COMP1531 ITERATION 3: H17A_CAMEL

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[Requirements] Elicitation
Interview 1

Interviewee: İsmail Çağatay Genç
Email: cagataygenc2008@gmail.com
Occupation/status: University student

What messaging app do you currently use for communications on daily basis?
Whatsapp

What do you use this communications app for and what do you like about it?
To message friends and family to keep in touch with them.

How do you feel about it? Can you communicate with others and perform teamwork communication tasks (such as standups and meetings) effectively with ease?
I can communicate with ease since whatsapp has a feature to add all eligible contacts from your phone into Whatsapp's contact data. This makes it easier to quickly create group chats.

Is there a specific feature that makes you feel uncomfortable and awkward to use?
They have made Whatsapp stories similar to instagram but without any filters so the features seem too simple and useless in its current state. Also, sometimes its hard to send lots of files to many people unless a create a group chat then share the files.

Do you feel you are the only person with this problem? Do people who are not similar to you feel this problem too?
I believe i am not the only one with this problem since many of my colleagues who only use Whatsapp also have issues trying to send memes or work to other people at the same time.

Do you think there could be any improvements made which will benefit the whole user base?
If they could make Whatsapp share many files simultaneously to many people, i think more people would use Whatsapp since it doesnt seem to be as popular as it once was.

According to this interview, the main problem at present is that its difficult to share multiple files to other people simultaneously without creating another channel to share the files to everyone. This can be solved through adding a file share function to select the files to share to multiple users at the same time.

Interview 2

Interviewee: Achintha Namaratne
Email: iot5762003@gmail.com
Occupation/status: University student

What messaging app do you currently use for communications on daily basis?
Discord

What do you use this communications app for and what do you like about it?
To message and call friends especially since everyone i know uses discord so its easy to contact everyone. The app is simple to use and visually looks nice.

How do you feel about it? Can you communicate with others and perform teamwork communication tasks (such as standups and meetings) effectively with ease?
I am very happy with it because i can talk with my friends and colleagues in real time across multiple devices. It makes working with people easier since i can share resources and share my screen to show others what im working on.

Is there a specific feature that makes you feel uncomfortable and awkward to use?
I'm actually quite new to discord so there's many things which i dont understand too clearly. I know the basics like messaging and call but im still getting used to stuff like having the option to add gifs to my profile pic. As a newer user, some of the new features feel somewhat intimidating but that might just be me.

Do you feel you are the only person with this problem? Do people who are not similar to you feel this problem too?
Im not sure if this too big of a problem but it would certainly be helpful especially for elder people who are trying out apps like discord for the first time.

Do you think there could be any improvements made which will benefit the whole user base?
If discord could create something like a help guide to guide all users through new or even pre existing features, i think it would highly improve people's overall usage of the app and maybe they might interact more with it since they actually understand the app's features. This app this highly reliant on bots and i don't have a clue what most bots are capable of or what their uses may be. All i know is that it seems super complex.

The main issue for the 2nd interviewee is the lack understanding of the app's features. This can easily be solved through some implementation of a help guide available at all times for all features of the app to support newer users or lesser tech knowledgeable people.

[Requirements] Analysis & Specification - Use Cases

The backend team could work on allowing authorised users to send files to channels and dms with multiple people at the same time.

The backend team could implement a a help guide for newer users and update its info after every patch for new features of the app.

User Story

Title:	Priority:	Estimate:
User Story: As a [description of user], I want [functionality] so that [benefit].		
Acceptance Criteria: Given [how things begin] When [action taken] Then [outcome of taking action]		

ProductPlan

User Story 1:

As a senior engineer, I want to share multiple files to multiple people so that i can increase efficiency.

User Story 2:

As a new user to social media, i want user guides so that i can navigate through the app.

Acceptance Criteria

Given a engineering team leader wants to share multiple documents and files
When files can be sent to different users from different dms
Then reports can be shared amongst a team of engineers.

Given a new social media user wants user guides
When features keep increasing every update
Then time wouldn't be wasted viewing unwanted material

Use Cases

<u>Use Case 1</u>
- Use Case: Sharing files
- Description: To allow users to share multiple files to multiple dms simultaneously
- Scope: dm, share file
- Pre Conditions: user token needs to be correct (user sending files needs to be a part of the dm)
- Success End Condition: The user will be able to share multiple files to different dms
- Failed End Condition:
- Primary actor: Files will not be correctly shared from the user
- Trigger: The user inserts token and correct dm id to send shared files to.

MAIN SUCCESS SCENARIO - Engineer shares a report with team members

Step 1: App displays a "Share" button on home screen
Step 2: User pressed the "Share" button
Step 3: App asks for user-based handles for who to be shared content
Step 4: user types in list of user id handles
Step 5: User clicks the "File Sharing Icon"
Step 6: App requests type of file.
Step 7: System searches file routes to locate object
Step 8: App asks user for verification of correct file
Step 9: User clicks "Share file" button
Step 10: App sends the file to respective dms where authorised users exist.
Step 11: System and user is notified of successful sharing.

<u>Use Case 2</u>
- Use Case: Help Guide
- Description: To help new users navigate the Streams application and its functionality
- Scope: user guide window
- Pre conditions: the user, who will be passing in their token, will be a valid member of Streams.
- Success End Condition: The user will be able to access the user guide whenever they want to.
- Fail End Conditions: The user will not be able to access the user guide whenever they need to.
- Trigger: The customer navigates to the user help guide and uses their token to access the guide.

MAIN SUCCESS SCENARIO - Help guides for newer users.

Step 1: Help icon displayed near user profile menu
Step 2: User clicks help icon and is redirected to a new window in the middle of the screen
Step 3: Help menu displays chapters (left side) and its respective content (right side)
Step 4: User presses scrolls through the chapters with a scroll bar slider

Step 5: User selects a chapter and page loads showing a diagram with useful tips and pointers with buttons showing prev page and next page
Step 6: User easily interprets information and learns of functionality
Step 7: User closes popup window
Step 8: Popup window exists and page is directed back to user profile menu

Validation

Interviewee 1 comments:
This would be so nice since i can send all my memes or important work to everyone by selecting them all at once instead of having to send all the files to each person separately. I could make a channel to simply share the files but i dont want to add my boss and friends in the same channel just to send the same files at the same time. This is actually a nice idea.

Interviewee 2 comments:
If you guys could actually do that, that would be really cool. Discord is cool and all but the amount of bots spamming me is driving me crazy. This can also be used to block people who annoy you a lot and not just bots so i think thats great. One question i have though is that whether i will be able to review the list of people i've blocked and maybe unblock them if it was an accident.

[Design] Interface Design

Table 1.0: Data Types

Variable Name	Variable Type
Named exactly files	List of dictionaries, where each dictionary contains types {file_id, u_id, time_stamp}
Named exactly files_location	string
Named exactly help_information	List of dictionaries, where each dictionary contains types {user_profile, time_stamp}

Table 2 : Specifications for Sharing Files

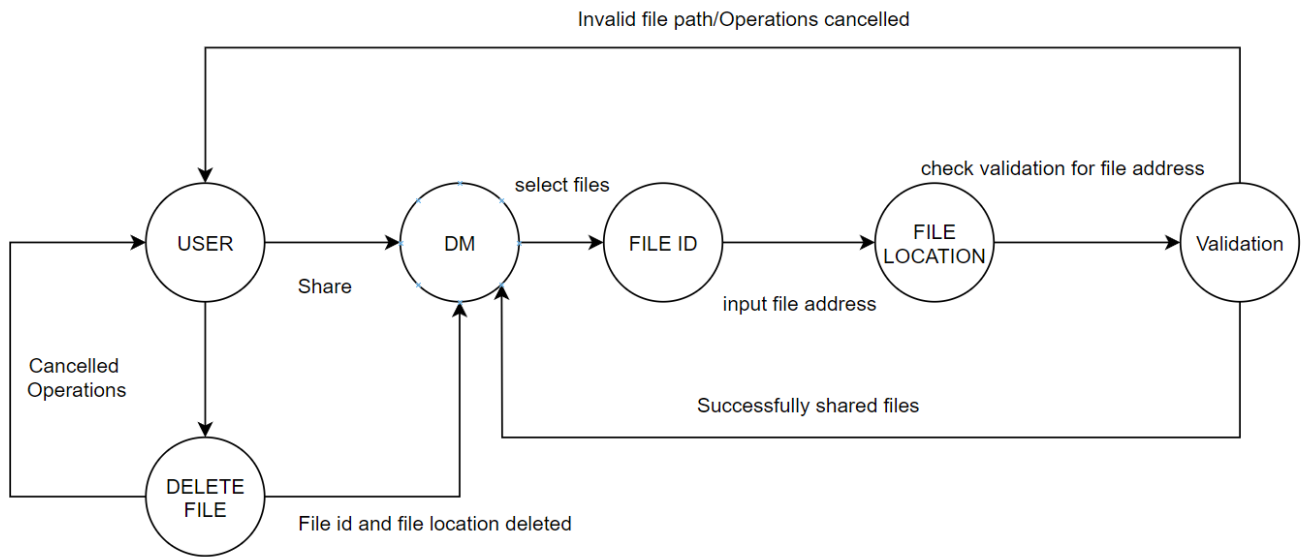| Function Name	HTTP Method	Parameters	Return Type	Exceptions	Description
dm/file_send	POST	{token,, file_location, u_ids, shared, auth_user_id}	{file_id}	**InputError** when any of: ● File_location is invalid **AccessError** when any of: ● Incorrect u_id or multiple incorrect u_id ● Auth_user_id is not part of dm	**Auth_user_id sends file to multiple dm_id**
dm/file_delete	DELETE	{token, file_id, dm_id, auth_user_id}	{}	**InputError** when any of: ● File_id doesn't exist **AccessError** when any of: ● Incorrect dm_id or multiple incorrect dm_id ● Token is incorrect	**Deleting a pre-exisiting shared file. Only person who sent the file or Streams owner can delete.**

Function Name	HTTP Method	Parameters	Return Type	Exceptions	Description
dm/open_ file	GET	{token, file_id}	{}	**InputError** when any of: ● File_id is incorrect **AccessError** when any of: ● Auth_user_id who is opening file is not part of the dm ● Token is incorrect	**Members of the dm can open the file**
file/listall_ sent	GET	{token, date, time_stam p}	{files}	● N/A	**Lists all files send in the dm chat since the first file shared**

Table 3 : Specifications User Guide

Function Name	HTTP Method	Parameters	Return Type	Exceptions	Description
user_guide/ get	GET	{token}	{help_infor mation)	**AccessError** ● Token is incorrect	**Opens a help page through a pop up window**

[Design] Conceptual Modelling (State)

Concept Diagram 1: *File sharing across dms*

Invalid file path/Operations cancelled

USER

DM

select files

FILE ID

check validation for file address

FILE LOCATION

Validation

Share

input file address

Cancelled Operations

Successfully shared files

DELETE FILE

File id and file location deleted

Concept Diagram 2: *Help Guide*

Return Home

USER

correct token

USER PROFILE

HELP PAGE

Access through button
which links to a pop up window

PREV PAGE

HELP PAGE INFO

NEXT PAGE

Exit page