Message for Online-dating website

UX design Document

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User's Need

General message feature in all website

1. **Communicate between people**
   Send and receive short amount of information.
2. **Organizing messages**
   Messages can be organized by the time of replying and receiving or by sender
3. **Response time**
   Compare to email, message sender usually expects faster response from the message receiver. However, it depends on how the website deliver the new message notification to the end user. If it is website based, which requires the user to open and login to the website to see the message, then the response time could be long. If it is application based like normal chatting software, the response time is much faster.
4. **Short and informal**
   Different from Emails, messages are usually rather short without subject and titles. Therefore, most of the messages are sent in informal situation without honorific.

Special requirements in Online-dating

Online-dating website is where people who look for relationships which may be developed to marriage. People are attracted by sexual preference, appealing, personal interests, and in some culture personal income and properties.

1. Privacy protection.
    Users of the online-dating website concerns their privacy. They may not want to share private life yet with strangers, that's why many users are not willing to connect their online-dating profile to Facebook account. As a result, users trend to use alias as their name when they communicate on the online-dating website.
2. Meet new people
    The online-dating website helps people to get to know a person they have never known, therefore, a certain amount of personal information presentation is required in order to let others open up. In this case, a profile photo is the most common way to present oneself.
3. Expecting immediate response.
    The response time of the online-dating users are expected to be fast. Because users who are browsing or chatting in the website are usually be online. They expect to receive the message alert or even immediately popup window when then new message arrives, so that they can quickly response to the sender.
4. Conversational
    Users may have one-to-one message conversions with different people in different sessions, therefore, users need to be more context aware when they continue the conversation.
5. Rich content
    The content may include locations, photos or tags which match the online dating profile
6. Online status
    Indicate the user's online status.

Design Analysis

Based on the above analysis, I prioritize the functional and non-functional features on the message function.

Messaging feature visibility.

For some dating website, the messaging feature is one of the main source of income. Therefore, in the design of the website, it emphasizes the messaging feature, make it very visible to the end user.
I like the idea of making message more visible. Because the online-dating website will be more valuable if it can provide users an easy way to communicate with each other. Message is faster and more efficient than email and users trends to use it more often. Therefore, the messaging feature should be immediately available to the end user, and users can access the message content fast and easily.

Sending and replying messages

Some of the online dating website allow users to send message without looking at the detail of the person, which in my opinion is not good. Because it might produce too much junk messages and

users may not be able to communicate successfully by knowing nothing expect the appearance of the other person.

Also users want to see details of the message sender in order to know whether or not the person is attractive enough.

Task Analysis (prioritized)

Must have	Should have	Good to have
0	1	2

1. Receive a message
>   1.1 New message indicator (0)
>   1.2 Open the new message (0)
>   1.3 View the beginning of the message (1)
2. Reply a message (0)
3. Send a Message
>   3.1 Send to one person (0)
>   3.2 Send a template message person (1)
>   3.4 Send via message icon from the contact detail (0)
4. Add accessories to the message (2)
5. Message item in the *message content panel* shows a profile icon (1)
6. Message item in the *message content panel* shows the first line of the message content (0)
7. Online statues indicator (2)
8. Open sender's profile page from message (1)

Storyboard

Dictionary

Message content panel   A panel where messages are displayed in conversation. Only the newest message in a conversion is displayed in the panel. The unread message is displayed in bold font.

Message thread panel   A panel which displays all content of the selected conversation. The message thread panel can be closed by click on the close button on the top left of the panel.

Message input field   Input field is located at the bottom of the message thread panel.

Priority 0

1. As a register user I want to read the new message when I received it
>   1.1 The new message is shown in the *message content panel*
>   1.2 The unread message is bold font
>   1.3 Click on the message to open the message thread in the *message thread panel*
>   1.4 The received message appears on the left side the message thread panel

2. When a message is opened in the message thread panel, as a User I would like to reply a message after reading it
   2.1 The user types the message in the *input field*, then click on "Send" button to reply the message
   2.2 The replied message appears on the right side of the message thread panel
3. As a user I would like to send a message to another person from the person profile page
   When the user is browsing in the website and find the person s/he wants to contact, the user can send a message to the person.
   3.1 The user clicks on the person's picture to enter the profile page
   3.2 The user clicks on the message icon to open the message thread panel
   3.3 The user inputs the message in the input field and click the "Send" button to send the message
   3.4 The message appears on the right side of the *message thread panel*
   3.5 The person's name appears in the *message content panel*

Priority 1

4. As a user I would like to check the message sender's profile page.
5. As a user I would like to save a message a template and send it as message
6. As a user I would like to see the profile picture of the message sender
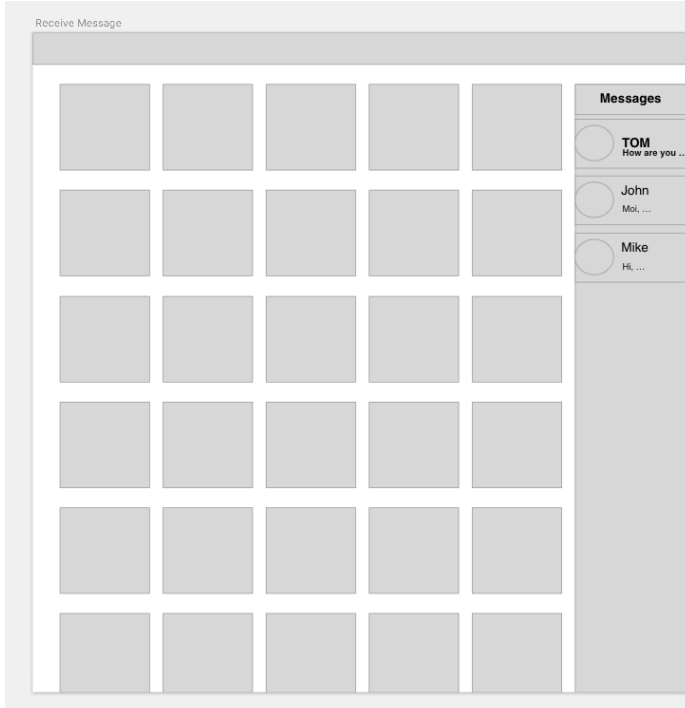

Priority 2

7. As a user I would like to send a picture via the message
8. As a user I would like to see whether or not the other user is online

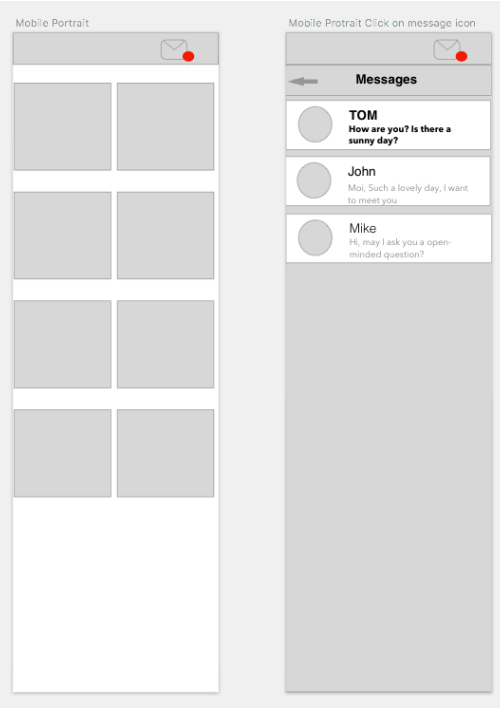# Wireframes (Detailed design in the wireframes.pdf)

Story 1

As a register user I want to read the new message when I received it
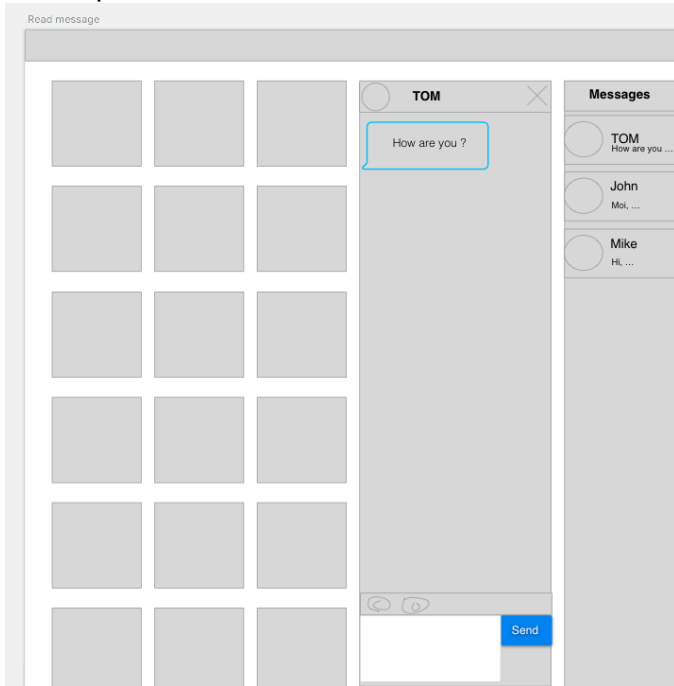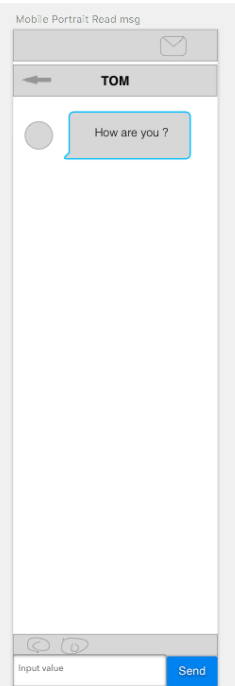
Desktop UI   Mobile UI

Story 2

When a message is opened in the message thread panel, as a User I would like to reply a message after reading it

Desktop UI   Mobile UI

Story 3

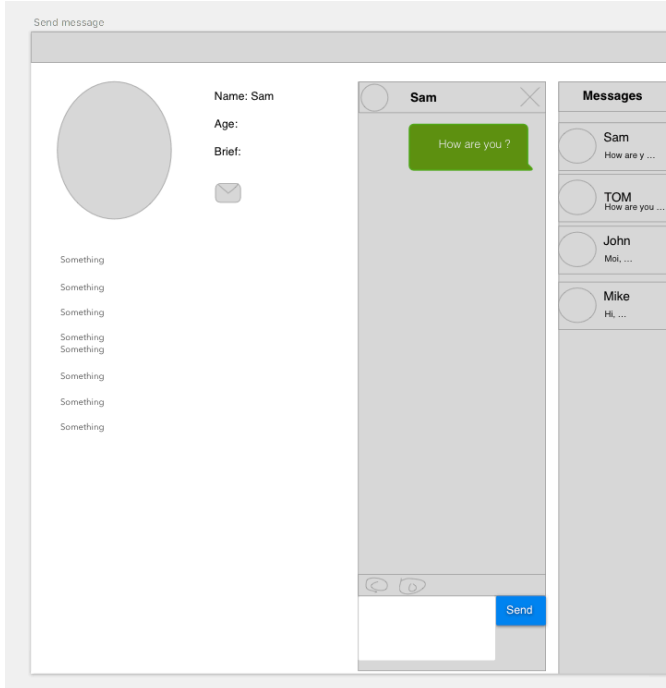As a user I would like to send a message to another person from the person profile page

Desktop UI   Mobile UI