Question	Response 1	Response 2	Response 3
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What communication software do you currently use? What makes it useful as your primary method of communication?	Discord. The large amount of functionalities present make it a versatile app with all the important features needed for a communication app. This includes text chats, voice calls, video calls, media sharing and many more.	Discord	Discord
Any features that are missing that could be added in?	If discord had a whiteboard or drawing pad that could be shared by users it would greatly enhance its experience in terms of collaborating on projects.	I believe that the ability to communicate directly with the Trust and Safety moderation team via the platform is a crucial feature that is not integrated into the software. Rather, at this stage in time, moderation reports and support tickets must be created externally.	The ability to learn what a tool or button does without having to search it up in an external browser.
Is there any issues that you have experienced with your software of choice?	App on phone is very buggy where chats fail to load unless the app is restarted, causing typed messages to not be registered, rather they just disappear.	I have experienced difficulties with finding users after their direct messages have been closed. It can be difficult to parse through a long friend's list without an effective custom naming system in place.	The software sometimes does not correctly format text. However, the steps to do this are repeatable, and it is not a random occurrence
Any annoying features that would improve the	Nitro boosting system should be removed and instead of having	I believe removing the limit/cap on pinned messages, which is	Some of the tools that are available only to paid users should be

experience by being removed?	to boost a server for better voice quality it should be a standard.	currently capped at 50, would improve the experience as some channels can reach hundreds of thousands of messages over time.	removed from the paid benefits and instead be accessible to all users.
Do you find the software you use to be too complicated? Or too simple?	Discord isn't complicated to use and there is a range of advanced settings for more experienced users.	I found the software complicated at first, but I grew accustomed to the feature set over time. It is complex, but offers lots of depth and functionality.	In its current state, I find the software to be very complicated. However, as I have spent a long time using it, I understand how to use its complicated systems. I believe new users will struggle with understanding the systems of the software.

USER STORIES

As a user, I want to be able to learn what a tool, button or command does without the use of an external client like google.

As a user, I want to be able to draw on a whiteboard and share it with people, as this would help in expressing ideas better in groupwork.

As a user, I want the text in the chat to be correctly formatted all the time, so it is easier to digest and follow what is being discussed.

USER CASES

User case: Check what a command does

Goal in context: User can check what a command does either from a command list or from writing a help command in chat

Scope: UNSW beans

Pre-conditions: User has registered an account and is logged in

Success End condition: User can check what command does

Failed End condition: User cannot check what command does

Primary Actor: User

Trigger: User selects option to check what command does from a command list

Success Scenario:
- User selects option to view command list
- UNSW beans displays all commands in a list and what they do
- UNSW beans displays a search option at the top to filter through commands
- User searches for command
- UNSW beans displays command and it's information

User case: Contact Support

Goal in context: User can contact a support team to help them with issues

Scope: UNSW beans

Pre-conditions: User has registered an account and is logged in

Success End condition: User can contact support

Failed End condition: User cannot contact support

Primary Actor: User

Trigger: User selects option to contact support

Success Scenario 1:
- User selects option to contact support
- UNSW beans attempts to create a connection to a live chat
- UNSW beans successfully creates a live channel between support and user
- User is able to send messages to support team
- Support team can send messages back

Success Scenario 1:
- User selects option to contact support
- UNSW beans attempts to create a connection to a live chat
- UNSW beans cannot start a live chat
- UNSW beans can help format an email to the support team
- User is able to send email to support team

User case: Draw images and share these images
Goal in context: User can draw an image and share it to other people
Scope: UNSW beans
Pre-conditions: User has registered an account and is logged in and is part of a channel
Success End condition: User can draw and share image
Failed End condition: User can draw image but not share it
Failed End condition 2: User cannot draw image but not share it
Primary Actor: User
Trigger: User selects option to draw an image
Success Scenario:
- User selects option to draw image
- UNSW beans displays a whiteboard for user to draw on
- User draws image on whiteboard and saves it
- UNSW beans gives option to share it to a channel
- User selects option to share
- UNSW beans displays image in channel

Comments:
Ehab (whiteboard): This use case begins to solve the problem of having a whiteboard to draw on. If there was a way for multiple users to draw and interact with the whiteboard at the same time this would further improve the functionality. The ability to quickly save and share images after drawing them also is a positive aspect of this use case that ultimately allows it to solve the initial problem.
Hassan (support team):
Bilal (command info): These adjustments do seem adequate to me, especially the search option to allow filtering. This should allow me to search not only the keyword or part of the names of the commands but also include the description/use of the command. For example, searching "Call" should also display a related result like "Ringtone"
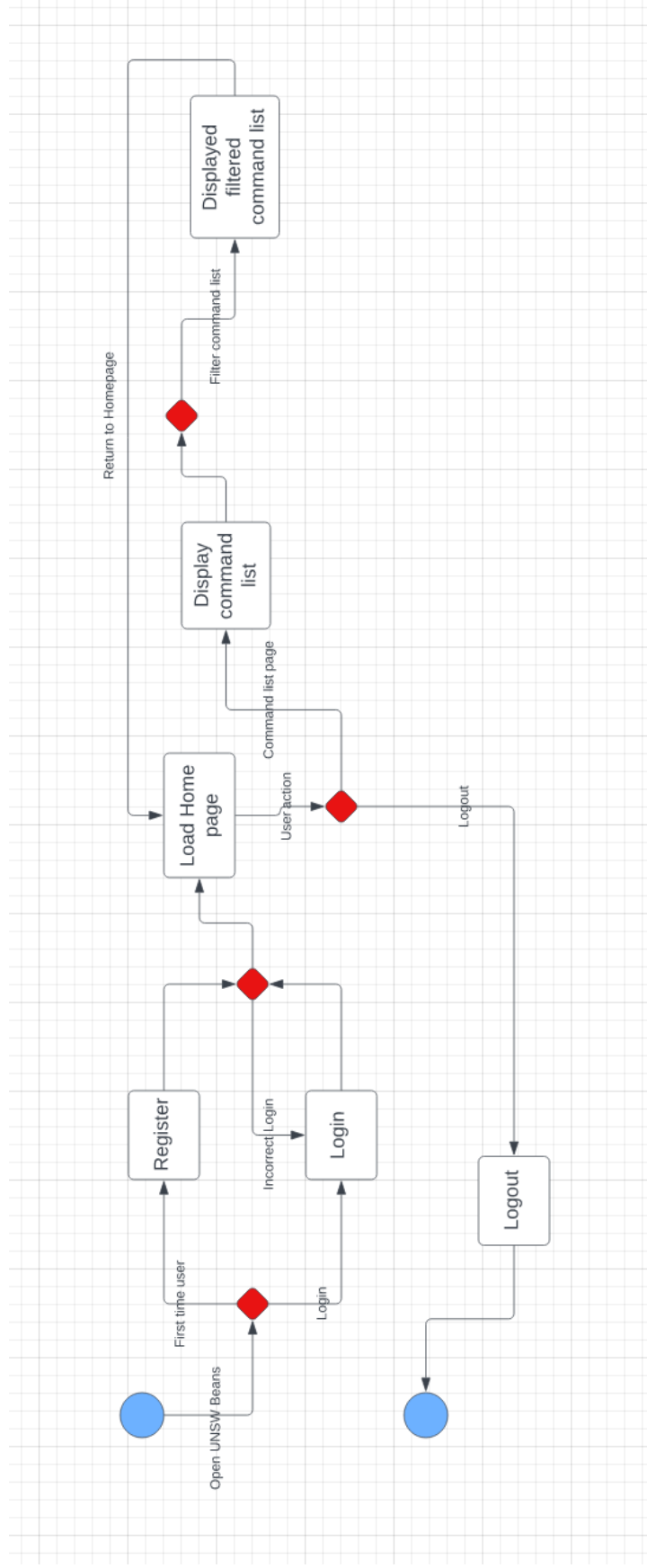

Token is in header and raise 403 if token is invalid.

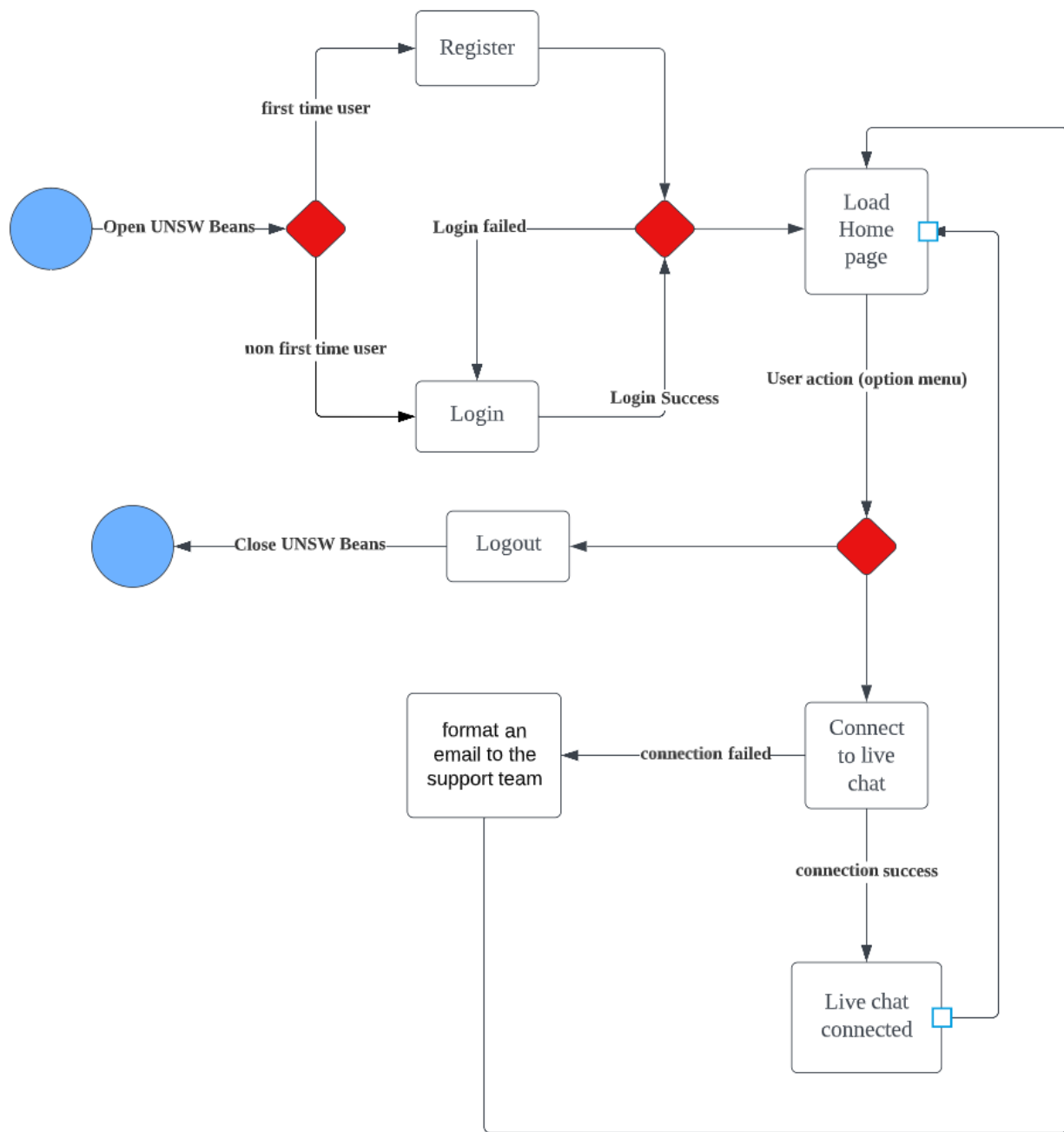| Name & Description	HTTP Method	Data Types	Exceptions

help/command/v1:
 	
Takes in a command's name and outputs the command name and description of it.
	GET	Body Parameter: (commandname)
		
		Return Type if no error: {
		commandname,
		description
		}
			400 Error:
			- Commandname does not exist

help/contact/support/ v1:	POST	Body Parameter: (email, message)	400 Error: - Invalid email

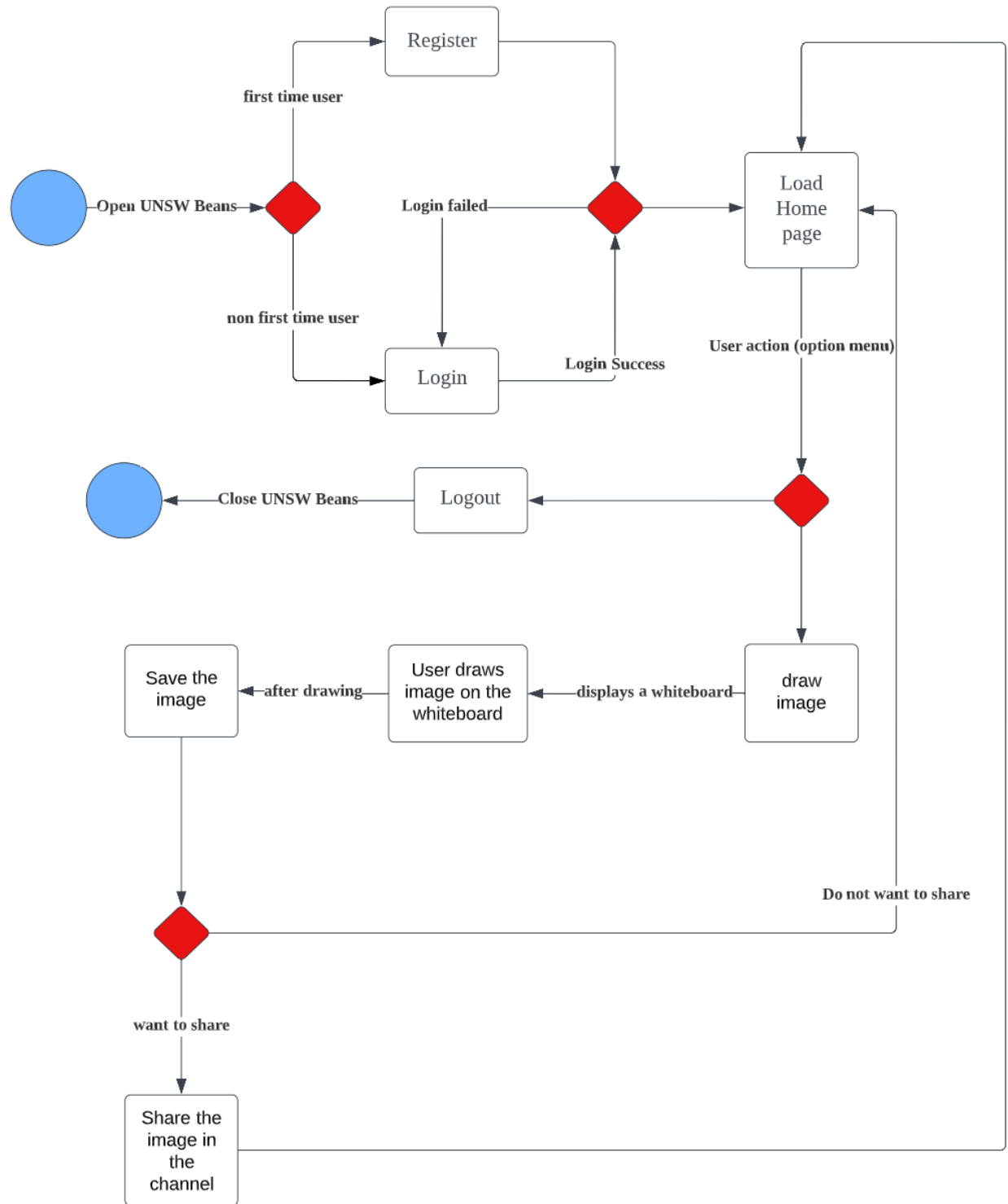|			
Takes in user's email and message containing support query and creates a live chat between support and user, if this fails it sends an email to support containing message.		Return Type if no error: {}	- Message string is empty
messages/draw/v1: Opens whiteboard to draw on. User has option to share the drawing to the chat.	POST	Body Parameter: () Return Type if no error: {}	

State diagram:

help/command/v1: MUHAMMAD

help/contact/support/v1: MINSEOK KIM

messages/draw/v1: MINSEOK KIM

Register

first time user

Open UNSW Beans

Login failed

non first time user

Login

Login Success

Load Home page

User action (option menu)

Close UNSW Beans

Logout

Save the image

after drawing

User draws image on the whiteboard

displays a whiteboard

draw image

Do not want to share

want to share

Share the image in the channel

Link to Lucidchart