Cover

SHC Community Initiative – Q&A

Document Summary

Description	Name
Wireframe Scope	SHC
Brands Covered	Sears Core Sites
Screen ID	
Screen Name	Community Initiative – Q&A

Revision History

Version	Date	Author	Notes
		...	
0.0	04/10/12	J. Cisneros	Initial draft for feature list.
1.0	04/18/12	J. Cisneros	Continued modification of page features.
2.0	04/23/12	J. Cisneros	Continued modification of page features.
3.0	05/10/12	J. Cisneros	Continued modification of page features; inclusion of Global Header.
4.0	05/14/12	J. Cisneros	Continued modification of features.
5.0	05/18/12	J. Cisneros	Updated wires based on stakeholder feedback. Copy changes and annotations included.
6.0	05/21/12	J. Cisneros	Updates to annotations. Updates to UGC error condition.
7.0	05/23/12	J. Cisneros	Extracted components from wires into Global Component Wires

View 10: Q&A All Topics Landing Page

COMMUNITY NAVIGATION ELEMENTS

Q&As (All Categories)

Got a question? Ask, search, and find your answer right here.

Post your question.

Enter your question here | Next

Featured Questions

1 — **Popular curated featured Q&A 1 Lorem ipsum dolor sit amet, consectetur adipiscing ut dolor sit amet. Max chars 120.**

Profile Pic
Username
City, State
Badge1
Badge2

Month DD, YYYY HH:MM PM
Category: {category} — 2
{#} answers {#} expert answers {#} views

Popular curated featured Q&A 2 Lorem ipsum dolor sit amet, consectetur adipiscing ut dolor sit amet. Max chars 120.

Profile Pic
Username
City, State
Badge1
Badge2

Month DD, YYYY HH:MM PM
Category: {category}
{#} answers {#} expert answers {#} views

3 — View: All categories | Sort by: Newest — 4

Reference: Wireframe ECOMM Global Components, Component 100

Profile Pic
Username
City, State
Badge1
Badge2
User Profile

We are here to help.

Username City, State
Last Posted on Sep 21, 2011
Badge1
Badge2

Username City, State
Last Posted on Sep 21, 2011
Badge1
Badge2

Username City, State
Last Posted on Sep 21, 2011
Badge1
Badge2

See All Experts

Expert Module

Reference: Wireframe ECOM6064 Community - QA modules, Expert Module

150 max chars-text- question headline- Consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad.

250 max chars-text-Lorem ipsum dolor sit amet, consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat...

April 12, 2012 11:20 AM {#} answers {#} expert answers {#} views

Category: {category}

Share **Progressive Disclosure Share**

Reference: Wireframe Share_Progressive Disclosure_and_Inline

Voting Helpful 0 0 Concern

Reference: Wireframe ECOMM Global Components, Component 90

Reference: Wireframe ECOMM Global Components, Component 70

Profile Pic
Username
City, State
Badge1
Badge2

150 max chars-text- question headline- Consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad.

250 max chars-text-Lorem ipsum dolor sit amet, consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat...

April 12, 2012 11:20 AM {#} answers {#} expert answers {#} views

Category: {category}

Share Helpful 0 0

Profile Pic
Username
City, State
Badge1
Badge2

150 max chars-text- question headline- Consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad.

250 max chars-text-Lorem ipsum dolor sit amet, consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat...

April 12, 2012 11:20 AM {#} answers {#} expert answers {#} views

Category: {category}

Share Helpful 0 0

Profile Pic
Username
City, State
Badge1
Badge2

Featured Questions

Customer Service
Problems with Customer Service & Refund
Share {#} answers | {#} views | {#} expert answers

Another questions asked by member in Customer Service Section?
Share {#} answers | {#} views | {#} expert answers

Yet another question also about Cust service.
Share {#} answers | {#} views | {#} exp

Delivery
Why is it that Kmart seems like more fun?
Share {#} answers | {#} views | {#} expert answers

See All Customer Service Questions

Featured Questions

Reference: Wireframe ECOM6064 Community - QA modules, Featured Questions Module

Page loads using lazy load. Number of reviews loaded at a time is based on performance.

FUNCTIONAL SPECIFICATIONS

1 – Curated Featured Questions

Type:	hyperlink
Description:	content team curated questions can be from any category. The most popular from specific category will be displayed.
Action:	on click
Functionality:	On click, page turn to the Q&A detail page for that question.
Condition:	Featured content only appears if two popular curated questions are available. If two are unavailable, please refer to View 20.
Max Chars:	120

2 – Category

Type:	hyperlink
Description:	informs user of question's associated category
Action:	on click
Functionality:	On click, page turn to the category interest page.

3 – View Filter

Type:	drop down
Default:	All categories
Action:	on click
Functionality:	On click, menu is displayed showing available category values. Categories are determined by content team.
Condition:	View filter is only displayed on Q&A all cateogries landing page; filter is not needed when user is already within a particular category

View: All categories
- All categories
- Only categories I follow
- Category 1
- Category 2
- Category 3
- Category 4

4 – Sort by Filter

Type:	drop down
Default:	Newest
Action:	on click
Functionality:	On click, menu is displayed showing available sort values.

Sort: Newest
- Newest
- Oldest
- Most answered
- Expert answered

View 20: Q&A All Topics Landing Page- No Featured Q&A

COMMUNITY NAVIGATION ELEMENTS

Q&As (All Categories)

Got a question? Ask, search, and find your answer right here.

Post your question.

Enter your question here | Next

View All categories ▼ **Sort by** Newest ▼

150 max chars-text- question headline- Consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad.

250 max chars-text-Lorem ipsum dolor sit amet, consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat...

April 12, 2012 11:20 AM {#} answers {#} expert answers {#} views

Category: {category}

Share | Helpful 0 | 0

Profile Pic
Username
City, State
Badge1
Badge2

150 max chars-text- question headline- Consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad.

250 max chars-text-Lorem ipsum dolor sit amet, consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat...

April 12, 2012 11:20 AM {#} answers {#} expert answers {#} views

Category: {category}

Share | Helpful 0 | 0

Profile Pic
Username
City, State
Badge1
Badge2

150 max chars-text- question headline- Consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad.

250 max chars-text-Lorem ipsum dolor sit amet, consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat...

April 12, 2012 11:20 AM {#} answers {#} expert answers {#} views

Category: {category}

Share | Helpful 0 | 0

Profile Pic
Username
City, State
Badge1
Badge2

We are here to help.

Username City, State
Last Posted on Sep 21, 2011
Badge1 Badge2

Username City, State
Last Posted on Sep 21, 2011
Badge1 Badge2

Username City, State
Last Posted on Sep 21, 2011
Badge1 Badge2

See All Experts

Expert Module

REFERENCE: WIREFRAME
ECOM6064 Community - QA modules, Expert Module

Featured Questions

Customer Service
Problems with Customer Service & Refund
Share {#} answers | {#} views | {#} expert answers

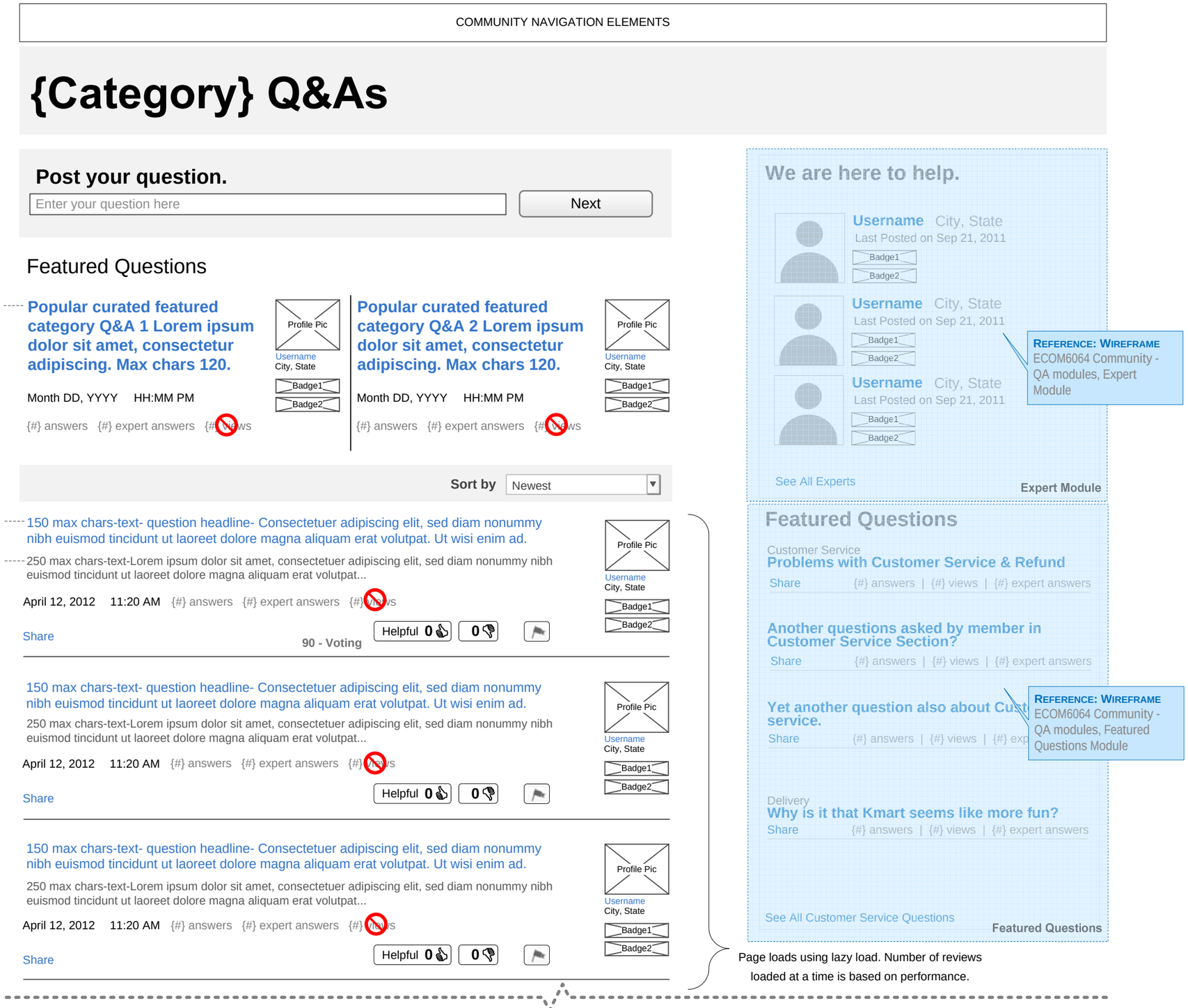
Another questions asked by member in Customer Service Section?
Share {#} answers | {#} views | {#} expert answers

Yet another question also about Cust service.
Share {#} answers | {#} views | {#} exp

Delivery
Why is it that Kmart seems like more fun?

REFERENCE: WIREFRAME
ECOM6064 Community - QA modules, Featured Questions Module

View 30: Q&A by Category



FUNCTIONAL SPECIFICATIONS

1 – Curated Featured Category Question

Type: hyperlink
Description: these curated questions are from the specific category. The most popular from specific category will be displayed.
Action: on click
Functionality: On click, page turn to the Q&A detail page for that question.
Condition: Featured content only appears if two popular curated questions are available. If two are unavailable, do not display Featured Questions section.
Max Chars: 120

2 – Question title

Type: hyperlink
Action: on click
Functionality: On click, page turn to the Q&A detail page for that question.
Max Chars: 150

3 – Question Answer

Type: text
Order: display most voted; if an answer has no votes, show first answer of question thread
Max Chars: 250

View 40: Q&A Details Page

COMMUNITY NAVIGATION ELEMENTS

text- question headline- Consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam. <Satisfied> 1

Month DD, YYYY HH:MM PM {#} answers {1} expert answers {#} views

Category: {category}

Text- additional question details go here, wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat. Duis autem vel eum iriure dolor in hendrerit in vulputate velit esse molestie consequat, vel illum dolore.

Share Helpful 0 0

Profile Pic
Username
City, State
Badge1
Badge2

Related Questions

{Related Question 1} 4
{#} answers {#} expert answers {#} views

{Related Question 2}
{#} answers {#} expert answers {#} views

{Related Question 3}
{#} answers {#} expert answers {#} views

{#} answers | {1} expert answers | {#} views Follow Follow

REFERENCE: WIREFRAME
ECOMM Global Components, Component 110

2 **Expert Answer 1** Consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, nostrud exerci {**relevant keyword**} suscipit lobortis nisl ut aliquip ex {**relevant keyword**} consequat. Duis autem vel eum iriure dolor in hendrerit in vulputate velit esse molestie consequat, vel illum dolore eu feugiat nulla facilisis at vero eros et accumsan et iusto odio dignissim qui blandit praesent luptatum.

Month DD, YYYY HH:MM PM

3 Share Reply Helpful 0 0

Profile Pic
Expert name
City, State
Badge1
Badge2

40.10- Answers

in response to {Username}
Consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci suscipit lobortis nisl ut aliquip exconsequat.

Month DD, YYYY HH:MM PM

Share Reply Comments Helpful 0 0

Profile Pic
Username
City, State
Badge1
Badge2

REFERENCE: WIREFRAME
ECOMM Global Components, Component 50.10

Answer 2 Consectetuer adipiscing smod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut w ostrud exerci suscipit lobortis nisl ut aliquip ex consequat. Duis autem vel eum iriure dolor in hendrerit in vulputate velit esse molestie consequat, vel illum dolore eu feugiat nulla facilisis at vero eros et accumsan et iusto odio dignissim qui blandit praesent luptatum.

Month DD, YYYY HH:MM PM

Share Reply Helpful 0 0

Profile Pic
Username
City, State
Badge1
Badge2

Add Answer Add Comment Comments

REFERENCE: WIREFRAME
ECOMM Global Components, Component 50.10.10

FUNCTIONAL SPECIFICATIONS

1 – Satisfied Icon
Type: icon
Condition: appears on page once a user indicates satisfaction with expert answer via sears generated email.

2 – Order of Answers
Description: **all** expert answers should be surfaced before community answers. Comments to answers will be nested.

3 – Share
Type: hyperlink
Reference: Share_Progressive Disclosure_and_Inline_v1.1 wires
Condition: both question and answer is shared

4 – Related Question
Type: hyperlink
Description: these questions should be related to the question. The order should be from most popular to least popular.
Action: on click
Functionality: On click, page turn to the Q&A detail page for that question.
Condition: only display if there are related questions.
Max chars: 120

View 41: Q&A Details Page, 1 Answer

COMMUNITY NAVIGATION ELEMENTS

text- question headline- Consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam.

Profile Pic
Username
City, State
Badge1
Badge2

Month DD, YYYY HH:MM PM {#} answers {#} expert answers {#} views

Category: {category}

Text- additional question details go here, wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat. Duis autem vel eum iriure dolor in hendrerit in vulputate velit esse molestie consequat, vel illum dolore.

Share

Helpful 0 | 0

{#} answers | {#} expert answers | {#} views

Follow

Consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci suscipit lobortis nisl ut aliquip ex consequat. Duis autem vel eum iriure dolor in hendrerit in vulputate velit esse molestie consequat, vel illum dolore eu feugiat nulla facilisis at vero eros et accumsan et iusto odio dignissim qui blandit praesent luptatum.

Profile Pic
Username
City, State
Badge1
Badge2

Month DD, YYYY HH:MM PM

1 -----Share Reply

Helpful 0 | 0

Add Answer Add Comment

Related Questions

{Related Question 1}
{#} answers {#} expert answers {#} views

{Related Question 2}
{#} answers {#} expert answers {#} views

{Related Question 3}
{#} answers {#} expert answers {#} views

FUNCTIONAL SPECIFICATIONS

1 – Share
Type: hyperlink
Reference: Share_Progressive Disclosure_and_Inline_v1.1 wires
Condition: both question and answer is shared

View 42: Q&A Detail Page, No Answers

COMMUNITY NAVIGATION ELEMENTS

text- question headline- Consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam.

Month DD, YYYY HH:MM PM {#} answers {#} expert answers {#} views

Category: {category}

Text- additional question details go here, wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat. Duis autem vel eum iriure dolor in hendrerit in vulputate velit esse molestie consequat, vel illum dolore.

Share

Helpful 0 | 0

Profile Pic

Username
City, State

Badge1
Badge2

{#} answers | {#} expert answers | {#} views

Follow

No answers have been submitted… yet.

Post an answer and be the first to show off your big brain.

Add Answer

Comments

REFERENCE: WIREFRAME
ECOMM Global Components, Component 50.10.10

Related Questions

{Related Question 1}
{#} answers {#} expert answers {#} views

{Related Question 2}
{#} answers {#} expert answers {#} views

{Related Question 3}
{#} answers {#} expert answers {#} views

FUNCTIONAL SPECIFICATIONS

1 – Share

Type:	hyperlink
Reference:	Share_Progressive Disclosure_and_Inline_v1.1 wires
Condition:	both question and answer is shared

Component 40.10 - Answers

Condition 10 – User Answer

Answer 2 Consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci suscipit lobortis nisl ut aliquip ex consequat. Duis autem vel eum iriure dolor in hendrerit in vulputate velit esse molestie consequat, vel illum dolore eu feugiat nulla facilisis at vero eros et accumsan et iusto odio dignissim qui blandit praesent luptatum.

Month DD, YYYY HH:MM PM

Share Reply Helpful 0 0

Profile Pic
Username
City, State
Badge1
Badge2

Condition 20 – Expert Answer

- expert answers are first in priority order within thread
- expert answers should be visually distinct from user answers
- due to their moderation tool, experts have ability to include additional media/resources within their response

1 **Expert Answer 1** Consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, nostrud exerci {**relevant keyword**} suscipit lobortis nisl ut aliquip ex {**relevant keyword**} consequat. Duis autem vel eum iriure dolor in hendrerit in vulputate velit esse molestie consequat, vel illum dolore eu feugiat nulla facilisis at vero eros et accumsan et iusto odio dignissim qui blandit praesent luptatum. 2

Month DD, YYYY HH:MM PM

Share Reply Helpful 0 0

Profile Pic
Expert name
City, State
Badge1
Badge2

Condition 30 – Nested Answer

- when user reply's to a comment there should be an indentation to distinguish the threaded conversation
- all nested comments should begin with "in response to {Username}"

in response to {Username}
Consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci suscipit lobortis nisl ut aliquip exconsequat.

Month DD, YYYY HH:MM PM

Share Reply Helpful 0 0

Profile Pic
Username
City, State
Badge1
Badge2

Condition 40 – User's Own Answer

- when a logged in user views his or her own comment, the comment has a "Delete Comment" link
- report a concern icon will not be displayed

Answer 2 Consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci suscipit lobortis nisl ut aliquip ex consequat. Duis autem vel eum iriure dolor in hendrerit in vulputate velit esse molestie consequat, vel illum dolore eu feugiat nulla facilisis at vero eros et accumsan et iusto odio dignissim qui blandit praesent luptatum.

Month DD, YYYY HH:MM PM

Share Reply Delete Comment 40.10.10-Deleting Answer Helpful 0 0

Profile Pic
Username
City, State
Badge1
Badge2

FUNCTIONAL SPECIFICATIONS

1 – Expert Answer
Description: all expert answers should be grouped together and surfaced before community answers.

2 – Relevant Keywords
Type: hyperlink
Description: these hyperlinked key terms will be generated by experts via the expert moderation tool. Experts can include resources, information to services, or products via these links in their responses.
Action: on click
Functionality: On click, information layer appears

Refrigerator Repair from Sears Home Services
image
Starting at $129.99
Schedule Now

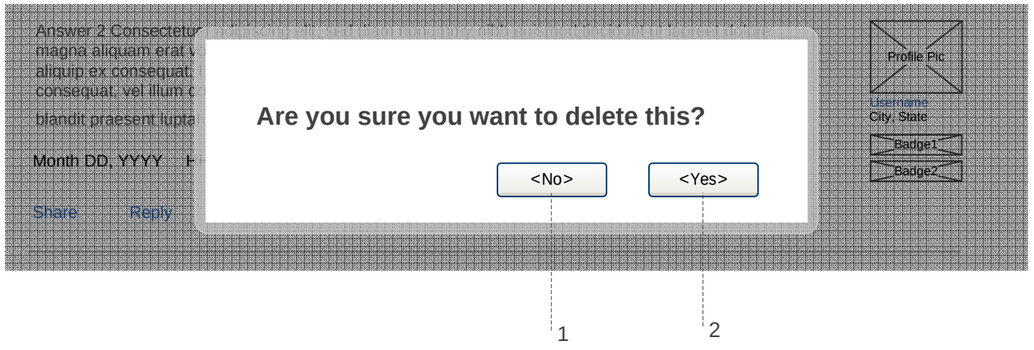
Answer 2 Consectetuer adipiscing elit, se
tinciduntlaoreet dolore magna aliquam er
quis nostrud exerci {**relevant keyword**}
autem vel eum iriure dolor in hendrerit in
illum dolore eu feugiat nulla facilisis at ve
qui blandit praesent luptatum.

Future Phase

Component 40.10.10 - Deleting Answer

Condition 10 – User's Deletes Own Answer

- After a logged in user views clicks on "Delete Comment" link, the user is prompted to confirm deletion of answer via a modal.



FUNCTIONAL SPECIFICATIONS

1 – No

Type: html button
Action: on click
Functionality: On click, modal closes.

2 – Yes

Type: html button
Action: on click
Functionality: On click, user's comment is removed from the thread and modal closes.

View 50: Searching for Answers

COMMUNITY NAVIGATION ELEMENTS

{Category} Q&As

50.10-
Q&A
Search

Post your question.

{how do I redee}

Next

Questions within {category}

<**how do I redee**m rewards points>

<**how do I redee**m bonus points>

<**how do I redee**m rewards points>

<**how do I redee**m bonus points>

<**how do I redee**m member rewards>

<**how do I redee**m electronic gift cards>

<**how do I redee**m shop your way rewards points>

Sort by Newest

text- question headline- Consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam.

Lorem ipsum dolor sit amet, consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat...more

April 12, 2012 11:20 AM {#} answers {#} expert answers {#} views

Share Reply Helpful 0 0

Profile Pic Username City, State Badge1 Badge2

text- question headline- Consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam.

Lorem ipsum dolor sit amet, consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat...more

April 12, 2012 11:20 AM {#} answers {#} expert answers {#} views

Share Reply Helpful 0 0

Profile Pic Username City, State Badge1 Badge2

text- question headline- Consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam.

Lorem ipsum dolor sit amet, consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat...more

April 12, 2012 11:20 AM {#} answers {#} expert answers {#} views

Share Reply Helpful 0 0

Profile Pic Username City, State Badge1 Badge2

We are here to help.

Username City, State
Last Posted on Sep 21, 2011
Badge1 Badge2

Username City, State
Last Posted on Sep 21, 2011
Badge1 Badge2

Username City, State
Last Posted on Sep 21, 2011
Badge1 Badge2

See All Experts

Expert Module

REFERENCE: WIREFRAME
ECOM6064 Community - QA modules 2012-05-18 v01.pdf, Expert Module

Featured Questions

Customer Service
Problems with Customer Service & Refund
Share {#} answers | {#} views | {#} expert answers

Another questions asked by member in Customer Service Section?
Share {#} answers | {#} views | {#} expert answers

Yet another question also about Cust service.
Share {#} answers | {#} views | {#} exp

Delivery
Why is it that Kmart seems like more fun?
Share {#} answers | {#} views | {#} expert answers

See All Customer Service Questions

Featured Questions

REFERENCE: WIREFRAME
ECOM6064 Community - QA modules 2012-05-18 v01.pdf, Featured Questions Module

View 60: Posting a Question

COMMUNITY NAVIGATION ELEMENTS

Q&As (All Categories)

Got a question? Ask, search, and find your answer right here.

Post your question.

Screen Name Required

10.07 – Screen Name

Your Question Required

text-user's submitted question- lorem ipsom adipsching elit sed diam nonumy nibh eusmod tindidunt ut laoree dolore magna aliqum erat.

Add more details (Optional)

Category Required

Choose the category that best matches your question.

Select

Tag(s) Required

Choose the tags that best match your question. You can choose up to five.

{suggested tag 1} {suggested tag 2} {suggested tag 3} {suggested tag 4}

{suggested tag 5} {suggested tag 6} {suggested tag 7} {suggested tag 8}

Optional
Add a link
Upload Media

REMOVE

Functionality only available for expert moderation tool.

Also send your question to an expert.

Post Cancel

50.10- Q&A Search

April 12, 2012 11:20 AM {#} answers {#} expert answers {#} views

Share Reply

Helpful 0 0

City, State
Badge1
Badge2

text- question headline- Consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam.

Lorem ipsum dolor sit amet, consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat...more

Profile Pic
Username
City, State
Badge1
Badge2

April 12, 2012 11:20 AM {#} answers {#} expert answers {#} views

Share Reply

Helpful 0 0

We are here to help.

Username City, State
Last Posted on Sep 21, 2011
Badge1 Badge2

Username City, State
Last Posted on Sep 21, 2011
Badge1 Badge2

Username City, State
Last Posted on Sep 21, 2011
Badge1 Badge2

See All Experts

Expert Module

REFERENCE: WIREFRAME
ECOM6064 Community - QA modules 2012-05-18 v01.pdf, Expert Module

Featured Questions

Customer Service
Problems with Customer Service & Refund
Share {#} answers | {#} views | {#} expert answers

Another questions asked by member in Customer Service Section?
Share {#} answers | {#} views | {#} expert answers

Yet another question also about Cust service.
Share {#} answers | {#} views | {#} exp

Delivery
Why is it that Kmart seems like more fun?
Share {#} answers | {#} views | {#} expert answers

See All Customer Service Questions

Featured Questions

REFERENCE: WIREFRAME
ECOM6064 Community - QA modules 2012-05-18 v01.pdf, Featured Questions Module

View 65: Posting A Question, Errors

COMMUNITY NAVIGATION ELEMENTS

Q&As (All Categories)

Got a question? Ask, search, and find your answer right here.

Post your question.

Screen Name Required

10.07 – Screen Name

<Please enter a valid screen name..>

Love it because you can't change it.
This is how you will be known on the site.

Screen Name Guidelines
- 2 – 18 characters
- Letters, numbers, underscores, dashes & periods only
- No spaces or profanity

Your Question Required

1

Add more details (Optional)

Category Required

Choose the category that best matches your question.

2 Select

Tag(s) Required

Choose the tags that best match your question. You can choose up to five.

3

{suggested tag 1} {suggested tag 2} {suggested tag 3} {suggested tag 4}
{suggested tag 5} {suggested tag 6} {suggested tag 7} {suggested tag 8}

Optional
Add a link
Upload Media

REMOVE

Functionality only available for expert moderation tool.

Also send your question to an expert.

Post Cancel

text- question headline- Consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam.

Lorem ipsum dolor sit amet, consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat...more

April 12, 2012 11:20 AM {#} answers {#} expert answers {#} views

Share Reply Helpful 0 0

Profile Pic
Username
City, State
Badge1
Badge2

We are here to help.

Username City, State
Last Posted on Sep 21, 2011
Badge1 Badge2

Username City, State
Last Posted on Sep 21, 2011
Badge1 Badge2

Username City, St
Last Posted on Sep 21, 2
Badge1 Badge2

See All Experts

Expert Module

REFERENCE: WIREFRAME
ECOM6064 Community - QA modules 2012-05-18 v01.pdf, Expert Module

Featured Questions

Customer Service
Problems with Customer Service & Refund
Share {#} answers | {#} views | {#} expert answers

Another questions asked by member in Customer Service Section?
Share {#} answers | {#} views | {#} expert answers

Yet another question also abou service.
Share {#} answers | {#} views

Delivery
Why is it that Kmart seems like more fun?
Share {#} answers | {#} views | {#} expert answers

See All Customer Service Questions

Featured Questions

REFERENCE: WIREFRAME
ECOM6064 Community - QA modules 2012-05-18 v01.pdf, Featured Questions Module

FUNCTIONAL SPECIFICATIONS

1 – Question Error In Focus
Description: when in focus, the follow error message should be displayed

<Your Question> Required

Please enter your question. (Must be at least 3 characters.)

Add more details (Optional)

2 – Category Error In Focus
Description: when in focus, the follow error message should be displayed

Category Required

Choose the category that best matches your question.

Please choose a category.

2 – Tag Error In Focus
Description: when in focus, the follow error message should be displayed

Tag(s) Required

Choose the tags that best match your question. You can choose up to five.

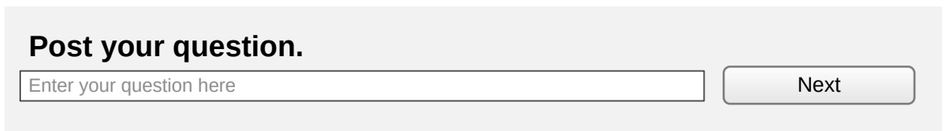
{suggested tag 1} {suggested tag 2} {suggested tag 3} {suggested tag 4}
{suggested tag 5} {suggested tag 6} {suggested tag 7} {suggested tag 8}

Please choose at least one tag.

Component 50.10- Q&A Search (1 of 3)

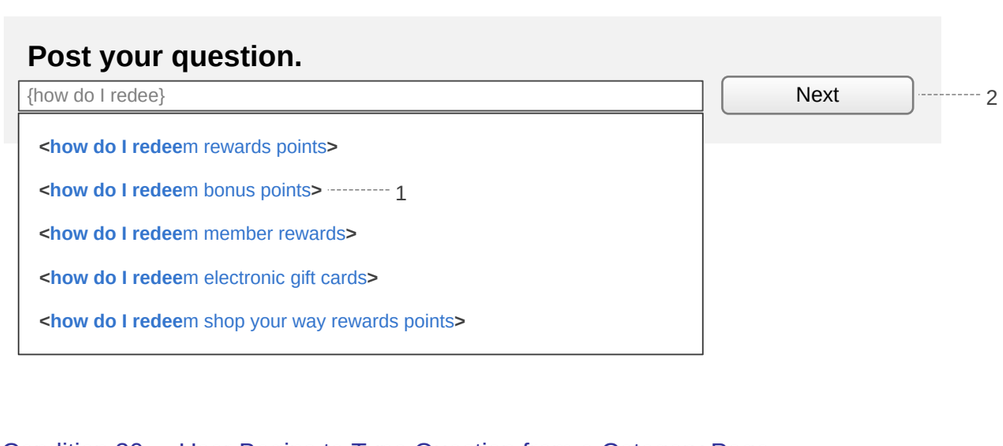
Condition 10 – Default View

- user is able to enter a question within the search box
- 250 chars max.



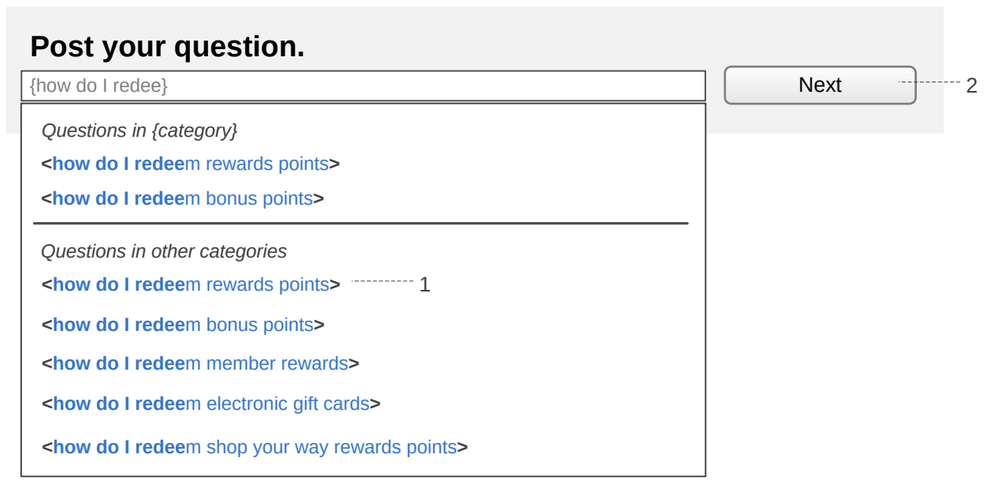
Condition 20 – User Begins to Type Question from All Q&As Landing Page

- as user types question, the system should begin commence auto suggesting similar questions
- auto suggestion will commence on the second char entered in the search box (same as sears.com)
- the suggested questions can be from any category



Condition 30 – User Begins to Type Question from a Category Page

- as user types question, the system should begin commence auto suggesting similar questions
- if user is interacting with the Q&A search from within a particular category, suggested questions from that particular category should be suggested first.



Condition 40 – User Enters Question

- user continues with their specific question

FUNCTIONAL SPECIFICATIONS

1 – Auto suggested questions

Type:	hyperlink
Action:	on click
Functionality:	On click, page turn to the Q&A detail page for that question.

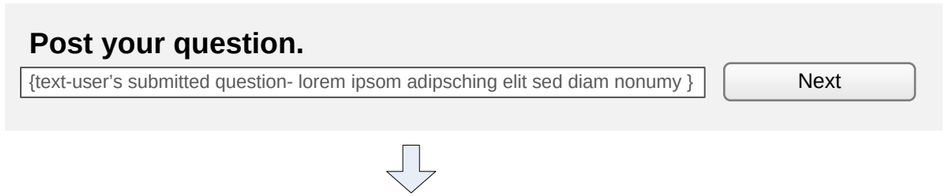
2 – Next button

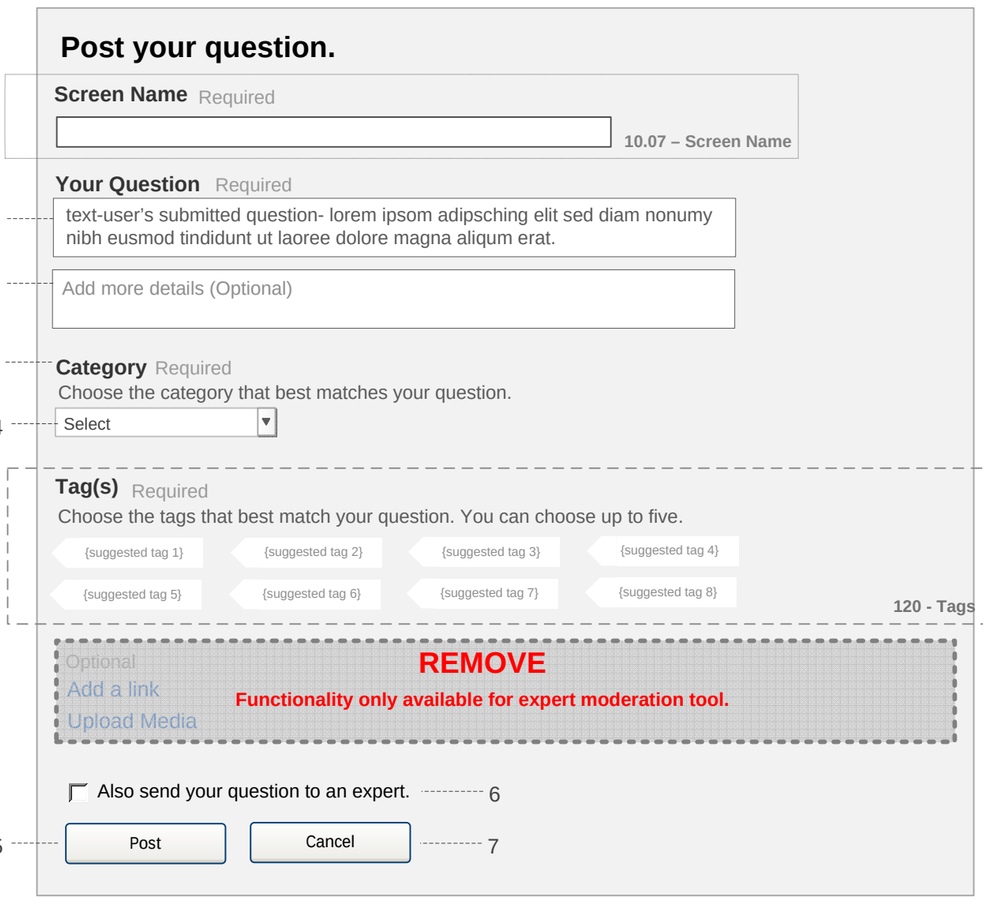
Type:	html button
Action:	on click
Functionality:	On click, system accepts user's entered question and begins the posting a question process. The search section extends downward on page.
Condition:	the next button will no longer appear on the UI when user submitting question information for posting.

Component 50.10- Q&A Search (2 of 3)

Condition 50 – User Clicks on Next

- on click, animation occurs expanding the search section downward and inline
- as downward animation occurs, components are revealed to user





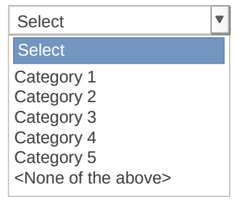
FUNCTIONAL SPECIFICATIONS

1 – User question
Type: textbox
Description: user can edit submitted question within this textbox. If user adds text to the question, the textbox should expand downward to accommodate chars.

2 – Ad more details (Optional)
Type: textbox
Description: user can add supplemental information about their question
Functionality: when user clicks within the textbox, the grey text will disappear.

3 – Category question
Type: text
Condition: category question is only displayed if user is submitting question from the Q&A all categories landing page; the category question is not needed when user is already within a particular category page.

4– Category dropdown
Type: drop down
Default: Select
Action: on click
Functionality: On click, menu is displayed showing available category values. Categories are determined by content team.



5 – Post
Type: html button
Action: on click
Functionality: On click, section reloads to show confirmation message (Component 50.10 – Q&A Search 3 of 3)
Targets: Component 50.10 – Q&A Search Condition 60 or 70

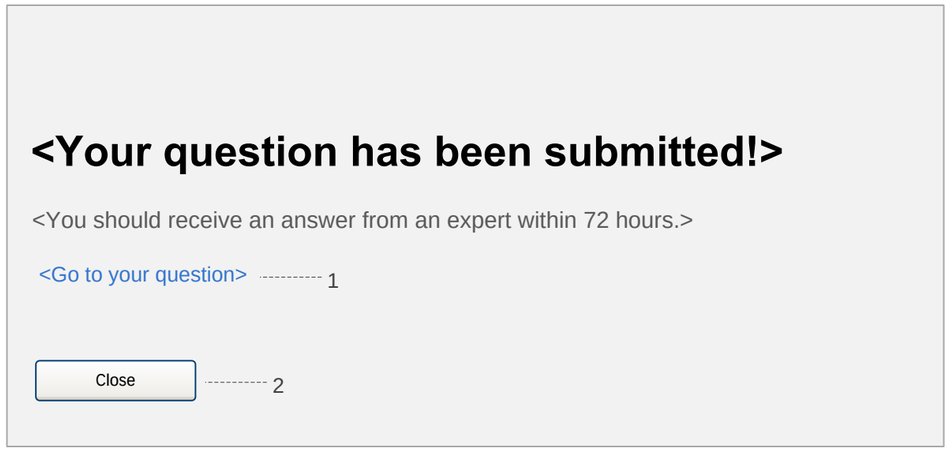
6 – Expert Option
Type: checkbox
Action: on click
Functionality: when a user clicks post, an expert will be notified via email to help answer the user's question.

7 – Cancel
Type: hyperlink
Action: on click
Functionality: collapses the extended section and reverts UI to state prior to clicking the Next button (Component 50.01 Condition 40).

Component 50.10 - Q&A Search (3 of3)

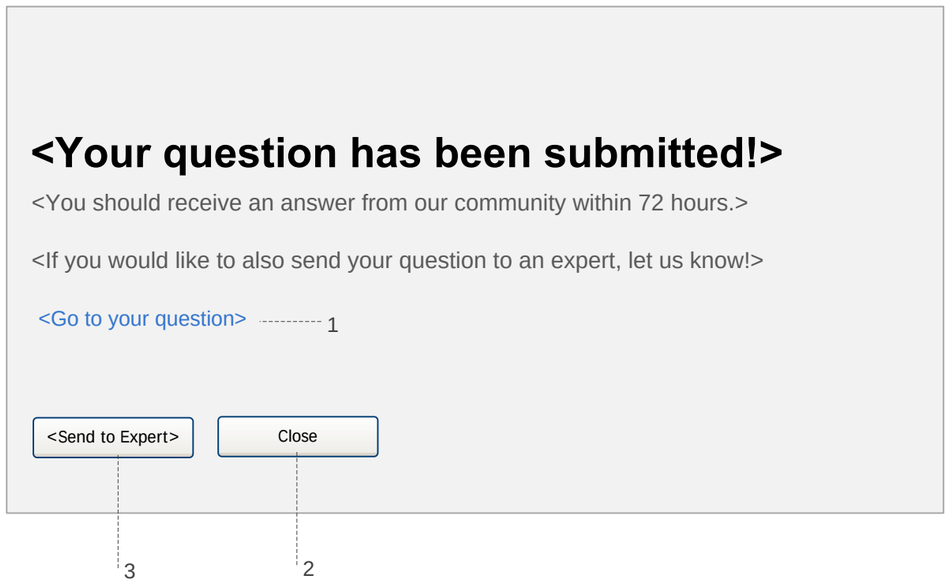
Condition 60 – Answer Confirmation with Expert Checkbox selected

- after user clicks “post” button, expanded area will reload and show confirmation message
- this message displays if user previously opted to send question to an expert.



Condition 70 – Answer Confirmation w Opportunity to Send to Expert

- after user clicks “post” button, expanded area will reload and show confirmation message
- this message displays if user previously DID NOT opt to send question to an expert.
- user has final opportunity to notify expert of the question



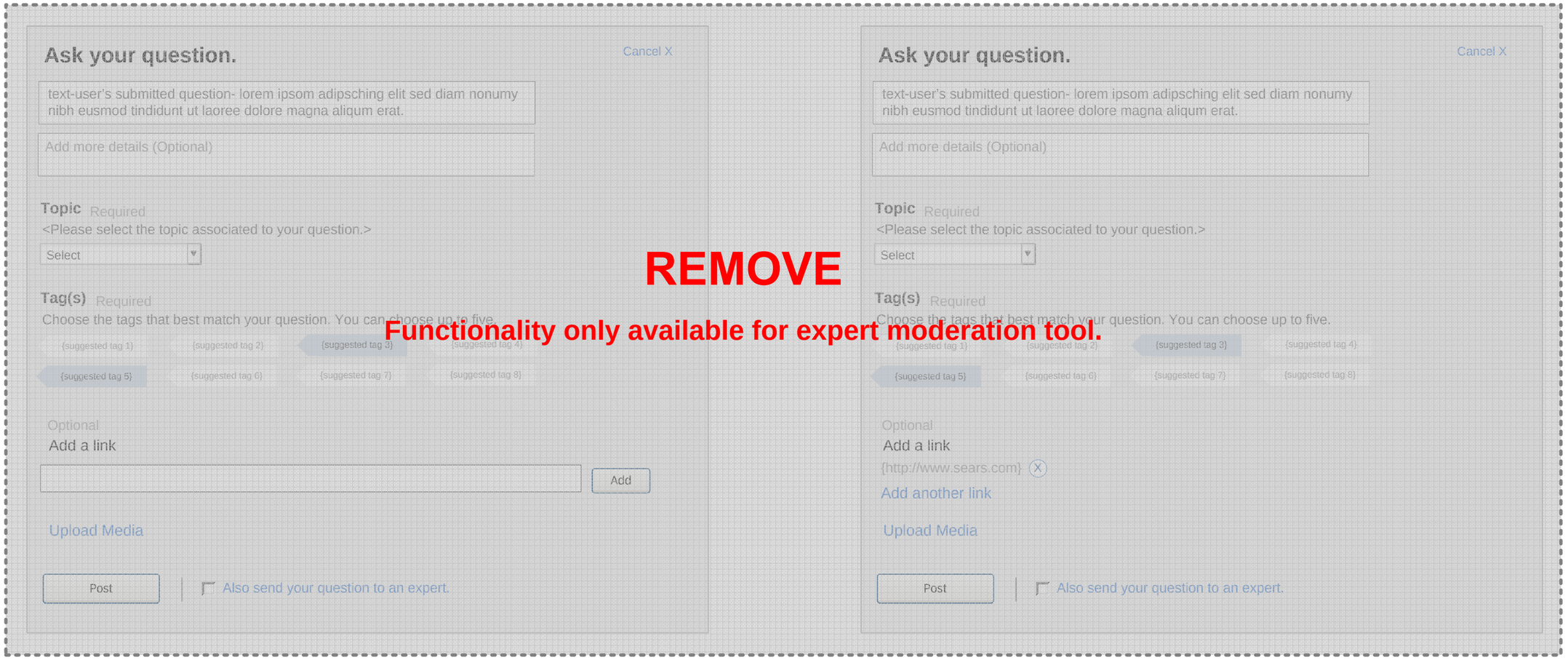
FUNCTIONAL SPECIFICATIONS

1 – User question link
Type: hyperlink
Action: on click
Functionality: On click, page turn to the Q&A detail page.

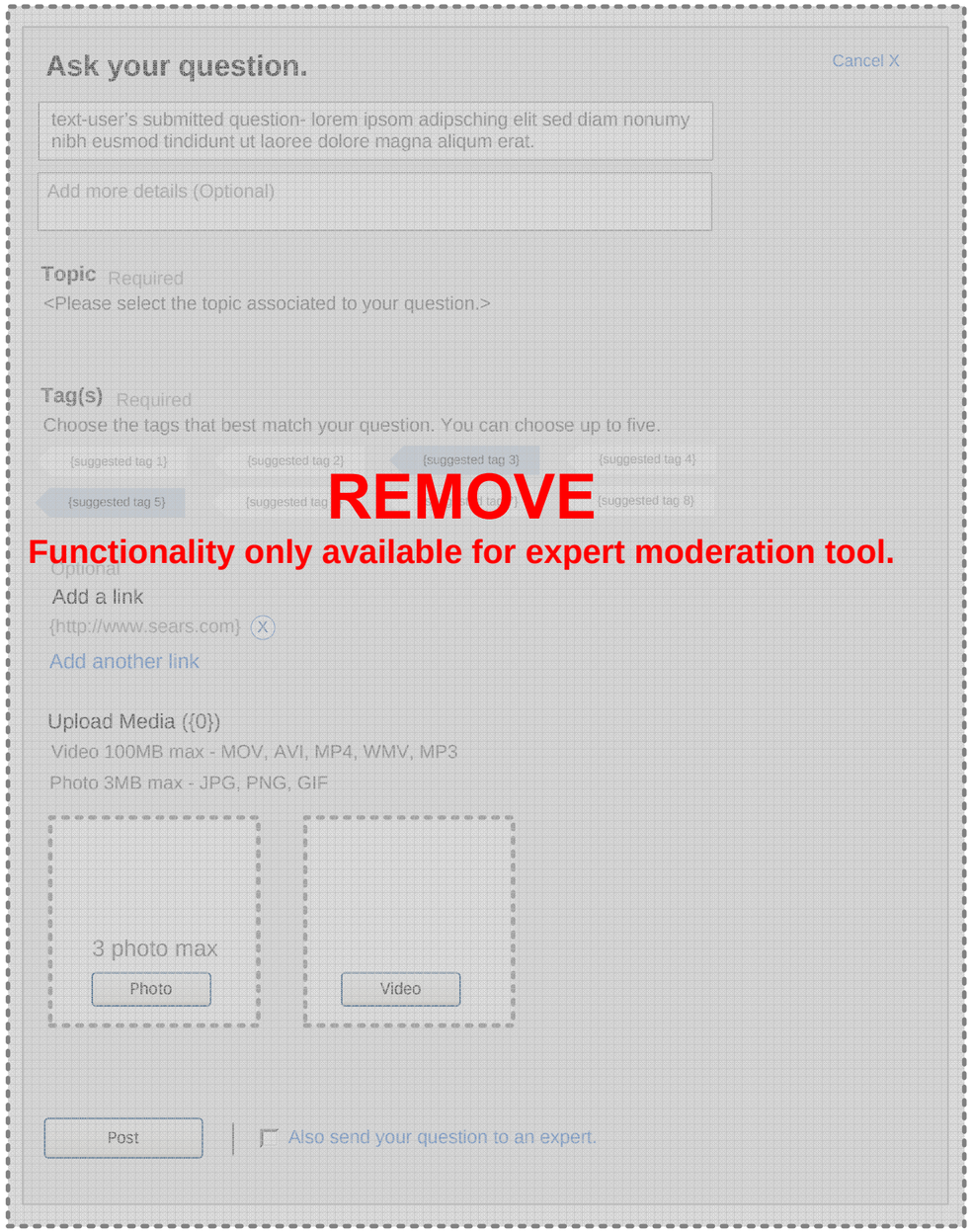
2 – Close
Type: html button
Action: on click
Functionality: On click, closes the expanded section and reverts UI back to Condition 10.

3 – Send to Expert
Type: html button
Action: on click
Functionality: on click, an expert will be notified via email to help answer the user’s question.
Target: condition 60

Question: Add a Link



Question: Upload Media



Global Header

Logged Out

Order of the navigation is flexible. The dropdowns within each are also flexible.

Signed-In

FUNCTIONAL SPECIFICATIONS

1 – Associate & Vendor Link

Type: hyperlinlk

Condition: only to appear on the myKmart version of the site

Functionality: page turn to https://www.mykmart.com/portal45/mypage/mypage.asp?UserID=2&

NOTE:

All copy is FPO.