Report

Elicitation - Lilian

Interview 1 - Alice Liao: aliceliao@gmail.com
1. How would you want the platform to be organised?
   ● By classes
2. Customisation
   ● Be able to choose who is in my DM or channel
3. What kind of notifications do you want?
   ● I would want general notifications for the entire channel or DM
   ● I want to receive specific (user tagging) notifications as well
4. How would you like to be able to interact with other people's messages?
   ● Through reacts / pins
   ● Through being able to reply
5. What problems have you experienced on other platforms that are used as communication tools?
   ● On some other platforms I get a spam of notifications that are irrelevant to me and this really makes me want to turn off notifications completely or delete the app as it sometimes stops me from seeing notifications that are important to me

Interview 2 - Lana Dai: lana.dai02@gmail.com
1. How would you want the platform to be organised?
   ● By classes
2. Customisation
   ● Be able to choose my own handle
3. What kind of notifications do you want?
   ● Notifications that tell me when I am tagged
   ● Notifications when I receive a message
4. How would you like to be able to interact with other people's messages?
   ● I would like to reply with messages
   ● I would like to react to messages
5. What problems have you experienced on other platforms that are used as communication tools?
   ● A problem I have experienced is that sometimes when I am tagged in a message or post I don't receive notifications, so a platform that always notifies me when another user tags me would be great

Interview 3 - Ava Pandey: avapandey645@gmail.com
1. How would you want the platform to be organised?
   ● By classes
2. Customisation
   ● I'd like to add people that I want into my DMs and channels
   ● I'd like to edit messages even after I have sent them
3. What kind of notifications do you want?
   ● I only want notifications that are specific to me, so if someone tags me or messages me I want to be notified
4. How would you like to be able to interact with other people's messages?
   ● I want to interact with other people's messages with messages of my own sent back to them

5. What problems have you experienced on other platforms that are used as communication tools?

- A problem that I have experienced is that in some platforms after I send a message, I'm not allowed to edit or remove them. In cases where I accidentally send a message or make a grave mistake on an important message, this can be embarrassing and really inconvenient

Proposal: Organise the platform in classes instead of simply using functions only. Allow users to choose the other authorised users that they would like to add into the DMs and channels that they themselves are authorised users of. Allow users access to 'settings' which allow them to select the types of notification they would like to receive. Allow users to send and reply to messages within their channel/DM and allow them to remove and edit their own messafes and react to and/or pin messages sent by others.

Analysis & Specification - Zami
User Stories
1) UNSW Student

As a UNSW student, I want to have an account on a platform so that I can easily communicate with staff and other students across my different courses. The platform should have channels, so I can communicate and see messages from students in the same courses, as well as more individualised DM's which can be sent to multiple students. Within each channel and DM, I'd like to send messages, which can be viewed by everyone in the given channel or DM. I should also be able to react to these messages. I'd also like to be able to personalise my account, e.g. by changing my given handle or uploading a new profile photo. Finally, if I forget my password for my account, I would like to be able to reset my password.

2) UNSW Staff

As a UNSW Staff member, I want to be able to access a platform, primarily for sending messages, for students to use. The account must be secure, as there may be compromising information stored on it - passwords should be stored securely. Students and other staff members should have access to general public channels that any students can join without an invite. However, there should be private channels for each individual small tutorial class, which students must be invited to. It would also be helpful if there was functionality to pin specific messages - e.g. queries about a particular question which may be common across many students.

Use Cases
MAIN SUCCESS SCENARIO

1) User registers an account using a valid email and a password with at least 6 characters.
2) User is automatically logged in upon first registering.
3) User can create a channel, or select others to add to a DM.
4) User can send a message in channel or DM.
5) User can react, unreact, pin, unpin messages in channels and DM.
6) Users can get notifications if they are tagged by another user, if another user reacts to/pins their message, if messages are sent in the channels they are in, and if they are added to a dm or channel.
7) User can log out.

RESETTING PASSWORD SCENARIO

1) User selects the "forgot password" option.
2) User enters the email they used to register an account.

3) User receives an email containing a unique, one-time-use reset password code.
4) User enters the given code and

SENDING MESSAGE SCENARIO
1) User can send a message in a channel or DM that they are an authorised user of.
2) User sends a message of 1-1000 characters to another authorised user present in the channel/DM
3) User can edit or remove the message that they have sent.
4) User can react, unreact, pin, unpin messages in channels and DMs.

Validation - Prasannaa
Interview 1 - Alice Liao

"The use cases describes the problems I''d be trying so solve on this platform to a high extent. I really appreciate the messages features in the use cases of being able to reply to messages, react, unreact, pin and unpin messages. This allows for a personal feel when using the program and makes me feel as if I can connect more with the other person in my channel or DM if I can reply to their messages as well as being able to react to them or pin them. Also, being able to unreact and unpin saves me from incidents where I would accidentally react or pin someone's message so I am happy that feature is there. The use case that address notifications address my problems of only wanting specific notifications when I am tagged by another user as this reduces spam."

Interview 2 - Lana Dai
"The use cases adequately address mosts problems I would encounter if I were to use this platform. Notifications are received if there is something specifically to do with me, just how I wanted. For example, if another user tags me or adds me to a channel or DM I will receive a notification. This is important to me as I want to be notified when a message is directly addressed to me. Often in many platforms this is not the case and I usually end up missing important messages in large channels and DMs where multiple other users are also a member. As addressed in the use cases, I am able to reply to other people's messages with messages of my own which is a valued feature as this allows me to connect with others."

Interview 3 - Ava Pandey
" The use cases describe the problem I would be trying to solve well. When I was interviewed, I answered that I would like to interact with other people's messages with messages of my own sent back to them. Now after seeing the use cases I am able to see that my expectations have been surpassed in this regard. I had not thought of interacting with reacts and pins myself however I now see that these are welcomed features and would increase the enjoyability of interacting with other users. I am also able to edit or remove messages after they have been sent which allows me to fix mistakes or remove messages I no longer want to have sent."

Interface Design - Kang/Kevin

Feature name and description	HTTP method	Data type	Exception(s)
message/reply/v1 Reply to someone's message. The message being replied will be above the message you send pretty much the same as messenger. **Note**: it is not the same as tag, if the user has his/her notification turned off he/she won't be notified.	POST	Parameter: {token, message_id, message} Return type: {message_id}	**InputError** when any of: ● length of message is over 1000 characters ● message_id does not refer to a valid message within a channel/DM that the authorised user has joined
channel/rename/v1 Channel owner changes the name of channel	PUT	Parameter: {token, channel_id, new_name} Return type: {}	**InputError** when any of: ● channel_id does not refer to a valid channel ● Length of new_name is over 20 characters **AccessError** when: ● channel_id is valid and the authorised user does not have owner permissions in the channel
dm/rename/v1 Dm owner changes the name of channel	PUT	Parameter: {token, dm_id, new_name} Return type: {}	**InputError** when any of: ● dm_id does not refer to a

			valid dm
			● Length of new_name is over 20 characters **AccessError** when: ● dm_id is valid and the authorised user does not have owner permissions in the dm
notifications/status/v1 Users change their UNSW Stream's notifications status. Notifications status can be differentiated by **"mute"**, **"unmute"**. They can change status repeatedly by this endpoint. **Note** Users will not get any notifications during **"mute"** status. Unless the notification is specific to the user Users will get usual notifications during **"unmute"** status	POST	Parameter: {token} Return type: {}	N/A

Conceptual Modelling (State) - Kang/Kevin

message reply (channel or dm)

Cancel

Cancel

message length too
long

user login → select specific message

type in reply message

confirm

select a invalid message

reselect message

Cancel

OK

channel/dm rename

Cancel

Cancel

Cancel

Cancel

new name too long

(user login) → (select specific channel/dm) → (type in new name) → (confirm)

reselect channel/dm

no permission to
implement rename

Cancel

OK

notifications status

Cancel

(user login)   (confirm)

OK