

Community App

Content Engagement

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**Quick Spec – Content Engagement**

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This document is intended to be used as part of the SLERATE spec Development and Review Process.

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1. Overview

This feature enables community members to actively engage with content within the app by liking, commenting, sharing, downloading, bookmarking, and suggest various types of content (articles, images, documents, etc.). Its goal is to foster increased user interaction, retention, and richer community experiences through meaningful content interactions.

1. Scenarios

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| **Scenario Name** | **Member likes content** |
| Background | Meena showing appreciation or agreement through "likes." This simple interaction helps gauge content popularity and member interests. |
| Objective | Enable members to express approval for content by liking it, while ensuring that each member can like a given content item only once and see updated like counts in near real-time. |
| Persona(s) | Meena – Member |
| Scenario Steps | 1. Meena views a piece of content. 2. Meena clicks “Like” button/icon. 3. The system registers the like, updates like count, and visually changes the icon state (e.g., filled heart, filled thumbs up). 4. If Meena tries to like again, system prevents duplicate like and optionally shows tooltip “You already liked this content.” |

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| **Scenario Name** | **Member comments on content** |
| Background | Meena wants to contribute her opinions, feedback, and questions by commenting on content. |
| Objective | Allow members to post, view, and reply to comments on content, supporting meaningful discussions while enforcing validation, moderation, and real-time updates. |
| Persona(s) | Meena – Member |
| Scenario Steps | 1. Meena opens the content detail page. 2. Meena types a comment or replies and submits. 3. System validates comment (max length 500 chars). 4. If valid, the system saves comments, updates comment count and displays the new comment in the thread. 5. If an error happens:    1. If validation fails, show specific error messages (e.g., “Comment is too long,”)    2. If system error or timeout, display: “Unable to post comment. Please try again.” |

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| **Scenario Name** | **Member shares content** |
| Background | Meena wants to share content inside and outside the app to promote knowledge dissemination and community growth. Members often share valuable content with peers or on social media platforms. |
| Objective | Provide members with seamless options to share content both internally (within the app) and externally (via social apps or email), while tracking share actions and handling errors gracefully. |
| Persona(s) | Meena – Member |
| Scenario Steps | 1. Meena clicks “Share” button on content.      1. The system opens sharing options to “copy link” or “share post via” to externally share post. 2. Meena selects the “Copy Link” option.    1. System copies the content link to Meena's clipboard and displays a notification: “Link copied.”    2. If copying fails (e.g., device restrictions), system shows error message: “Unable to copy link.” 3. Alternatively, Meena selects “Share post via” option.    1. The system opens the device’s share sheet (sharing menu), displaying compatible external apps (e.g., WhatsApp, LinkedIn, X, IG, FB).    2. Meena chooses a target app and completes the sharing flow.    3. If the selected external app is unavailable or sharing fails, system displays: “Unable to share via selected app. Please try another or copy the link instead.” 4. If Meena cancels the share, the system returns quietly to the content view without interruption. 5. After successful sharing (either method), the system increments the content’s share count (if tracked). |

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| **Scenario Name** | **Member downloads content** |
| Background | Meena needs offline access to articles, documents, or other downloadable materials for later reference. |
| Objective | Allow members to download supported content types (excluding images or documents) securely and conveniently, automatically adding downloaded items to their personal download section for easy access. |
| Persona(s) | Meena – Member |
| Scenario Steps | 1. Meena clicks the "Download" button on allowed content types (files/documents). 2. The system checks if the user’s requested file is available. 3. If valid, the system initiates the file download process. 4. A download progress percentage is displayed on the screen. 5. If the download completes successfully, a success message appears (“Download completed successfully”) 6. If the download fails, an error message appears. "Download failed." 7. If the content has already been downloaded, it will appear in the Download section (profile area). 8. Error Handling:    1. If the file type is unsupported or the file is corrupt, display the message: "Cannot download this file."    2. If the download is interrupted (e.g., due to connectivity issues), show a retry prompt. 9. The downloaded item appeared in profile are specifically in “my downloads” section 10. Meena goes to homepage, then navigates to photo icon on the top left corner, she clicks it 11. Then system displayed side bar profile, she clicks on my downloads      1. The system displayed list of item/file that Meena already downloaded      1. Meena clicks the three dots icon next to a downloaded item to open the options menu. 2. The system displays two options Open and Delete 3. Meena selects Open:    1. The system attempts to open the selected file using the appropriate viewer or app on her device.    2. If the file cannot be opened (e.g., corrupted or unsupported format), the system displays: “Unable to open this file.”    3. If the device lacks permission to open files from the app, the system requests access or shows an informative error. 4. Alternatively, Meena selects Delete:    1. The system prompts a confirmation dialog: “Are you sure you want to delete [File Name] from your downloads?”    2. Meena confirms the deletion.    3. The system removes the file from the “My Downloads” list and deletes the local file if stored on device.    4. System displays a success message: “[File Name] has been deleted from your downloads.”    5. The downloads list updates immediately, removing the deleted item. |

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| **Scenario Name** | **Member bookmarks content** |
| Background | Meena wants to save interesting or important content for quick retrieval later by bookmarking it. |
| Objective | Enable members to bookmark any content to their personal bookmarks section, ensuring easy access and management of saved content. |
| Persona(s) | Meena – Member |
| Scenario Steps | 1. Meena clicks “Bookmark” or “Save” button on content. 2. System marks content as bookmarked for the user and updates bookmark icon/state. 3. Meena can view all bookmarked content in a separate section (profile area). 4. Meena goes to homepage, then navigates to photo icon on the top left corner, she clicks it 5. Then system displayed side bar profile, she clicks on Bookmarks      1. The system displayed list of item/file that Meena already bookmarked      1. If bookmarking fails due to backend error, show “Could not save bookmark. Please try later.” |

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| **Scenario Name** | **Members suggest content** |
| Background | Meena wants to contribute content ideas or draft posts that can be reviewed and potentially published by the community team. |
| Objective | Allow members to suggest new posts with titles, body text, and optional media; send suggestions for admin review with feedback. |
| Persona(s) | Meena – Member |
| Scenario Steps | 1. Meena logs into the community app. 2. In homepage Meena navigates to the “Suggest a Post” section.      1. Meena fills in the post suggestion form includes title, content body, and optional media upload (images, documents).        1. Meena clicks “Submit Suggestion.” 2. System validates inputs: mandatory fields (title, content body), file formats, file sizes.    1. If validation fails, the system shows specific error messages.    2. If validation passes, success message appears “Thank you for your suggestion!”    3. The system saves the suggestion into the admin panel in content management tab with status “Pending Review” and notifies admins or content managers.      1. Connie reviews the suggestion from an admin panel dashboard. 2. Connie can either:    1. Approve: Posts the content publicly.    2. Reject: Provides a rejection reason; suggestion status updated, and members notified. 3. Members receive notification of decisions or feedback. |

1. Business Requirements

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|  | **Business Requirement** | **Priority** |
| 1 | Members can “Like” content to express appreciation or approval. | High |
| 2 | Members can post comments and replies, creating threaded discussions. | High |
| 3 | Members can share content externally via supported platforms (social media or copy links). | High |
| 4 | Members can download content files where permitted (e.g., PDFs, images). | Medium |
| 5 | Members can bookmark or save content for later reading or viewing. | High |
| 6 | Engagement actions are instantly reflected in content metrics (like counts, comment counts, bookmark indicators). | High |
| 7 | Notifications inform members of relevant engagement activity (e.g., replies to their comments or new content shared). | Medium |
| 8 | Members must be able to suggest new posts (submit content ideas, articles, or other content drafts) for admin review. | High |
| 9 | Admins and moderators must be able to approve or reject suggested posts, with feedback to users. | High |

1. Functional Requirements

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|  | **Functional Requirement** | **Business Requirement(s)** |
| 1 | Provide “Like” button/icon for each piece of content; prevent multiple likes by the same user. | 1 |
| 2 | Provide a commenting interface supporting text input and replies. Comments are shown in threaded view. | 2 |
| 3 | Allow users to share content with external apps via integration (e.g., WhatsApp, LinkedIn, X, etc. or copy link). | 3 |
| 4 | Enable members to download content files | 4 |
| 5 | Allow members to bookmark/unbookmark content, storing bookmarks per user linked to their profile. | 5 |
| 6 | Update content engagement statistics in real-time or near real-time after actions (likes, comments, shares, bookmarks). | 6 |
| 7 | Generate user notifications for engagement interactions relevant to the member (e.g., comment replies). | 7 |
| 8 | Provide a “Suggest Post” interface accessible to logged-in members, containing fields for title, description/body, and optional attachments. | 8 |
| 9 | Admin/moderator can approve or reject suggested post and members notified | 9 |

1. Dependencies

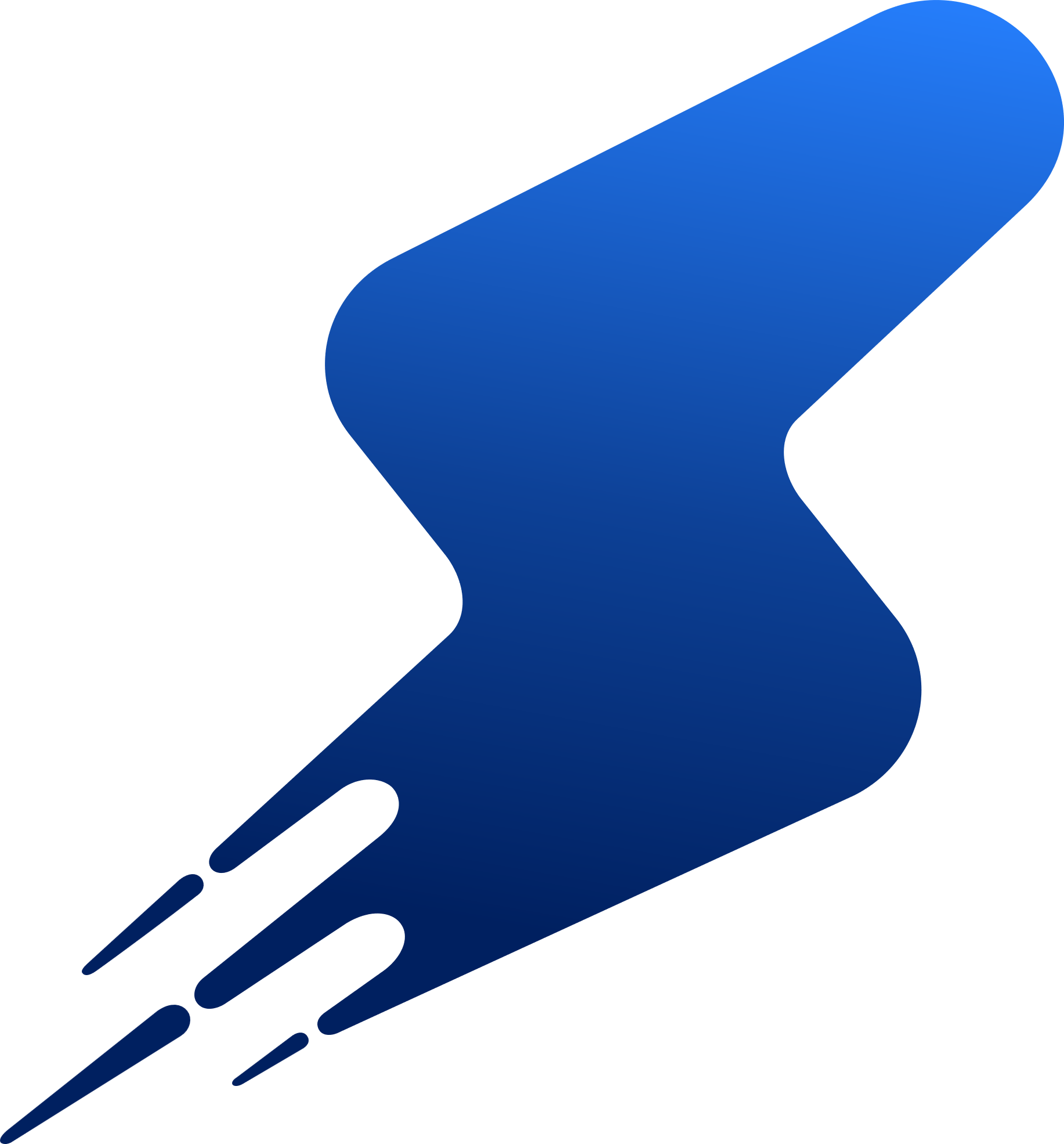
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|  | **Team/Contact** | **Type** | **Description** |
| 1 | Frontend Developer | Technical | Build UI components for reactions, comments, shares, saves, etc. |
| 2 | Backend Developer | Technical | Handle engagement tracking, store user actions, build analytics endpoints |

1. Checklist

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|  | **Checklist Item** | **Response** |
| 1 | Has this functional spec been reviewed by Dev? | No |
| 2 | Has this functional spec been reviewed by UI? | No |
| 3 | Has this functional spec been reviewed by Manager? | No |
| 4 | Ability to like/love or react to content is implemented | No |
| 5 | Commenting system is built and moderated | No |
| 6 | Users can bookmark or save content for later | No |
| 7 | Share feature (e.g., copy link or share to WhatsApp) is available | No |
| 8 | User can download content with file format | No |
| 9 | User can suggest post and admin/content creator can review | No |
| 10 | Admin/content creator can approve or reject the suggested post and members notified | No |

1. Change and Review history

| **Date** | **Author, editor, or Reviewer** | **Description of change(s)/Comments on review** |
| --- | --- | --- |
| 1/8/2025 | Tahta (Author) | Create this quick specs document |
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