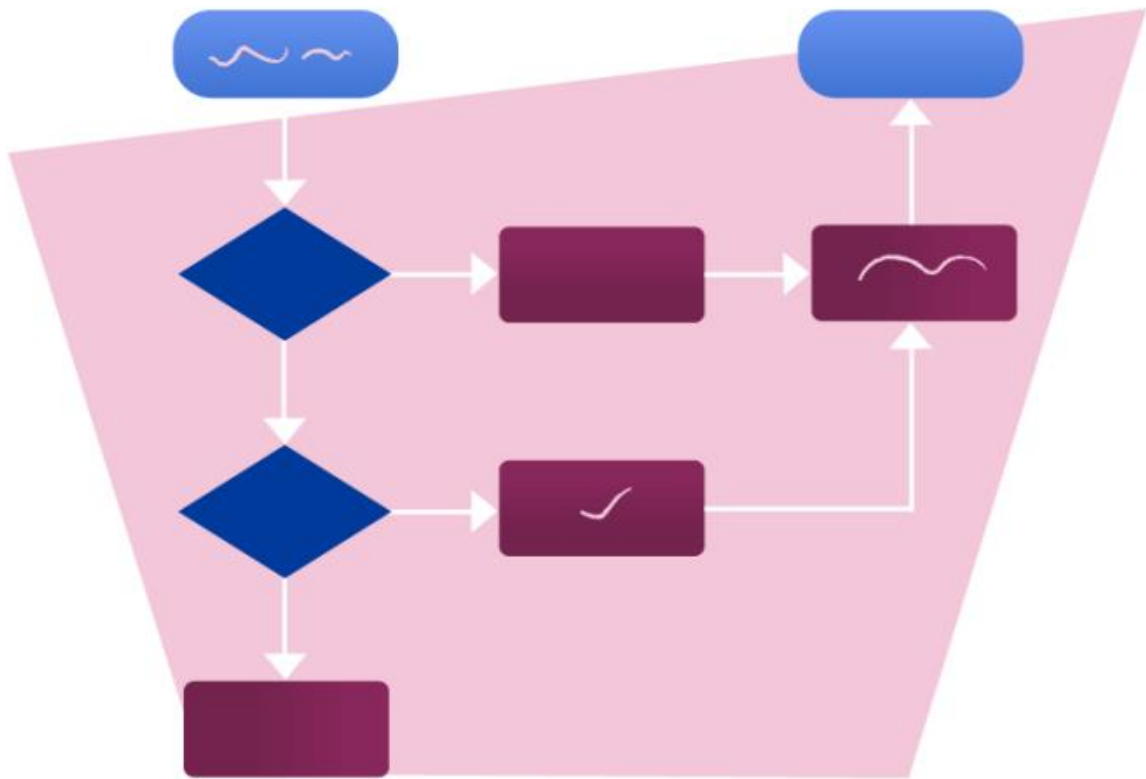

USER FLOWCHART



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Project: Video call system

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Version	Date	Description
0.1	28 Sep 23	Initialize the document.
0.2	3 Oct 23	Fix some spelling errors. Add a bit more explanation in the first concept. Add when there aren't any numbers in the first concept. Add when the retiree doesn't join the meeting in the second concept.
0.3	6 Oct 23	Correct a sentence.
1.0	10 Oct 23	Version 1 complete.

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Introduction

This document provides a detailed explanation of the user flowchart overview of how the users interact with the system. It is designed to help identify any design flow issues and come up with solutions to improve the design flow. These designs are concepts that may improve into solutions for the design flow.

User Flowchart

The user flowcharts that we are going to describe are the design concepts that have been developed. Each concept will go into detail of how it works and show the flow of the design.

First concept

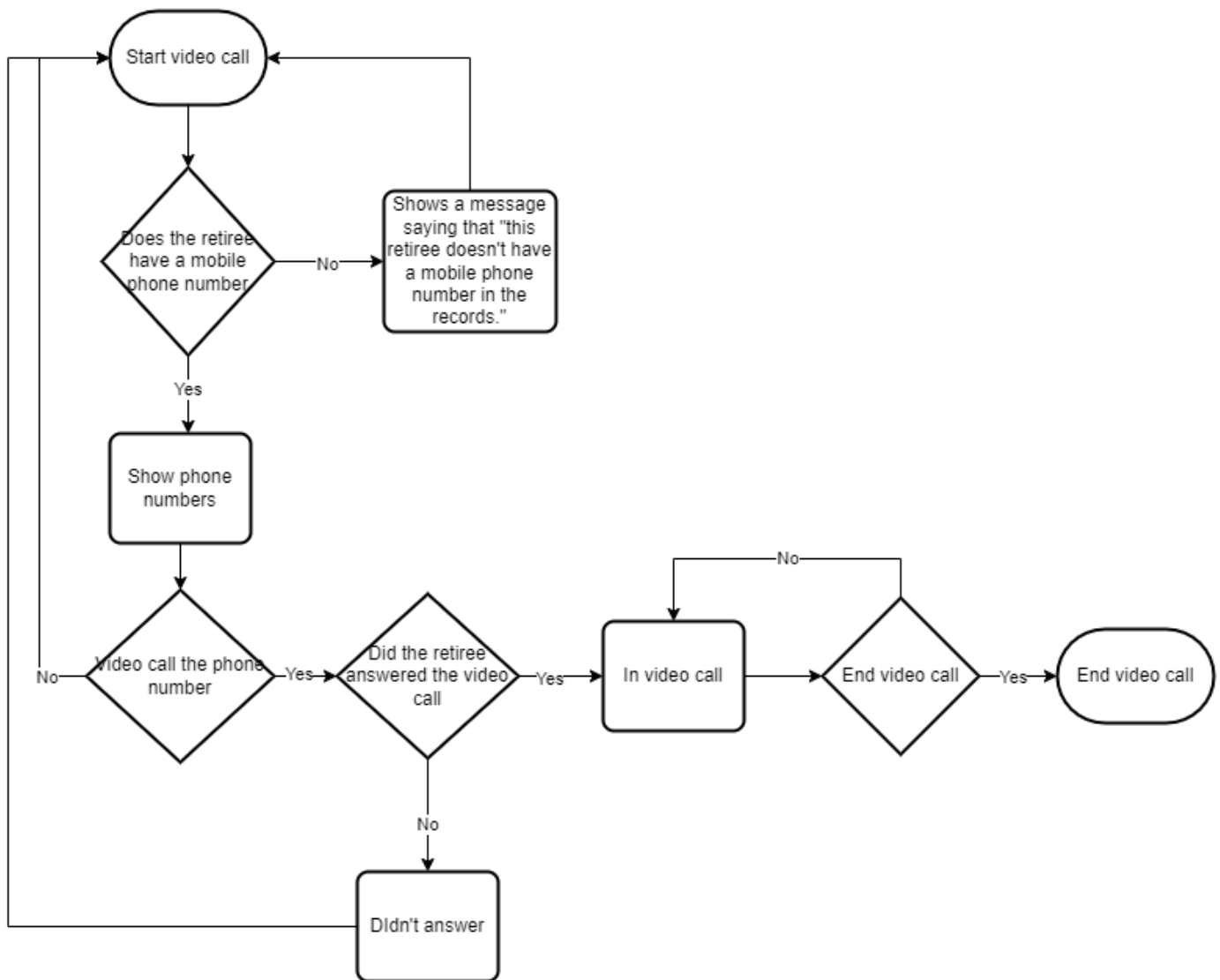


Figure 1: First concept

This concept describes the interaction between the SVb employee and the system. This process covers initiating and ending a video call. The flow starts when the SVb employee interacts with the "Start video call" button. The system checks if the retiree has a mobile phone number. If no number is found, a message appears, indicating that "this retiree doesn't have a mobile phone number in the records." and the SVb employee will return back to the starting position. If they have a mobile phone number a form will display two different phone numbers, prompting the SVb employee to select which phone number to use for the video call. These phone numbers

are retrieved from the retiree's information and displayed. A retiree can have 1 or 2 phone numbers which will be displayed.

The SVb employee has the option to either make a video call to one of these numbers or close the form. If the form is closed, the SVb employee returns to the initial "Start video call" button screen. If the SVb employee chooses to initiate a video call using one of the phone numbers, the system attempts to establish contact with the retiree.

If the retiree doesn't answer, the SVb employee returns to the starting position. However, if the retiree answers the video call, both the SVb employee and retiree are connected in a video call session. When the call needs to be concluded, the SVb employee can click the "End call" button, which triggers a confirmation message asking if they want to end the video call.

If the SVb employee selects "No," they will remain in the video call, and the message will disappear. They can repeat this process until they decide to click "Yes" to end the video call, at which point the call will terminate.

Second concept

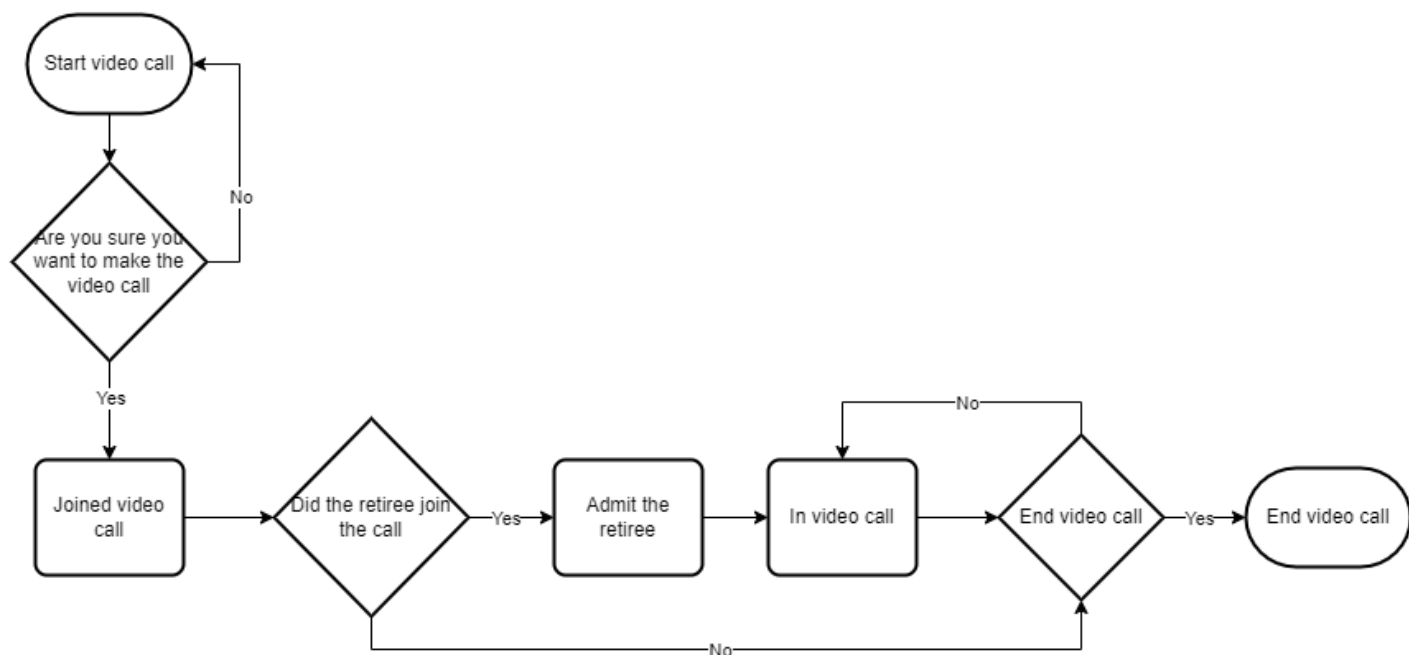


Figure 2: Second concept

This concept represents the interaction between the SVb employee and the system, covering the process from initiating the video call to ending it. While the starting point remains the same, it follows a slightly different approach.

When the SVb employee interacts with the "Start video call" button, a message box appears, asking if the SVb employee wants to initiate the video call. If the SVb employee selects "No," the message box disappears, and they return to the initial starting position. If the SVb employee chooses "Yes," the system places the SVb employee into a video meeting.

Within the meeting, the SVb employee must wait for the retiree to join the call. If the retiree doesn't join the call, the SVb can end the call. If the retiree joins the call, the SVb employee has to admit the retiree in the session. Once the SVb employee has concluded the meeting, they can end the video call. However, before doing so, they receive a prompt message asking if they want to end the video call. They have the option to select "No," which keeps them in the video call, or "Yes," which terminates the video call.