

# WeWhisp Design Help

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## Disclaimer

WeWhisp is designed for social-media celebrities. In the examples, I have used Kim Kardashian and Kylie Jenner as example internet personalities. Neither of them have signed up for the service; I believe they have their own social media apps. I just wanted a couple of memorable names to use for the examples.

## Introduction

I am writing this document to show designers who will be working on WeWhisp. In it, I explain how the site is used, give examples of the current screens to be worked on and indicate any technical issues that might limit your designs.

I hope that it will prove helpful to you. The site is still under development, so if you have any suggestions that involve code changes, please feel free to suggest them. We may still be able to implement them before we go live.

## Overview

In summary, WeWhisp is a chat website primarily designed to be used on mobile phones. We aim to market it to social media celebrities who want a way to chat to their followers. Each instance of WeWhisp will display one or more internet celebrities and will allow users to send them chat messages via the site. These messages are put into a queue, and the celebrities can pick messages from the queue and type replies, which are then transmitted back to the user that sent the message. The reply can include pictures, which are also transmitted. The user sees a thumbnail and can click on it to view the full-sized image.

## Assistants

Each celebrity can have friends to help them reply to the queue of messages. These friends can either reply as the celebrity or can have their own name and messages will be directed to them. Each celebrity can have their own set of assistants, and users talking to the celebrity can switch and talk to the assistant instead.

For example, if Kim Kardashian signed up, she could have her manager Mabel help her with the message load. Mabel could reply as Kim if they choose. In that case, all the messages would go to Kim and appear to come from Kim, and users wouldn't know that Mabel was writing some of them. Alternately, Mabel could appear as an associate of Kim's, and users would see replies as coming from Jeff or Mabel, and could choose who to send each message to.

## Credits

Users buy credits for the system. When the users are low on credits, warnings appear. When they are out of credits the text controls are replaced by a message telling them they are out. There is a credits page where the user is shown credit bundles, each bundle being a number of credits for a given cost. They click on the bundles and are taken to a credit card site where their card details are taken.

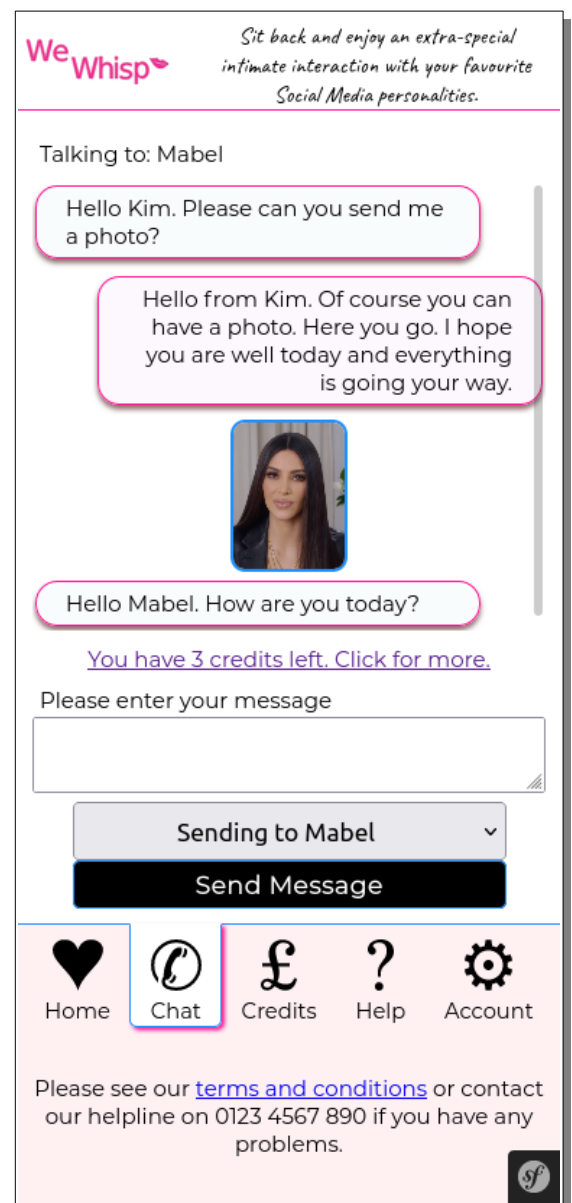
## Control Flow

### Overview

We have two possible ways to run the site. In the normal way, we get users to sign up for accounts, they enter their email, we validate it and then their message history and credits are tied to their accounts.

We can also set the system up in 'anonymous mode'. If we run it that way, users can turn up and start chatting without having to sign up. We identify them with a cookie we store on their phone, and their message history and credits are tied to that cookie. The users still get the option to sign up for a regular account; we warn them that their credits could disappear if they reset their browser or lose their device, but if they want to chat without signing up, then they can do.

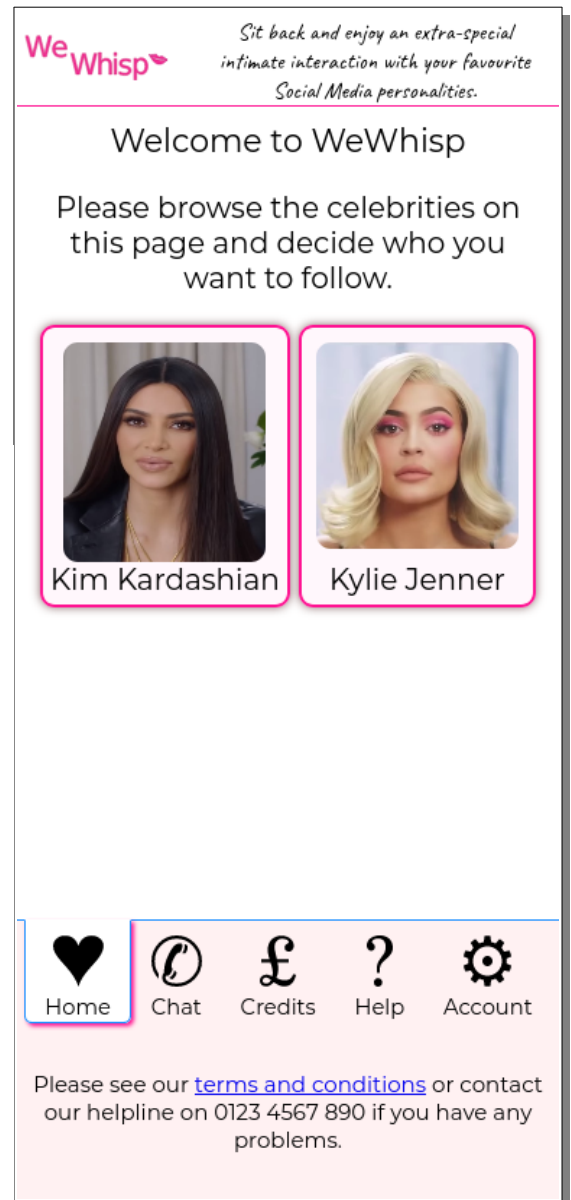
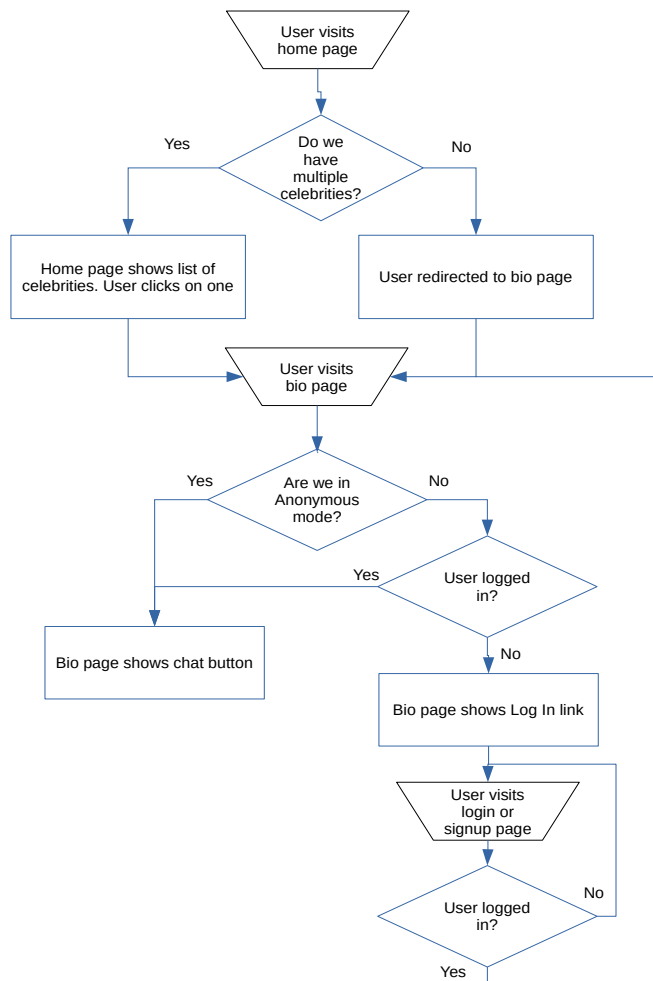
On the right is an example of the WeWhisp chat page:



## Signing Up

The *Home Page* shows the celebrities the user can choose to talk to. If there is only one celebrity available, the Home Page tab is not shown, and the user is redirected straight to the *Chat Bio Page*.

The chart below shows how the user interacts with the chat and login page if the site is running in 'normal' or 'anonymous' mode.



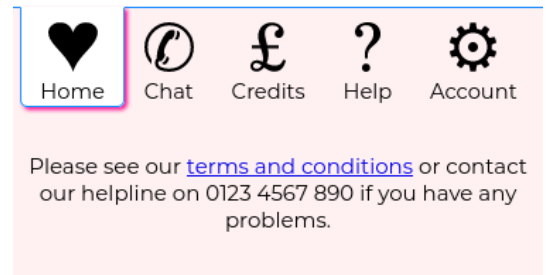
## Screenshots and Notes

### The Tab Bar

Shown at the bottom of all the pages.

The tab bar is fixed at the bottom of the page and doesn't move when the page is scrolled. The pages it displays all have scrolling enabled so the tab bar stays put.

It has 4 or 5 tabs:



### Home Tab

- Shows *Home Page* with a list of celebrities you can talk to.
- Hidden if there is only one celebrity.

### Chat Tab

- Shows the *Bio Page*, with a description and photo of the celebrity.
- Shows the *Chat Page* where the user can send and receive messages.

### Credits Tab

- Shows the *Credits Page*, with a list of credit bundles the user can buy.
- Shows the *Credit Results Page*. When users buy credits, we redirect them to a credit card purchasing site, which takes over the whole page. When they have finished buying credits, the purchasing site returns them to the *Credit Results Page* with a summary of the transaction.

### Help Tab

- Shows the *Help Page*, with some static text describing how the site works.

### Account Tab

- Shows the *Account Page*, which has buttons or links to the account activities. The possible actions are "Sign Up", "Log In", "Log Out", "Verify Email", "Reset Password" and "Forgotten Password".

## WeWhisp Design Help 1.0

### **Notes:**

Chrome and Safari can both put their bottom toolbars over the page without resizing it at any time, depending on how the user scrolls. As such, we need 100 vertical pixels of space at the bottom of the page without anything too important in it, as this could be covered by the Safari toolbar.

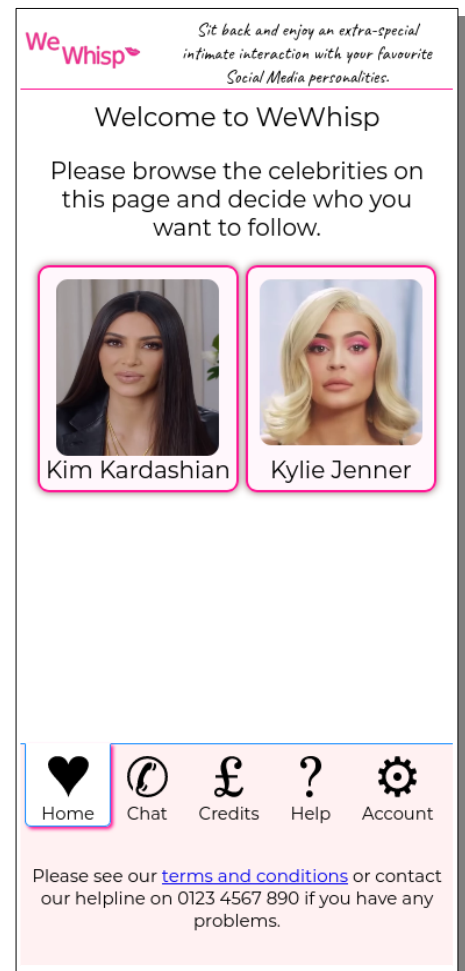
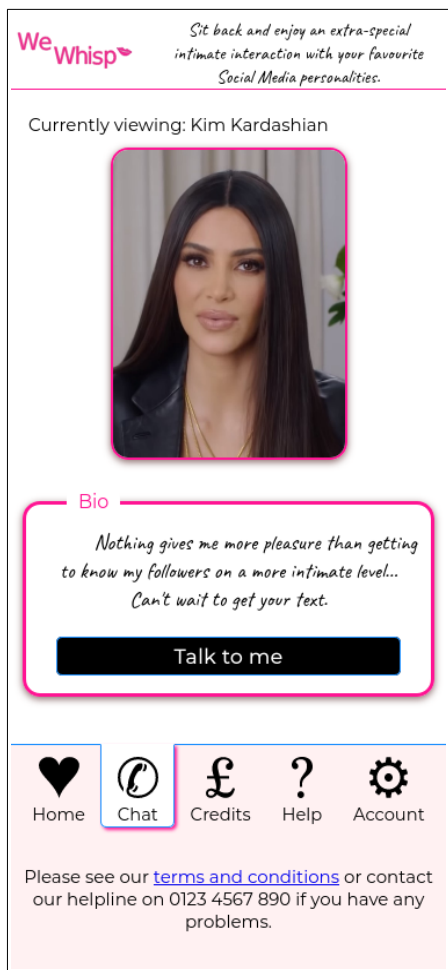
I have put some text about terms and conditions in here, but it could be anything that isn't vital for navigation such as the logo currently at the top of the screen. We just want to take up the space without looking too unnatural.

## The Home Page

If there is more than one celebrity, each one is shown in a button with their name and a picture. These “buttons” are just plain links. Each of them links to the chat/bio page.

The buttons currently tile horizontally, wrapping on to a new row when the current row is too wide. If we run out of vertical space the whole page scrolls up (apart from the tab bar which stays fixed).

This page does not change based on the user’s actions, other than changing the layout if they rotate their phones.



## The Chat Bio Page

If there is only one celebrity available, then this page is the first page the users will see.

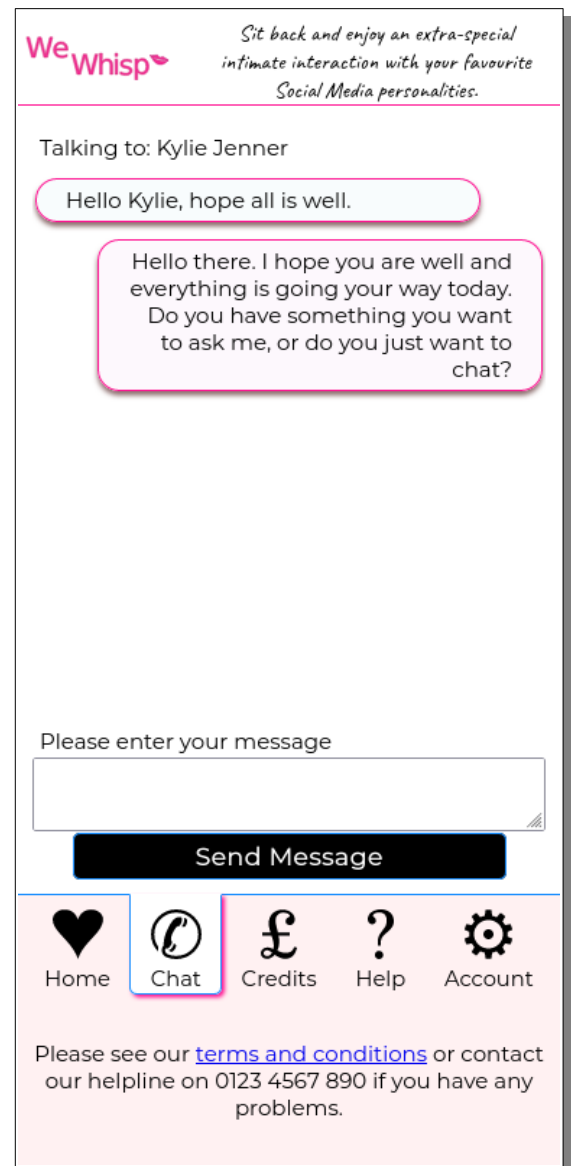
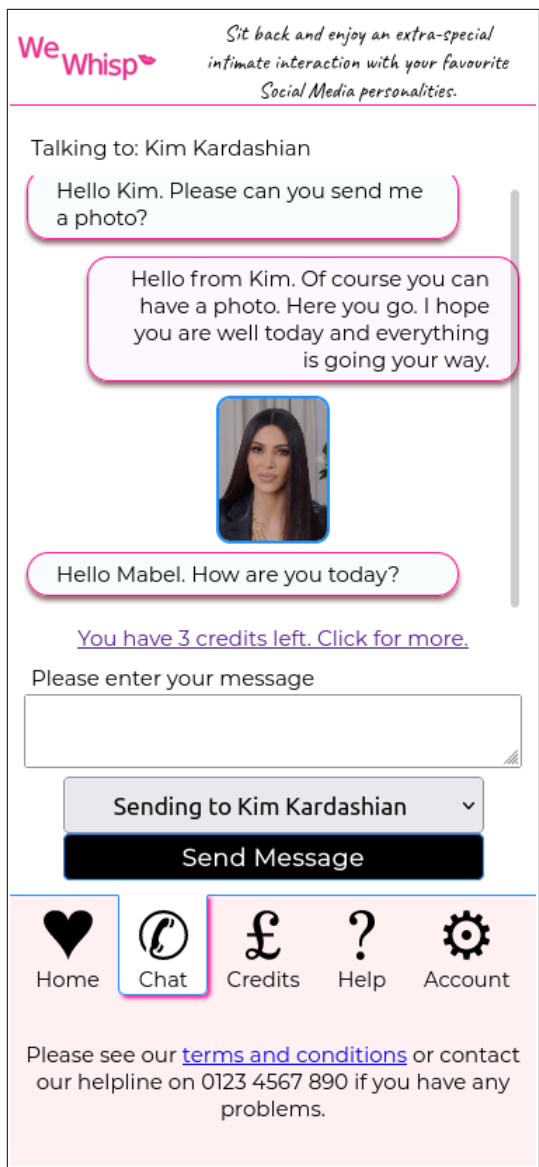
If the system doesn’t allow Anonymous users, and the user is not logged-in, the “Talk to me” button will be replaced with links or buttons telling the user to sign up or log in.



## Chat Page

From the top, this has:

- A fixed text indicating the celebrity or helper the user is talking to.
- A scrolling list of incoming and outgoing messages in speech bubbles.
- An optional warning message if the user is low on credits, with a link to the *Credits Page*.



- A text box (with label) for the user to enter their message.
- An optional selector to say who the message is for, the celebrity or one of their assistants. If there are no assistants, this selector is hidden.
- The *Send Message* button to send the text.



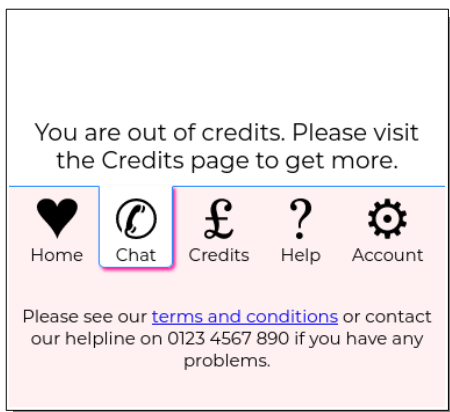
## WeWhisp Design Help 1.0

The first screenshot shows the chat page at its simplest. The second one shows the chat page at its most complicated, with multiple assistants and a low-credit warning displayed.

The low-credits warning, and the controls are all pinned to the bottom of the window, just above the toolbar. The list of message bubbles is scrollable.

Pictures sent by celebrities are currently shown as thumbnails under the message bubble. Clicking on one of these opens up the image in a new window.

When the user runs out of credits, the controls are all replaced with a message telling them to get more:



## The Credits Page

This has 2 sections. The first tells you how many credits you have, and the second has a selection of buttons describing the bundles you can buy.

Clicking on one of the black buttons directs the user to a credit card page, which handles the payment. This page is run by a different company and doesn't need styling by us.

Once the user has bought the credits at least once before, we store their card details. The next time they view the credits page there is an extra checkbox:

WeWhisp

Sit back and enjoy an extra-special intimate interaction with your favourite Social Media personalities.

Balance

You currently have 0 credits available.

Purchase Credits

You can purchase credits by clicking on one of the bundles below

Use the credit card from last time☒

20 credits for £20  
Standard Rate

50 credits for £45  
Wewhisp Special

Home

Chat

Credits

Help

Account

Please see our [terms and conditions](#) or contact our helpline on 0123 4567 890 if you have any problems.

If the checkbox is checked, clicking on the buttons will produce a popup asking if the user is sure they want to purchase the credits:

WeWhisp

Sit back and enjoy an extra-special intimate interaction with your favourite Social Media personalities.

Balance

You currently have 0 credits available.

Purchase Credits

You can purchase credits by clicking on one of the bundles below

20 credits for £20  
Standard Rate

50 credits for £45  
Wewhisp Special

Home

Chat

Credits

Help

Account

Please see our [terms and conditions](#) or contact our helpline on 0123 4567 890 if you have any problems.

WeWhisp

Sit back and enjoy an extra-special intimate interaction with your favourite Social Media personalities.

Balance

Purchase Confirmation

X

You are about to pay £20 to buy 20 credits.  
Please press "Use previous card" to charge the card you last used, or "Enter new card" to add new credit card details.

Enter new card

Use previous card

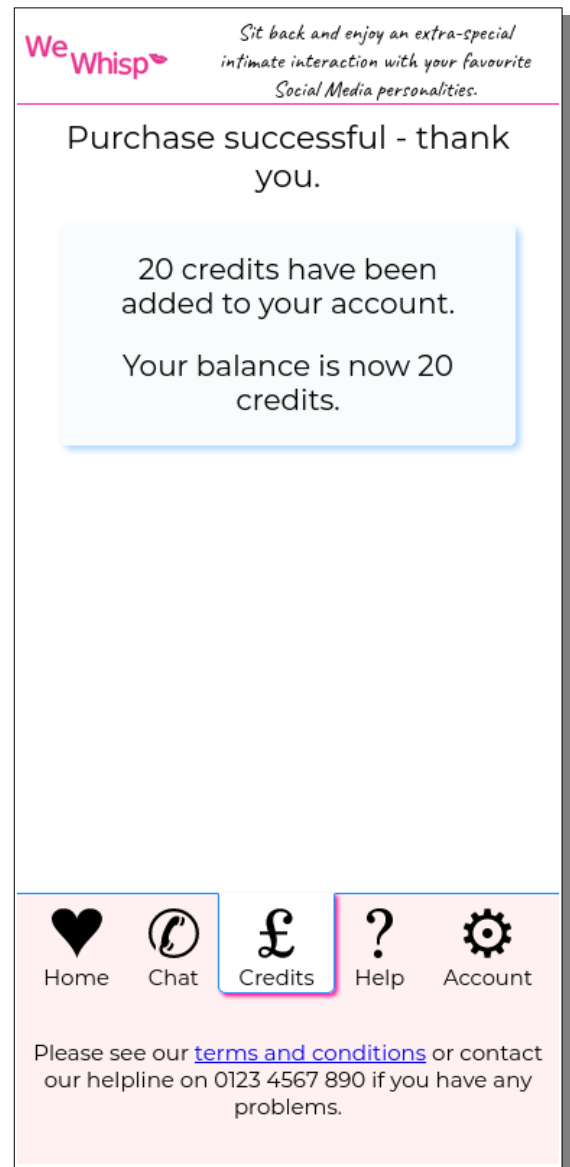
20 credits for £20  
Standard Rate

50 credits for £45  
Wewhisp Special

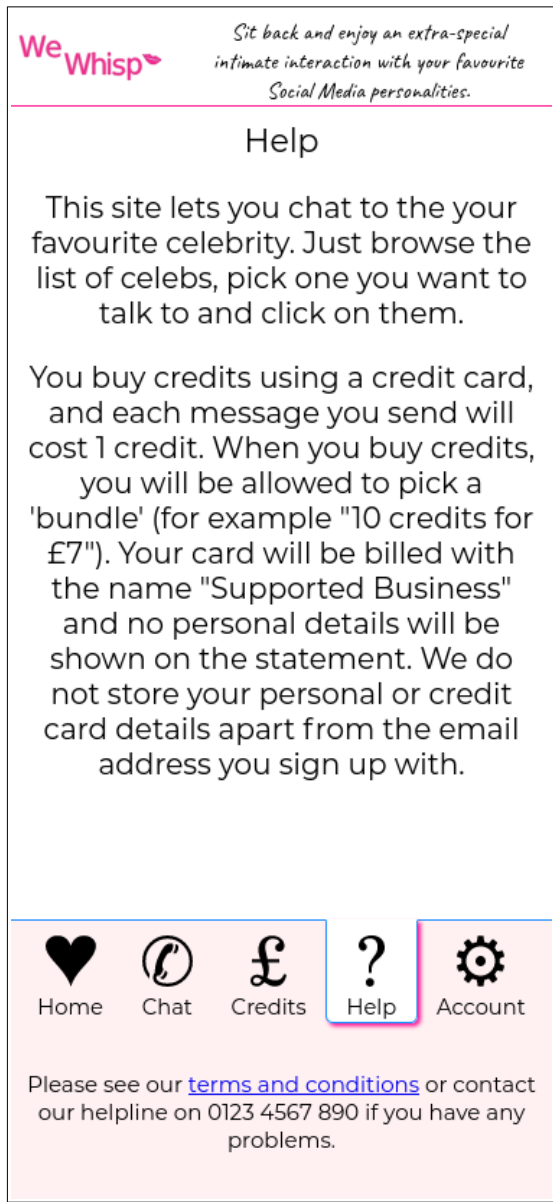
## Credits Reply Page

Once the credit-card company have processed the card details, they send the user back to WeWhisp with a notification of whether the payment was successful or not.

If it is successful, the URL parameters include how many credits were purchased. If not, the parameter includes an error message we display on the page.



## Help Page



This just has static text telling the user what the site is about.

The details and wording have not been finalised yet.

We can move the terms-and-conditions link and helpline number to here if you want to put something else at the bottom of the tab bar.

Currently the text doesn't change between installations, but it might need to if we want to add anything regarding logging in, user accounts or anything else that might change in anonymous mode.

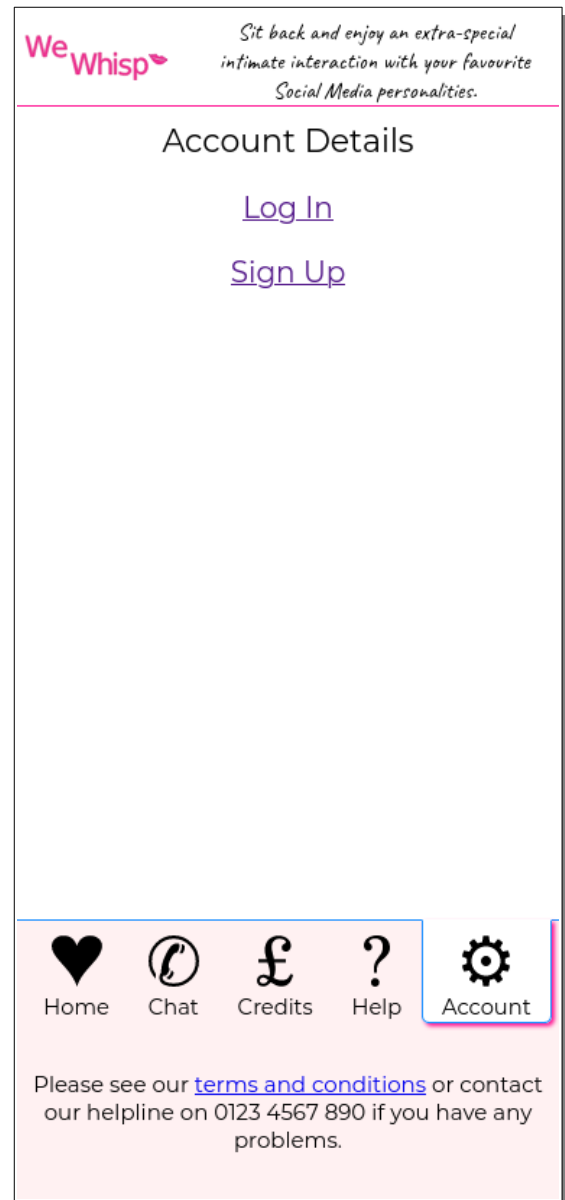
## Account Page

This just has a list of links that vary depending on whether the user is logged in or not.

The available options are:

- Log In
- Log Out
- Sign Up
- Reset Password
- Verify Your Identity

Verify Your Identity requests a mobile number and sends an text to it with a code for the users to type in.



## Other Account Pages

The rest of the account pages are pretty self-explanatory. They are all forms the user has to fill in for their account.

WeWhisp

Sit back and enjoy an extra-special intimate interaction with your favourite Social Media personalities.

### Log in

You must log in to view this page. If you don't have an account yet, you can [sign up here](#).

Email address

Password

Log in

Forgotten your password? [Click here](#) to reset it.

Home

Chat

Credits

Help

Account

Please see our [terms and conditions](#) or contact our helpline on 0123 4567 890 if you have any problems.

WeWhisp

Sit back and enjoy an extra-special intimate interaction with your favourite Social Media personalities.

### Reset your password

Email

Enter your email address and we will send you a link to reset your password.

Send password reset email

Home

Chat

Credits

Help

Account

Please see our [terms and conditions](#) or contact our helpline on 0123 4567 890 if you have any problems.

WeWhisp

Sit back and enjoy an extra-special intimate interaction with your favourite Social Media personalities.

### Check your email

An email has been sent that contains a link that you can click to reset your password. This link will expire in 1 hour.

If you don't receive an email please check your spam folder or [try again](#).

Home

Chat

Credits

Help

Account

Please see our [terms and conditions](#) or contact our helpline on 0123 4567 890 if you have any problems.

WeWhisp

Sit back and enjoy an extra-special intimate interaction with your favourite Social Media personalities.

### Register

Email

Name

Password

Repeat Password

I agree to the site terms and conditions ☒

Register

Home

Chat

Credits

Help

Account

Please see our [terms and conditions](#) or contact our helpline on 0123 4567 890 if you have any problems.

WeWhisp

Sit back and enjoy an extra-special intimate interaction with your favourite Social Media personalities.

### Thanks for registering with WeWhisp.

We have sent you an email which contains a link you can click to verify your email address.

If you don't receive an email please check your spam folder or [try again](#).

Home

Chat

Credits

Help

Account

Please see our [terms and conditions](#) or contact our helpline on 0123 4567 890 if you have any problems.

## WeWhisp Design Help 1.0

WeWhisp

Sit back and enjoy an extra-special intimate interaction with your favourite Social Media personalities.

### Change your password

Old password

New password

Repeat Password

Change password

Home Chat Credits Help Account

Please see our [terms and conditions](#) or contact our helpline on 0123 4567 890 if you have any problems.

WeWhisp

Sit back and enjoy an extra-special intimate interaction with your favourite Social Media personalities.

### Verify your identity

To avoid credit-card fraud we ask you to verify your account before you can access the credit card details.

Please enter your mobile number. We will send a text to that number with a one-time code that will expire in 15 minutes. Please enter the code on the next page to confirm your account.

Mobile

Send

Home Chat Credits Help Account

Please see our [terms and conditions](#) or contact our helpline on 0123 4567 890 if you have any problems.

WeWhisp

Sit back and enjoy an extra-special intimate interaction with your favourite Social Media personalities.

### Verify your identity

You should have received a code as a text sent to your mobile. Please enter that code below:

Code

Verify

Home Chat Credits Help Account

Please see our [terms and conditions](#) or contact our helpline on 0123 4567 890 if you have any problems.

## Date of Birth Confirmation

If the site is set up to allow adult conversations, accessing the *Chat* or *Credits* pages will trigger a prompt to allow the user to enter their birth date, which we check to ensure they are over 18.

If the user is over 18 we redirect them back to the page they were viewing before. If they are not over 18, we direct them to the *Error Page* (see below).

WeWhisp

Sit back and enjoy an extra-special intimate interaction with your favourite Social Media personalities.

### Date of Birth

You must be over 18 to use this service.

Please enter your date of birth.

14 / 11 / 1971

Submit

Home Chat Credits Help Account

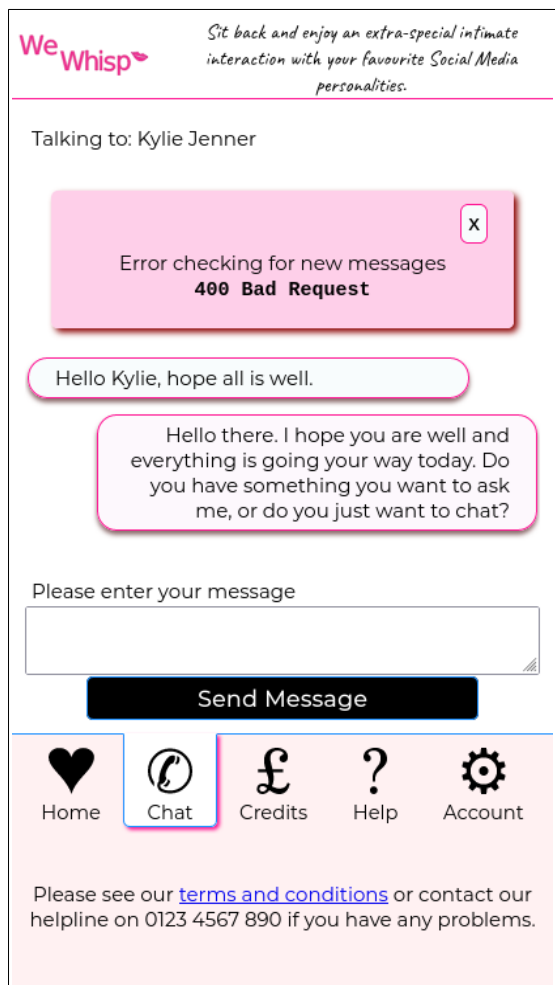
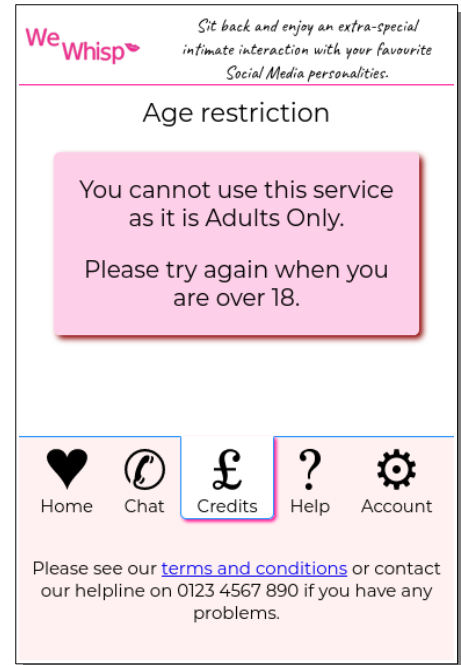
Please see our [terms and conditions](#) or contact our helpline on 0123 4567 890 if you have any problems.

## Error Handling

If anything major goes wrong, such as the site we connect to is down, or a user is too young, we display a custom error page.

The title and error text are customisable. The error text can have one or two paragraphs of text, the first one being a description of the error and the optional second paragraph being a suggestion about what to do next.

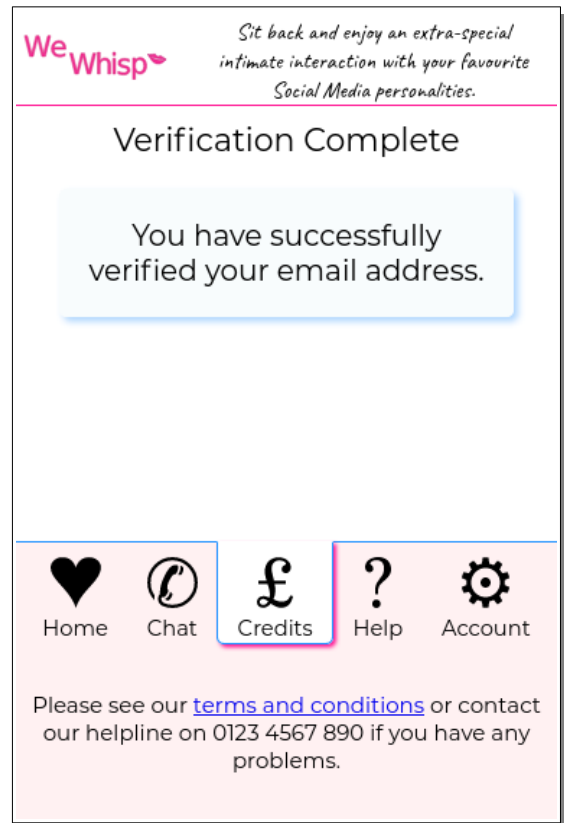
On the chat page, we check for new messages in a loop. The server that holds the messages might be down for a short while and then come back up again. As a result, we display chat errors in a transient error box on the chat page that the users can click on to dismiss. This way a minor issue doesn't completely break the user's flow.





## Other Messages

If we want to notify the user about something that isn't an error, we have a generic "success" page. This is basically just the error page with a different style for the message box.



## Conclusion

This is the current state of the application, and hopefully gives you enough information to make your design. If you want any more information, or any of this isn't clear, please email us back.

This document describes what the site currently does, not necessarily what it should do, so if you have any ideas about how information could be better presented, or how the flow could be improved, please feel free to include them and we will consider them.