F15B BOOST REPORT

Elicitation Interview

Interviewee 1

Name: Yang Tan
Email: yangtan@gmail.com

Context: Yang is a current law student at UNSW who uses Microsoft teams for some of his courses.

Questions:
1. What do you mainly use Teams for?
    a. I use teams for my tutorials and getting announcements from my tutor. I also communicate to my partners on Teams for group assignments.
2. What group chats are you part of in Teams?
    a. Group chat with project group mates
    b. Tutorial
    c. Group chat with friends in tutorial
3. What do you enjoy about using teams
    a. Being able to see the tutor's lecture slides after class
    b. Being able to send files of matters and cases to classmates or friends when sharing research with each other for assignments
    c. Being able to see the tutor's screen in online classes with annotation features
4. What are the main drawbacks of Teams in your opinion?
    a. The main drawbacks of Teams is the UI being confusing and clunky
    b. It is hard to navigate the different 'Teams' chats vs all the direct chats as they are on different tabs
5. Are there any features that you wish that Teams had which would make your workflow more convenient?
    a. I am often working late into the night (or early into the morning because I never sleep) so dark mode would make Teams much easier on my eyes.
6. Does using teams ever hinder you from learning your course content?
    a. Yes, I wish it was easier to navigate to the lecture recordings on teams as it is annoying to click through so many things to find the right lecture recording.

Interviewee 2

Name: Val Tanama
Email: valvalval@gmail.com

Context: Val is a current accountant who uses Teams in her job day to day.

Questions:
1. What do you mainly use Teams for?
    a. Communicating with my co-workers on tasks that we need to take our next steps on. Asking for help on issues and roadblocks.
2. What chats are you part of in Teams?
    a. Group chat for my team/subdivision

b. Group chat for other team organisers when running workshops
c. Individual messages from co-workers asking for help
3. What are your current frustrations with Teams?
a. There are too many notifications coming from all the group chats that I am a part of and it makes it very difficult to focus on my work. It would improve my efficiency if there was functionality to turn off the notifications. Often these messages are not relevant to me as I am just part of wider group chats, there will often also just be banter from co-workers that ping me distractingly and are not urgent.
4. Is there any repetitive process in your job that you wish Teams could help you with?
a. No, I don't think so. We do most of our work on other microsoft products.
5. Does Microsoft Teams ever prevent you from completing your work?
a. Yes, I mentioned the notifications issue above. Other than that no, there are just a lot of messages to catch up on throughout the day.

Key Takeaways from the interviews
A brief description of the problems and proposed solutions
We have identified key problems with teamwork-driven communication tools that are currently unsolved by Memes. For the law student, Yang Tan, his key problem with Memes is the inability to cater to his workflow as a student sharing information through files, so our proposed solution is to add the functionality of sending files in both channels and dm chats. Memes also does not cater towards the late night study schedule of Yang Tan, so we will implement dark mode functionality. Finally for the accountant, Val, her key problem is being inundated with notifications impeding her ability to work without distractions, so we will implement the ability to turn notifications off.

Based on these solution ideas, we have come up with 3 user stories.

User Story 1 - Sending Files
User Story: As a law student, I want to be able to send files such as pdfs in order to send relevant cases/matters in a group project assignment.

Acceptance criteria: Scenario-based
Scenario: User wants to send a file
- **Given**: User is in a channel or dm chat
- **When**: User clicks upload file above the chat message text box
- **Given**: File is valid type eg pdf
- **Then**: File will upload into the message chat box
- **When**: User clicks send
- **Then**: File will send as a message into the chat

Scenario: User wants to open the file
- **Given**: A user is a member of the channel or dm that the file is sent in
- **When**: A user clicks onto the sent file in the chat
- **Then**: The file will open as a popup preview on teams and user can view the file

Scenario: User wants to remove the file

- **Given**: The user has owner permissions or is the user that sent the file
- **When**: The user clicks onto the trash icon above the file
- **Then**: The message with the file will be removed
- **And:** The message will say "This file has been removed"

User Story 2 - Silencing Notifications

User Story: As a law student I want to be able to communicate on teams in dark mode in order to not strain my eyes when I am working late at night

Acceptance criteria: Rule-based
- When a user clicks on a toggle they are able to make all colours on the app dark coloured eg black or dark blue or grey
- When a user clicks on a toggle they are able to make all colours light coloured

User Story 3
User Story: As an accountant I want to be able to turn off all channels and dms notifications in order to focus when doing my work

Acceptance criteria: Rule-based
- When a user clicks on a channels notifications toggle they are able to make all notifications cease, or vice versa turn all notifications back on
- When a user clicks on a dm notifications toggle they are able to make all notifications cease, or vice versa turn all notifications back on

Use Cases

Use Case 1 - Sending Files
Providing Background:
Use Case: To send a file in a chat
Goal in Context: Would mainly want to be able to send pdfs and word documents as the majority of law cases and matters are stored in these formats
Scope: Memes software and specifically altering the channel, dm and messages functionalities
Preconditions: Users are not able to send files, only text on Memes
Success End Condition: Students of all kinds, but especially business oriented and research oriented students will have an enhanced learning and collaboration experience on Memes.
Failed End Condition: Students of all kinds, but especially business oriented and research oriented students will be impeded in their collaboration workflow and will find it difficult to share and compile information.
Primary Actor: Law Students
Trigger: Clicking send message button

Step 1. User clicks on add file

Step 2. Memes asks what file they would like to upload
Step 3. User uploads file
Step 4. Memes verifies checks this is a valid file and uploads file
Step 5. Memes asks if user would like to add an additional message
Step 6. User types message into text box and asks Memes to send message
Step 7. Memes sends message with file into chat

Use Case 2 - Silencing Notifications
Providing Background:
Use Case: To silence notifications
Goal in Context: Be able to silence all the notifications from all channels, or all notifications from all dms
Scope: Memes software and specifically altering the channel, dm and notifications functionalities
Preconditions: Users are not able to alter the notification settings on Memes, where the default is all notifications are on
Success End Condition: Users will be able to choose when they want their notifications to be on resulting in better focus when needed
Failed End Condition: Users will be subject to all notifications and feel frustrated by the distractibility of the software
Primary Actor: User
Trigger: Clicking Notification toggle

Step 1. User clicks on notification toggle for all channels
Step 2. Memes stops listening for notification events in all user's channels

Step 1. User clicks on notification toggle for all dms
Step 2. Memes stops listening for notification events in all user's dms

Validation

Q: Would these use cases adequately describe the problem they're trying to solve? To what extent do they fit?
Name: Yang Tan
        Answer: Yes, they would. That is currently my workflow for sending files and it works quite well.

Name: Val Tanama
        Answer: Yes, it covers my problem with notifications because I would be able to choose to turn notifications on and off whenever I choose.

Interface Design

For input/output types in previous iterations, please refer to the specifications on the repository.
Input/Output types

Variable Name	Type
Contains substring **filePath**	string
Named exactly **size**	integer
Named exactly **optionalMsg**	string

Note: All routes require a token and raises a 403 Error when the token passed in is invalid.

Name & Description	HTTP Method	Data Types	Exceptions
message/upload/file/v1 Given a user's local file path and file size, saves file onto server	POST	**Body Parameters:** (filePath, size) **Return type if no error:** { }	**400 Error** when any of: - File path is invalid
message/send/file/v1 Given a the file path of the file stored on the server and optional message sends message containing file into chat channelId is the channel that the message is being shared to, and is -1 if it is being sent to a DM. dmId is the DM that the message is being shared to, and is -1 if it is being sent to a channel. optionalMsg is the optional message in addition to the shared file, and will be an empty string '' if no message is given.	POST	**Body Parameters:** (storedFilePath, optionalMsg, channelId, dmId) **Return type if no error:** { messageId }	**400 Error** when any of: - Stored file url is invalid - both channelId and dmId are invalid - neither channelId nor dmId are -1 - length of optional message is more than 1000 characters **403 Error** when: - the pair of channelId and dmId are valid (i.e. one is -1, the other is valid) and the authorised user has not joined the channel or DM they are trying to share the file to
message/view/file/v1 Given a messageId and url of the file served on the server, views the file contained within that message channelId is the channel that the message is being shared to, and is	GET	**Query Parameters:** (filePathUrl, channelId, dmId) **Return type if no error:** { messageId }	**400 Error** when any of: - Corresponding message with messageId does not contain a file - filePathUrl is not a valid url - both channelId and dmId are invalid - neither channelId nor dmId are -1

-1 if it is being sent to a DM. dmId is the DM that the message is being shared to, and is -1 if it is being sent to a channel.			**403 Error** when: - the pair of channelId and dmId are valid (i.e. one is -1, the other is valid) and the authorised user has not joined the channel or DM they are trying to share the file to
message/remove/file/v1 Given a messageId, deletes the message and the file contained within the message. channelId is the channel that the message is being shared to, and is -1 if it is being sent to a DM. dmId is the DM that the message is being shared to, and is -1 if it is being sent to a channel.	DELETE	**Query Parameters:** (messageId, channelId, dmId) **Return type if no error**: { }	**400 Error** when any of: - Corresponding message with messageId does not contain a file - both channelId and dmId are invalid - neither channelId nor dmId are -1 **403 Error** when: - the pair of channelId and dmId are valid (i.e. one is -1, the other is valid) and the authorised user has not joined the channel or DM they are trying to share the file to
notifications/channels/off Turns notifications off for all channels that the user is part of	PUT	**Body Parameters**: { } **Return type if no error**: { }	**400 Error** when any of: - User's notifications for channels are already off
notifications/dms/off Turns notifications off for all dms that the user is part of	PUT	**Body Parameters**: { } **Return type if no error**: { }	**400 Error** when any of: - User's notifications for dms are already off
notifications/channels/on Turns notifications on for all channels that the user is part of	PUT	**Body Parameters**: { } **Return type if no error**: { }	**400 Error** when any of: - User's notifications for channels are already on
notifications/dms/on Turns notifications on for all dms that the user is part of	PUT	**Body Parameters**: { } **Return type if no error**: { }	**400 Error** when any of: - User's notifications for dms are already on

Conceptual Modelling - State Diagram