

Requirements interview

PLEASE NOTE:

Not all questions that were asked were able to have problems with their current team based platform extracted from them. As such, while all responses have been kept, in some cases only certain response can be responded to.

Participant One:

Name : Fiona Moir

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What do you use teams for?

Sharing files.

Writing shared documents together during a team project.

As a way of structuring parts of a role and grouping together specific files so that all the information for that particular project is in one place - (for instance, in my University job, we are all , "GP Department Staff", but on MS Teams, we have 3 different teams: "GP Teachers", "GP Researchers" and "GP Administrators" - and MS Teams allows each person to be part of one team, or more than one team, depending on their role).

Having remote meetings - with audio-visuals of team members, and looking at documents whilst in the meeting (and also changing a document whilst in the meeting).

To keep the 'thread' of one 'conversation' all together - and separate from other conversations. (Unlike e-mail where it can be all mixed up).

To alert someone when you have made a change to a document you want them to look at.

To have more than one Teams account, when interacting with people from different institutions (I have one for The University of Auckland and one for Massey University).

How often do you use your team based tool?

Maybe only once a week for MS Teams. (But for Zoom I use it 10-15 times a week)

Is there any reason you don't use your team based tool more frequently?

A number of people in the team are not comfortable using it (or in fact resent the fact that we have been advised to start using it), and so they do not contribute. Meaning that you need to contact them via e-mail anyway (when they will respond).

As above - some people don't attend meetings on MS teams.

- This problem could potentially be solved by implementation of some basic form of tutorial upon first opening the application. This would run the user through some basic functionality of the application, as well as redirecting them to another source with a more detailed guide for some of the more complicated functionality.
- Additionally, a 'help' button could be added into the UI which the user could press with common FAQ's regarding certain critical functionality of the software. This then ensures that if a user has forgotten something or would like functionality to be re-clarified that is always there.

As a member in a team I want all members to be comfortable with the software so that they can all contribute on the same platform without the need for external contact.

- Upon first time login a window pops up asking the user if they would like a tutorial of the software, with two options: A box with "no" in blue text, and a box with "yes" in blue text the box only becomes visible in a light grey when the cursor enters the region of the box.
- Assuming the user presses yes, the tutorial will then begin.
- The pop up window disappears and is replaced with another one containing a button with next in blue text located in the bottom right, as well as a blue X in the top right which the user can press if they want to cut the tutorial short.
- This contains text roughly containing "welcome to SEAMS, a thread-less communication tool that allows you to share, communication, and collaborate virtually. Get started familiarising yourself with seams by pressing next"
- An black arrow then appears with a text box next to it introducing the channels, which also has a button with blue text stating "next" . With text roughly containing "These are where your channels are located, where you talk and communicate to other members of SEAMS."
- This continues showing features of SEAMS with the black arrow and text box explaining functionality with the next button with blue text.
- Once the user has finished the tutorial, a final text box appears in the center of the screen replacing the arrow and text box combination, stating roughly "This has completed you tutorial of SEAMS, welcome to a world or seamless communication." with a button in blue text in the bottom right stating "finish".

Name and Description	HTTP method	Data types	Exceptions
assists/tutorial/v1 A sequence of prompts explaining the functionality of seams including where different buttons are located and what they do. This only opens on the first time a user logs in	POST	Parameters: {token} Return type: {tutorial}	N/A

USE CASE:

Step 1: if it is the first time, tutorial occurs.

Step 2: User decides if they want to initiate the tutorial.

Step 3: User initiate tutorial, and program shows user step by step the different functionality of the program where the user presses next when they feel like they understand.

Step 4: once the tutorial is finished, the user presses “finish”

Step 5: The tutorial finishes and goes back to SEAMS main page.

I think it would be very useful having FAQ's and a help button, under the assumption that the help button was very clearly displayed on the site, like on the front page. And if there was a tutorial on entry for basic things it would need to be very short, as they would need to complete it quickly before they attended their meeting. It couldn't be a long 15 minute tutorial, rather a 1 to 2 minute tutorial.

Are there any features you would like there to be?

I don't know if there is anything like 'Zoom breakout rooms', but that is a great feature - being able to do stuff in small groups.

Being able to have it type what people are saying, and keep a record of it (so you don't need to take minutes of meetings).

It would be good for everyone to type and have sort of 'post it' notes coming up in the main room with your points on them. I did see someone doing a thing a bit like this in a Zoom meeting once, but they were having to get the group to all be signed in to another app on their phones as well. It was great - they had cartoon like 'post it notes' being stuck up on a big virtual cork board.

What's your main problem with teams?

It is not very intuitive. The first time I was sent a link to join a meeting, I didn't even realise where I was meant to click! And then, in order to get into the meeting, I needed to sign in/remember passwords etc. Often people struggle at first when using it. Other things are much easier for

remote meetings - for instance, if you send someone a zoom link, they can just click on it and join a meeting straight away, without any complications about signing in etc.

- Firstly, as suggested above the first point could be solved with either a tutorial or a help button. Some other solutions include a chat bot which could be talked to if you are encountering difficulties, or simply just a text box which shows up when the user enters for the first time detailing the functionality.

As a new user I want an intuitive piece of software so that I clearly know how to use it on my first time.

- (This user acceptance story will describe the functionality of the 'help' button as the functionality of the tutorial is described above)
- Assuming the user doesn't know how to use some of the software or requires assistance, they can click the help button located on the left of the search bar in full capitals in white text.
- Once this is pressed, a window will pop up in the middle, with tabs along the side describing different categories of SEAMS functionality in white capital text. From top to bottom, these could be "channels, messaging, DM's" for example.
- Initially, the text box on the right of the tabs might state a welcome to the help feature stating to "Press the tabs to find the help required for the desired category."
- Upon pressing one of the tabs, this text will be replaced with the help text for the corresponding section, including basic descriptions of how to operate this section of the program, and also including a FAQ's section where they can see questions other users have asked.
- The window will also feature a blue X in the top right corner that when pressed will close the window and return back to the normal SEAMS functionality.

Name and Description	HTTP method	Data types	Exceptions
assists/help/v1 A feature that contains a block of text explaining how each of the features work and what SEAMS is able to do	POST	Parameters: {token} Return type: {explain}	N/A

It could be beneficial to implement a search bar, assuming that the search bar actually takes the user to the section they want help with.

- The problem of the needing to remember passwords could potential be solved using a 'remeber me' button when a user registers to reduce the frustration of having to remember the password every time.

As a repeated user I want my software to remember my passwords so that I don't need to worry about remembering it upon every new login.

- Upon opening SEAMS, underneath the blue 'SIGN IN' button, there is a small line of black text stating "remeber me", with a check box on the right of it.
- Assuming this box is checked when the user logs in when the opens SEAMS next time, their details such as email and password will be automatically filled.
- The box will also remain checked.
- Assuming they uncheck the box, when they next log in, the email and password fields will be empty.

Name and Description	HTTP method	Data types	Exceptions
auth/remember_me/v1 If user has previously ticked remember me button when login in next time they are automatically logged in	GET	Parameters: {series_identif ier, token} Return type: {password}	AccessError: Token or series_identif ier does not match

A remember me feature would help as I continuously come across this problem. For example, I once realized I had two different accounts with slightly different user names which a 'remember me' feature would fix.

Do you find your team based tool easy to operate, if not, why?

It's OK, but it's not nearly as easy as Zoom.

Having the 'account' linked to your microsoft account is a pain. Often people can't remember what their MS e-mail address or password is - or they have different MS accounts at different places. (I have a big institution-wide one at the University and then a personal one at home).

When new people join in a meeting, they often have difficulty sorting out their video and microphones. Also it is not straightforward to work out what your view is - how do you see other people? how do you see yourself?

- Neither of these points are particually relevant in regards to SEAMS.

Participant Two:

Name: Isabella Schlacher

Email:

What do you use teams for?

Sending photos, getting results, talking to your tutor.

How often do you use your team based tool?

Four times a week on average, but it fluctuates depending on what work I'm given. For example, if I have a large group project I will need to use it more often.

Is there any reason you don't use your team based tool more frequently?

It's easier to use social media these days than to use the team based tools. Why? Because people respond faster and something people check more regularly. They also know how to use it better, so it's easier to find stuff and talk.

- To solve these issues, it could be possible to implement SEAMS so that notifications are shown in areas such as emails or in the user interface. This could prompt people to be more punctual or to respond more quickly. It could also be possible to push notifications if messages have been left unopened for a certain period of time which would further increase punctuality.
- As mentioned previously, the lack of familiarity could be solved with a form of tutorial aid.

As a younger user I want my software to be as easy to understand and have the same response rate and time as social media so that there is more continuous communication between team members.

- Assuming a user has a new notification, this would be demonstrated by showing a red circle on the right of the notifications button located in the top right of the application.
- Additionally, a email is sent to the user when the notification occurs from a donotreply SEAMS email address, stating "You have {number of unread notifications} unread notifications waiting for you {insert user name}!"
- If the notification section on SEAMS is opened, upon returning to the main SEAMS page, the red circle would disappear.
- If any more notifications are given from this point where the user has read their notifications, then in the email informing the user of the number of unread notifications, that number would be reduced by one.

Name and Description	HTTP method	Data types	Exceptions
notification/email/v1 Sends an email when a new notification occurs	POST	Parameters: {email} Return type: {}	N/A

I think that while being notified of updates may be useful for increasing engagement, I am also worried that this may be annoying if there are emails end every time there are new notifications. While this may make people more engaged, this would also cause a large amount of clutter in my emails.?

Are there any features you would like there to be?

No.

What's your main problem with teams?

It's harder to use on phones.

- The UI could be altered so that it is specifically more mobile friendly. Such improvements much be larger buttons and text or symbols, or collapsable tabs and windows to decrease clutter. This should create less content for the smaller screen and hence will make it easier to operate and navigate.

As a mobile user I want my team based software to be easy to use on a phone so that I can easily use my team based software on both my PC and my mobile device.

- Upon loading the main page of SEAMS on mobile, the UI would be simplified by having the notification text replaced with a symbol of a bell, to reduce space in the top bar.
- Additionally, the large search bar would be just simply replaced with a white magnifying glass.
- If the user presses the symbol, then the notification bell would move along to the right, and the magnifying glass would be replaced with the search bar with the grey text "search" in it which serves the same functionality as the PC version.

I think that the proposed changes would make the team based software more easy to operate on a mobile device. I think having less information on the screen will make it more easy for me to navigate the application.

Do you find your team based tool easy to operate, if not, why?

It is easy to operate but not as straightforward as other apps just because there are a lot of sections and results, and photos and conversations are all split up. So for me, it's less effective.

[This is based on the assumption that this would be the implementation if SEAMS was altered so that users can send photos]

- For this, it could be possible that for example, if in channels photos are added, there could be a tab where you can see only the photos sorted from most recent to oldest. That way the conversation portion is slightly less complicated as it can be isolated from the photos.

As a user I want the user interface to be clear and concise so that I can more easily use the software, making me more effective.

- When a user goes into a channel or a dm, on the right side of the screen, in line with the text that says messages, there would be text stating "Show only photos".
- This would be in the same text and font as the messages function, however, when the user places their cursor inside the small radius of the button with the text on it, the box becomes visible in a light grey.
- Upon pressing this button, the text would change instead to say "Show entire conversation."
- When the button is pressed, the current chat would be replaced by showing only chats that contain photos, in the same order as they were in initially.
- Upon pressing the "Show entire conversation" button, the chat would revert back to the original form, as well as with the button reverting back to "Show only photos".

Name and Description	HTTP method	Data types	Exceptions
channel/only_photos/v1 Function which allows only messages contain photos to be shown, and can also be reversed back to the normal channels	GET	Parameters: {token, channel_id} Return type: {photo_messages}	InputError: channel_id does not refer to a valid channel AccessError: channel_id is valid and the authorised user is not a member of the channel

I think that the option to separate photos from the rest of the conversation would make it easier for me to understand and comprehend the stream of information. However, I would

also like it so that if a comment is made underneath a photo that is also kept in the “show only photos” mode.

Participant Three:

Name: Sarah Brunsdon

Email: sarah.brunsdon@live.com

What do you use teams for?

Meetings/Online Assessments for Uni

How often do you use your team based tool?

Maybe once a month.

Is there any reason you don't use your team based tool more frequently?

It always glitches when trying to share screens.

- This is not particularly relevant to SEAMS.

Are there any features you would like there to be?

Better everything, better interface (it's hard to navigate sometimes)

- Navigation in the interface could perhaps be improved by creating a more color coordinated UI, or perhaps by having icons besides different sections so it is more easy to understand at a glance. Asides from this, the idea of a tutorial may help with navigation as this would ensure the user knows where things are.

As a user I want the user interface to be easy to navigate so that I can easily use the software and use the tools I want to be able to use.

- The SEAMS main page would be altered so that the notifications button would have a small white bell icon on the right of it.
- Additionally, each channel would have a small black circle to the right of it.
- By selecting this circle with the cursor, a small window would extend from the circle with a grid of different simple colours to select from, such as, red, blue, green, yellow, orange, purple or pink.
- If the user selects a colour, the text of the channel would change to the select colour and the menu would disappear.
- Additionally, the window would disappear.

- Upon selecting another colour by selecting the circle again the colour that was selected initially is no longer there and is replaced by the previously selected colour.

I think that the ability to alter the colour of different channels would make it easier for me to differentiate between different channels I have and for different subjects. I think it would however, be preferential that these channel colour changes happened automatically rather than by me manually inputting them for each channel.

What's your main problem with teams?

It's inability to share screen and sound without causing problems and/or low resolution.

- Again difficult to apply to SEAMS.

Do you find your team based tool easy to operate, if not, why?

Needs less buttons!

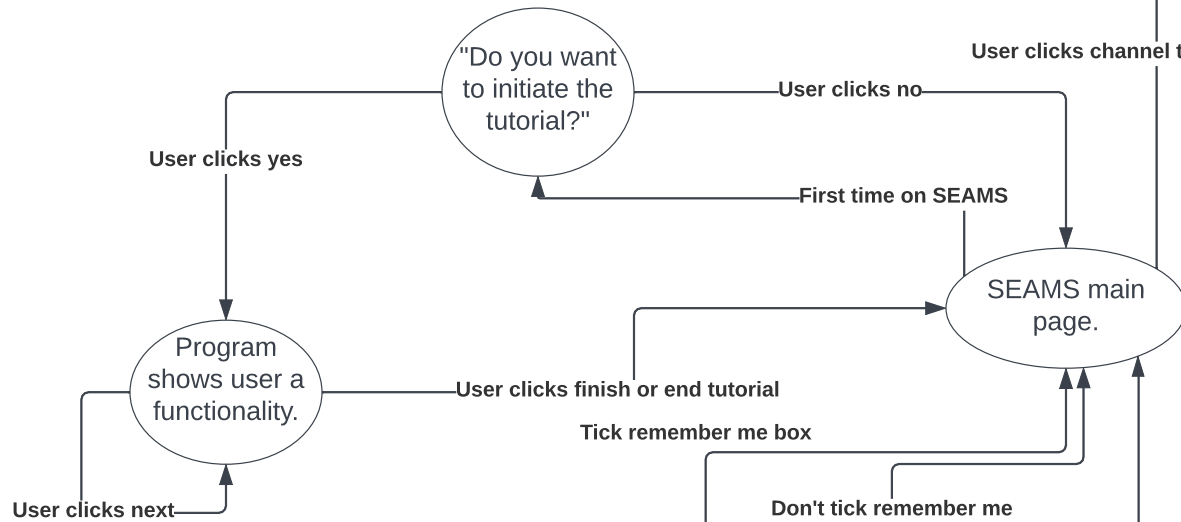
- Looking at the current SEAMS UI, it is possible that by adding my channels and other channels into one channels tab could potentially decrease complexity. Other than it is potentially difficult to reduce complexity without sacrificing functionality.

As a user I want the user interface to be simple so that I am not overwhelmed by the amount of information and functionality directly displayed to me.

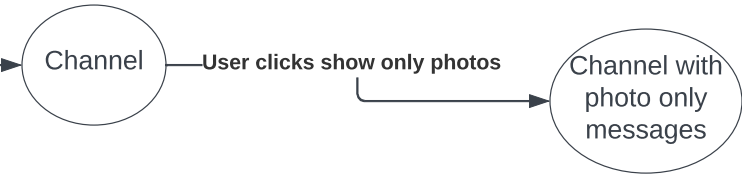
- When entering the SEAMS UI the user is greeted by a channel label on the left hand with the same text as "my channels" however it says "channels"
- This text has a plus icon to the right of it.
- If the user presses said tab, then it expands into both my channels and other channels.
- If the user presses said channels tab again then the said my channels and other channels tabs disappear and are instead replaced by "channels" with a plus to the right hand side.

I feel that this simple decrease of information, while not particularly significant, would make a small difference for how easy it is for me to navigate the application.

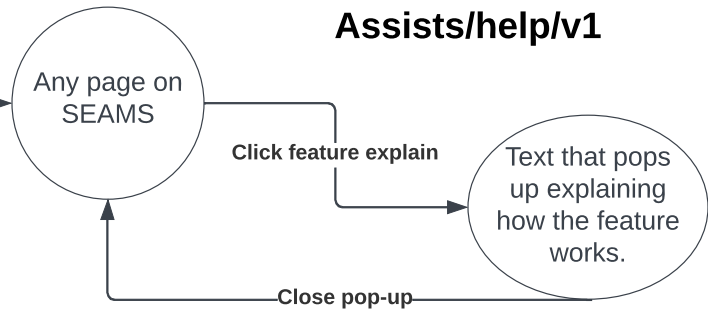
Assists/tutorial/v1



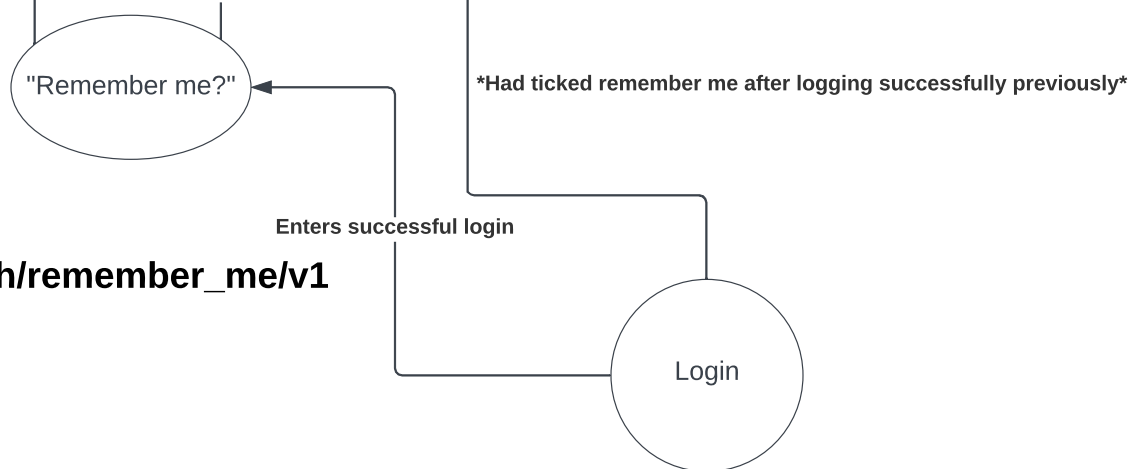
channel/only_photos/v1



Assists/help/v1



Auth/remember_me/v1



Notification/email/v1

