



Sydney

COMP1531: Software Engineering Fundamentals

Term 3– 2021

5.6. Planning for the next problems to solve

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Elicitation: Interviews

Interview 1:

1. What are your contact details (your email address and name)?

Name: Tully Giles Cook

Email: sweetcook@hotmail.com

2. What team messaging services are you currently using?

WhatsApp, Email

What is the purpose of using the current software?

Team organisation, coordinating solar installation resources, sending team updates e.g., location of job, job description etc.

What do you dislike about the messaging service app that you are using?

- It's a mix of social network app and a work app
- It doesn't support channels for different work-related talks
- You can't filter the search function by group

What do you like about the messaging service app that you are using?

- it's free
- it's easy to install and sign up to

What features if any would you like to be added to this messaging service?

Search for messages by group chat which will allow me to simulate channels in WhatsApp.

Interview 2:

1. What are your contact details (your email address and name)?

Name: Dan Bd

Email: info@unswmechsoc.com

2. What team messaging services are you currently using?

Discord , Facebook

What is the purpose of using the current software?

Discord is used for society meetups and social activities as well as Facebook for organising society catchups and exec meetings.

What do you dislike about the messaging service app that you are using?

- Facebook has a lot of advertisements
- Discord costs money for the extra features
- Facebook is for boomers

What do you like about the messaging service app that you are using?

- it's free
- it's easy to install and sign up to
- Discord is great for movie nights and allows for a lot of fun interactions which can be more nuanced than Facebook
- Facebook is ubiquitous and has a great mobile platform

What features if any would you like to be added to this messaging service?

I would love to have the ability to go from speech to text in both Facebook and discord which would potentially save me time writing large bodies of text, sending voice messages in discord would also be pretty neat and having calendars within discord and Facebook group chats would be handy to keep track of events maybe linking into to some master google calendar via ical.

Use cases

Search Filters (From interview 1):

User Story:

As a user who uses WhatsApp for work in a group chat setting, I would like to be able search for messages and filter by groups so that I can organise group chats by the topics of conversation to keep track of various work-related conversations like how channels are used within WhatsApp.

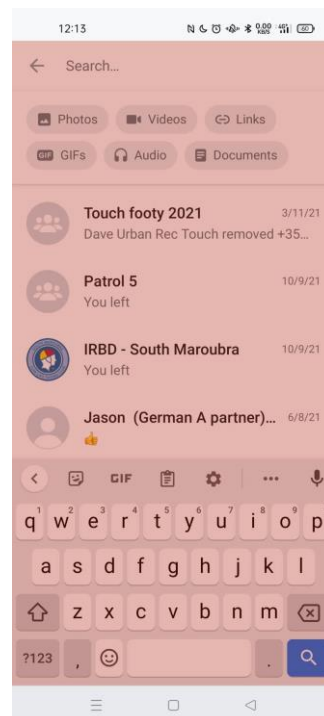


Figure 1. Current Search Screen in WhatsApp

UATS:

- There is a filter button for groups which is available to press before pressing the search magnifying glass button when entering a search value
- The groups button will be located to the right

- There is an ok and cancel button within the group selection form to apply or remove the group chat filter respectively
- The groups button will when pressed show a list of groups that you are a member of, and this list will be in a multi selection box form so that you can choose what groups to include within the search parameters
- You will be able to touch photos and videos to search by as well so that multiple search parameters can be selected during any single search.

Use Case: Search for a video within 2 groups

Goal in context: User needs to find a video that could be in either one of two group chats

Scope: WhatsApp

Level: Subfunction

Preconditions: There are multiple messages in two group chats including videos that the user is a member of, and the group chats have similar purposes so information may be disorganised.

Success end condition: The User finding the video that they were looking for which exist in only one group chat

Failed end condition: User does not find video

Primary Actor: User1, Other Users

Trigger: User1 searches for video within two groups

Main success scenario:

User 1 is in many group chats that send many videos.

User 1, User 2 converse in a group chat called "Group1" with possibly more users.

User 2 sends a video file within this conversation.

3 months pass after this conversation.

User 1 goes to search for this video he first presses group to filter his search by groups and selects "Group1" then presses ok to apply group filter then User 1 selects video and presses the search button. User 1 finds the video they were looking for by scrolling through the list of videos.

User 1 is satisfied.

Validation User response:

Perfect, is exactly the search functionality I wanted within WhatsApp.

Calendars (From interview 2):

User Story:

As a user who uses Facebook messenger for setting meetings, I would like to be able to create ical supported calendar invitations to members of the group chat so I can organise meetups without deferring to my email.

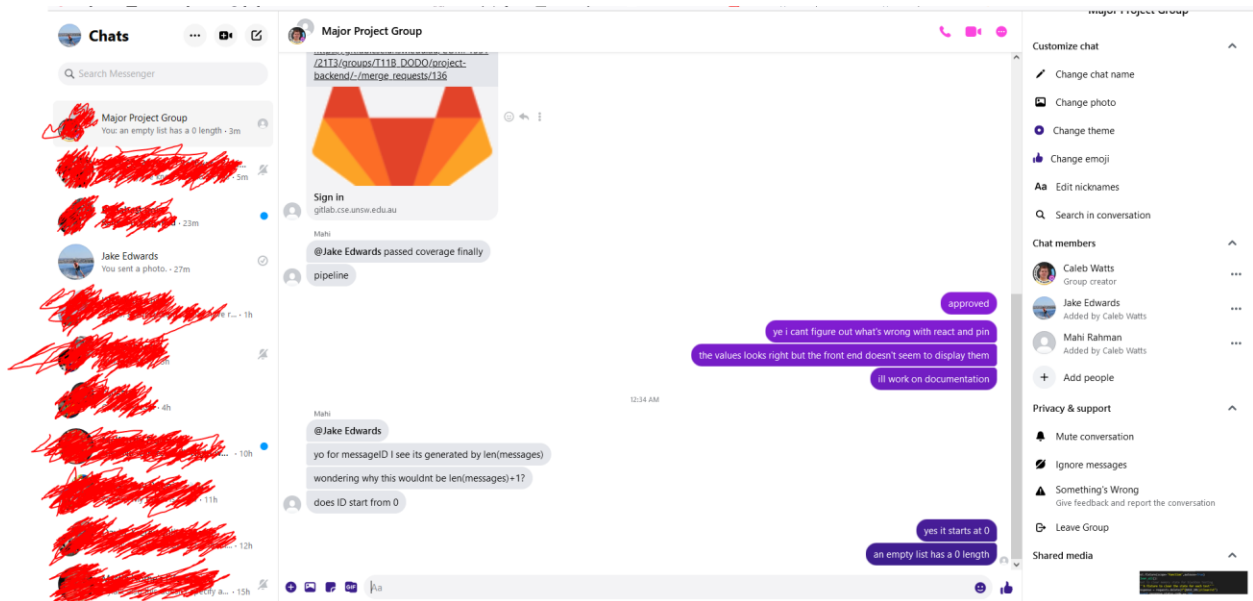


Figure 2. Current Fb Messenger Screen

UATS:

- There is a calendar drop down to the left of the call button which when clicked displays a calendar
- There is the ability to create an event when clicking the plus button which will create an event within the in-built Facebook calendar for that respective group chat which will sync to your account calendar
- When an event is created you can accept the invite which will cause allow you to download an ical link for that event
- Your response will show within the Facebook group chat calendar

- Upcoming events will be pinned to the top of the Facebook group chat

Use Case: Search for a video within 2 groups

Goal in context: User needs to easily organise meetups within the context of a Facebook group chat

Scope: Facebook

Level: Multiple Functions

Preconditions:

There are multiple members in the group chat. An event is in the process of being made.

Success end condition: All the users respond to the calendar invite.

Trigger: User 1 creates a calendar event within the group chat

Main success scenario:

User 1 wants to create a meetup, so they create an event in a Facebook group chat. User 2 and User 3 see the event in the group chat history and press accept invite in the interactive event invite a hyperlink to a downloadable ical link is shown and on the Facebook messenger calendar they are now shown as going to the event when the Facebook messenger calendar is shown.

Validation User response:

I think that this would work better for me if group chat names acted as a tag to an event and the events calendar was more overarching for a user rather than specific to each group chat.

Interface Design Calendar

Function name	HTTP Method	Parameters	Return Type	Exceptions	Description
/calendar /create	POST	(token, group_chat_id)	{calendar_id }	AccessError when: the authorised user has not joined the group chat they are trying to create a calendar for	When a group chat is created a calendar for that group chat is also created.
/event/create	POST	(token, event_details)	{event_id}	InputError: Event details are not valid AccessError When the token is not valid.	Event_details is a dictionary hold the duration,start_time, end_time, name of event, description of event and attendees. The event will be create on the calendar and the attendees will be notified of the event within the groupchat.
/event/reminder	GET	(token, calendar_id, current_day)	{event_ids}	InputError: calendar_id is not valid AccessError When the token is not valid.	Given a token and a calendar_id search for all events in the calendar on the current_day and return a list of event_id for each event on the current day

/event/edit	UPDATE	(token, event_id, calendar_id)	{}	InputError when any of: calendar_id is not valid event_id is not valid AccessError Token is not valid	Updates the event with the new details also will e.g. new attendees, new time, all attendees will be notified of such changes
/event/delete	DELETE	(token, event_id, calendar_id)	{}	InputError when any of: calendar_id is not valid event_id is not valid AccessError Token is not valid	Event in calendar is deleted all attendees will be notified of such changes.

Conceptual Modelling (State)

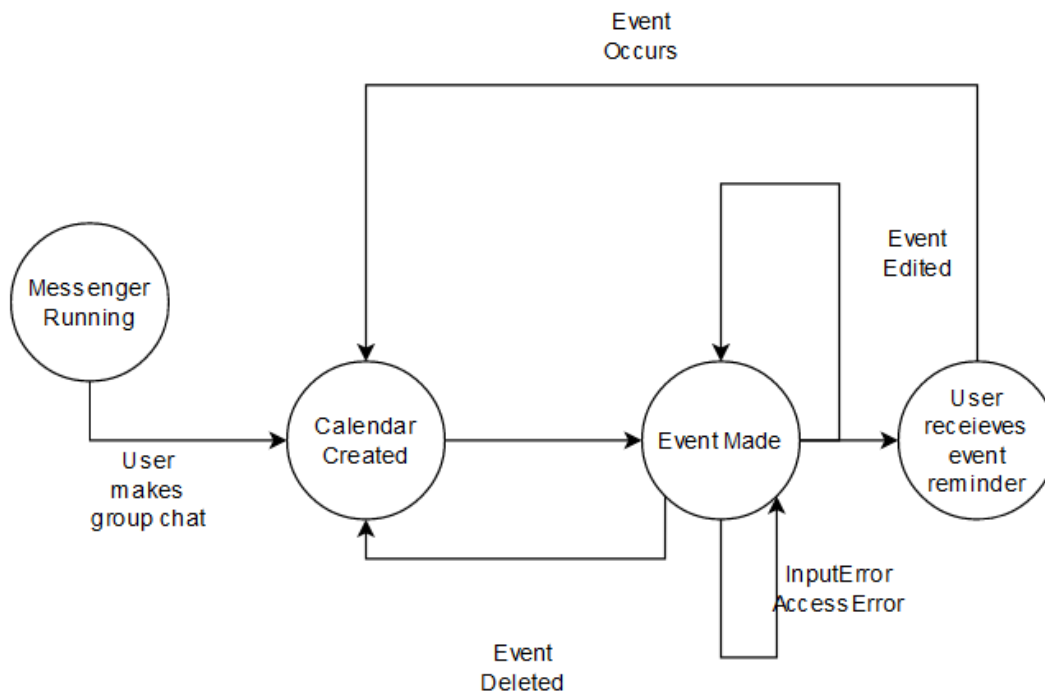


Figure 3. Calendar Messenger State Diagram

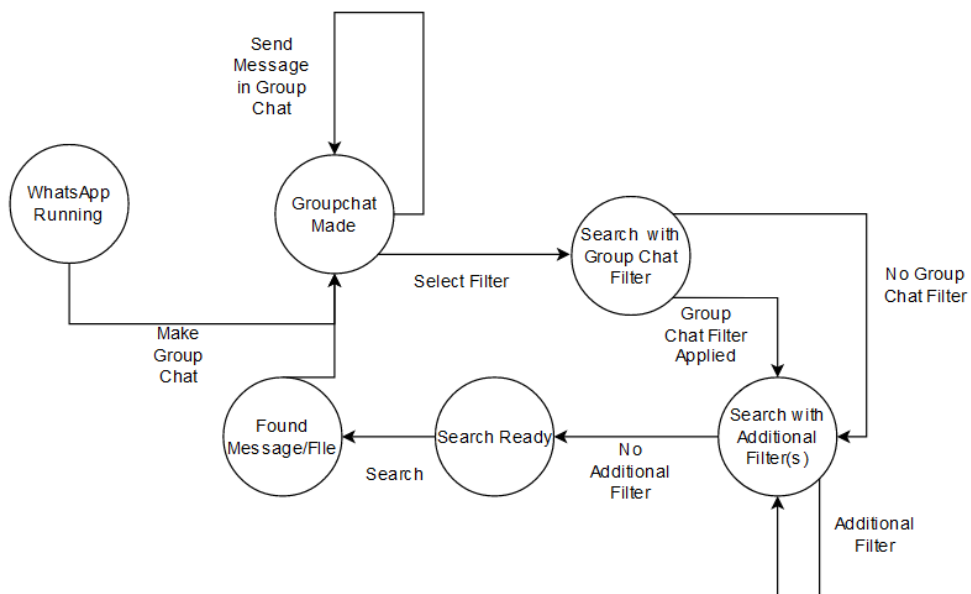


Figure 4. Search Filter Function WhatsApp