

Inbox documentation

Discover
Purpose
Architecture of information
Layout
Desk research
Personas
User journey
Empathy map
User stories
Contextual inquiry
Insights
Summarization

Definie
Deliver

Why changes are required?

Integration with TvMan
better

Improving technology

steep learning curve for
new users

Quantitative data



Actual Inbox provides a very little quantitative data. The database itself (data extracted between 01.01.2016 and 01.08.2018) contains only the following statistics.

Understanding users

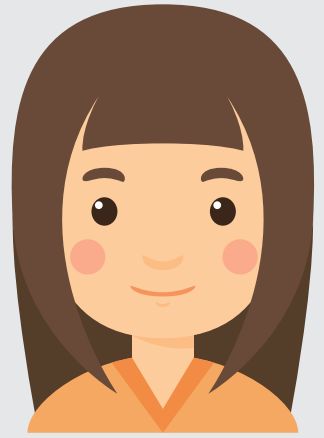
Inbox is used within organization in many editorial offices:

- German
- French
- Polish
- English
- Dutch
- Serbian
- Lithuanian
- PORT (Hungarian, Romanian, Croatian)

Understanding users

Because of the lack of quantitative data, the method used to discover and understand the actual state was mainly the contextual inquiry: observing users in their natural environment.

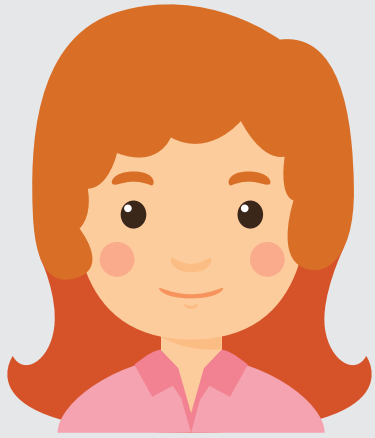
Understanding users



New schedules Editor



Modifications Editor



Schedules and Modifications Editor



Developer

Personas – schedules



precised

accurated

rational

„I am working day by day and nothing is done yet.“

name: Marta
age: 30 yrs old
occupation: editor
family: single
location: Krakow
work experience: 6 yrs
archetype: Sisyphus

Goals

- Avoiding status of new messages in Inbox;
- Close cooperation with Editor working on modifications to stay informed about new schedule messages;
- Checking if import went successfully;
- Reporting new issues in Mantis;
- Updating selected channels;

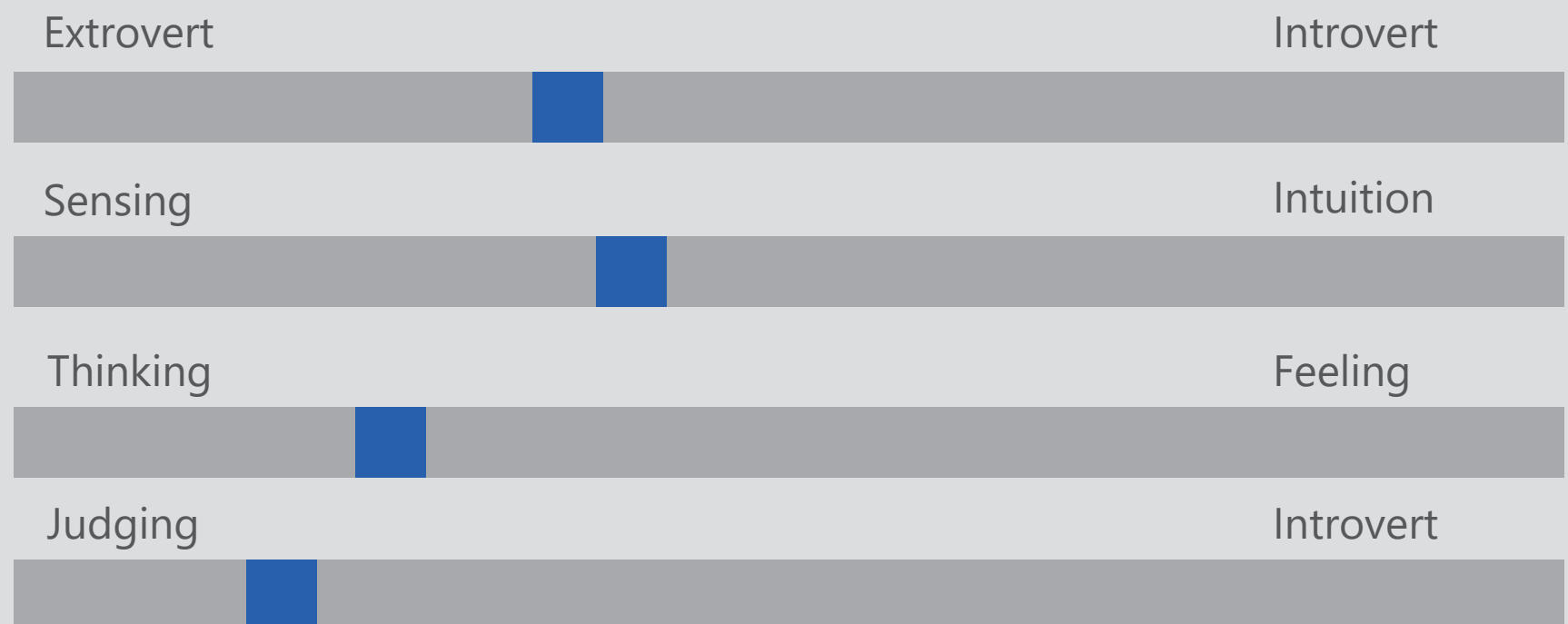
Frustrations

- Only one working instance of Inbox available;
- laggy application causing errors;
- application is freezing many times;
- missing „thank you“ and rewards in many cases (Mantis, Inbox);
- new Inbox will replace actual version;
- Inbox language is different than TvMan;

Motivations

money
social

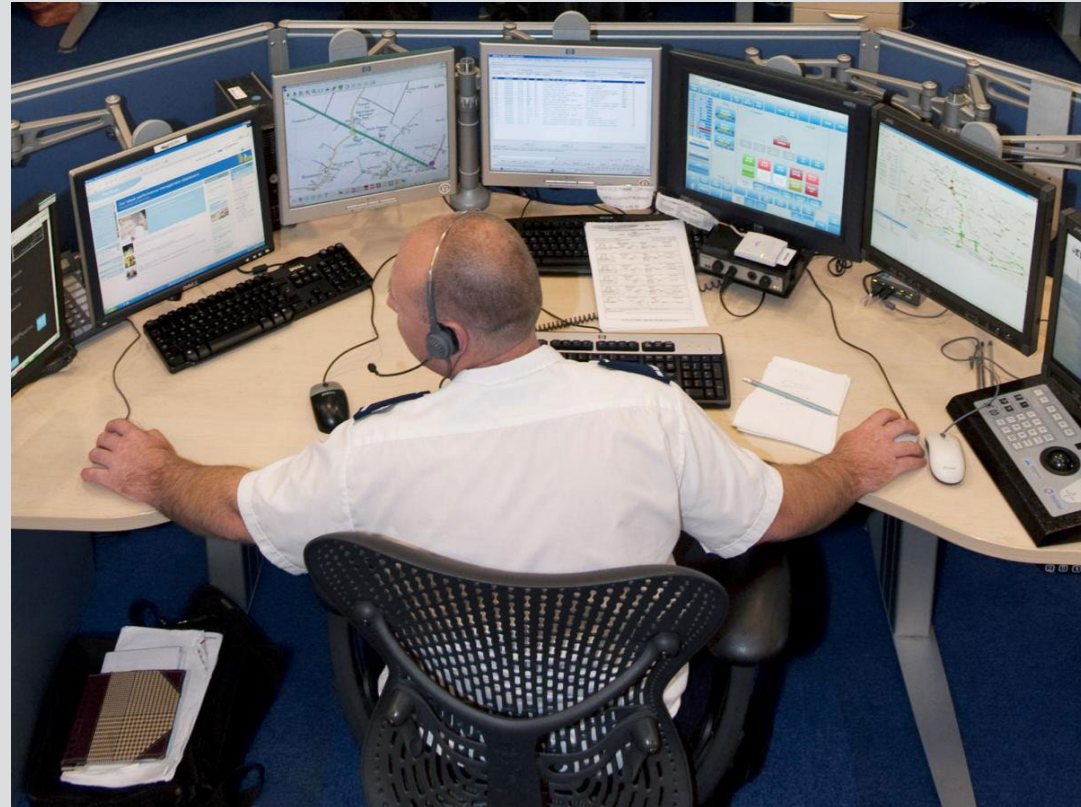
Personality



BIO

As a German philology student, she was asked to join her actual job;

Personas – modifications



friendly helpful well-organized

„If I had to constantly check the amount of modifications, I would go crazy.”

name: Jonathan
age: 30 yrs old
occupation: editor
family: single
location: Krakow
work experience: 6 yrs
archetype: Observer

Goals

- Observing modifications on TvMan listing;
- Answering emails from clients;
- Checking if import went successfully;
- Creating tasks in Mantis

Frustrations

- Modification oversight
- See modifications related to already done
- missing „thank you” in many cases (Mantis, Inbox)
- new Inbox is coming
- new Inbox is coming

Motivations

helping other people
having impact

BIO

As a German philology student, she was asked to join her actual job;

- Only one working instance of Inbox at time
- laggy application causing errors
- laggy application causing errors

Insights

Transformation

More than 70% of Editors did not complete single survey...

Open rate in %?

How might we engage users in co-creation?

Mental model

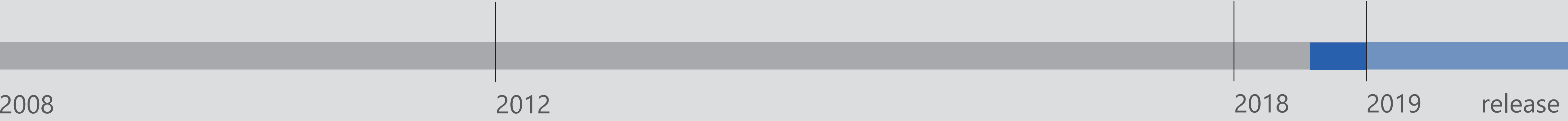


New schedules Editor

Working mainly on 5-days TV
guide scope.

Transformation

How to engage users in the transformation process?



Transformation

How to allow users to adapt quickly in a new environment?

Participation in co-creation?

Tutorials?

Personal Emails?

Fear of failure?

Individual conversations?

Personal communication? Dear Editors vs Dear Ewa

Your voice matters

Tutorials?

The same AI?

The same layout?

The same functions? Or add missing ones?

Focus on key features?

now

release

Transformation

More than 70% of Editors did not complete single survey...

Open rate in %?

How might we engage users in co-creation?

Actual Inbox: layout

Baby TV (S199) - 102 element(y), 0,4457685 s.

T Find Clear

Gdm	Odebrano	Temat	Typ	Address	Protocol	Komentarz	Modified at	Modified by
M	2018-10-02 16:41:49	BabyTvSucker downloaded files 20...	schedule	ftp://ftp.babytv.com/	http			
M	2018-10-02 15:38:34	BabyTvSucker downloaded files 20...	schedule	ftp://ftp.babytv.com/	http			
M	2018-09-17 17:07:00	BabyTvSucker downloaded files 20...	schedule	ftp://ftp.babytv.com/	http			
M	2018-09-17 16:25:10	BabyTvSucker downloaded files 20...	schedule	ftp://ftp.babytv.com/	http			
M	2018-09-17 15:49:14	BabyTvSucker downloaded files 20...	schedule	ftp://ftp.babytv.com/	http			
M	2018-09-14 15:52:13	BabyTvSucker downloaded files 20...	schedule	ftp://ftp.babytv.com/	http			
M	2018-09-14 15:38:18	BabyTvSucker downloaded files 20...	schedule	ftp://ftp.babytv.com/	http			
M	2018-09-11 15:32:56	BabyTvSucker downloaded files 20...	schedule	ftp://ftp.babytv.com/	http			
M	2018-09-11 14:25:11	BabyTvSucker downloaded files 20...	schedule	ftp://ftp.babytv.com/	http			
M	2018-09-04 16:09:16	BabyTvSucker downloaded files 20...	schedule	ftp://ftp.babytv.com/	http			
M	2018-09-04 15:08:02	BabyTvSucker downloaded files 20...	schedule	ftp://ftp.babytv.com/	http			
M	2018-09-03 19:52:15	BabyTvSucker downloaded files 20...	schedule	ftp://ftp.babytv.com/	http			
M	2018-09-03 19:36:26	BabyTvSucker downloaded files 20...	schedule	ftp://ftp.babytv.com/	http			
M	2018-09-03 16:20:17	BabyTvSucker downloaded files 20...	schedule	ftp://ftp.babytv.com/	http			
M	2018-09-03 16:08:09	BabyTvSucker downloaded files 20...	schedule	ftp://ftp.babytv.com/	http			
M	2018-09-03 15:37:12	BabyTvSucker downloaded files 20...	schedule	ftp://ftp.babytv.com/	http			
M	2018-09-03 15:24:04	BabyTvSucker downloaded files 20...	schedule	ftp://ftp.babytv.com/	http			
M	2018-09-03 15:07:54	BabyTvSucker downloaded files 20...	schedule	ftp://ftp.babytv.com/	http			
M	2018-09-03 09:37:33	BabyTvSucker downloaded files 20...	schedule	ftp://ftp.babytv.com/	http			
M	2018-09-03 09:22:13	BabyTvSucker downloaded files 20...	schedule	ftp://ftp.babytv.com/	http			

converted
GE20-12-2018.xlsx

Wiadomość Podgląd Import Console Audit Log Import Log

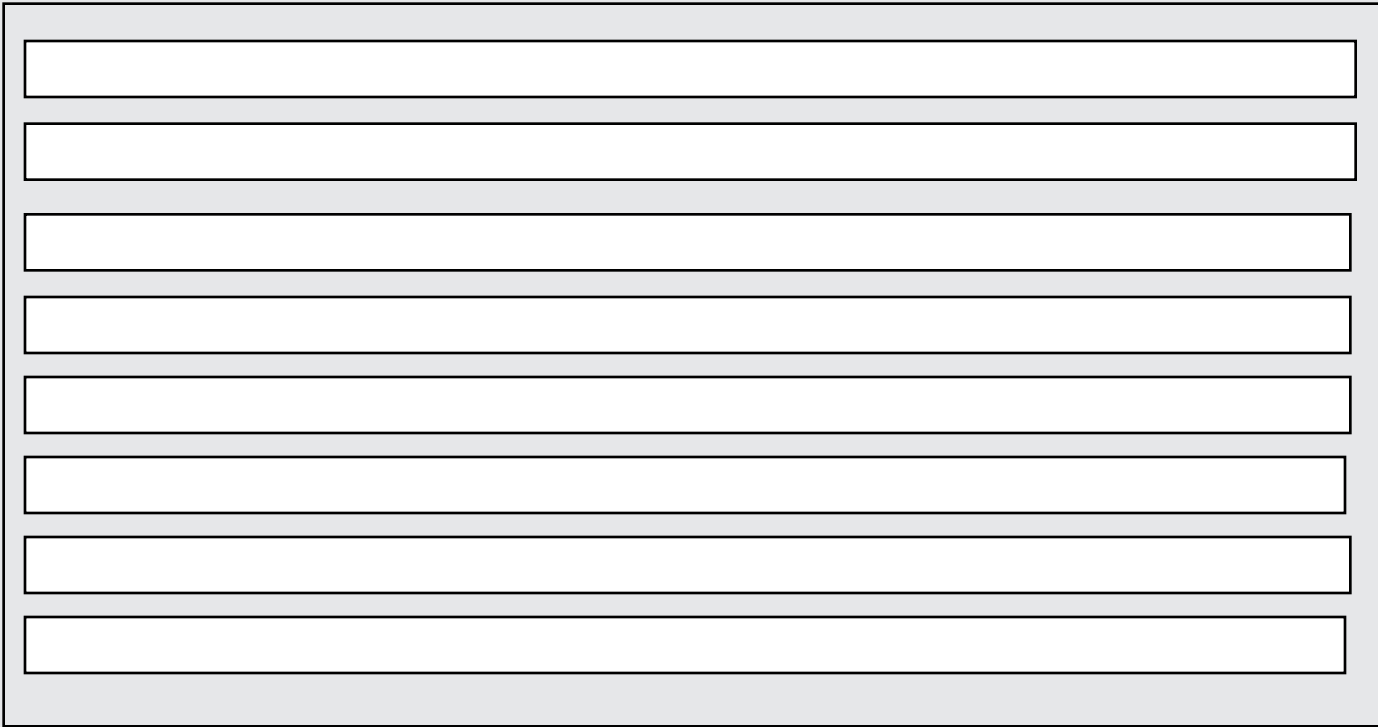
Downloaded by BabyTvSucker

<ftp://ftp.babytv.com/>

Gotowy

TOTALLY_LOCKED (auto-gdm-import: Enabled) 102 0 0

Inbox: layout proposals



List?



Cards?



Kanban?

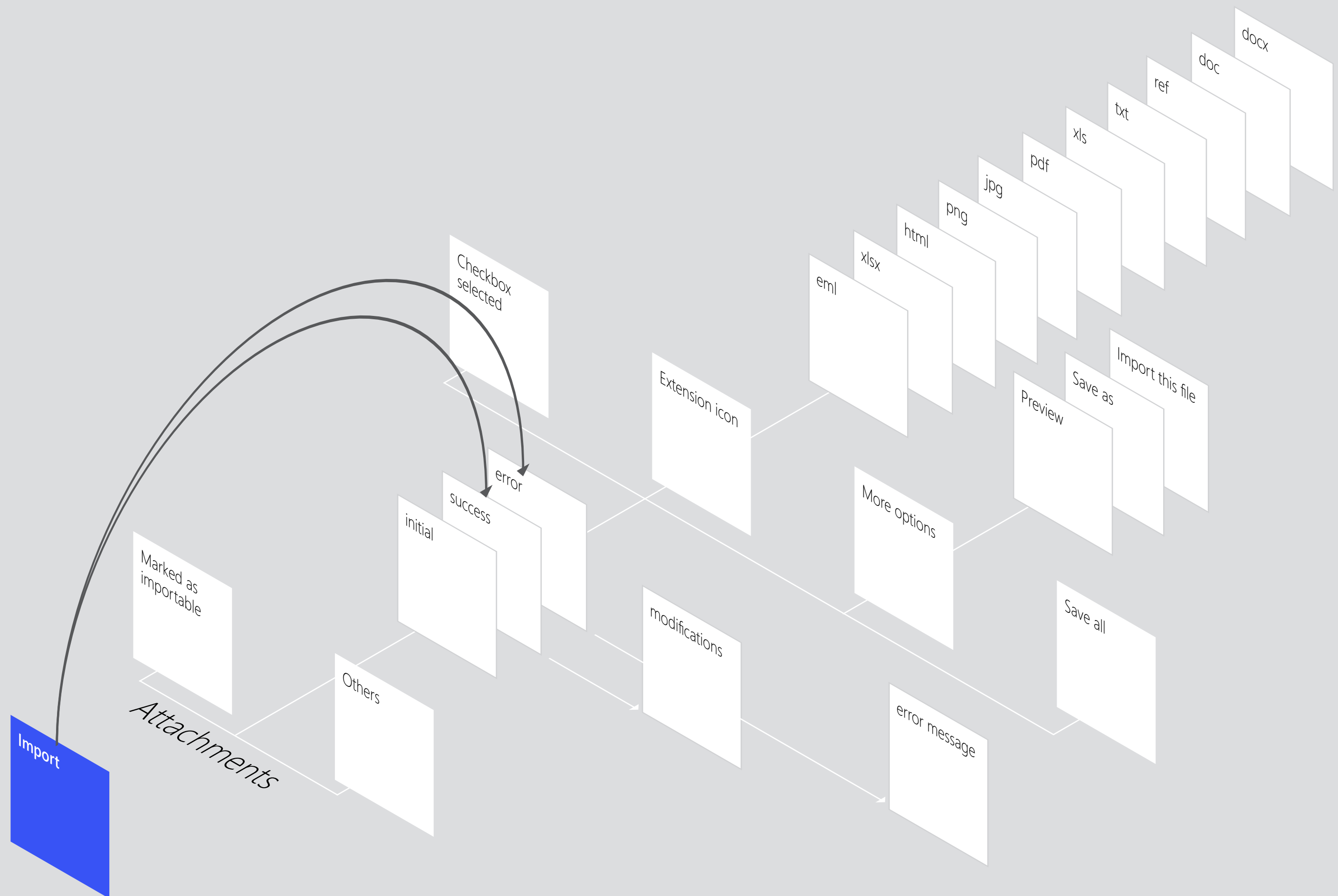
Actual Inbox: Information architecture 1/2



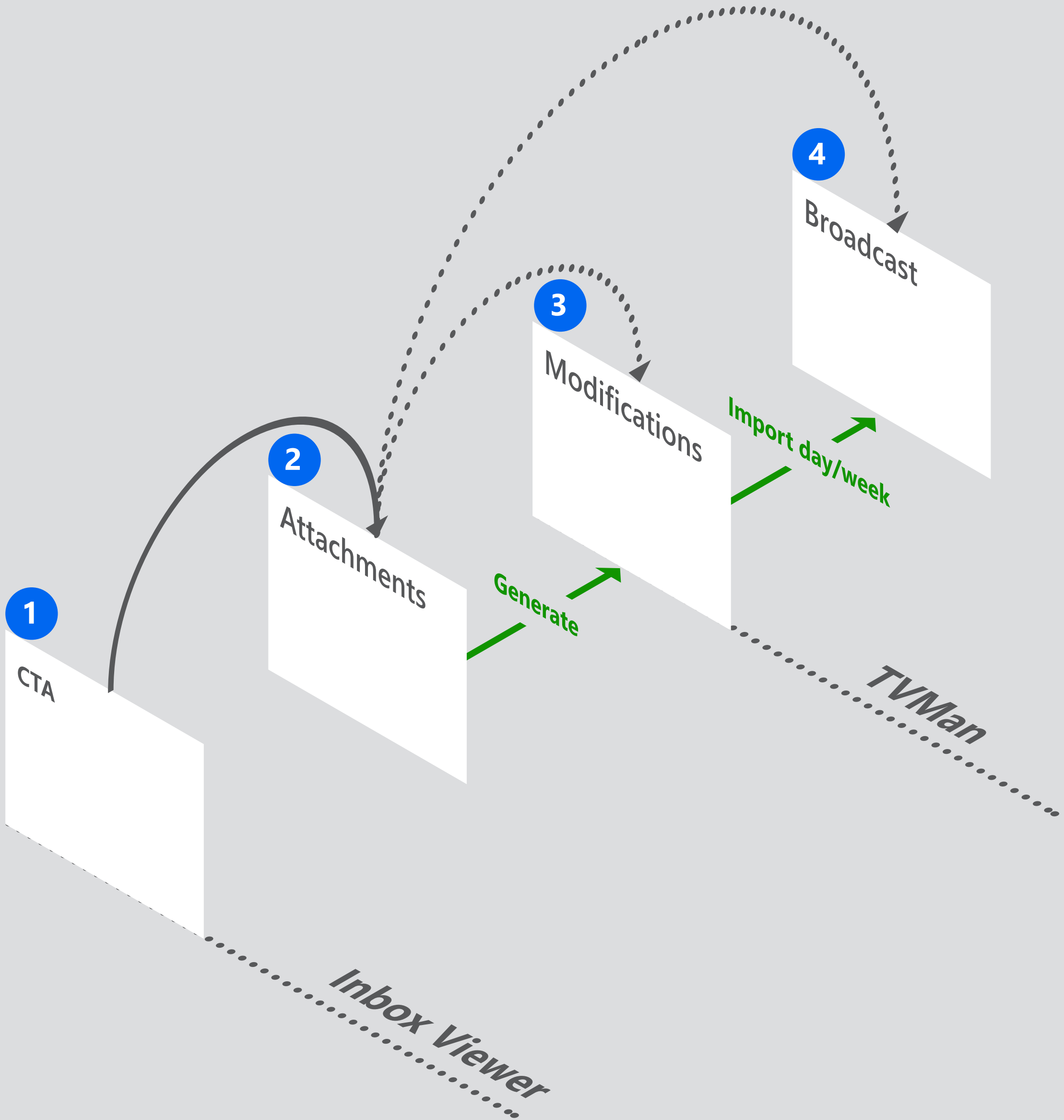
Actual Inbox: Information architecture 2/2



New version: Information architecture proposal (attachments only)



Terminology: CTA label



Editor

„I **generate** data from attachments, so can import (that) data to TvMan on week view later.“



Developer

„User **imports** data to TvMan, so can import it to a broadcast day or week later on week view.“

Terminology: benchmark

Your Protection on Social Media

ESET Social Media Scanner is a FREE app to secure your Facebook & Twitter accounts.

- On **Facebook**, it protects your newsfeed, messages, timeline and the timelines of your friends
- On **Twitter**, it protects your profile and posts from those you are following

Монстр
Scan in progress
No threats found
View details

Protect your Twitter profile with ESET Social Media Scanner
Just click on the button below.
Protect Twitter

0:33 / 0:54 **Want even more**

scan your profile on facebook

User stories: Editor

As Editor, I can

create a new message

Create a new message

open a new channel

Open a new channel

channel information

Check channel information: when the downloader will run the next time

Check channel information: when the downloader ran the last time

Check downloader status

Statistics about the number of new messages: when they arrive? What is their amount per day?

see what is the best extension to import a file within the channel

read about 4 channel types with their definitions

selecting messages

select multiple messages / select all messages

channel name

see the channel name and ID

filter

filter messages by comments

filter messages being downloaded from server or ftp by downloaders

filter messages containing importable attachments

sort

sort messages by received

sort messages by subject

sort messages by modified at

so that

attachments can be unzipped and added to a new message from zipped message
can display any available channel to check messages there.

can be sure that new messages should appear at specific point of time

can be sure that the downloader ran successfully and new message appeared

can make sure errors does not occur

can expect a date when new messages appear

can be sure what is the best practice to import files

can be sure about channel settings

can perform specific action, like set as done and more

can be sure that I am in the correct channel when contact with IT support

can immediately reach important information

can debugg how and when some data were delivered on production

can immediately display messages which were imported by user

can compare messages by date

can compare messages by subject

can compare messages by the last modification

UI proposal

<https://xd.adobe.com/view/970b367c-788e-4afc-433b-ffe8a2196763-e13a/>

<https://xd.adobe.com/view/a061e13b-3967-4ec1-7a4a-43e7d94d78f4-d650/>

<https://xd.adobe.com/view/bcf6ed43-fa90-4ae6-799b-ca3614395ca8-cac7/>

<https://xd.adobe.com/view/9b26de92-7b6d-4acf-59e6-ccfdd3e805b3-ed17/>

<https://xd.adobe.com/view/9b26de92-7b6d-4acf-59e6-ccfdd3e805b3-ed17/>

User stories: Editor

As Editor, I can

so that

UI

sort sort messages by modified by can compare messages by a person who modified the message

search search by subject, e-mail, attachment title can easily find what I am looking for

messages types see TO DO messages with their actual number can see how many messages are still left to do

see Done messages with general (approximated) number can check

delete messages can eliminate unnecessary content

messages status see status of a message (new, working, done) <https://xd.adobe.com/view/6efe7676-d43d-487e-4962-7ca556d3b45c-18cf/>

quickly change status of the message (especially to done)

see schedule data (M in old Inbox)

see if import went successful or not

see state zero when there are not messages to make sure <https://xd.adobe.com/view/2e8e0f4d-f5a2-452e-6886-3735c3bf25fc-58bf/>

mark message as done, working or spam (deleted?)

open contextual menu for a single message

see state zero if there are not messages in Inbox

attachments preview an attachment in the app <https://xd.adobe.com/view/8943769a-d17b-46e9-6e4c-d3eb0b691359-ff72/>

save an attachment as a single file

save all attachments

import selected files

delete attachment if uploaded by user

User stories: Editor

As Editor, I can

so that

UI

import

import attachments

can generate modifications

see state zero

can see what can be donekdfnj,sdgkg.l

Mantis

write a task in Mantis

<https://xd.adobe.com/view/50965210-5c00-4fa9-5bef-2affc66e241e-26a7/>

preview

preview a message in Inbox

history

view history details

writing channel tips

write own good patterns about channel recommendations

RWD

display page on different viewport sizes (RWD)

can easily have an access to the application

shortcuts

use keyboard shortcuts

Shift + selected message select

Scenario



Surveys coverision ratio

~36% => 29%

Insights

„Kiedy znowu nas odwiedzisz?”

„Wygląda ładnie, ale czy będzie działać lepiej od obecnego Inboxa?”



Edytor

„Czy będzie znowu tak że nowa wersja pojawi się niespodziewanie jak TvMan?”

„Kiedy mogłabym przetestować klikalną wersję?”