FUN ACTIVITY - 2
Whatsapp- A case study

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INTRODUCTION:

WhatsApp Messenger, or simply **WhatsApp**, is an American freeware, cross-platform messaging and Voice over IP (VoIP) service owned by Facebook, Inc. It allows users to send text messages and voice messages, make voice and video calls, and share images, documents, user locations, and other media.

A bit about UI of the app :

The User Interface of Whatsapp is very simple and intuitive to use.Some of the key features of Whatsapp are messaging and calling your contacts.

1. The viewport consists of a horizontal navigation bar with 4 sections which are
   a. Camera- To take a snap and send to contacts
   b. Chats- This section shows the chat history of the user and the chats appear sorted according to the date and time on which the recent message was sent/received to/from the user.
   c. Status- This section shows the status updates of the contacts and they too are sorted according to the date and time at which a status update was posted by a contact.
   d. Calls - This section shows the call history of the user and again is sorted according to the date and time of the call made. Recent calls will be on the top of the call list.

   The Chats section is set as the default section when you open the application.

2. The top of the viewport also has a search bar where you can search for the contact. Search appears at the top second from right.
3. The top right corner of the viewport contains a kebab menu/overflow menu showing other features which are
   a. New Group
   b. New Broadcast
   c. Whatsapp Web
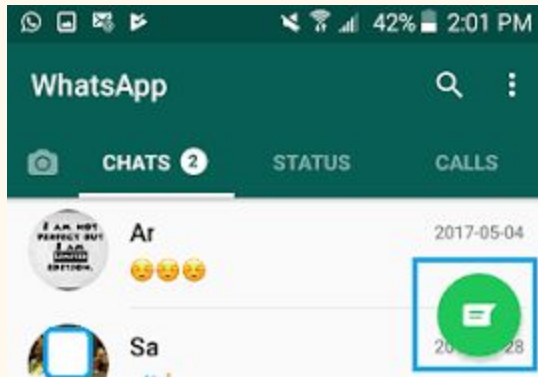   d. Starred Messages
   e. Settings

Each option takes you to another screen where you can use other features

Some of the HCI concepts observed are covered below

CONCEPTS:

Mental Model:

1. New Chat Icon:

On the default screen the new- message icon is displayed which looks like a postcard/ letter to be sent which points to the convention of sending messages through letters before.

2. Search Icon:

Looks like a magnifying glass which indicates we are searching for something.

3. Camera Icon: Looks like a real world camera so which gives a convention that we can capture something with this!
4. Delete Message Icon: The delete message icon looks like a real world trash and gives a convention that we can delete/remove something with this.

5. Mic Icon used for sending voice messages. This icon looks like a handset/mic and indicates we can use it for speaking/sending audio messages.

Usability and Ease of Use:

The product's UI is very simple and can be used by new users very well.As the product covers well on the mental model part we can say that even a novice user won't face many issues while using the app. Some of the features which makes the app usable are

- We can share any kind of media with our contacts.
- A voice chat, a video chat etc are all just a single tap away and proper buttons are provided and it can be used.
- We can also make group audio calls and group video calls and add at max 8 participants in a group video call
- We can forward messages in just 2 steps
  ○ Select message and
  ○ Forward
- We can create groups to work/talk with our colleagues/friends.
- We can also mute/block/report some contacts in case of spam/inappropriate messages received.

All the above features can be implemented in max 4 taps.

Affordances:

Properties/Widgets which show what all actions we can perform using the app

- A search icon to search for chats/calls/contacts
- An attach icon to attach files: documents/images/gif/videos
- A call icon for dialing and calling your contacts

- An emoji icon to send emojis which make chats more expressive
- New group to create a group

Modality:

Human-Computer Modalities:

- Keyboard /Touch Screen: For typing/sending messages and media.
- Mouse(For whatsapp web version): Selecting UI elements,buttons etc.

Computer-Human Modalities:

- Auditory: Voice chat
- Vision: Video Chat/Icons.

Feedback:

1. Whenever a message is sent a single tick(grey color) is displayed to show that the user has sent the message successfully.
2. Whenever a message is received by the receiver double ticks(grey color) are displayed to show that the message has been delivered to the destination.
3. Whenever a message is read by the contact, a blue tick is displayed which gives the read receipt i.e that the contact has read the message.
4. If someone is typing a message we get a bold green text appearing in the chat window "Typing…." which means that the user is typing a message.
5. If a message could not be sent we get a small clock icon showing that the message was not sent.