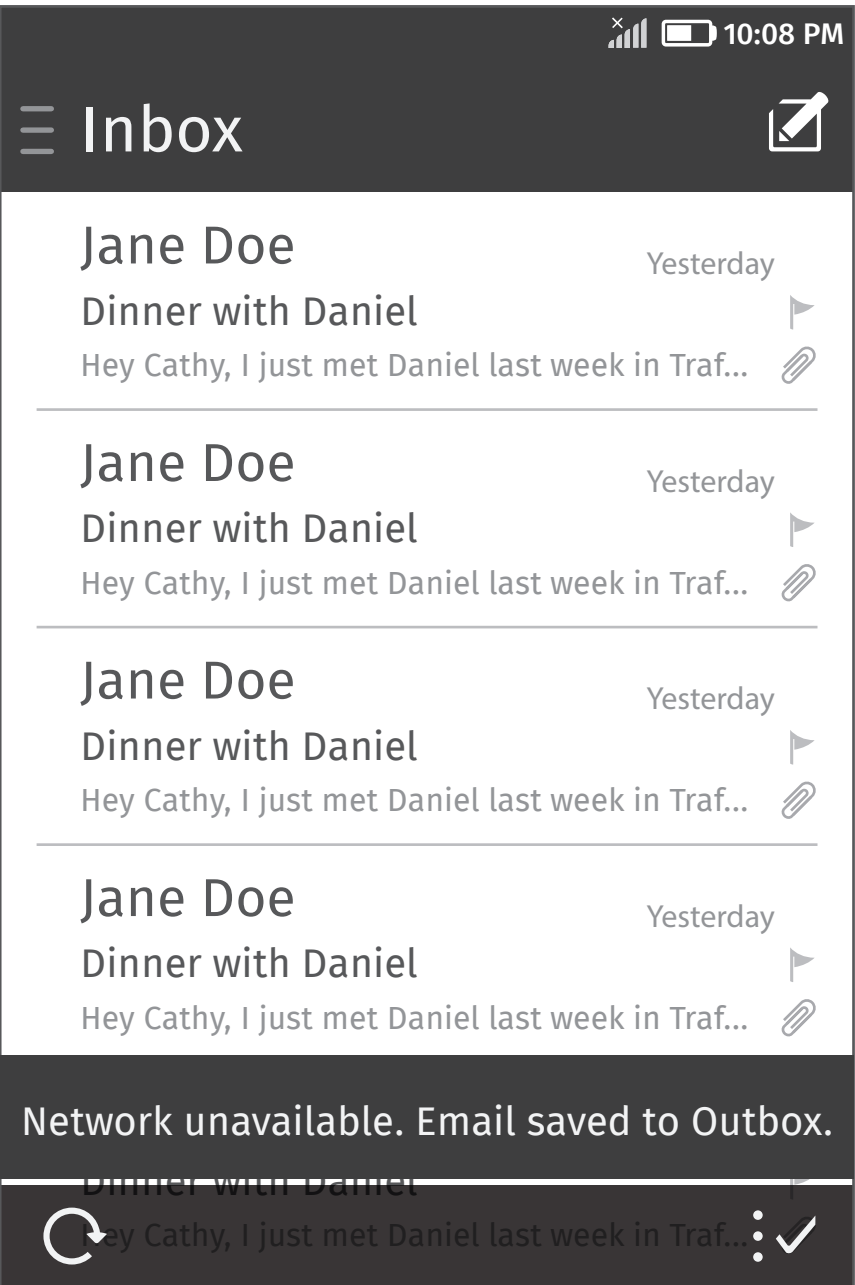
Once the user completed the message, tap send button.

List view



Screen will back to list view along with a toast that indicate sending status.
** The email will send in the background even when the user leave email app.
** While the mail is sending, it will be placed in Outbox.

List view



There are 3 types of toasts describing send-ing status:

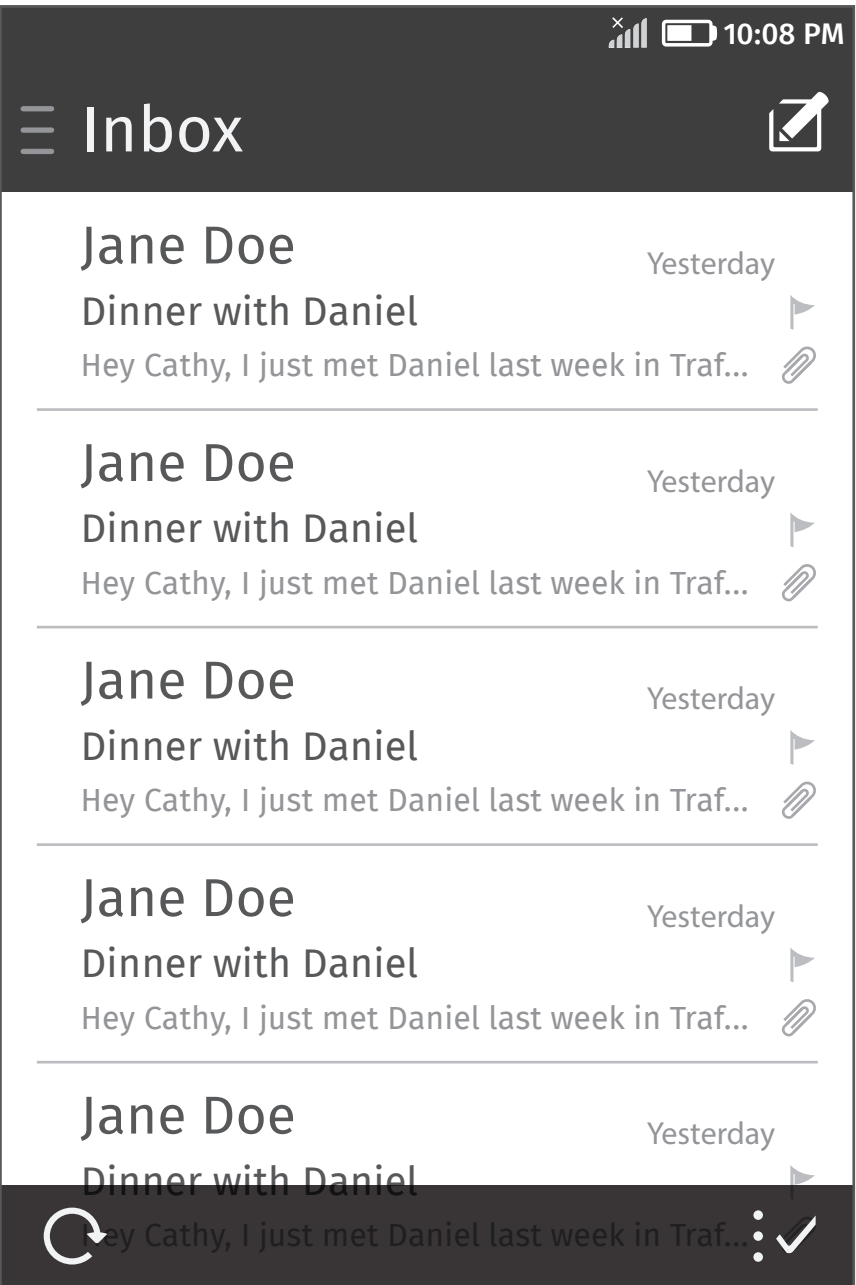
a. The message has been sent

b. The message hasn’t sent due to network disconnection.

c. Service/system error

** If the message is not sent out, it will be placed in Outbox folder.
**If the message has sent, it will be no longer in Outbox but placed in Send folder.

List view



The toast will disappear after time out.

Move message to Outbox

Bug #949268

As a user, I want to see an oubox of all of my emails that are pending send. This will allow me to see the emails that are waiting to send if the phone is unable to send them right away. This will also support the asynchronous email sending requirement.

1. When sending an email, after the send command is issued, the message appears in the outbox folder before it is sent
2. When sending an email, it should appear in the outbox folder while it is sending
3. When an email is sent it should no longer appear in the outbox folder
4. When an email is sent it should appear in the sent folder.

Bug #949498

As a user, I want emails that I 'send' to be moved to the outbox and sent. This will help me manage any queue of emails I am sending and provides visiblity and managment of any emails I choose to send while I am out of coverage.

1. After composing an email when the user clicks send, the email will be moved to the oubox
2. If the email was orriginally in the drafts folder it will be removed from that folder when sent
3. If there is a current data connection emails will be sent immedatly from the outbox
4. If there is not a current data connection emails will be stored in the outbox until such time as they can be sent - see sending requirements
5. Once the email is successfully sent it is remove from the outbox
6. Errors should be handled as per UX guidelines

Bug #949270

As a user, I want any emails queued in my outbox while I am out of coverage or offline to be automatically sent when my phone returns to a state where it is able to send email. This will allow me to compose and send email regardless of the current connected state of my phone.

Assumption: That there is a mechinism by which the system can inform the email app that it has a current data connection.

1. Any email pending in the outbox will be automatically sent when the phone returns to network coverage
2. Emails should be sent in the order they are added to the oubox (FIFO)
3. The system will inform the email application that it has regained a data connection
4. Emails will be automatically sent based on the notification from the system.
5. Once an email is sent successfully it is removed from the outbox
6. Unsent emails and emails with send errors should remain in the outbox.
7. Errors should be handled as per UX guidelines TBD.

Bug # 949502

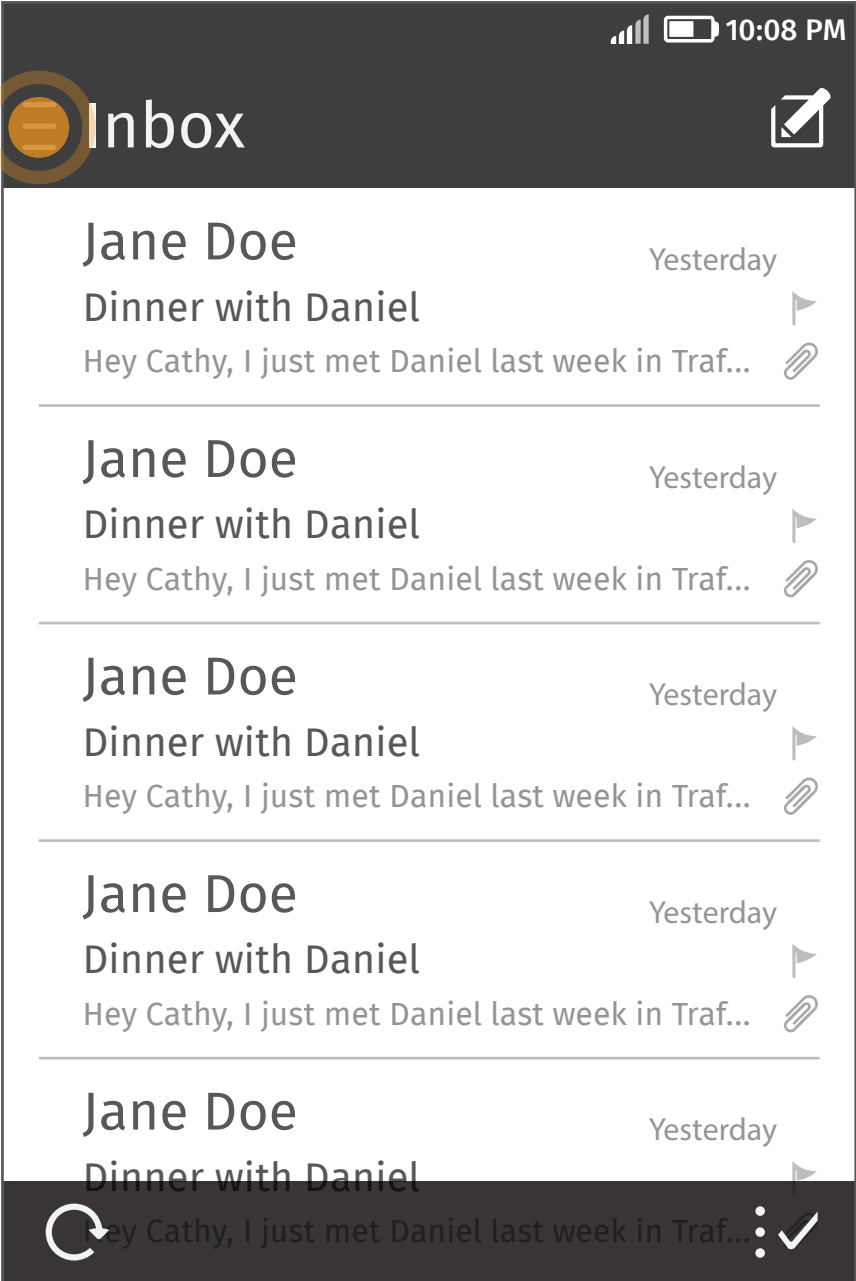
As a user, I want my email to be automatically sent when it is in my outbox. In order to do this, my phone should check periodically to determine if it is has a data connection. When the con-
nection is detected all the email in my outbox should be sent.

Assumption: Interval or mechnaism for a user set interval to be determined by UX.

1. The email application wakes at a specified interfval and checks for a data connection
2. The interval shold be determined based upon UX input or a mechanism whereby it can be set by the user.
3. If a data connection is detected, the emails the email application will attempt to send the messages
4. Once an email is sent successfully it is removed from the outbox
5. Unsent emails and emails with send errors should remain in the outbox.
6. Errors should be handled as per UX guidelines TBD.

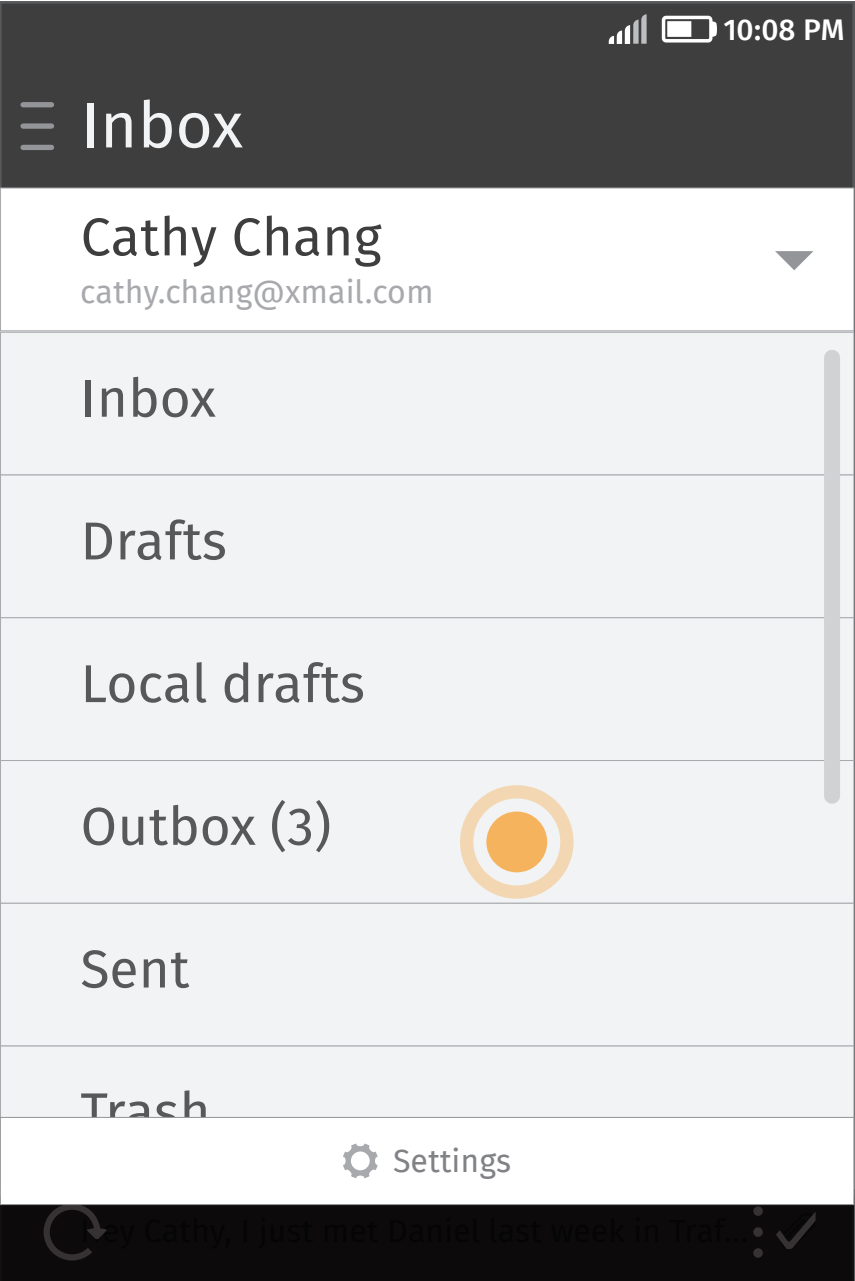
Move message to Outbox

List view



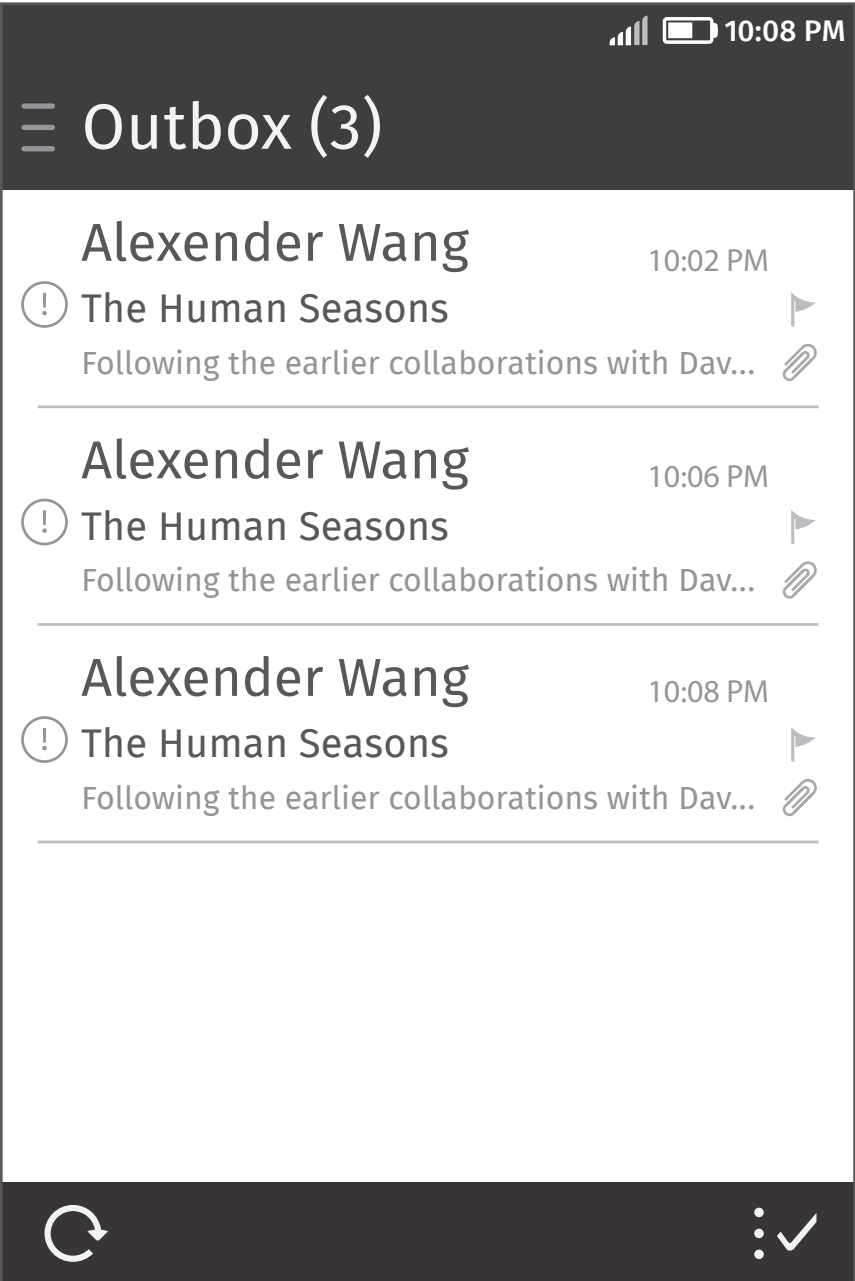
To check the status of Outbox, tap on drawer icon over top left.

Drawer



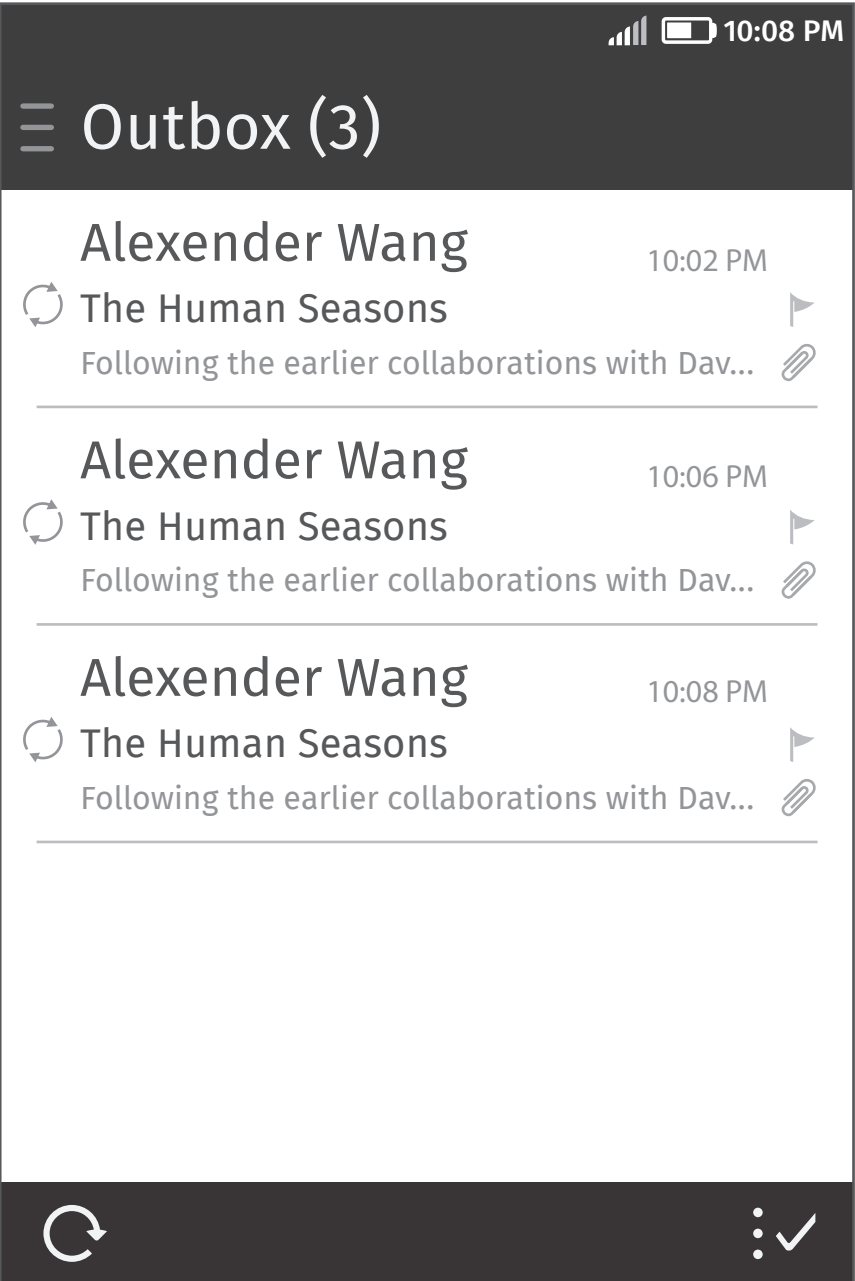
The drawer will drop down from top. Tap on Outbox folder.

Outbox - pending



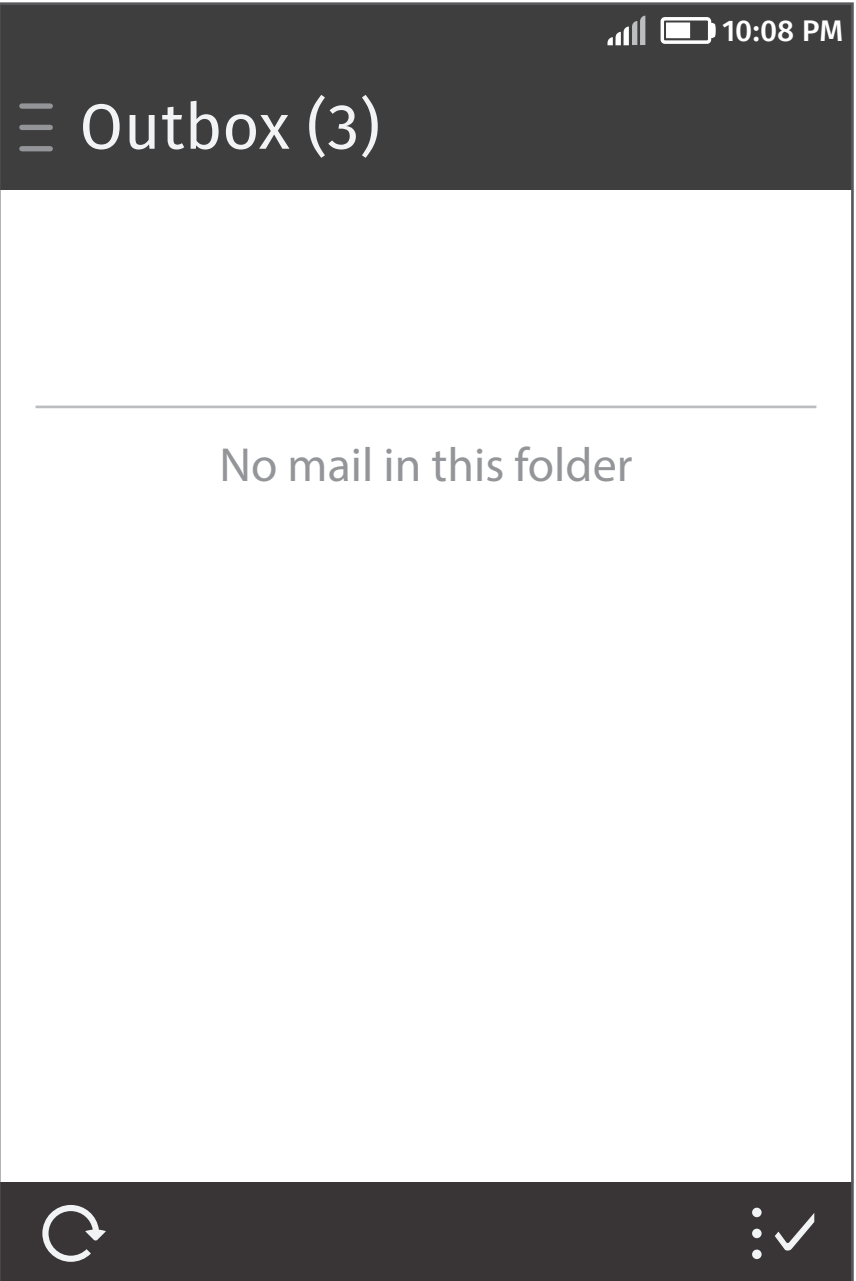
In Outbox folder, the pending mails will display by the order of time.

Outbox - sending messages



To resend the messages,
a. Tap the refresh icon
b. Any email pending in the Outbox will be automatically sent when the phone returns to network coverage.
c. The emails will be auto-checked the network connection and send mail at specific time interval.
Default Time interval: depends on the data check for new messages.

Outbox



Once the messages have been sent, they would be moved out of Outbox and placed in Send folder.

Delete message from Outbox

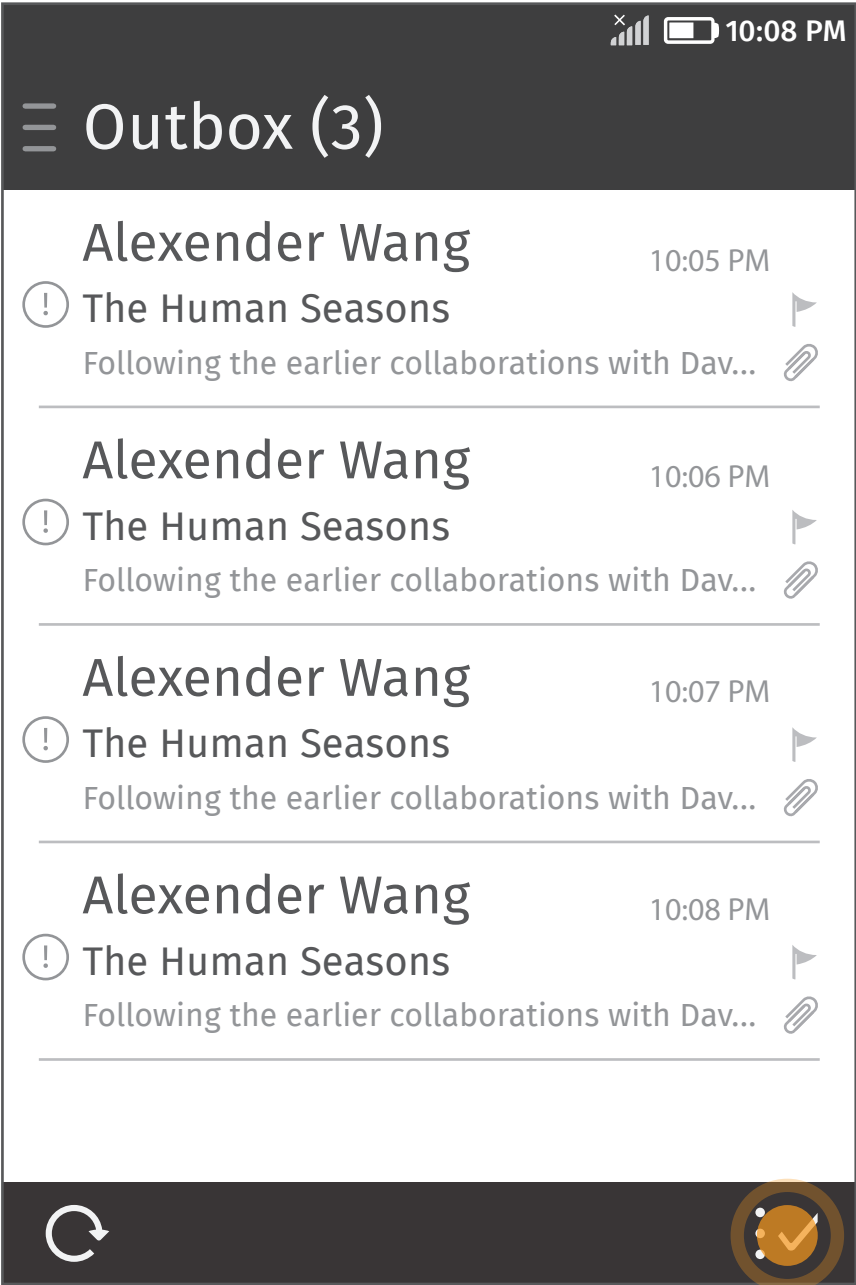
Bug #949503

As a user, I want to be able to delete any un-sent emails from my outbox. This will allow me to 'change my mind' about sending emails that are pending and also remove any emails with send errors if nessecary.

1. There is a 'delete' control in the email application when the user if viewing the Outbox - this should be consistant with the already established delete ux
2. Selecting an email and deleting it will remove the email from the outbox
3. Once removed the email will not be sent

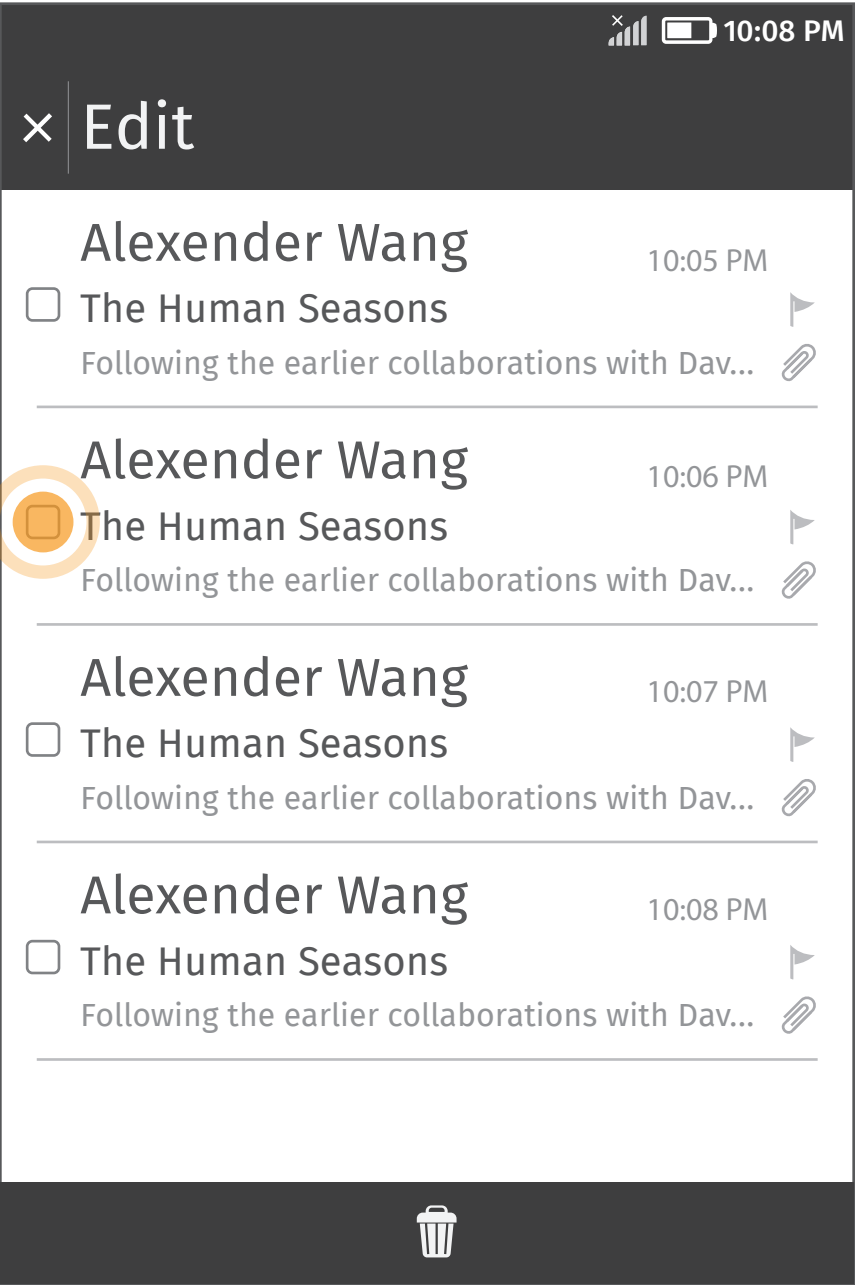
Delete message from Outbox

Outbox - pending



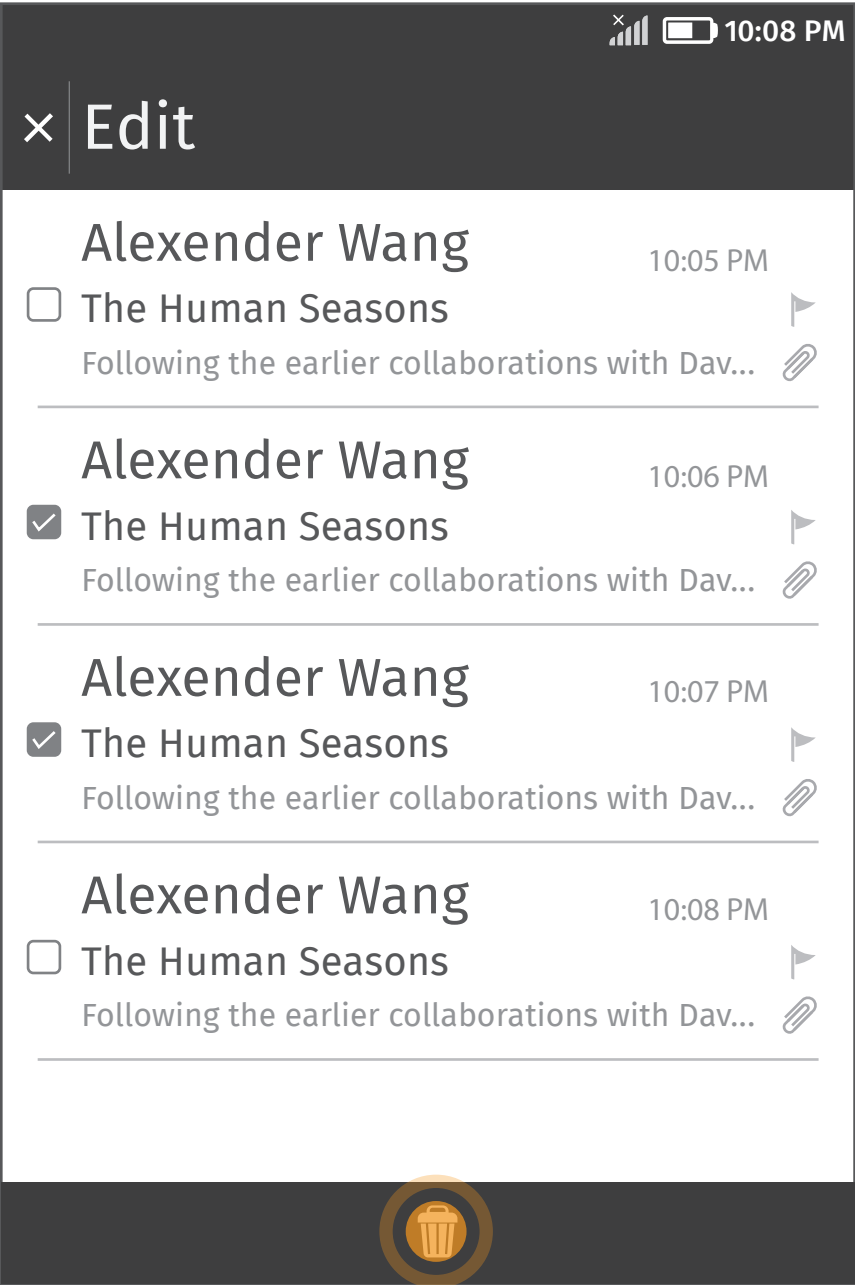
To delete message from Outbox, tap the select icon over the toolbar.

Outbox - edit mode



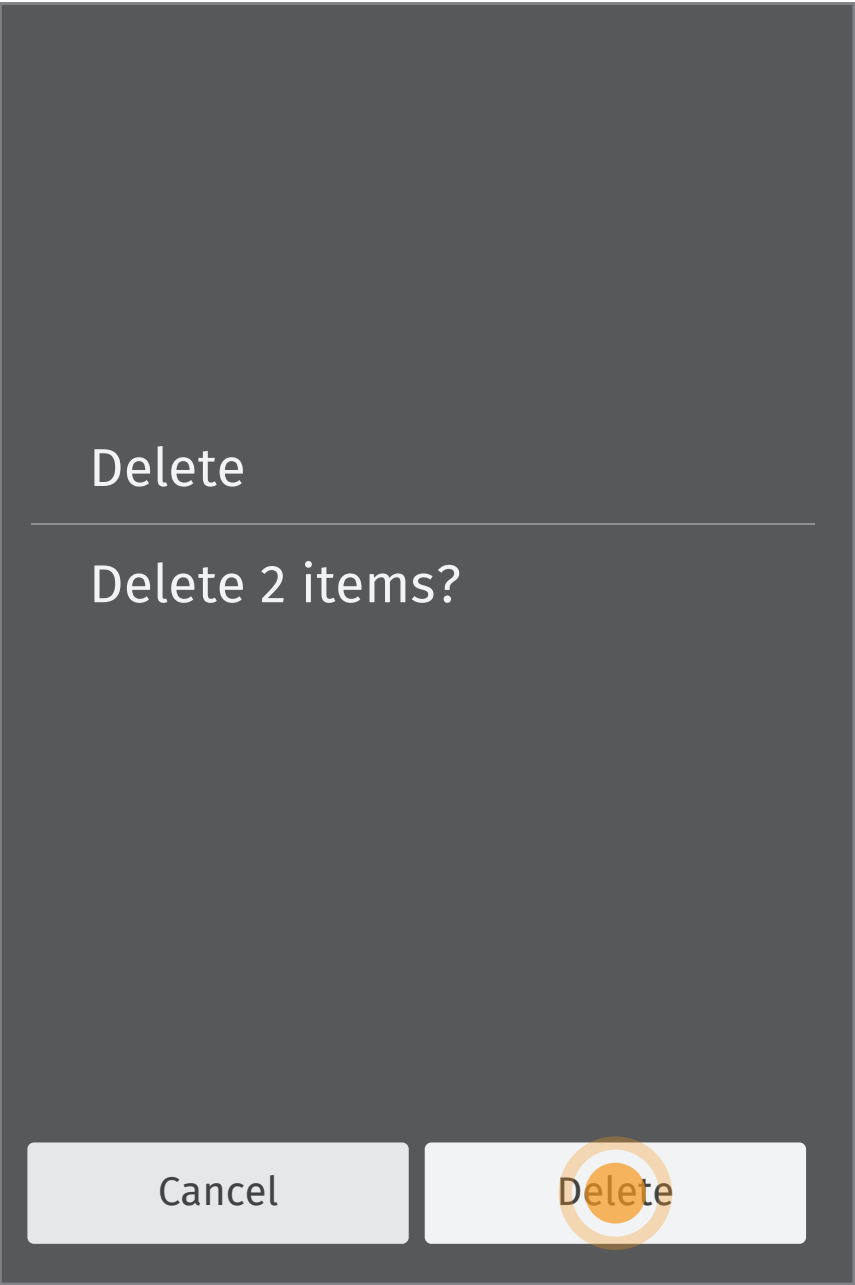
Screen entered edit mode, tap the check box to select the messages.

Outbox - delete



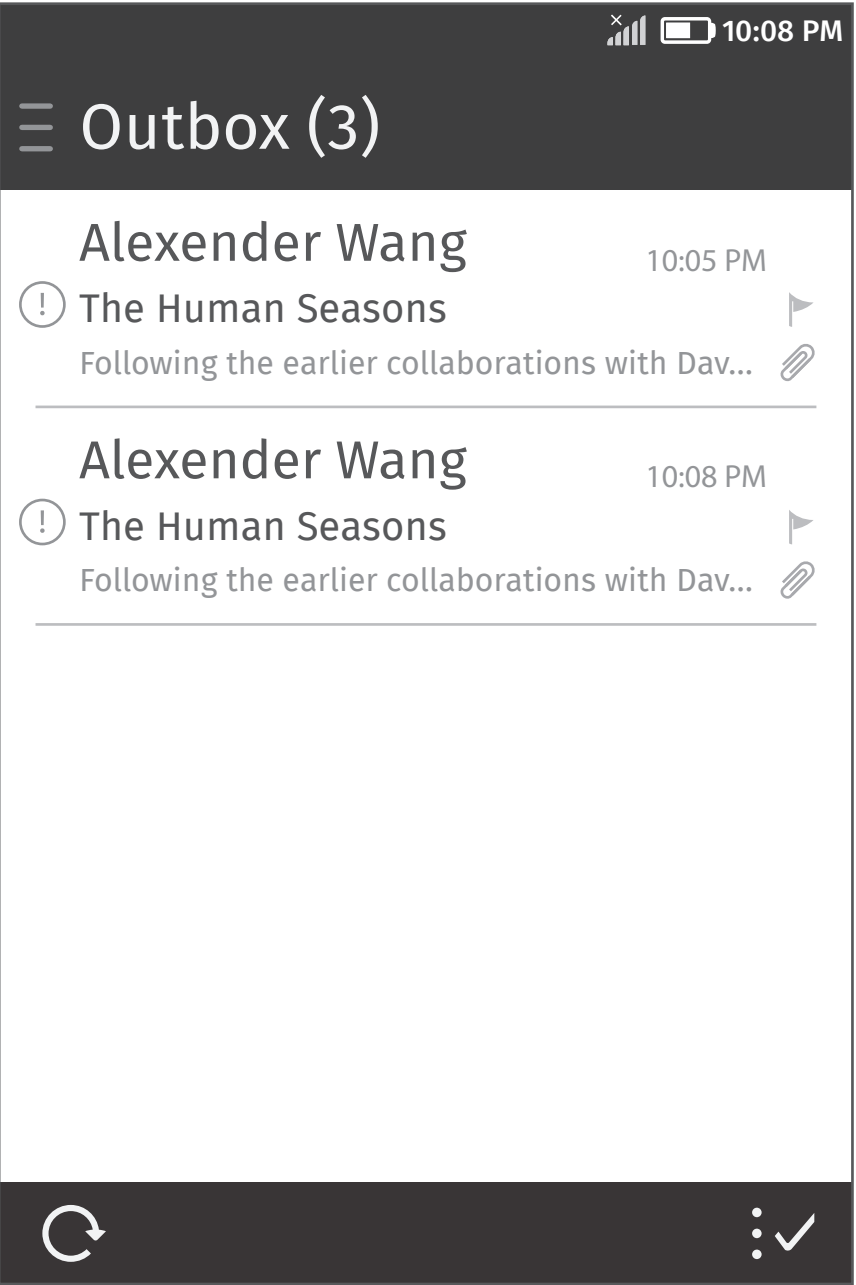
Tap delete icon.

Confirm window



A pop-out window will show up to ask whether delete the items or not. Tap delete button.

Outbox



The delete messages will no longer exist in Outbox and cannot be sent.

Edit message in Outbox

Bug #949605

As a user, when I tap on a message in the outbox I want to be able to edit it. This will allow me to update emails that have not been sent as to avoid sending a second message. This will also allow me to 'manually resend' emails in the outbox.

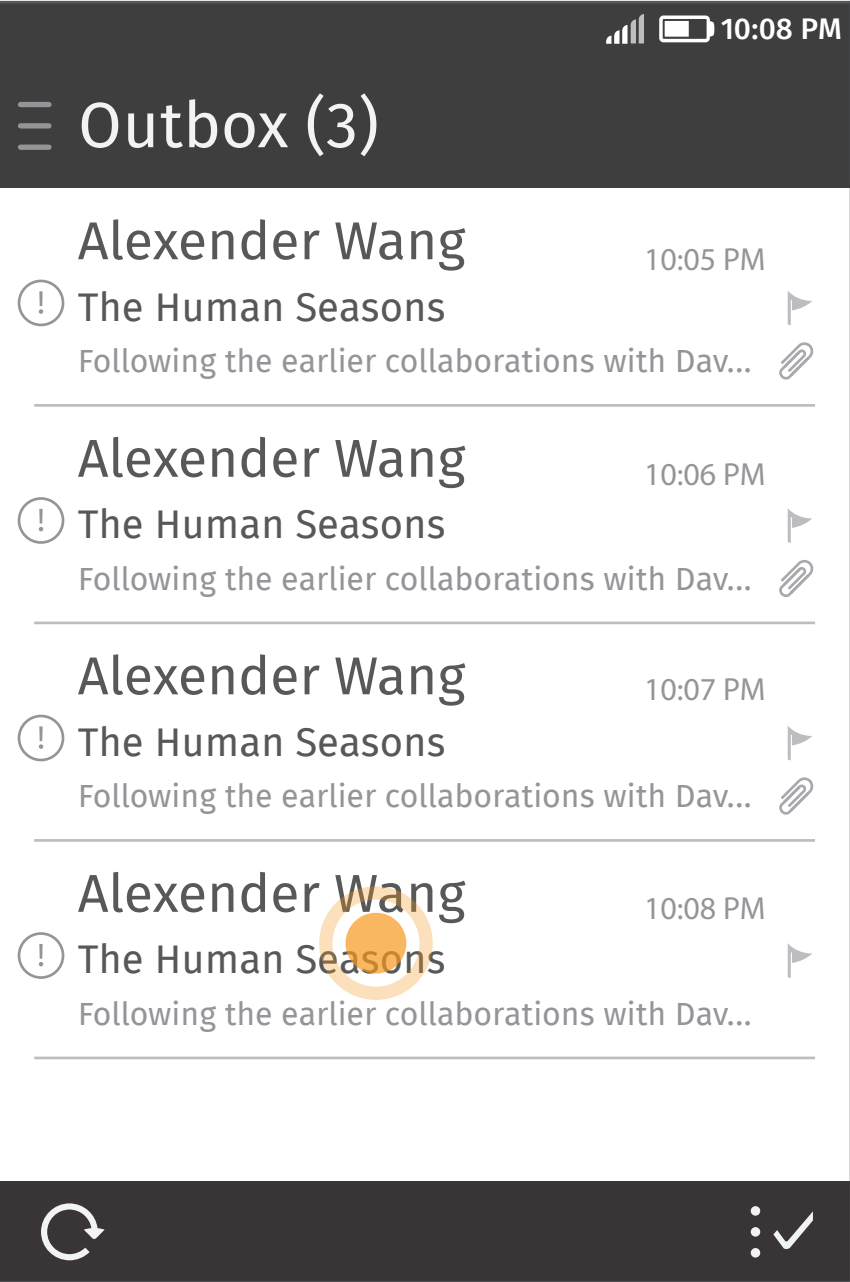
Assumptions:

A message can only be opened/edited when it is not in the process of sending, as soon as the sending process starts any non-opened email will be 'locked' to allow the system to send the message.

1. Tapping on a message in the outbox re-opens that message in 'draft' mode
2. 'sending' a reopened message will re-add it to the outbox and it will follow the same rules as any other email added to the outbox
3. if an out-box email is opened at the time of an automatic or timed resend it will not be sent

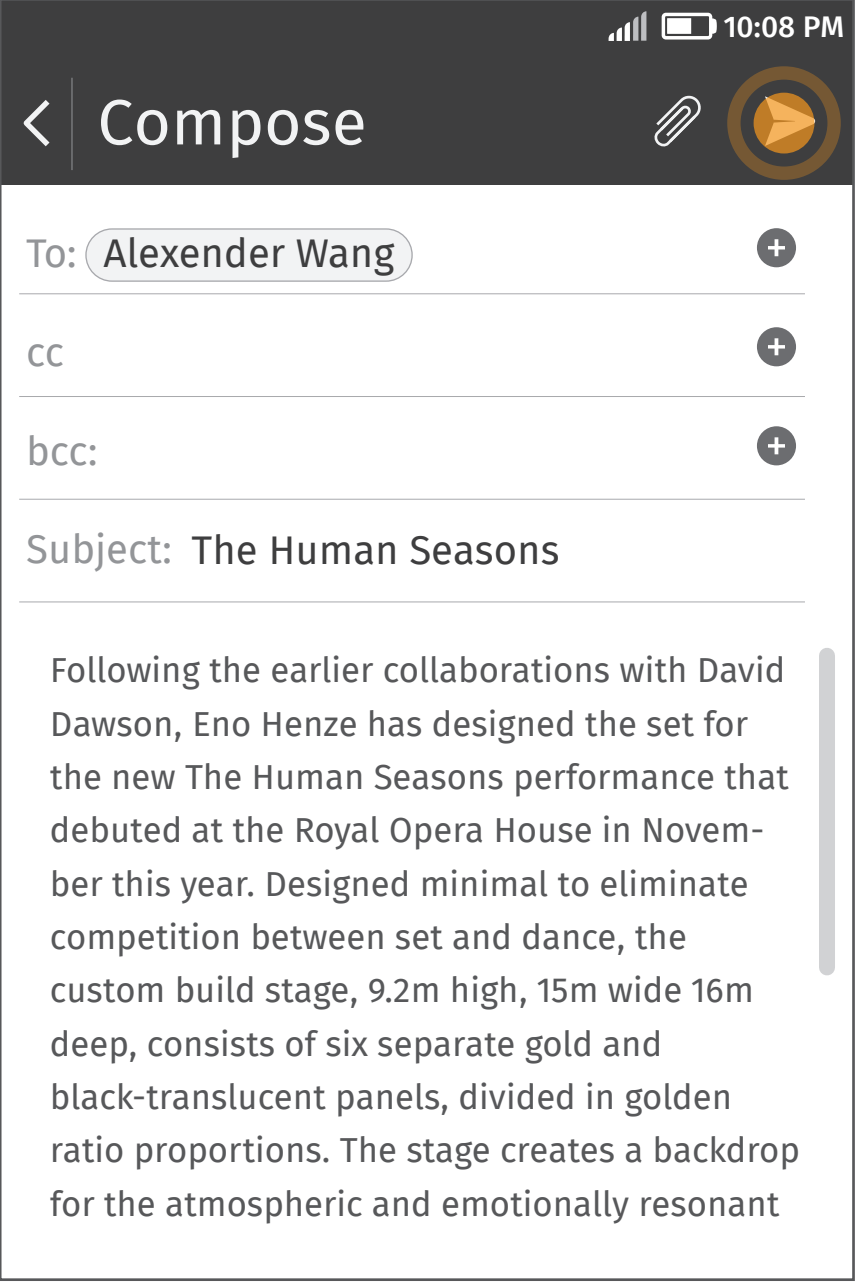
Edit message in Outbox

Outbox



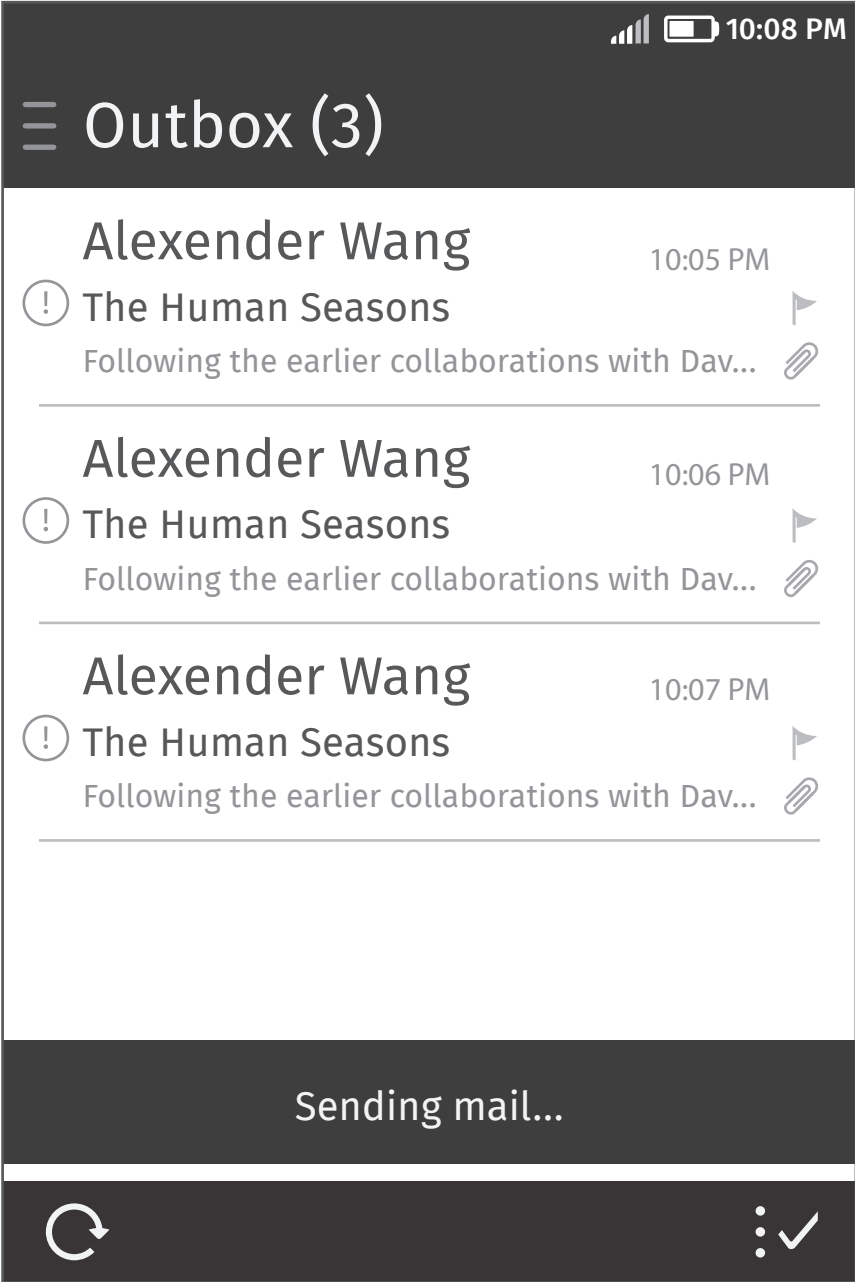
To edit message in Outbox, tap one list item.

Compose mail



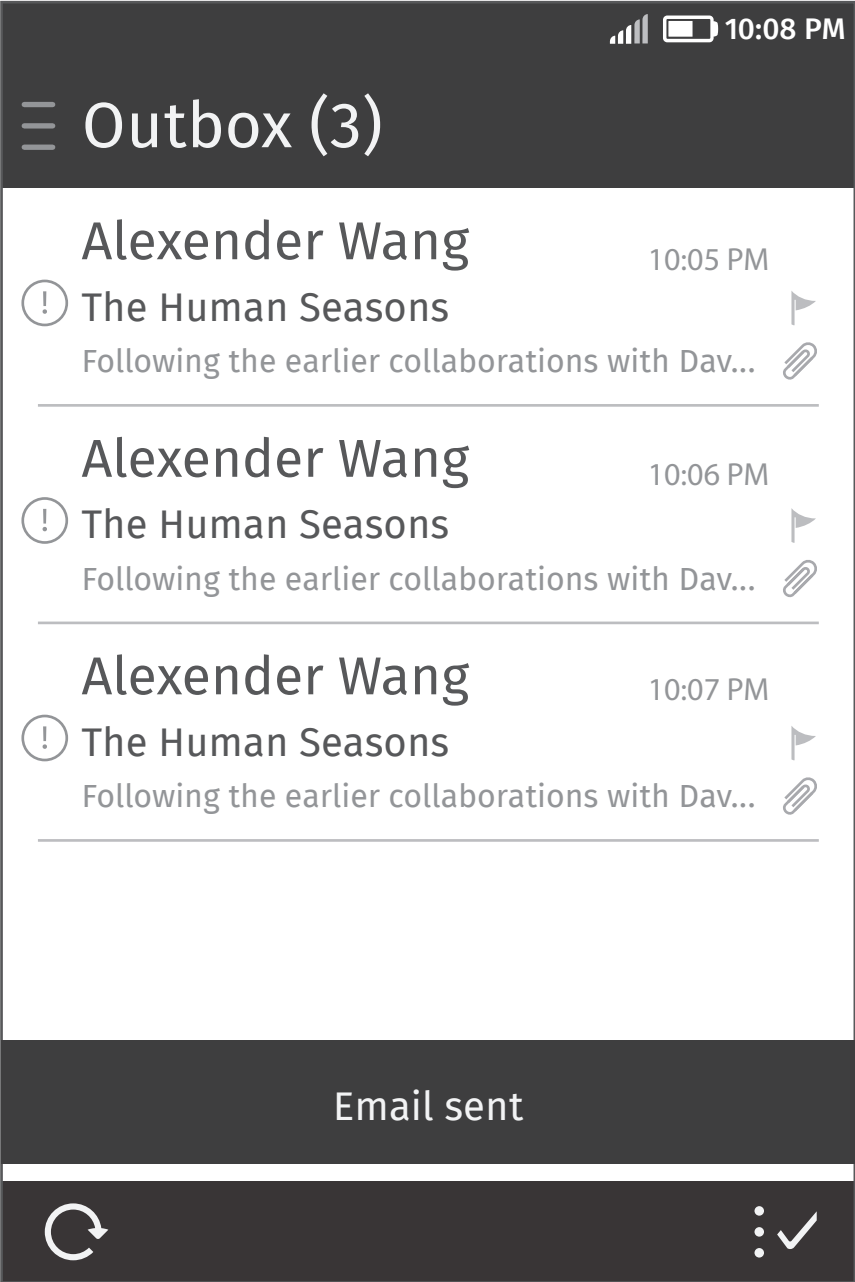
In compose mode, the user can re-edit the message and tap the send icon to send the mail.
** If the mail is opened at the time of an automatic or timed resend, it will not be sent until the user tap send button.

Outbox



Screen will back to Outbox along with a toast: sending mail...

Outbox



Once the mail has been sent, the toast will show “Email sent” and disappear after time out.

Outbox

