Scenario Writing Example Storyboard/Script

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| Screenshots | Video Directions | Narration (Total Read Time ~) |
|  |  | Welcome to the System Message Overview and Workflow Walkthrough. This brief presentation will provide an summary of information about the System Message along with presenting how to use this function. |
|  | Mock-up Email  -> SM Text Ref  (display in small window, overlap)  -> App Log-in | As you finish your morning routine after a weekend off you log in to an email message from the operational team that they are planning on doing maintenance on a couple applications that your team uses. In the past you have just sent an email out to the team to let them know that the system would be off-line for a small window of time, but you recently read about a built in Server Messaging system in **Application Name**. You pull up the Job Aid all Admin received in an email and head over to **Application Name** to start working through the process of setting up a System Message. |
|  | -> App Landing Page  -> SM Page | After going through the authentication process you find yourself on the Applications Landing page. The job aid directs you to click on the “System Messages” tab up in the navigation toolbar. The page that loads in is composed of **Page Description**. Being you want to create a new message you click the Add Message button which opens a page. |
|  | -> SNM Page | You type in the message “Application will be down for maintenance on Thursday from 7-10pm” then move on to the Type dropdown. Reading the bullet on the job aid about this section you learn that Alerts should be used for time sensitive, important messages while Info should be used for un-time sensitive, update messages. Since your message is time sensitive you decide to set it as an Alert. Next you see that a Start Date and Time are needed along with an End Date and Time. You would like your team to start seeing the message today so you click on the calendar icon and click on today’s date. You notice a clock symbol at the bottom of the calendar but decide to type in a time of 10:30am instead of going through the auto-select. You see the last step is to set the applications. You click the button to open the drop down, click on **Application A** and **Application B**. Finally, you click the green submit button to finish the new message. |
|  | -> SM Page -> Mock-up email 2 -> SM Page and various pop-up n Edit Screens | The page refreshes back to the system message screen and you notice your new message at the top of the table. As you were finishing up you received an email saying that a previously scheduled maintenance was being pushed back for **Application C**. You notice that a system message had been set and decide to edit it to help out. This seems like a perfect time to test out what the Clone button does. You click the clone button on the message and get a pop-up box asking for confirmation that you want to clone the message. After a few seconds of processing the pop-up box closes and you see the newly cloned message at the top of the table. You notice that all of the information from the previous message was copied over. Being your goal is to extend the end time of the message you realize that clone didn’t really help in this situation, maybe if you needed to add another application to an already announced maintenance, and decided to delete the message. You click the Delete at the end of your cloned message and then confirm in the pop-up box. You see that the message has been removed from the table. You then go back to the original message and click the edit button. This opens a new page that looks almost identical to the New System Message Page. You change the date of maintenance listed in the Message field to match the one provided in the email, then change the end date to also match. You hit submit and are returned to the System Message screen.  Also on the email about maintenance being pushed back for **Application C** there was a line about how **Application D’s** maintenance had been canceled. You see the system message for this maintenance and decide to help out while discovering what the cancel button does vs the delete that you used earlier. You click the cancel button, confirm in the pop-up that you want to perform this action, wait for the system to process, and then notice that the canceled message has been moved to the top of the table and that the end time was changed to a min ago. You reference the job aid that was sent out to learn that delete removes the message entirely, while cancel just ends it but leaves the message to be cloned and edited in the future. |
|  | Outlook pop-up -> SM Page -> Logout | A pop-up from Outlook reminds you that it is time for your daily team meeting, so you log out of **X Application** and go about the rest of your day. |
|  |  | This completes the System Message Overview and Workflow Walkthrough. By now you should have a basic understanding of what information is presented along with the multiple options of how to use broadcast messages.  If you have any questions, please do not hesitate to reach out to your POC using the emails provided. |