<h1 style="color:red; text-align:center;">UNSW Memes planning report:</h1>

Elicitation:

Interview Questions:

1. Please tell us about your experience with popular communication platforms in a team setting?
2. What are some of the issues you faced when using these communication tools (i.e facebook, instagram, twitter)

Responses:

- Usage of several communication and networking platforms such as discord, microsoft teams, and zoom when working in big groups.
- One of the issues that have been raised is that important messages may get lost in a long chain of notifications which makes it hard to track

3. How do you manage conversations and chats across multiple social media platforms to keep track of important messages

Responses:

- Some social media platforms allow users to prioritize certain notifications. This ensures that they can at least easily keep track of conversation that is important to them.

4. How easy do you find it to organize these pictures or other visuals using your preferred communication platform?

Responses:

- On occasion, it can be hard to find specific pictures. Some users suggest that a large search library of visual aids could be rather helpful and can be used to categorize and keep track of everything, which would save some users a lot of time.

Analysis & Specification (Cases):

From the perspective of the user, the interviewees suggested that as a user, they would ideally like to be able to freely search for specific kinds of photos or messages using their preferred communication tool such as instagram or facebook. Large communication platforms such as instagram and facebook make navigation of photos and messages fairly tedious, such as continuous scrolling to find what's needed.

Function implementations when it comes to effectively searching for messages
- The platforms search function should not only be easily accessible but also filter out messages based on keywords, titles or descriptions.
- In addition to this, some users suggested that there should be an option where the user can create their own folders in order to save and collect important starred messages for easy reference and access later on.

Case for user:
From the perspective of the user, the user should be able to easily keep track of all important messages and conversations across multiple social platforms.The user firstly opens the communication platform and then navigates to the messages tab. They can then view their most recent conversations across multiple social platforms which include facebook messenger, instagram messages, and whatsapp.

The user then notices that the messages in whatsapp was placed on a higher priority then the other platforms. The user can then star the message to mark it as either a favourited message or to mark it as an important message. The user then receives a new message in the chat to suggest that the message favorited or starred is important.This makes it much easier for the user to respond quickly. The user then has the option to filter all the messages across all platforms and view all the important messages on one platform.

Potential Issues:
1. Difficulty in accessing and managing messages across multiple social media platforms
2. Limited filtering and search functionalities
3. Not being able to mark conversations
Possible solution in state diagram:
- Being able to filter conversations and manage important messages across multiple platforms. Having a singular platform that can manage and sort important messages saves the user time and allows the user easy accessibility to their important filtered and sorted messages.

State diagram: