Michael Fertig

App Name: Discord

Description: A group chat app where users can join channels (“servers”) with a general topic shared among all members with private and public voice and text channels to promote communication, especially while gaming.

User Scenario 1:

Scenario Description: User A wants to send a private message to User B.

Technical Description: User A wants to create a private channel of communication with another user. To do so User A would click/tap on another user’s profile (if they already are part of a larger, public channel) or enter the username of the other user in a search bar on the upper left corner of his discord friend page. Assuming User B allows private messages on their account, a channel will be opened between User A and User B allowing User B to respond to any messages User A sends.

Potential Issues: 1: User A might have made a typo in their message to user B. This can be fixed by tapping/scrolling over the message sent and using the “edit” option. 2: User A is unable to open a channel to User B. The issue here can have several potential causes so we can only look at the User-end ones as problems the user can fix. It might be that User A’s internet is out or has an unstable connection, in which case they can try to send a message again or wait/ move for a more stable connection before retrying. It might be that User B does not allow private messaging. While this isn’t exactly fixable from User A’s side User A can message User B through a shared public channel (if they share one) asking User B to open their private message function.

Scenario 2:

Scenario Description: User wants to upload a piece of media (video/picture) to a public channel

Technical Description: A user wants to upload a picture/video to a specific channel to share with other members of the channel. They can do this by either clicking/tapping the “plus” symbol on the left side of the message bar on the bottom and searching for the media file in the file explorer or by dragging the media file to discord. The user can then attach a message to the image if they so choose.

Potential Issues: Images take up a lot more space data-wise than text messages, so Discord has a file size limit on uploading media. There are several ways to solve this. The user can, if possible, crop out unimportant parts of the picture/unimportant scenes of the video to try to decrease the file size of the picture. Alternatively, they can resize and lower the pixel size of the image/video, which will decrease the size of it as well. Alternatively, if the image/video is originally posted on another site like say, Twitter, the user can simply directly link to the tweet with the image/video to overcome the file size limitation.

Scenario 3:

Scenario Description: User wants to create a channel for their guild in game XYZ to improve communication during game activities

Technical Description: User wants to create a server for a specific purpose. User would click in the big plus symbol at the bottom of the user’s list of servers they have joined already. They will have an option to create a server or create one with a specific template in mind (such as a gaming server). They would then enter the name they want the server to be called and then the server is created. From there the user would be able to invite the rest of the guild to join by sharing an invite link found by clicking on the server name on the top right corner and selecting from the dropdown menu the “invite people” button. Once people joined, they can join the text or voice channels of the server.

Potential Issues: The only potential issues I can think of is that the invite links can become expired after a period of time. However, the solution is very simple as the user would just have to repeat the steps that gave them the original server link and a new one should be created.