

SHC ECOM6064 Community Initiative – Featured Q&A Module

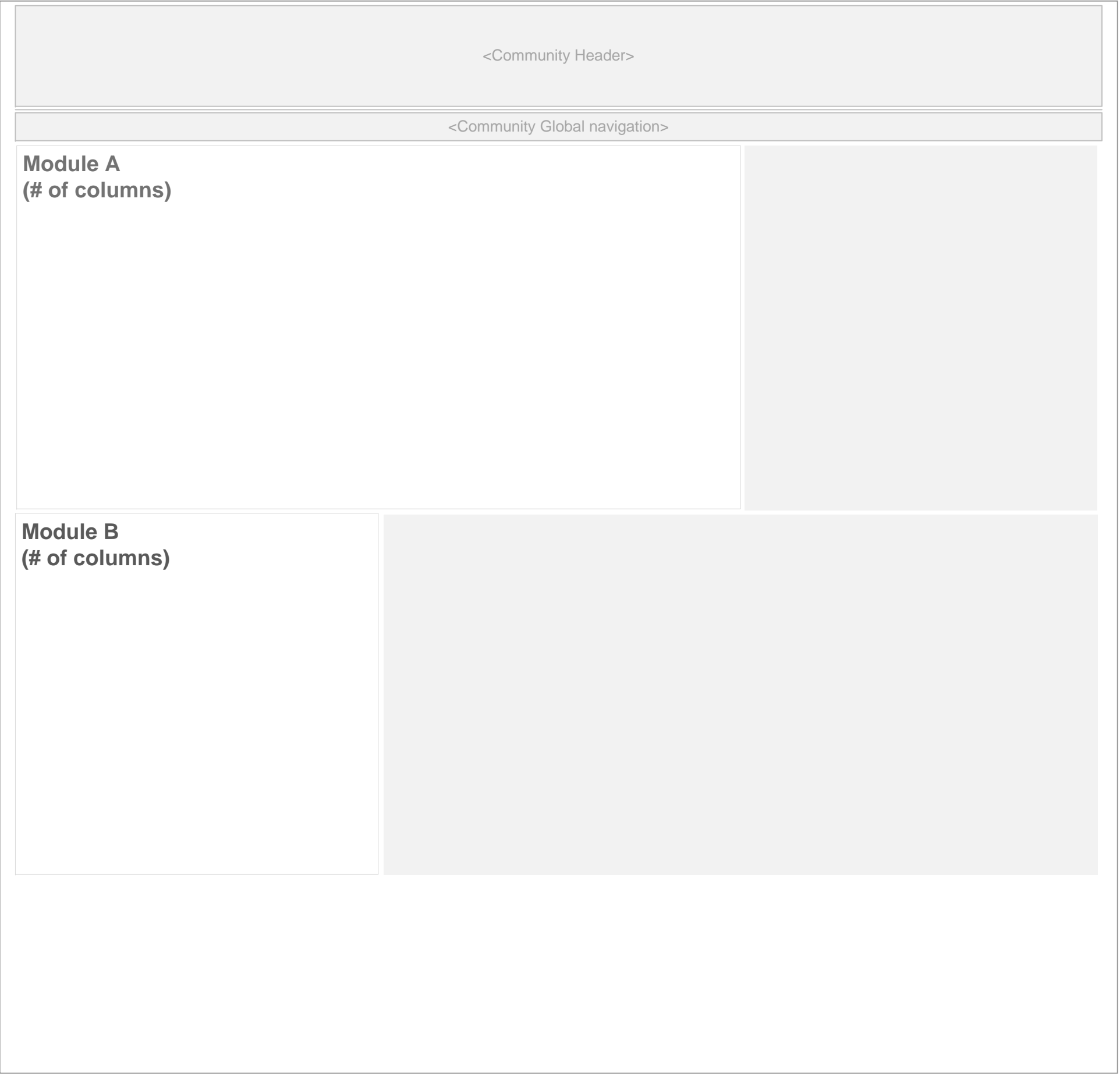
Document Summary

Description	Name
Wireframe Scope	SHC
Brands Covered	Sears and Kmart Communities
Screen ID	ECOM6064
Screen Name	Community Initiative – Featured Q&A Module

Revision History

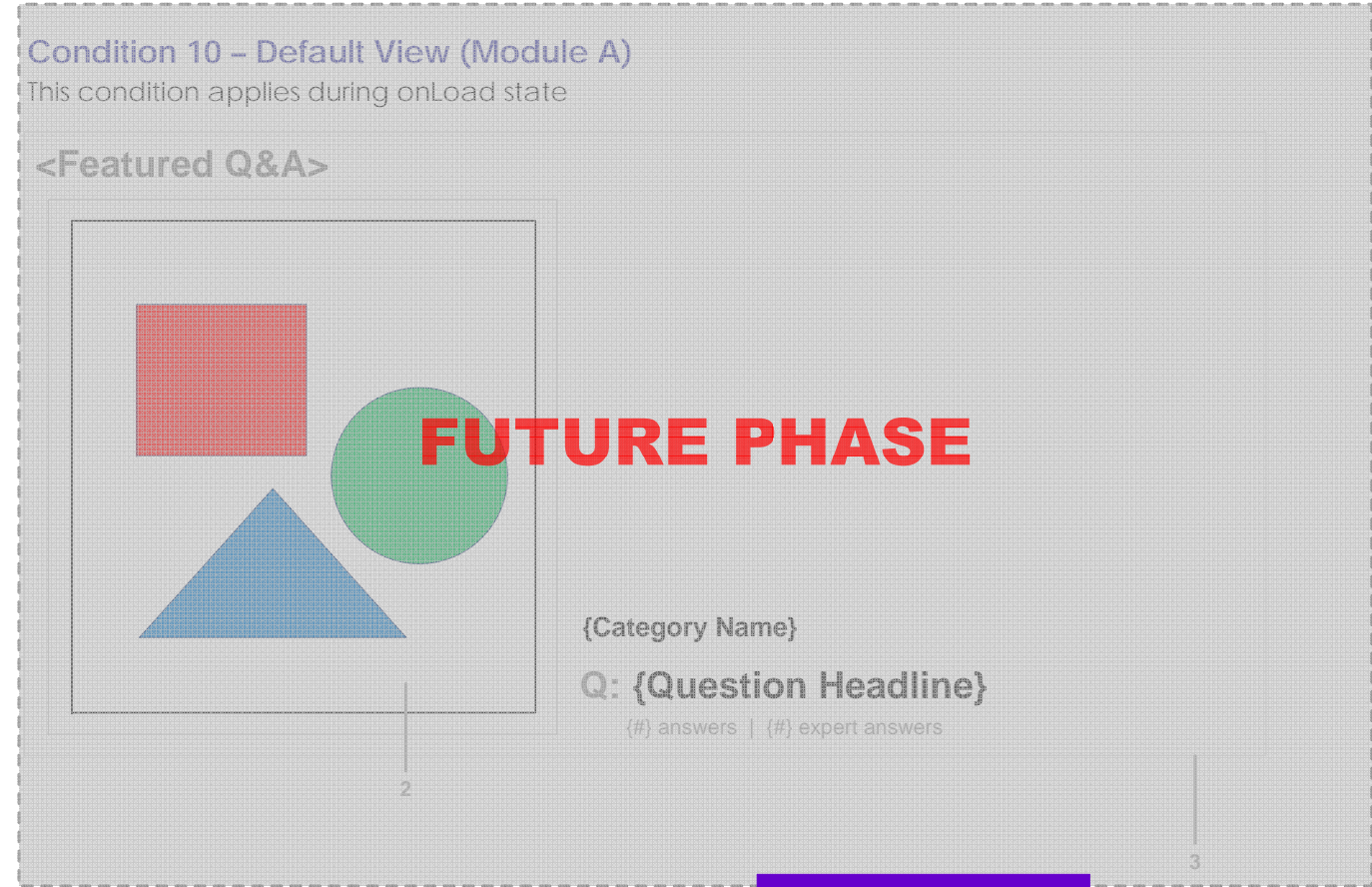
Version	Date	Author	Notes
...			
1.0	05/18/12	S. McClain	Initial draft
2.0	05/25/12	S. McClain	Modification and masked out “Future Phase” after dicussion with developers.
3.0	06/04/12	S. McClain	Cleaned up wires so Zemoga can build wires based on this.

Structural View: Module Variation



—Top fold—

Component View 10: Q&A Progressive disclosure Flow

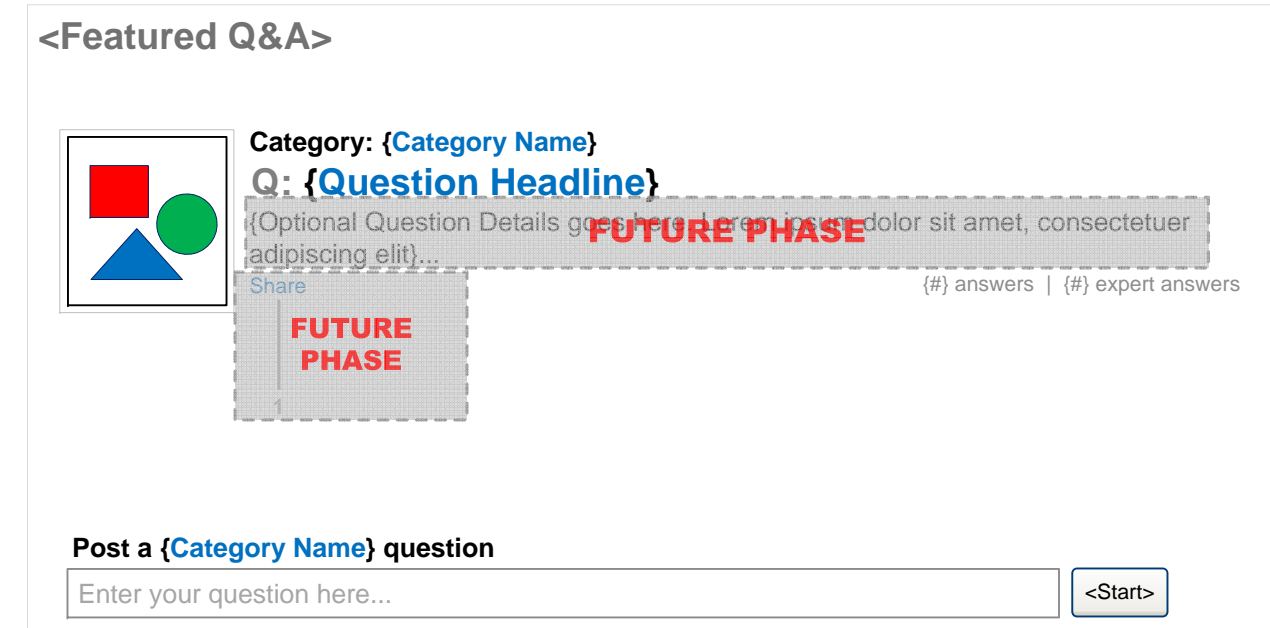


Condition 20 – onHover View (Module A)

This condition applies after onClick

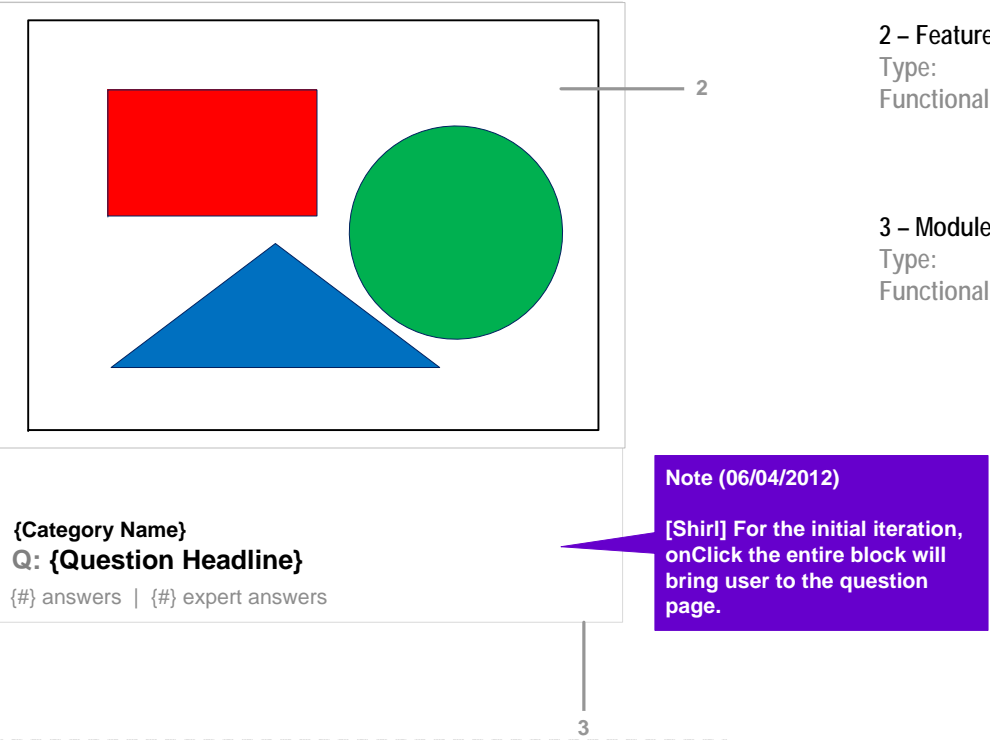
Note (06/04/2012)

[Shirl] For the initial iteration, This will be a default view rather than onHover view.



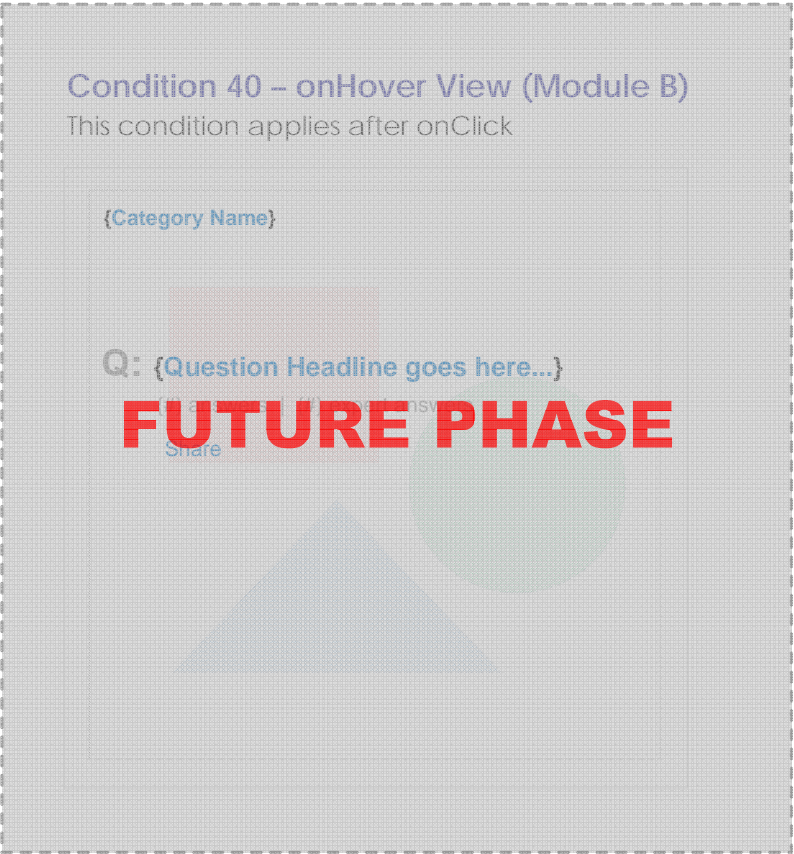
Condition 30 – Default View (Module B)

This condition applies during onLoad state



Condition 40 – onHover View (Module B)

This condition applies after onClick



MODULE CONDITIONS

1 – Share

Type: Hyperlink
Functionality: onlick system will populate the global “Share” capability in a layer format.

2 – Feature Q&A Graphic

Type: Display only image
Functionality: By default, a related category image will be populated, unless admin upload a specific image for the associated content in the admin system..

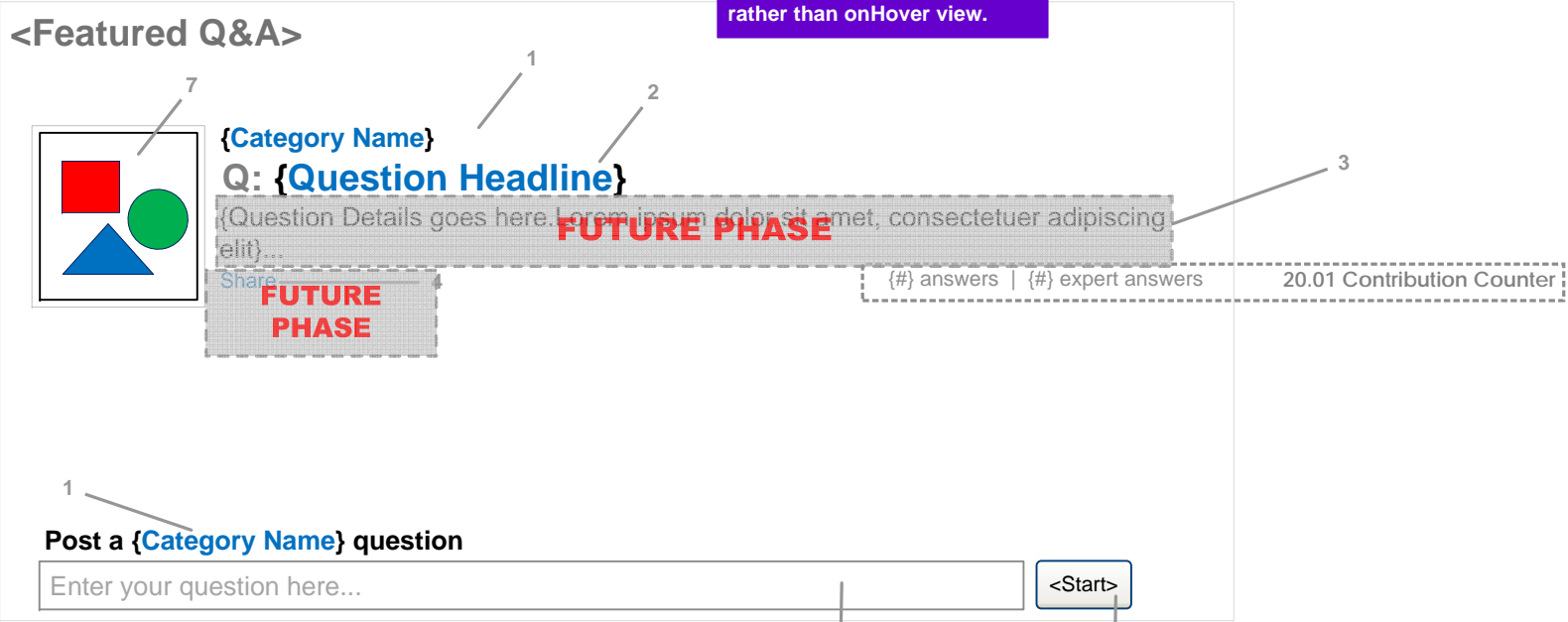
3 – Module Block

Type: Clickable area
Functionality: onlick system will display the onlick View (condition 20 and 40 of this page). onlick View will populate on the same location as the default view, without page refresh. This action is irreversible until session refresh.

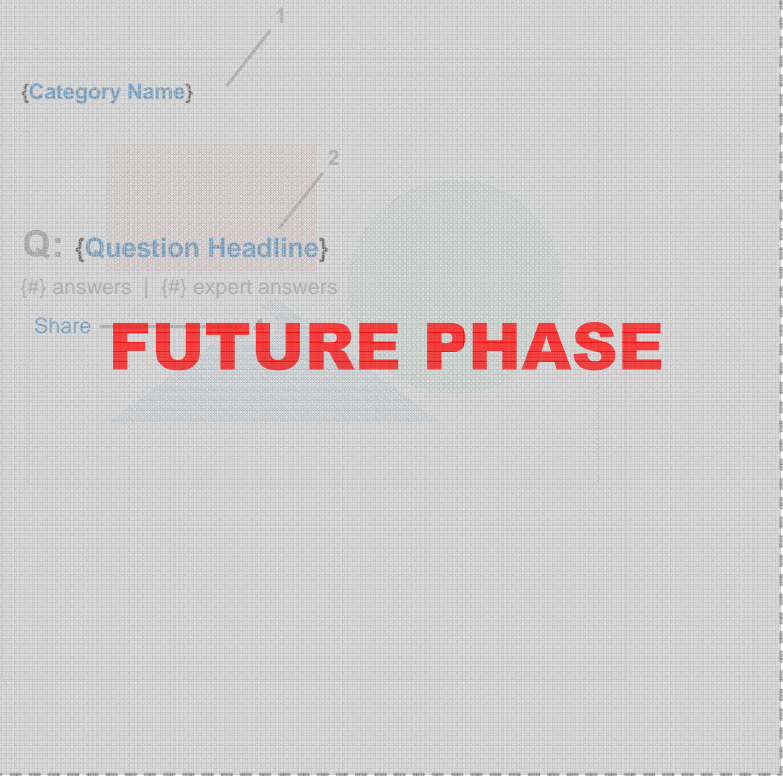
Component View 20: Q&A Modules

Condition 10 – onHover View (Module A)

Note (06/04/2012)
[Shirl] For the initial iteration, This will be a default view rather than onHover view.



Condition 10 – onHover View (Module B)



MODULE CONDITIONS

1 – Category Name
Type: Hyperlink
Functionality: On click, system will bring user to the "Category Landing Page"; Page turn.

2 – Question Headline
Type: Hyperlink
Functionality: onClick, system will bring user to the Question Details Page; Page turn.

3 – Question Details (optional display)
Type: text
Functionality: Optional details of the question should display if available. Content will be truncated with "..." after 250 characters.

4 – Share
Type: Hyperlink
Functionality: onClick system will populate the global "Share" capability in a layer format.

5 – Ask a Question
Type: Textfield
Functionality: Go to reference from "Q&A list" wire "component XX, condition XX"

6 – <Start> button
Type: Call-to-action button
Functionality: onClick, system will bring user to the "Write a question form"; Page turn.

Error condition – If user click on <Start> without filling anything on the associated text field, the following condition will occur...



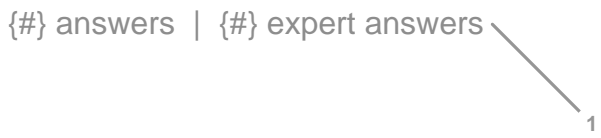
7 – Category Graphic
Type: Image
Functionality: By default, a related category image will be populated, unless admin upload a specific image for the associated content in the admin system..

8 – User Location (optional display)
Type: Text
Functionality: Optional location will be available if they exist in the system profile. Location information should tie to the question rather than the user. Location of the associated question will not change even if user has changed his/her profile location after the content is submitted.

20.01 Contribution Counter

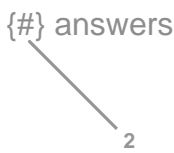
Condition 10 – Default View

This condition applies when:
The question has at least 1 answer
The question has at least 1 expert answer



Condition 20 – at least 1 answer; 0 expert answer

This condition applies when:
The question has at least 1 answer
The question has 0 expert answer



Condition 30 – 0 answer; at least 1 expert answer

This condition applies when:
The question has 0 answer
The question has at least 1 expert answer



Condition 40 – 0 answer; 0 expert answer

This condition applies when:
The question neither answers nor expert answer
Nothing will display in the area when this condition occurs

{EMPTY}

MODULE CONDITIONS

1 – Expert Answer Counter	
Type:	Display
Functionality:	The number of expert answer should not be included as part of the “answer” counter.
1 – Counter	
Type:	Display
Functionality:	Rules of counter display is follow... - If less than 500, it will display the actual number - if more than 500, it will display 500+

Note (05/18/2012)

[Shirl] Need to confirm max characters threshold depends on the layout design by creative team.

3 – Answer (optional display)

Type:

text

Functionality:

Optional answer should display if available.
Content will be truncated with "..." after 250 characters.

Condition 10 – Default View

This condition applies when:
Answer details (optional field) is available.
Only one answer will be displayed.

Rules of displaying the answer:
1 - Display expert answer if available.

If expert answer = 0:
2 - Display most "helpful" answer by user.

If most "helpful" answer by user =0:
3 - Display the latest answer.

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

REMOVED (As of 05/31/2012)

Condition 20 – Default View (not yet reach max char limit)

This condition applies when:
When content doesn't reach the max char limit.

A: Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet.

Condition 30 – 0 answer

This condition applies when:
0 answer is available for the associated question.

{EMPTY}

View 30: Most Popular Questions

Condition 10 – Default View (not yet reach max char limit)

This condition applies when:
When content doesn't reach the max char limit.

Most Popular Questions

{Category Name}

{Question headline goes here}

Share

{#} answers | {#} expert answers

{Category Name}

{Question headline goes here}

Share

{#} answers | {#} expert answers

{Category Name}

{Question headline goes here. Lorem ipsum num laoreet dolore aliquam erat volutpat}...

Share

{#} answers | {#} expert answers

[See All Customer Service Questions](#)

Work in progress...