MetaMesh Sprint 1 Presentation

Use Cases

Devised detailed use cases and utilized MoSCoW prioritization

- We shared these with the client for feedback and made necessary revisions
- Covers the help desk application and web management system but also things like accessibility
- We'll utilize these use cases to create tasks/issues in our planning boards and dive further into what technical requirements are necessary

Must Have		
Category	**Actor(s)**	**Use Case**
Help Desk	All end-users	Access the Help Desk through Meta Mesh's website (e.g. redirect)
Help Desk	All end-users	No collection of personal data required (or even possible) for users to access the Help Desk
Help Desk	All end-users	Send a question to the Help Desk
Help Desk	All end-users	Receive a response to submitted questions, either: • A "best-match" answer to a resource that already exists in the database OR • A default message indicating a match couldn't be found, and resources for more information (e.g. helpline phone number)
Help Desk	All end-users	Privacy notice/statement
DB	Meta Mesh Staff	Access the management web application
DB	Meta Mesh Staff	Authorization and authentication (login/logout)
DB	Meta Mesh Staff	User management (request password reset and adding or deleting system users)
DB	Meta Mesh Staff	Add a new resource (Help Desk answer) to the database This will include fields such as: • Name • Associated keyword(s) • Content which may include images • Optional: link to resource/additional info
DB	Meta Mesh Staff	Edit an existing resource (Help Desk answer) to the database
DB	Meta Mesh Staff	View an existing resource (Help Desk answer) in the database
DB	Meta Mesh Staff	Delete an existing resource (Help Desk answer) in the database
DB	Meta Mesh Staff	View all resources (Help Desk answers) in the database

Should Have		
Category	**Actor(s)**	**Use Case**
DB	Meta Mesh Staff	View the number of times a specific resource has been searched for
DB	Meta Mesh Staff	View a list of most commonly searched for keywords
DB	Meta Mesh Staff	View a list of unsuccessful questions
Help Desk	Elderly users	View a basic fallback version of the website if their browser is not adequately supported
Help Desk	Elderly users	Accessibility feature to change the font size of the Help Desk UI (or responsive front-end design to accommodate zoom in/out)
Help Desk	Mobile users	Mobile-friendly front-end

Could Have		
Category	**Actor(s)**	**Use Case**
Help Desk	Spanish users	Ability to switch website's instructions to English (e.g. instead of "Submit" → "Entregar")
Help Desk	Disabled users	Ability to change color schemes
Help Desk	All end-users	Ability to submit feedback about answers
DB	Meta Mesh Staff	View all user feedback
DB	Meta Mesh Staff	Filter questions and answers by keyword

Would (Will Not) Have		
Category	**Actor(s)**	**Use Case**
Help Desk	Spanish users	Recognize and answer questions written fully in Spanish (or any non-English language)
Help Desk	All end-users	Guided chat approach

User Stories for MVP   ("Must Have")

As a beginner technology user, I want to …

- Access the Help Desk through Meta Mesh's website

- Send questions and receive the best resulting answer

- Be redirected to the helpline in case of no results

User Stories for MVP (cont.)   ("Must Have")

As a Meta Mesh technical staff member, I want to …

- Access the management web application

- Add, view, and delete existing resources from the database

MetaMesh Resources - Wireframe

Help Desk Landing Page - Wireframe

META MESH

Help Desk

Search

Frequently Asked Questions

🔍 How often do I need to change my password
🔍 How often do I need to change my password
🔍 How often do I need to change my password
🔍 How often do I need to change my password

Help Desk Interaction - Wireframe

META◆MESH
Help Desk

| How to tell if a webs | | Search |

🔍 How to tell if a website is safe
🔍 How to tell if a website is available
🔍 How to tell if a website can track me

META◆MESH
Help Desk

🇺🇸 English ▾

🇺🇸 English ▾

How to Identify and Protect Yourself from an Unsafe Website

With more people storing personal information on their computers, it has never been more important to protect yourself from internet predators looking to gain access to your files. One of the many ways they can do this is by attacking your computer or trying to gather your information from an infected or malicious website you may visit, even if only once. The best thing you can do is to avoid malicious websites altogether.

Here are the most prevalent tell-tale signs of a threatening website and some ways that you can protect yourself:

› **Never** click on a link embedded in an email. Even if sent from someone you trust, always type the link into your browser

› **Use your common sense.** Does a website look strange to you? Is it asking for sensitive personal information? If it looks unsafe, don't take the risk.

› **Look for signs of legitimacy.** Does the website list contact information or some signs of a real-world presence. If doubtful, contact them by phone or email to establish their legitimacy.

› **Read the URL carefully.** If this is a website you frequent, is the URL spelled correctly? Often times, phishers will set up websites almost identical to the spelling of the site you are trying to visit. An accidental mistype may lead you to a fraudulent version of the site.

› **If it looks too good to be true**, it probably is. Is the website offering you a product or service at an unheard of price? Or maybe they are promising you a huge return on investment? If the offer looks too good to be true, trust your instincts. Do some research to find reviews or warnings from other users.

› **Check the properties of any links.** Right-clicking a hyperlink and selecting "Properties" will reveal the true destination of the link. Does it look different from what it claimed to lead you to?

You should also always be on the lookout for the clues and telltale hints that you are on a malicious website. After all, it is by smart people noticing something wrong and reporting it that the above tools can do their job.

Embedded search results or external links?

Help Desk No Results Page- Wireframe

META ✦ MESH
Help Desk

How to tell if a website can do taxes| Search

🌐 No results found. Try calling (412)-999-9999 for additional support

Help Desk Admin Panel - Wireframe

META MESH
Help Desk

Admin Dashboard

+ Add New Search Result

Most Frequently Asked Questions

Count	Search
123	Is a website trustworthy

View More

Least Successful Searchs

Score	Search
4.5	Is a website trustworthy

View More

Most Successful Searches

Score	Search
1.3	Is a website trustworthy

View More

Most Missed Questions

Count	Search
14	How can I access ...

Pending risks

- Waiting on Meta Mesh to give specific examples of questions and possible responses
    - Risk management: will use dummy data for our prototype
- Determining best frameworks to use for our NLP model
    - Risk management: starting early with researching and developing a prototype
- AWS Credentials for hosting
    - Risk management: discussing with client during tomorrow's meeting
- Integration with Squarespace site
    - Risk management: in worst case, redirect users to our application

ReadME

```
ⓘ README.md > 🔤 # Meta-Mesh-Help-Desk
  1   # Meta-Mesh-Help-Desk
  2   Virtual help desk project for Meta Mesh
  3
  4   Instructions to run:
  5
  6   - cd into the src folder
  7   - $ python3 manage.py makemigrations
  8   - $ python3 manage.py migrate
  9   - $ python3 manage.py runserver
 10   - go to browser and input http://127.0.0.1:8000/ to veiw the webpage
 11   |
```