

# WhatsApp for Teams - Synthesis and Ideation

By Adil Haris

## Overview

WhatsApp for Teams is a standalone application aimed at improving the team collaboration capabilities of the original WhatsApp Messenger. The target customers are transient or temporary teams such as student groups or early-stage startup teams (who have not yet zeroed down on another collaboration tool such as Slack). Customer interview notes and insights can be found [here](#) (Assignment 3) and [here](#) (Assignment 4).

## Assumptions

### Hardware Assumptions

WhatsApp for Teams is intended to be an application distributed over mobile, desktop and web (much like the traditional WhatsApp Messenger). For testing this low fidelity prototype, I'm assuming it to be conducted on an iPhone 10 with a diagonal screen size of 5.8 inches and a resolution of 2436 x 1125-pixels.

### User Assumptions

The target group for WhatsApp for teams are student groups and hence they are expected to be sufficiently well-versed with using mobile apps and technology in general. Familiarity with WhatsApp Messenger is not a requirement and the prototype should be easy to navigate for anyone. Subjects can be expected to be in the age group of 18-34 (typical ages for students). One key factor that would influence my choice of design is the typical student lifestyle of lacking time. Hence the designs will focus on attempting to save time for students and reach their intended outcomes faster.

## Low Fidelity Prototype

The testing is split into two parts

1. **Scheduling:** Where the test user will attempt to schedule a meeting with his teammates using WhatsApp scheduler
2. **Polling:** Where the test user will attempt to poll his users a question that he needs direction for.

# 1. Scheduling

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## Tasks:

The user will be requested to schedule a meeting with his team members on a fictional Tech Strategy student group. He will have to use the newly designed *WhatsApp Scheduler* interface to find a common time that works for everyone.

The user will be responsible for creating an event for the meeting. Group members can fill out their availabilities (we assume one group member fills out his availability in this case) upon the event being created. After all members have finished the input of their availability, the meeting will get automatically booked and added to their calendars (based on the earliest common availability of all members).

## Action:

The user will be required to

1. Confirm the familiarity of the homescreen that he sees
2. Open the Technology Strategy student WhatsApp group
3. Type in a message where he asks his teammates when do they want to meet
4. Send a scheduling request
  - a. Open the Scheduler attachment
  - b. Fill the name of the event
  - c. Choose the dates of the event
  - d. Choose a range of times in between which the meeting should take place
  - e. Specify the timezone
  - f. Choose if he wishes for the event to be added on Google Calendar
  - g. Choose if he wishes to automatically book the meeting based on the earliest availability
  - h. Enter a description for the event
  - i. Confirm scheduling request

## Action:

1. The user will then proceed to entering his own availability on the interface
  - a. The user will select the times most suitable for him on the given days
  - b. The user will confirm the selected time
2. The user will be have to tell us aloud about the remainder of the process

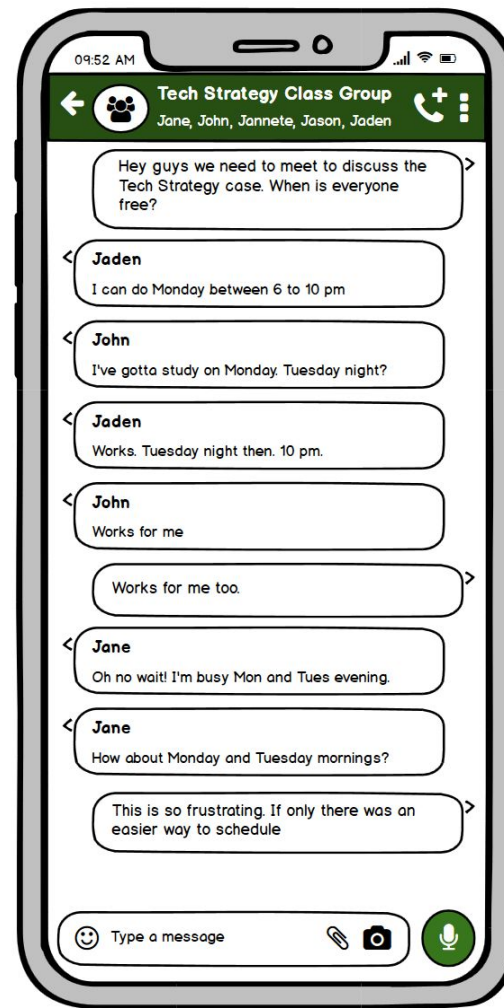
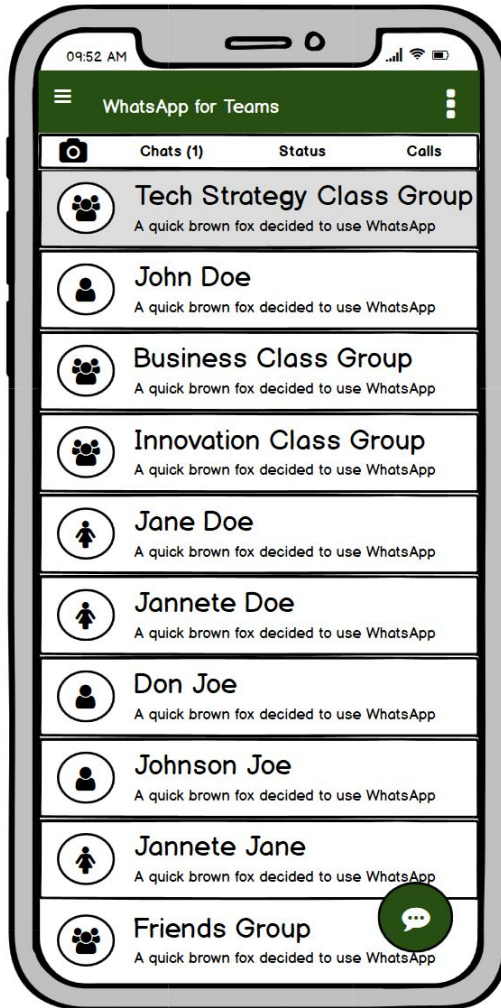
## Instruction:

In the first part of our activity we are going to schedule a meeting using WhatsApp's newly designed Scheduler function

Could you confirm if the interface (left screen) for WhatsApp that you see here looks familiar to you

Observe the chat screen presented (right screen). Does this scenario resonate with what you have experienced with scheduling meetings on WhatsApp

## Scheduler Demo Screen 1



## Scheduler Demo Screen 2



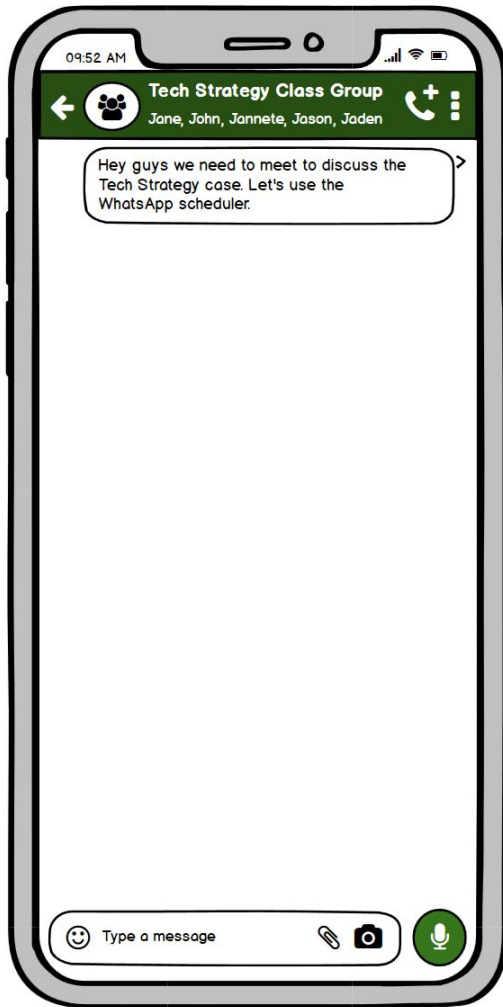
## Instruction:

Let's get started. Your goal is to book a meeting with your team so that you can all get together to discuss the Comcast Case Study.

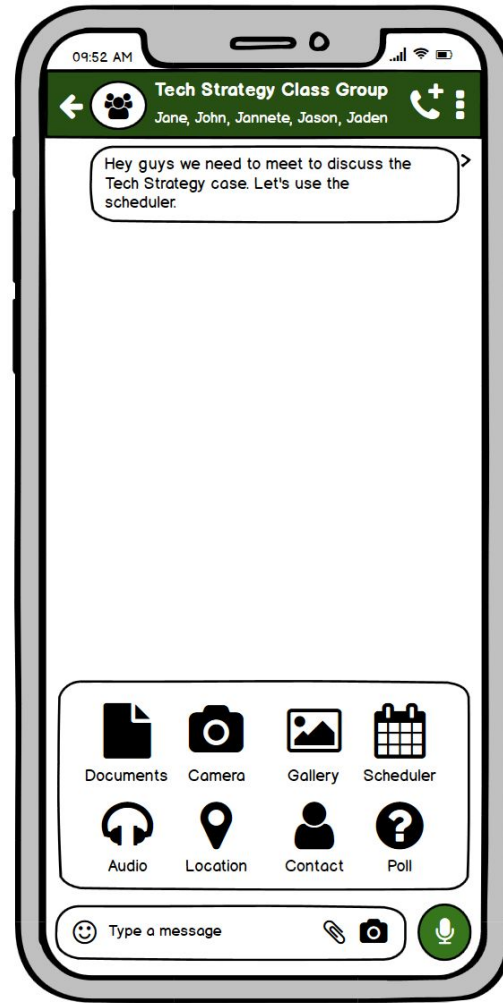
You're asking your team to participate with WhatsApp scheduler. I've typed that message for you. You're on your own from here. Tell me what you think and think aloud

(allow user to discover where the scheduler is and access it)

And remember we're not testing you, we're testing our product!



**Scheduler  
Screen 1**



**Scheduler  
Screen 2**

## Instruction:

You've reached the Scheduler page. Reminder you're scheduling to meet for a Comcast Case presentation. Tell me how you would go about navigating this page

(Clarify any questions that may arise from *Add to Calendar* or *Google Calendar*)

Scheduler  
Screen 3

09:52 AM

← Add Event Details

Enter event name

Choose possible dates

APRIL 2020

S	M	T	W	T	F	S
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

Not before

9 AM

Not after

10 PM

Timezone

EST

☐ Add to Google Calendar

☐ Automatically Book

Add description

Send

Scheduler  
Screen 4

09:52 AM

← Add Event Details

Comcast Case Discussion

Choose possible dates

APRIL 2020

S	M	T	W	T	F	S
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

Not before

11 AM

Not after

6 PM

Timezone

EST

☒ Add to Google Calendar

☒ Automatically Book

Agenda

1. Discuss why Comcast decided...

Send

## Instruction:

You're almost done. Good job.

(Right Screen) What would you want to do next after creating such a meeting? (Lead to entering their own availability)

Scheduler  
Screen 5

09:52 AM

← Add Event Details

Comcast Case Discussion

Choose possible dates

APRIL 2020

S	M	T	W	T	F	S
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19						
26						
3						

Confirm  
Send to Group?

Yes No

Not before 11 AM ▾

Not after 6 PM ▾

Timezone EST ▾

☒ Add to Google Calendar

☒ Automatically Book

Agenda  
1. Discuss why Comcast decided...

Send

09:52 AM

← Tech Strategy Class Group  
Jane, John, Jannete, Jason, Jaden

Hey guys we need to meet to discuss the Tech Strategy case. Let's use the scheduler.

< Comcast Case Discussion  
Enter your availability

Type a message

Scheduler  
Screen 6

## Instruction:

(Left Screen)

Great so how would you go about navigating this screen?

What do you think is the display trying to tell you?

So let's assume you're trying to indicate that you're free at 11 AM, 1PM, 2PM and 4PM. How would you go about it.

(Right Screen)

What do you think this screen is conveying from the previous screen?

**Scheduler  
Screen 7**

09:52 AM

← Enter Your Availability

24th April    25th April

11 AM	<input type="radio"/>	11 AM	<input type="radio"/>
12 PM	<input type="radio"/>	12 PM	<input type="radio"/>
1 PM	<input type="radio"/>	1 PM	<input type="radio"/>
2 PM	<input type="radio"/>	2 PM	<input type="radio"/>
3 PM	<input type="radio"/>	3 PM	<input type="radio"/>
4 PM	<input type="radio"/>	4 PM	<input type="radio"/>
5 PM	<input type="radio"/>	5 PM	<input type="radio"/>

Automatic booking is enabled

**Team Availability**

24th April 2020

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11 AM
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12 PM
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1 PM
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2 PM
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3 PM
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4 PM
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5 PM

All members surveyed are available at 11 AM and 5 PM

Confirm

09:52 AM

← Enter Your Availability

24th April    25th April

11 AM	<input checked="" type="radio"/>	11 AM	<input type="radio"/>
12 PM	<input type="radio"/>	12 PM	<input type="radio"/>
1 PM	<input checked="" type="radio"/>	1 PM	<input checked="" type="radio"/>
2 PM	<input checked="" type="radio"/>	2 PM	<input checked="" type="radio"/>
3 PM	<input checked="" type="radio"/>	3 PM	<input checked="" type="radio"/>
4 PM	<input type="radio"/>	4 PM	<input type="radio"/>
5 PM	<input checked="" type="radio"/>	5 PM	<input checked="" type="radio"/>

Automatic booking is enabled

**Team Availability**

24th April 2020

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	11 AM
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	12 PM
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	1 PM
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	2 PM
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	3 PM
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	4 PM
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	5 PM

All members surveyed are available at 11 AM

Confirm

**Scheduler  
Screen 8**



## **Instruction:**

Good job. Could you describe what the screen seems to indicate now that you've confirmed your available slots?

How would you proceed to achieving your goal?

Scheduler  
Screen 9

09:52 AM

← Enter Your Availability

24th April	25th April
11 AM <input type="radio"/>	11 AM <input type="radio"/>
12 PM <input type="radio"/>	12 PM <input type="radio"/>
1 PM <input checked="" type="radio"/>	1 PM <input checked="" type="radio"/>
2 PM <input checked="" type="radio"/>	2 PM <input checked="" type="radio"/>
3 PM <input checked="" type="radio"/>	3 PM <input checked="" type="radio"/>
4 PM <input type="radio"/>	4 PM <input type="radio"/>
5 PM <input checked="" type="radio"/>	5 PM <input checked="" type="radio"/>

Confirm  
Confirm Availability?

Yes No

Tea  
24th

11 AM  
12 PM  
1 PM  
2 PM  
3 PM  
4 PM  
5 PM

All members surveyed are available at 11 AM


Confirm

Scheduler  
Screen 10

09:52 AM

← Tech Strategy Class Group +  
Jane, John, Jannete, Jason, Jaden

Hey guys we need to meet to discuss the Tech Strategy case. Let's use the scheduler.

<  **Comcast Case Discussion**  
Waiting for Joden and John to finish

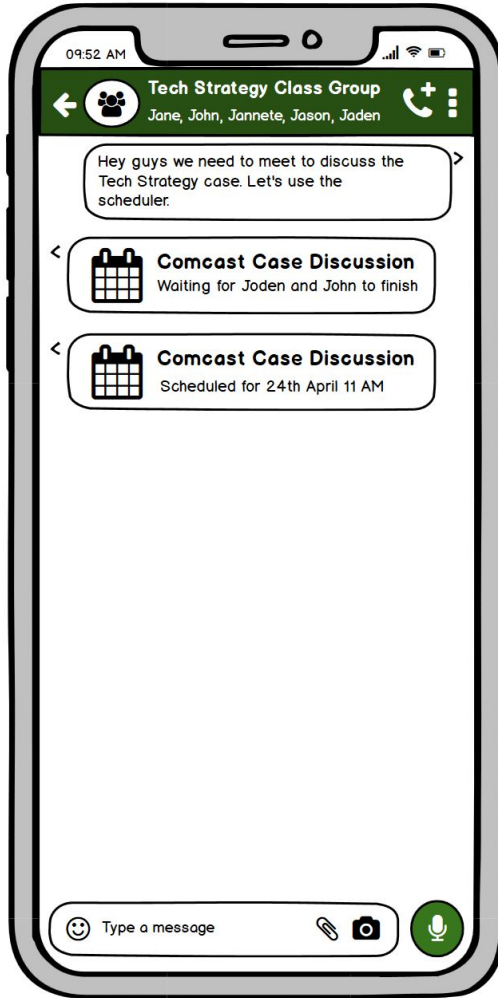
Type a message

## **Instruction:**

I think we're almost done.

What would be your expectation given the booking is complete?

## Scheduler Screen 11



## Google Calendar

APRIL 2020						
S	M	T	W	T	F	S
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24 Comcast	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

## **Instruction:**

Good job. We're done with part 1. Let's move on to part 2.

## 2. Polling

## Tasks:

The user will be requested to set up a poll on WhatsApp for an opinion he wants to get from all his teammates. The test user will be using the new *Polls* feature on WhatsApp to survey whether the team should proceed with a slide design that he made.

## Action:

The user will be required to

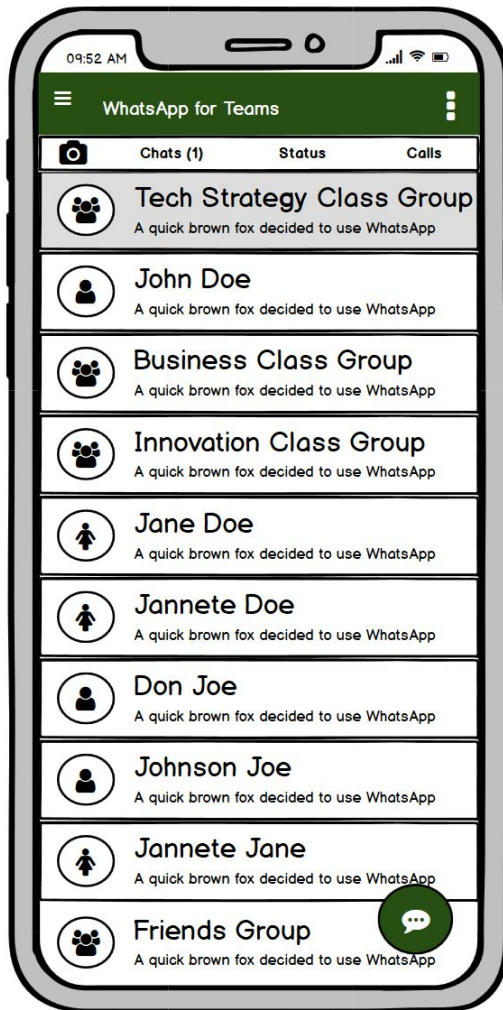
1. Confirm the familiarity of the homescreen that he sees
2. Open the Technology Strategy student WhatsApp group
3. Type in a message where he asks his teammates to answer the poll
4. Set up a poll on the group
  - a. Enter the question to poll members
  - b. Add an attachment to the poll
  - c. Add options (possible answers) that the user expects
  - d. Confirm and submit the Poll
5. Answer the open poll displayed on screen
6. View results of the poll
7. Close the poll



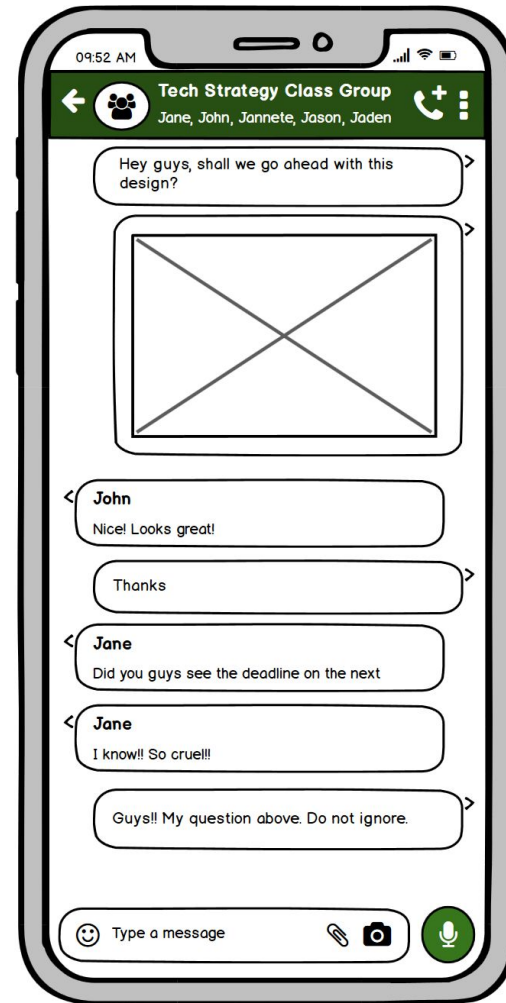
## **Instruction:**

So we're back to the home screen of WhatsApp. This time your objective is to start a poll on the chat interface. You're good to go. Let's get started and open the group.

Would you say the chat on the homescreen is representative of a situation you've faced before?



Poll Demo  
Screen 1

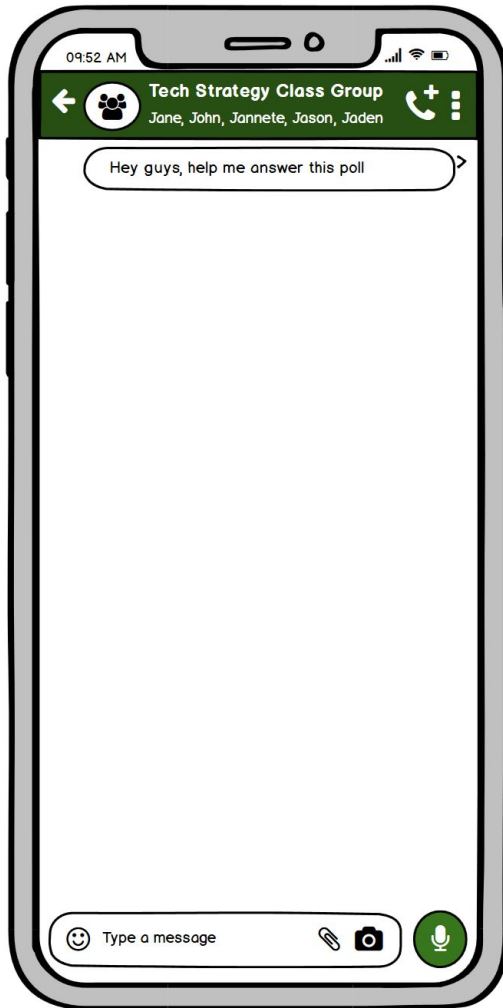


Poll Demo  
Screen 2

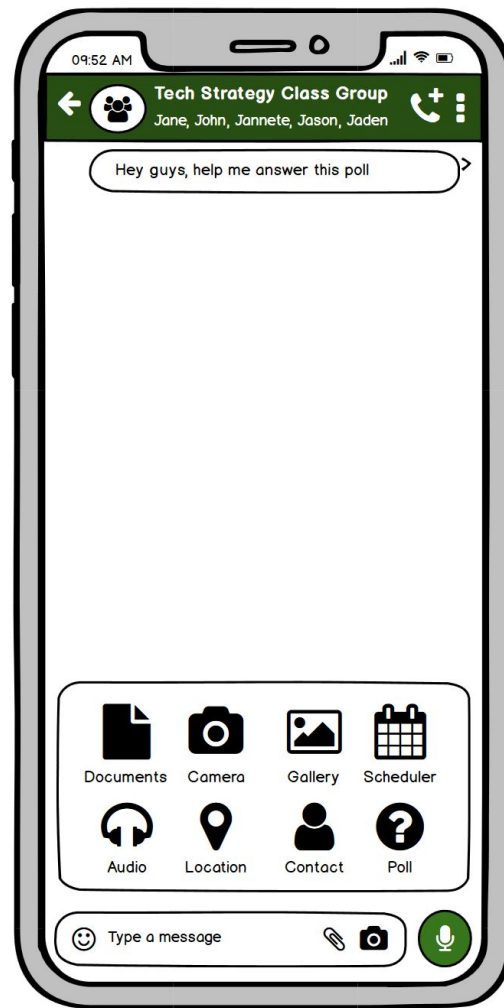
## Instruction:

Go ahead and create a poll

**Poll  
Screen 1**



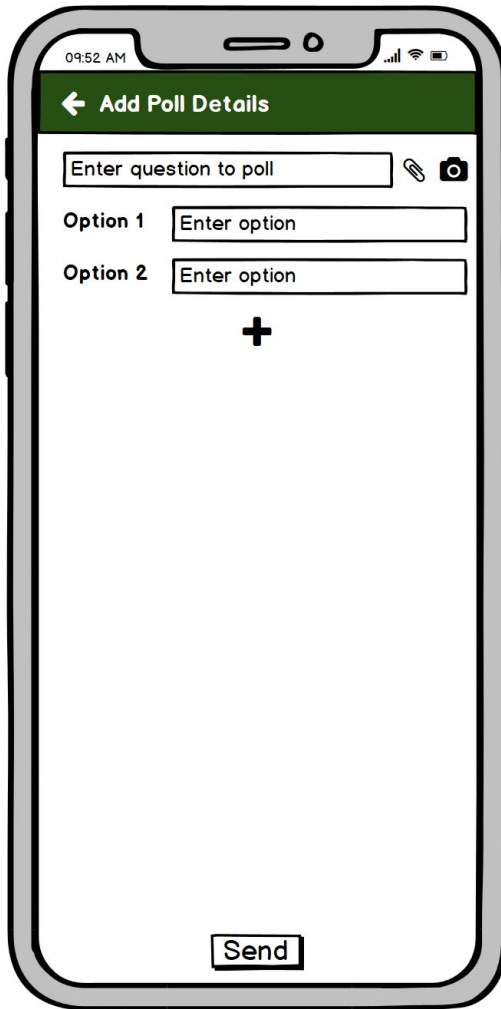
**Poll  
Screen 2**



## **Instruction:**

(Clarify any questions regarding adding an attachment or a picture)

**Poll  
Screen 3**



09:52 AM

← Add Poll Details

Enter question to poll

Option 1 Enter option

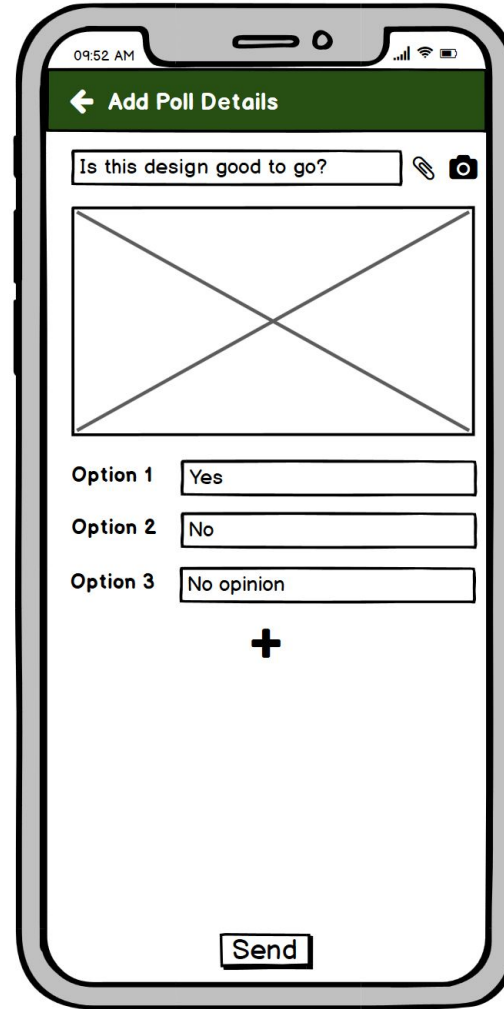
Option 2 Enter option

+

Send

This mockup shows a mobile app interface for creating a poll. At the top, there's a status bar with the time 09:52 AM and signal/battery icons. Below that is a green header bar with a back arrow and the text "Add Poll Details". The main content area has a text input field for the poll question, followed by two labeled input fields for "Option 1" and "Option 2", each containing the placeholder text "Enter option". A plus sign is centered below these options. At the bottom, there is a "Send" button.

**Poll  
Screen 4**



09:52 AM

← Add Poll Details

Is this design good to go?

Option 1 Yes

Option 2 No

Option 3 No opinion

+

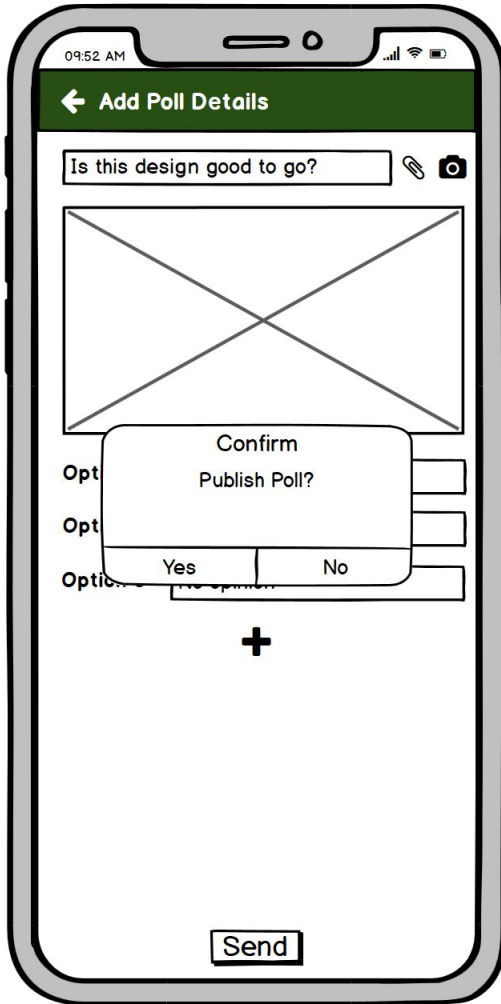
Send

This mockup shows the same mobile app interface as Screen 3, but with pre-filled data. The question is "Is this design good to go?". Below the question is a large rectangular area with a diagonal cross, likely a placeholder for an image. The options are "Option 1: Yes", "Option 2: No", and "Option 3: No opinion". A plus sign is centered below the options, and a "Send" button is at the bottom.

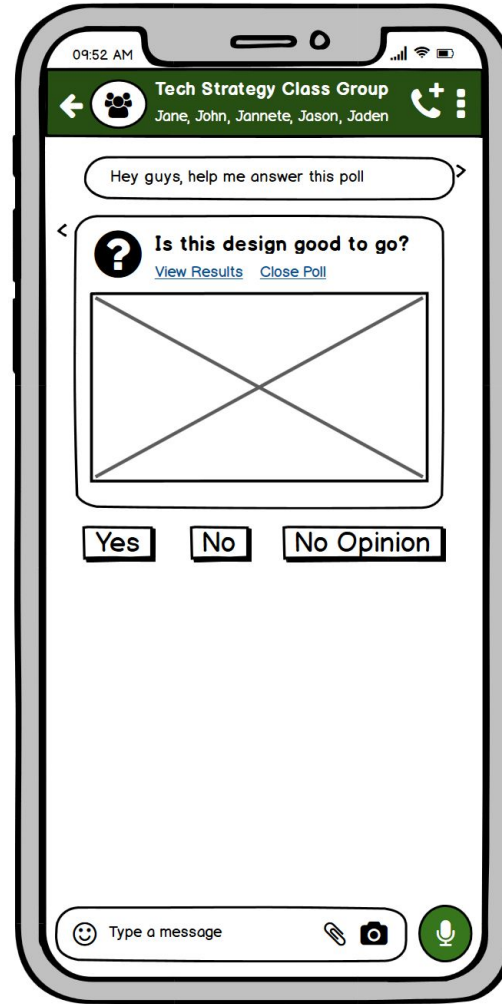
## **Instruction:**

Awesome! You were successful in creating a poll. Why don't you go ahead and answer one.

Poll  
Screen 5



Poll  
Screen 6

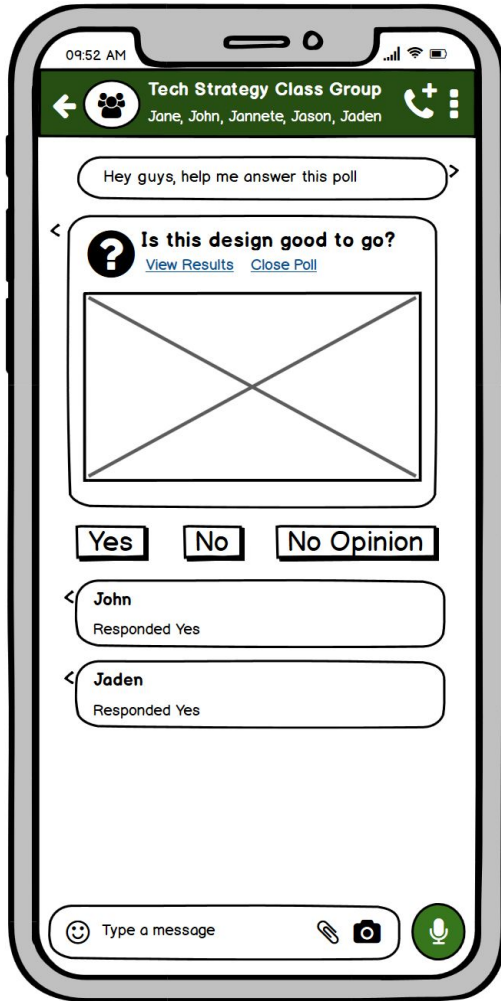




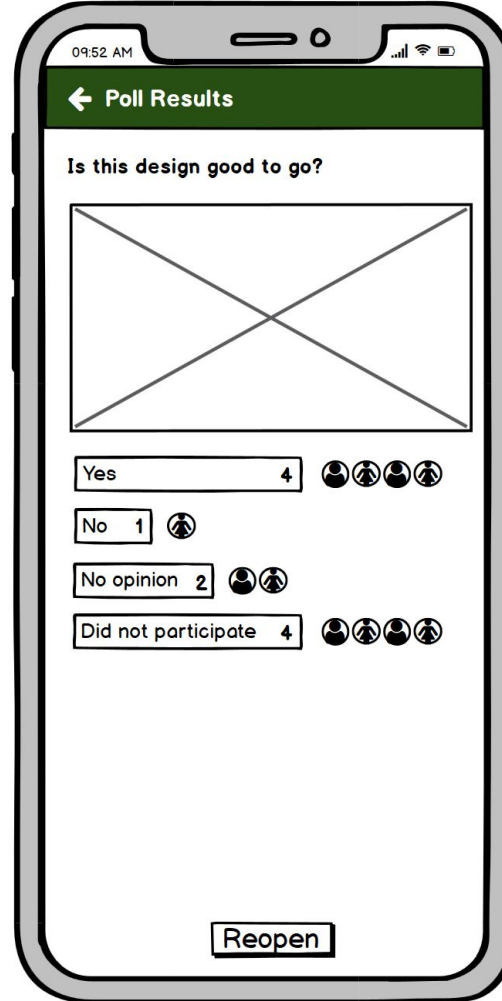
## **Instruction:**

How would you view the results of the poll?

Poll  
Screen 7



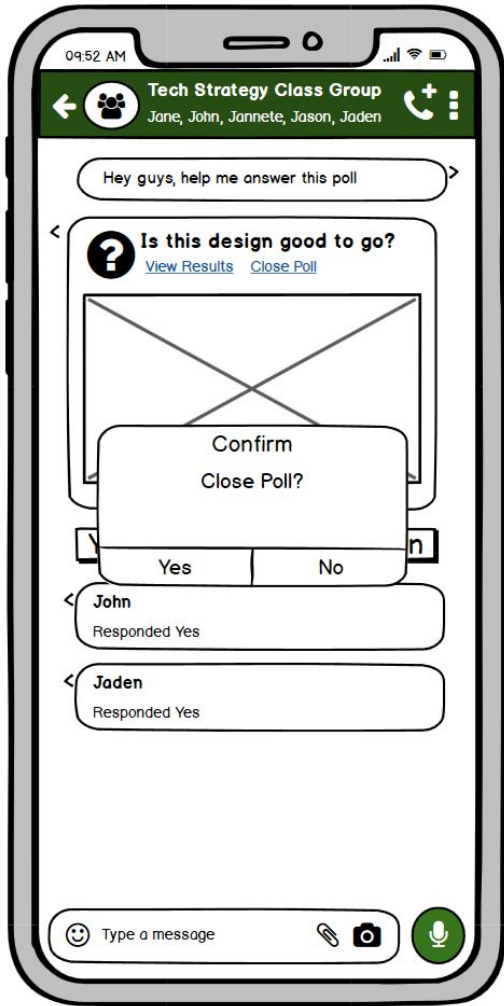
Poll  
Screen 8



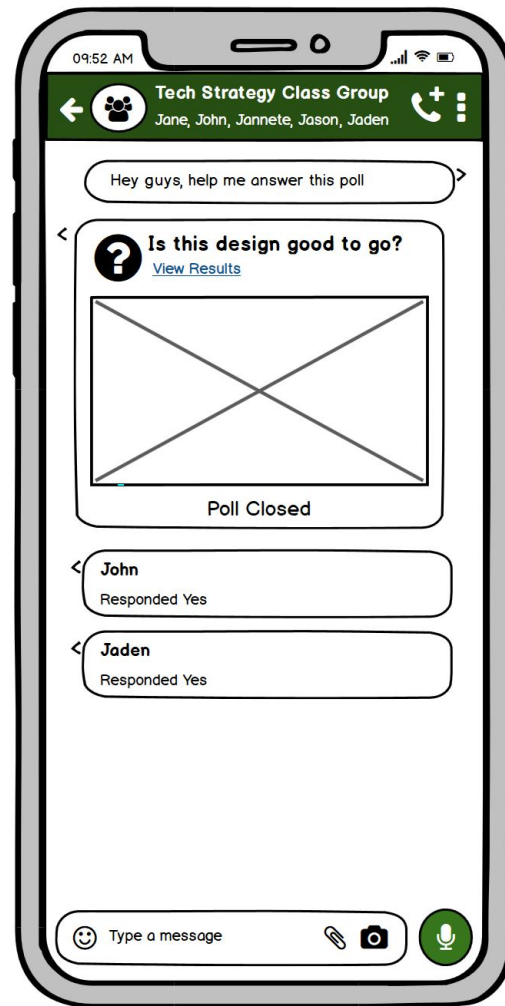
## **Instruction:**

If you were done and happy with the results, how will you close the poll?

**Poll  
Screen 9**



**Poll  
Screen 10**



## **Instruction:**

Awesome! We've come to the end! Thank you for participating.

# Usability Evaluation

## Description of Subject

The subject is a student of MSPM. He is a new user of WhatsApp and has only used it over the last three months. He is familiar with mobile apps and technology in general. His name is Tanay Agrawal. He is 30 years old and he is from India

## Process Overview

The evaluation is split across the two problem statements being tested - Scheduling and Polling

### 1. Scheduling

- a. The subject is first asked his familiarity with the main screen on the prototype.
- b. The subject is asked whether he can relate to the problem statement - the trouble of coordinating and scheduling meetings over WhatsApp Messenger.
- c. The subject is then given the goal of creating a scheduling request and polling the availability of his team members on the newly designed WhatsApp Scheduler interface
- d. Instructions and questions to be asked to the subject have been included in the section above
- e. Post-interview Question 1: What did you feel about scheduling a meeting by following such an approach?
- f. Post-interview Question 2: What did you think could've been made better?
- g. Post-interview Question 3: How valuable is it to you to have a Google Calendar integration?

### 2. Polling

- a. The subject is asked whether he can relate to the problem statement by - the trouble of taking a poll on a large student group when maximum participation is required. The subject is shown a demo mockup
- b. The subject is then given the goal of creating a poll on the newly designed WhatsApp Poll interface
- c. Instructions and questions to be asked to the subject have been included in the section above
- d. Post-interview Question 1: What did you feel about such an approach in conducting a poll on WhatsApp?
- e. Post-interview Question 2: What do you think could've been made better in the above implementation?
- f. Post-interview Question 3: How much would you value the feature of being able to take polls on WhatsApp?

## Transcript

**Recording:** [Link](#)

1 00:00:08.519 --> 00:00:10.349 Adil: Okay so usability test.

2 00:00:12.059 --> 00:00:16.590 Adil: You know, the two goals we're trying to achieve are scheduling and polling rate.

3 00:00:17.250 --> 00:00:30.750 Adil: Right. So your goal in this is to book a scheduling request and then wait for people to fill in their availability and see the app automatically book automatically make a booking for you right

4 00:00:31.260 --> 00:00:38.580 Adil: Okay. So to give you like a quick introduction, this is what your WhatsApp interface looks like and you're quite familiar with it, right.

5 00:00:38.970 --> 00:00:48.090 Adil: Okay, so in this specific does your requested to book, find a common availability of your teammates in your text strategy class group.

6 00:00:48.510 --> 00:00:49.110 Adil: So then you can

7 00:00:49.380 --> 00:00:52.320 Adil: Use the concourse case study. Right.

8 00:00:53.670 --> 00:00:58.950 Adil: And the problem trying to solve is the sequence of messages that people usually try to share whenever

9 00:00:59.550 --> 00:01:12.480 Adil: They want to book a meeting somebody asked hey, when, when does everyone meet and make three people go through all this. Can you fix a time somewhere down the line and then somebody comes in between and says, Oh, no, they don't work for me. And then you have to repeat this whole second

10 00:01:13.050 --> 00:01:15.360 Adil: Go to the WhatsApp shooting is trying to fix.

11 00:01:15.780 --> 00:01:16.290 Correct.

12 00:01:17.430 --> 00:01:23.670 Adil: Let's get started. So I'm going to leave you on from here and then you can try and annotate or like

13 00:01:24.660 --> 00:01:26.340 Tanay Agrawal: I wrote it on what I want to click

14 00:01:26.940 --> 00:01:27.510 Adil: Yeah, okay.

15 00:01:30.270 --> 00:01:39.570 Adil: So this is your message your there's a there's a feature called WhatsApp Shakira that's built into this interface. Your goal is to complete this process and book the request.

16 00:01:41.700 --> 00:01:41.970 Adil: Very

17 00:01:43.650 --> 00:01:43.980 Tanay Agrawal: Good.

18 00:01:45.720 --> 00:01:49.110 Tanay Agrawal: Hey guys, we need to meet this lets us know what's up.

19 00:01:51.210 --> 00:01:51.570 Tanay Agrawal: Okay.

20 00:01:58.500 --> 00:01:59.070 Tanay Agrawal: I clicked.

21 00:01:59.850 --> 00:02:00.750 Adil: Where did you click

22 00:02:02.190 --> 00:02:03.000 Adil: The hamburger.

23 00:02:03.900 --> 00:02:04.230 No.

24 00:02:05.700 --> 00:02:06.690 Adil: No, I didn't see

25 00:02:09.750 --> 00:02:10.080 Adil: Okay.

26 00:02:10.290 --> 00:02:11.640 Tanay Agrawal: Is system currency.

27 00:02:12.090 --> 00:02:13.680 Adil: I side now. But that's incorrect.

28 00:02:15.270 --> 00:02:15.780 Adil: Would you go

29 00:02:45.240 --> 00:02:47.250 Tanay Agrawal: Okay, so

30 00:02:49.230 --> 00:02:51.960 Adil: You can just think aloud and tell me how you would go about

31 00:02:52.530 --> 00:02:58.980 Tanay Agrawal: So, in the previous step. I was thinking I did not think of WhatsApp scheduler as an attachment

32 00:02:59.610 --> 00:03:09.990 Tanay Agrawal: And hence, I did not opt for the attachment pin and I thought that it would probably comes from the overflow menu and hence I selected that first

33 00:03:10.500 --> 00:03:23.160 Tanay Agrawal: So after that, once I clicked on that should do it was particular to me. So I clicked on should either over here. Now, I would want to, I will type in the name of the event, I will

34 00:03:24.630 --> 00:03:33.900 Tanay Agrawal: Choose possible dates. So this tells me that I think I can choose multiple dates on the calendar.

35 00:03:35.280 --> 00:03:36.690 Tanay Agrawal: And

36 00:03:39.030 --> 00:04:03.210 Tanay Agrawal: And I think this 9am to 10pm is basically a time slot that I can select on all those dates. So for example, if I selected 13th and 14th. And then if I say not before 9am and not after 10pm. So people wouldn't be able to fall for the availability between 9am to 10pm on 13th and 14th.

37 00:04:03.990 --> 00:04:04.380 Correct.

38 00:04:05.460 --> 00:04:06.360 Tanay Agrawal: And

39 00:04:07.410 --> 00:04:15.900 Tanay Agrawal: I would click on Add to Google Calendar so that we get the invites and a notification when the meeting time comes.

40 00:04:17.250 --> 00:04:21.810 Tanay Agrawal: I don't really understand what automatically book called me.

41 00:04:23.100 --> 00:04:23.880 Adil: Got it, okay.

42 00:04:24.510 --> 00:04:25.140 And

43 00:04:26.850 --> 00:04:36.540 Adil: I think that I still very straightforward. So I'm gonna go forward automatically book essentially means that it will book The earliest common variability among our members.

44 00:04:37.200 --> 00:04:39.690 Tanay Agrawal: Okay, and what happens if I don't check it.



45 00:04:40.530 --> 00:04:49.950 Adil: You you as the host would have to manually go and book it yourself. But I feel like that I probably need to like given information box is something, again,

46 00:04:54.780 --> 00:04:58.080 Adil: I fished out based on sorry you have question.

47 00:04:58.740 --> 00:05:10.230 Tanay Agrawal: Yes, I had a question. So if, for example, I don't do automatically book. So then I would be able to see everyone's preference on like a common screen or what will happen.

48 00:05:10.800 --> 00:05:22.440 Adil: You can see where everyone has the most common availability and instead of choosing the earliest one, you can choose a custom fit one. Maybe you can add like have one more discussion with your team and then choose that one.

49 00:05:23.970 --> 00:05:26.190 Tanay Agrawal: Okay, so what if

50 00:05:27.330 --> 00:05:33.630 Tanay Agrawal: Out of five people, given that there's in two days between these two time slots 9am to 10pm.

51 00:05:34.110 --> 00:05:37.530 Tanay Agrawal: There are so many slots available and nobody selected a conference lot

52 00:05:40.170 --> 00:05:43.860 Adil: Then the automatic booking won't work. You have to manually go and make the booking

53 00:05:45.270 --> 00:05:48.960 Tanay Agrawal: Know, so even then. So let's say even then I'm doing manually.

54 00:05:49.440 --> 00:05:57.300 Tanay Agrawal: So if there are like people, five people selected five different time slots. Then, then I would have to talk to the team again.

55 00:05:57.750 --> 00:06:01.320 Adil: No, then you can just set another meeting request choose different dates, then

56 00:06:03.150 --> 00:06:05.040 Adil: You find an availability. That works.

57 00:06:05.490 --> 00:06:06.180 Tanay Agrawal: Now I will

58 00:06:13.290 --> 00:06:13.980 Tanay Agrawal: Send to

59 00:06:16.290 --> 00:06:18.360 Tanay Agrawal: Send to us.

60 00:06:21.690 --> 00:06:22.770 Adil: Oh no, from this room.

61 00:06:24.390 --> 00:06:24.780 Tanay Agrawal: Sorry.

62 00:06:25.320 --> 00:06:28.710 Adil: What would you, what would you do from here though typically as us.

63 00:06:29.640 --> 00:06:33.750 Tanay Agrawal: Hey guys, okay, Comcast enter your availability.

64 00:06:34.980 --> 00:06:35.340 Okay.

65 00:06:55.980 --> 00:06:56.850 Adil: You're supposed to do.

66 00:06:58.020 --> 00:06:58.500 Tanay Agrawal: Okay.

67 00:07:01.560 --> 00:07:15.540 Tanay Agrawal: Then I will probably kick, click on this, but I thought that it said, enter your availability. So I thought that it is asking me to enter my availability in the chat box because the WhatsApp I'm habitual of doing anything in this region.

68 00:07:16.530 --> 00:07:17.490 Adil: Got it, okay.

69 00:07:18.420 --> 00:07:20.010 Tanay Agrawal: In the region where I just typed.

70 00:07:21.060 --> 00:07:24.720 Adil: Got it. Okay, so, otherwise you would click on over there. Is it

71 00:07:25.140 --> 00:07:29.250 Tanay Agrawal: So now that you told me that this is an alert. Now I will click on

72 00:07:30.870 --> 00:07:31.740 Tanay Agrawal: Let me see.

73 00:07:32.760 --> 00:07:33.570 Tanay Agrawal: This

74 00:07:34.770 --> 00:07:35.070 Okay.

75 00:07:41.910 --> 00:07:43.980 Adil: This kind of given the data you have in front

76 00:07:46.560 --> 00:07:47.790 Tanay Agrawal: So,

77 00:07:49.050 --> 00:07:52.740 Tanay Agrawal: So with this, I feel that

78 00:07:54.720 --> 00:07:56.160 Tanay Agrawal: Automatic cooking in Apple

79 00:07:58.230 --> 00:07:59.370 Tanay Agrawal: Okay, since

80 00:08:00.750 --> 00:08:02.220 Tanay Agrawal: I only

81 00:08:04.110 --> 00:08:11.370 Tanay Agrawal: I only selected 24th and 25th this. I don't know why this arrow still appearing. For me, this would confuse me

82 00:08:16.800 --> 00:08:22.680 Tanay Agrawal: And and I also feel that I can select multiple boxes.

83 00:08:25.740 --> 00:08:29.250 Adil: Okay, and what about the bottom section, though. What do you feel about them.

84 00:08:32.580 --> 00:08:32.940 Tanay Agrawal: Okay.

85 00:08:36.750 --> 00:08:39.450 Tanay Agrawal: Damn, I completely ignore this for some reason.

86 00:08:42.540 --> 00:08:47.190 Tanay Agrawal: Okay. So, I think. Okay, now I get it. Oh, daughter coordinate

87 00:08:48.270 --> 00:08:56.070 Tanay Agrawal: This means that IT ON 24th April 11am most of the people are available or on 5pm most of the people are available.

88 00:08:58.110 --> 00:09:02.460 Tanay Agrawal: All Member services are available at 11am and 5pm

89 00:09:03.570 --> 00:09:05.760 Tanay Agrawal: Okay, makes sense makes

90 00:09:05.880 --> 00:09:08.100 Adil: Multi select and say after you selected.

91 00:09:08.160 --> 00:09:11.490 Adil: It looks like this. Can you tell me the difference of what happened.

92 00:09:15.510 --> 00:09:16.470 Tanay Agrawal: Defense and what

93 00:09:16.980 --> 00:09:23.580 Adil: Difference. From this screen and the screen on the left hemisphere on the right. So after you input. Do you notice the difference of what happened.

94 00:09:24.540 --> 00:09:26.190 Tanay Agrawal: So when I selected.

95 00:09:31.440 --> 00:09:34.020 Adil: You have to suppose that you take to 11am as well.

96 00:09:34.110 --> 00:09:37.890 Tanay Agrawal: Okay 11am so yes. So then I got added over here.

97 00:09:38.910 --> 00:09:41.970 Adil: Got it. Okay, so are you all good to go from here.

98 00:09:45.570 --> 00:09:46.560 Tanay Agrawal: Okay, confirm

99 00:09:51.450 --> 00:09:52.050 Tanay Agrawal: Yes.

100 00:09:54.870 --> 00:09:57.690 Adil: What do you think is the screen. The screen trying to convey

101 00:09:58.890 --> 00:10:11.880 Tanay Agrawal: Waiting for Jordan and john to finish. So this means that Jordan and john has still haven't voted for their availability and we won't get scheduling request and these guys finish the pole.

102 00:10:13.200 --> 00:10:13.560 Adil: Okay.

103 00:10:14.790 --> 00:10:16.680 Adil: What would you do anything else on the screen.

104 00:10:26.100 --> 00:10:30.540 Adil: Alright, so after this, what would your expectation be given that it says that you should yield.

105 00:10:34.410 --> 00:10:37.620 Tanay Agrawal: Just receive the notification 10 minutes before the meeting.

106 00:10:38.670 --> 00:10:40.410 Adil: Know receive the calendar invite

107 00:10:41.730 --> 00:10:48.210 Tanay Agrawal: Yeah. Okay. Cool. No, but I don't expect to receive a calendar invite I mean with this when it say that

108 00:10:49.440 --> 00:10:52.710 Tanay Agrawal: already scheduled for 24th April exist.

109 00:10:54.540 --> 00:10:57.000 Tanay Agrawal: It reinforces in my head that yes, it is good, you

110 00:10:58.740 --> 00:10:59.640 Adil: Got it, okay.

111 00:11:00.870 --> 00:11:08.880 Adil: So with that said, could you tell me if you would find such an invaluable especially in all the WhatsApp groups that you're involved in

112 00:11:10.500 --> 00:11:19.380 Tanay Agrawal: I would definitely find that valuable, especially with the screens, which you presented me just before that, where I could

113 00:11:20.070 --> 00:11:33.120 Tanay Agrawal: Select my availability and I could see where people are available. The most, but I think it would be this moon usefulness to scream could be like a little bit better, physically, but I think that's a very useful feature.

114 00:11:34.170 --> 00:11:39.990 Adil: Okay, go. Can you like run us through one small three challenges you faced in this process representative

115 00:11:41.700 --> 00:11:42.000 Adil: I can

116 00:11:42.690 --> 00:11:45.270 Tanay Agrawal: Read Sega hahaha. Can you please go back to the slides.

117 00:11:49.800 --> 00:12:02.160 Tanay Agrawal: Okay, so let's start. So first challenge I faced was I assume that should you live will be in the workflow and not with attachments, but it was some for some reason and attachments. So that is tell is number one.

118 00:12:02.730 --> 00:12:09.030 Tanay Agrawal: Okay. The second challenge I faced was I did not understand what did automatically go

119 00:12:10.110 --> 00:12:10.740 Adil: For it. Okay.

120 00:12:11.370 --> 00:12:14.610 Tanay Agrawal: The third challenge I faced was next screen.

121 00:12:16.140 --> 00:12:25.050 Tanay Agrawal: I next screen the turtle interface was I started typing my availability in the chat box, instead of clicking on the box.

122 00:12:26.760 --> 00:12:30.060 Tanay Agrawal: Okay. The fourth challenger phase was

123 00:12:32.970 --> 00:12:38.700 Tanay Agrawal: I did not know that. I can only select one option over here or I can select multiple option.

124 00:12:39.810 --> 00:12:41.010 Adil: Okay. Okay, good.

125 00:12:41.610 --> 00:12:44.280 Tanay Agrawal: And next challenge I faced was

126 00:12:45.840 --> 00:12:46.350 Tanay Agrawal: Next,

127 00:12:48.300 --> 00:12:51.270 Tanay Agrawal: Next, no other than that which is

128 00:12:53.310 --> 00:12:55.260 Adil: Great. I think we're done with part one.

129 00:12:55.440 --> 00:13:02.250 Adil: So let's move. Let's move to part two. That's polling. So in here, what we're trying to do is create a poll on WhatsApp.

130 00:13:02.910 --> 00:13:03.840 Tanay Agrawal: OK, so

131 00:13:03.870 --> 00:13:08.430 Adil: The exact issue that this is trying to solve is say again back your tech strategy group discussion.

132 00:13:09.810 --> 00:13:19.320 Adil: You may or may not have seen this happen where you want to like get an opinion on somebody of something. So you're trying to, like, go get a go ahead from your teammates for a particular slide design.

133 00:13:20.880 --> 00:13:25.890 Adil: Them what it is. One guy answers you and then everyone else is digresses and start talking about something else.

134 00:13:27.030 --> 00:13:30.960 Adil: And you sort of don't really get answers to your question anymore.

135 00:13:31.890 --> 00:13:32.370 Tanay Agrawal: And is

136 00:13:32.460 --> 00:13:34.980 Adil: The problem that you'd say, is quite relatable, or it's way.

137 00:13:41.040 --> 00:13:41.430 Tanay Agrawal: Too.

138 00:13:43.680 --> 00:13:45.360 Tanay Agrawal: Little but happens

139 00:13:47.160 --> 00:13:47.670 Tanay Agrawal: I mean,

140 00:13:47.940 --> 00:13:58.920 Tanay Agrawal: If the problem happens, it does happen, but it doesn't happen so often as compared, but it's also relative relative to the scheduling one. So, definitely the scheduling. What happens more frequently than that.

141 00:14:00.690 --> 00:14:11.460 Adil: Okay, got it. So I leave you to it. Your job is to start a poll where you are going, going to ask people in your group of, say, seven to eight people.

142 00:14:11.910 --> 00:14:23.460 Adil: What they think of a specific design. So you have the job of entering your question the options that they should be entering and even adding an attachment for the poor. All right.

143 00:14:23.850 --> 00:14:27.150 Adil: Got it. So I'll leave you to it from here and you're good to go.

144 00:14:29.430 --> 00:14:29.760 Tanay Agrawal: OK.

145 00:14:39.840 --> 00:14:40.170 Tanay Agrawal: OK.

146 00:14:41.400 --> 00:14:42.330 Tanay Agrawal: question to pose.

147 00:14:43.290 --> 00:14:44.820 Adil: You can decide what do you think

148 00:14:45.750 --> 00:14:59.310 Tanay Agrawal: I will enter the question I will probably add a PDF file or a presentation or an image, I will enter different options. I can add new options and then I will click on St.

149 00:15:02.070 --> 00:15:04.110 Tanay Agrawal: Is this the design, which is good to go.

150 00:15:05.640 --> 00:15:06.960 Tanay Agrawal: Yeah, this looks code.

151 00:15:08.370 --> 00:15:10.680 Adil: Is so everything. As for what you expected.

152 00:15:11.760 --> 00:15:12.360 Tanay Agrawal: Yes.

153 00:15:18.150 --> 00:15:18.600 Adil: So,

154 00:15:18.630 --> 00:15:23.790 Adil: Nolan was, you have to take yourself out as the host. Now you have somebody

155 00:15:24.450 --> 00:15:25.380 Adil: answering the phone.

156 00:15:26.130 --> 00:15:26.460 Okay.

157 00:15:27.720 --> 00:15:30.600 Adil: So how do you go about the screen.

158 00:15:34.320 --> 00:15:35.250 Tanay Agrawal: Yes.

159 00:15:38.700 --> 00:15:45.090 Adil: So now, let's say, so that's that's essentially the response you as a host get when somebody else response to porn. Okay.

160 00:15:46.650 --> 00:15:47.070 Tanay Agrawal: Okay.

161 00:15:47.700 --> 00:15:58.230 Adil: All right, so now you as the host, you have two options, right. You want to view desserts inclusive, would you think that this is where you would expect.

162 00:16:02.970 --> 00:16:03.540 Adil: To

163 00:16:05.790 --> 00:16:06.510 Tanay Agrawal: Your

164 00:16:13.170 --> 00:16:16.800 Adil: Neck about what you what you think of is being shown in the screen.

165 00:16:19.200 --> 00:16:20.700 Tanay Agrawal: You're not participate. No.

166 00:16:21.930 --> 00:16:23.160 Tanay Agrawal: No. Yes.

167 00:16:24.480 --> 00:16:25.170 Tanay Agrawal: The open

168 00:16:26.310 --> 00:16:28.950 Tanay Agrawal: Wide open. I don't understand. True.

169 00:16:30.150 --> 00:16:36.960 Adil: Okay, I think I think that's like a mistake on my end reopen is not supposed to be. It's, it's, it's only if the pole is closed.

170 00:16:37.410 --> 00:16:38.940 Adil: Oh, though.

171 00:16:39.930 --> 00:16:40.230 Tanay Agrawal: Okay.

172 00:16:40.620 --> 00:16:42.870 Adil: Let's go to the process of closing a ball.

173 00:16:44.400 --> 00:16:46.830 Tanay Agrawal: Okay. Most polish. Yes.

174 00:16:48.780 --> 00:16:55.140 Adil: And that's about it. So this is essentially where the reopen button may or may not want to go. So I think that's the end of the flow.

175 00:16:56.940 --> 00:17:01.170 Adil: I would you say that there are specific challenge that you had on the way in.

176 00:17:01.920 --> 00:17:03.720 Tanay Agrawal: Just a couple of them. Can you roll back

177 00:17:08.820 --> 00:17:11.160 Tanay Agrawal: Okay, stop. Next.

178 00:17:12.720 --> 00:17:13.200 Tanay Agrawal: Next,

179 00:17:14.640 --> 00:17:16.050 Adil: This is the example or

180 00:17:18.210 --> 00:17:20.520 Tanay Agrawal: next next next

181 00:17:22.350 --> 00:17:22.920 Tanay Agrawal: Next,

182 00:17:24.600 --> 00:17:32.370 Tanay Agrawal: So one was this when I click on the Send button. So when it asked me for the proper

183 00:17:32.880 --> 00:17:36.060 Tanay Agrawal: That's kind of a bummer because after sent. I'm assuming that

184 00:17:36.150 --> 00:17:42.090 Tanay Agrawal: The pole is sent. Otherwise, they should ask me that confirm pole or something like that. This thing.

185 00:17:42.930 --> 00:17:43.140 Okay.

186 00:17:44.160 --> 00:17:44.760 Adil: We're done. Yeah.

187 00:17:45.390 --> 00:17:47.520 Tanay Agrawal: The, the button gives wrong signal.

188 00:17:48.450 --> 00:17:48.750 Okay.

189 00:17:49.800 --> 00:17:52.050 Tanay Agrawal: So when is when is that next.

190 00:17:54.450 --> 00:17:56.130 Tanay Agrawal: And so when, as a user,

191 00:17:57.630 --> 00:18:09.420 Tanay Agrawal: I don't think I should see the results of clothes for because when I was looking at that, if I thought I could click on clothes polo view resolved before even answering the chosen the option.

192 00:18:10.770 --> 00:18:11.520 Adil: Okay, great.

193 00:18:12.630 --> 00:18:16.740 Tanay Agrawal: So I was a bit confused with that. And second,

194 00:18:18.030 --> 00:18:18.870 Tanay Agrawal: Yeah, that's about it.

195 00:18:21.930 --> 00:18:22.200 Tanay Agrawal: Yeah.

196 00:18:23.250 --> 00:18:25.020 Adil: And the reopen button here is where right

197 00:18:25.170 --> 00:18:27.480 Tanay Agrawal: Yeah, I mean, that's a mistake, that's fine. But yeah.

198 00:18:33.000 --> 00:18:36.270 Adil: Written so we are done.

## Feedback and Critical Incidents

### Scheduling

Screen #	Incident	Reason	Scope	Severity	Solution
1	Inability to find Scheduler	Assumed that scheduler will be in the overflow and not in the attachments	Within all WhatsApp groups.	<b>Medium</b> - Can lead to difficulty in search for new users of the app	The scheduler would need to be placed on the overflow (the hamburger). A trade-off exists as this section is usually used for group settings
3	Vague messaging: 'Automatically Book'	Did not have knowledge of what automatically book meant	Within WhatsApp scheduler	<b>High</b> - Can lead to difficulty in comprehension for new users of the app	An information box can be displayed that lets the user know what it means. There is a trade-off of extra space being consumed on the screen
6	Misleading messaging - <i>Enter your Availability</i>	Assumed that <i>enter your availability</i> was asking him to enter his availability in the chat box	Within WhatsApp scheduler	<b>High</b> - Can lead to be misleading for new users of the app	The message should be changed to "Click to enter availability". There are no trade-offs. Only better messaging
7	Multi-select checkbox not clear	Got misled by seeing a radiobox instead of a checkbox and he thought he could only select one	Within WhatsApp scheduler	<b>Low</b> - A user will eventually figure that it is a multi-select checkbox	The circular radio-box should be replaced with a checkbox or the ability to drag through all options. There are no trade-offs, only better input methods



## Polling

Screen #	Incident	Reason	Scope	Severity	Solution
5	"Send" button is misleading	The interviewee did not expect to be prompted for confirmation after hitting "send"	Within WhatsApp Poll	Low - Only adds a minor extra step for the user	The confirmation prompt can be removed. The trade-off for removing the prompt would be that it may lead to polls created with errors
6	Display of <i>Close Poll</i> without answering it	The interviewee believes he should not be given the ability to close poll	Within WhatsApp Poll	High - Only the host should be allowed to close polls	Restrict access of other members from being able to close the poll. No specific trade-offs
8	Misplaced button - <i>Reopen</i>	The interviewee did not understand the purpose of the button	Within WhatsApp Poll	Low - Error during screen design	The button should be changed to "Close Poll" or "Open Poll" and should only be displayed for the host. No trade-offs