

Wireframe



Name: Tony Jiang

Date: 19 Sep 23

Project: Video call system

Version	Date	Description
0.1	19 Sep 2023	Initial document.
0.2	20 Sep 2023	Correct spelling errors.
1.0	21 Sep 2023	Approved by the company mentor.
1.1	27 Sep 2023	Change some wireframes.
1.2	5 Oct 23	Add 2 wireframes for the first design, in the initial start.
1.3	6 Oct 23	Make single quotes to double quotes. Add a little addition to the "First design" and "Second design".

--	--	--

1 CONTENTS

2	Introduction.....	4
3	Wireframe initial concept.....	4
3.1	video call button on the appointment form.....	4
3.2	The process of making a video call.....	5
3.2.1	First design.....	5
3.2.2	Second design.....	11
3.3	The process of end call	14
3.4	Other components	16
3.4.1	Mute microphone.....	16
3.4.2	Turn off camera	16

2 INTRODUCTION

This document contains wireframe sketches outlining the design of the video call system, along with a step-by-step guide on how to navigate from point A to point B and an explanation of the functionality. Throughout the process, new wireframes will be added, accompanied by explanations of the purpose and the day of their design. Please note that some of these sketches may not represent the final product appearance but are intended to give an idea of the design concept to others and explain the reasoning behind it.

3 WIREFRAME INITIAL CONCEPT

Date created: 19 September 23

3.1 VIDEO CALL BUTTON ON THE APPOINTMENT FORM

The SVb employee needs to initiate the video call to the retirees based on their scheduled appointments. When the due date arrives, they access the appointment form and make a video call. To simplify the process, the idea is to add a video call button directly to the appointment form for easy access, eliminating the need for the SVb employee to navigate to other forms. This is the purposed design.

Edit appointment

Subject: Certificate of life - video call

Appointment with: (SVb Worker) Jimmy John

Location: Online

Start: 13-09-23 9:00 All Day

End: 13-09-23 9:15 Add Person

☐ Reminder 111131 222 ...

Label: Certificate of life - video call

Type: Call

11131
John Doe
birth: 13-04-1958 in Netherland
Age: 65

Video call button Start Video Call

Description

Call

Call with

Duration

Number

OK Cancel

Figure 1: The video call button.

3.2 THE PROCESS OF MAKING A VIDEO CALL

There are 2 design approaches for initializing the video call process. We will go into detail how each design works and the process of how it will look like.

3.2.1 First design

This first design is in connection with the “Concept 1” in the **Concept Document**, this will give an idea of what the first concept is and what the design of it will look like. In the first design, after interacting with the “Start Video Call” button, the system will prompt the SVb employee with a small form displaying the mobile phone numbers. The purpose of this is to provide the SVb employee with the option to choose which mobile phone number to use for the video call, especially if a retiree has 2 mobile phone numbers. If the retiree has only one mobile phone number, the form will display that single number. However, if the retiree doesn't have any mobile phone numbers on record, a message will appear when interacting with the “Start Video Call” button, stating that 'This retiree doesn't have a mobile phone number on record.

Edit appointment

Subject:

Certificate of life - video call

Appointment with:

(SVb Worker) Jimmy John

Location:

Online

Start

13-09-23

9:00

☐ All Day

End

Label

☒ Certificate

Type

☒ Call

Choose a phone number

Video call (here should be phone number 1)

Video call (here should be phone number 2)

22

...

Netherlands

Start Video Call

Description

Call

Call with

Duration

Number

OK

Cancel

Figure 2: Display 2 mobile phone numbers.

Edit appointment

Subject:

Certificate of life - video call

Appointment with:

(SVb Worker) Jimmy John

Location:

Online

Start

13-09-23

9:00

All Day

End

Choose a phone number

Label

Certificate

Type

Call

Age: 65

Netherlands

Description

Start Video Call

Call

Call with

Duration

Number

OK

Cancel

Figure 3: Display 1 mobile phone number.

The screenshot shows a web-based 'Edit appointment' interface. The form includes fields for Subject, Appointment with, Location, Start/End times, and a Type dropdown. A warning message box is displayed over the form, stating: 'This retiree doesn't have a mobile phone number in the records'. The message box has a red 'X' icon in its top right corner. Below the warning, a 'Start Video Call' button is visible. The form also includes a Description text area and a section for Call details (Call with, Duration, Number) with corresponding input fields. At the bottom, there are 'OK' and 'Cancel' buttons.

Figure 4: Display no existing mobile phone number.

After choosing a phone number, the system attempts to contact the retiree. The SVb employee receives visual confirmation that the system is attempting to contact the retiree, so that the SVb employee knows what the system is doing. If the retiree didn't answer or the SVb employee is experiencing internet issues, the system will provide visual feedback to the SVb employee. When the retiree answers the video call, the SVb employee receives visual confirmation of the connection, and a live video feed appears on the screen. The retirees will receive the video call through WhatsApp.



Figure 5: The system is calling the retiree.

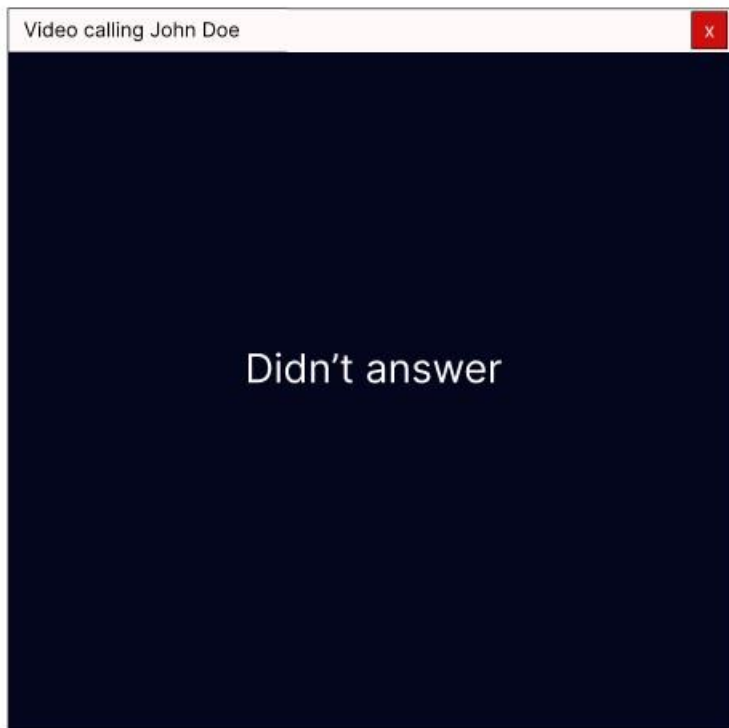


Figure 6: Retiree didn't answer.

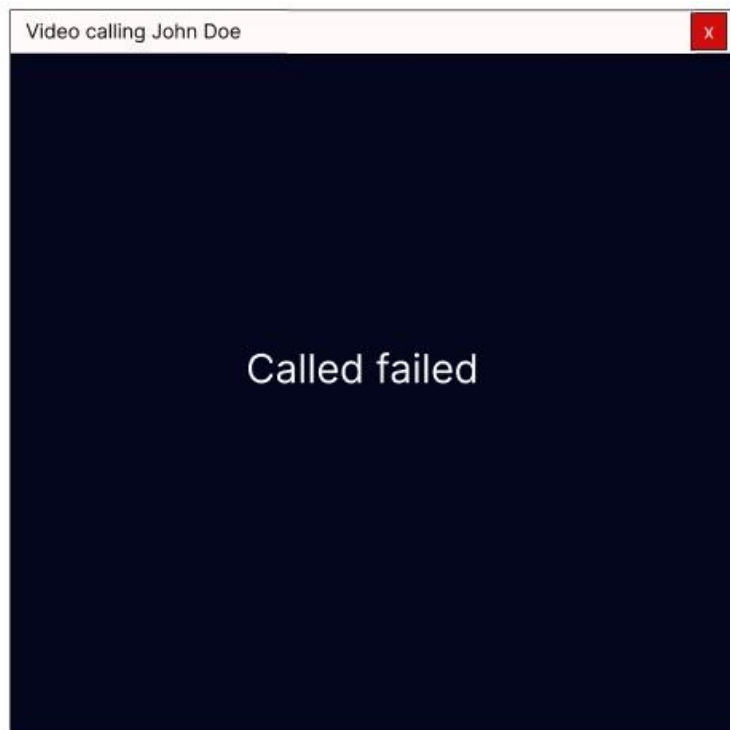


Figure 7: Called failed due to internet connection.

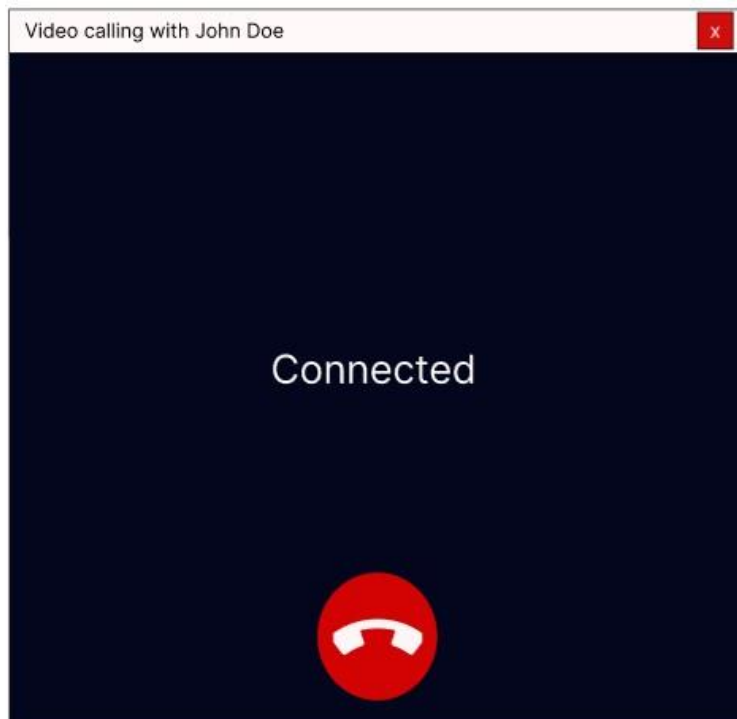


Figure 8: Connected with the retiree.



Figure 9: In a call with the retiree.

3.2.2 Second design

The second design is in connection with “Concept 2” in the **Concept Document**, it will give an overview of what the concept is, and the second design will convey how it will look. In the second design this will be how to initiate a video call. Firstly, a confirmation box will appear when you click the “Start Video Call” button, asking if you are sure you want to make this video call. The idea behind this step is to prevent accidental video calls by the SVb employees. The SVb employee can either choose “Yes” or “No” on the confirmation box. If “No” is selected, the confirmation box will disappear, and nothing will happen. If “Yes” is chosen, the confirmation box will disappear and a new form will appear, initiating the attempt to contact the retiree.

The screenshot shows a software window titled "Edit appointment" with a red close button in the top right corner. The window contains several form fields: "Subject" with the text "Certificate of life - video call"; "Appointment with:" with a dropdown menu showing "(SVb Worker) Jimmy John"; "Location:" with a dropdown menu showing "Online"; "Start" with date "13-09-23" and time "9:00" and an "All Day" checkbox; "End" with date "13-09-23" and time "9:15" and an "Add Person" button; a "Reminder" section with a checkbox and a list of numbers including "111121" and "222"; "Label" with a green square icon and the text "Certificate of life - vide"; "Type" with a green square icon and the text "Call"; a "Description" section with a large empty text area; and a "Call" section with fields for "Call with", "Duration", and "Number". A green button labeled "Start Video Call" is positioned to the right of the "Description" field. Overlaid on the window is a small white dialog box with the text "Are you sure you want to start this video call?" and two buttons: "Yes" and "No". At the bottom of the window are "OK" and "Cancel" buttons.

Figure 10: Display confirmation box.

After confirming to start a video call, the system will initiate a video call meeting. In this approach, the SVb employee is placed in a meeting room and waits for the retiree to join the video call meeting. The system will provide visual feedback to indicate when the SVb employee is attempting to join the room. This is similar to popular online meetings like teams and zoom. Retirees can join the meeting through the link provided in their emails or WhatsApp.

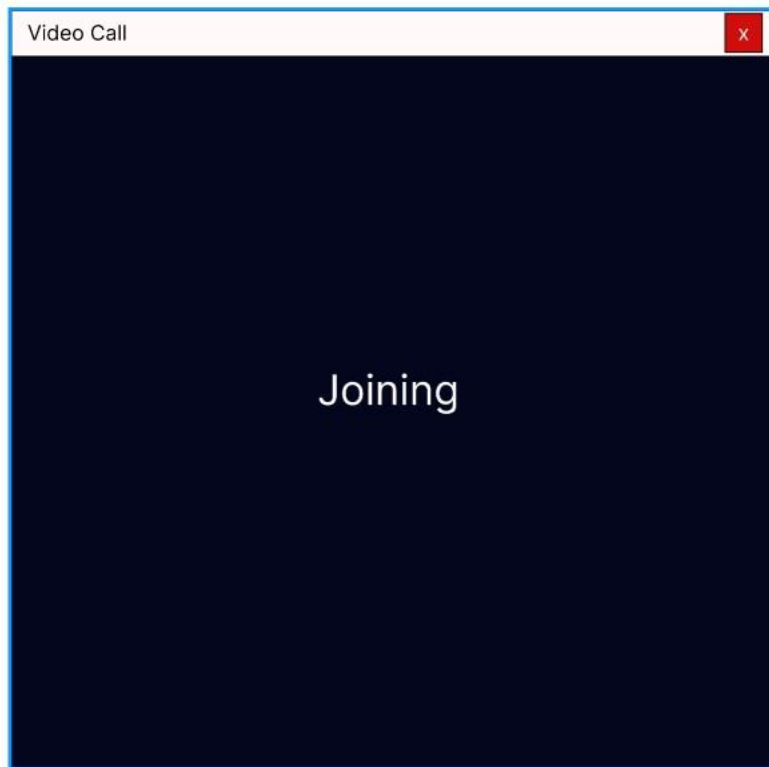


Figure 11: Attempting to join the room.

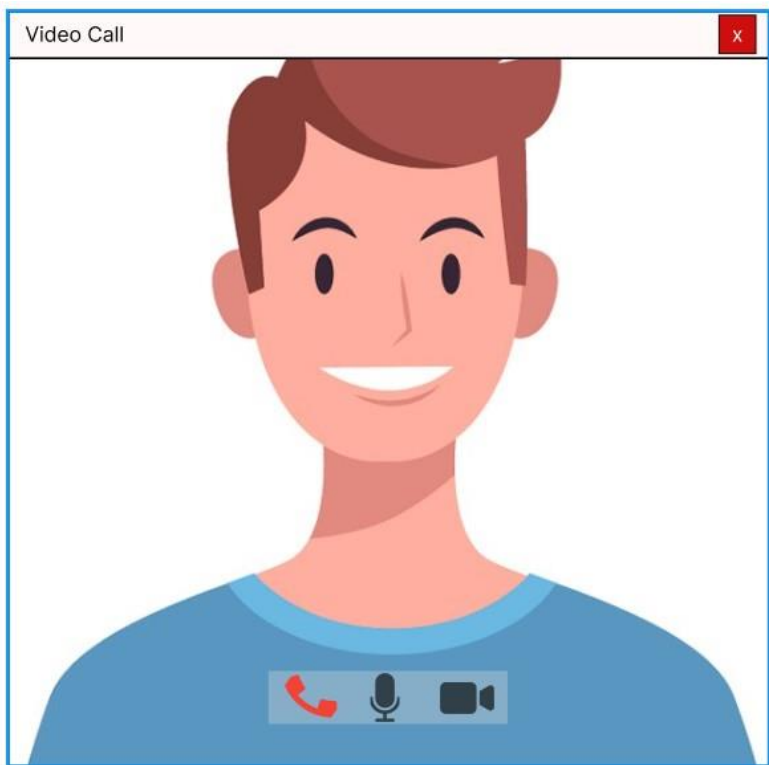


Figure 12: The SVb employee joined the room and is waiting for the retiree.

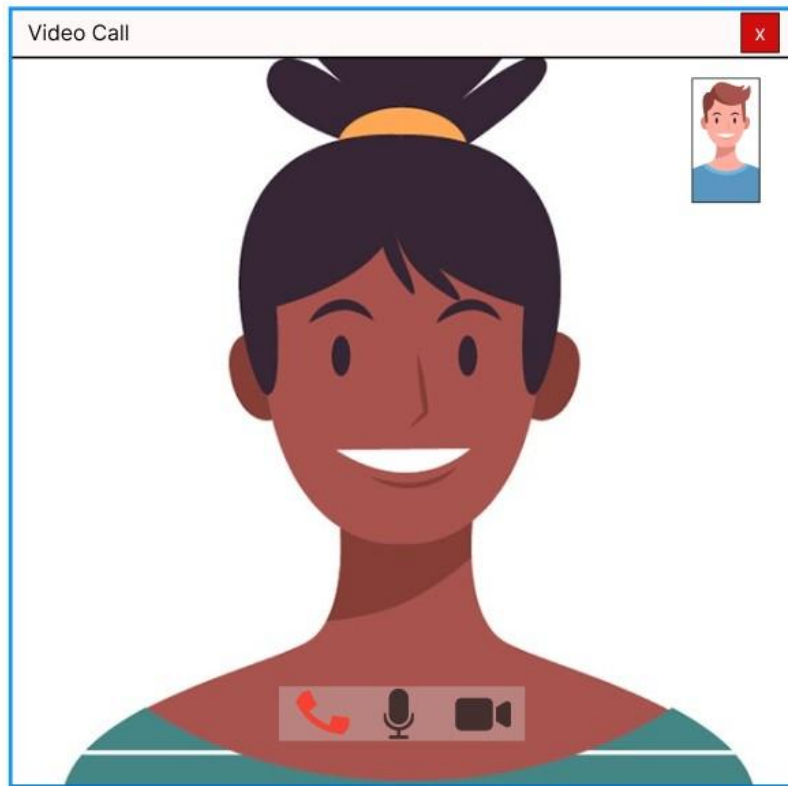


Figure 13: The retiree is in the room with the SVb employee.

3.3 THE PROCESS OF END CALL

For ending a video call there are two ways: either by clicking the “End Call” icon or the “Close” button on the top right. Both options prompt a confirmation box, if you want to end the call. This is a precaution for SVb employees who may accidentally click on the “End Call” icon or the “Close” button. If the SVb employee chooses “No”, the confirmation box will disappear, and they’ll remain in the call. If the SVb employee chooses “Yes”, the confirmation box will disappear, the call will end, and the video call form will also disappear. This will work for both methods of initiating the video call. The first method also provides visual feedback indicating that the call has ended.



Figure 14: Confirmation box when the “End Call” icon or the “Close” button is clicked.

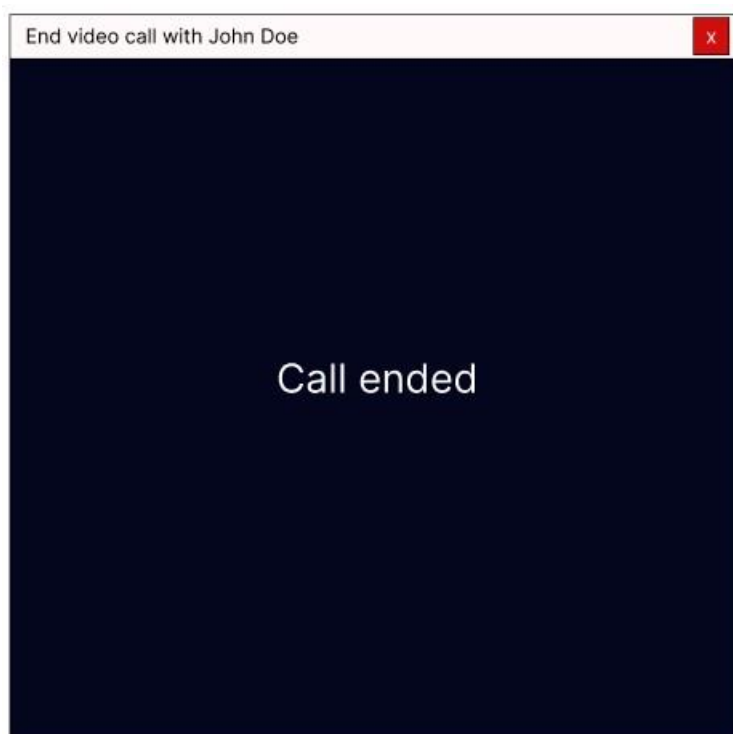


Figure 15: End call visual feedback.

3.4 OTHER COMPONENTS

3.4.1 Mute microphone

The icon for microphone will change when the user mutes the microphone. This is not essential but it's good to have. It's mostly for the other user in the call to avoid hearing the background noises.



Figure 16: Mute microphone.

3.4.2 Turn off camera

The icon for the camera will change when the user turns the camera off. While not essential, it's a helpful feature, primarily for troubleshooting camera issues because sometimes the camera won't work initially and needs to be turned off and on again or to avoid showing personal items on the screen. Additionally, it will provide visual feedback indicating that the camera is turned off, in the top right corner of the screen.

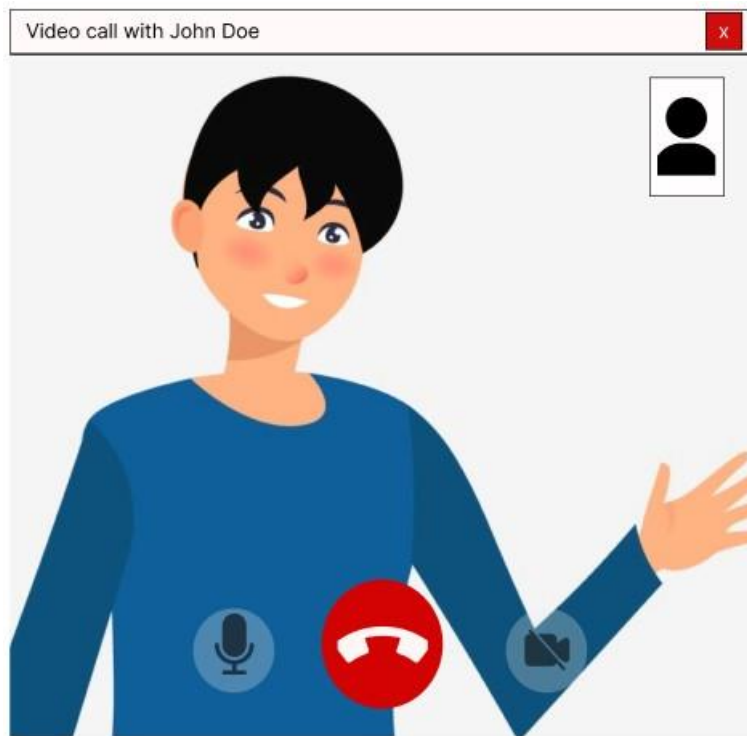


Figure 17: Camera is turned off.