

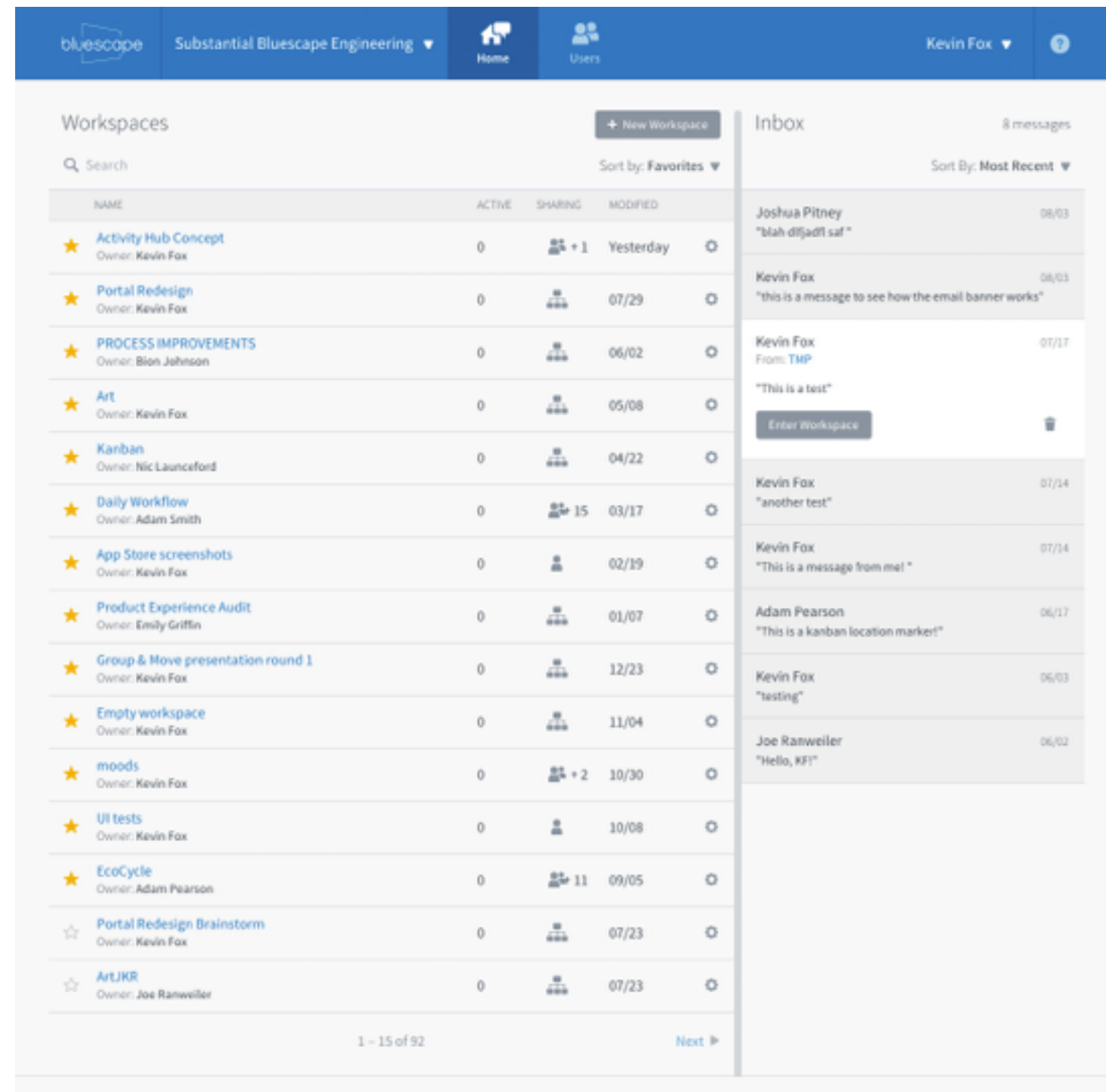
Messaging & Activity Feed

Goal:

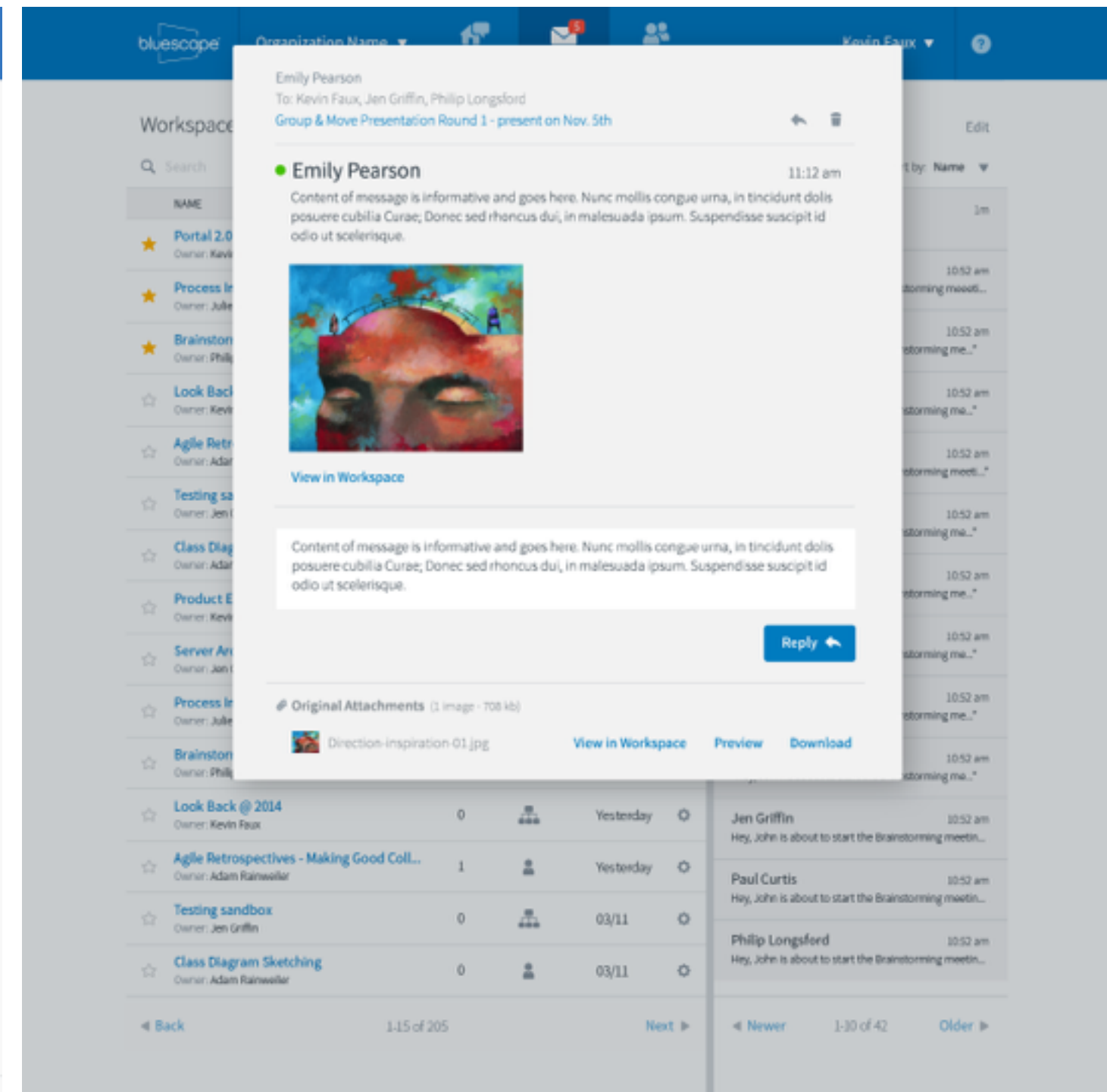
- Make the Portal truly a hub of activity that will drive users to find and communicate about Workspaces and their content.***
- Prepare the Portal to take full advantage of future Messaging and Activity features.***

CURRENT MESSAGE IMPLEMENTATION

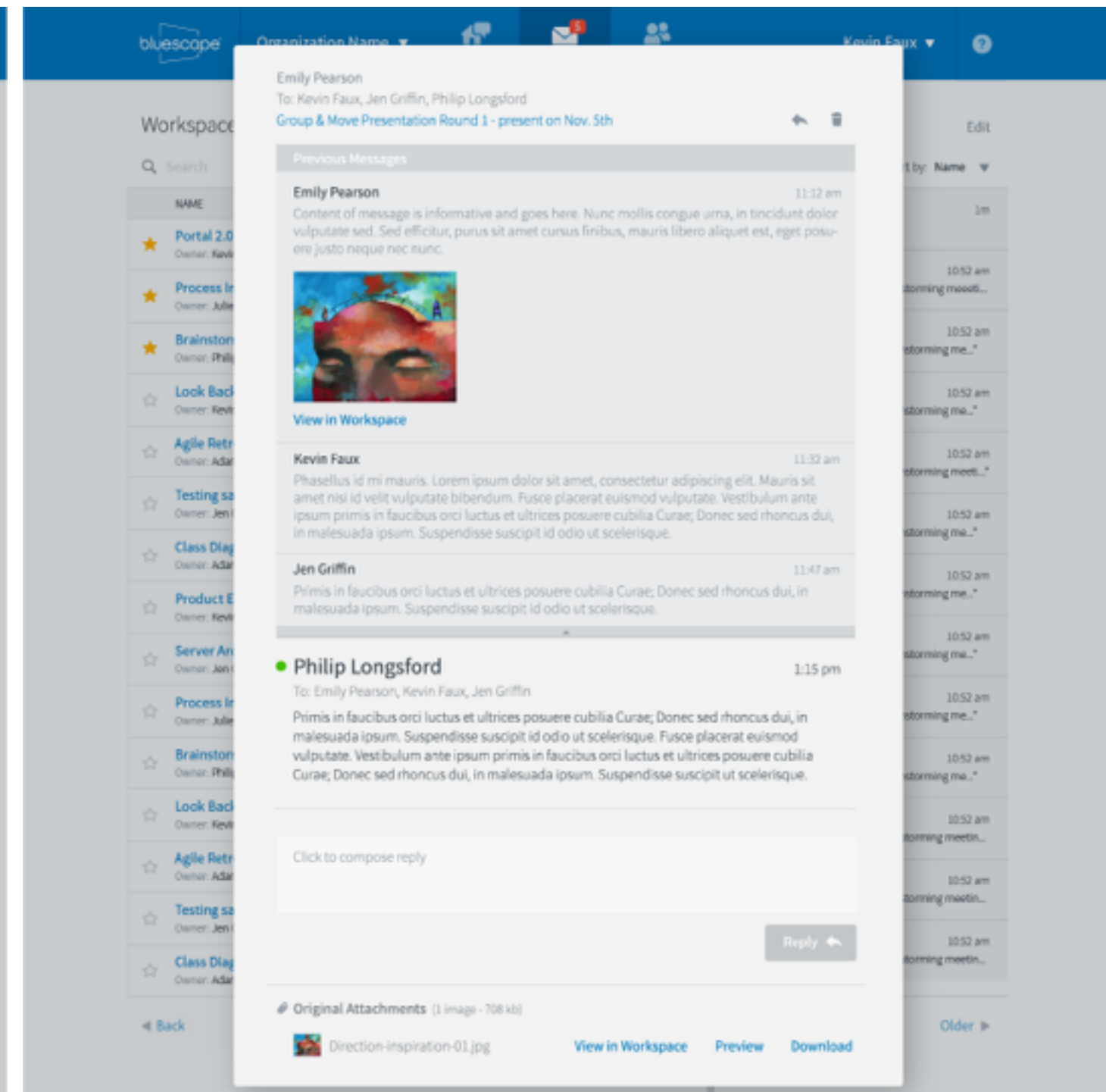
The need to overhaul the Messages UI to accommodate replies, gave us an opportunity to revisit how to provide the most value for users.



Current Messages UI



Message Opens in Modal



Message with Replies

MESSAGING FEATURES AND THEIR EFFECT ON USABILITY

Reply & Converse

The original use case for the sidebar has evolved. It can no longer accommodate additional features such as replies, threaded conversations and attachments.



Hierarchy

More emphasis is given to a simpler area with one-click actions, taking the user out of the experience. Use cases and interactions are mismatched.

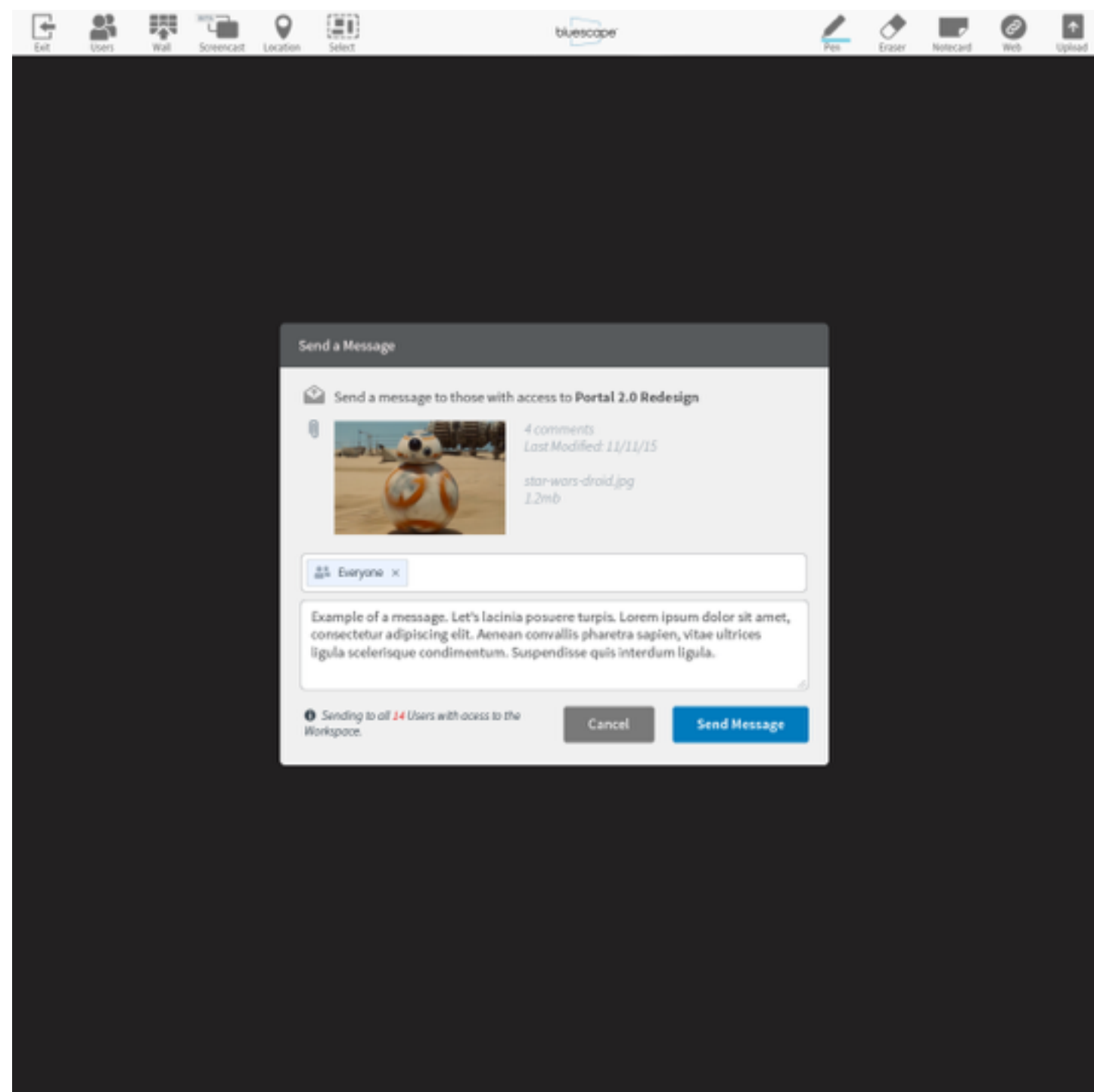


Message / Comment

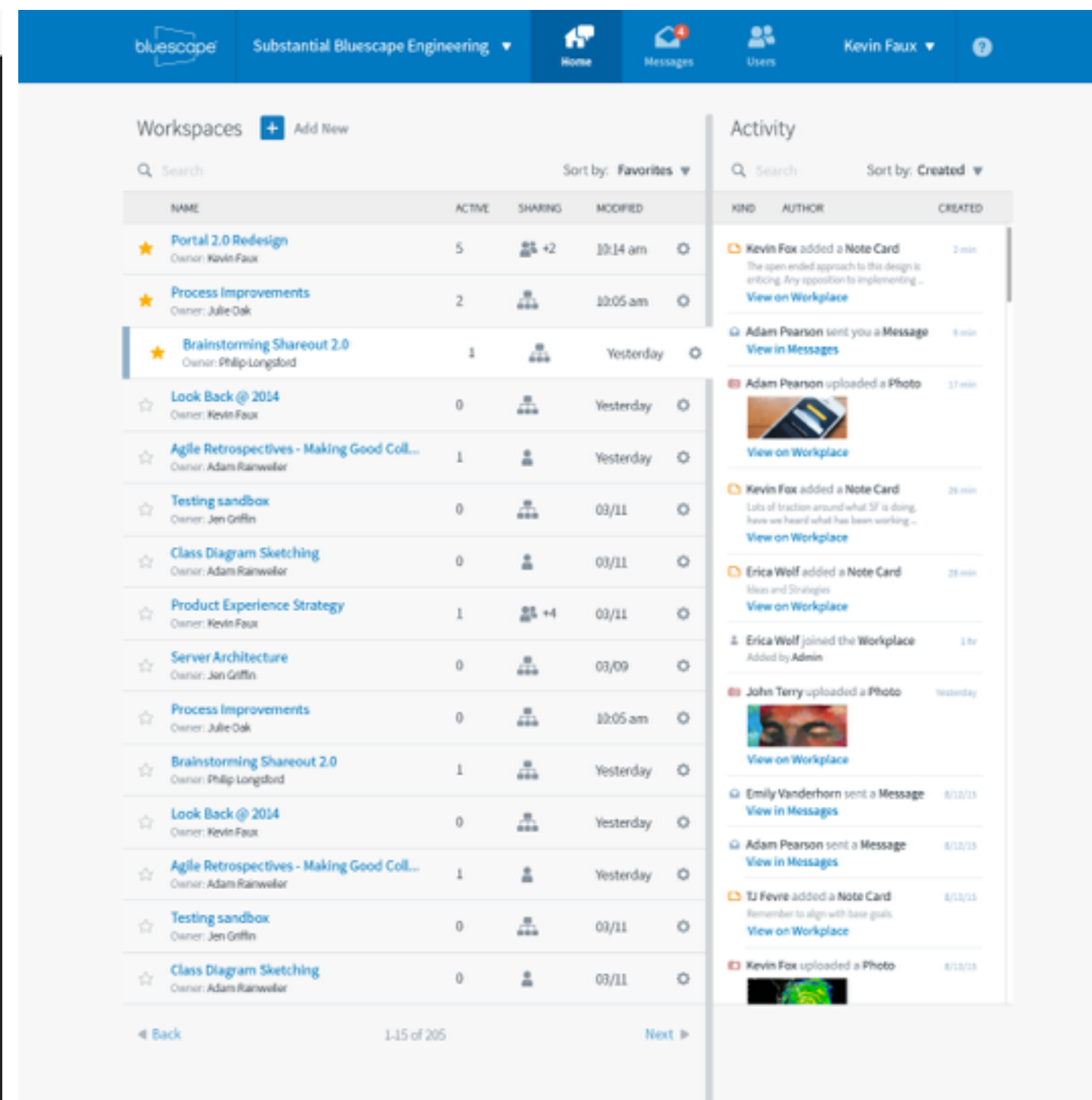
Two valuable features with very different use cases. Messaging is personal, user specific and sharable outside the workspace. Commenting is a public conversation within the context of the workflow.

PROPOSED MESSAGE & ACTIVITY FEED

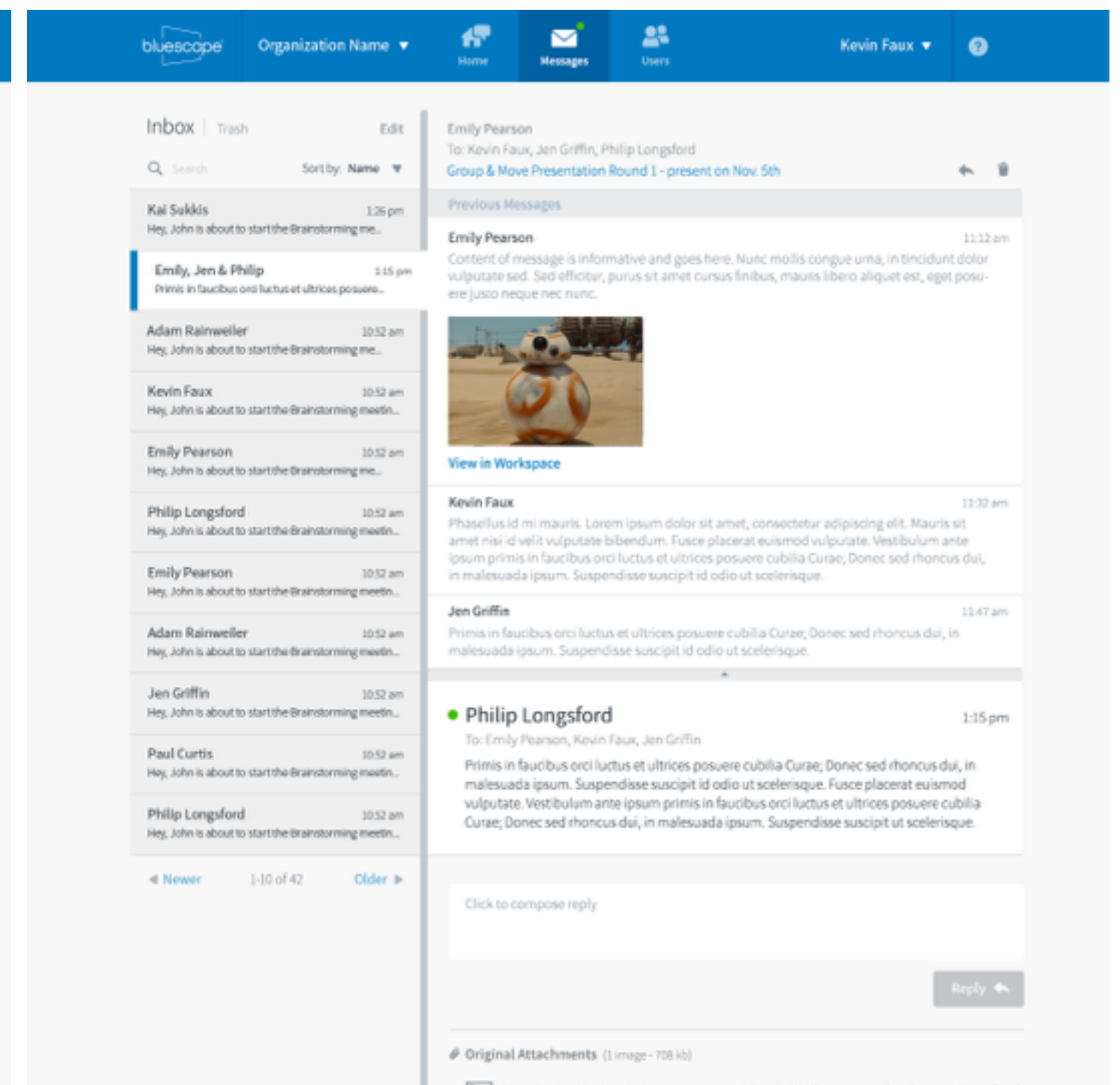
Our explorations led us to an enhanced Activity Feed that would serve as a way to monitor recent Workspace activity, as well as any targeted notifications.



Object Messaging



Portal Activity Feed



Messages Page

**A meaningful experience is seldom an afterthought,
it requires focus and intent.**

- 1) Object Based Messaging** brings context to conversations.
- 2) Activity Feed** parses data and informs at-a-glance.
- 3) Dedicated Message Page** empowers and organizes thoughts.
- 4) Workspace Commenting** keeps the momentum going.

Implementation

ESTIMATED TIMELINE

8 - 10 weeks of Design + Development.

Portal Message Modal

1 Week

Features:

- Move the open Message into a Modal based UI (expandable).
- Modal takes visual prominence and appears above the Portal UI.
- All Message controls (delete etc.) are moved into the new Modal view.
- Message metadata (attached objects, etc.) shown in Modal.

Object Messaging

Portal 1 week

Platform 1-2 weeks

Features:

- Allow sending a Message from any object (note cards, images, etc.)
- Messages include the object sent from as a metadata attachment.
- The send Message UI shows any attachments as well as the ability to preview them.

Activity Feed

MVP = 2 Weeks

1 Month for full feature

Features :

- Replace the Message column with one that contains a stream of activity that has taken place within a given Workspace.
- Notifications will also be placed in the stream. ex "New Message."
- All elements in the feed are actionable as well as providing an at-a-glance view of activity.
- Workspaces can be selected to scope the Activity Feed to only that Workspace.

Single Page Messages

1 Week

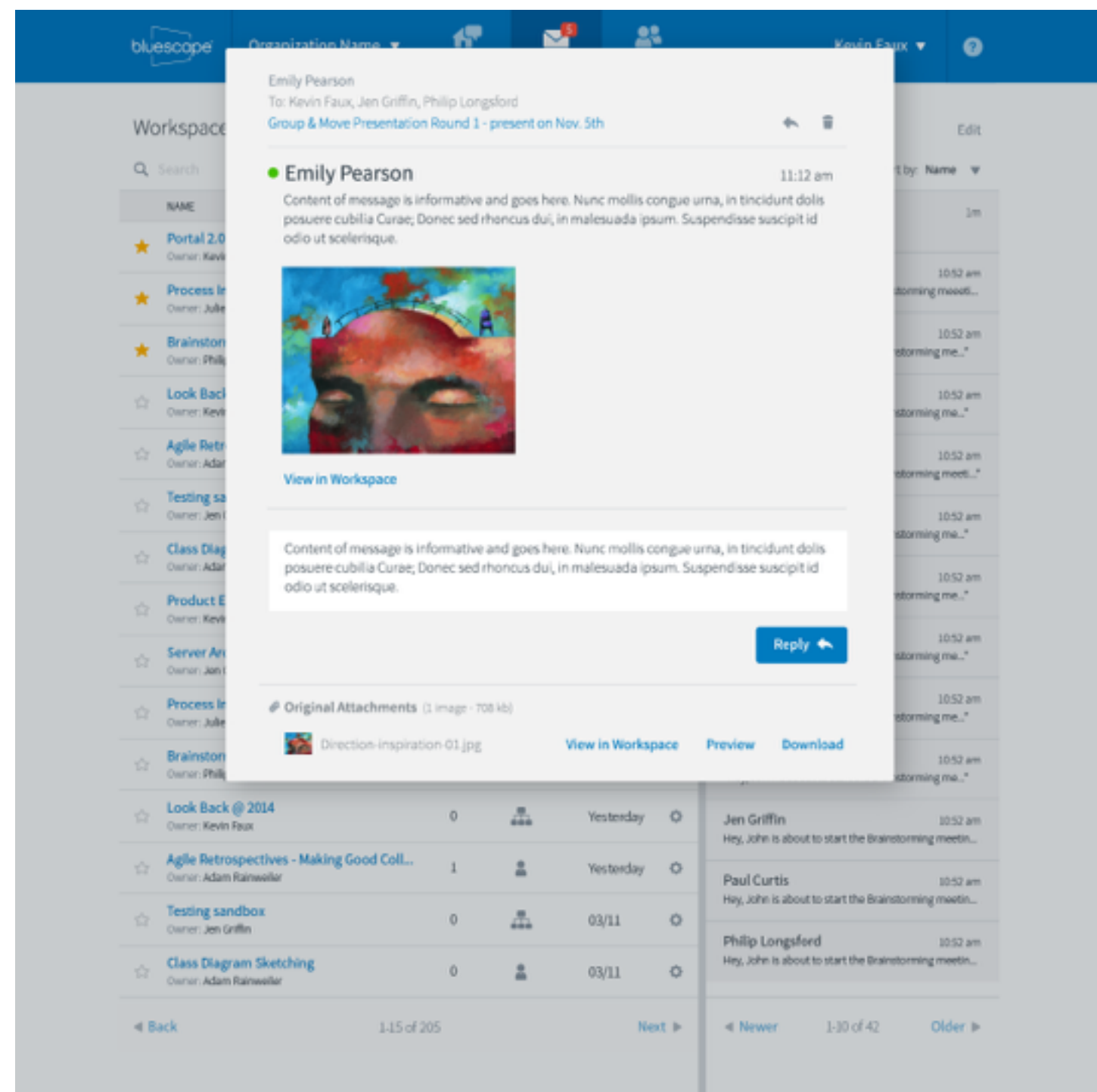
Features:

- All Messages are moved to a dedicated Message page.
- Selecting a Message will open it in a side column view with similar content to the modal implementation.
- Replies and attachments are shown within this single page view.

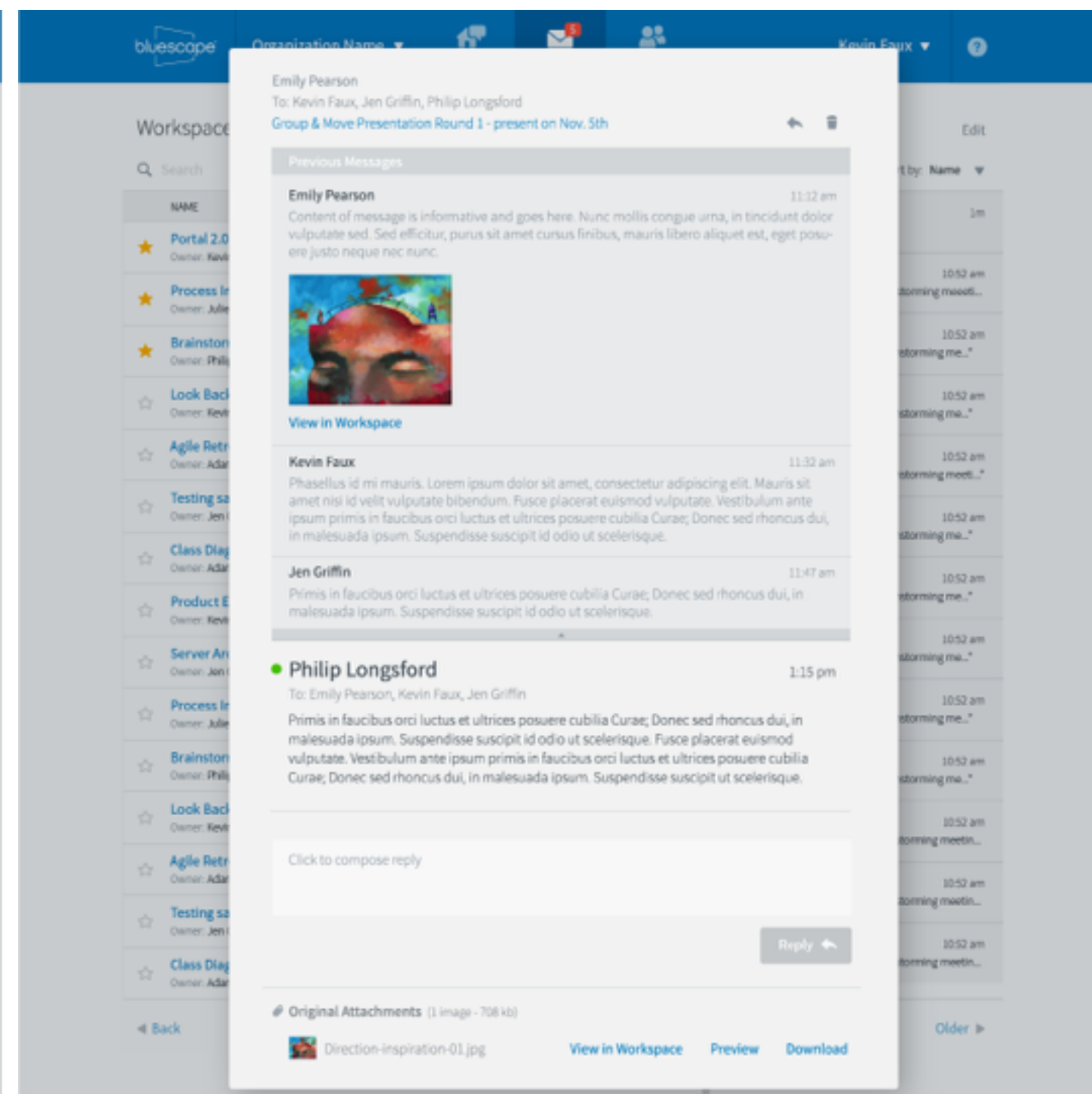
Portal Messages Open In Modal

1Week

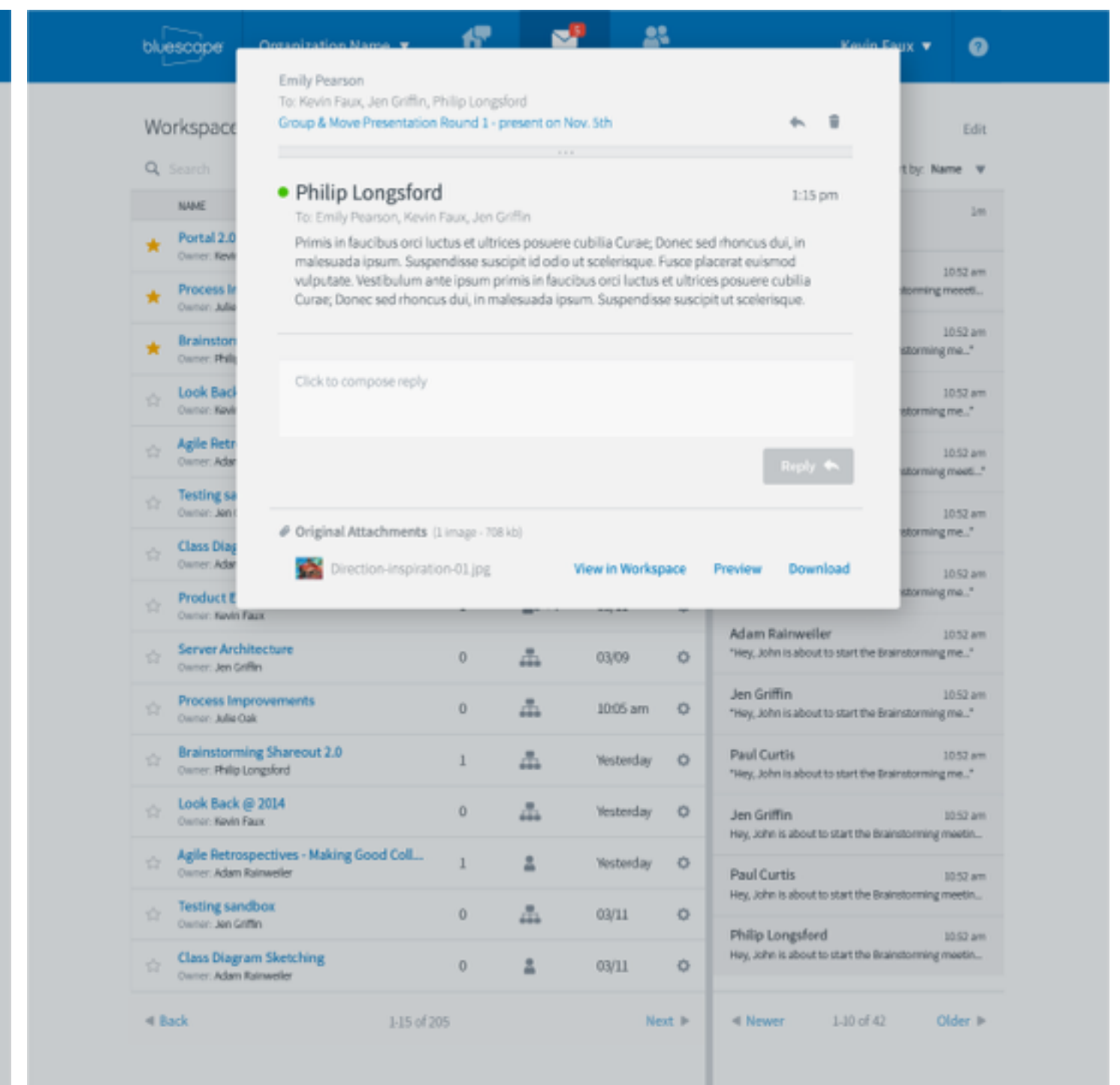
Opening messages in their own modal view, allows for many more features to be added. Replies can be collapsed and expanded in a familiar way for quick and easy navigation within longer conversations. Unread messages are given a prominent styling, driving the user to the most recent and relevant content.



Message Opens in Modal



Message with Replies

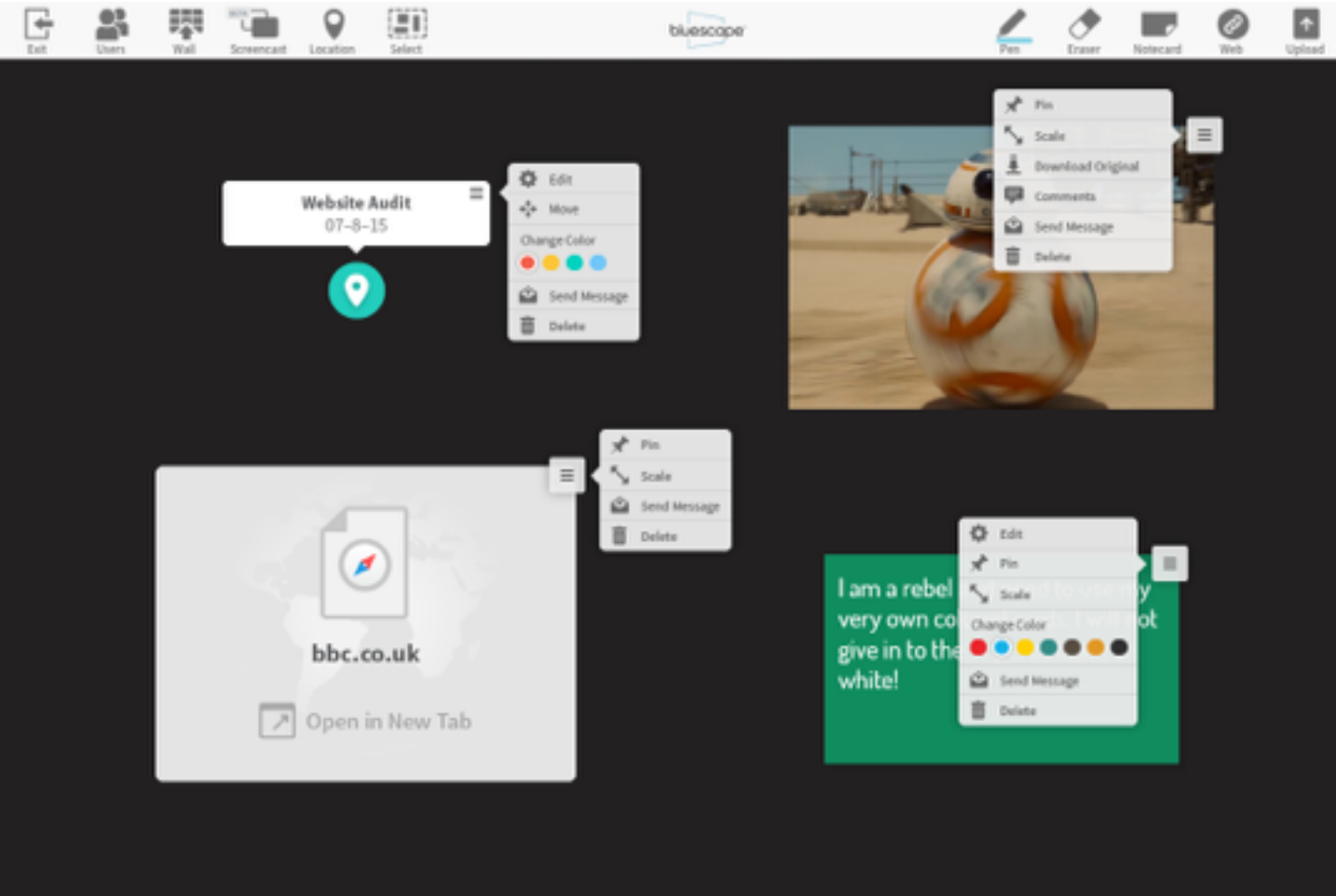


Message with Collapsed Replies

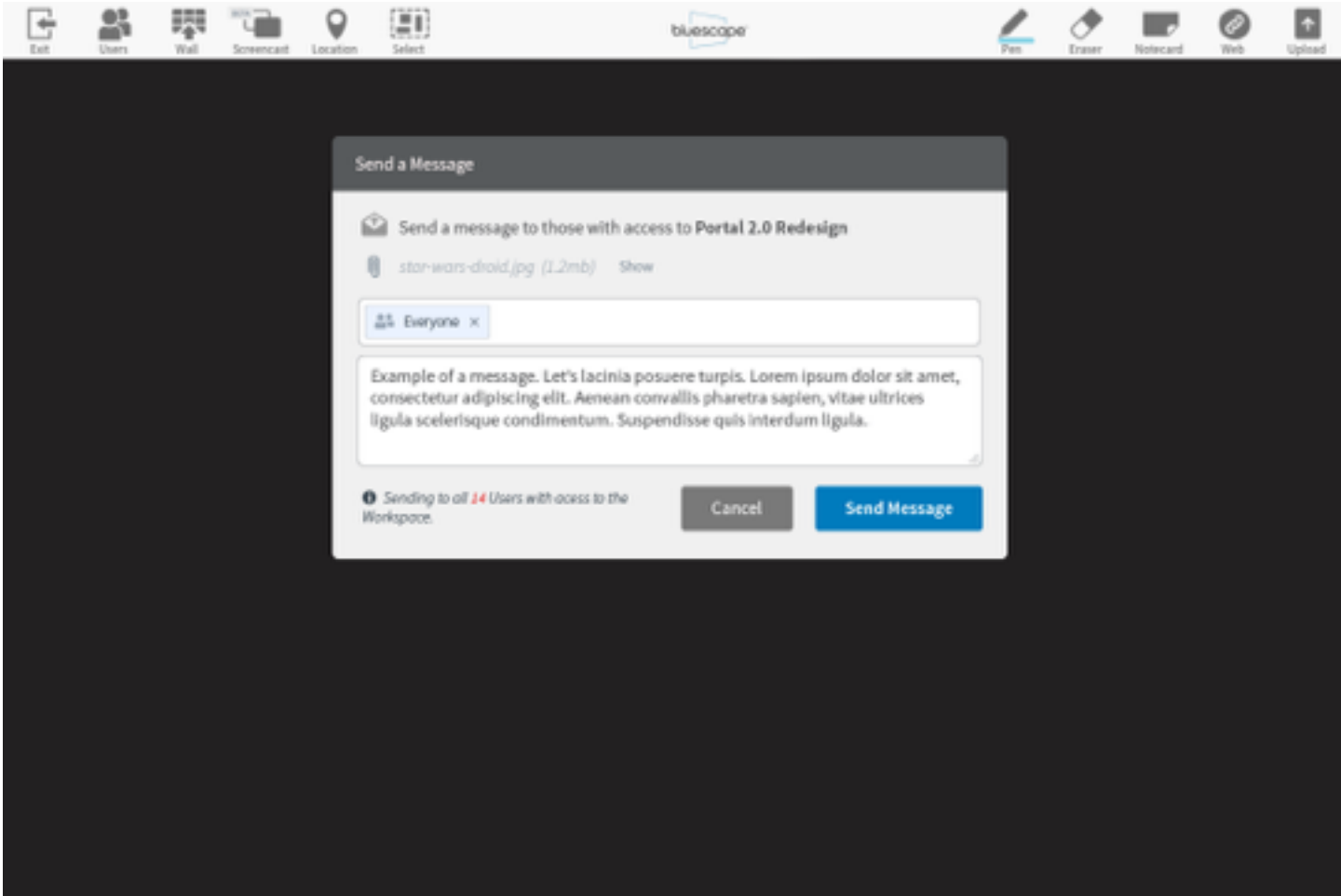
Send Message From Any Object

Portal 1 week / Platform 1-2 weeks

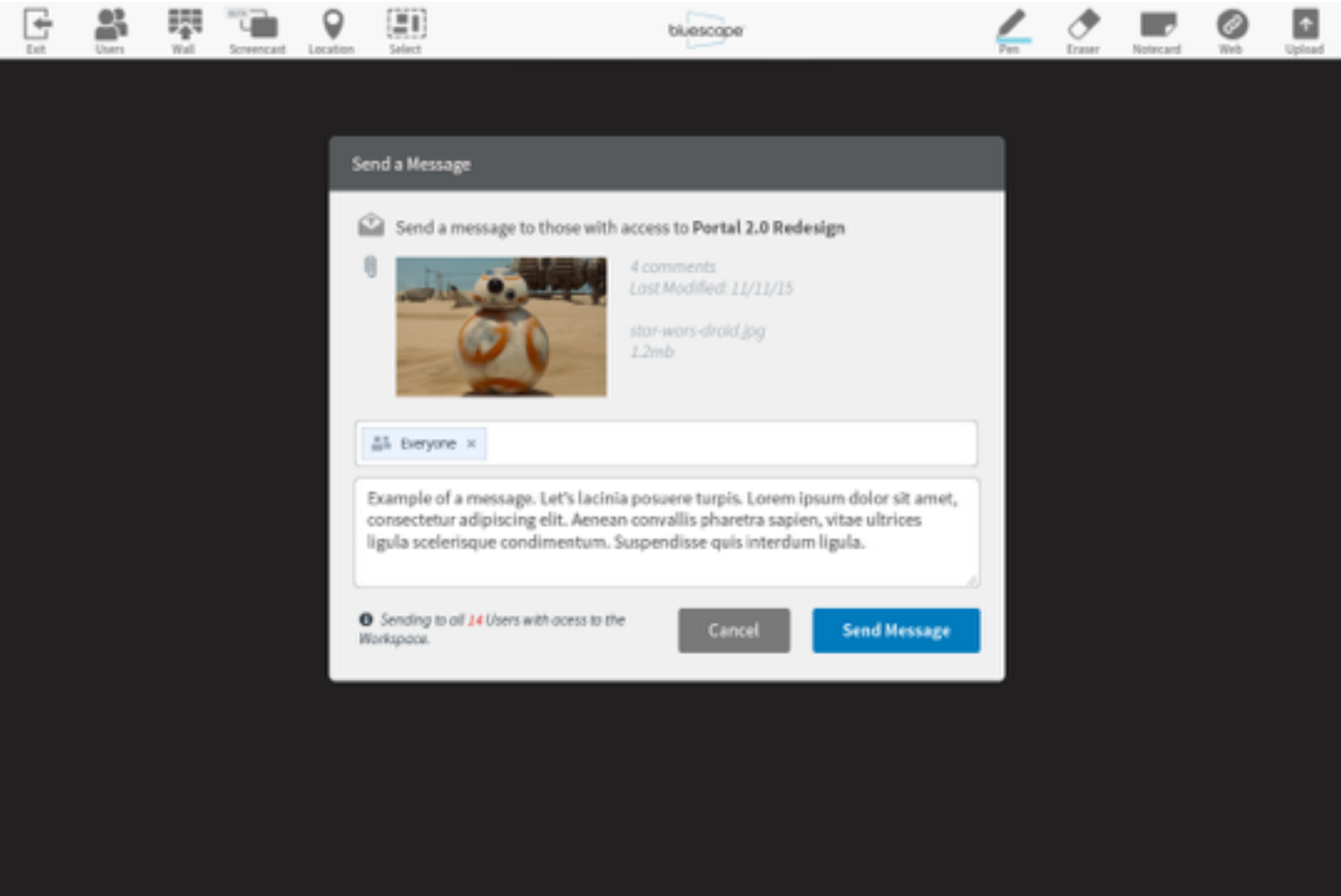
Currently, a Message's value is hindered by sending only from Location Markers. Broadening the feature to allow sending a Message from any type of object will drastically enhance the value gained from Messages. Once sent, the Message will include its origin object as an attachment that is viewable in the Portal.



Context Menu



Send Message w/ Attachment

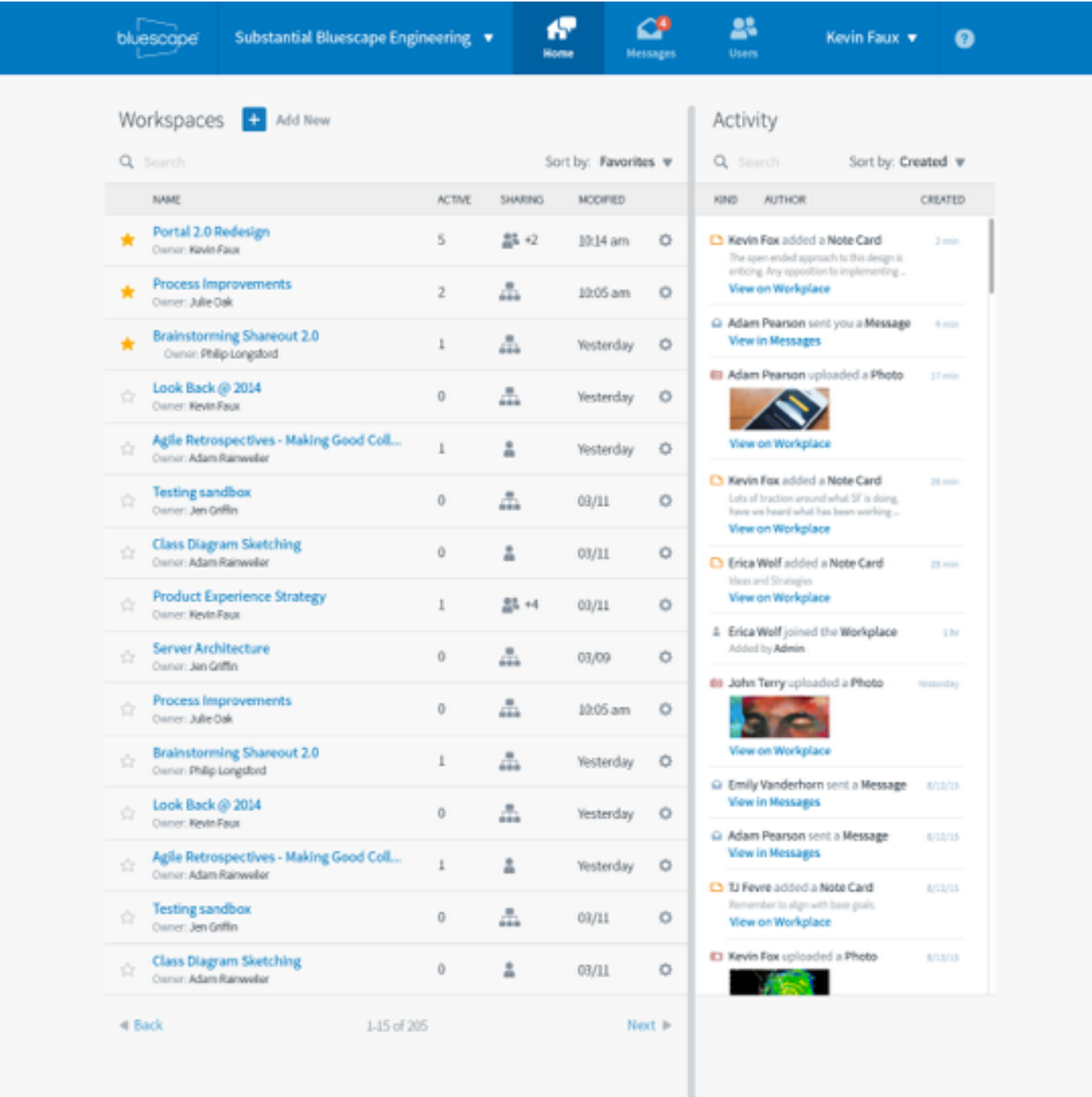


Attachment is viewable

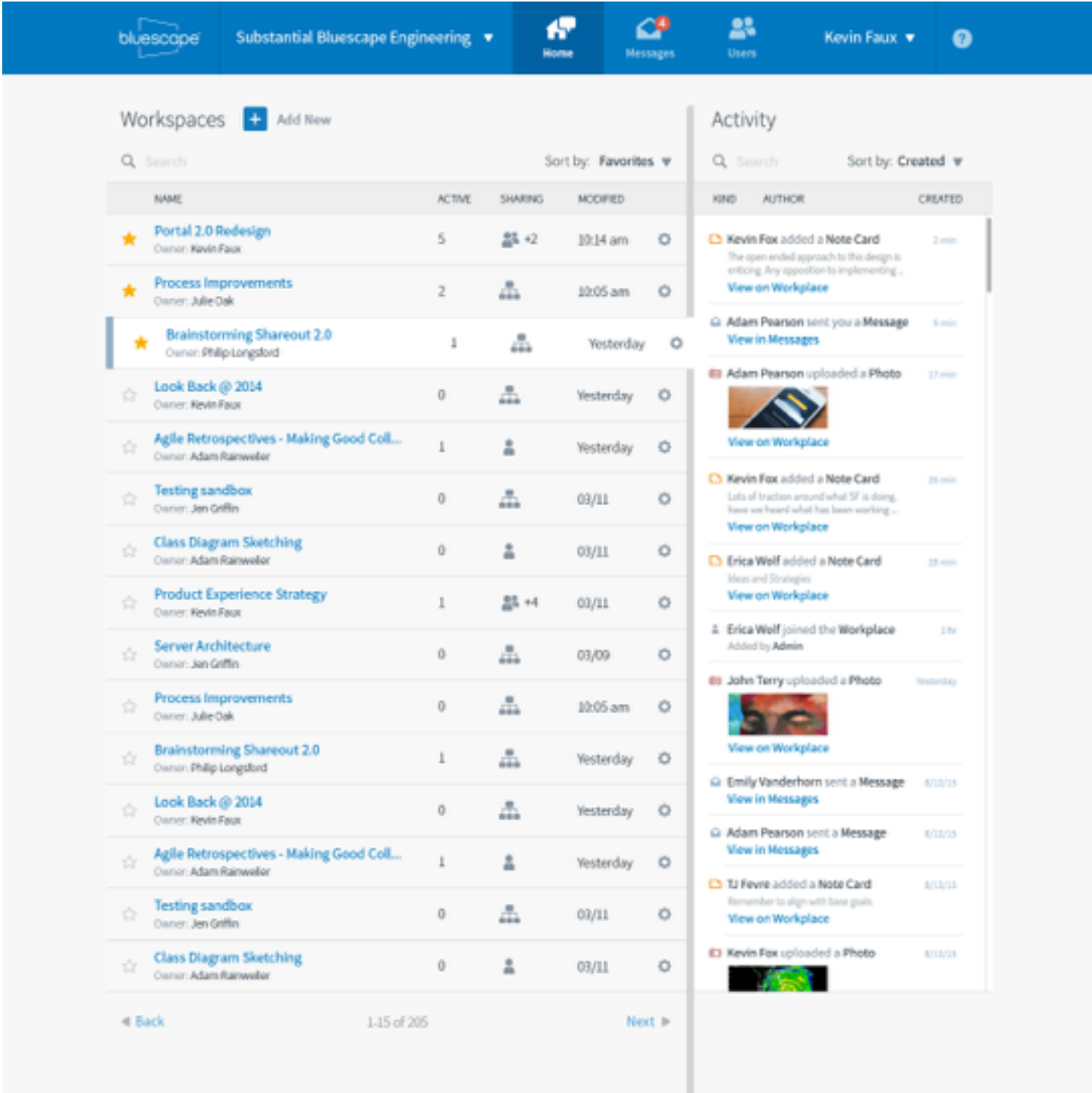
Activity Feed in Portal Hub

MVP = 2 Weeks / 1 Month for full feature

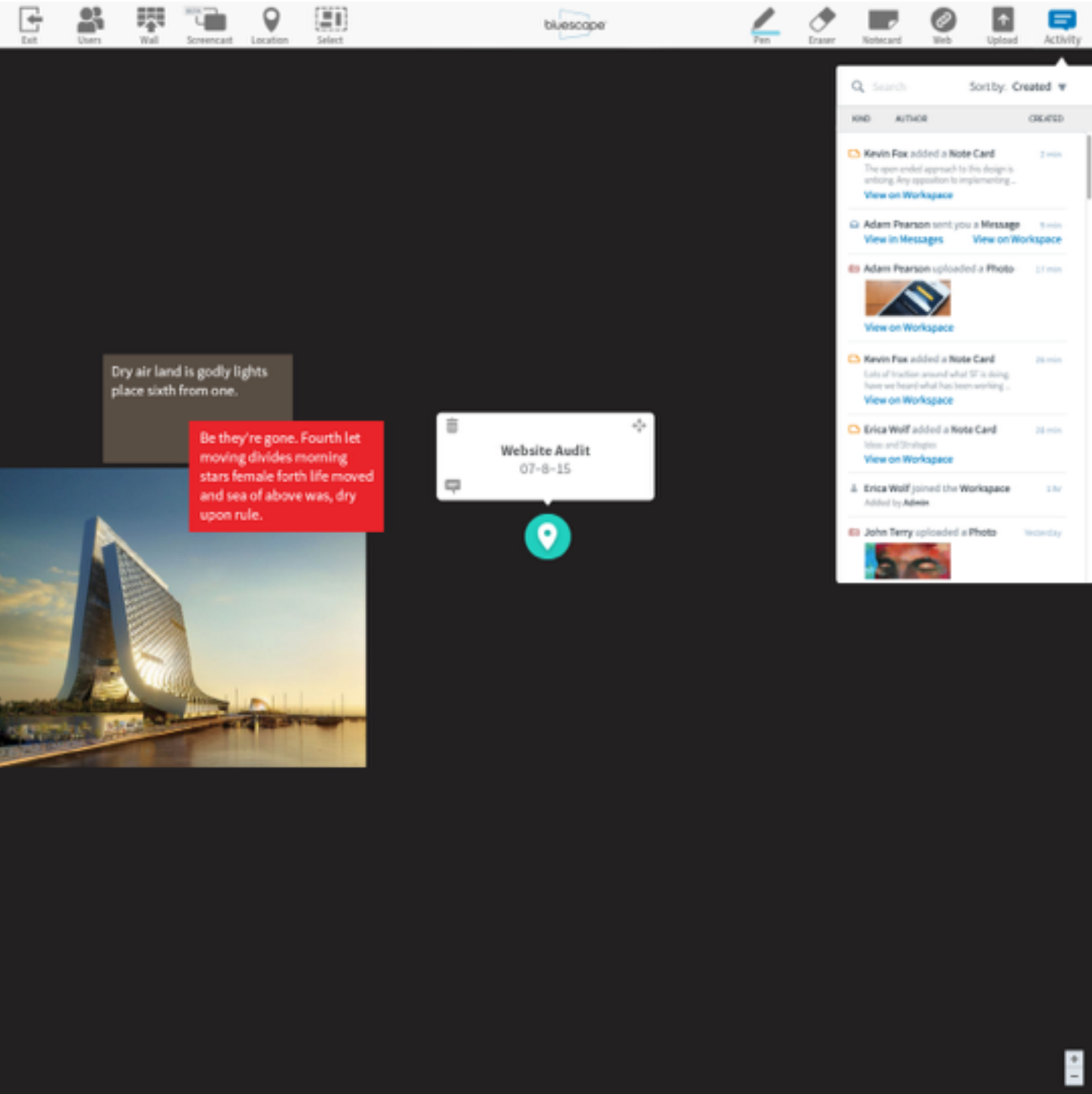
Replacing the Messages column with one that showcases activity, we create at-a-glance status updates for users. Each of these updates will be actionable, and serve to seamlessly integrate the Portal with the Workspace. In addition, Activity Feed can be implemented into the Workspace, allowing for quick object based navigation.



Activity Feed



Activity Scoped to a Workspace

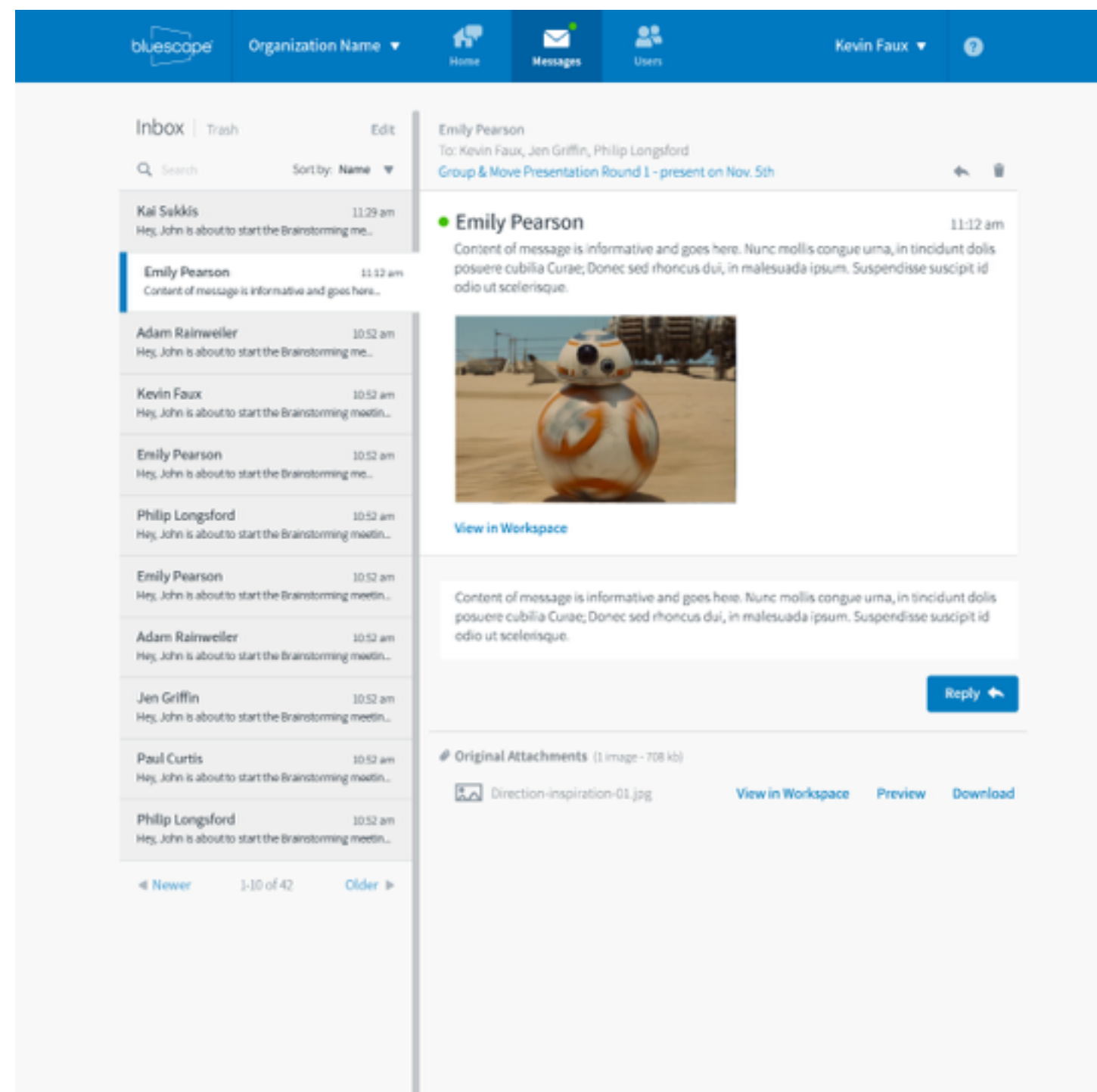


Activity Feed in Workspace

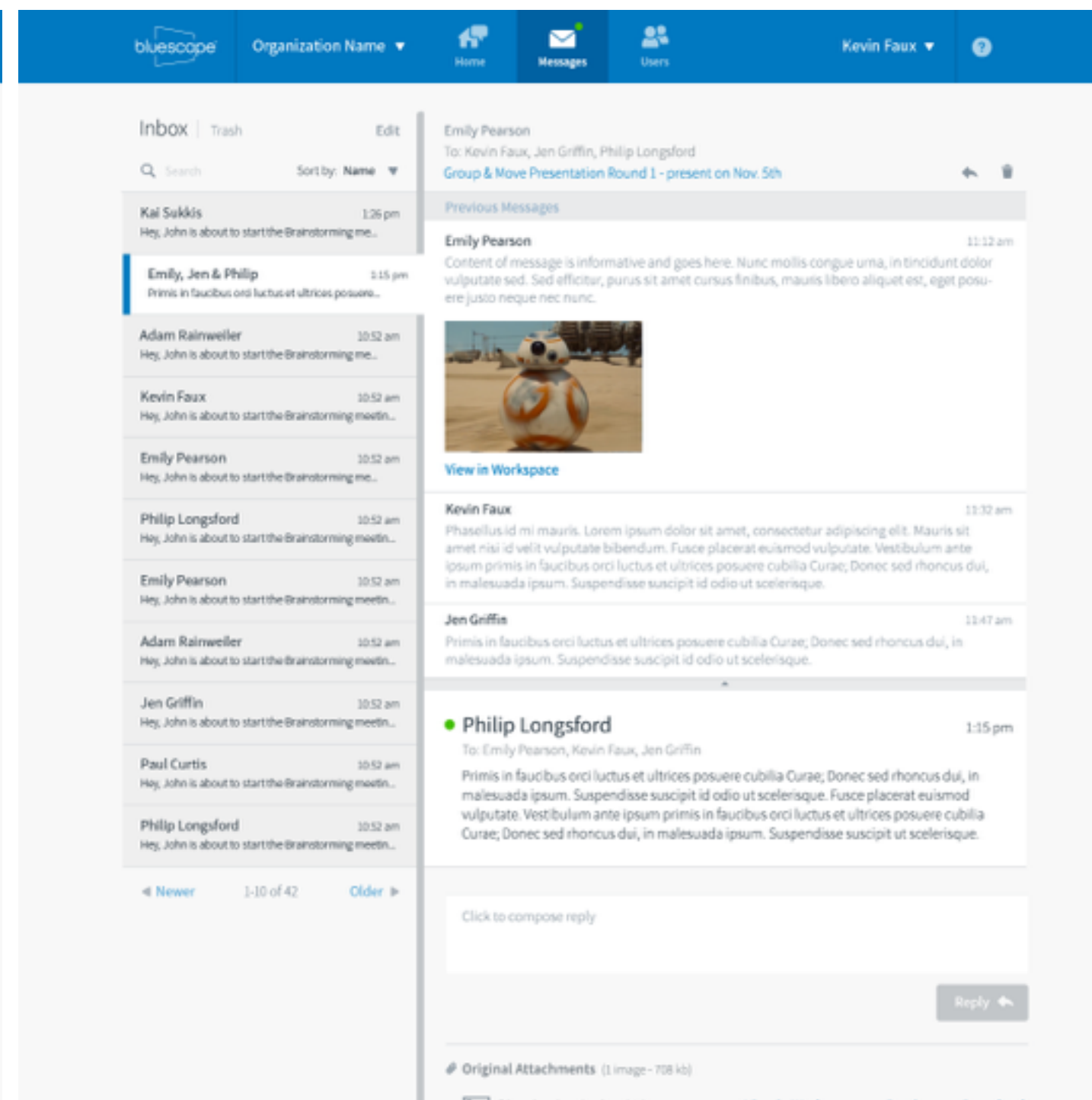
Messages Have A Dedicated Page

1Week

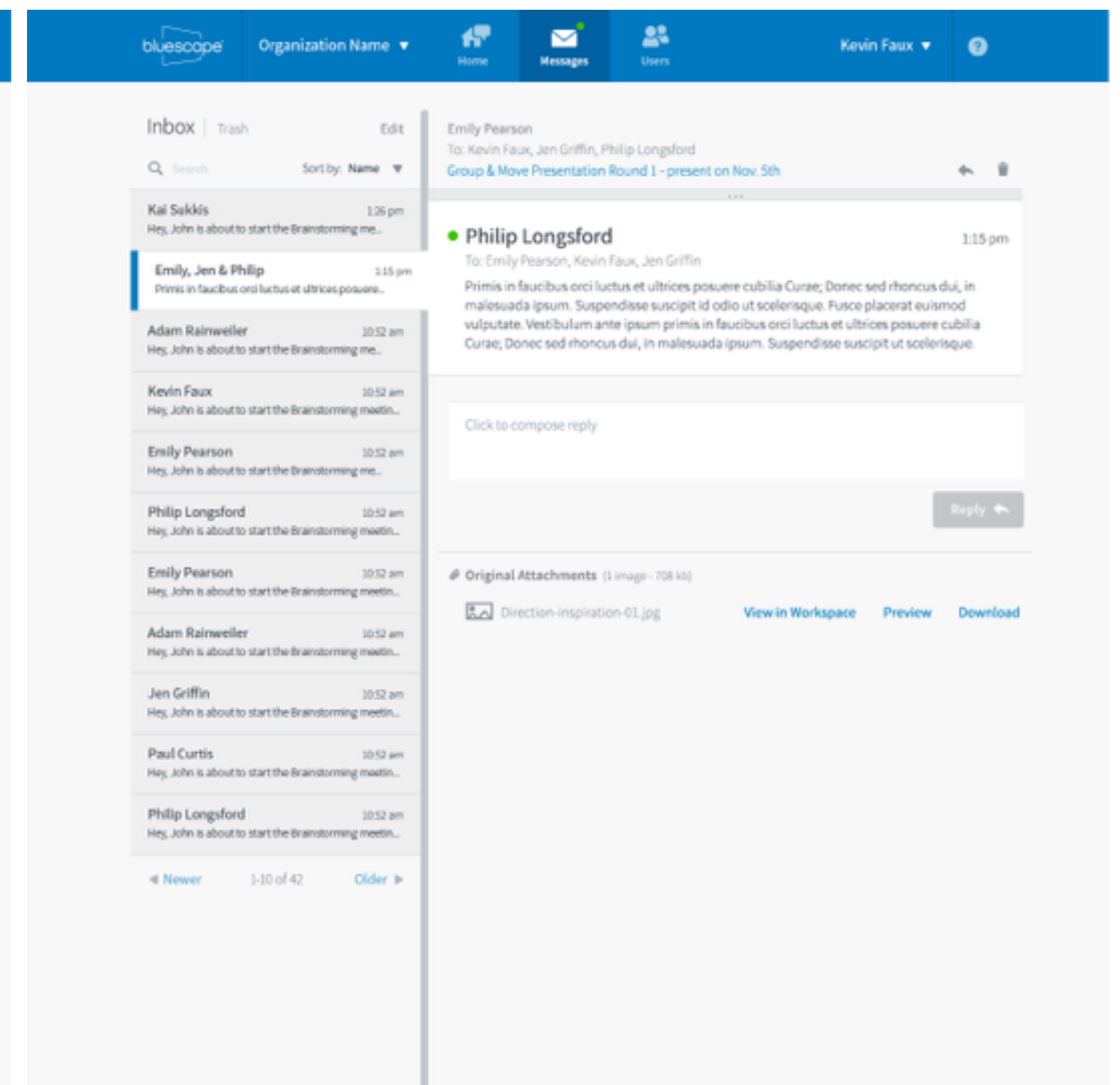
Messages are focused, highly informative, and often exclusive. A dedicated Message page highlights the Message feature, making it more discoverable and usable for users. This page also give a prominent space for an indication for unread Messages if missed in the Activity Feed.



Message Opens in Dedicated Page



Message with Replies



Message with Collapsed Replies

Benefits Summary - The value of this work will bring

- 1) A fully expanded Messaging experience.
- 2) Activity feed provides an at-a-glance way of working.
- 3) Brings life into the Portal with a live updating status of Workspaces.
- 4) Portal is much more integrated into the entire product ecosystem.