

Improving Slack CS798H

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Milestone-1

What tool/software we are improving?

Our topic for the project is **Slack** application. Slack is a popular team communication platform that facilitates real-time messaging, file sharing, and collaboration among team members. It offers channels for organized discussions, integrations with various tools and services, and customizable notifications to streamline workflow efficiency.

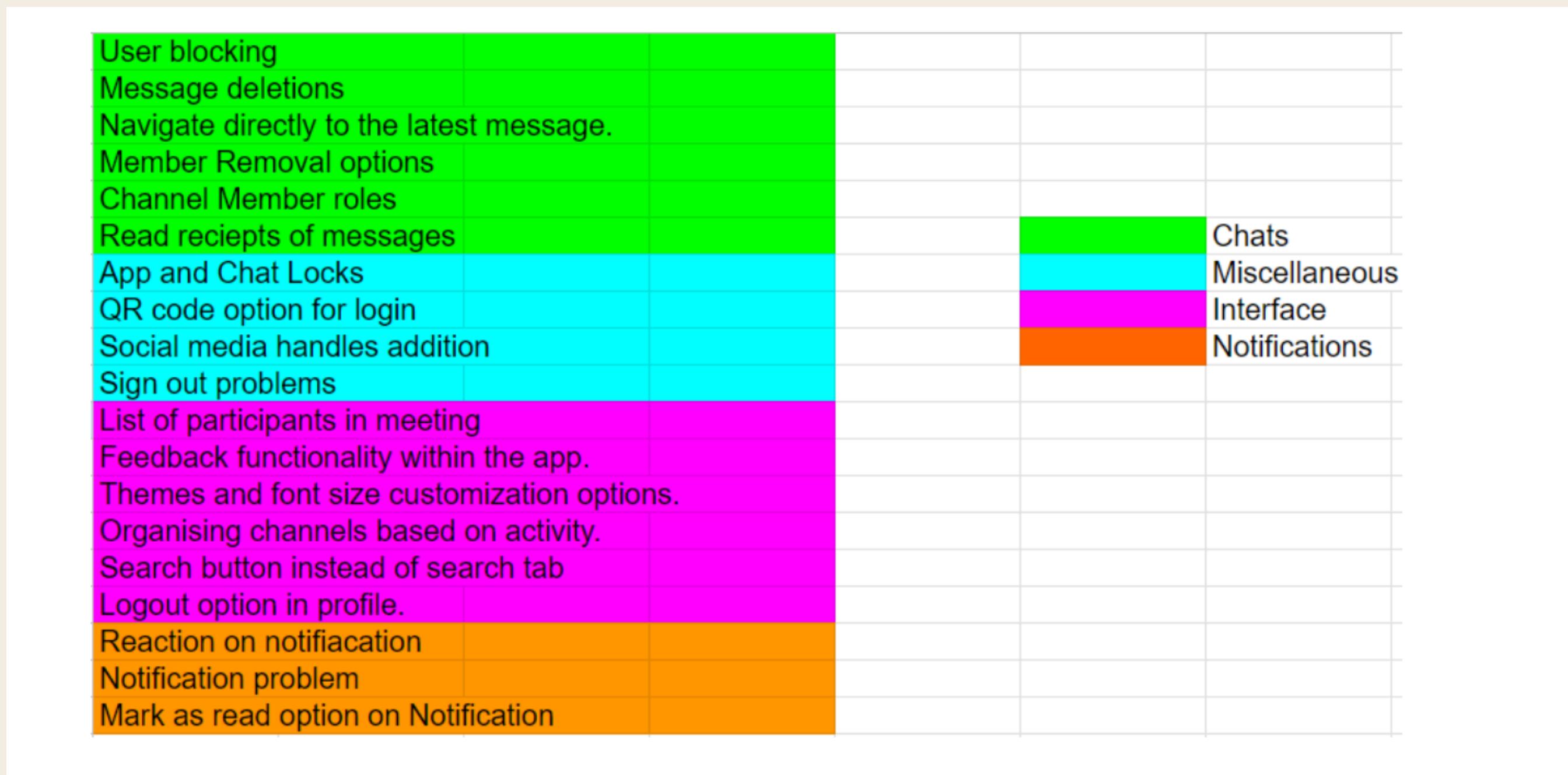
Resources for reviews:

- Play store

Milestone-2

What data analysis method we used? - Card Sorting

What key problems we found?



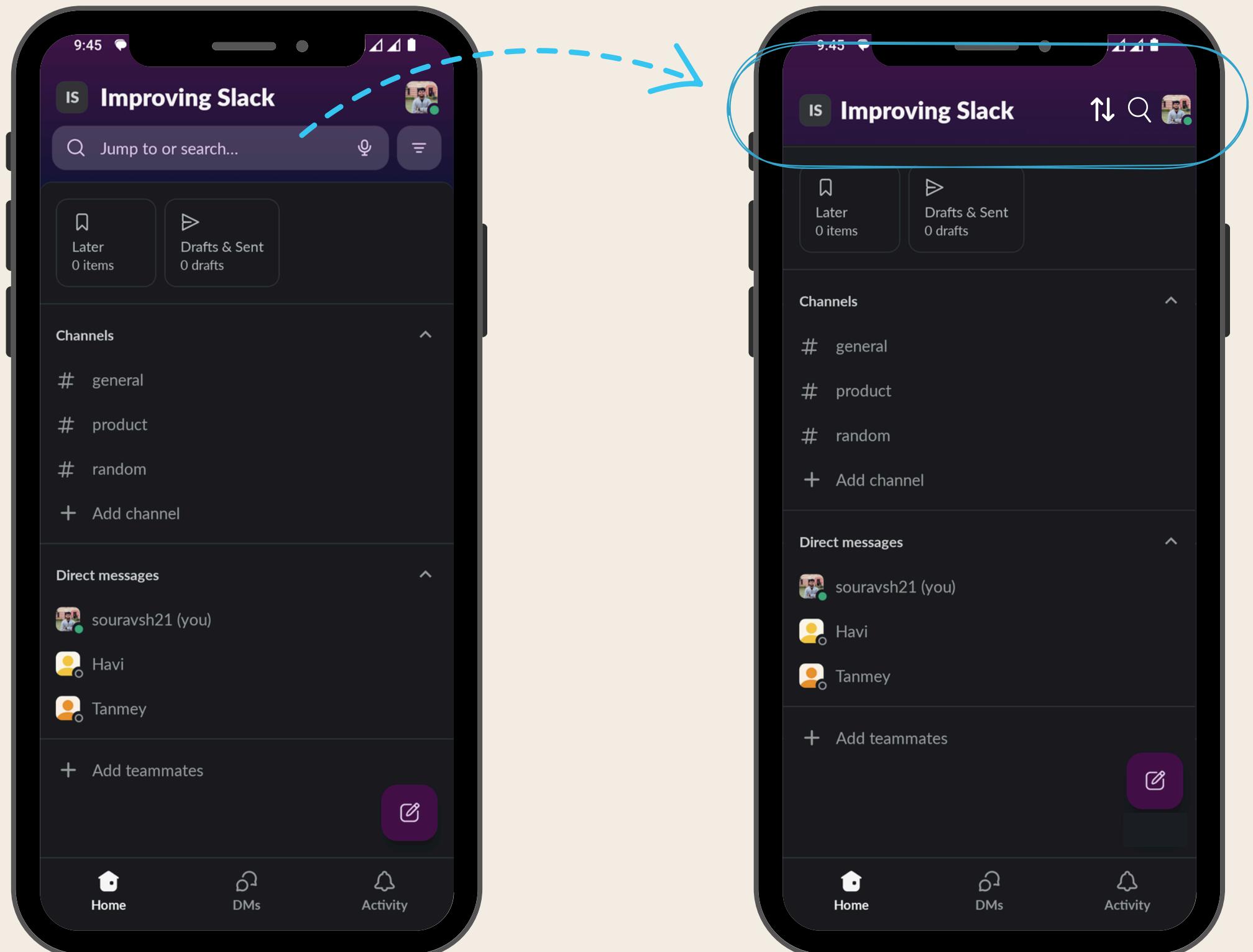
Links for the same can be found towards the end.

What problems we prioritized?

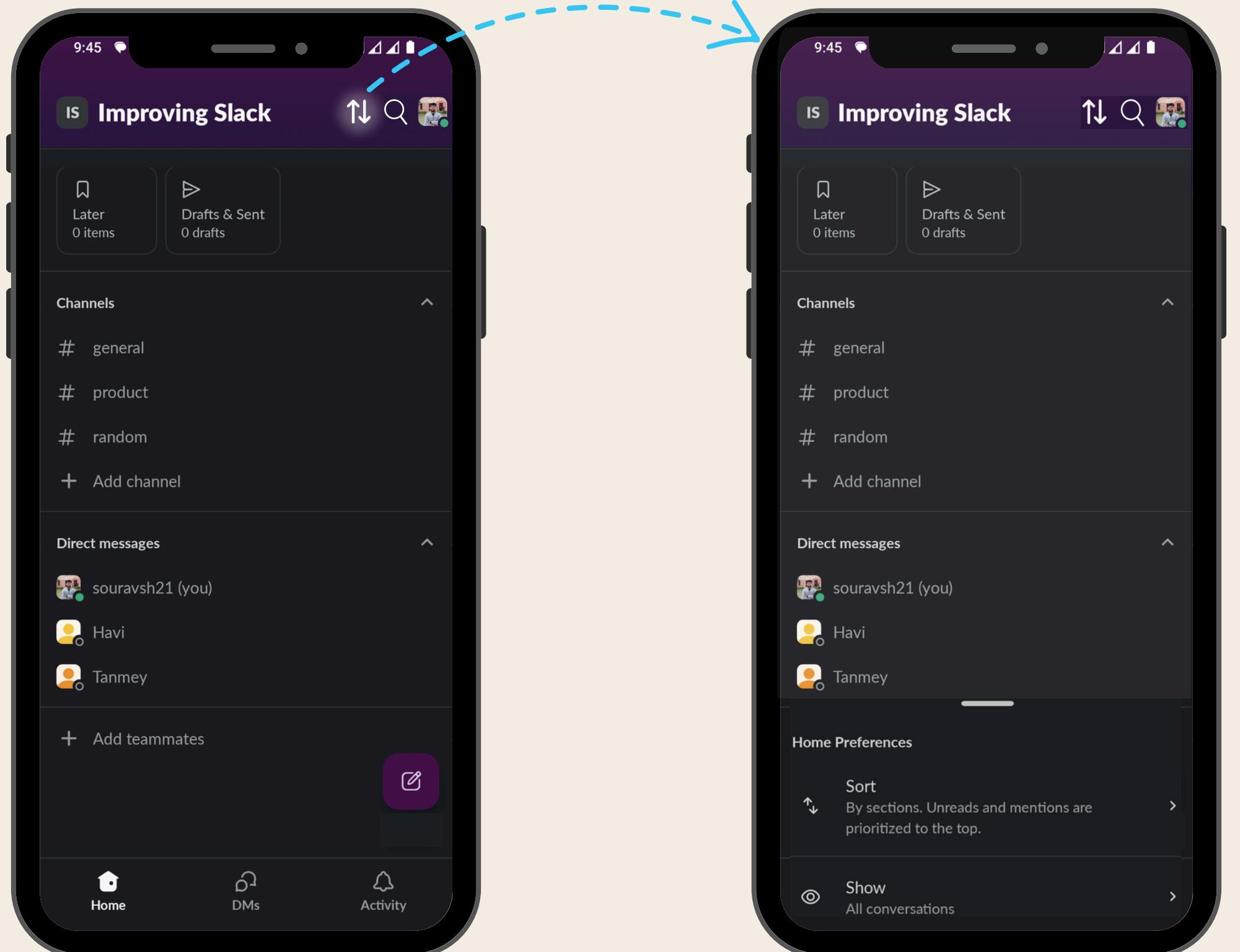
For each category we thought to fix the following issues -

- For **Chats** we will fix **User blocking** as this is a very basic feature every messaging app should have and also **Navigate** directly to the latest message (ease of fix).
- In the **Miscellaneous** category we will add **Social media handles** addition as it can help people communicate over other platforms without leaving Slack environment.
- In the **Interface** category we will fix the **Search button** instead of a bar (ease of fix).
- In the **Notification** category we will build **Mark as read** feature from Notification.

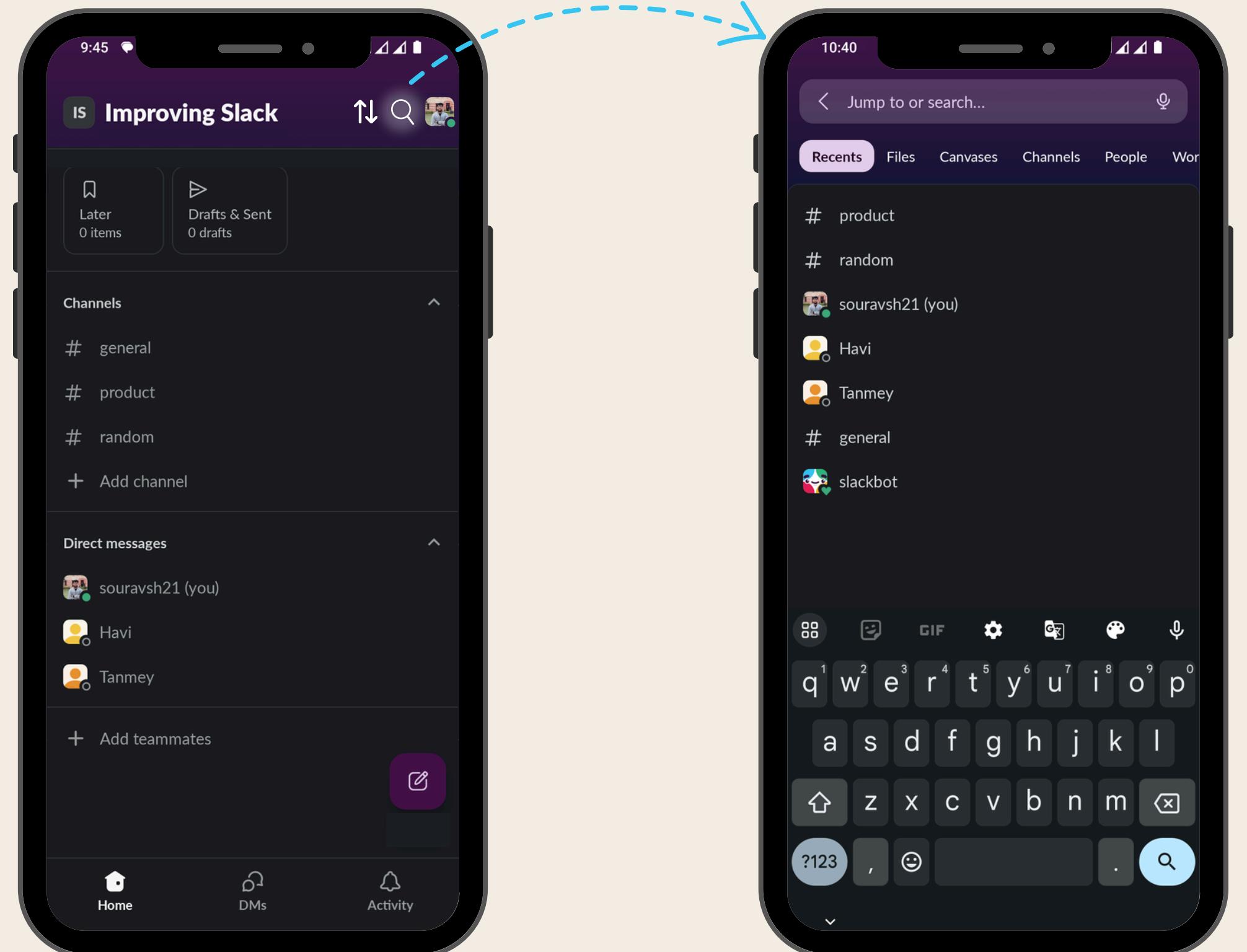
Prototype 1



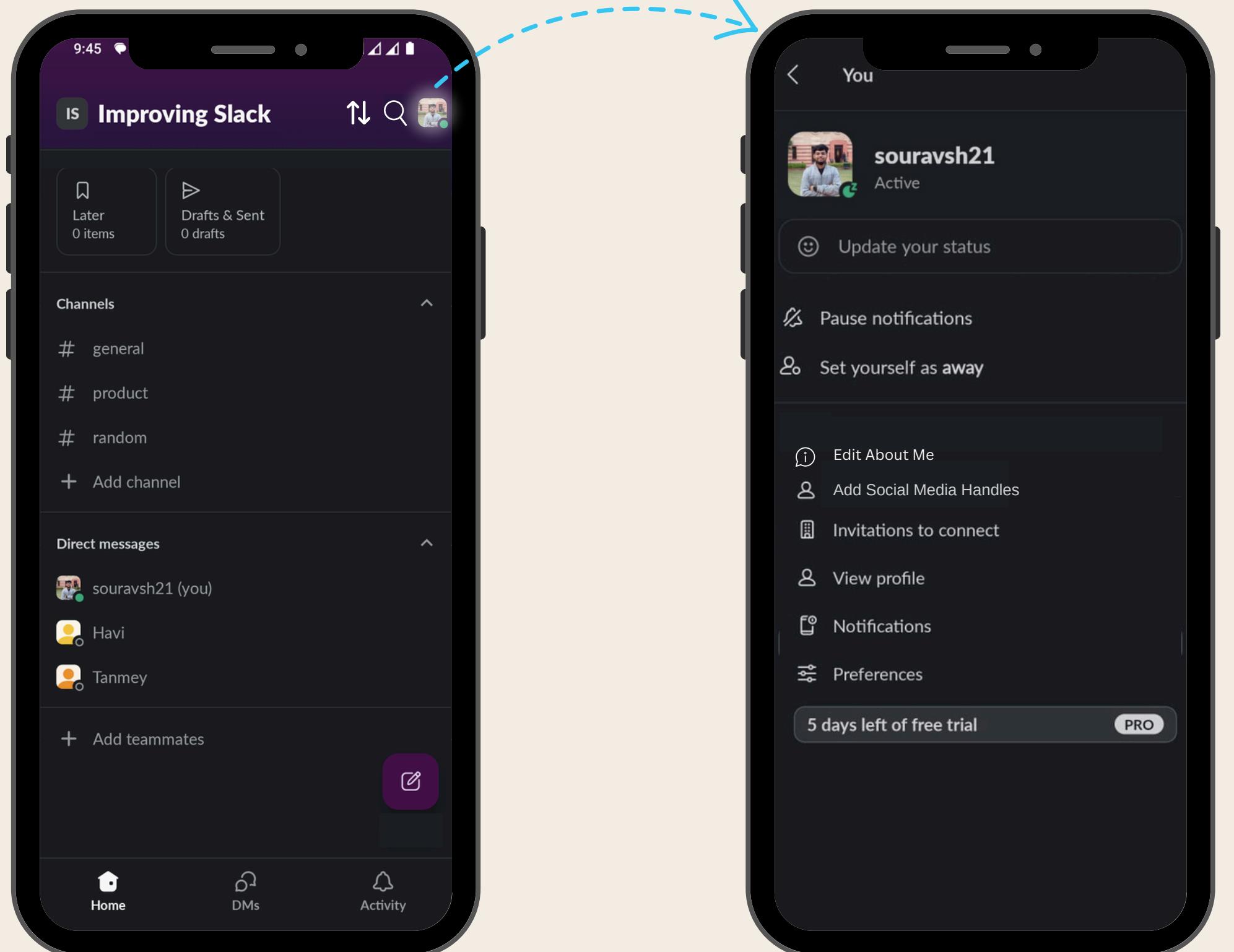
Prototype 1



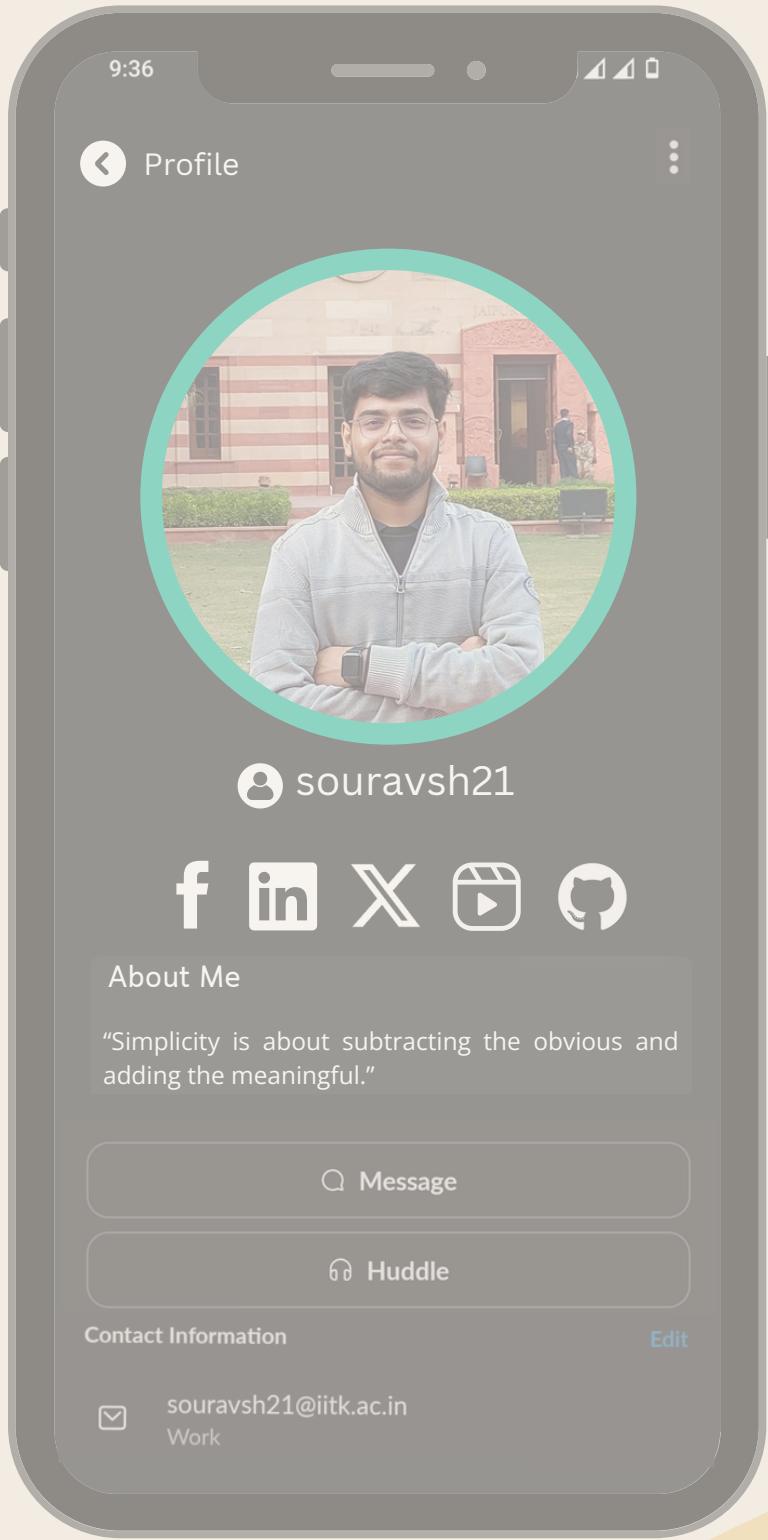
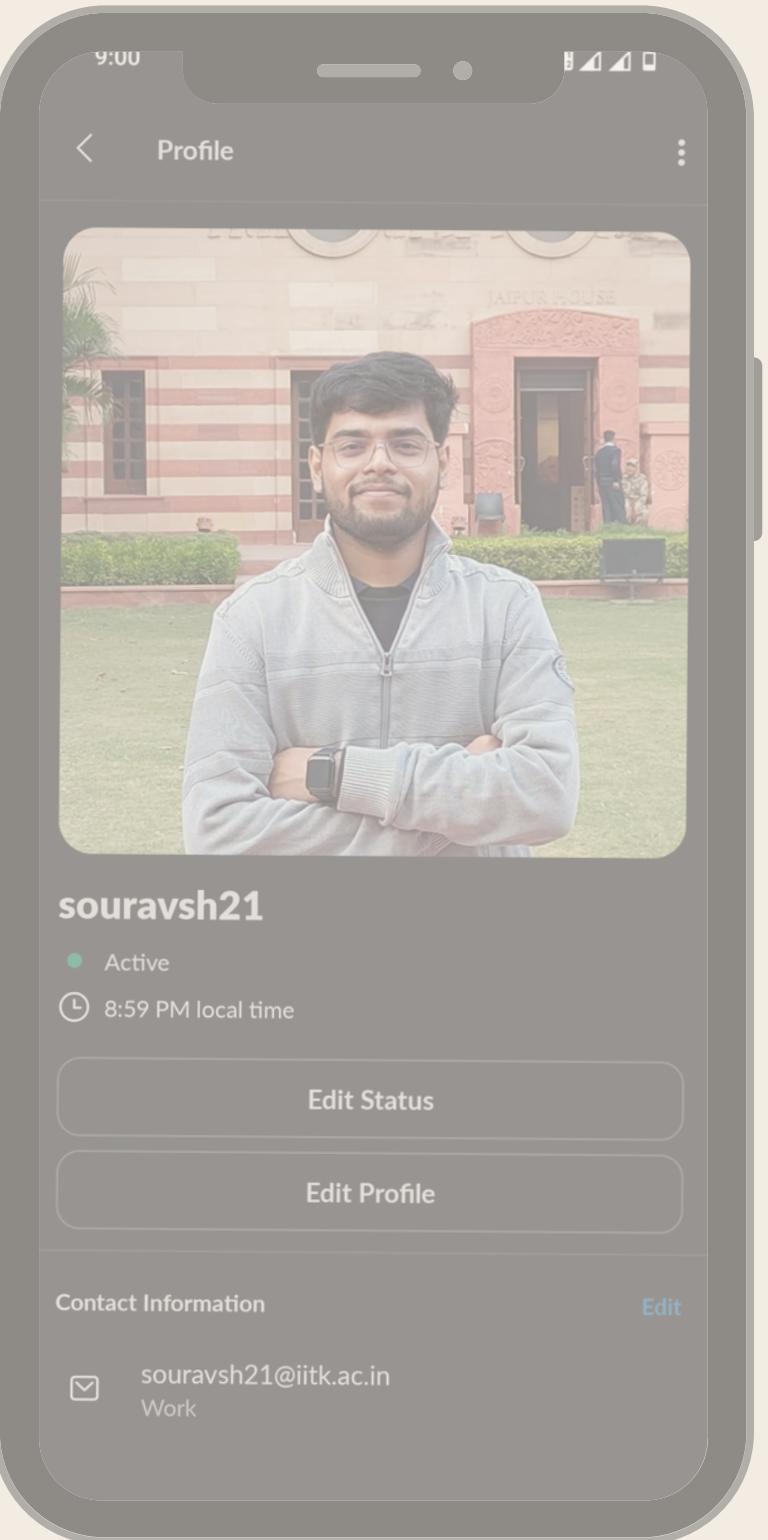
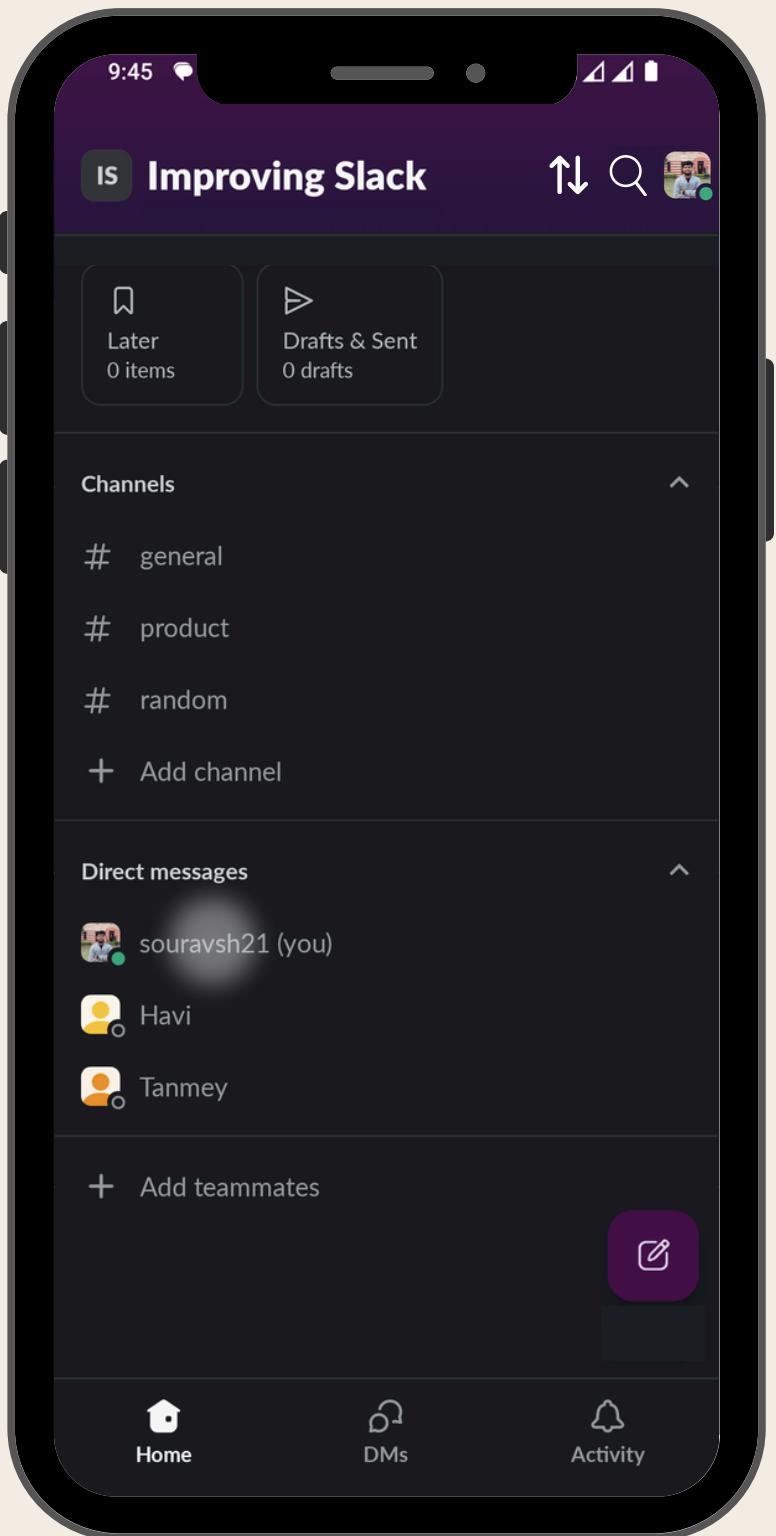
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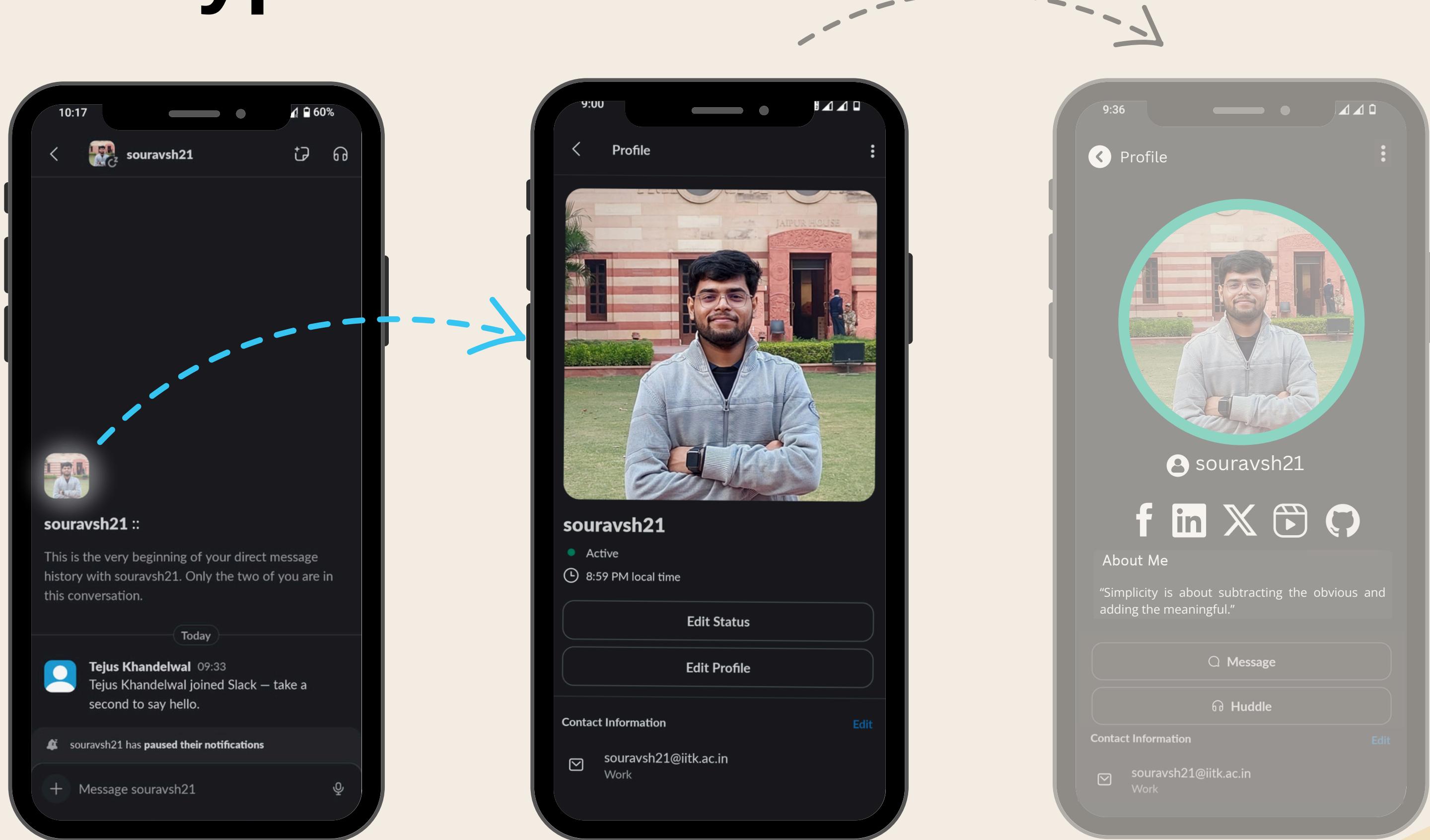
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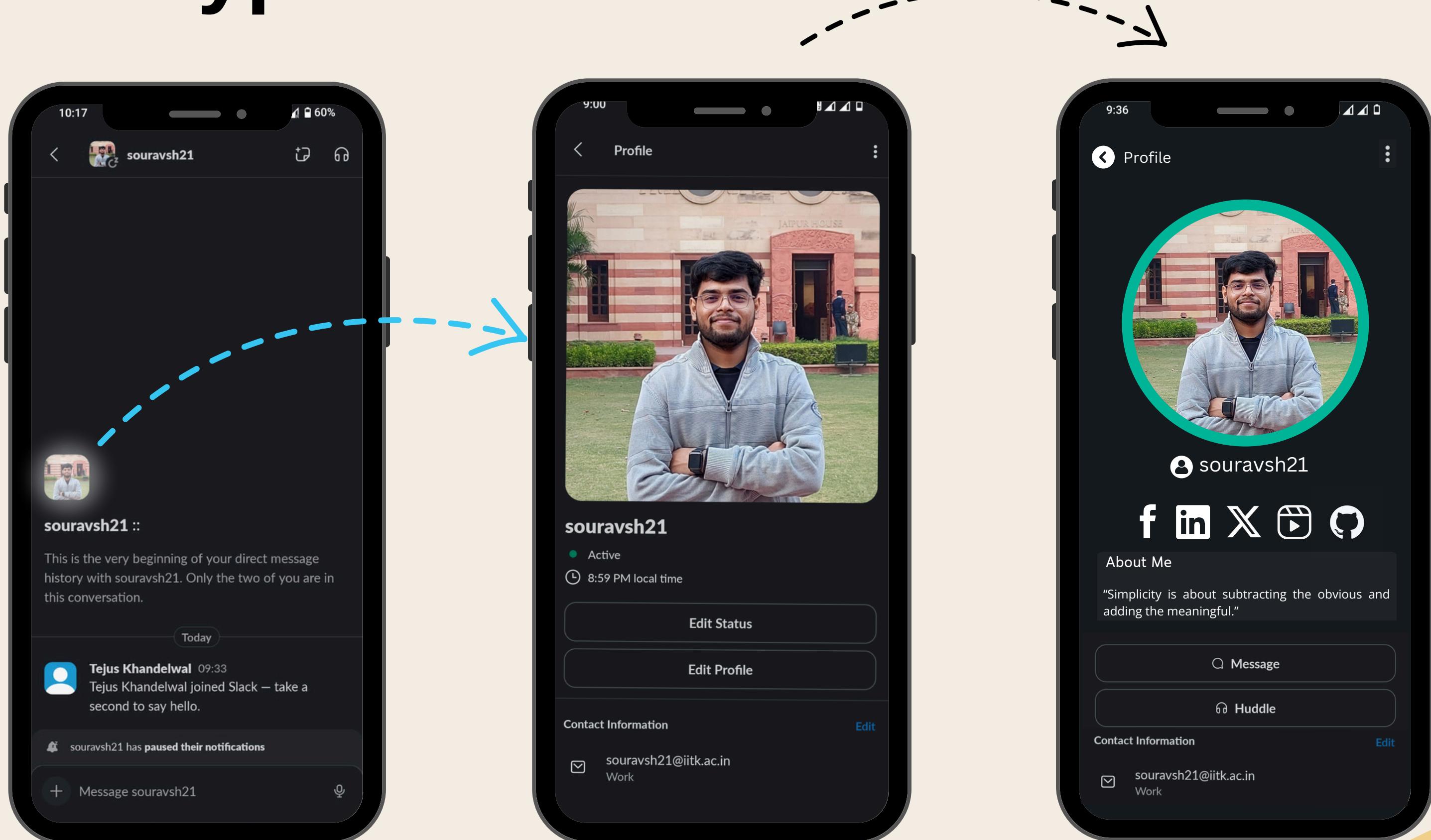
Prototype 2



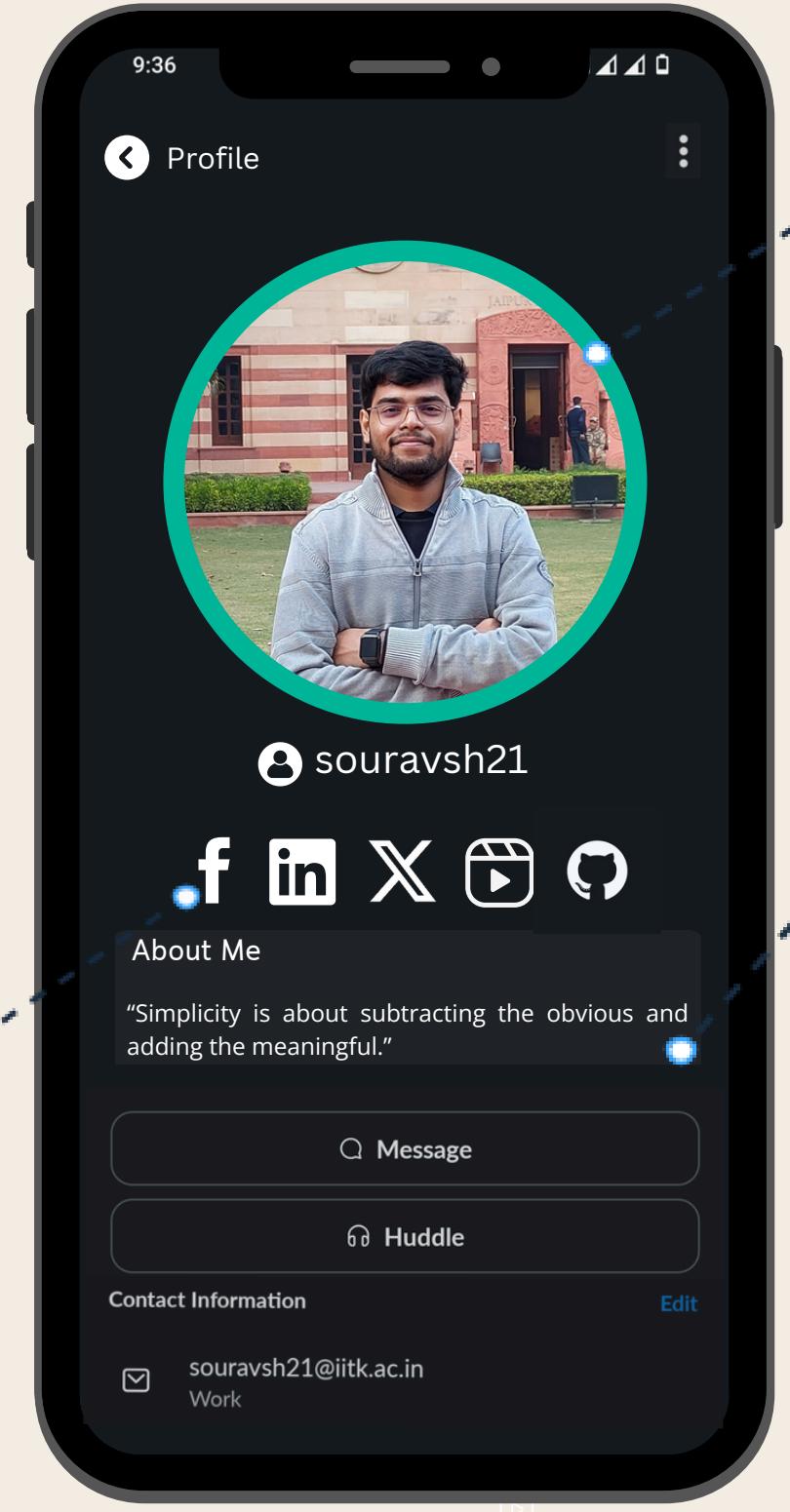
Prototype 2



Prototype 2



Prototype 2

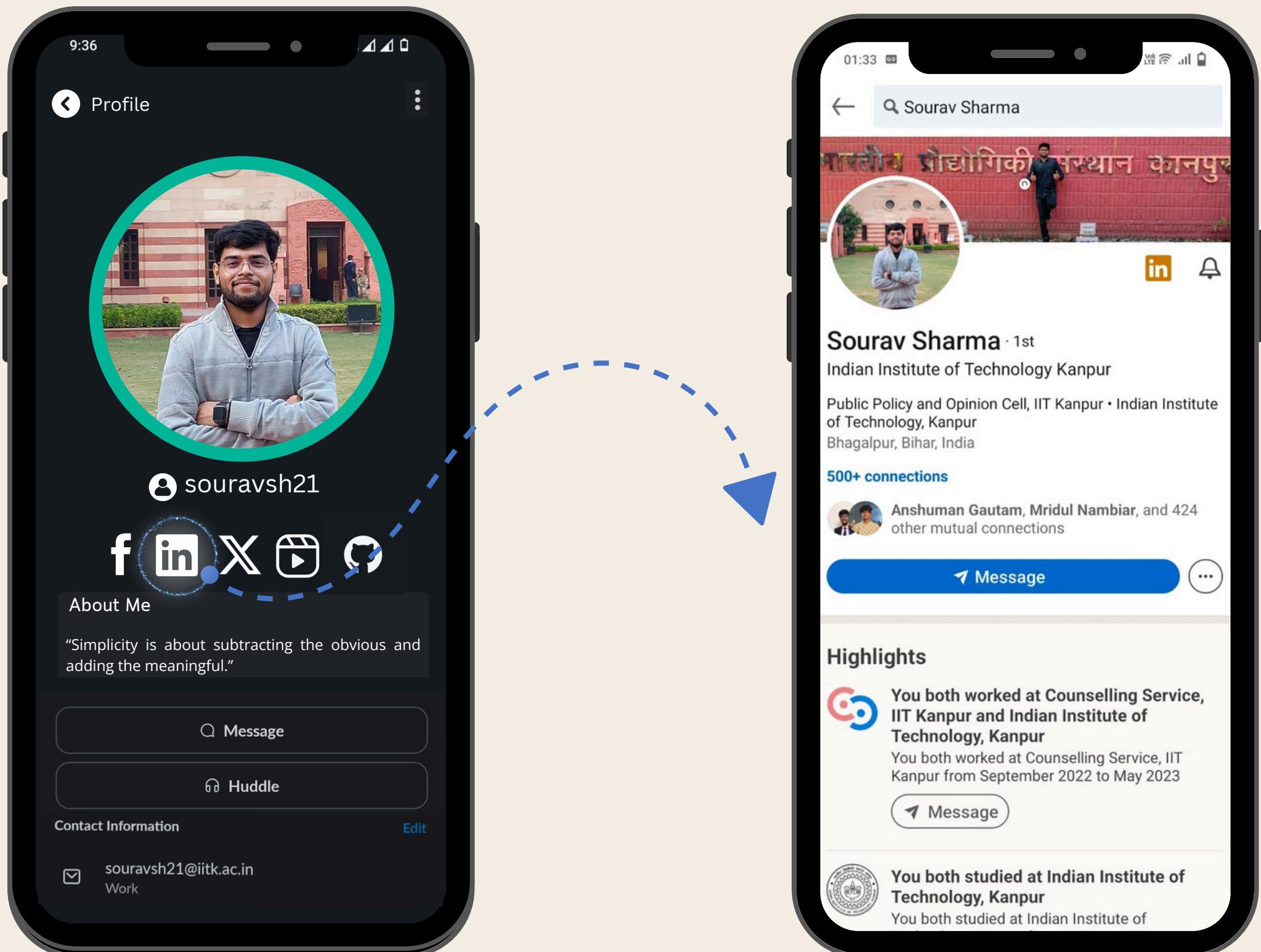


Social Media Handles: This feature will enable users to discover/explore a person's profile on various social media platforms.

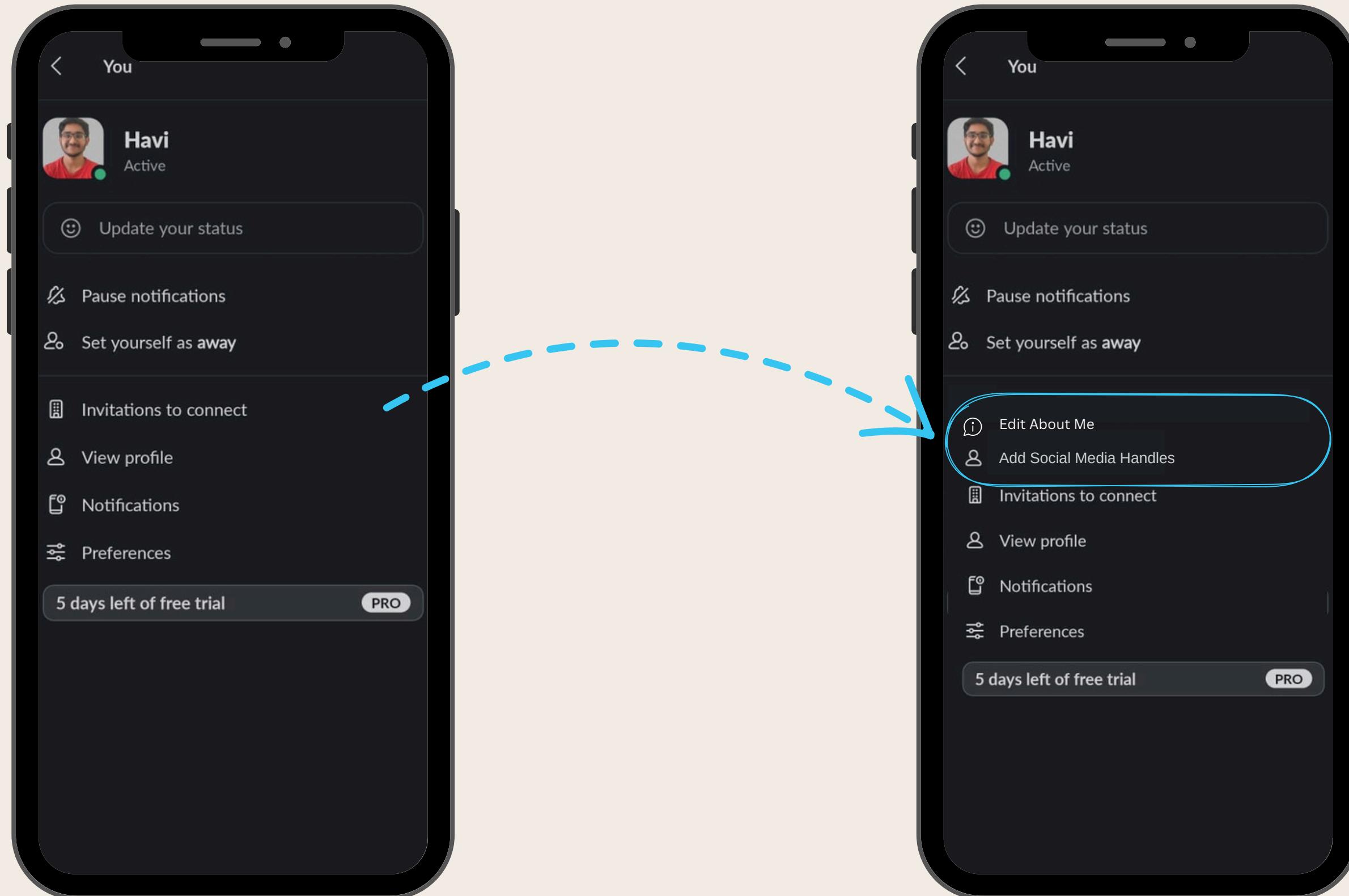
Active Ring: This feature will indicate a person's availability on the app.

About Me: This feature will enable users to add one or two lines about themselves.

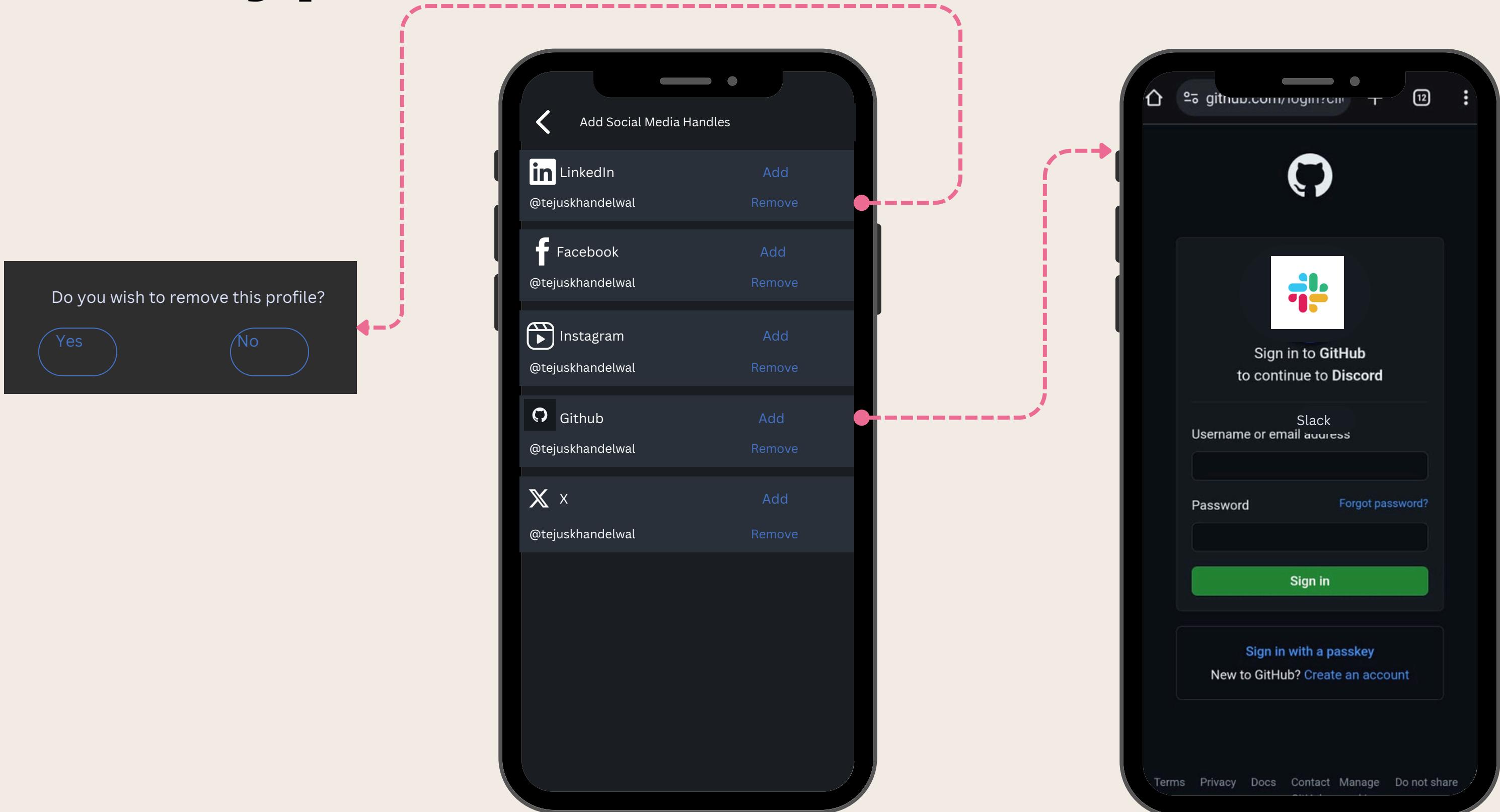
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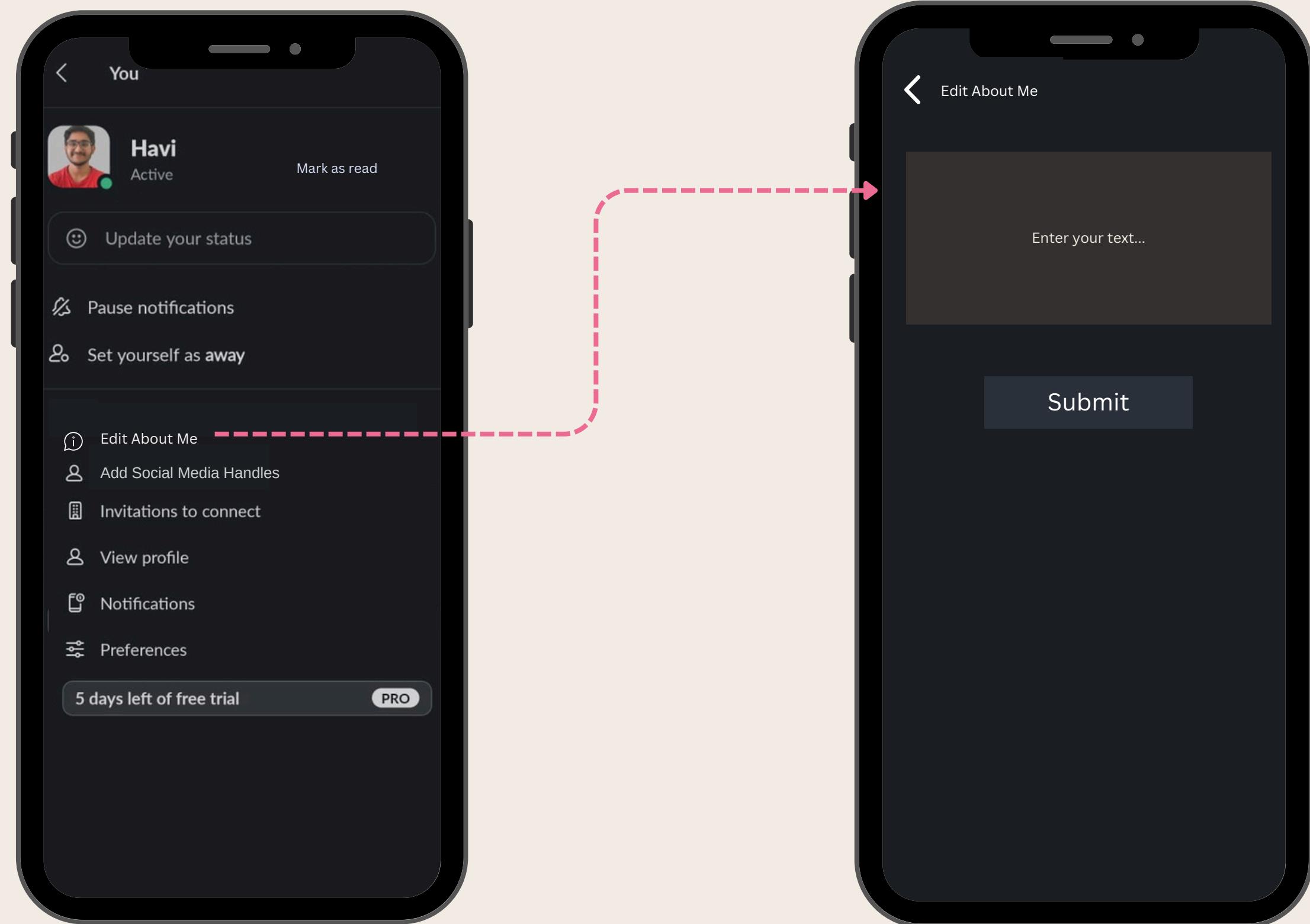
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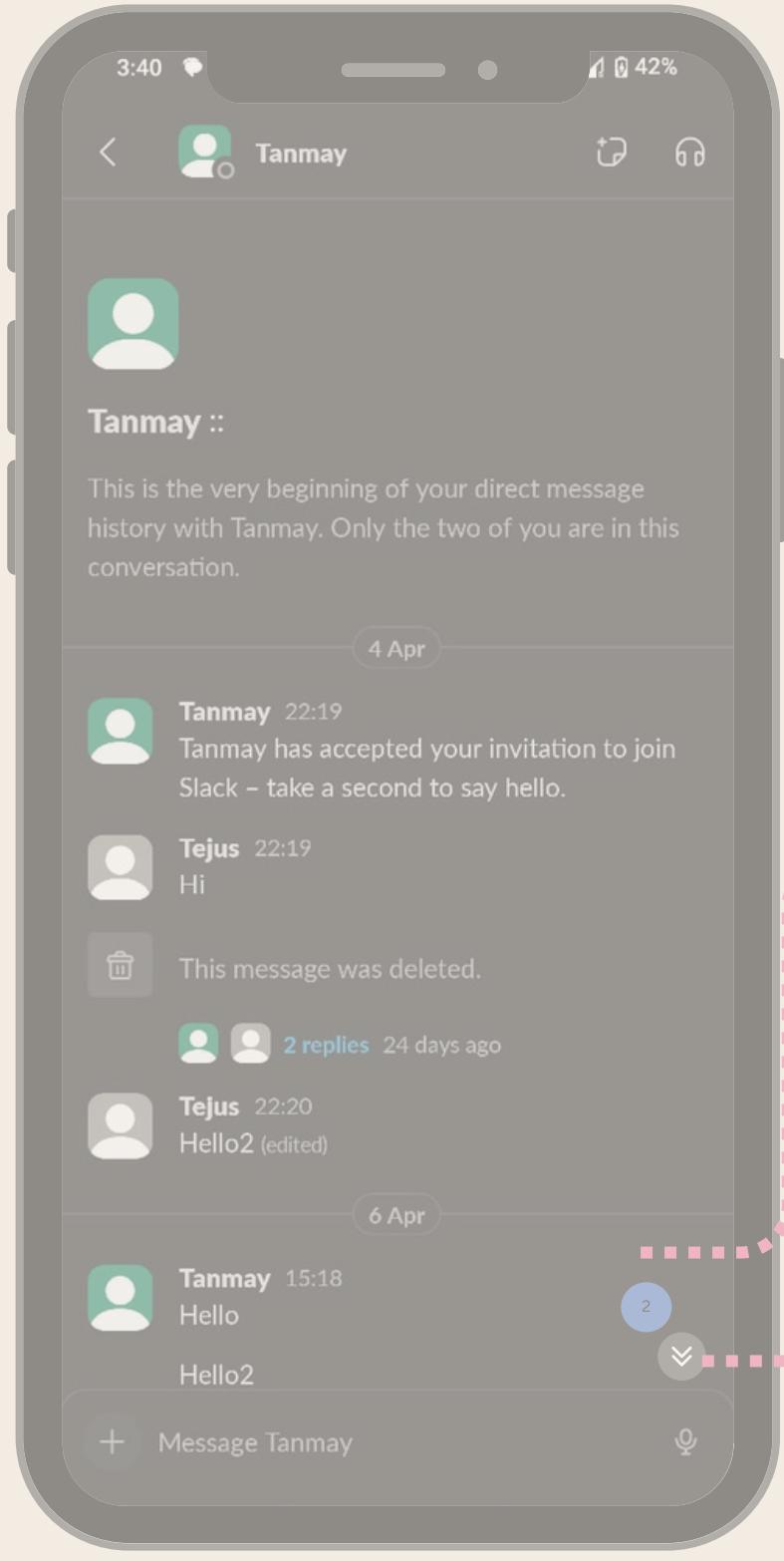
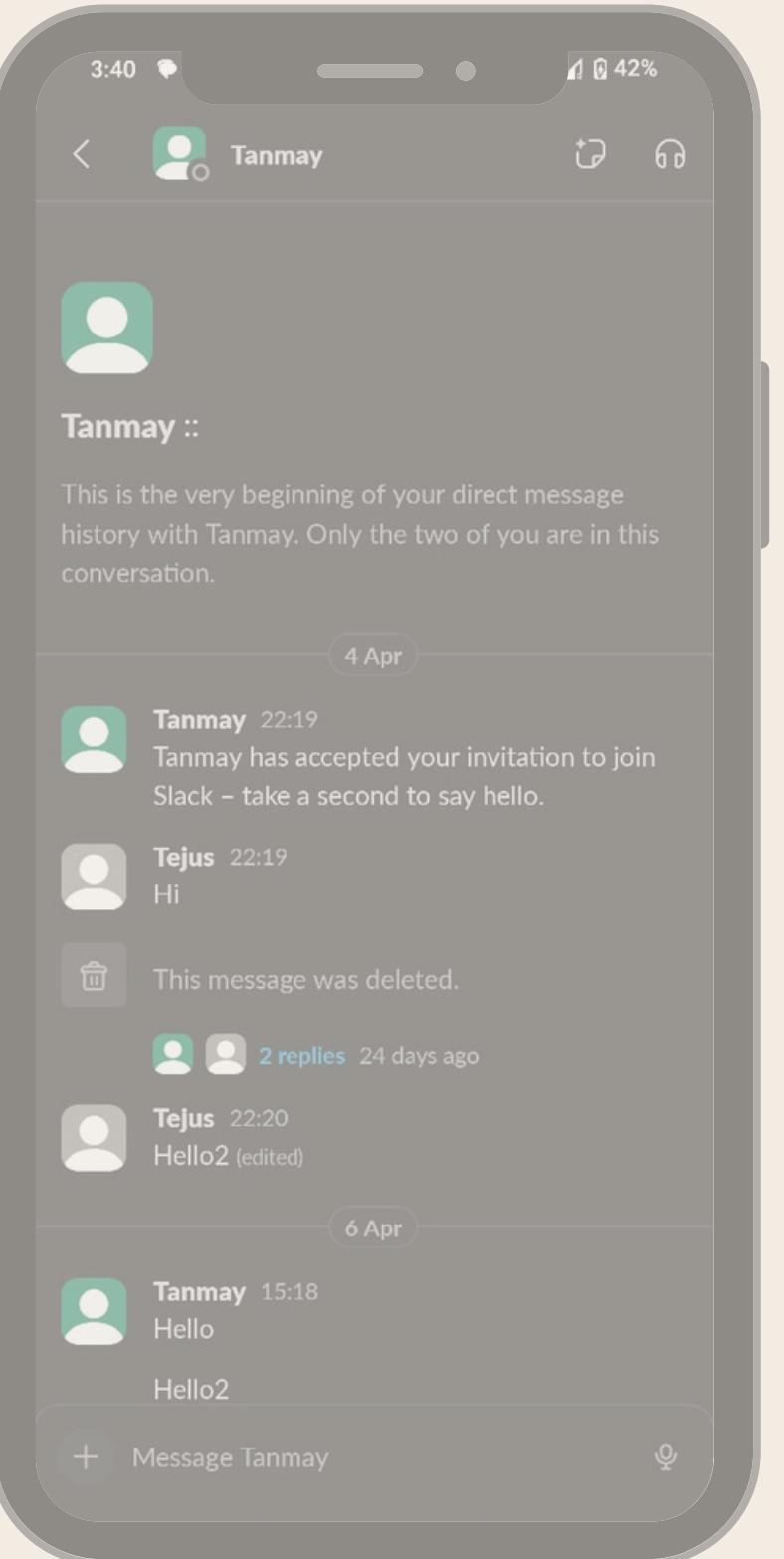
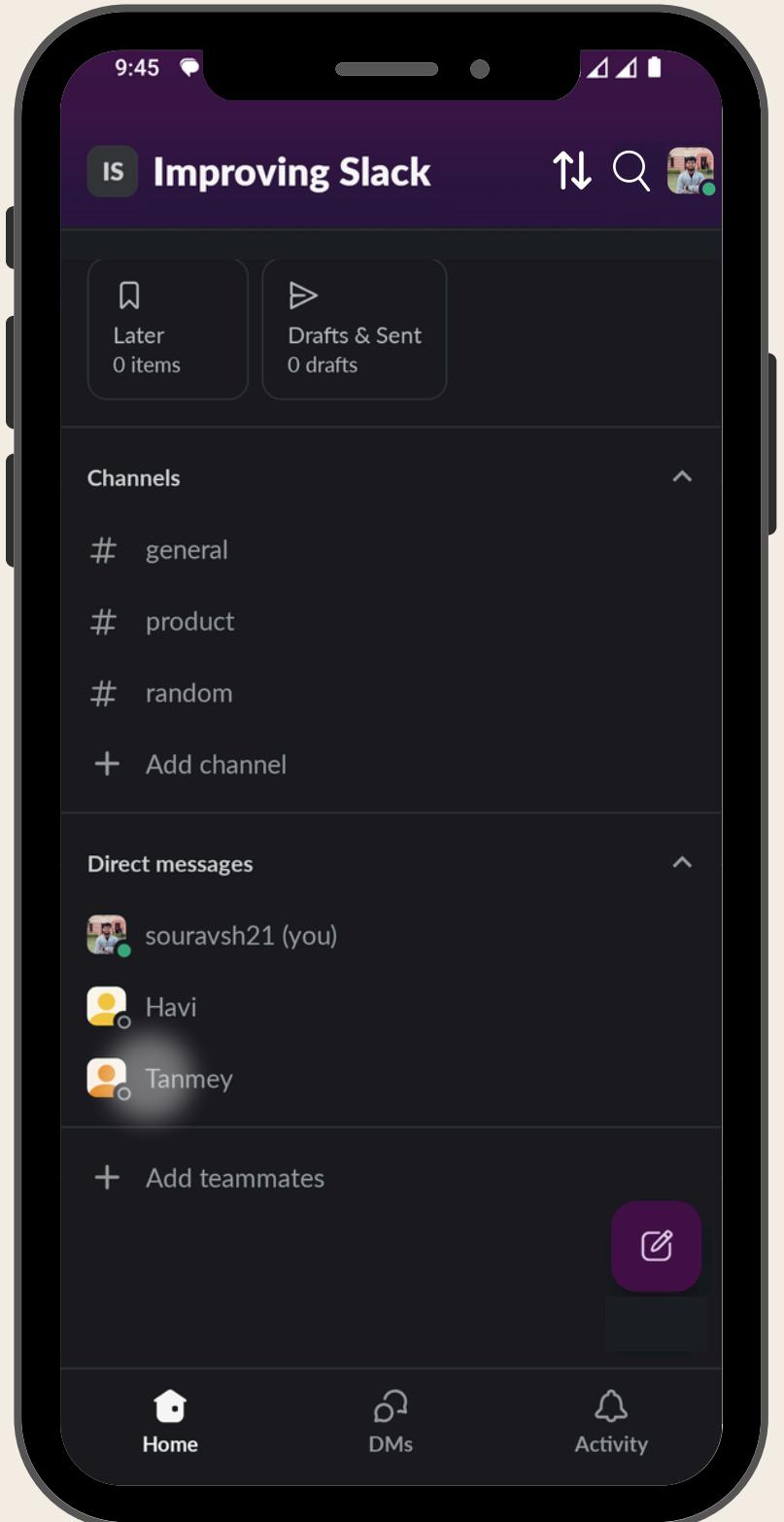
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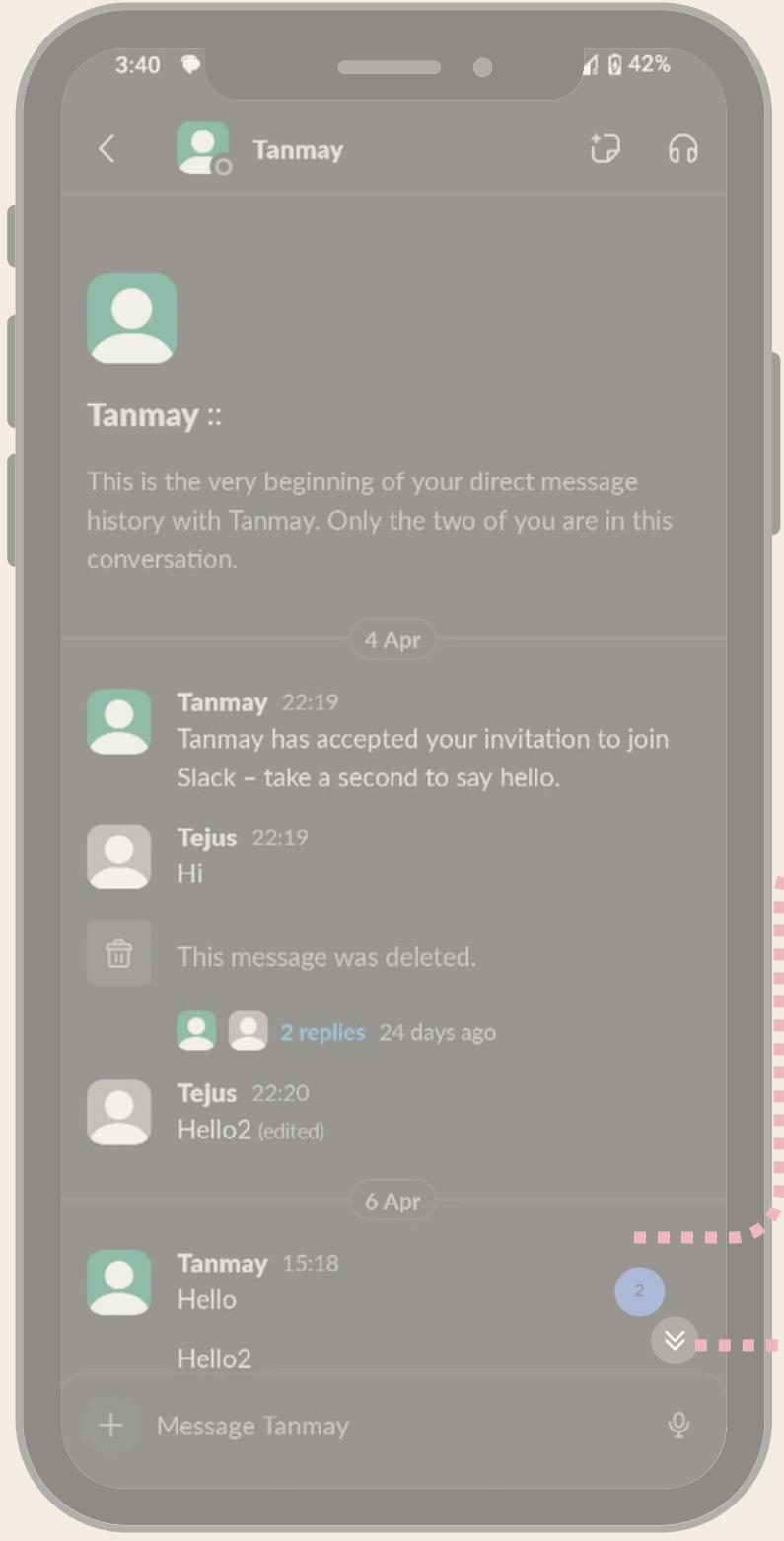
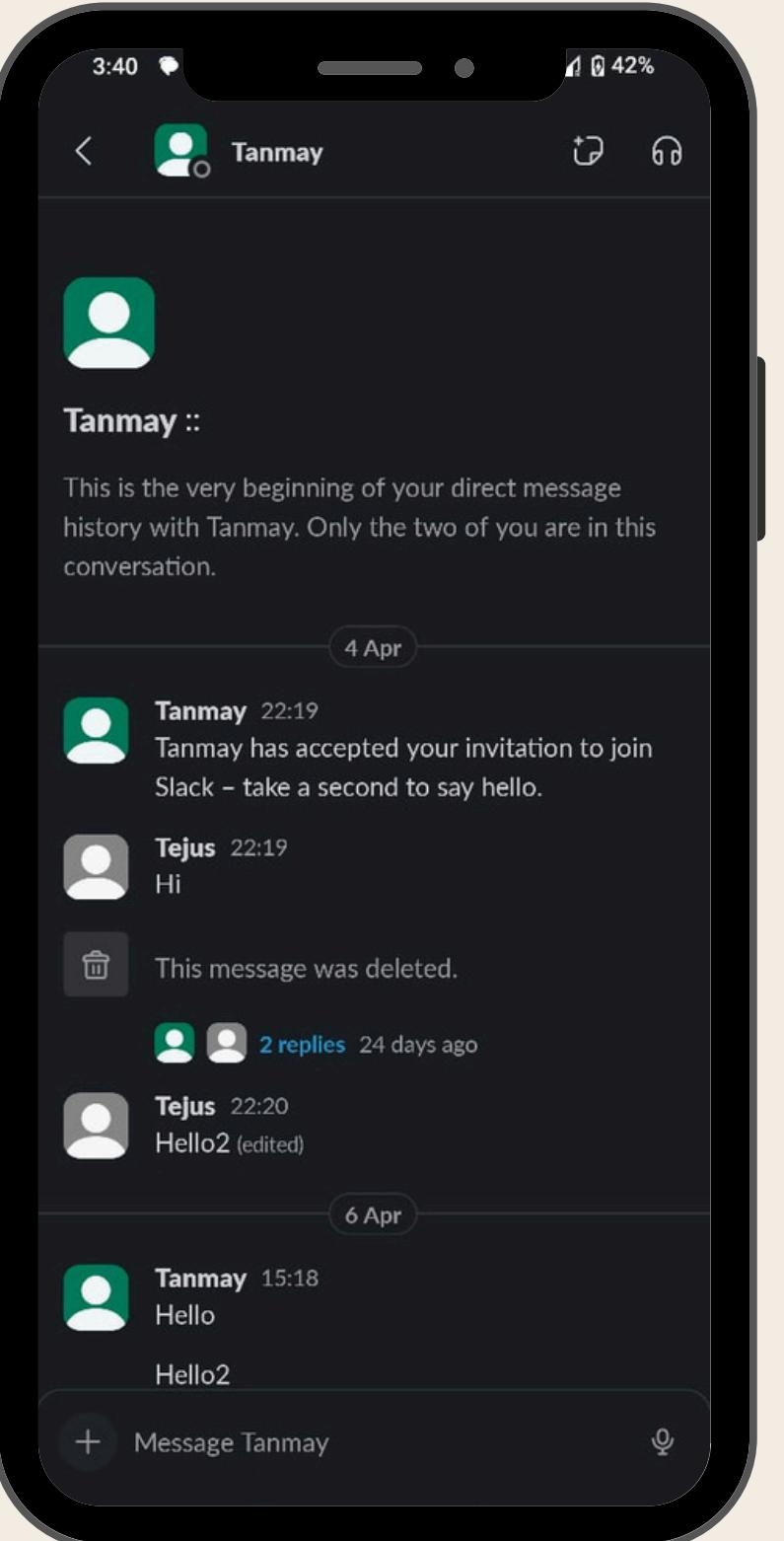
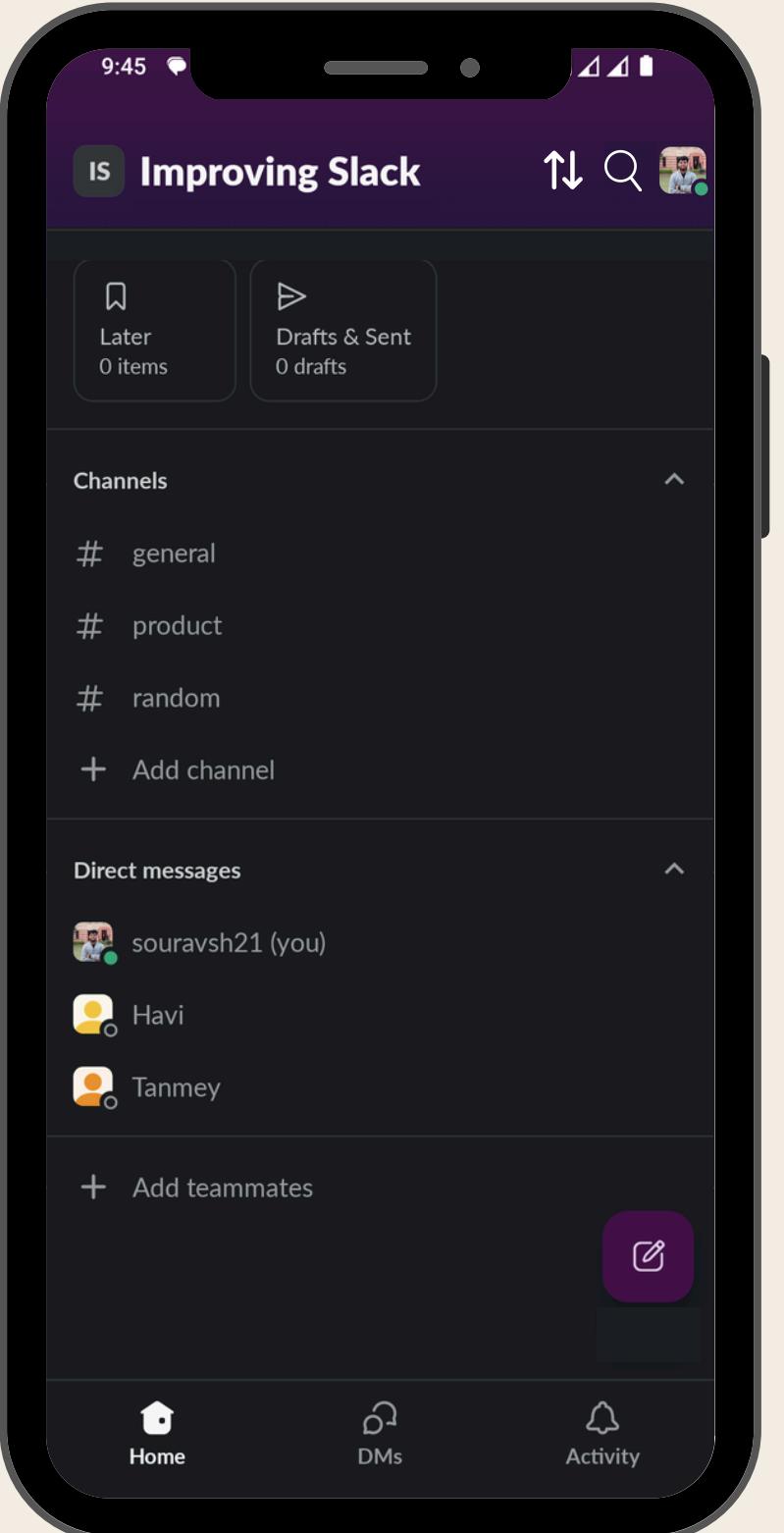
Prototype 3



Displays the number of messages unread.

[Jump to latest message](#)
This enables users to directly jump to the latest message.

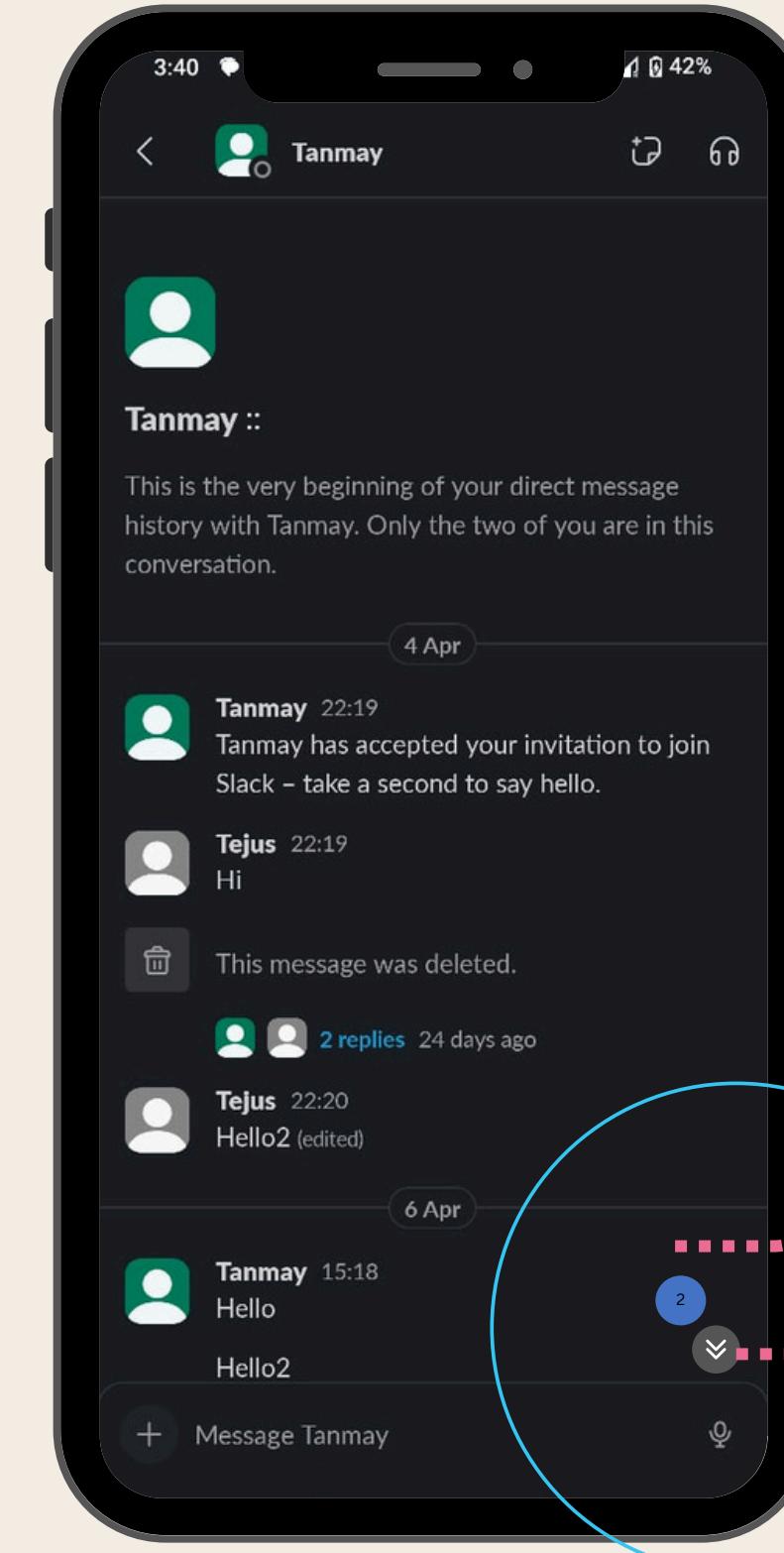
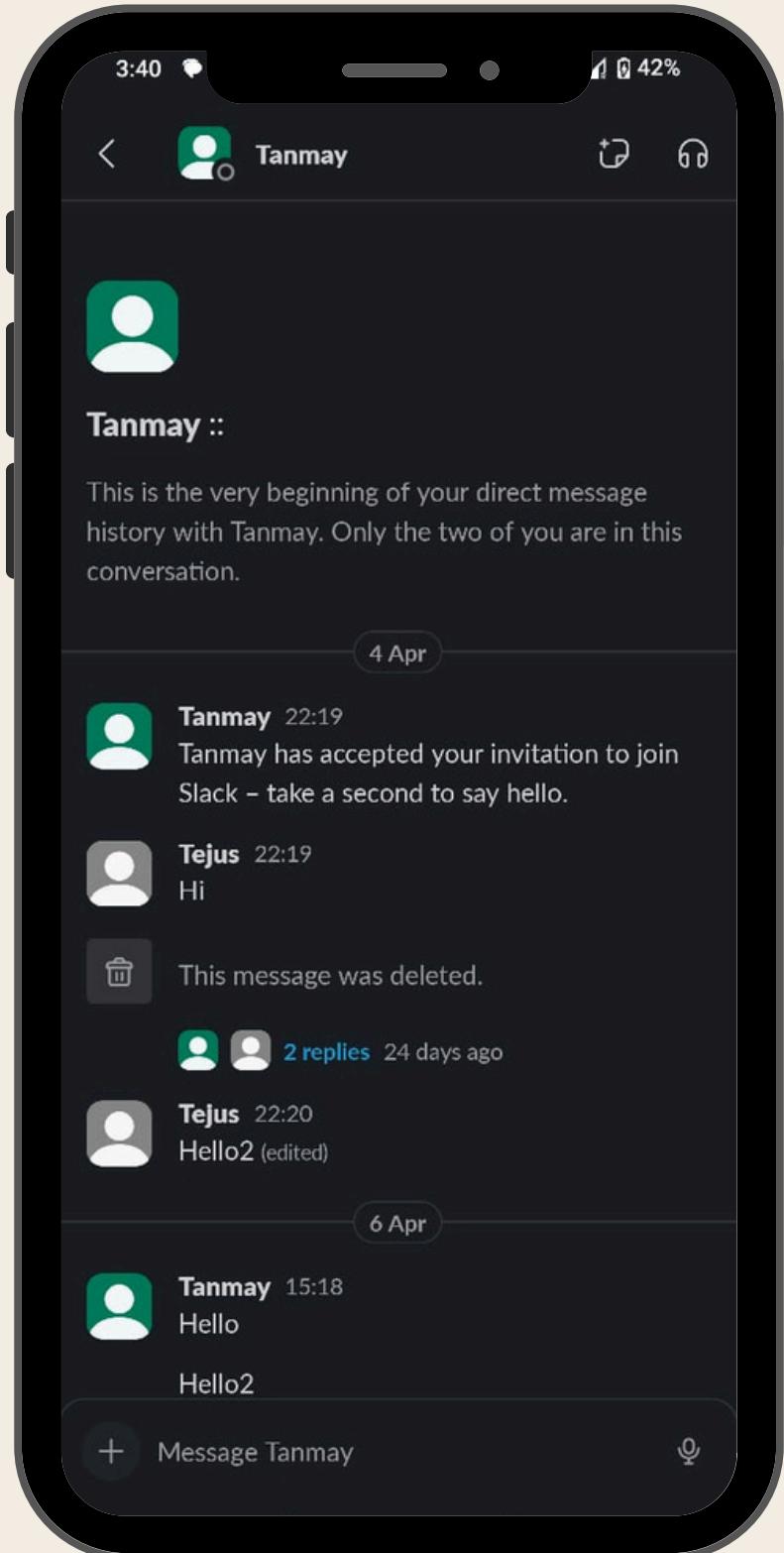
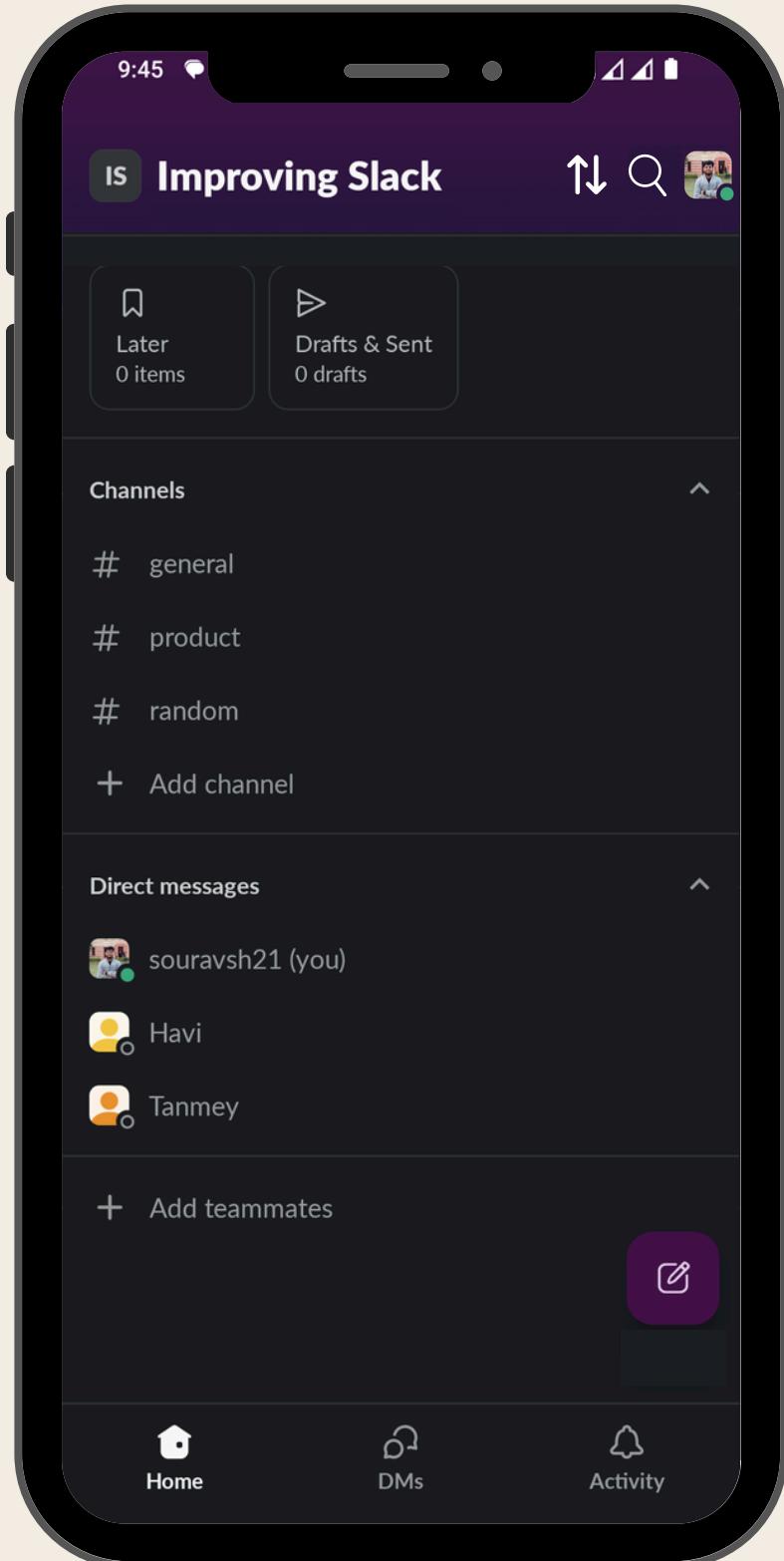
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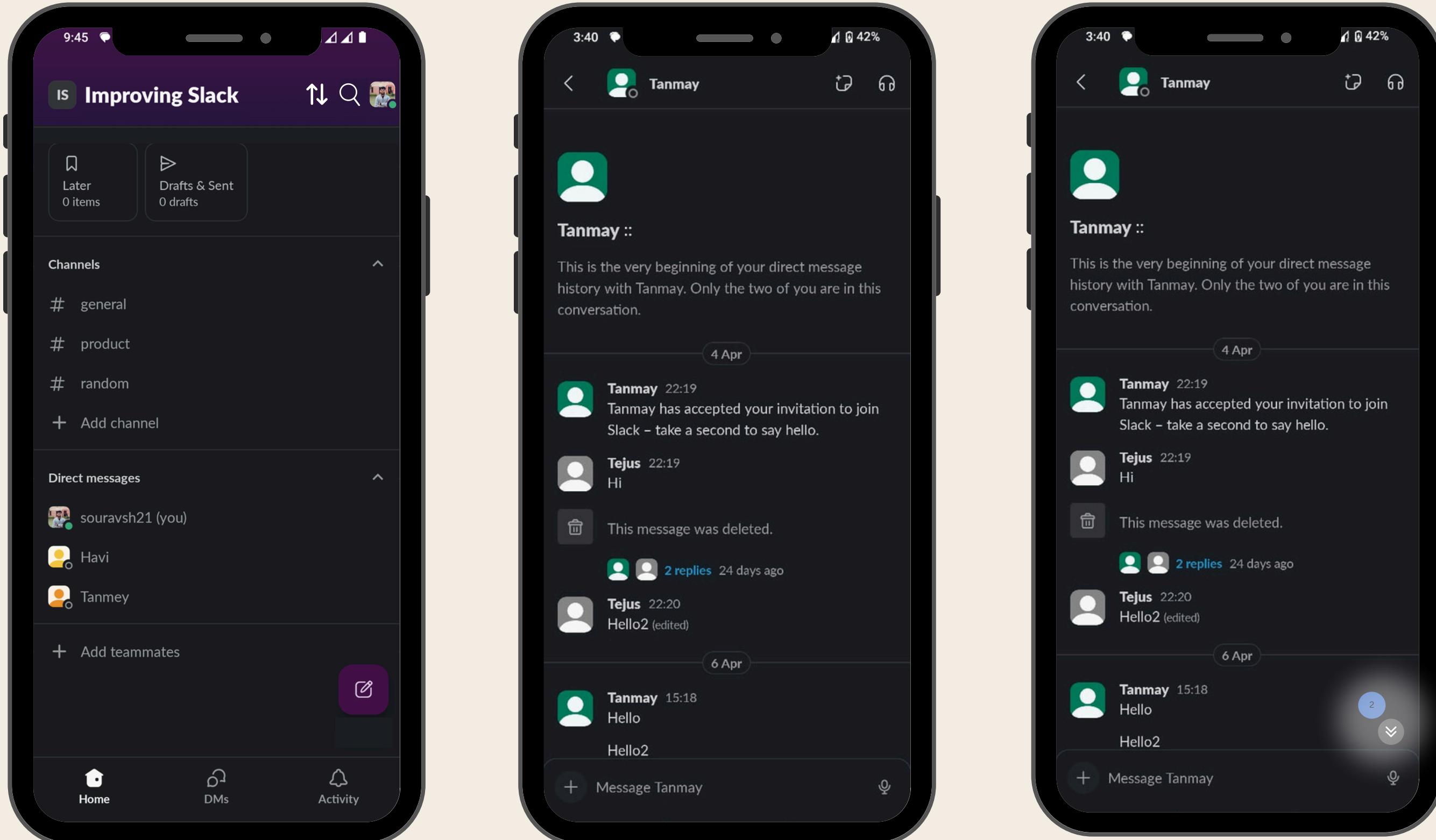
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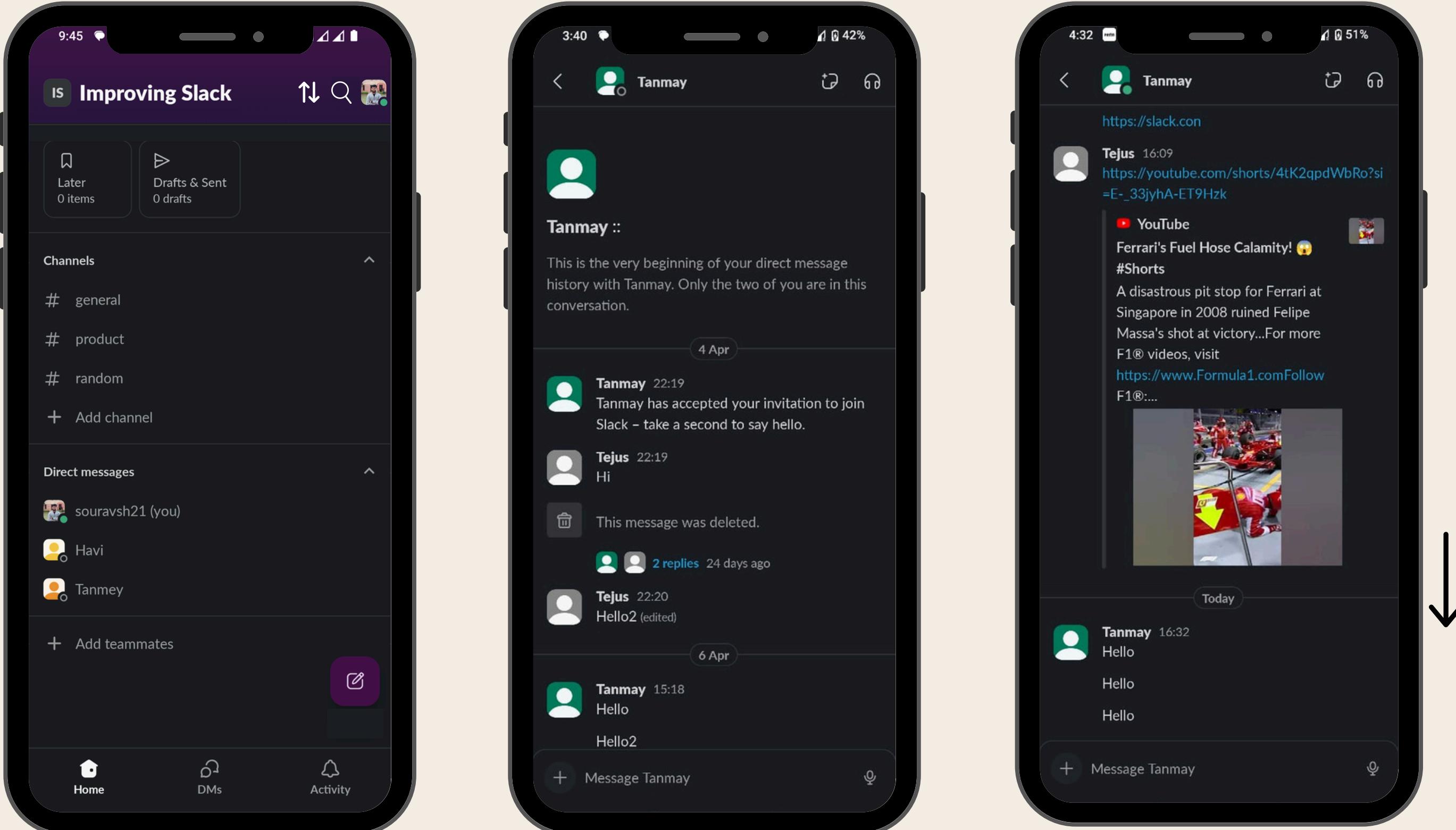
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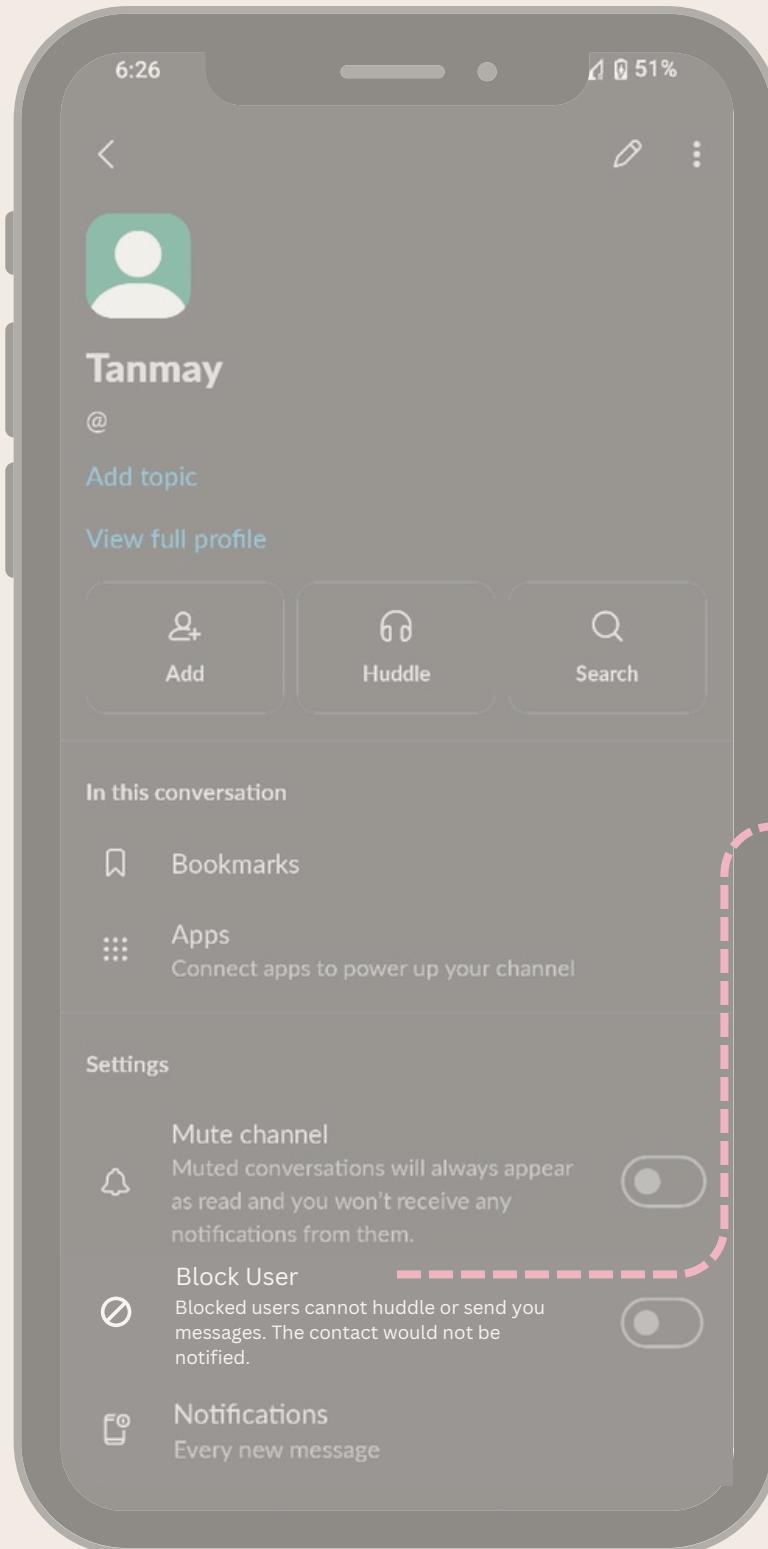
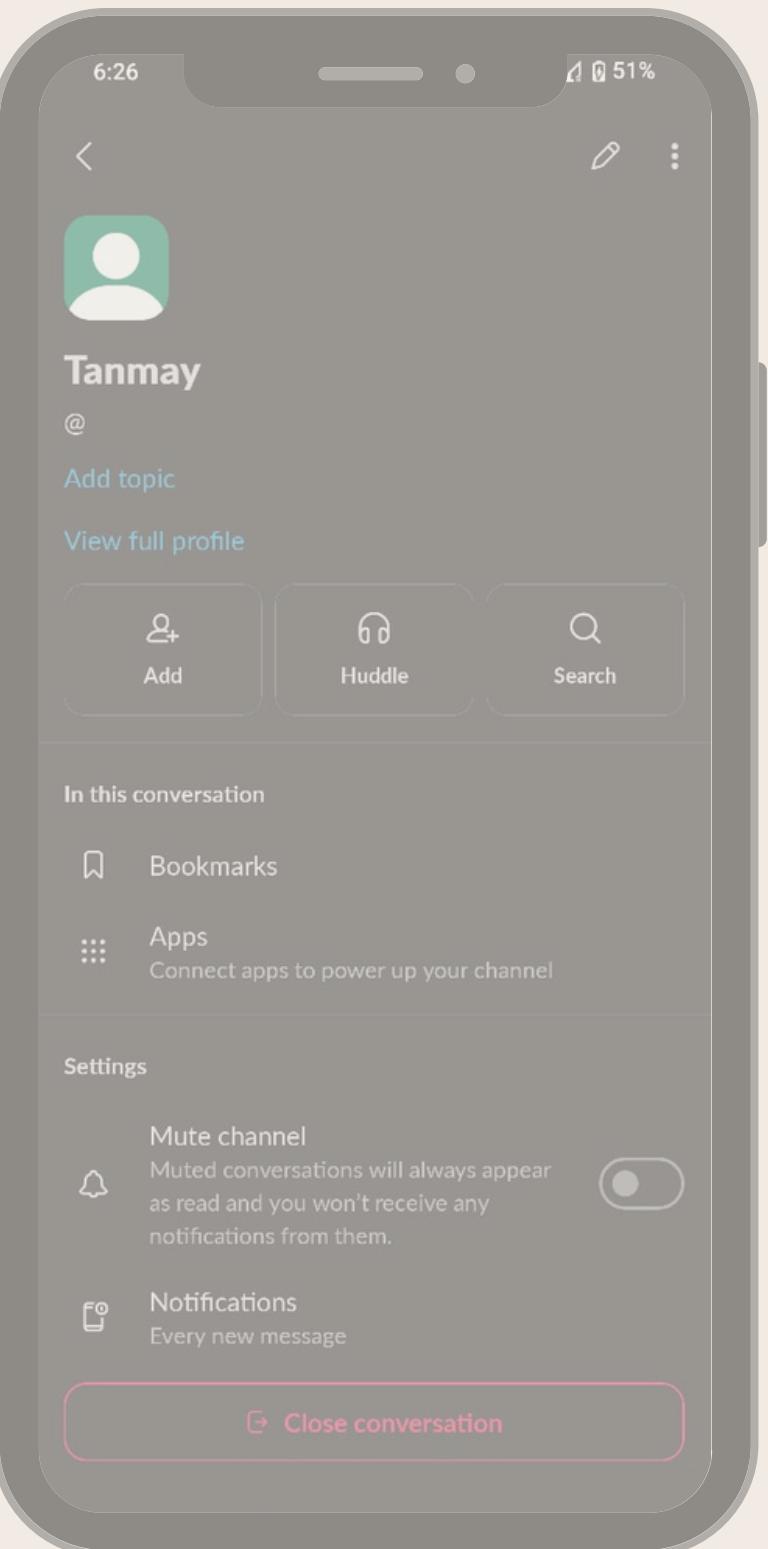
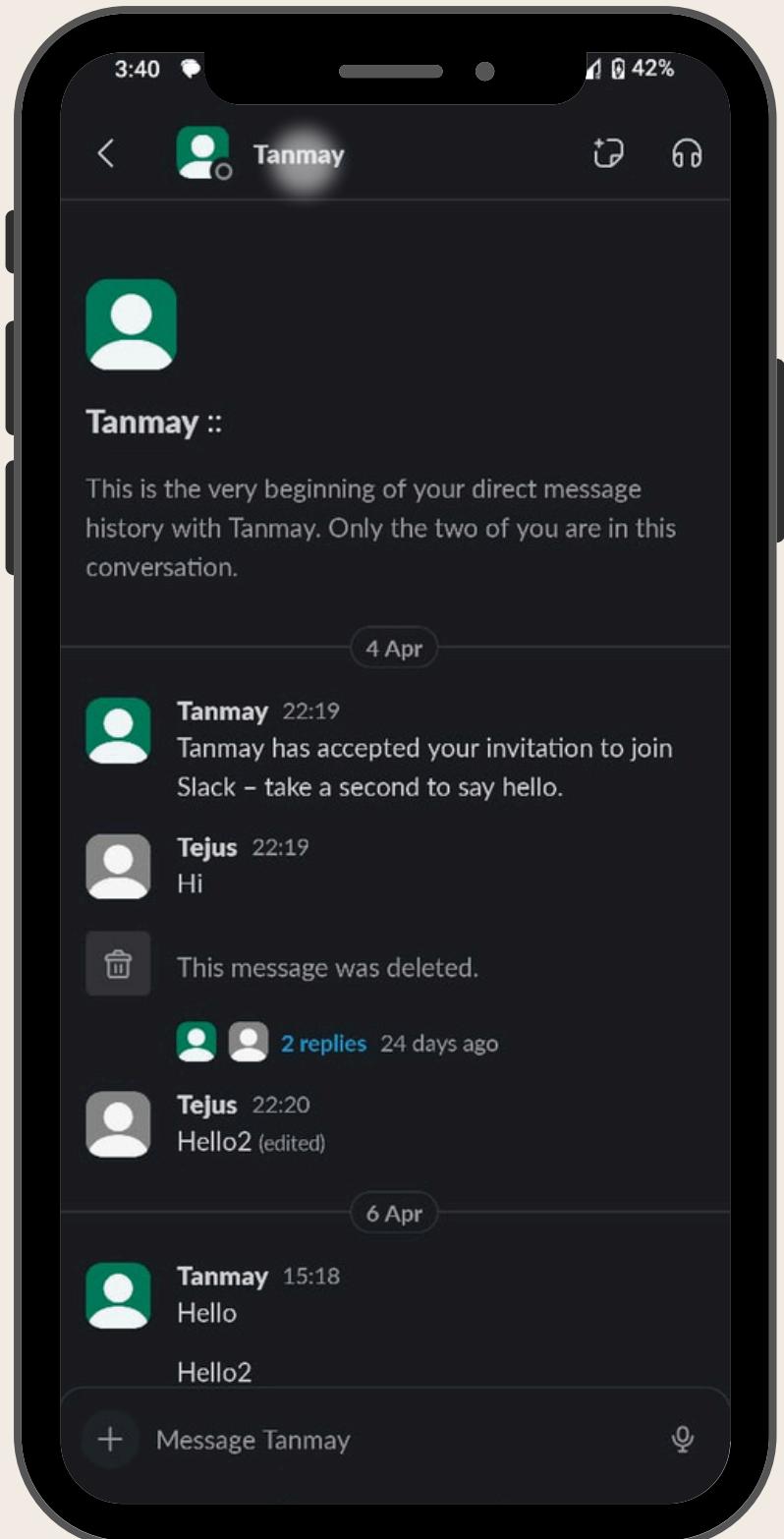
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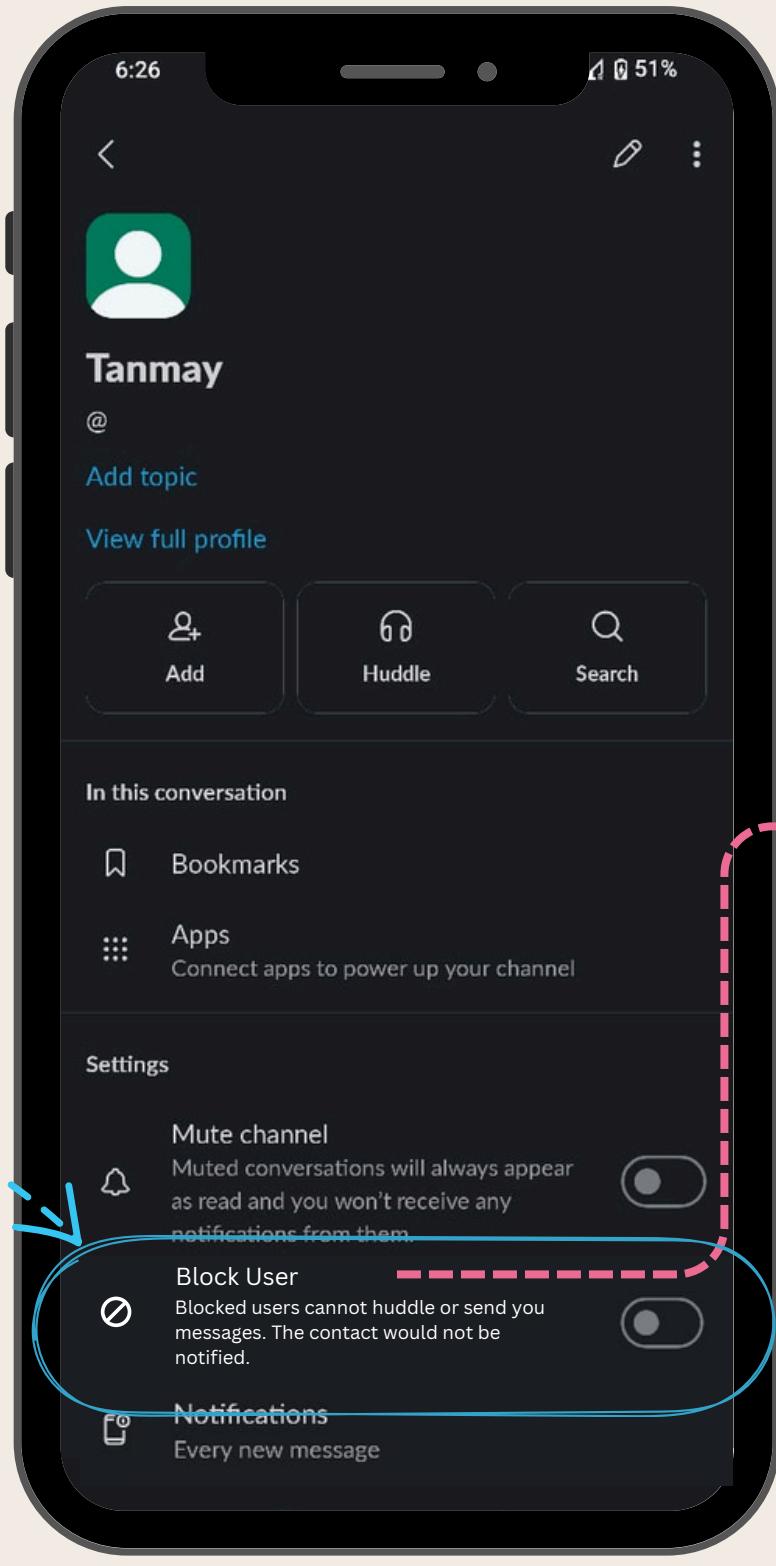
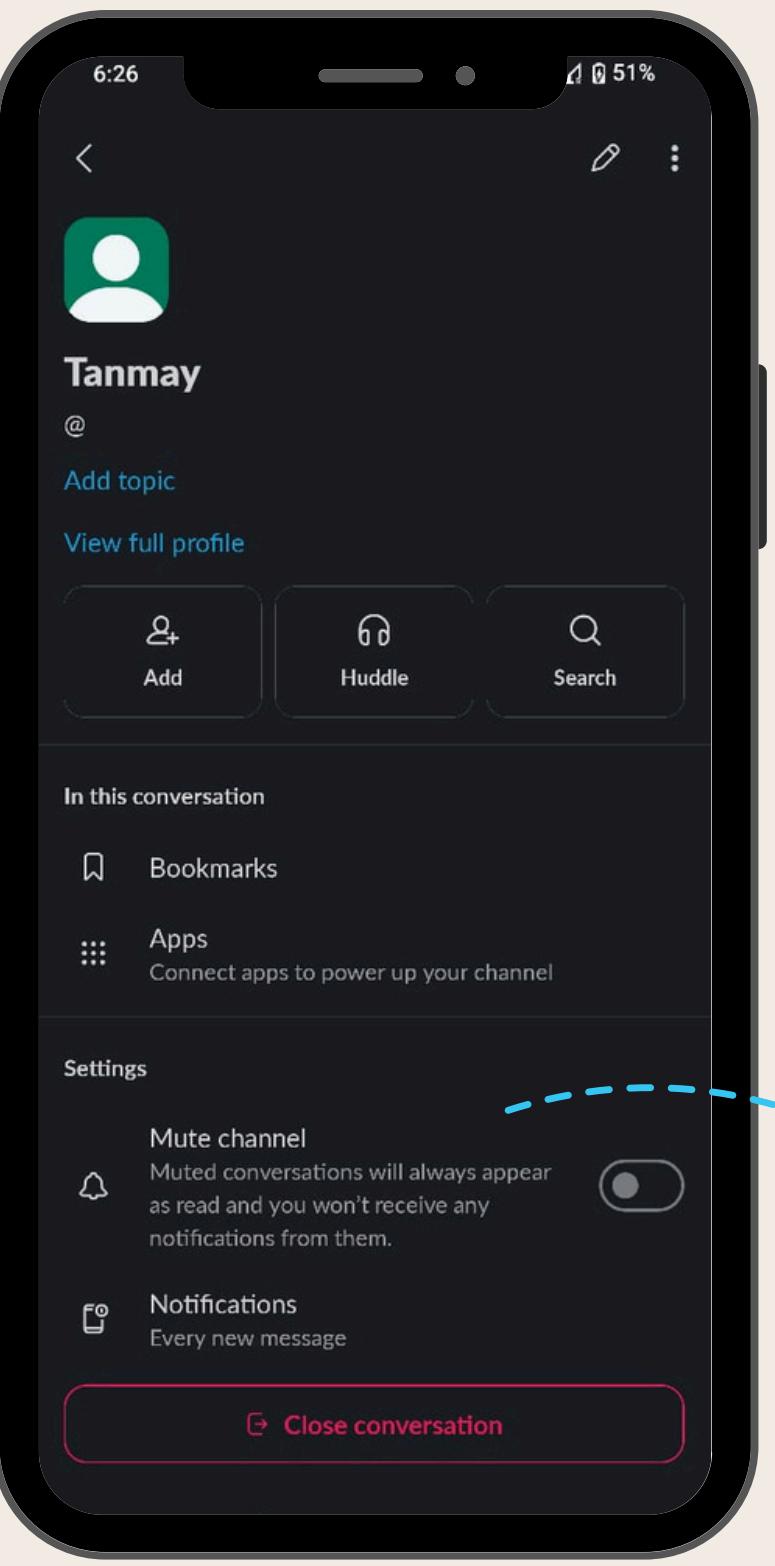
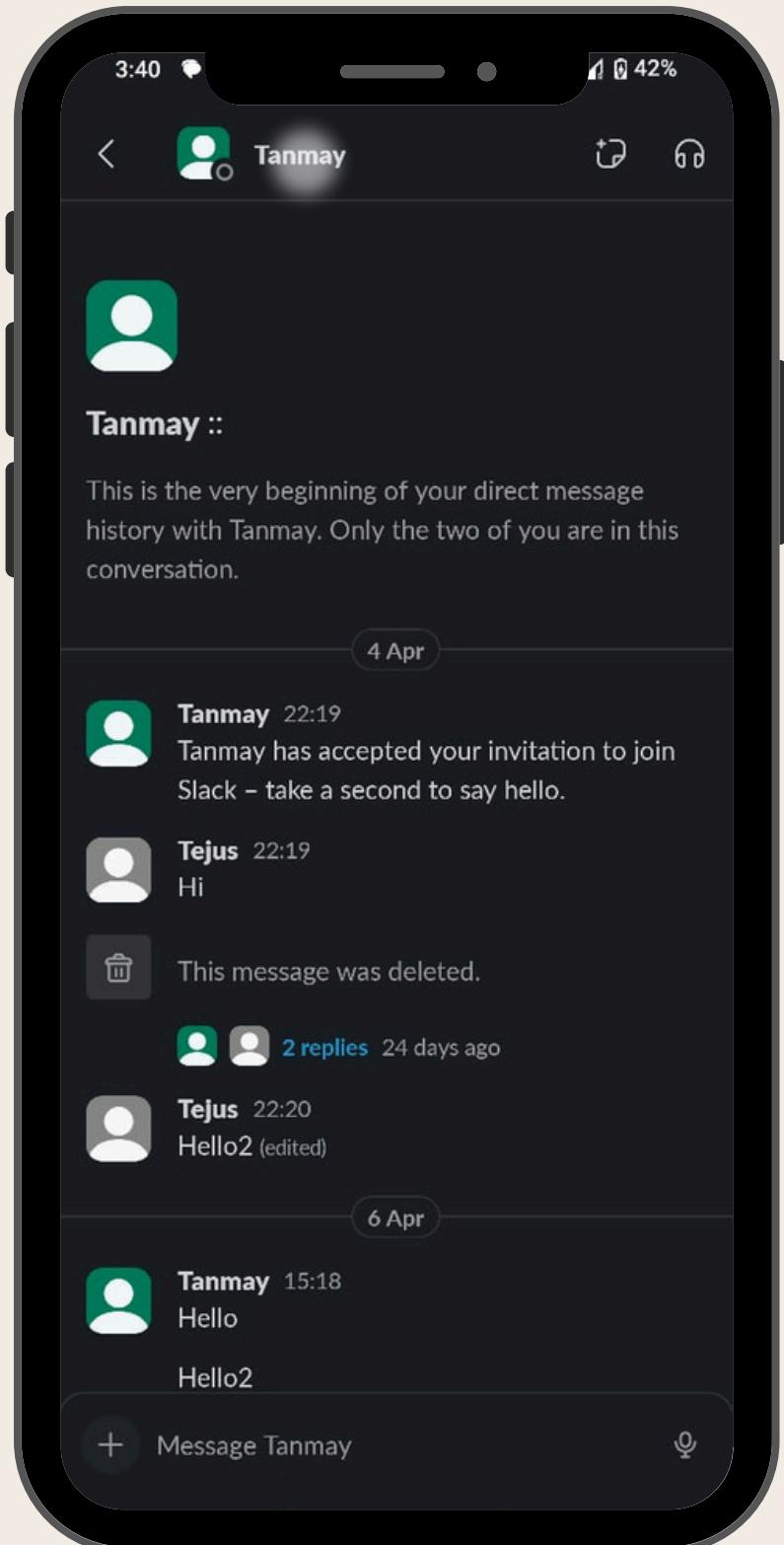


Prototype 4



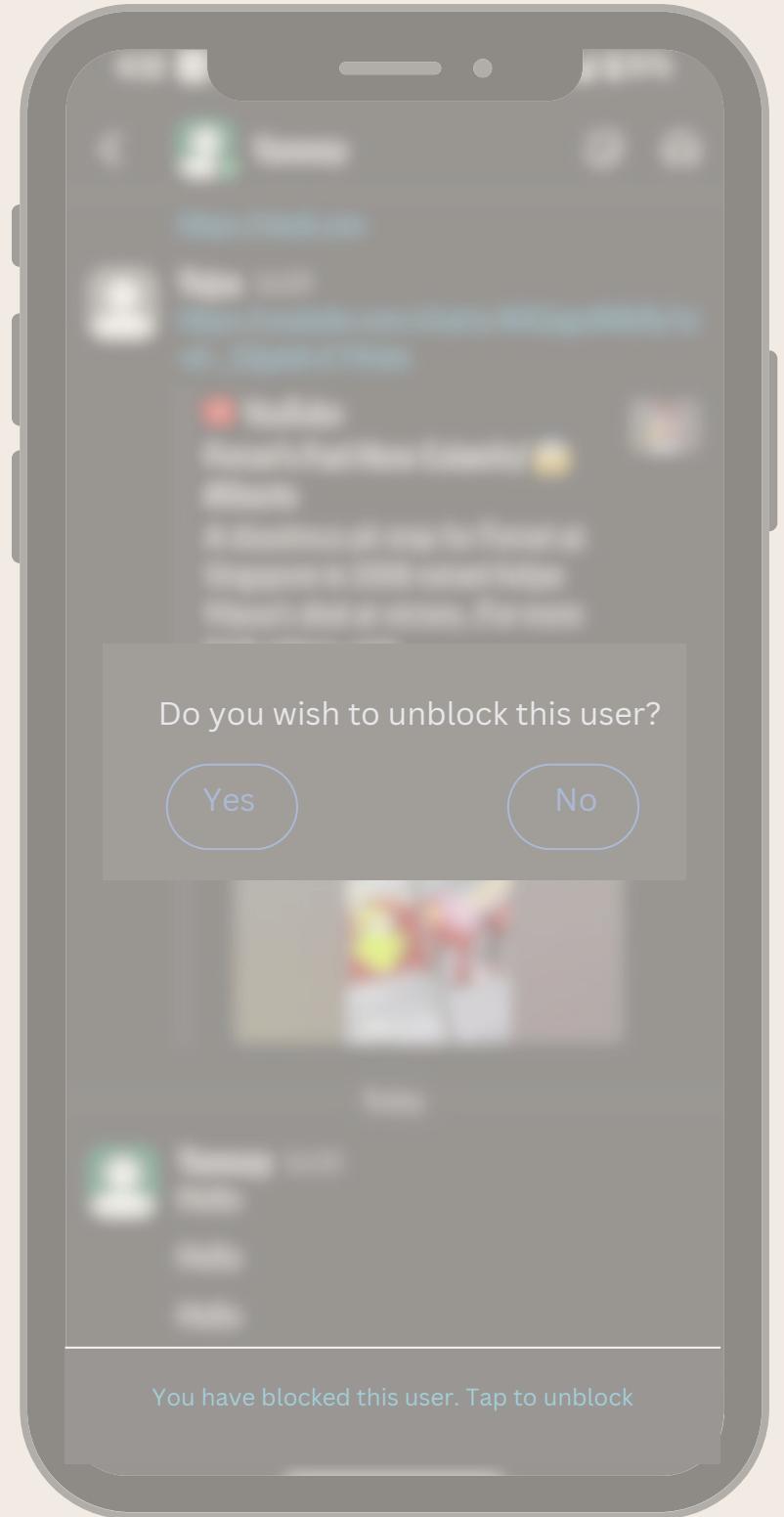
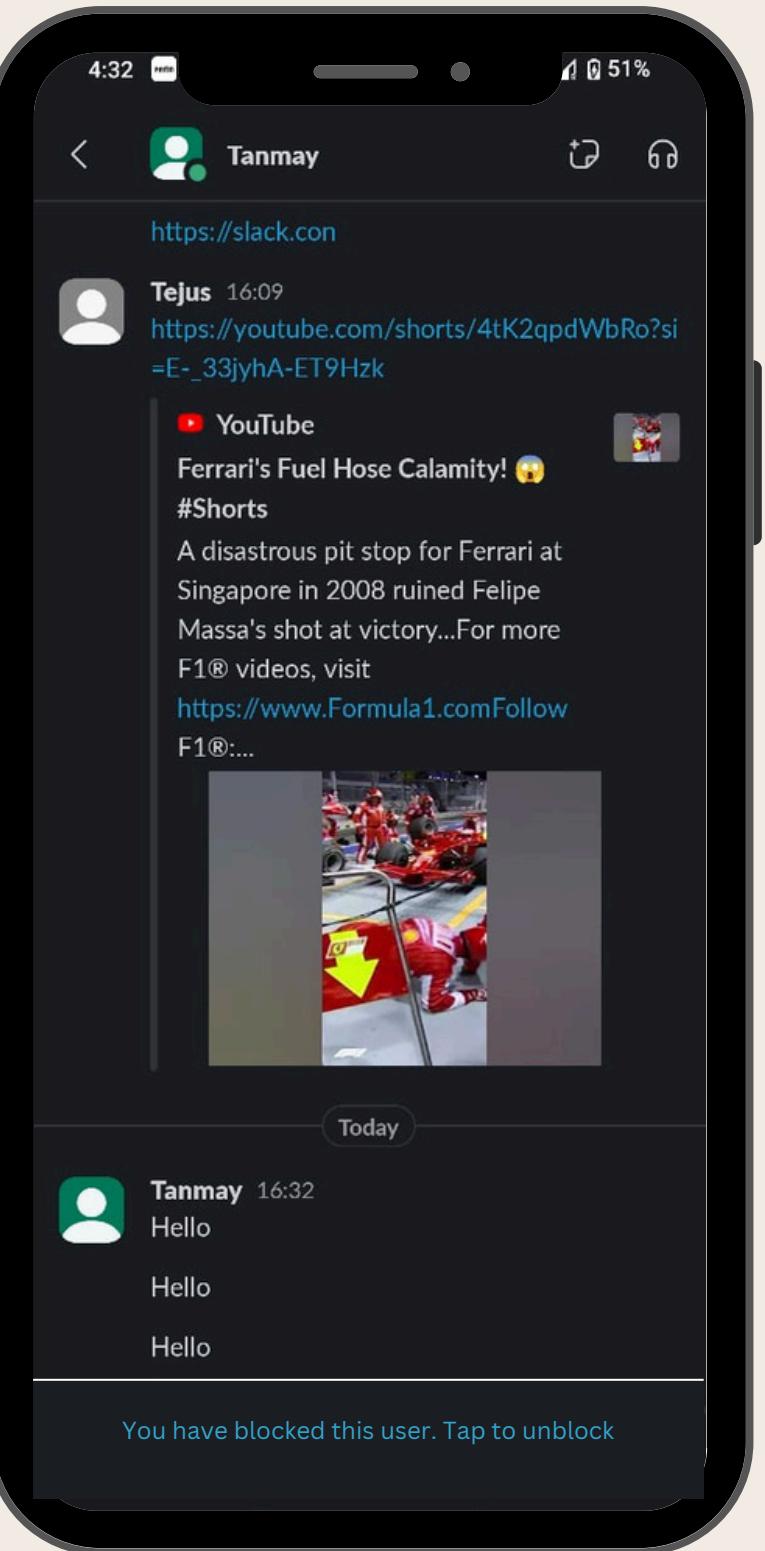
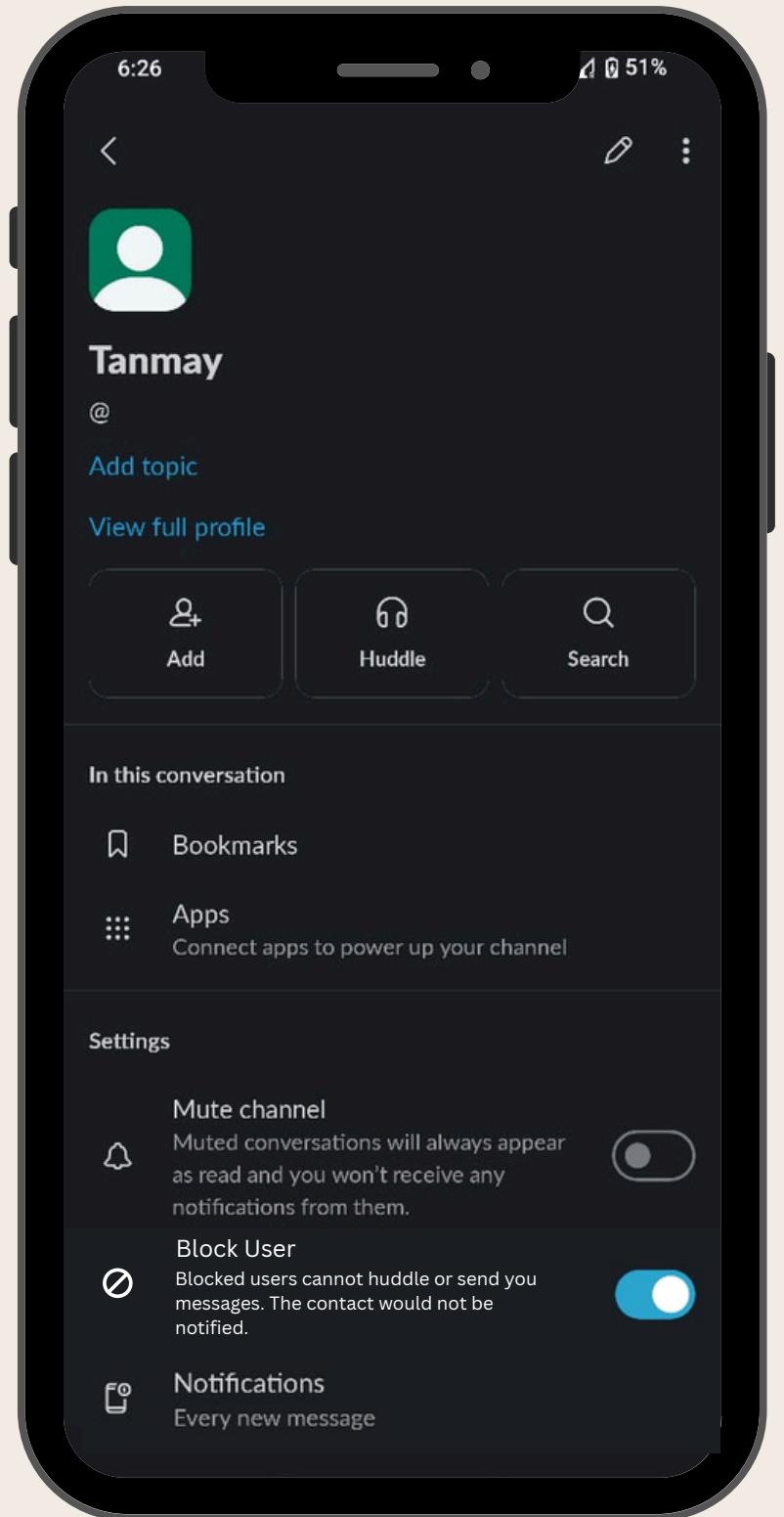
Block user - Helps users to stop receiving messages from those they don't want to.

Prototype 4

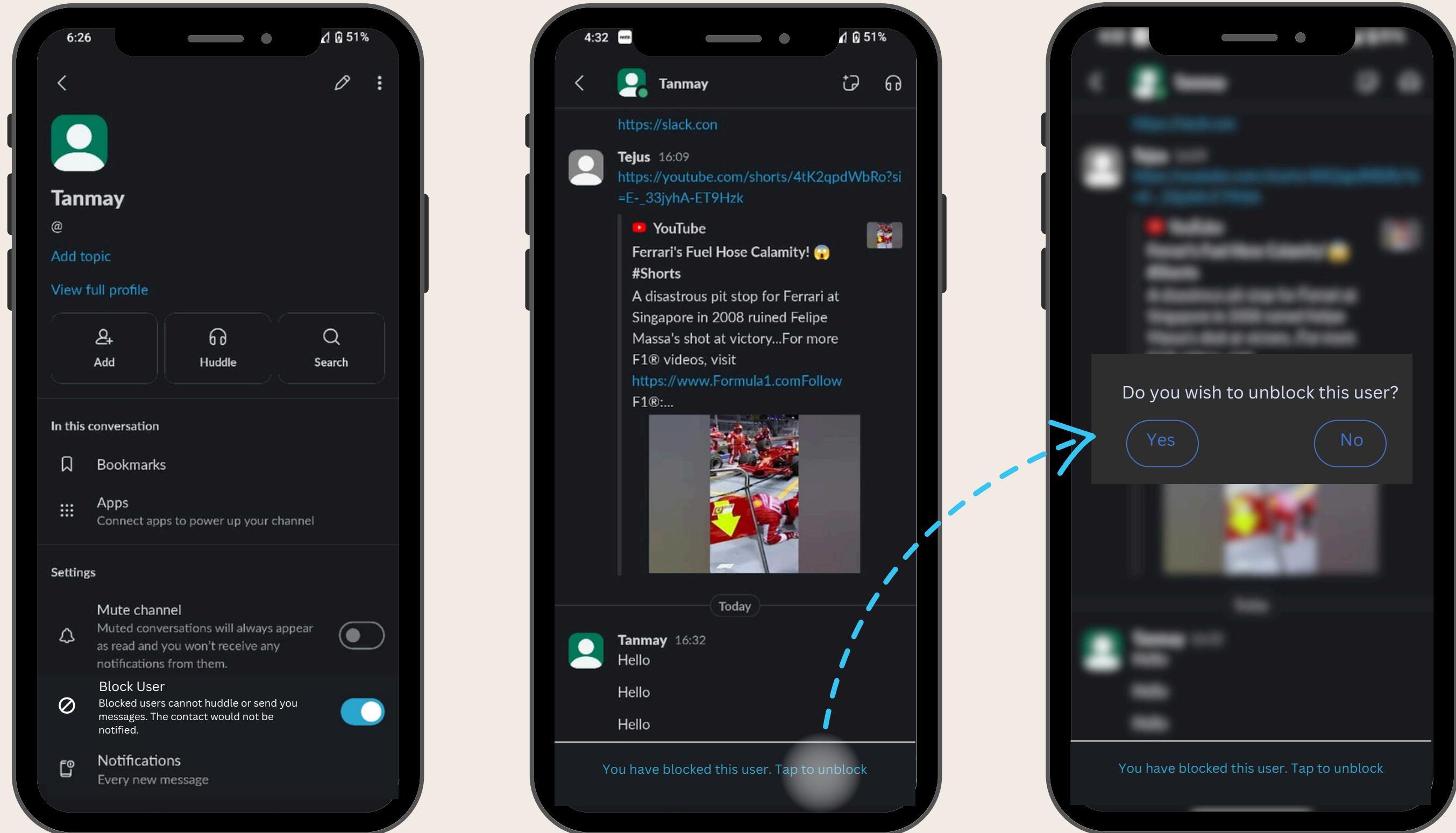


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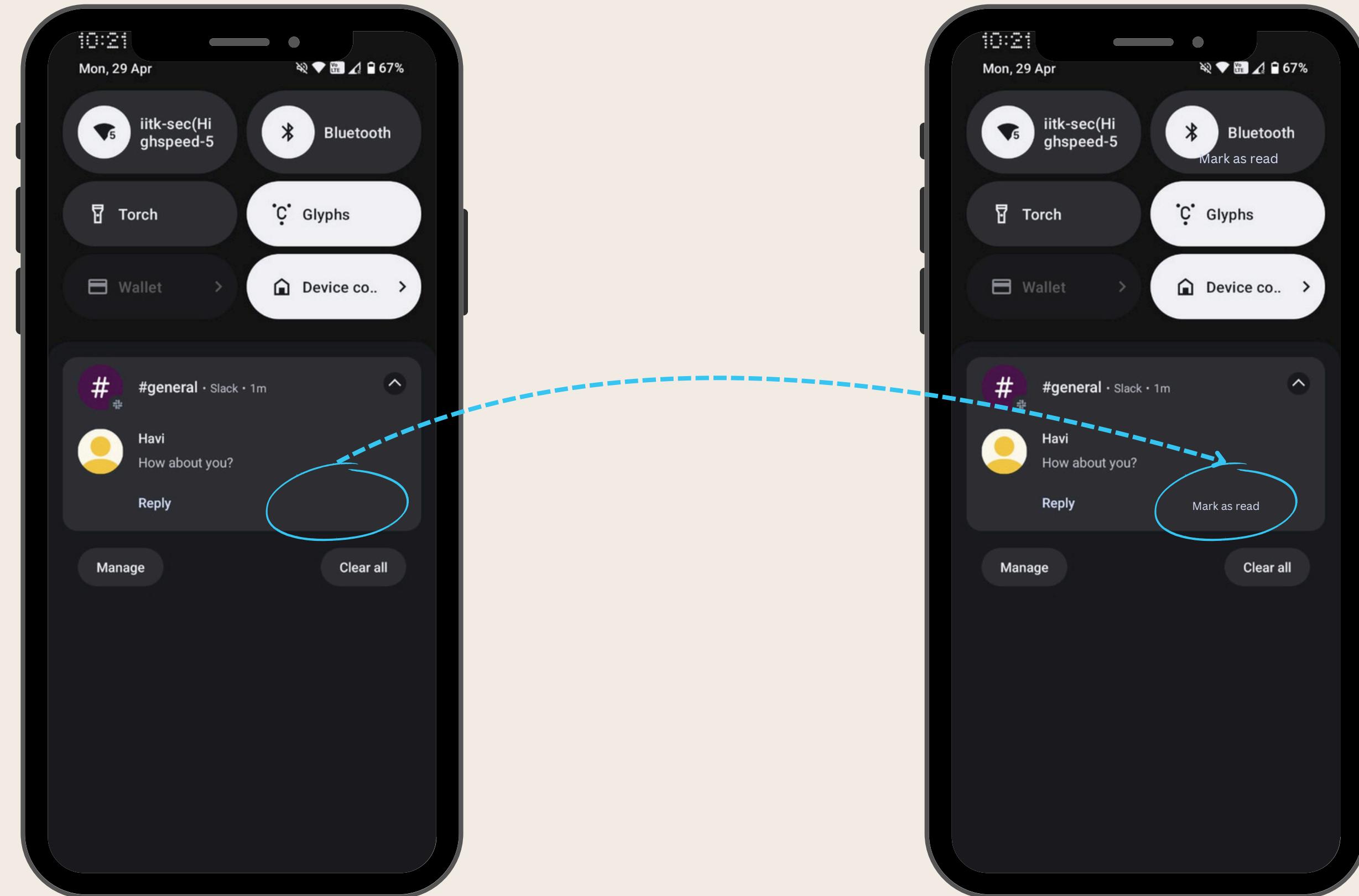
Prototype 4



Prototype 5



Prototype 5



Prototype Evaluation

- We employed **Heuristic** evaluation to judge our prototypes.
- Initially, we selected heuristics that closely aligned with our designed prototypes. Subsequently, each of us individually assessed all prototypes, following which we convened to collectively discuss and agree upon identified issues.
- The heuristics on which we evaluated are -
 - Visibility of System Status
 - User control and freedom
 - Aesthetic and Minimalist Design
 - Flexibility and Efficiency of Use

Problems in existing prototypes

Heuristic	Feature	Issues
Visibility of System Status	Social Media Handles	When clicking on Add button, user should be told that he/she would be redirected to a browser.
User control and freedom	Block user	If a user accidentally blocks someone, they wouldn't be aware of it.
	Quick Navigation	If a user makes a mistake by clicking, they can't return to their previous location.
	Mark as read	Users should have the option to mark a chat as unread if they accidentally clicked on it.
Aesthetic and Minimalist Design	Block user	The message for unblocking should stand out more compared to regular chat messages.
Flexibility and Efficiency of Use	Social media Handles	It's not possible to include additional social media accounts.

Potential Fixes

- When redirecting to an external app from within the app, display a pop-up to notify and request confirmation from user.
- When a user decides to block someone, ask them for confirmation with a pop-up message.
- The message "You have blocked..." should be highlighted in red to make it distinctly stand out from regular chat messages.
- Once a user uses the "jump to latest message" feature, provide them an the option to return to their previous position in chat.
- Adding an option of 'Mark as Unread'.
- Adding a exhaustive list of well-known social apps.

Links

- **Reviews** - <https://play.google.com/store/apps/details?id=com.Slack&hl=en&gl=US&pli=1>
- **Data Analysis** -
https://docs.google.com/spreadsheets/d/1VCP4QWBwTnvQg1vLsYAEJT2iZhHbMHi_OJeRLzN5gU/edit?usp=sharing
- **Heuristic Evaluation** -
https://docs.google.com/spreadsheets/d/1169GyX7-K1k3jnWMfXWRTrc64eEx7c11Pt_Xp8_00io/edit?usp=sharing

Acknowledgement

This project has been a journey of learning, exploration, and collaboration. We would like to express our sincere gratitude to those who have contributed to its successful completion.

First and foremost, we thank Almighty God for providing us with the strength, guidance, and perseverance needed to see this project through to completion.

Now we would like to thank our course instructor, **Prof. Sruti S Ragavan** for their invaluable guidance, feedback, and encouragement throughout the project. Their insights and expertise have been instrumental in shaping our understanding of the subject matter.

Thank You!!

