Cover

SHC ECOM6064   Community Initiative – Featured Q&A Module
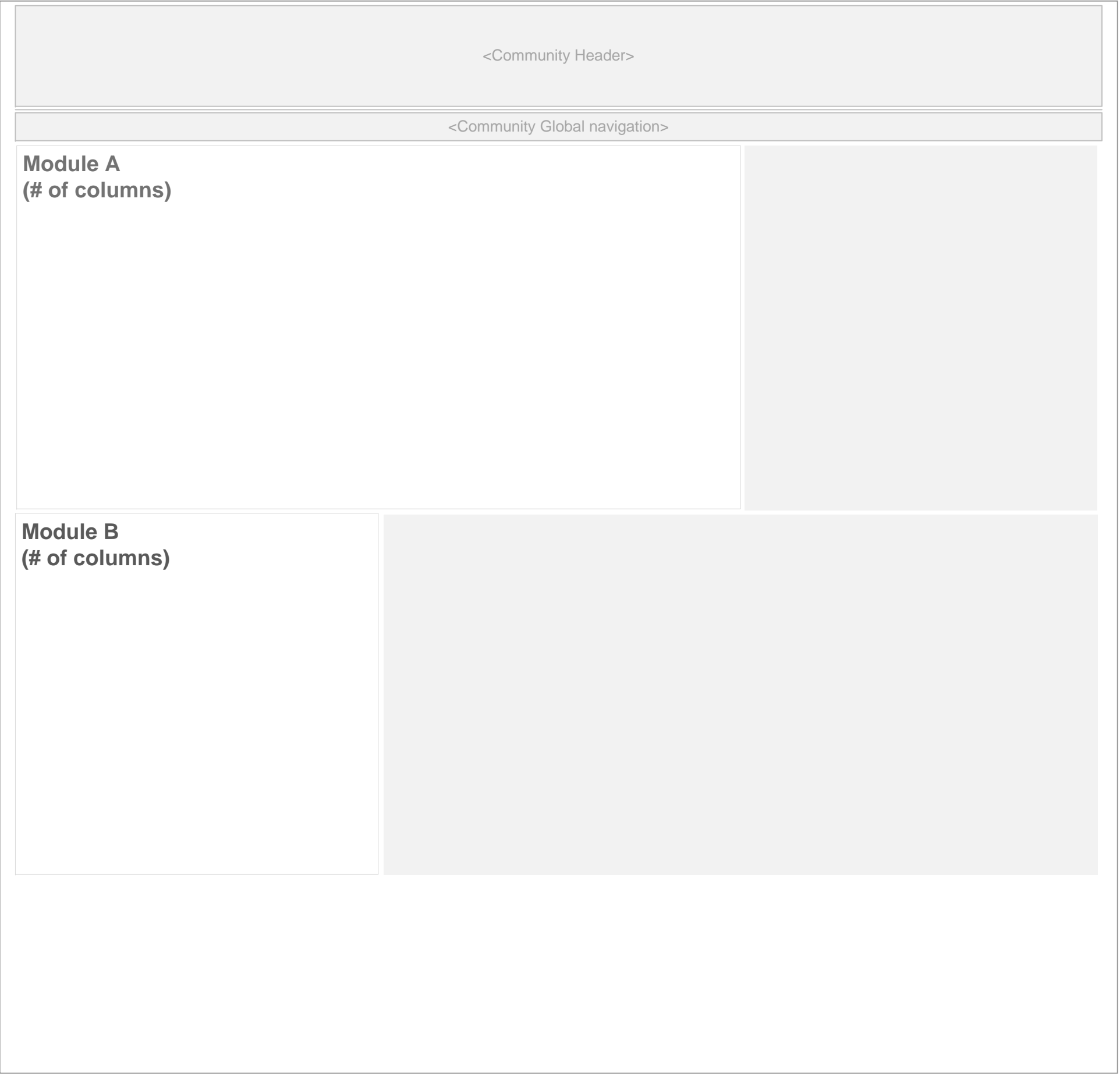
Document Summary

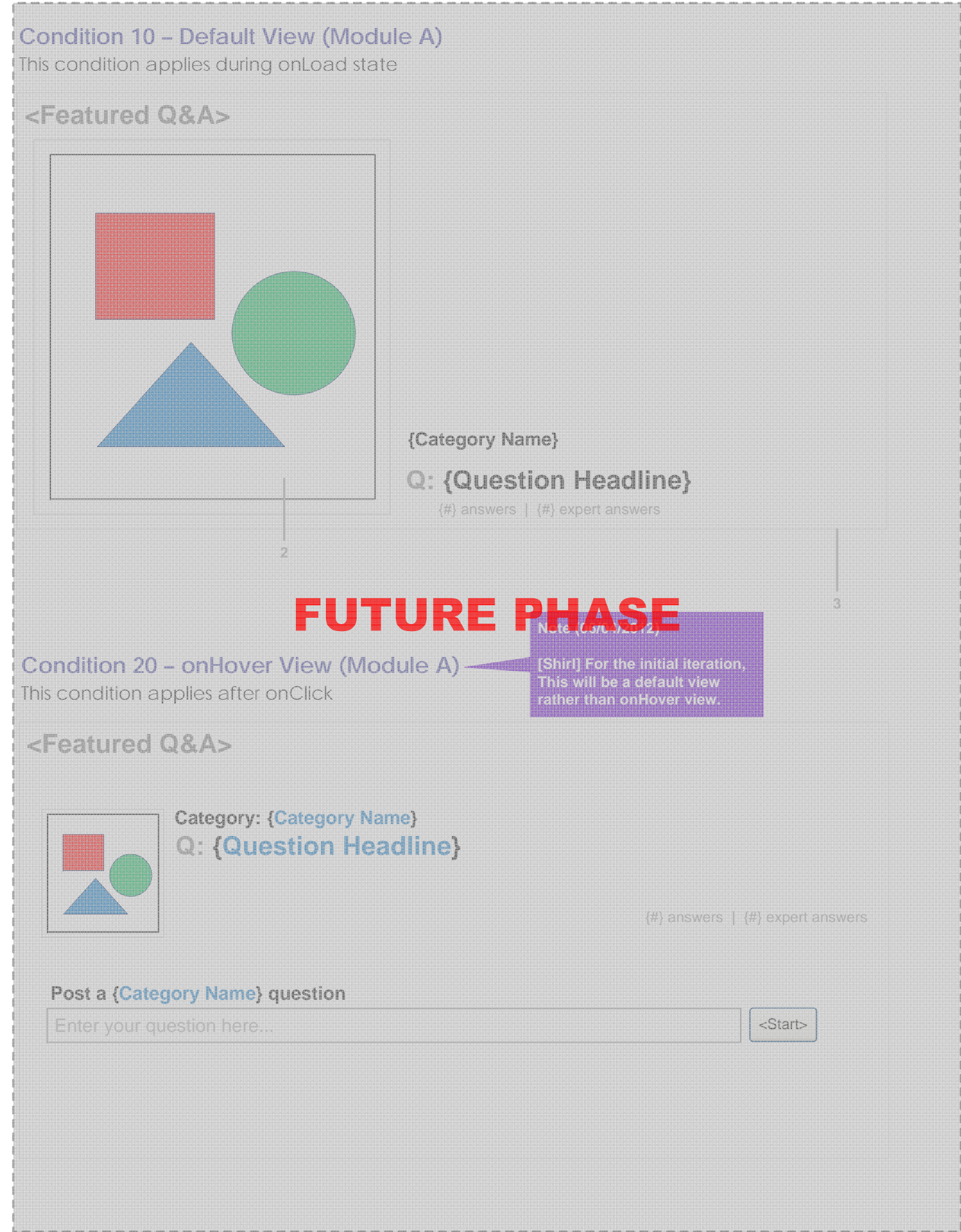| Description	Name
Wireframe Scope	SHC
Brands Covered	Sears and Kmart Communities
Screen ID	ECOM6064
Screen Name	Community Initiative – Featured Q&A Module

Revision History

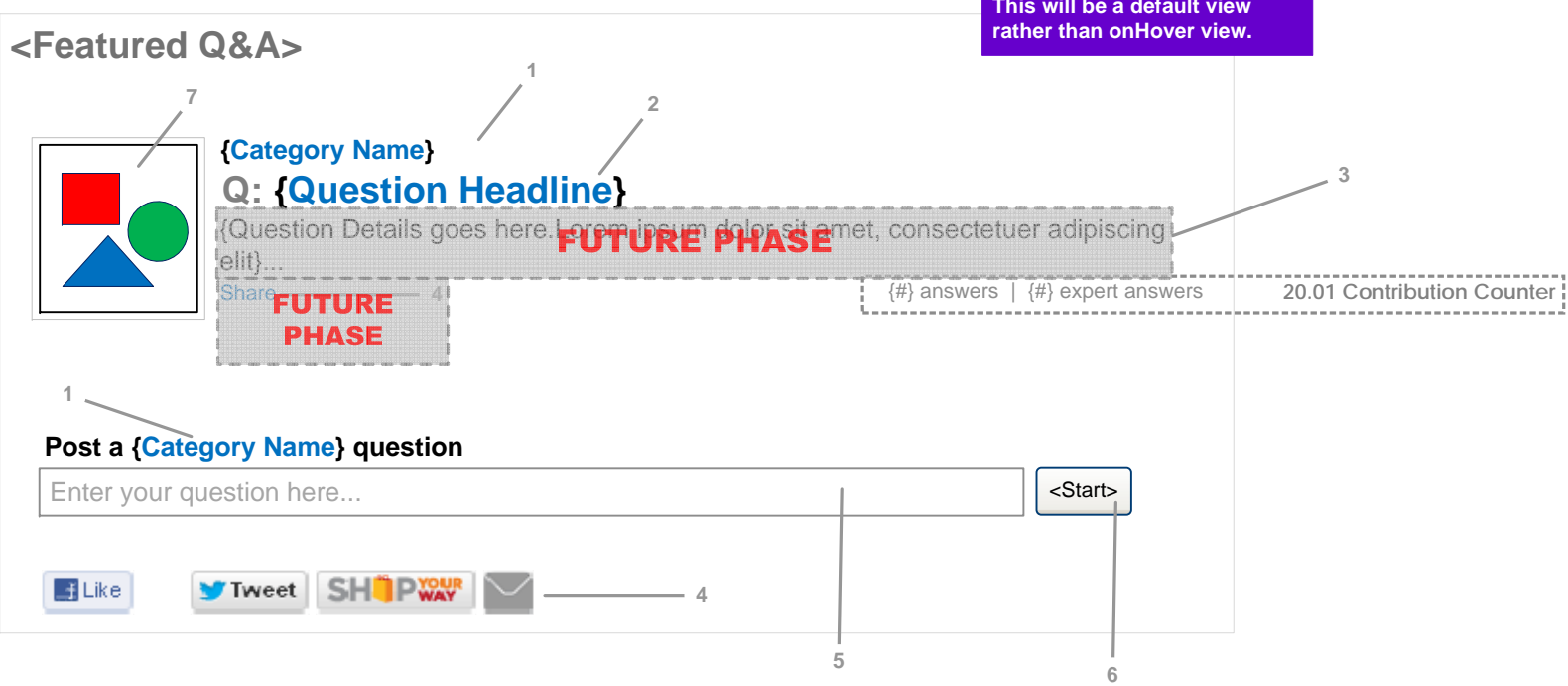| Version	Date	Author	Notes
			...
1.0	05/18/12	S. McClain	Initial draft
2.0	05/25/12	S. McClain	Modification and masked out "Future Phase" after dicussion with developers.
3.0	06/04/12	S. McClain	Cleaned up wires so Zemoga can build wires based on this.
4.0	06/04/12	N. Morales	Most Popular Questions commented and reformatted.

Structural View: Module Variation

<Community Header>

<Community Global navigation>

**Module A
(# of columns)**

**Module B
(# of columns)**

—Top fold—

Component View 10: Q&A Progressive disclosure Flow

Condition 10 – Default View (Module A)
This condition applies during onLoad state

<Featured Q&A>

{Category Name}
Q: {Question Headline}
(#) answers | (#) expert answers

FUTURE PHASE

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.

<Featured Q&A>

Category: {Category Name}
Q: {Question Headline}

(#) answers | (#) expert answers

Post a {Category Name} question
| Enter your question here... | <Start> |

Condition 30 – Default View (Module B)
This condition applies during onLoad state

2

{Category Name}
Q: {Question Headline}
(#) answers | (#) expert answers

Note (06/04/2012)
[Shirl] For the initial iteration, onClick the entire block will bring user to the question page.

FUTURE PHASE

Condition 40 – onHover View (Module B)
This condition applies after onClick

{Category Name}

Q: {Question Headline goes here...}
(#) answers | (#) expert answers

Share

1 – Share
Type: Hyperlink
Functionality: onClick 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: onClick system will display the onClick View (condition 20 and 40 of this page).
onClick 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 – Default View for Interest Page (Module A)

<Featured Q&A>

7

{Category Name}   1

Q: {Question Headline}   2

3

{Question Details goes here. Lorem ipsum dolor sit amet, consectetuer adipiscing elit}...   FUTURE PHASE

Share   FUTURE PHASE   4

{#} answers | {#} expert answers   20.01 Contribution Counter

1

Post a {Category Name} question

Enter your question here...   <Start>

Like   Tweet   SHOP YOUR WAY   ✉   4

5   6

Condition 20 – Default View (Module B)

1

{Category Name}

2

Q: {Question Headline}

{#} answers | {#} expert answers

here 🚫
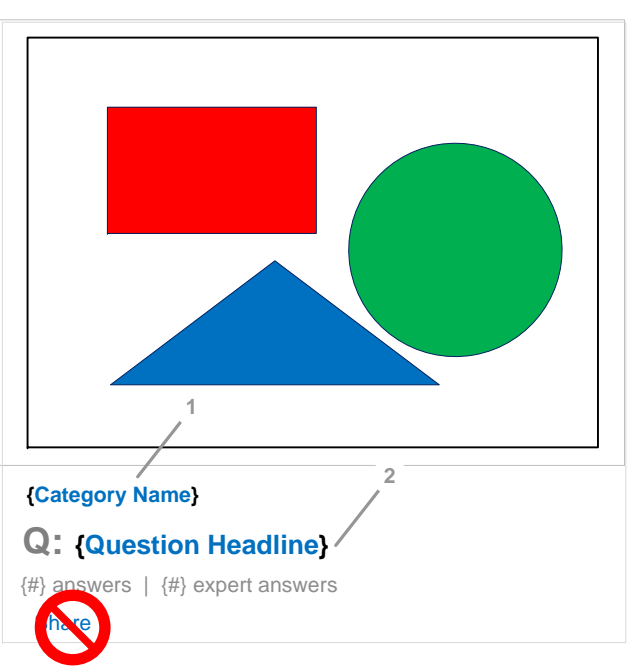
Condition 30 – Default View for Homepage (Module A)

<Featured Q&A>

7

Month DD, YYYY   1
{Category Name}

2

Q: {Question Headline}

{#} answers | {#} expert answers

Like   Tweet   SHOP YOUR WAY   ✉   4

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. Truncated after 100 characters.

3 – Question Details (optional display)
Type: text   Removed
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.

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…

<Start>

<Please enter your question>

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

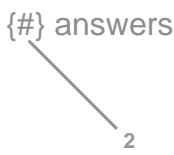## Condition 10 – Default View

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

{#} answers | {#} expert answers

1
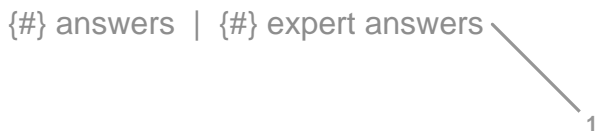
Condition 20 – at least 1 answer; 0 expert answer

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

{#} answers

2

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

{#} expert answers

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}

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+

20.02 Answer Details

3 – Answer (optional display)
Type: text
Functionality: Optional answer should display if available.
Content will be truncated with "…" after 250 characters.

Note (05/18/2012)

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

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, consectetuer 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, consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet.
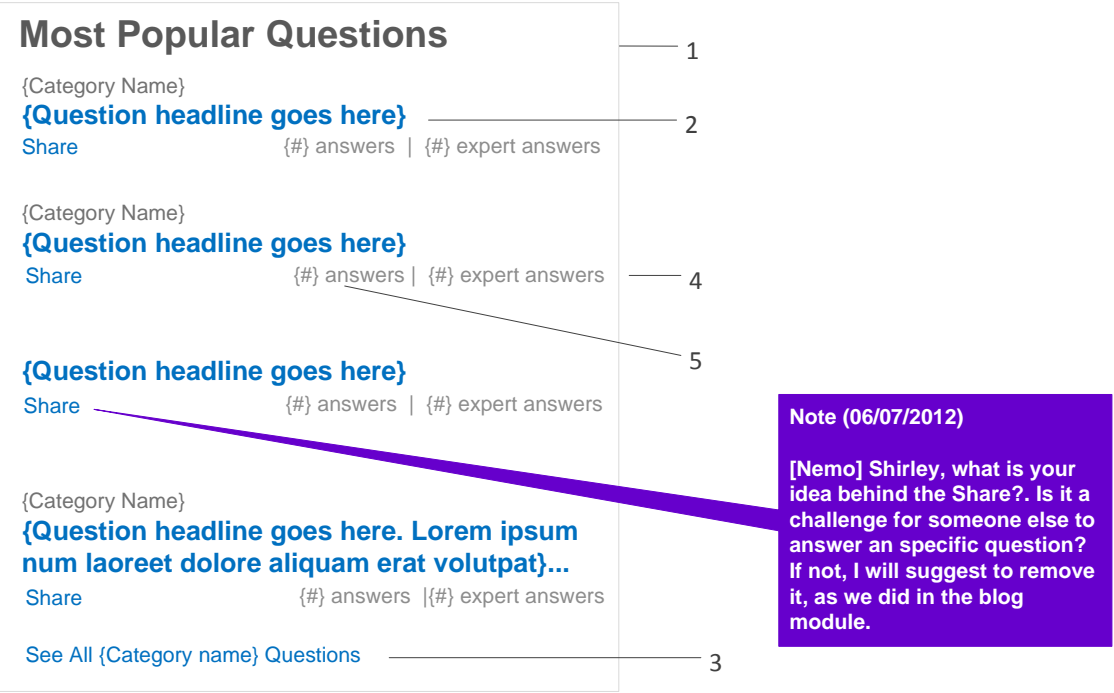
Condition 30 – 0 answer

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

{EMPTY}

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 ——— 1

{Category Name}
{Question headline goes here} ——— 2
Share   {#} answers | {#} expert answers

{Category Name}
{Question headline goes here}
Share   {#} answers | {#} expert answers ——— 4

——— 5
{Question headline goes here}
Share   {#} answers | {#} expert answers

Note (06/07/2012)

[Nemo] Shirley, what is your idea behind the Share?. Is it a challenge for someone else to answer an specific question? If not, I will suggest to remove it, as we did in the blog module.

{Category Name}
{Question headline goes here. Lorem ipsum num laoreet dolore aliquam erat volutpat}...
Share   {#} answers |{#} expert answers

See All {Category name} Questions ——— 3

FUNCTIONAL SPECIFICATIONS

1 – Most Popular Questions
Type: Module B Display
Functionality: On load will display the 4 most recent Questions.

2 – Question Title
Type: hyperlink
Action: on click
Functionality: System will bring user to the Question Details Page; Page turn. Content will be truncated with "…" after 100

3 – See All Customer Service Questions
Type: hyperlink
Action: on click
Functionality: On click, page turn to the main page of the Q&A section.

4 – Expert Answer Counter
Type: display
Functionality: The number of expert answers should not be included as part of the "answers" counter.

5 – Answers Counter
Type: display
Functionality: Rules of counter display is as follows:
- if less than 500, it will display the actual number.
- if more than 500, it will display 500+