

Intermedia Unite app review

My name is Fedor Alexandrov, I'm twenty years old student and I'm a candidate for Intermedia internship. After exploring Intermedia Unite application, I want to list some details from my point of view.

I've had installed Windows and iOS applications and I did the whole list of call tests with another intern candidate, Maryana. Although the main specifics are listed out of Windows application, I've decided to note the mobile app as an ideally developed product where every detail is convenient (for me personally). I will attach screenshots of tested cases below. Let me highlight the features I like the most:

- **User Experience**

At a first glance, Unite was convenient for me as a unprejudiced user. This product is efficient and generally easy to use.

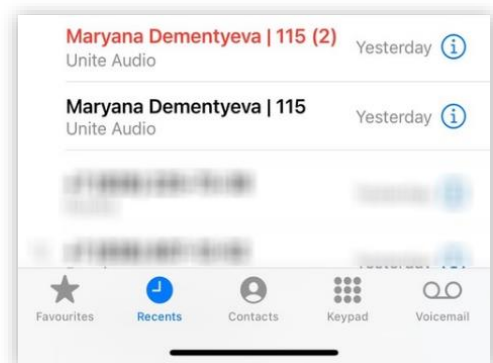
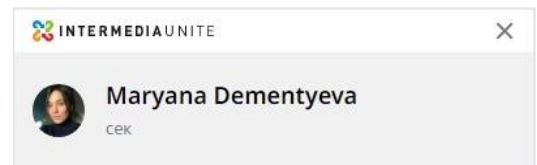
- **Conciseness**

Unite is fit only with useful options: none of them was unhelpful during my application test.

- **Push notifications**

I really love the notification design (on PC). It is minimalistic and pleasant to user's sight.

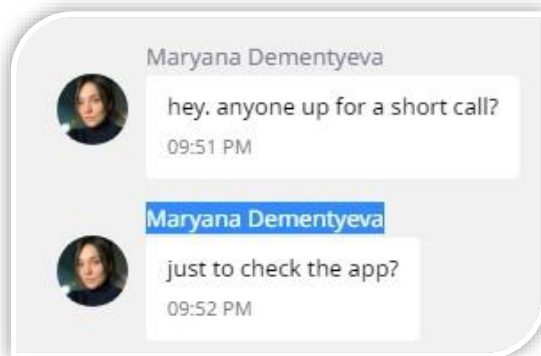
- **User's external number** with ']' symbol in iPhone calls is excellent! This can be one of the most convenient telecom features I've ever seen. Getting off the topic, I used to work as intern system administrator: when you have almost 50 people you daily interact with, sometimes you forget their additional numbers.



These moments are globally describing the ergonomics of the product. I understand, that small things do the biggest impact and make the first impression. Of course, there were the small features I noticed as a user, as such as call parking, call flip - to be honest, I've ran into these functions for the first time. I also like the sound design, notifications, the call beep, the voicemail message.

Nevertheless, I've found a couple of moments I would recommend to elaborate as potential project manager. There are some user stories on the next pages with following acceptance criteria, that ought to clarify my opinion.

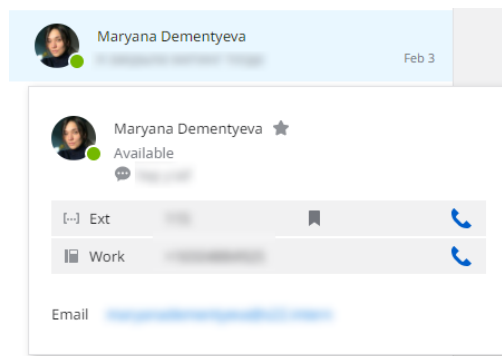
- **US-01: As a chat member, I want to have an ability to click on the user pictures or user names, so that I could obtain an information about him right in chat.**



Acceptance criteria (as a testcase):

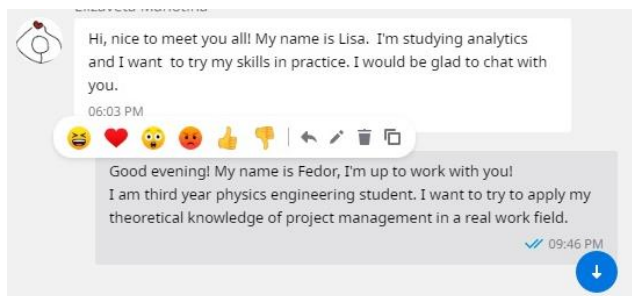
- Scenario: user participates in conversation with N number of members and wants to make a call or obtain an information about another member.
- Given: I am a chat member and I am on the chat page (tab).
- When I move my mouse cursor onto some user's name or profile picture and click onto them...
- Then I see the summary profile information and get a possibility to call or text the user.

For example, we already have this function in a chat list:

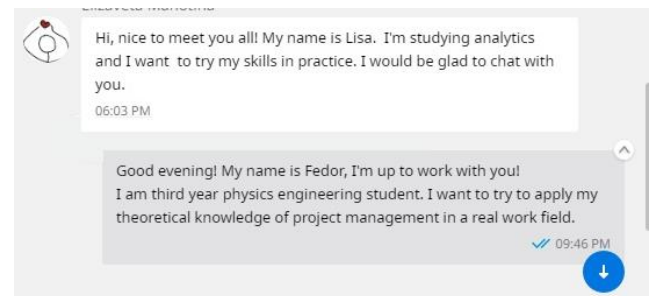


- **US-02: As a chat member, I want emojis, reactions and actions menu to be changed to permanent button on the corner of the message, so that I won't accidentally click on any buttons.**

How it looks like:

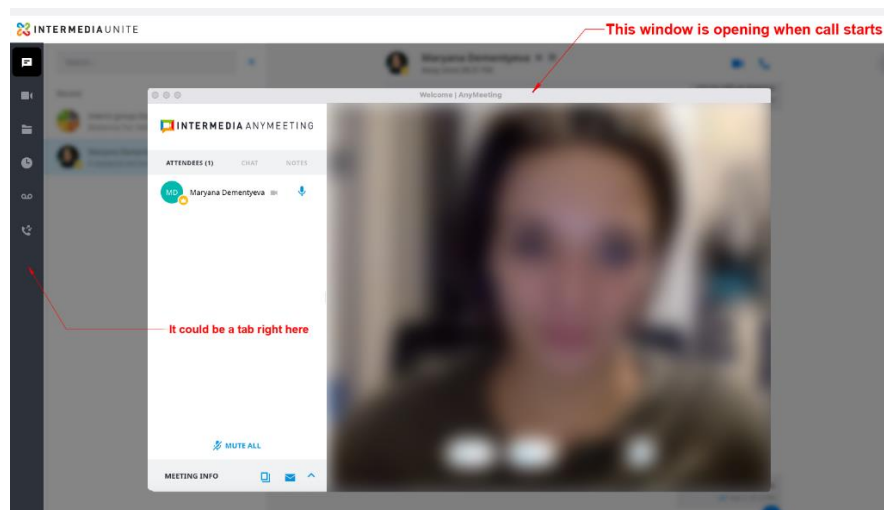


How it might be:



Now, when you click onto small button, the same menu appears. This can also appear after holding the cursor for a half of a second on the button. Menu development is not included in this task scope.

- **US-03: As a video call participant, I want the ‘tete-a-tete’ call to be opened in a new tab on the main screen, so that I will not duplicate windows.**

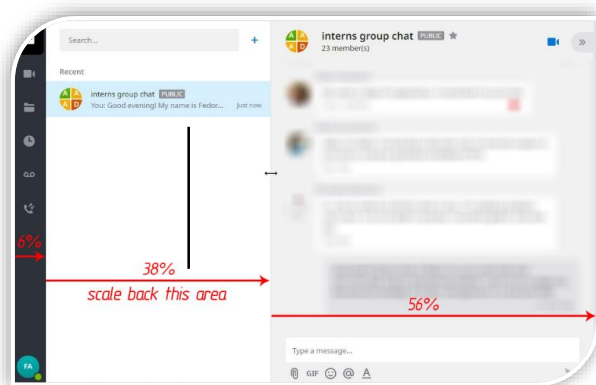


Acceptance criteria (as unfunctional requirements):

1. The tab list is expanded with new button during the call.
2. The icon size is 22x22 px, the tab size in 70x70 px.
3. A new tab can be enlightened with a brighter grey color (to identify the permanent and temporary tab), whilst the icon could be HEX green #2bf01d, for user to understand he's 'on call'.

In simple terms, I would like to split a private video call and group call. I guess, current format of videocall is really comfortable when you have a group of people to call, e.g.: planned meeting, Scrum retrospective, brainstorming et cetera – plural number of participants. When we make a private call, we don't have to leave the main screen, not to duplicate windows.

- **US-04: As an application user, I want to move the parts of the interface, to customize my window.**



Acceptance criteria for this task:

User points his mouse cursor on the border of two blocks, expand icon (shown in the picture) appears, user can compress it approximately to 25% (in scale of attached example) or expand it to 40%.

As a result, chat list block becomes narrow. Text and chosen dialogue compress due to responsive design – it adapts for the size of the window.

P.S.: I like Windows' taskbar. You can make it pinned or customize its position on the screen (move it to the left edge, right edge, or on the top). It's not the necessary point to have this depth of the function, but little shifting of chat list block would be enough.

Hopefully, my appraisal hasn't been shown sharp for you and Unite developers might work over these improvement suggestions. On the other hand, I've just listed some examples that came into my head. I've tried to solve this task creatively and I strongly believe I could help Intermedia team to add or improve some helpful options in the future, to make the product better, considering that I'm really interested in CaaS field.