

F17A CAMEL Planning Report

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Elicitation

Interview Questions

1. What type of user are you? (i.e student, a person apart of a team/community,

Jesse

- Student

Nat

- A uni student

Jacqui

- I use it for work

2. Why do you use team communication tools? (i.e Microsoft teams, zoom, discord, etc)

Jesse

- Viewing lectures
- Communication platform with overseas team mates (with trouble accessing other form of alternative social media like Instagram or Messenger)
- Receiving updates from tutors

Nat

- Use it for planning events and socialising (discord)
- Use it for uni (blackboard collaboration, teams, zoom)

Jacqui

- Consultation and project updates. I mainly use chat or voice meetings. Sometimes I use the private message feature.

3. What devices do you use the team communication tool on?

Jesse

- Laptop
- PC

Nat

- Laptop (application version for discord and teams) and phone.

Jacqui

- On an iPhone or a laptop or desktop.

4. What features would you like to have and why?

Jesse

- Rewinding during live streams (live lectures can sometimes have a faster pace)

Nat

- Cannot edit the recording of the video
- o Wish you can press space bar when rewatching the zoom recording not navigate it on the screen
- o To edit messed up parts so you don't have to rerecord it.
- o Wish there was input feature built in
- o Wish there was a less converting time
- o Wish when someone spams too much, it gets block for like 5 minutes

Jacqui

- Ability to have large number of users
- Posting documents in chat
- Video calling
- I like get getting email and phone reminders before a meeting

5. If you are currently using a team communication tool:

- a. *Why are you using this tool in particular as opposed to other options?*

Jesse

- Accessibility
- User-friendly

Nat

- The university offers these tools

Jacqui

- It is replacing in person meetings
- I use it instead of Zoom because we need to have the chat,
- It's good that it integrates with Microsoft accounts e.g. calendar.

- b. *Are there any features or constraints it has that frustrate you? If yes, what changes would improve it for you?*

Jesse

- Lack of anonymity (cannot comment anonymously like other communication platforms)

Nat

- Blackboard pings is annoying
 - o Wish it was a different sound or a mute button for it
- Subchannels in discord, (hard to navigate especially when new to the program , but got use to it after a while)
- When people play music in a channel in discord, and then someone talks, you have to lower the music or the voice of the person (the buttons are not next to each other)
 - o Sound navigation system is not easy to navigate
- Commands in discord for the bots
 - o It's hard to find the right commands for it

Jacqui

- Only one person can talk at a time, if I want to ask a question I need to ask everyone else to stop first.
- Most people are afraid to ask questions because they don't want to be embarrassed. E.g. management might have a meeting and it's very easy for them to say what's going to happen and hard for someone to speak up and say you disagree because it's tricky to interject, they often say to just save questions at the end.

c. *Describe what your typical experience using the tool looks like (e.g. I log on, check my private messages, participate in a video meeting, then log off.)*

Jesse

- Pretty smooth and easy use

Nat

- For blackboard collaborations:
 - Log on, go to meeting room, talk to people leave
- Discord,
 - Chat with other people about uni.
 - Planning meetings with teams

Jacqui

- I get an email saying I've been invited to a meeting that is scheduled for a certain time, and it gets put on my calendar.
- I get a reminder 5 minutes before it starts.
- I log on.
- I then go to the right channel for my team.
- I join the meeting. We don't use video, maybe the person who's hosting it. I keep my microphone off.
- If I want to speak up I turn my microphone on.
- The host might share their screen to show what's happening.
- When the meeting is over I pretty much just logoff, sometimes I use private messages but not often.

6. If you use multiple team communication tools, which is your favourite to use and why?

Jesse

- MsTeams, due to its accessibility, convenience and simplicity

Nat

- Discord because you have different channels so you could talk about a particular topic and you can share screen and pretty much all the features (on other platforms are on there) .

Jacqui

- I don't use multiple

Identified Problems

- Anonymity - both posts and in video chat
- Video calling & Livestreams
 - Rewinding during live streams
 - Edit video recording
 - Press spacebar to skip forward
 - Input feature
 - Less conversion time
 - Scheduled meetings
- Autoblock spam messages
- Audio notification & ability to mute audio notifications
- Subchannels
- Ability to play music in channel
- Bot commands
- Good frontend layout especially on mobile
- Posting files
- Reminders synced with phone

Proposed Solutions

- 1. Problem: I cannot comment anonymously**
 - a. Option to hide name when commenting
- 2. Problem: There is no easy-to-use video call functionality**
 - a. Have a accessible video call icon on the top menu and implement some of the the requested features
- 3. Problem: I cannot share files and documents**
 - a. We can add the ability to share documents to a channel or DM

Analysis Specification and User Cases

User Stories + User Acceptance Criteria + Use Case

User stories

1. As a student, I want to be able to comment anonymously so that I can post things without having my name attached.
2. As a student, I want to be able to easily video call someone so that I can communicate with them.
3. As an employee, I want to be able to share files so it is easier to collaborate with my coworkers.

User Acceptance

1. Commenting anonymously:

Scenario: Want to set a channel or DM to accept anonymous posts

Given: The user is an owner of the channel or DM

When: The user is on the channel/dm page

Then: There will be an icon to click next to 'Invite member' & 'Add Owner' that will allow the user to toggle anonymous posting in the channel/dm on and off.

Scenario: Want to post a message anonymously in a channel or dm

Given: The channel or dm has been set to accept anonymous posts by an owner

When: The user goes to post a message

Then: There will be an icon to click that allows the user to send the message anonymously

Given: The user who is posting a message has toggled their post to anonymous

When: The user clicks send

Then: To all members who are not the poster or an owner of the channel/dm, the message will appear as normal but appear to be sent by 'Anonymous User' with an anonymous profile picture.

Scenario: Want to reveal an anonymous post

Given: The user has posted an anonymous message

When: The user clicks on the 'Reveal Name' button

Then: Their name and profile picture will be revealed

2. As a student, I want to be able to easily video call someone so that I can communicate with them.

Scenario: when a user wants to call a someone

Given the user is in the dm

When the user wants to call

Then there is a icon in the top menu bar

Scenario: when a user wants to call a group of people

Given: the user is in channels with the group of people

When the user wants to call

Then there is a icon in the top menu bar

3. Share Files and documents:

Scenario: A user has a file/document they want to share

Given: When the user is in the channel/dm

When: The user wants to share a file

Then: There is a paperclip icon that enables the sharing of files in the channel/dm

Use Cases

Commenting Anonymously

Use Case: Toggle Anonymous Posts

Goal in Context: Owners of a channel or DM need to be able to control whether anonymous posts are allowed in their channel/dms

Scope: UNSW Streams

Level: Primary

Preconditions: The user is an owner of the channel or DM

Success End Condition: If the channel/dm was previously set to not allow anonymous posting, it will allow anonymous posting from all members. If the channel/dm was previously set to allow anonymous posting, it will no longer allow anonymous posting from any members.

Failed End Condition: None

Primary Actor: Owner of channel or DM

Trigger: User clicks a toggle icon that is at the top of the DM or channel page.

Subordinate to: Use Case 'Comment Anonymously'

Success Scenario for Use Case 'Toggle Anonymous Posts' given Channel/DM is currently not allowing anonymous posts:

Step 1: Owner of channel/DM clicks on anonymity toggle button at top of page

Step 2: Members of the channel can now send anonymous posts

Success Scenario for Use Case 'Toggle Anonymous Posts' given Channel/DM is currently allowing anonymous posts:

Step 1: Owner of channel/DM clicks on anonymity toggle button at top of page

Step 2: Members of the channel can no longer send anonymous posts

Use Case: Comment Anonymously

Goal in Context: Users need a way to comment anonymously but the owner of a channel or DM needs to have some control over this process

Scope: UNSW Streams

Level: Subfunction

Preconditions: The channel or dm has been set to allow anonymous posting as in Use Case 'Toggle Anonymous Posts'

Success End Condition: The message is sent to the channel/dm and to other members of the channel it appears to have been posted by a user with handle 'Anonymous User' & profile picture. To the poster and any owners of the channel/dm the handle is shown as 'Sent Anonymously by {User Handle}'.

Failed End Condition: The anonymous message violates one of the usual message requirements (length under 1 character or over 1000 characters) and the message does not send.

Primary Actor: Member of channel or DM

Trigger: User clicks a toggle icon next to the send later clock in the message send interface.

Superordinate to: Use Case 'Toggle Anonymous Posts'

Main Success Scenario for Use Case 'Comment Anonymously':

Step 1: User clicks on anonymity toggle icon in message send interface in channel/DM

Step 2: User enters message into message box

Step 3: User clicks send

Step 4: Message appears in list of channel messages

Step 5: To user and owners it appears to be sent by user with handle 'Sent Anonymously by {User Handle}'

Step 6: To all other channel/DM members it appears to be sent by 'Anonymous User' with the default profile picture.

Use Case: Reveal Name

Goal in Context: Users need a way to reveal their name on an anonymous post

Scope: UNSW Streams

Level: Subfunction

Preconditions: The user has an anonymous message posted in a channel/dm they are a member of

Success End Condition: The

Primary Actor: Poster of anonymous message

Trigger: Poster clicks a toggle icon next to the posted anonymous message

Superordinate to: Use Case 'Toggle Anonymous Posts'

Main Success Scenario for Use Case 'Reveal Name':

Step 1: User clicks on anonymity toggle icon on sent anonymous message

Step 2: User clicks 'Yes' on the confirmation box asking if they are sure they want to reveal their name.

Step 3: User's name and profile picture are revealed on the message

Easier video call function

Use Case: Video call

Goal in Context: User needs an easier way to communicate with other people.

Scope: UNSW Streams

Level: Primary Task

Preconditions: All users that are going to be in the call are in the same channel or dm.

Success End Condition: The user is able to communicate with other users by talking.

Failed End Condition: The user cannot talk to other people.

Primary Actor: Members of channel or dm.

Trigger: User clicks on call button in the top menu bar.

MAIN SUCCESS SCENARIO

Step 1. User click on the channel they want to start the call in..

Step 2. User clicks on the call button .

Step 3. Screen displays when the call has started.

Step 4. Other users join the call.

Step 5. Users talk to each other.

Step 6. User leaves the call.

Step 7. The other user is notified the call has ended.

Share Files and Documents

Use Case: Sharing File

Goal in Context: To enable the members of the channel/dm the ability to access the file

Scope: UNSW streams

Level: Primary

Preconditions: The user has already uploaded the file to the UNSW streams server (Datastore?)

Success End Condition:

- a) UNSW streams server obtains a copy of the file and is readily able to be accessed when requested by any of the members in the channel/dm

Failed End Condition:

- a) The file exceeds the size limit of 25 megabytes
- b) User cancels file before message is sent
- c) Client loses connection to UNSW streams server

Primary Actor: Member of Channel or DM

Trigger: User clicks on paperclip icon next to the textbox within a channel or DM

Success Scenario

- 1) User enters their desired channel they want to share a file
- 2) User clicks on the paperclip icon next to the textbox on the bottom
- 3) Depending on the OS a file manager of some sort will open allowing the users to select their desired file to share
- 4) The icon of a file will then appear as a textbox with a progress bar on the bottom indicating the uploading status
- 5) User can optionally attach an additional message to accompany the file.
- 6) User confirms the access permissions for other users for the file by pressing on the paper plane icon.

Validation

Celia - ceelia445@gmail.com

To what extent do the following solutions resolve the problems?

1. Commenting Anonymously

- a. Yes this resolves one the concerns I had which was the lack of privacy. I felt at times embarrassed to ask questions at times due to the lack of anonymity

2. Easier Video Calling

- a. Not an initial concern that I had, but I don't mind better video calls

3. Share File

- a. This feature is quest appreciated, it allows me to share assignments and homework easily with other members.

Annie Wang - anniekimchi03@gmail.com

To what extent do the following solutions resolve the problems?

1. Commenting Anonymously

- a. Yes, the user is happy with this feature.

2. Easier Video Calling

- a. It's not one of their initial concern but it's very handy as they won't need to video call people on a separate application

3. Share File

- a. It wasn't one of their main concerns but they really like this idea and think it will be useful.

Brian Summers - bsummers6@dodo.com.au

To what extent do the following solutions resolve the problems?

1. Commenting Anonymously

- a. This would definitely solve my problem by allowing people to ask questions.

2. Easier Video Calling

- a. This is a necessary feature for me to use Streams, and it sounds good enough.

3. Share File

- a. This is also very important and so long as it can share powerpoints it will be very useful.

Interface Design (HTTP routes and necessary capabilities)

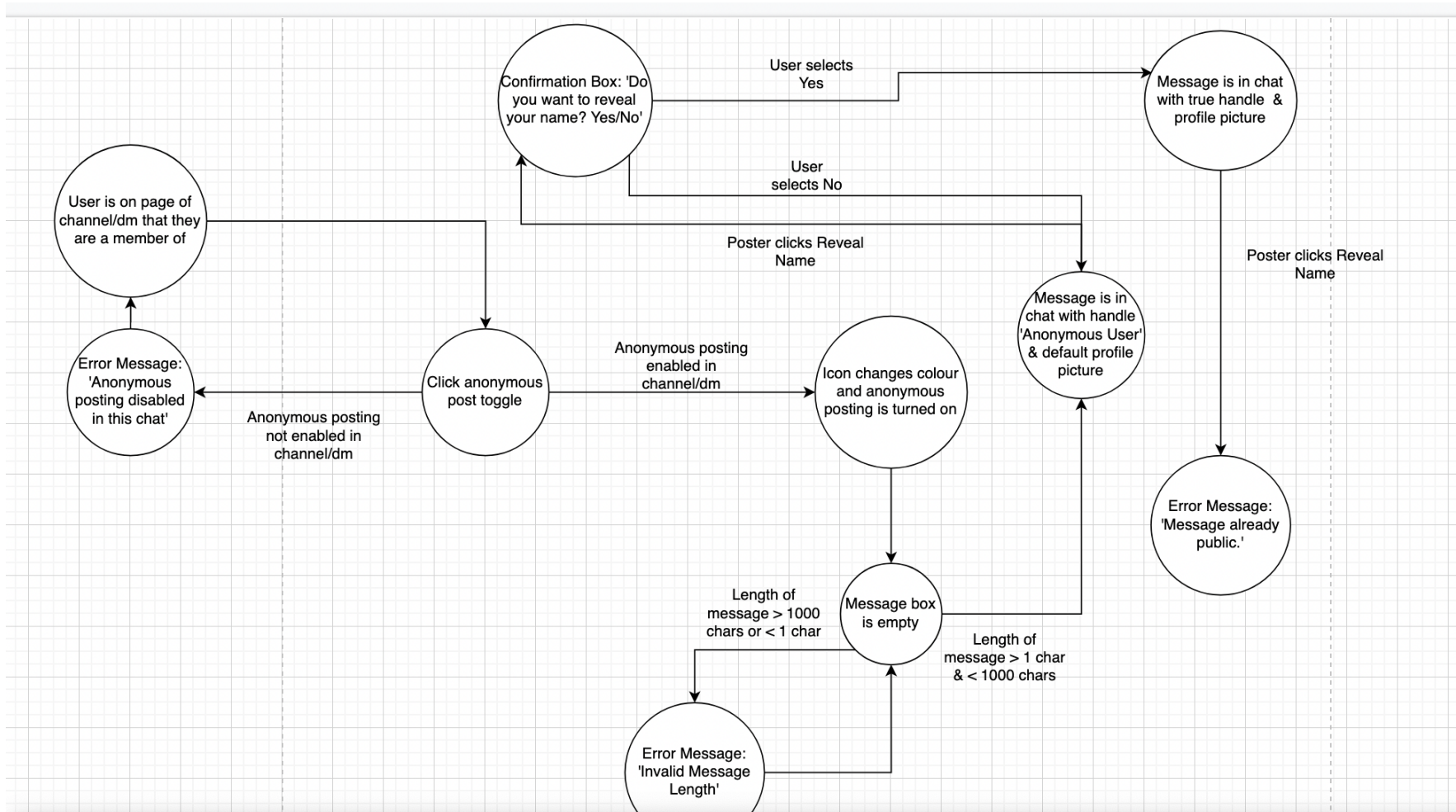
1. New route /channel/anonymous/v1, methods = ['PUT']

Problem	Route	Case	Method	Inputs	Outputs
Anonymous Posting	channel/anonymous	Toggling whether a channel/DM accepts anonymous messages. channel_id is the channel that is being toggled and is -1 if a DM is being toggled. dm_id is the dm that is being toggled and is -1 if a channel is being toggled.	PUT	{token, channel_id, DM_id}	{}
Anonymous Posting	message/send/anonymous	<p>Sending an anonymous message to a channel or DM.</p> <p>channel_id is the channel that the message is being shared to, and is -1 if it is being sent to a DM. dm_id is the DM that the message is being shared to, and is -1 if it is being sent to a channel.</p> <p>time_sent is the time the message is to be sent; if it is None, the message is to be sent at the</p>	POST	{token, channel_id, dm_id, message, time_sent}	{message_id}

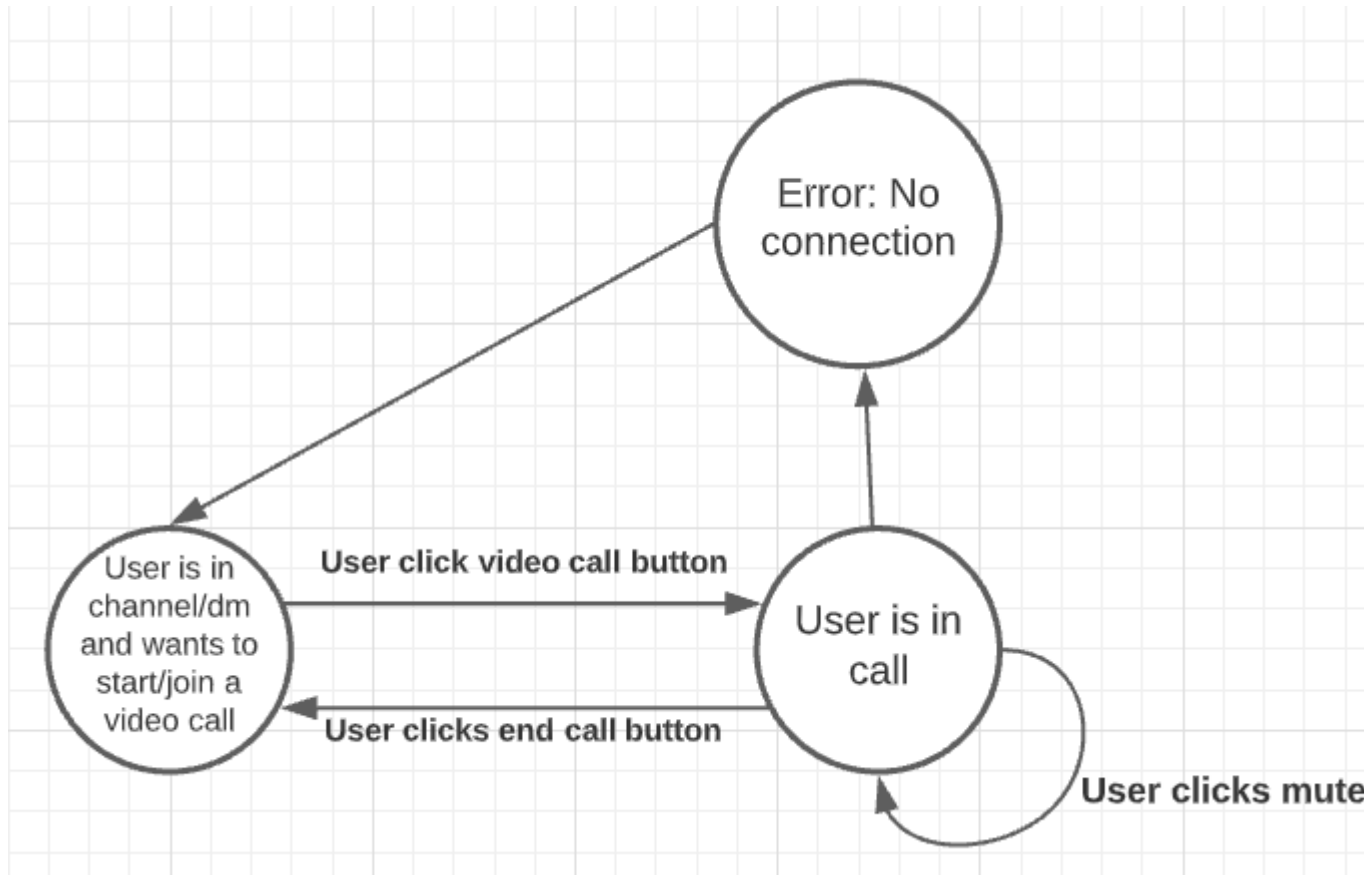
		current time.			
Anonymous Posting	message/reveal	Reveals the poster of an anonymous message. Can only be done by the original poster or a member with owner permissions.	PUT	{token, message_id}	{}
Starting a video calling in channels	channel/video_call/start	If a call hasn't been started in the channel then a call is created	POST	{token, channel_id}	{}
Joining a video call in channels	channel/video_call/join	If a call has been started in channel, the user can join the call	PUT	{token, channel_id}	{}
Starting a video calling in dms	dm/video_call/start	If a call hasn't been started in the channel then a call is created	POST	{token, dm_id}	{}
Joining a video call in dms	dm/video_call/join	If a call has been started in dms, the user can join the call	PUT	{token, dm_id}	{}
Uploading a file	channel/files/upload	If the user has pressed the paperclip icon, user can upload file	POST	{token, channel_id, file}	{}
Downloading file	channel/files/download	If the user has pressed the download icon, user downloads file	GET	{token, channel_id}	{file}

State Diagram

Commenting Anonymously



Easy video calling



Sharing File

