Elicitation

Name	Email Address
Jacob Kearny	jacobKearny@outlook.com.au
Cooper Green	GreenC@gmail.com
Jemima Mansfield	JemMansfield@gmail.com

Name: Jacob Kearny
Profession: Junior engineer at Microsoft

Q1: *Have you ever used a communication tool like Treats before, if so, what has your experience been like with it ?*
Yes, I have used Microsoft teams before, mainly during the lockdown. I didn't think much of it, it did the job.

Q2: *What business communication app are you currently using and what is a feature you like about it ?*
We use Microsoft Teams at work. I like the integrated calender feature as it allows me to easily track any tasks I have all in one place and it allows me to create and send new events to my team.

Q3: *What is some things that you dont like about your current app and how would you improve upon it ?*
With all the other features it provides and the options for direct dms and different teams with sub channels it can feel like a bit of a mess sometimes. I understand the desire to make a central communication hub but I would prefer if it was a bit more focused. This is also the fault of my teammates who constantly feel the desire to create more channels.

Q4: *What features would like to see added to Treats and why ?*
I wouldnt like to see anymore features added, Id prefer if these tools were kept simple and focused so that way I can move more easily throughout the app and not get distracted by all the other, often useless, features.

Name: Cooper Green
Profession: Business Analyst at Google

Q1: *Have you ever used a communication tool like Treats before, if so, what has your experience been like with it ?*
Yes I have used MS teams before, but I prefer Slack as it has a nice UI and more desirable features for my work.

Q2: *What business communication app are you currently using and what is a feature you like about it ?*

We use Slack at work. I find having specific workspaces for projects and messaging nicely groups and combines my work and outside hobbies and projects.

Q3: *What is some things that you dont like about your current app and how would you improve upon it ?*
The lack of privacy is not ideal. As my bosses can read my direct messages I feel as though it is not so much a tool for communication but one for corporate surveillance. You can also easily tell who has left or been fired as their slack account has been deactivated. These accounts sometimes stay there and feel like a reminder of what happens if you do not perform.

Q4: *What features would like to see added to Treats and why ?*
The different workspaces would be a good addition to Treats as it would allow people to better separate their work with other parts of their life. For example, I know many software developers work on their own projects outside of their work.

Name: Jemima Mansfield
Profession: Product Manager

Q1: *Have you ever used a communication tool like Treats before, if so, what has your experience been like with it ?*
Yes I have used MS teams. I did not like it because it is not designed for PMs.

Q2: *What business communication app are you currently using and what is a feature you like about it ?*
Currently I use Asana so I can easily build project road maps, create sprint plans and track bugs and other features

Q3: *What is some things that you dont like about your current app and how would you improve upon it ?*
It did take some time to learn and understand all the features. I would also like to be able to assign multiple people to a task rather then just 1.

Q4: *What features would like to see added to Treats and why ?*
Creating a ticket feature with an urgency adjuster would help product managers like myself more easily track and manage issues.

Proposed Solution:
New channel type to be labelled as personal which is not accessible by global owners and stored in a separate database for each owner.

User Stories:

Jacob Kearny:
As a junior engineer at Microsoft I want to be able to have separate workspaces for my company and personal projects so that I only need that one application and not need to swap to another applications like Microsoft teams for personal projects.

User Acceptance Criteria:
Scenario: Working on both a personal project and company project on the same app
Given: The user has logged in and is now on the user profile page
When: User selects a channel to join
And: User selected either the personal channel for their personal projects or their company channel
Then: User is now put into the channel that they wanted to be in and can engage in their work that is set for that channel
Given: User puts input into the channel
Then: Input is specific only for the use of that channel may it be personal or company

Cooper Green
As a Business Analyst at Google I want to be able to send private and anonymous messages to my coworkers and managers to ensure my right to privacy is upheld.

User Acceptance Criteria:
Scenario: working on a personal project
Given: user has logged in and is on the user profile page
When: user creates a new channel
And: user presses private channel and a new button that doesn't allow global owners to join/ view, unless invited
Then: user is put in new private channel as owner
Given: user makes any input
Then: only members can view the data

Jemima Mansfield
As a student I would like to be able to personalise my profile so that it feels as if I have a better connection with the people I am communicating with and improves my engagement.

User Acceptance Criteria:
Scenario: personalising profile
Given: User has logged in and is now on the user profile page
When: User selects the edit button next relating to picking the image url
And: User selects the image they wish to set as their profile picture:
Then: The users profile picture is set to the one that they have chosen
Given: User joins any channel or types a message
Then: People can see this profile picture

Use Cases:

Use Case 1.
Step 1. User requires separate communication hub
Step 2. User creates a new workspace
Step 3. User sets name
Step 4. User adds other members
Step 5. The user can now have separate communication environments for their different needs

Use Case 2.

Step 1. User does not like default colour scheme

Step 2. User scrolls through colour palettes and selects a primary and secondary colour.

Step 3. User confirms to new settings

Step 4. The users ability to enjoy the application is increased

Use Case 3.

Step 1. User has an embarrassing question to ask at work

Step 2. User selects anonymous message option available when sending a message

Step 3. System creates a new, seperate process for ensuring anonymity for the user

Interface Design:

Name	HTTP method	Parameters	Exceptions
workspace/create/v1	POST	{token, name}	**Input error** - length of name is less than 1 or more than 20 characters
profile/colour/v1	POST	{token, primaryColour, secondaryColour}	**Input error** - Invalid Primary colour - Invalid secondary colour
message/anon/v1	POST	{token, channel_id}	**Input error** - channelId does not refer to a valid channel - length of message is less than 1 or over 1000 characters **Access error** - channelId is valid and the authorised user is not a member of the channel

Responses:

Jacob Kearny:

That would be a good addition to the current state of the software, and it would be extremely easy to learn to use.

Cooper Green:

While that would help with my privacy concerns, I feel it still does not do enough. Though I am aware that being a web based communication app, it is hard to maintain full privacy.

Jemima Mansfield:

That would be a great addition to the app but I would like to see even more personalisation in the future like font changes.

Conceptual Modelling - State Diagrams

Server process for messageSend feature