

Requirements: Elicitation

Questions:

- Is communicating with your entire team/group members effective and easy to follow?
- Are you able to identify if the recipients have sent/read the message? Is this something that you find to be important in a channel?
- Are you successfully receiving notifications? If so how do you like them being presented?
- Do you find the search function necessary?
- Do you like the implementation of the pinning function? Is it easy to identify? If not are there any style changes you wish were implemented
- Are you able to upload pictures to better communicate your idea?
- If you use other platforms, like Facebook messenger, do they have a specific function that you wish Flockr had? Why is this particular function important for you as a user?
- If you had the ability to choose/design one function to add to Flockr what would you suggest to the Flockr team

Person 1 Information and Responses: Sam -- Email: sam.c07@gmail.com -- Age 17

- Yes, I need to be able to easily communicate with my friends in order to arrange times to hang out together as well as sending information about how to do homework through things like pictures or diagrams
- I can see when a message is sent because the message is displayed, otherwise there is nothing that says 'message delivered,' or 'message read.' I think it is important to see if someone has read a message that way you are aware that they saw your message and are going to respond shortly.
- Not really, but I use it sometimes if I need to remember a message that was sent a day or two ago
- I don't really use the pinning function and I have never thought about it, although reacting to a message is a feature I enjoy a lot
- Yes, when I need help with homework or I am trying to help someone with homework I think sending a picture of your work so that they can better understand what they are meant to be doing is quite useful. I don't really know how long it takes to send the picture but not that long.
- A lot of message apps are starting to put games onto their apps which I enjoy. I always have fun with my friends playing these phone games and I wish I could do this on Flockr.
- I would have to say adding a game or the ability to access different games from the message bar

Person 2 Information and Responses: Andrew -- Email: andrew.brown64@bigpond.com.au -- Age 56

- Yes, it is crucial for me to effectively communicate with my team as well as my clients. I believe that in the current state of Flockr, following the communication between members of a channel is quite easy.
- I do not believe there is such a function to illustrate when a message has been read. This in my opinion would be quite a simple thing to implement and is very important when working on team projects. Ensuring that as an owner of a channel that everyone has access to the information provided that way, if they have missed the message I am able to pin the message or be able to easily send a private message to an individual who missed the message.

- Yes, personally the search is a very important function. The ability to search for individual messages is a real time saver, as well as ensuring that you do not miss a crucial piece of information contained in a particular message. However, I do wish that I was able to search for messages sent by a particular person rather than the message itself sometimes. Being able to search the name of my head supervisor and his previous messages would be even more beneficial in increasing the effectiveness and usefulness of Flockr.
- The pinning function is used quite often in the channels I am a part of. They aren't particularly easy to identify which to a large extent makes it redundant and I wish it was more visible, such as always staying at the top of the messages even if other messages are sent. I also do not understand why only the owners can pin a message, I believe everyone should be able to pin a message, but only the owner can unpin a message.
- Surprisingly the photo function we do not use that often, so I am not too sure about this question.
- I am not sure why this is not already a feature but a crucial part of communicating with a team on an app like Flockr is to be able to make audio and video calls with the entire channel. Being able to talk through your ideas out loud is much more useful than typing messages. Especially, while a lot of people are starting to work from home now being able to make calls would be a very popular and useful function to implement
- I know you said one function but I have two functions that I know would be used extensively in my channels and become quite popular by other individuals. Firstly, as I already mentioned being able to call people needs to be put in place immediately. Secondly, I think being able to create a reminder or create a date that everyone can see very easily, to inform people of an upcoming important date.

Person 3 Information and Responses: Olivia -- Email: brown.olivia@gmail.com -- Age 37

- I mainly use these messaging services when I am working in a group project so being able to communicate clearly and effectively is quite important. Currently Flockr facilitates the communications of messages quite effectively, however I wish I was able to talk out my thoughts especially for more convoluted ideas/messages.
- Currently there is not a read function which could be quite useful to see if there is someone who has missed a message that might be of importance.
- I have quite a lot of thoughts about the current state of the notifications for Flockr. I wish we were able to have the option to turn on/off channels as well as the ability to turn all channels notifications on/off. This is quite an efficient tool and time saver especially for someone who attends important meetings where notification noises are disliked heavily.
- I think the search function is necessary although I do not use it particularly often. Personally, the ability to search via person should also be a feature in the channels.
- The pinning function is used often in my channels especially ones that are work related. They are shown well enough for me, but I am not sure if you are able to pin more than one message and if so how it is shown.
- So as stated before, I would prefer the function of audio recordings to be sent rather than pictures. Having the upload picture function is fine and would be used by others but for me, the ability to send audio recordings about the tasks needed to complete, or to express an idea in a clear format I believe is quite useful.

- So I have a couple of things I would like to see implemented by Flockr: Firstly, the ability to send audio recordings is a must for me, as well as the ability to turn notifications for a specific channel and all channels would also be nice. Lastly, a button that can be pressed to make other users aware of when I am active or offline. This is useful because it means people are aware of times that are good to talk, in case they need advice or help for work related information.

Requirements: Use Cases

Sam's User Stories

Playing Games

As a user, I want to play games within the application, to further enhance my user experience. Playing multiplayer games either with one or more players is a function other messaging services offer.

- Acceptance Criteria 1:
 - Scenario: The ability to search for games
 - Given: The user has navigated to the games button
 - When: Choose a category to search for games
 - Then: List of games user can choose to play
 - When: User presses the game they want to play
 - Then: Game is launched as part of the Flockr application
 - When: User has finished playing the game there is an 'X' button on the top right corner of the screen
 - Then: The game stops functioning
 - And: The user is sent back to the channel page
- Acceptance Criteria 2:
 - Scenario: The ability to search for games
 - Given: The user has navigated to the games button
 - When: Search for a specific game they want to play
 - Then: List of games user can choose to play
 - When: User presses the game they want to play
 - Then: Game is launched as part of the Flockr application
 - When: User has finished playing the game there is an 'X' button on the top right corner of the screen
 - Then: The game stops functioning
 - And: The user is sent back to the channel page

Send GIFs

As a user, I want to send pictures and GIFs to my friends on the chat so that I can visually express the tone of my message.

- Acceptance Criteria 1:
 - Scenario: The ability to search via category
 - Given: The user has navigated to the GIF search bar
 - When: Choose a category to search for pictures/GIFs
 - Then: List of pictures/GIFs user can choose from to send
 - When: Choose specific GIF wanting to be sent
 - Then: This GIF is sent to the channel
- Acceptance Criteria 2:
 - Scenario: The ability to search via phrases
 - Given: The user has navigated to the GIF search bar
 - When: Writes a phrase in the search bar for pictures/GIFs
 - Then: List of pictures/GIFs user can choose from to send
 - When: Choose specific GIF wanting to be sent
 - Then: This GIF is sent to the channel

Andrew User Stories

Audio/Video Calls

As a manager, I want to call my employees rather than be limited to texting so that I can communicate more effectively.

- Acceptance Criteria:
 - Scenario: The ability to call team members on a group chat
 - Given: The user has navigated to the call function on the top of the chat
 - When: Clicks a button to call a specific person on the chat or do a group call
 - Then: Person(s) are dialed
 - And: Users have the option to pick up.

Creating Reminders

As a manager, I want to set reminders for important events and meetings so that my employees can be informed and updated of the activities taking place throughout the day.

- Acceptance Criteria:
 - Scenario: The ability for the owner of the channel to create a reminder that every group member is able to see
 - Given: The user has navigated to the reminder tab
 - Then: A screen appears giving the options to set message, date and time
 - When: User types a message associated with reminder
 - When: User has chosen the date specified for the reminder
 - And: User has chosen the time specified for the reminder
 - When: User clicks 'Confirm reminder' button
 - Then: Reminder is sent to the top of the channel for everyone to see

Pinning Messages as a Group Member

As a manager, I want my employees to be able to also pin messages on the channel, not just me as the channel owner, so that I am able to easily see/access important messages from other group members.

- Acceptance Criteria:
 - Scenario: The ability for members, not just owners, to pin a message which is of importance
 - Given: A member in the channel sends a message
 - And: That specific user or any other member thinks the message is important
 - When: A user wants to pin the message press the message to pin
 - Then: The message will stay at the top of the screen for everyone to see those messages

Olivia's User Stories

Upload Voice Memos

As a user, I want to send voice messages to people in my channel, so that when I send lengthy comments I do not have to type it, I can simply record myself.

- Acceptance Criteria:
 - Scenario: The ability to upload voice messages
 - Given: The user has navigated to the upload file function
 - When: Clicks a button to choose a file to upload.
 - And: File must be of WAV format.
 - Then: File is uploaded

Notifications Setting

As a user, I want the ability to turn my notifications on and off for all the channels I am involved in, so that I am not being disturbed when in meetings with clients

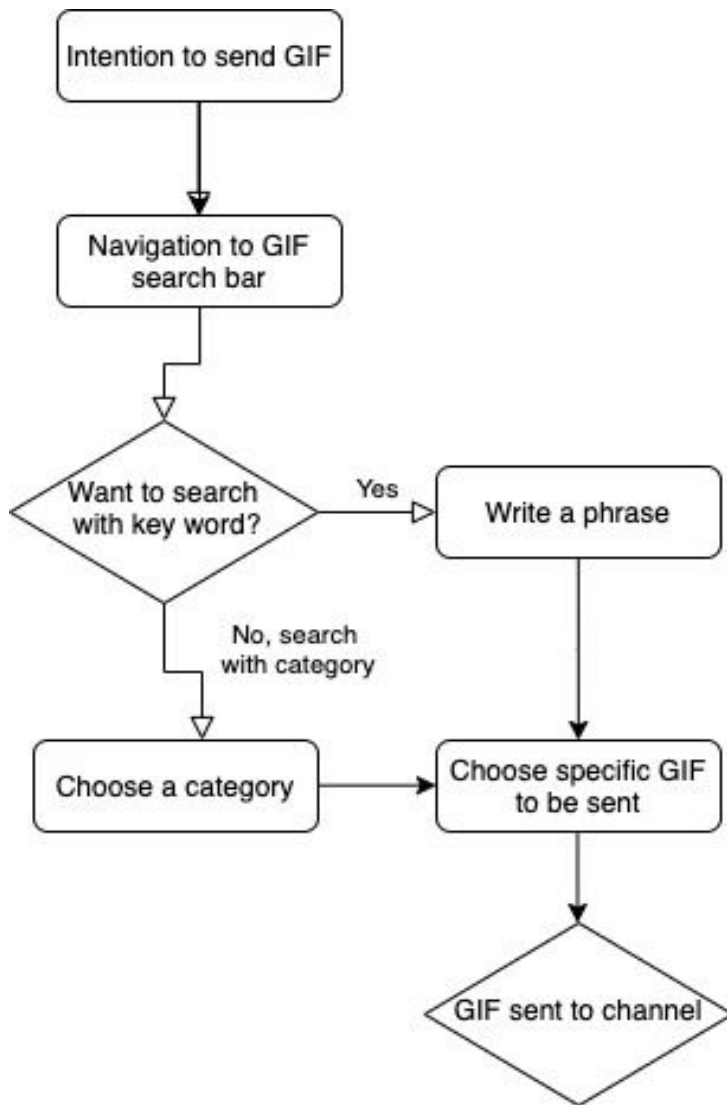
- Acceptance Criteria:
 - Scenario: The ability to switch off/on notifications for optional channels
 - Given: The user has navigated to settings function
 - When: Clicks a button to choose what channels to switch on notifications for.
 - And: Clicks a button to choose what channels to switch off notifications for.
 - Then: Notification settings is updated

Online Status

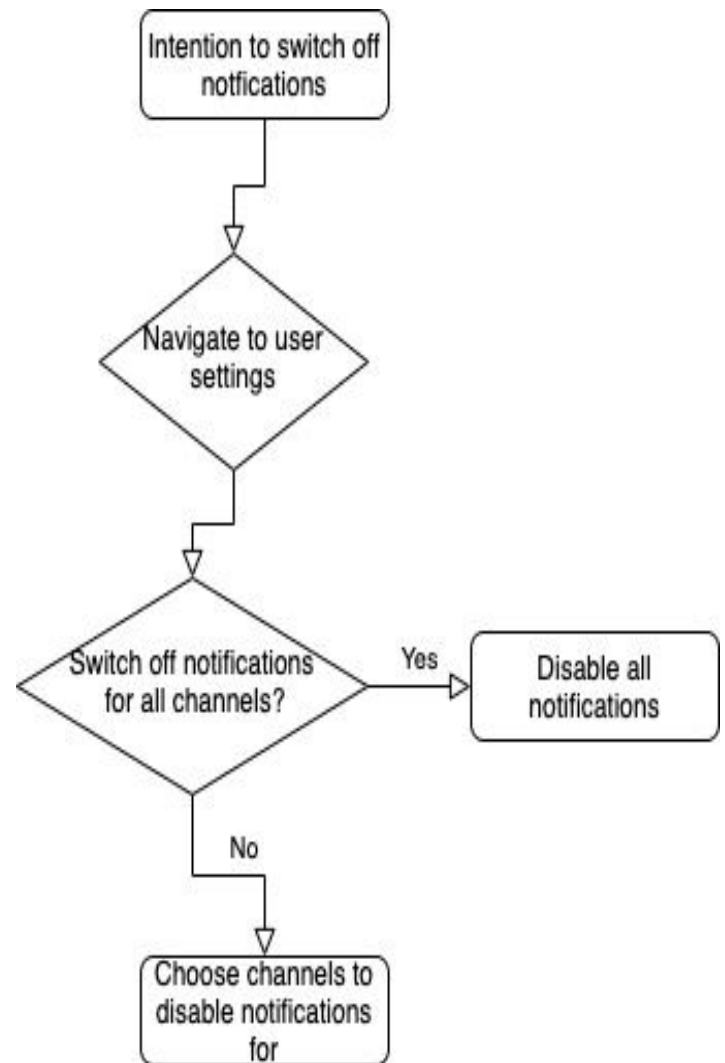
As a user, I want to change the status of my profile, so that other members are notified of my availability.

- Acceptance Criteria:
 - Scenario: The ability to change my availability status
 - Given: The user has navigated to settings function
 - When: Clicks a button to choose the status of a user either being "Online" or "Away".
 - Then: User status is updated

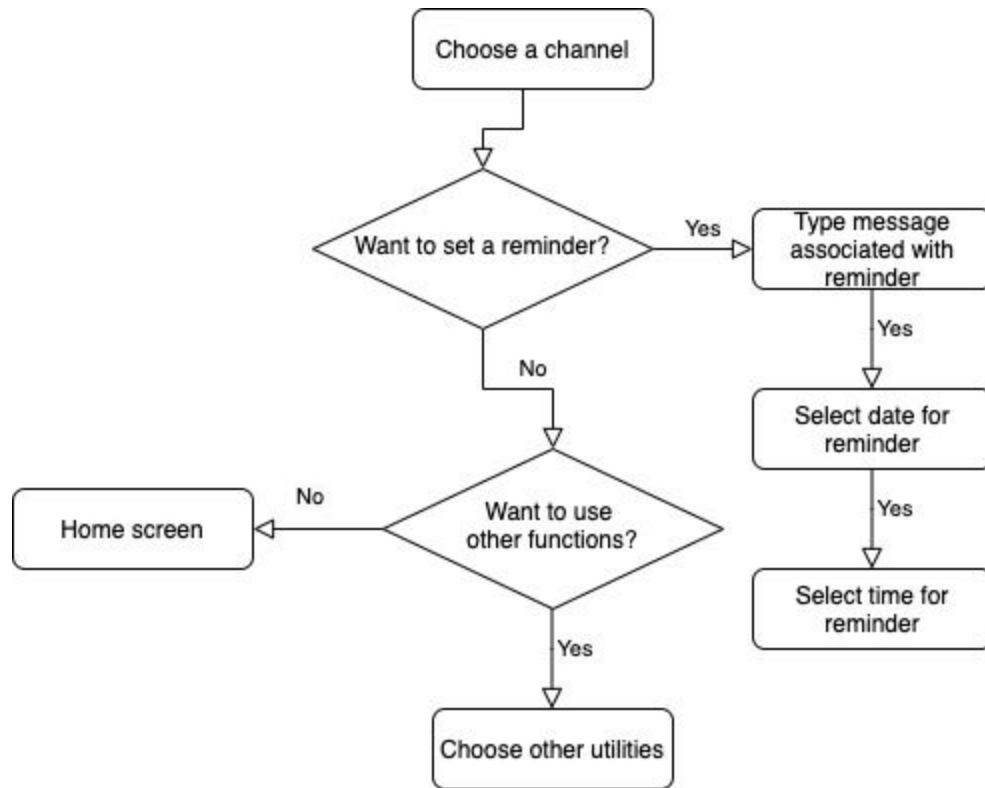
Flow chart for sending gifs



Flow chart for setting notifications



Flow chart for setting reminders:



Requirements: Validation

Sam:

Playing Games

This satisfies my thought process when suggesting the implementation of the game section. I like how we are able to search via both by category and game. However, I do have a question regarding whether or not the games being added are games made by the Flockr team or if they are purchasing access to other games, otherwise the use case displays my intentions thoughtfully.

Sending Pictures/GIFs

Again I think this is well laid out and clearly describes my vision of the GIF function. Just a thought but is it necessary to search both by category and phrase, because would it not come up with a range of possible GIFs when you write a phrase down, or is the phrase function for more specific GIFs?

Andrew:

Audio/Video Calls

The use case clearly outlines the process of making these calls, and touches the main points on the practical use of the phone call function. Further notes, is there a limit to the number of people able to join the call and can both owners/members start the call for the channel.

Creating Reminders

This 'create reminder' use case also fulfills my base requirements. However, are you able to create more than one reminder and it makes a list of the upcoming dates.

Changing Pin Implementation

So, I do not believe that changing the functionality of the pin function is particularly difficult considering you have already made it accessible to owners. I think this is a much better utilisation of this function allowing all group members to pin the message and the use case you have outlined, exactly fulfills my requirements.

Olivia:

Upload Voice Memos

Being able to send voice messages is particularly useful especially for longer messages and I believe your use case details all the possible requirements. However, is there a length the voice recording has to be between or it can be however long we want it to be.

Notifications

Your outline of the possible options for notifications with the use case is quite extensive. Personally, I think being able to turn on/off notifications for individual channels as well as all channels is very important. When attending important meetings, being able to quickly turn off all my notifications is very useful and time efficient.

Setting Online Status

The use case clearly details the two possible options for changing your online status. However, do you need to manually select the away button and, if I am 'away' do I still receive notifications?

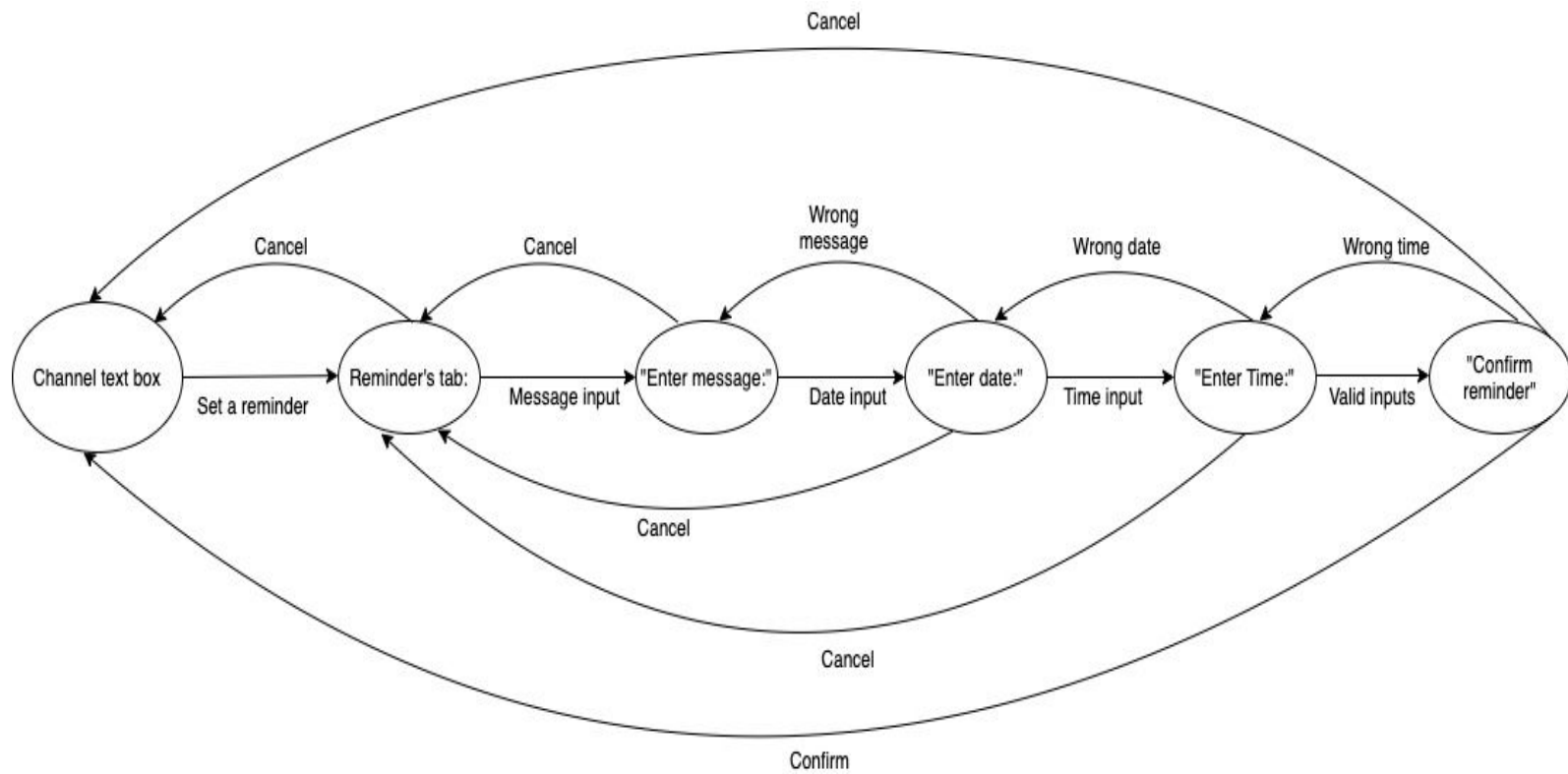
Design: Interface Design

Function Name	HTTP	Method Parameters	Return type	Exception	Description
channel/games	POST	(token, channel_id, search_field)	{games}	InputError when any of: <ul style="list-style-type: none">Channel ID is not a valid channel	In a channel_id search on the message board for a game via, a category or a specific game, and be prompted to start playing the game
channel/reminder	POST	(token, channel_id, message, date, time)	{reminder}	InputError when any of: <ul style="list-style-type: none">Channel ID is not a valid channelTime is not within scope of 24 hour timeMessage is greater than 1000 charactersDate is not valid AccessError when any of: <ul style="list-style-type: none">The authorised user is not an owner	Creates a new reminder in the channel which is accessible to everyone which specifies a time in 24 hour military time
channel/call	POST	(token, channel_id)	{}	InputError when any of: <ul style="list-style-type: none">Channel ID is not a valid channel AccessError when any of: <ul style="list-style-type: none">The authorised user is not a member of the channel that the message is within	Starts a call with the all members in the channel_id and they have the ability to accept or decline the call

message/upload	POST	(token, channel_id, message_id, search_field)	{upload_choices}	InputError when any of: <ul style="list-style-type: none"> User inputted a phrase/category that does not exist 	Send a photo/GIF from authorised_user to the channel specified by channel_id
message/pin	POST	(token, message_id)	{}	InputError when any of: <ul style="list-style-type: none"> Message_id is not a valid message Message with ID message_id is already pinned AccessError when any of: <ul style="list-style-type: none"> The authorised user is not a member of the channel that the message is within 	Given a message within a channel, mark it as "pinned" to be given special display treatment by the frontend
message/voice	POST	(token, channel_id, recording_url)	{message_id}	InputError when any of: <ul style="list-style-type: none"> Image uploaded is not a WAV file format Channel ID is not a valid channel Size of recording excess 8MB AccessError when: the authorised user has not joined the channel they are trying to post to	Send a voice recording from authorised_user to the channel specified by channel_id
user/notification	POST	(token, channel_id, is_notifications)	{}	InputError when any of: <ul style="list-style-type: none"> Is_notifications is neither True or False Channel ID is not a valid channel 	Allows a user to turn on/off notifications for an individual channel and for all channels they are apart of
user/status	PUT	(token, status)	{}	InputError when any of: <ul style="list-style-type: none"> Status is neither Online or Away 	The status of user is displayed as either online or away to other users

Design: Conceptual Modelling

State Diagram for requirement “creating reminders”:



State Diagram for requirement “playing games”:

