

Comms app (basic comms)

HTML 5 concepts

V13.0

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Date: 11.06.2012

Purpose of document

Document detailing UI specifications for the basic Comms App for the HTML5 project in line with Telefonica’s requirements.

Version control

Name	Version	Date	Notes
Ayman Maat / Dani Oliver	1.0	04.05.12	initial document produced
Ayman Maat	2.0	09.05.12	alignment with mozilla
Ayman Maat	3.0	15.05.12	see release note
Ayman Maat	4.0	16.05.12	Search concept expanded
Ayman Maat	5.0	18.05.12	see release note
Ayman Maat	6.0	22.05.12	see release note
Ayman Maat	7.0	25.05.12	see release note
Ayman Maat	8.0	28.05.12	see release note
Ayman Maat	9.0	29.05.12	see release note
Ayman Maat	10.0	30.05.12	see release note
Ayman Maat	11.0	07.06.12	see release note
Ayman Maat	12.0	08.06.12	see release note
Ayman Maat	13.0	11.06.12	see release note

Release note

Wireframe pack lives in:

- TF Dropbox : OWD_UX_Working/THE NEW WORLD/02_Sprints/3_Contacts_Messages/1_Interaction/wireframes
- Mozilla Dropbox : OWD_Moz_share/Mozilla/App Communications
- Jira : Open Web Device / OWD-1380
- Mozilla's wiki

new wireframes

- none

updated wireframes

incoming call

- phone number of contact included in response to usability feedback

call

- phone number of contact included in response to usability feedback

call muted

- phone number of contact included in response to usability feedback

incall keypad

- phone number of contact included in response to usability feedback

deleted wireframes

- none

new flows

- none

updated flows

- none

deleted flows

- none

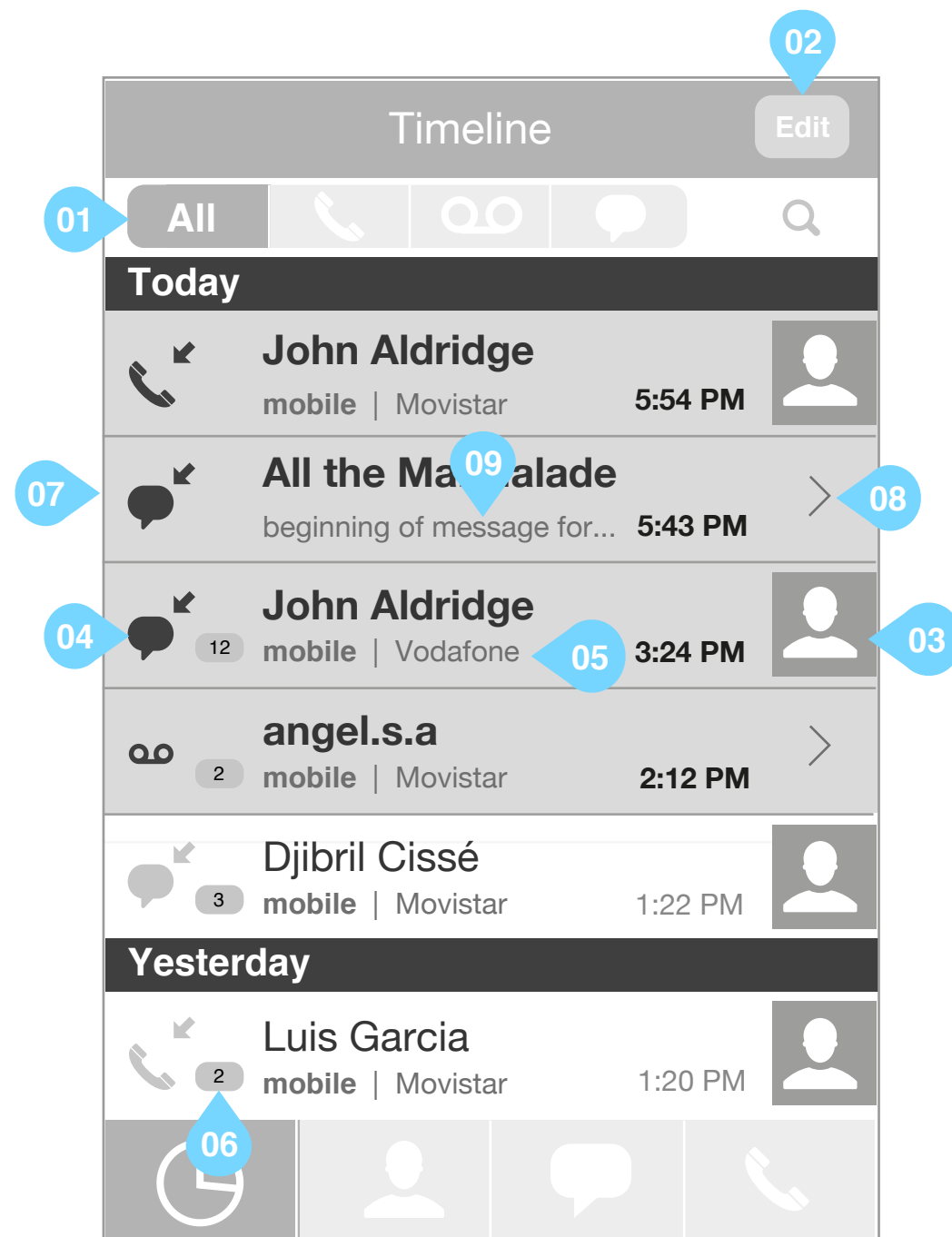
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All contacts

Comms app (basic comms)

timeline : all communications



Wireframe illustrating content that is contained under the timeline tab. The timeline tab delivers:

- History of different incoming and outgoing modes of communications (phone, SMS, voicemails).
- Entry points to initiate communication via the primary communication channel for the listed modes of communication.
- Entry points to view an individual contacts communication history.
- Filters to view modes of communication separately.
- Entry point to edit the content of the timeline.

general note

- communications contained in the list are grouped by Day then Contact.
- where a contact has had two different modes of communication (e.g. phone and SMS) with the user in the same day these are separated into separate modules within the day.
- where the contact has used two different communication channels within a single mode of communication in the same day these channels are separated into separate modules within the day.
- modules within the same day are ordered in chronological order with the module with the newest timestamp at the top of the list.

Press and hold anywhere in communication module

Opens in page reply options. refer to wireframe 'timeline: reply press and hold'

annotation

01 Filters

upon tap

list is filtered to the history of comms for the selected mode of communication.

02 edit button

upon tap

changes list area to editable mode. refer to wireframe 'timeline : edit mode'

03 Timestamp / Image of Contact

where a contact has had more than one communication with the user using the same channel of communication (e.g. multiple calls from the same phone number) these communications are grouped and the timestamp displayed is that of the last communication made within that grouping.

upon tap

allows the user to respond directly to the contact using the same mode of communication as indicated by the mode of communication icon contained in the selected module:

- if mode of communication icon = phone THEN on tap call the contact using the primary phone number (refer to wireframe 'profile: contact detail') listed in the contacts detail view.

- if mode of communication icon = SMS THEN on tap take the user to the SMS thread. see annotation 04

- if mode of communication icon = Voicemail THEN on tap listen to voice mail. refer to wireframe 'voicemail player'

04 Mode of communication icon, Contact Name and Carrier

upon tap

if mode of communication is SMS

- user is taken to SMS thread. refer to wireframe: 'SMS : message thread'

if mode of communication is phone or voicemail user is taken to the communication timeline of the contact. refer to wireframe: 'profile : timeline'

- if the selected module contains only one communication the timeline list opens with focus on that communication

- if the selected module contains more than one communication the timeline list opens with focus on the newest communication in the selected module

05 indication of carrier

In order to differentiate between different groupings of channels of communication within the same mode of communication include an indication of carrier that the contact has used to communicate with the user.

06 indication of number of items in a group of communications

07 communication module.

- modulea with a grey background indicate that the mudule contains a communication that the end user has not attended to yet.

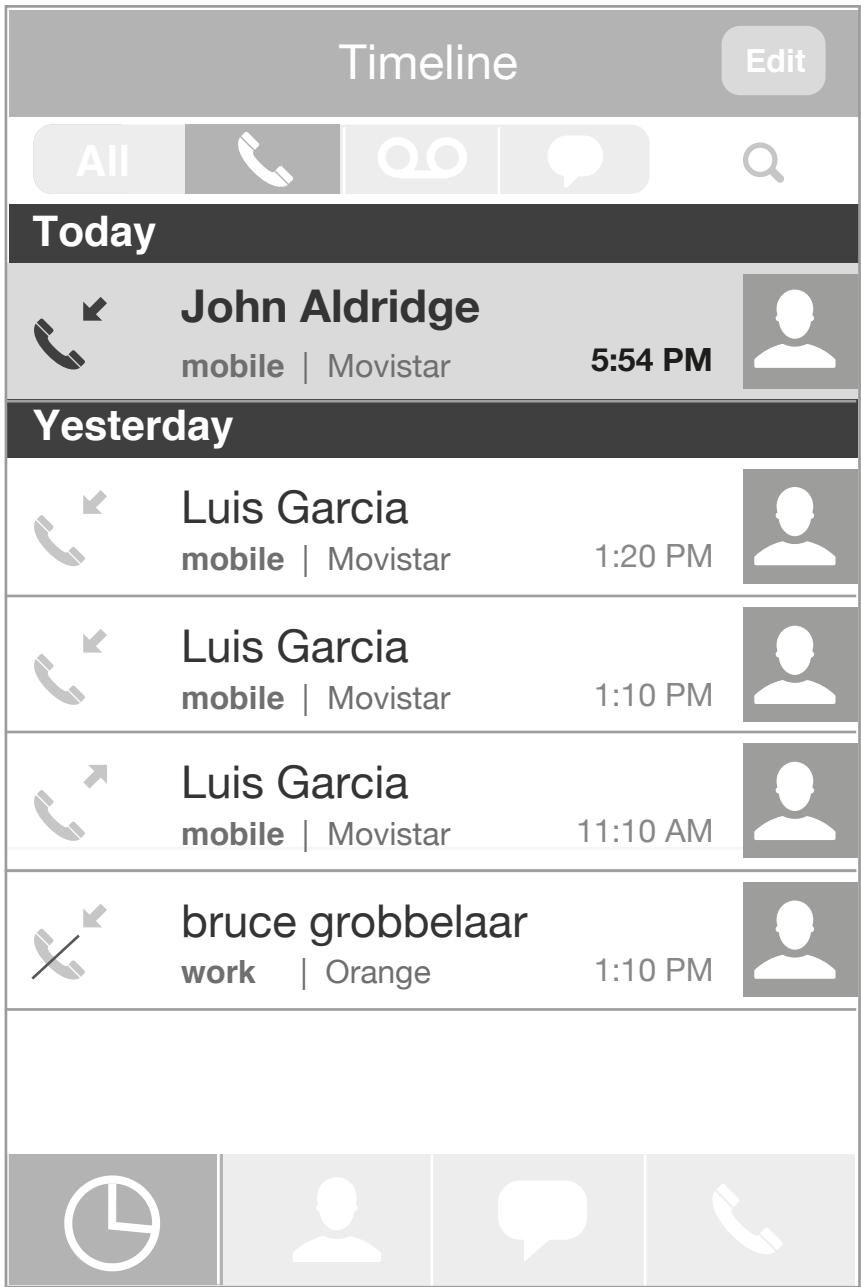
- modules with a white background indicates that the communication has been attended to by the end user

08 icon to maintain tap affordance when no image is associated to a contact

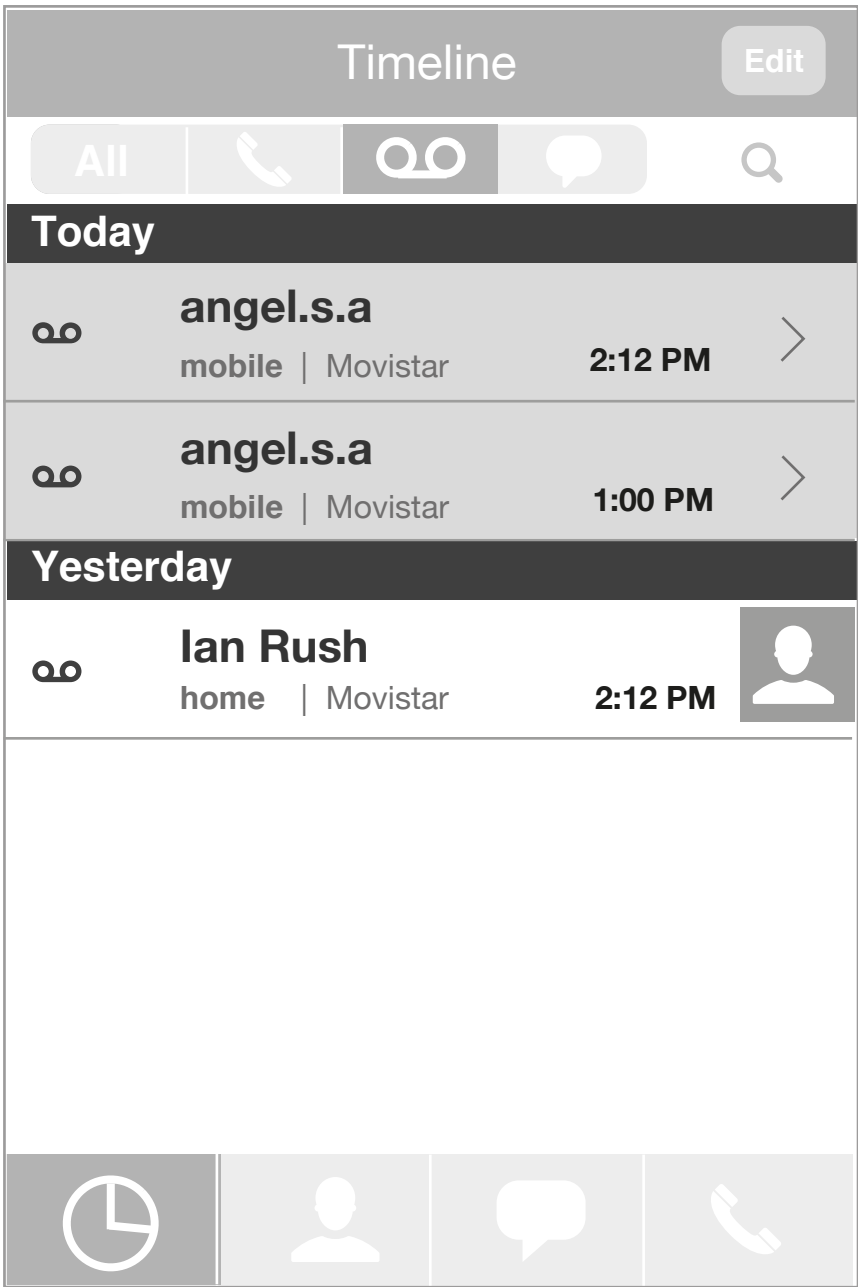
09 when SMS is not grouped replace indication of carrier (05) with beginning of message

Comms app (basic comms)

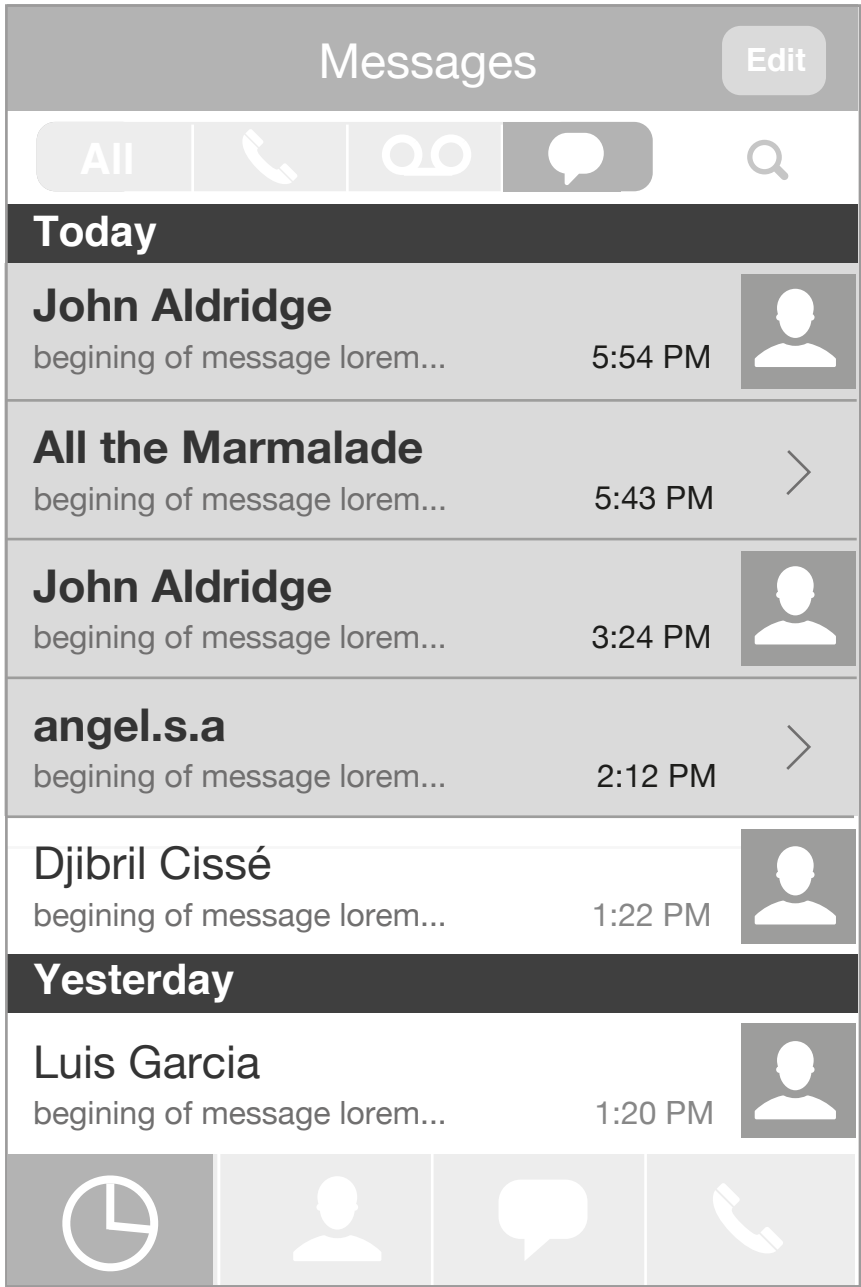
timeline : filters



Call filter
List behaviour
Individual call items no grouping



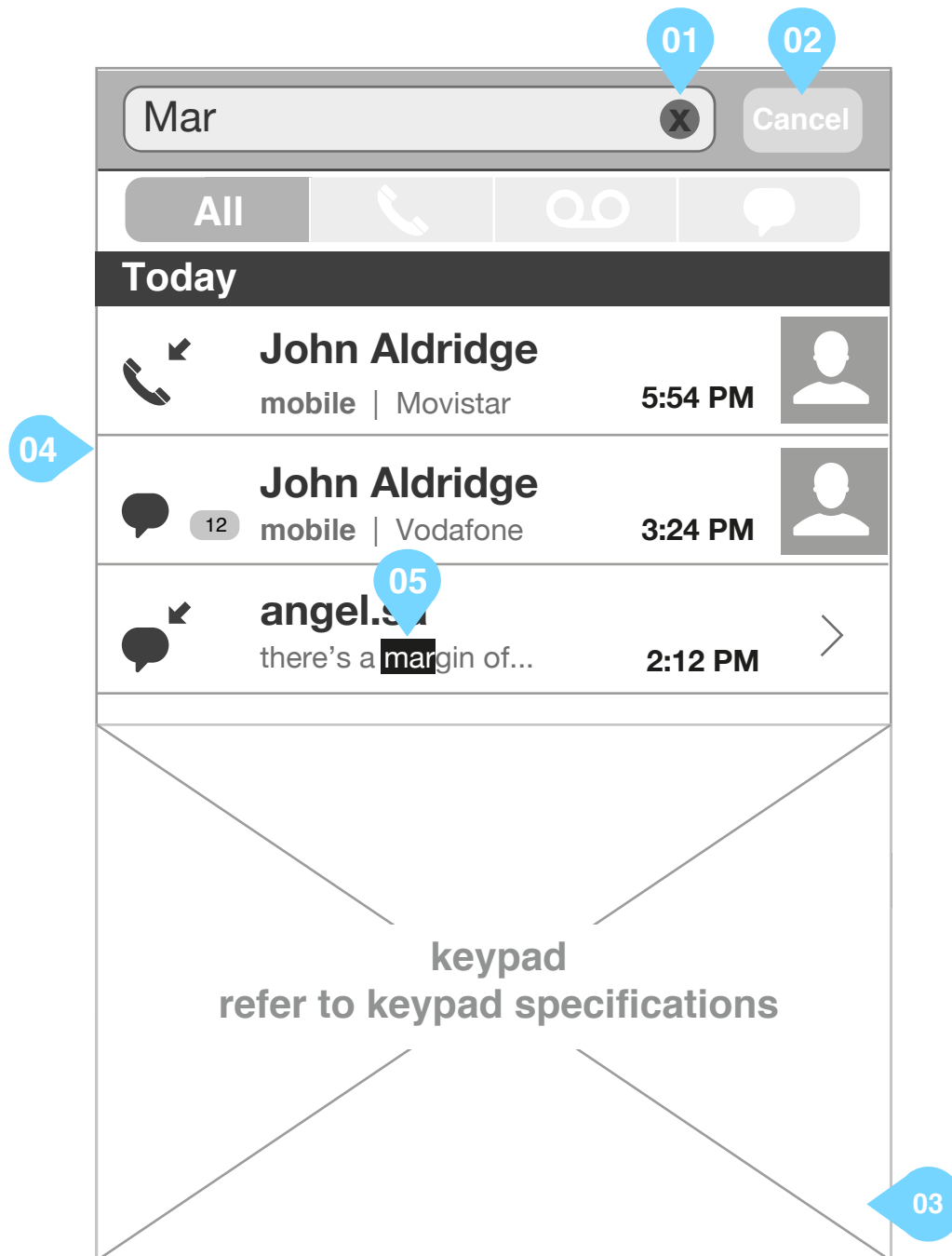
voice mail filter
List behaviour
Individual voice mail items no grouping



SMS filter
List behaviour
conversation items no grouping

Comms app (basic comms)

timeline : searching



Wireframe illustrating search functionality in the timeline

- All text based content is searched except for the carrier
- Search acts as a filter refining the timeline listing into a result set after each character typed by the user.

annotation

01 call to action to delete content of textfield

upon tap

- content of text field is cleared
- displayed results are reset

02 cancel button

upon tap

- search function is exited and user is returned to Wireframe 'timeline : all communications'

03 Search button on keyboard

upon tap

- Keyboard closes. User is presented with wireframe timeline : search results'

04 List of search results

- group results by day and display in modules within the same day in chronological order, with the newest timestamp at the top of the list

upon tap

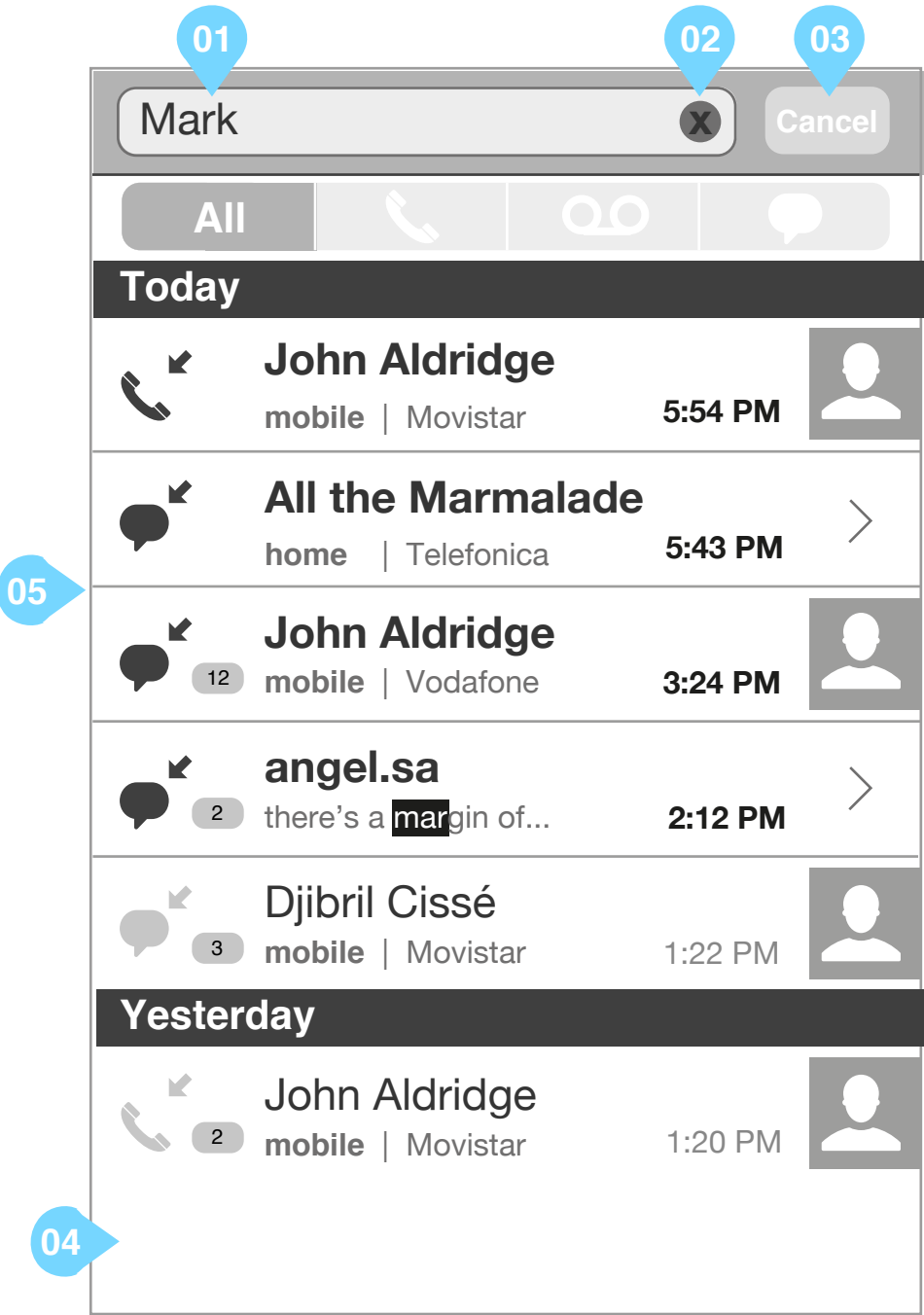
- Keyboard closes. User is presented with wireframe 'timeline : search results'

05 SMS messages in the results set

- As all text based content is searched except for the carrier, it is necessary to display results from text within SMS messages.
- after the first three characters have been typed text messages that have relevant text but are part if a group of communications separate from the group into independent modules. The information hierarchy of these modules alters to display truncated text from the message containing the first item of text from within the message that is relevant to the search criteria visible.
- highlight the piece of text that matches the search criteria.

Comms app (basic comms)

timeline : search results



Wireframe illustrating search results in the timeline. The user can

- filter the results
- drill into the profiles and communications behind the displayed results

annotation

01 search criteria in textfield

upon tap

- keyboard is displayed again
- search criteria is maintained in textfield

02 call to action to delete content of textfield

upon tap

- keyboard is displayed again
- content of textfield is cleared

03 cancel button

upon tap

- search function is exited and user is returned to wireframe 'timeline : all communications '

04 search filters

upon tap

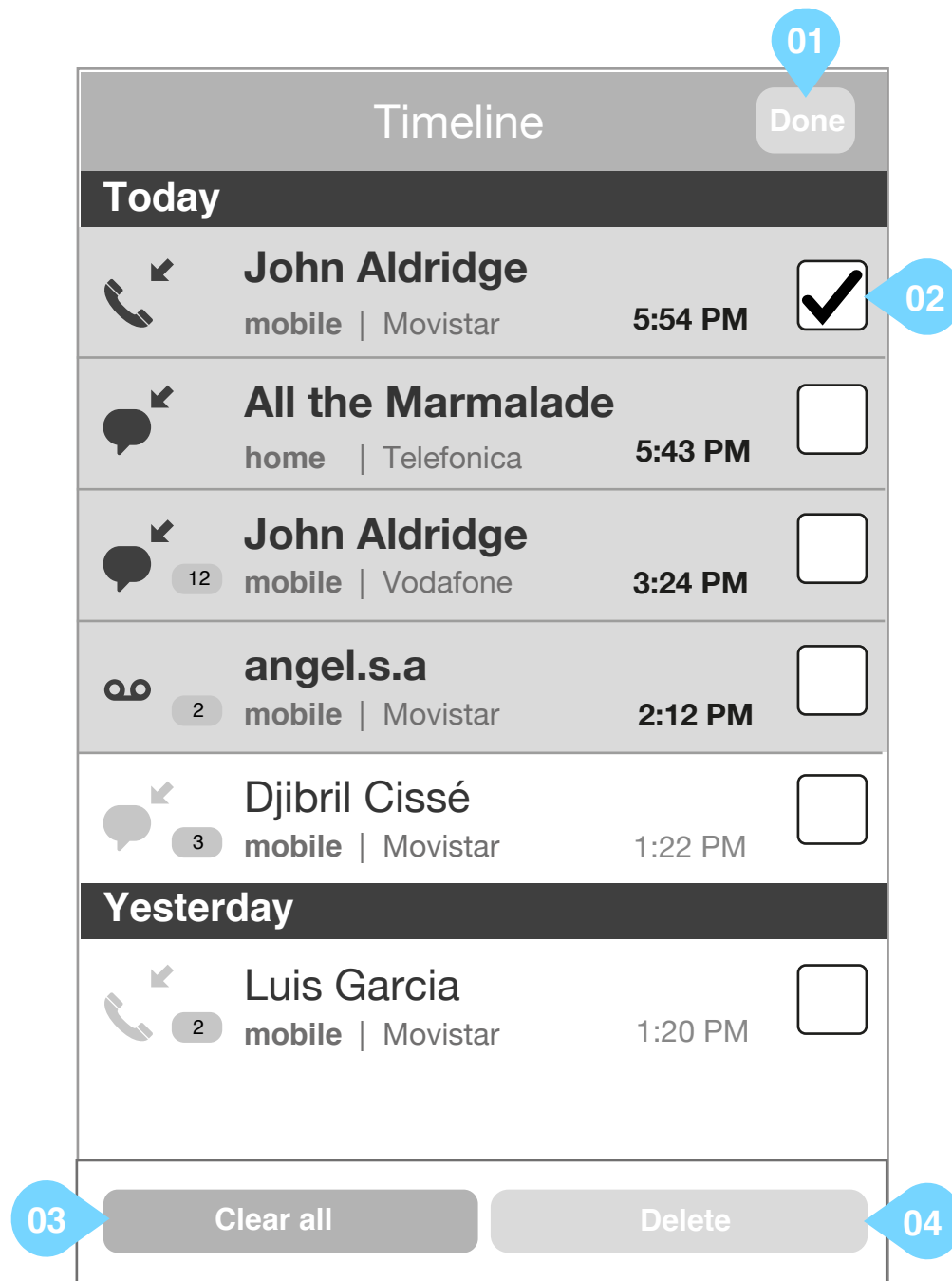
- list is filtered to the history of comms for the selected mode of communication.

05 List of search results

- same behaviour as annotation 03 and 40 in Wireframe: 'timeline : all communications'

Comms app (basic comms)

timeline : edit mode



Wireframe illustrating the timeline in edit mode. The timeline in edit mode allows the user to:

- remove selected messages
- clear all messages from all contacts

annotation

01 done button

upon tap

- any edits to the timeline are committed
 - editable mode is exited and the user is returned to the timeline view
 - label of button changes to 'edit'
- refer to wireframe 'profile: timeline'

02 checkbox to select a message to delete

upon tap

checkboxes become ticked

03 clear all messages button

upon tap

dialogue to confirm deletion of all messages from selected contact is opened. refer to wireframe 'profile : timeline delete all communications confirmation'

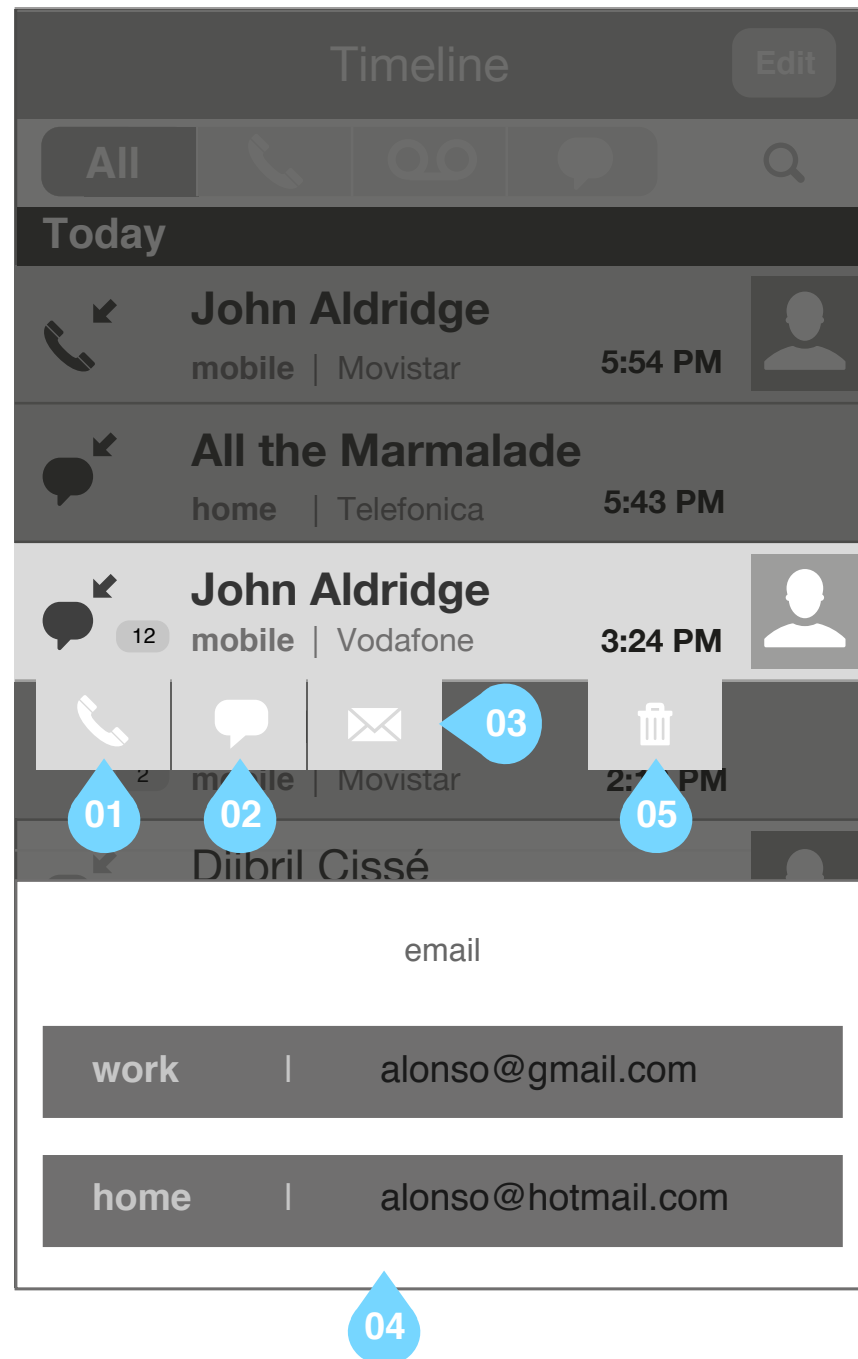
04 delete selected messages button

upon tap

deletes all selected messages

Comms app (basic comms)

timeline : reply press and hold



Wireframe illustrating reply options to a communications cluster in the timeline

annotation

01 call to action to phone the contact using the primary phone number

upon tap

dials associated phone number

02 call to action to send an SMS to the primary number

upon tap

if existing SMS conversation already exists:

- go to existing message thread. refer to wireframe 'SMS : message thread'

if there is no existing SMS conversation already existing:

- go to new message composer with the 'TO' field prepopulated with the contacts name. refer to wireframe 'SMS : new message composer'

03 call to action to send an email to the primary email address

upon tap

if the contact has only one email address

- Email composer is launched with contacts email address prepopulated in the 'To' field.

if the contact has more than one email address

- draw listing of email addresses opened: refer to annotation 04

04 listing of email addresses

upon tap on email address

- Email composer is launched with contacts email address prepopulated in the 'To' field.

05 call to action to delete communication

upon tap

- communication deleted

- if the user has filtered the timeline user is returned to wireframe 'timeline : filters'

- if the user has not filtered the timeline user is returned to wireframe: 'timeline : all communications'

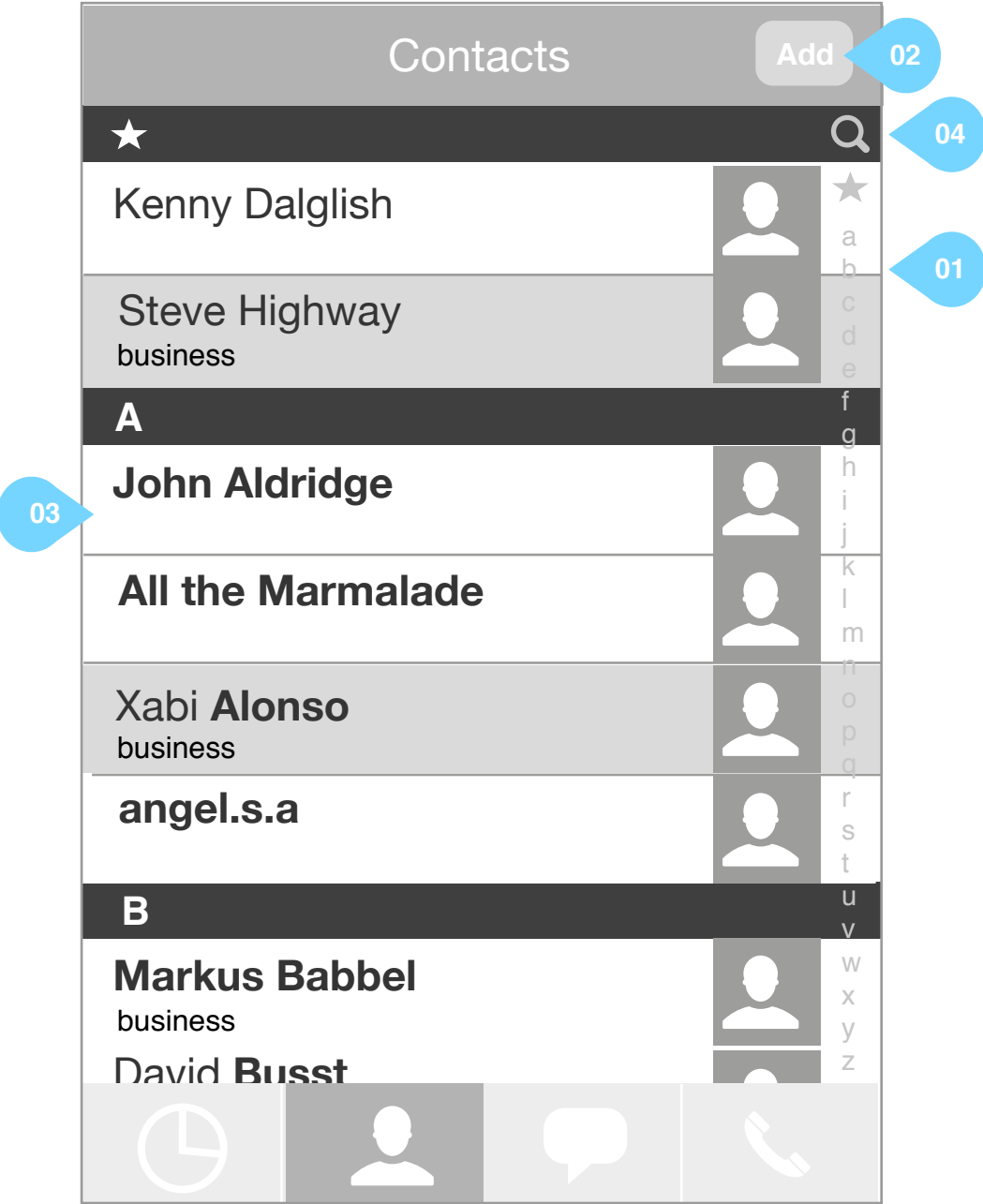
general interaction note

upon tapping anywhere outside of the reply options call out

call out closes and user is returned to the view before the reply options call out was opened.

Comms app (basic comms)

contact list : all



Wireframe illustrating content that is contained under the contact list tab:

- All contacts sorted alphabetically.
- Entry points to view a contact communication history.
- Entry point to add new contacts.

annotation

01 vertical index

upon tap

takes the user to the position in the contacts list starting with the selected letter

02 Add contact

upon tap

Takes user to the new contact screen

03 Contact module including content of 'business' field if used

upon tap

Takes user to contact detail information. refer to wireframe 'profile : contact detail'

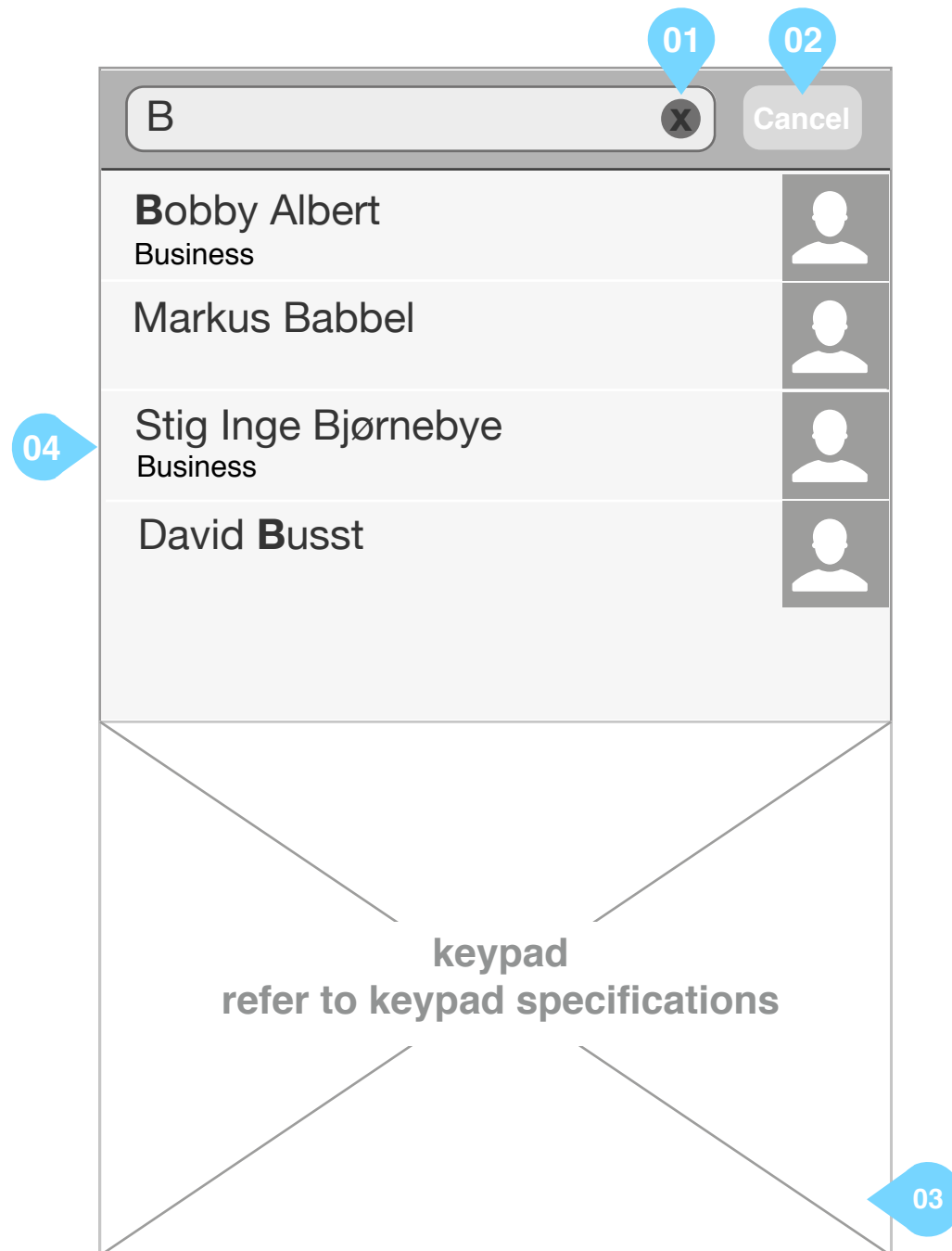
04 Opens search facility allowing the user to search for a contact within the contacts list

07 communication module.

- modulea with a grey background indicate that the mudule contains a communication that the end user has not attended to yet.
- modules with a white background indicates that the communication has been attended to by the end user

Comms app (basic comms)

contact list : searching



Wireframe illustrating search functionality in the contact list

- Search acts as a filter refining the contacts list into a result set after each character typed by the user.

annotation

01 call to action to delete content of textfield

upon tap

- content of text field is cleared
- displayed results are reset

02 cancel button

upon tap

- search function is exited and user is returned to wireframe 'contact list : all'

03 Search button on keyboard

upon tap

- Keyboard closes. User is presented with wireframe 'contact list : search results'

04 List of search results

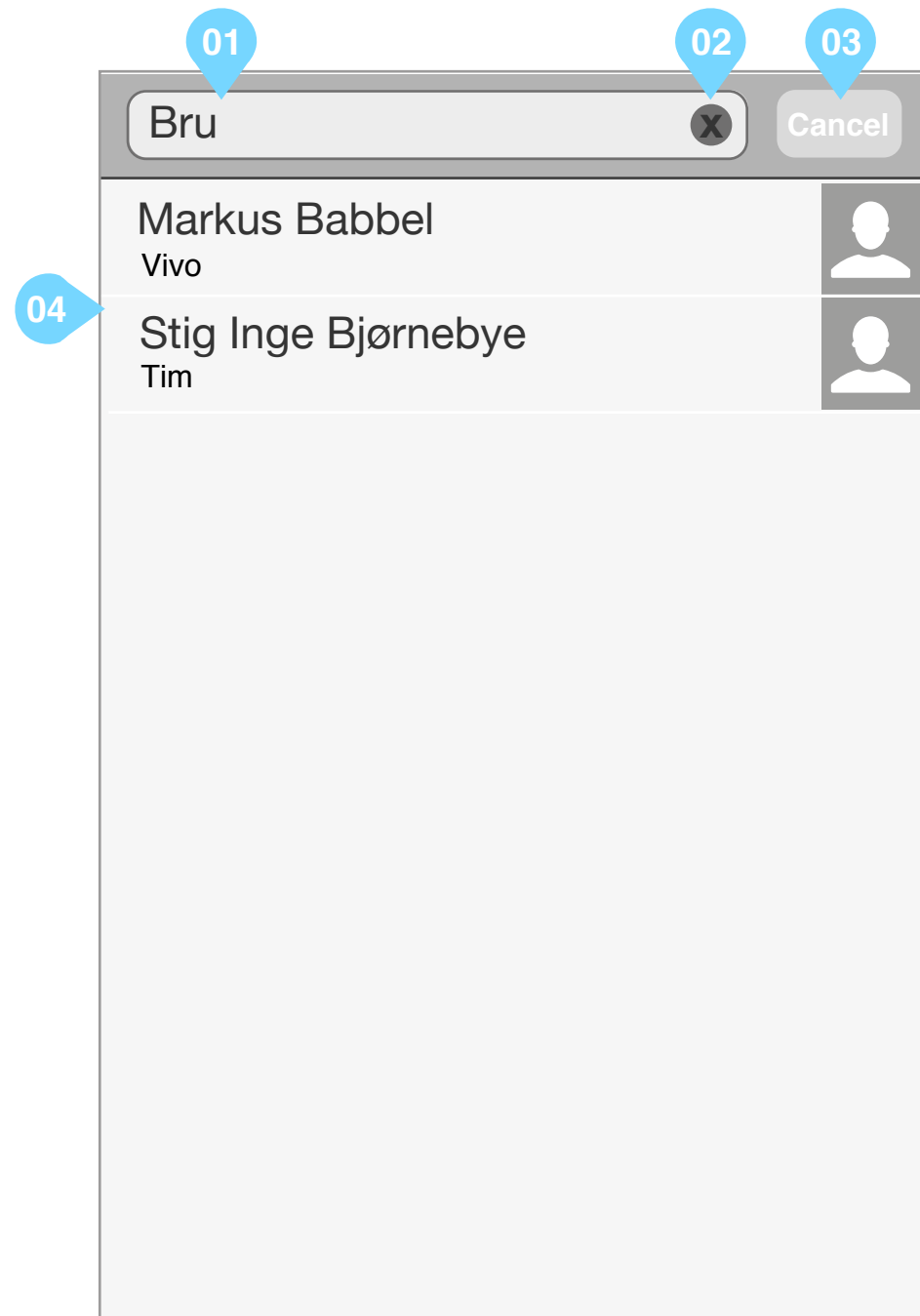
Each contact module includes name of contact and content of 'business' field if used

upon tap

- Keyboard closes. User is presented with wireframe 'contact list : search results'

Comms app (basic comms)

contact list : search results



Wireframe illustrating search results in the contacts list. The user can drill into the profiles and communications behind the displayed results

annotation

01 search criteria in textfield

upon tap

- keyboard is displayed again
- search criteria is maintained in textfield

02 call to action to delete content of textfield

upon tap

- keyboard is displayed again
- content of textfield is cleared

03 cancel button

upon tap

- search function is exited and user is returned to wireframe 'contact list : all'

04 Contact module includes name of contact and content of 'business' field if used same behaviour as detailed in wireframe : 'contact list : all'

Comms app (basic comms)

contact list : add contact

The wireframe shows a mobile app interface for adding a new contact. At the top is a header bar with a 'Cancel' button (01), the title 'add contact', and a 'Done' button (02). Below the header is a form with several sections. On the left side of the form is a vertical column of buttons: 'add photo' (03), 'Company' (05), 'Mobile' (06), and 'Personal' (07). The main form area contains input fields for 'Name' (04), 'Surname', 'Name' (under Company), 'Phone' (under Mobile), and 'Email' (under Personal). Below these fields are two buttons: '+ Add address' (08) and '+ Add notes' (09).

Wireframe illustrating the interface through which the user can add a new contact

annotation

- 01 back button
 - upon tap
 - any edits to the contact are discarded
 - user is returned to contact list interface. refer to wireframe 'contact list : all'
- 02 done button
 - upon tap
 - any edits to the contact are committed
 - user is returned to contact list interface. refer to wireframe 'contact list : all'
- 03 call to action to add photo
 - upon tap
 - user taken to wireframe 'contact list : add photo'
- 04 call to action to edit insert field
 - upon tap
 - user taken to wireframe 'profile : contact detail edit phone number'
- 05 call to action to change company field tag
 - upon tap
 - user taken to wireframe 'contact list : Additional info field tag'
- 06 call to action to change mobile field tag
 - upon tap
 - user taken to wireframe 'contact list : phone number field tag'
- 07 call to action to change personal field tag
 - upon tap
 - user taken to wireframe 'contact list : mail field tag'
- 08 call to action to add address insert field
 - upon tap
 - user taken to wireframe 'contact list : full contact'
- 09 call to action to add a notes insert field
 - upon tap
 - user taken to wireframe 'contact list :full contact'

Comms app (basic comms)

contact list : add photo

The wireframe shows a dark-themed 'add contact' dialog. At the top are 'Cancel' and 'Done' buttons. Below is a form with fields for 'Name', 'Surname', 'Company' (with a dropdown), 'Phone', 'Notes (carrier...)', and 'Email' (with a dropdown). A section titled 'Add photo' contains three buttons: 'Take photo' (labeled 01), 'Choose photo from album' (labeled 02), and 'Cancel' (labeled 03).

Wireframe illustrating the add photo dialogue

annotation

- 01 call to action to take photo
 - upon tap
 - launches camera app
- 02 call to action to select existing photo from album
 - upon tap
 - launches gallery app
- 03 Cancel button
 - upon tap
 - closes add photo dialogue
 - user is returned to the ad contact interface. refer to wireframe 'contact list : add contact'

Comms app (basic comms)

contact list : edit insert field

The wireframe shows a mobile app interface for adding a contact. At the top is a header bar with a 'Cancel' button (01), the title 'add contact', and a 'Done' button (02). Below the header is a form with several fields. The first field contains the name 'john' (03). The second field contains 'aldri' and has a delete icon (04) to its right. Below these are fields for 'Company', 'Name', 'Mobile', 'Phone', 'Notes (carrier...)', and 'Email'. At the bottom of the form is a large area labeled 'keypad refer to keypad specifications'.

Wireframe illustrating the interface through which the user can add a new contact

annotation

- 01 back button
 - upon tap
 - any edits to the contact are discarded
 - user is returned to contact list interface. refer to wireframe 'contact list : all'
- 02 done button
 - upon tap
 - any edits to the contact are committed
 - user is returned to contact list interface. refer to wireframe 'contact list : all'
- 03 Edit insert field
 - upon tap
 - focus on the field, display keyboard.
- 04 call to action to delete the information on the field
 - upon tap
 - delete all the characters inserted inside the field

Comms app (basic comms)

contact list : add phone number / add email address

The wireframe shows a mobile app interface for adding a contact. At the top is a header bar with a 'Cancel' button (01), the title 'add contact', and a 'Done' button (02). Below the header, there's a section for the contact's name with a placeholder 'add photo' and two text fields containing 'john' and 'aldrige'. This is followed by a 'Company' dropdown menu and a 'Name' field. Below that is a 'Mobile' dropdown menu with two text fields containing '662 662 622' (03) and 'Vivo'. A button '+ Add another phone' (04) is below the mobile fields. Then there's a 'Personal' dropdown menu and a text field containing 'calorci@gmail.com' (05). Below the email field is a button '+ Add another mail' (06), followed by '+ Add address' and '+ Add notes' buttons.

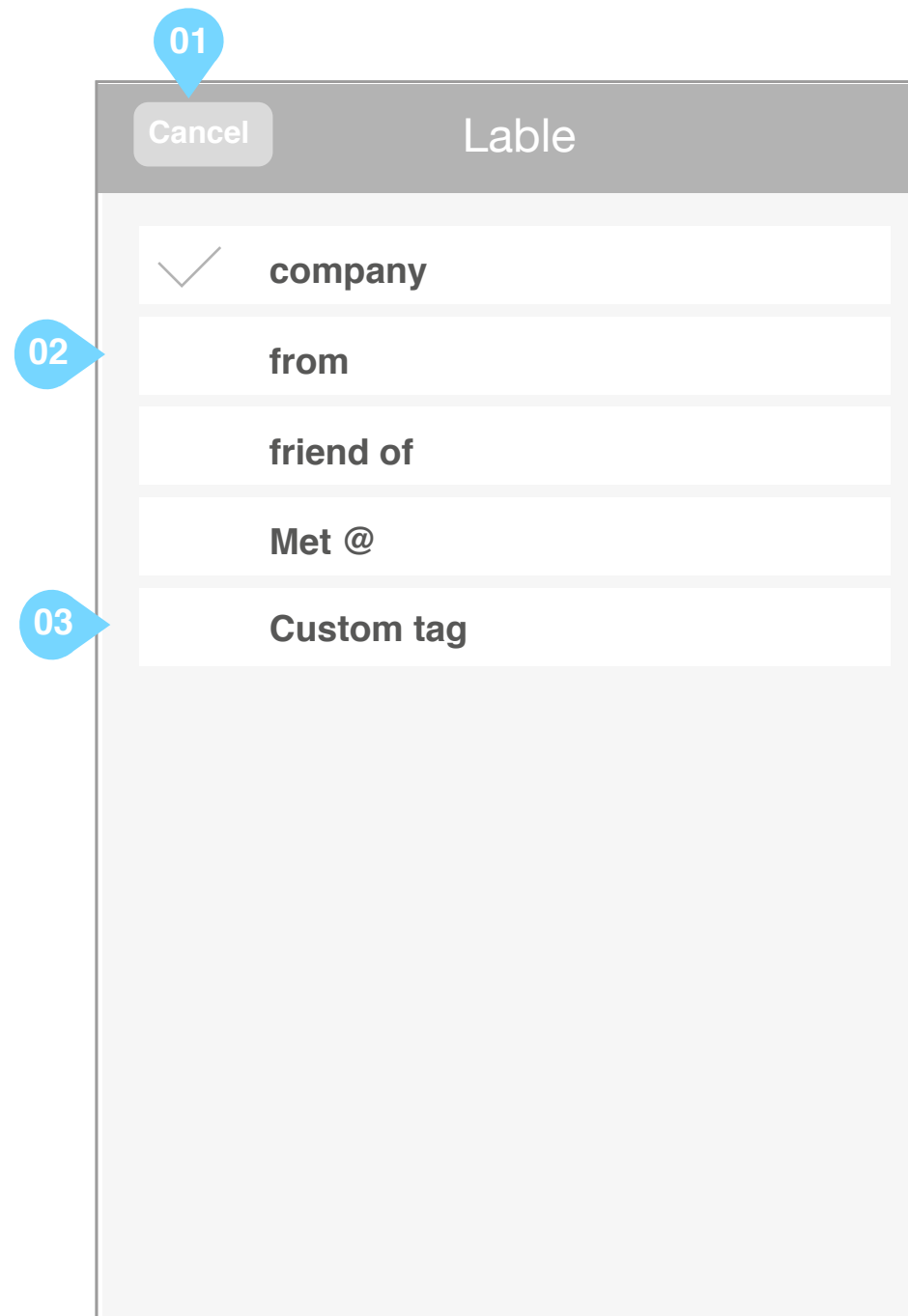
Wireframe illustrating the interface through which the user can add a new contact

annotation

- 01 **back button**
upon tap
 - any edits to the contact are discarded
 - user is returned to contact list interface. refer to wireframe 'contact list : all'
- 02 **done button**
upon tap
 - any edits to the contact are committed
 - user is returned to contact list interface. refer to wireframe 'contact list : all'
- 03 **Full insert field**
 - user may have more than one phonenumber.**upon tap**
 - focus on the end of the field.
- 04 **call to action to add another phone number field**
upon tap
 - generate another blank mobile insert field
- 05 **full insert field**
upon tap
 - focus on the end of the field
- 06 **call to action to add another email field**
upon tap
 - generate another blank email field

Comms app (basic comms)

contact list : additional info field tag



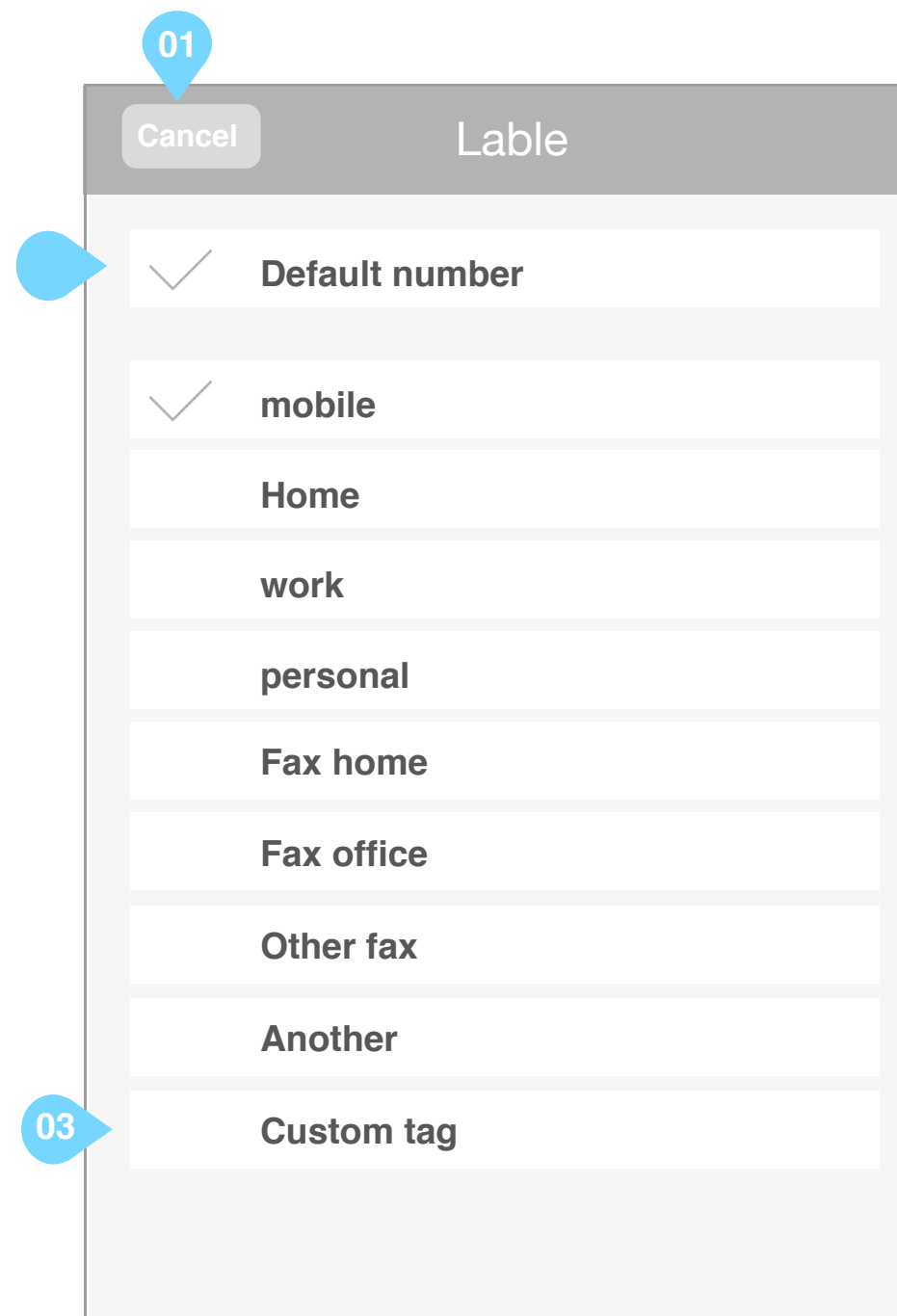
Wireframe illustrating the interface through which the user can add a new contact

annotation

- 01 back button
 - upon tap
 - any edits to the contact are discarded
 - user is returned to contact list interface. refer to wireframe 'contact list : all'
- 02 call to action to change field tag
 - upon tap
 - The name tag is selected, user taken to previous screen with field tag updated.
- 03 call to action to add a custom field tag
 - upon tap
 - user taken to a screen with an editable single field.

Comms app (basic comms)

contact list : phone number field tag



Wireframe illustrating the interface through which the user can add a new contact

annotation

01 back button

upon tap

- any edits to the contact are discarded
- user is returned to contact list interface. refer to wireframe 'contact list : all'

02 call to action to change default number

In case there's more than one phone number/ email, the user will see a default number /email field tag. In order to change the default number, he will have to select another number and add a default field tag.

upon tap

Select as default number/ email.

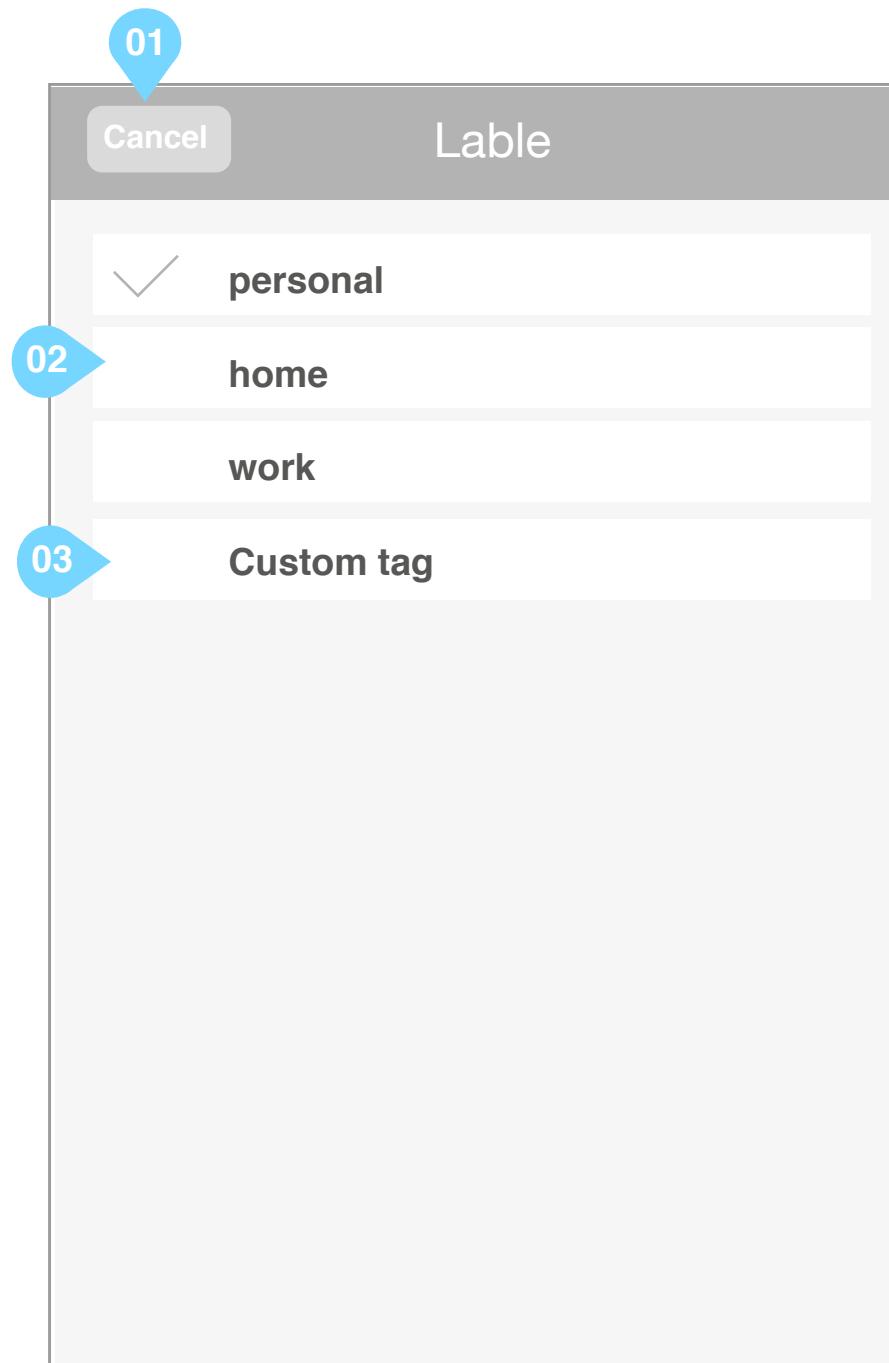
03 call to action to add a custom field tag

upon tap

user taken to a screen with an editable single field.

Comms app (basic comms)

contact list : email field tag



Wireframe illustrating the interface through which the user can add a new contact

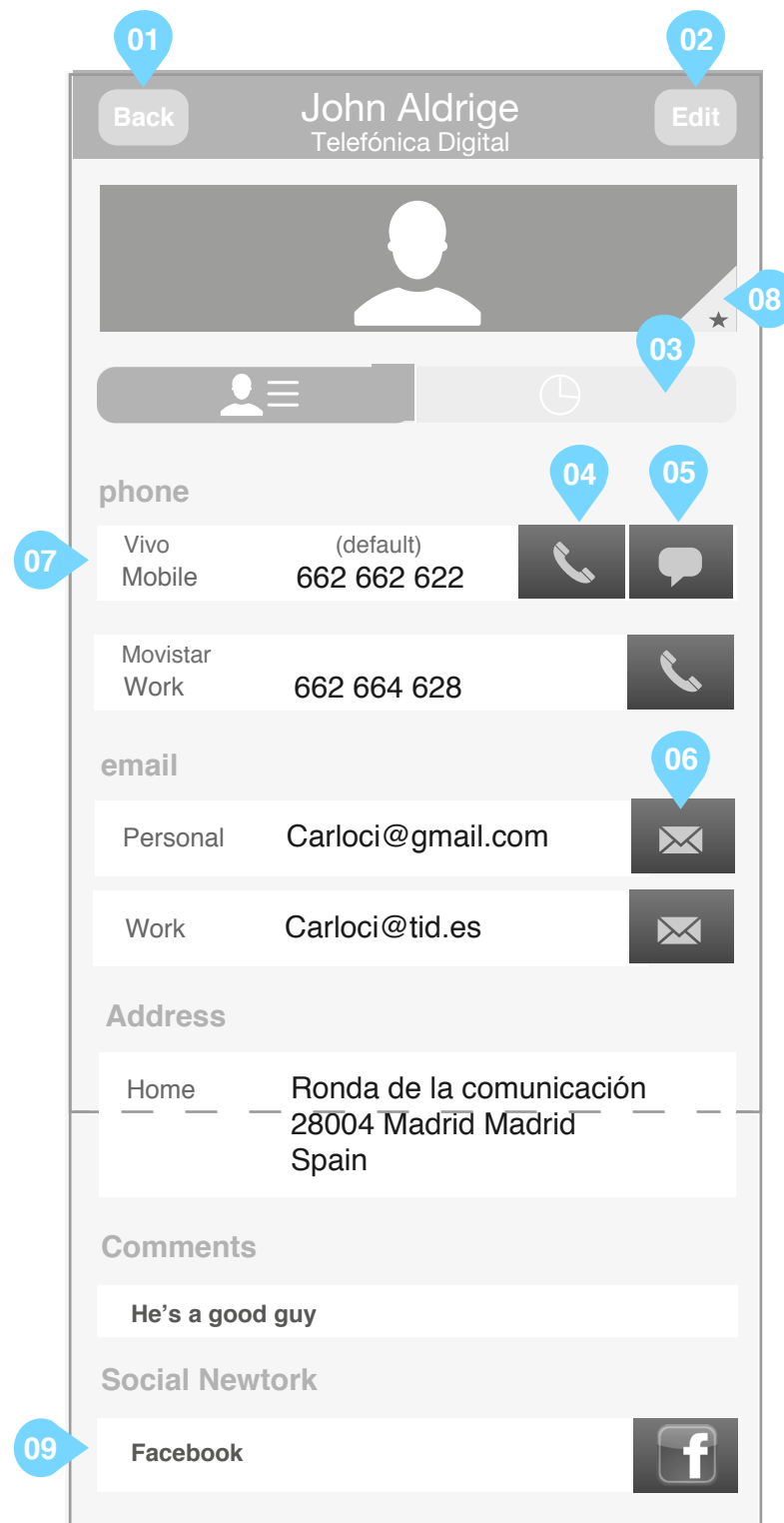
annotation

- 01 back button
 - upon tap**
 - any edits to the contact are discarded
 - user is returned to contact list interface. refer to wireframe 'contact list : all'
- 02 call to action to change field tag
 - upon tap**
 - The name tag is selected, user taken to previous screen with field tag updated.
- 03 call to action to add a custom field tag
 - upon tap**
 - user taken to a screen with an editable single field.

Individual contact

Comms app (basic comms)

profile : contact detail



Wireframe illustrating content that is contained under the Contact Detail tab within a contacts profile. The Contact Detail tab delivers:

- Current channels available to the end user for communicating with an individual who is listed in the end users contact list.
- Entry points to initiate communication via the listed channels.
- An entry point to editing the communication channels.

annotation

01 back button

upon tap

user is returned to the view that they accessed the contacts profile from

02 edit button

upon tap

- changes the contact detail area to editable mode.
 - label of button changes to 'done'
- refer to wireframe 'contact list: edit full contact'

03 timeline tab

upon tap

take the user to the history of communications in timeline view with the individual whose profile is being viewed. refer to wireframe 'profile: timeline'

04 call to action to phone the contact using the associated phone number

upon tap

dials associated phone number

05 call to action to send an SMS to the associated number

upon tap

if existing SMS conversation already exists:

- go to existing message thread. refer to wireframe 'SMS : message thread'

if there is no existing SMS conversation already existing:

- go to new message composer with the 'TO' field prepopulated with the contacts name. refer to wireframe 'SMS : new message composer'

06 call to action to send an email to the associated email address

upon tap

Email composer is launched with contacts email address prepopulated in the 'To' field.

07 instance of communication channel

- the communication channel at the top of the list represents the users primary mode of communication with the contact for the given genre of communication

08 Add to favourites button

upon tap

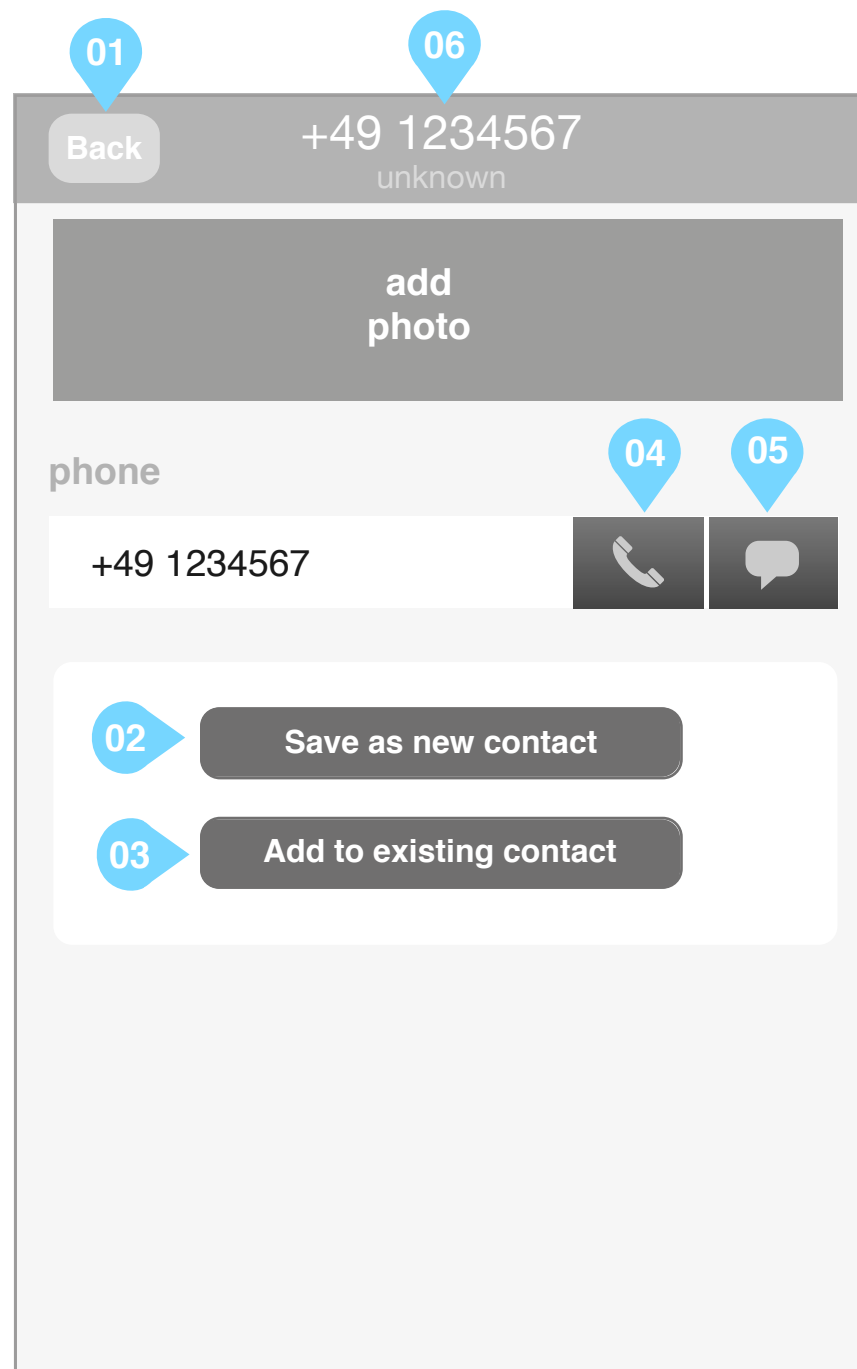
- Selected contact is added to the users favourites list within contacts
- Button changes from inactive to active state.

08 Facebook

- Placeholder for social networking

Comms app (basic comms)

profile : unknown contact detail



Wireframe illustrating Contact Detail tab within the profile of an unknown contact. An unknown contact is one that has had communication with the end user, but is not listed in the contacts list

annotation

01 back button

upon tap

user is returned to the view that they accessed the unknown contacts profile from

02 save new contact as button

upon tap

- converts the unknown contact profile detail into edit mode. refer to wireframe: 'contact list : add contact'

03 add to existing contact button

upon tap

- opens contact list allowing user to add this information to an existing contact. refer to wireframe 'contact list : all'

04 call to action to phone the contact using the associated phone number

upon tap

dials associated phone number

05 call to action to send an SMS to the associated number

upon tap

if existing SMS conversation already exists:

- go to existing message thread. refer to wireframe 'SMS : message thread'

if there is no existing SMS conversation already existing:

- go to new message composer with the 'TO' field prepopulated with the contacts name. refer to wireframe 'SMS : new message composer'

06 If contact is unknown replace name with phone number

Comms app (basic comms)

profile : contact detail edit mode

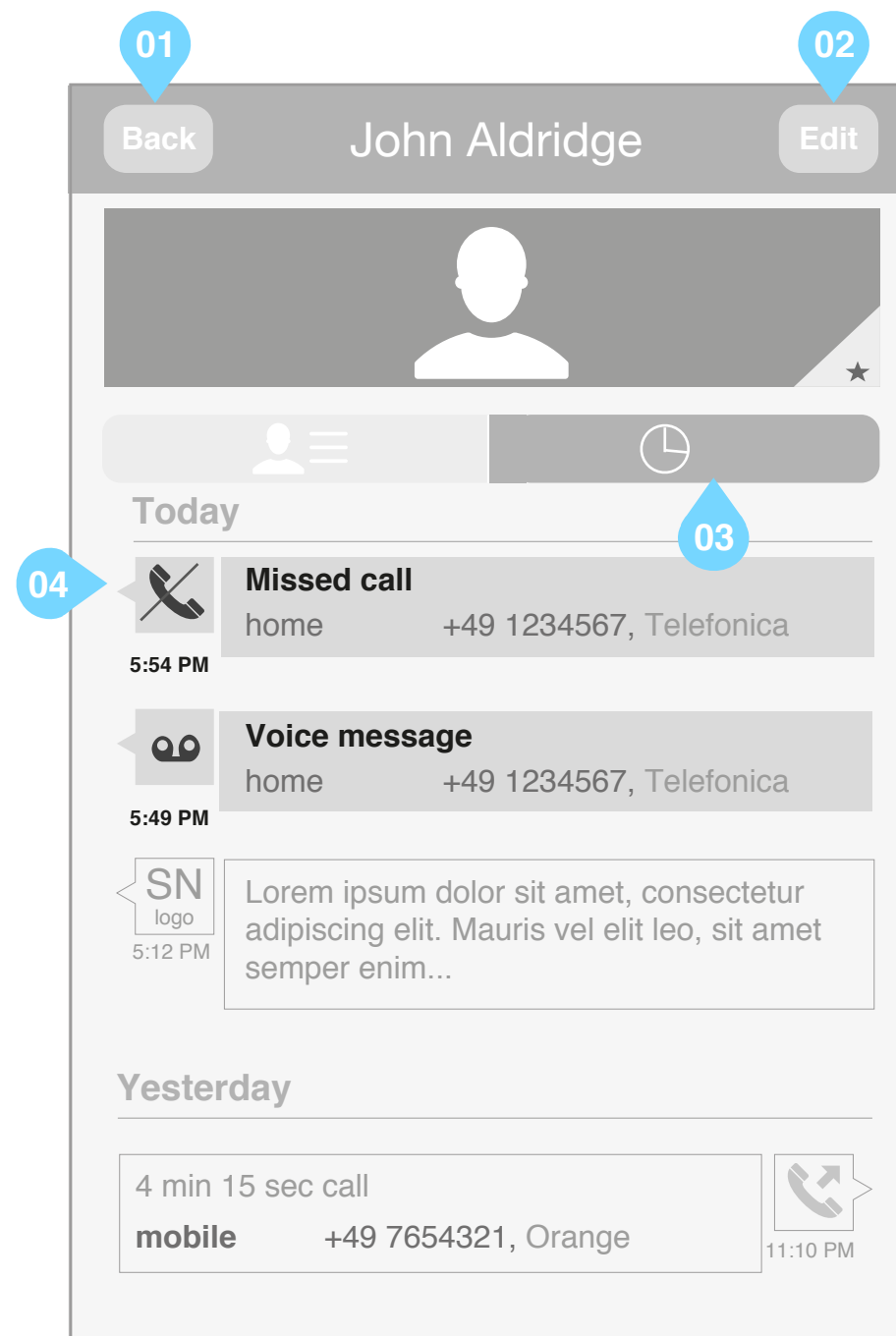
Wireframe illustrating the interface through which the user can add a new contact

annotation

- 01 back button
 - upon tap
 - any edits to the contact are discarded
 - user is returned to contact list interface. refer to wireframe 'contact list : all'
- 02 done button
 - upon tap
 - any edits to the contact are committed
 - user is returned to contact list interface. refer to wireframe 'contact list : all'
- 03 call to action to a edit photo
 - upon tap
 - user taken to wireframe 'contact list : add photo'
- 04 call to action to delete field
 - upon tap
 - dialogue to confirm deletion of message is opened. refer to wireframe 'profile : timeline delete individual communication confirmation'
- 05 delete contact button
 - upon tap
 - dialogue to confirm deletion of contact from contact list along with and all communications the user has received from the contact is opened.

Comms app (basic comms)

profile : timeline



Wireframe illustrating content that is contained under the Timeline tab within a contacts profile. The Timeline tab delivers:

- A timeline based history of communications through all channels between the contact and the end user.
- Entry points to initiate communication with the contact.
- An entry point to editing the communication history.

annotation

01 back button

upon tap

user is returned to the view that they accessed the contacts profile from

02 edit button

upon tap

- changes the contact detail area to editable mode.
 - label of button changes to 'done'
- refer to wireframe 'profile: timeline edit mode'

03 contact detail tab

upon tap

take the user to a listing of current channels available to the end user for communicating with an individual who's profile is being viewed.
refer to wireframe 'profile: contact detail'

04 instance of communication in timeline

for full register of module states refer to wireframes: 'profile : timeline incoming communications' and 'profile : timeline outgoing communications'

upon tap

if mode of communication is SMS

- user is taken to SMS thread. refer to wireframe: 'SMS : message thread'

if mode of communication is phone

- user phones the contact using the contacts phone number that is associated to the module

if mode of communication is voicemail

- phones the users voice mailbox. refer to wireframe: 'call'

Comms app (basic comms)

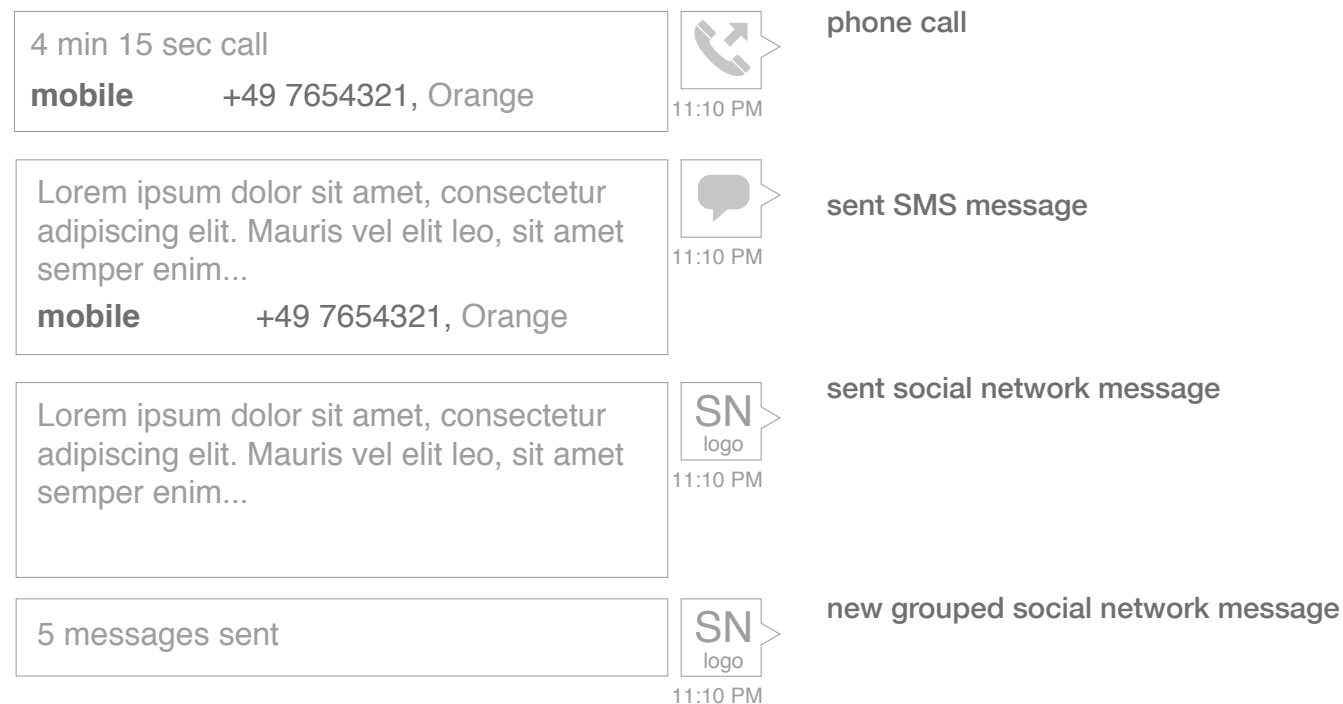
profile : timeline incoming communications

 5:54 PM Missed call home +49 1234567, Telefonica	new missed call module remains in highlighted state until user interacts with it	 5:12 PM SN Lorem ipsum dolor sit amet, consectetur adipiscing elit. Mauris vel elit leo, sit amet semper enim...	new single social network message module remains in highlighted state until user interacts with it
 5:54 PM Missed call home +49 1234567, Telefonica	old missed call state after user has interacted with module	 5:12 PM SN 5 messages recieved	new grouped social network message - if more than four messages are received in a four hour period they are grouped into a single module - module remains in highlighted state until user interacts with it
 5:49 PM call home +49 1234567, Telefonica	incoming phone call note. there is only one module state for phone calls		
 5:49 PM Voice message home +49 1234567, Telefonica	new voicemail messages module remains in highlighted state until user interacts with it	 5:12 PM SN Lorem ipsum dolor sit amet, consectetur adipiscing elit. Mauris vel elit leo, sit amet semper enim...	old single social network message - state after user has interacted with module
 5:49 PM Voice message home +49 1234567, Telefonica	old voicemail messages state after user has interacted with module	 5:12 PM SN 5 messages sent	new grouped social network message - if more than four messages are received in a four hour period they are grouped into a single module - state after user has interacted with module
 5:12 PM SN Lorem ipsum dolor sit amet, consectetur adipiscing elit. Mauris vel elit leo, sit amet semper enim... mobile +49 7654321, Orange	new SMS message module remains in highlighted state until user interacts with it		
 5:12 PM SN Lorem ipsum dolor sit amet, consectetur adipiscing elit. Mauris vel elit leo, sit amet semper enim... mobile +49 7654321, Orange	old SMS message state after user has interacted with module		

- N.B: architecture of social network modules will need to be evolved to cater for individual social network requirements

Comms app (basic comms)

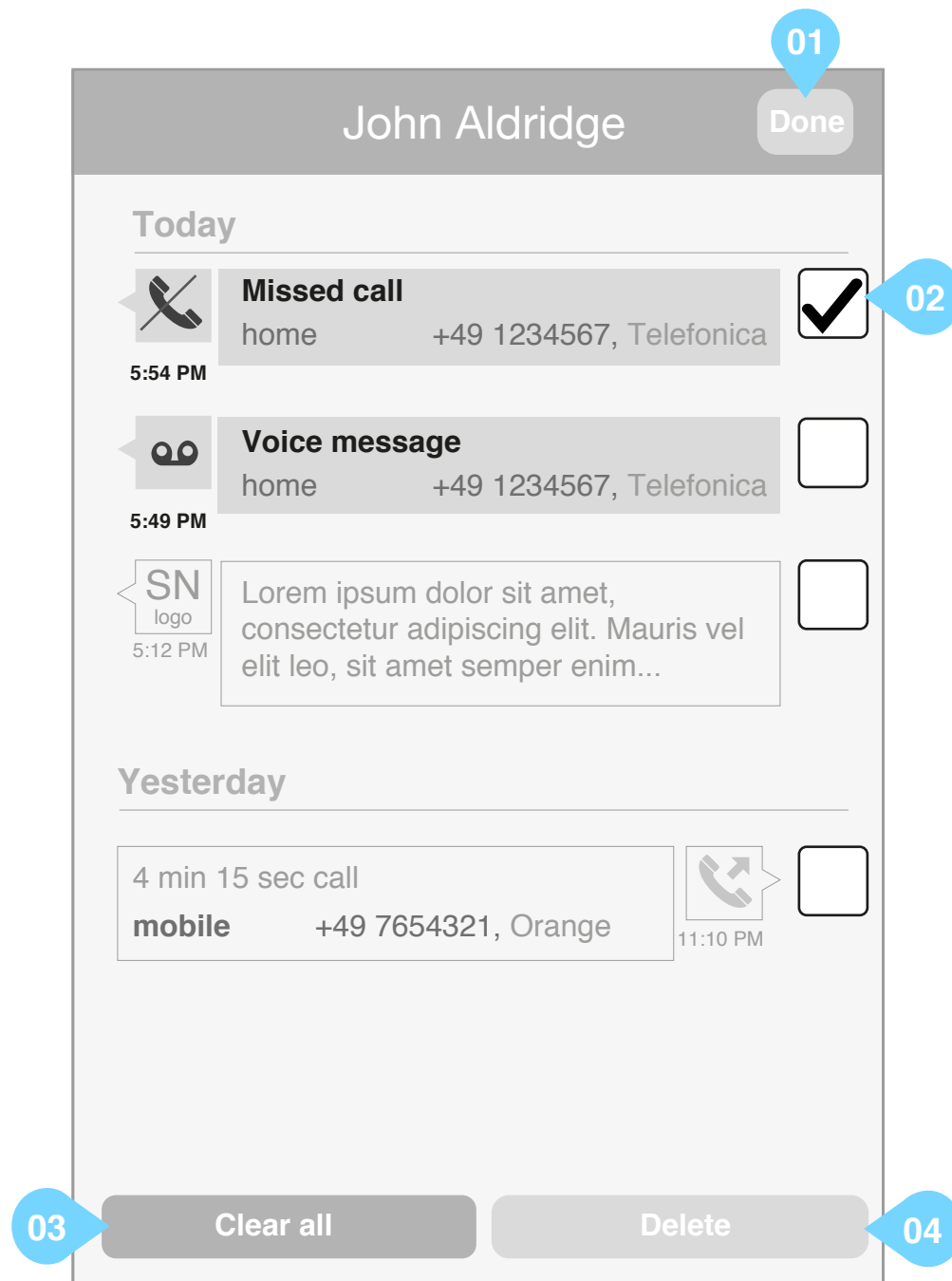
profile : timeline outgoing communications



- **N.B:** architecture of social network modules will need to be evolved to cater for individual social network requirements

Comms app (basic comms)

profile : timeline edit mode



Wireframe illustrating the timeline tab in edit mode. The timeline in edit mode allows the user to:

- remove selected messages
- clear all messages

annotation

01 done button

upon tap

- any edits to the timeline are committed
 - editable mode is exited and the user is returned to the timeline view
 - label of button changes to 'edit'
- refer to wireframe 'profile: timeline'

02 checkbox to select a message to delete

upon tap

checkboxes become ticked

03 clear all messages button

upon tap

dialogue to confirm deletion of all messages from selected contact is opened. refer to wireframe 'profile : timeline delete all communications confirmation'

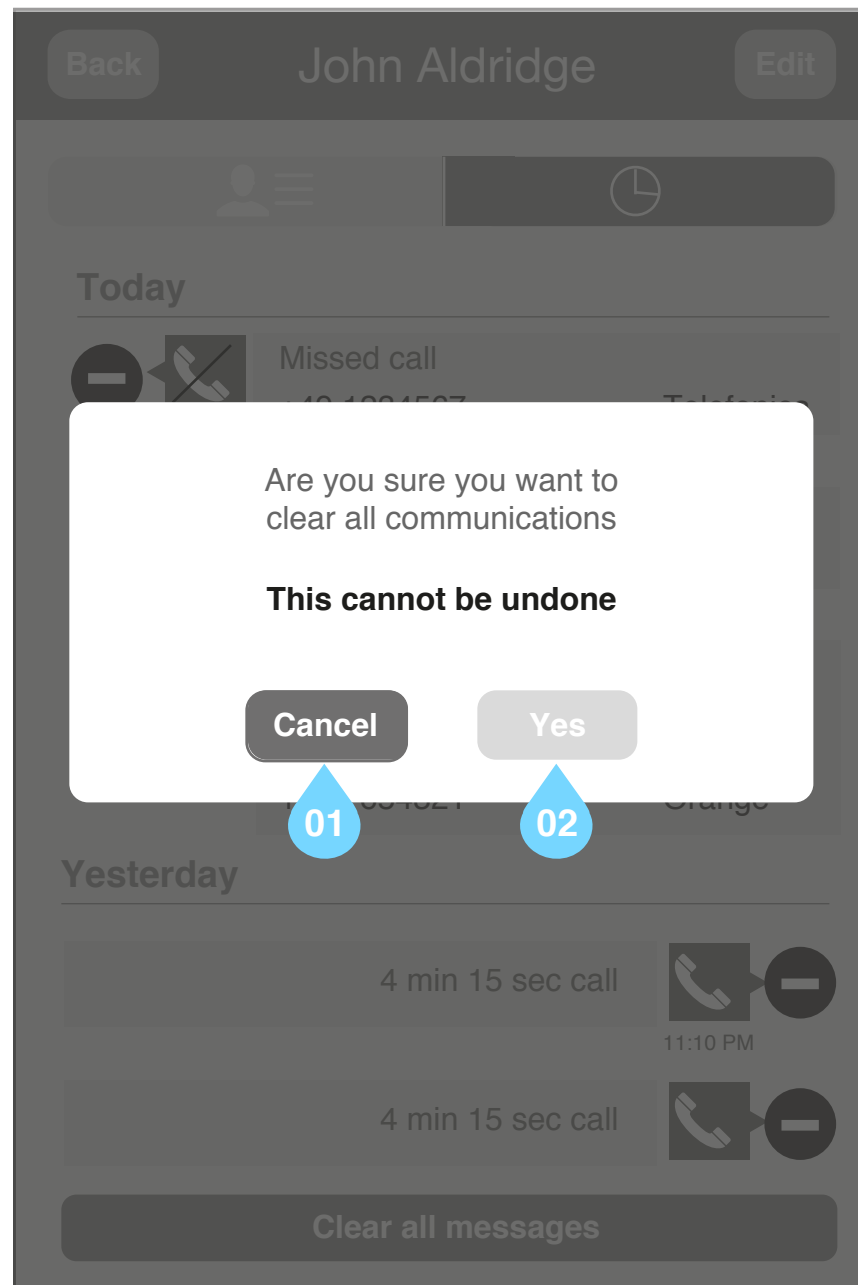
04 delete selected messages button

upon tap

deletes all selected messages

Comms app (basic comms)

profile : timeline delete all communications confirmation



Wireframe illustrating the delete all communications confirmation dialogue.

annotation

01 cancel button

upon tap

- closes delete all communication dialogue
- no communications are deleted
- user is returned to the view delete communication dialogue was launched from

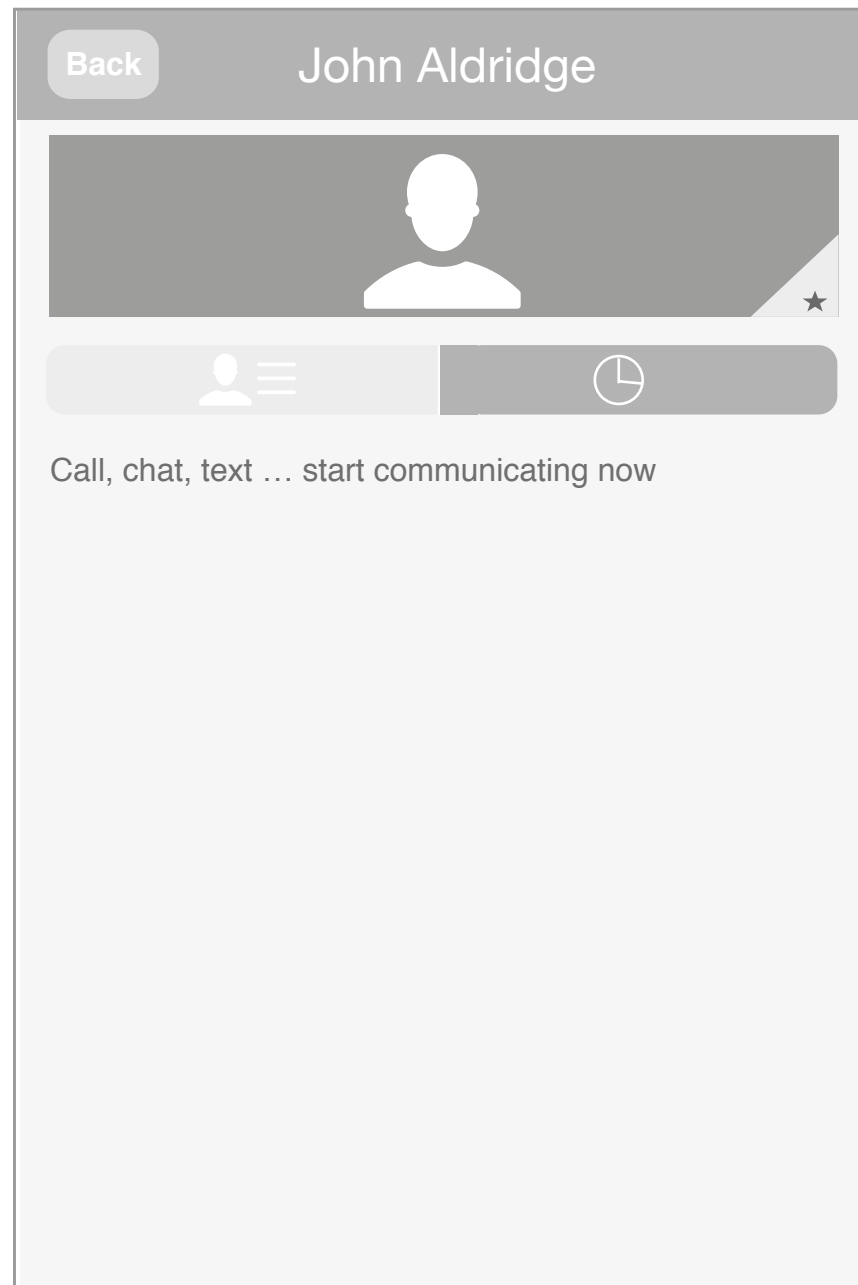
02 confirm button

upon tap

- closes delete all communication dialogue
- all communications with the selected contact are deleted
- user is returned to the Timeline tab within a contacts profile with no communications present. refer to wireframe 'profile : timeline no communications'

Comms app (basic comms)

profile : timeline no communications recorded

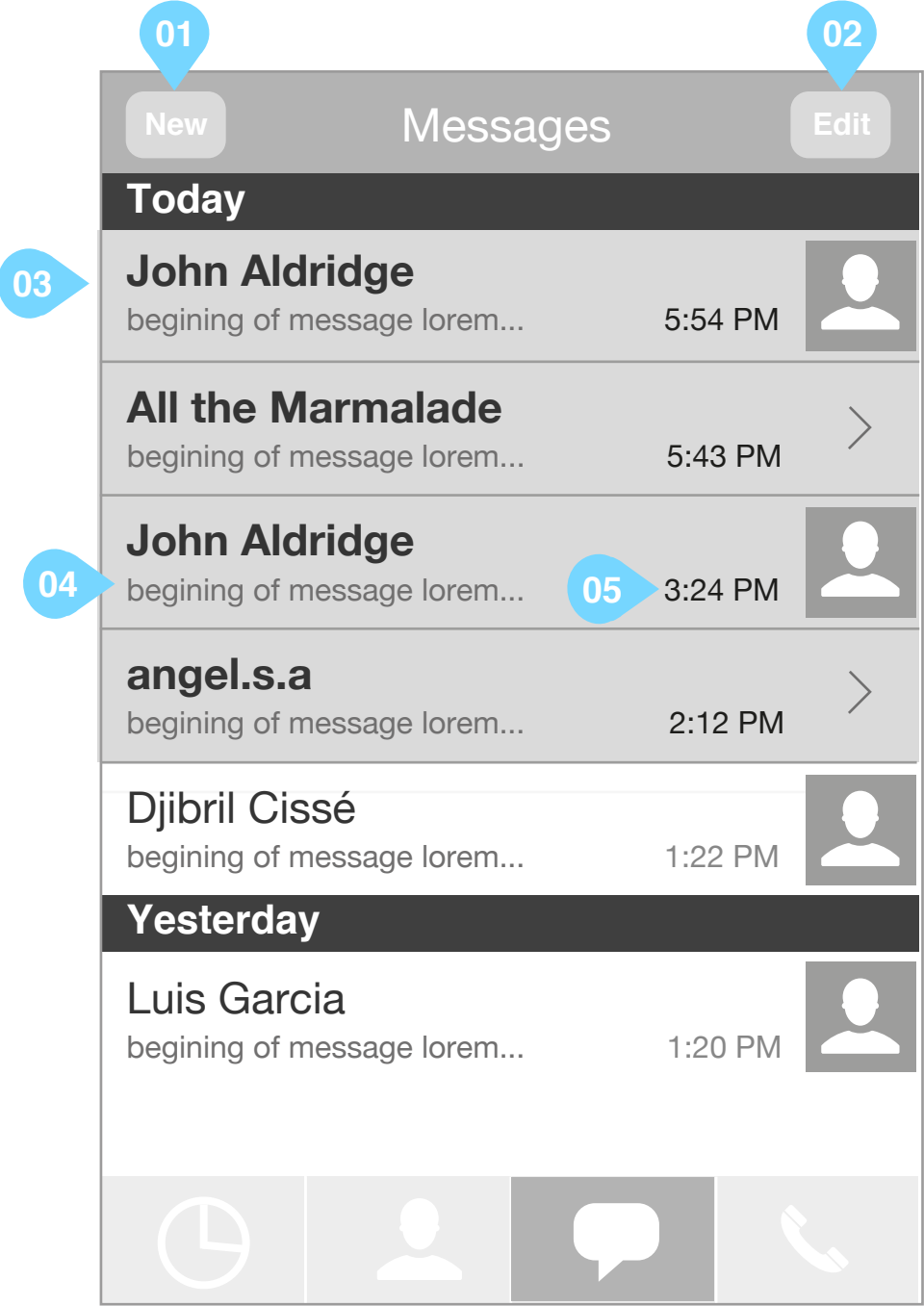


Wireframe illustrating the content that is contained under the Timeline tab within a contacts profile when no communications are recorded.

SMS

Comms app (basic comms)

SMS : message thread listing



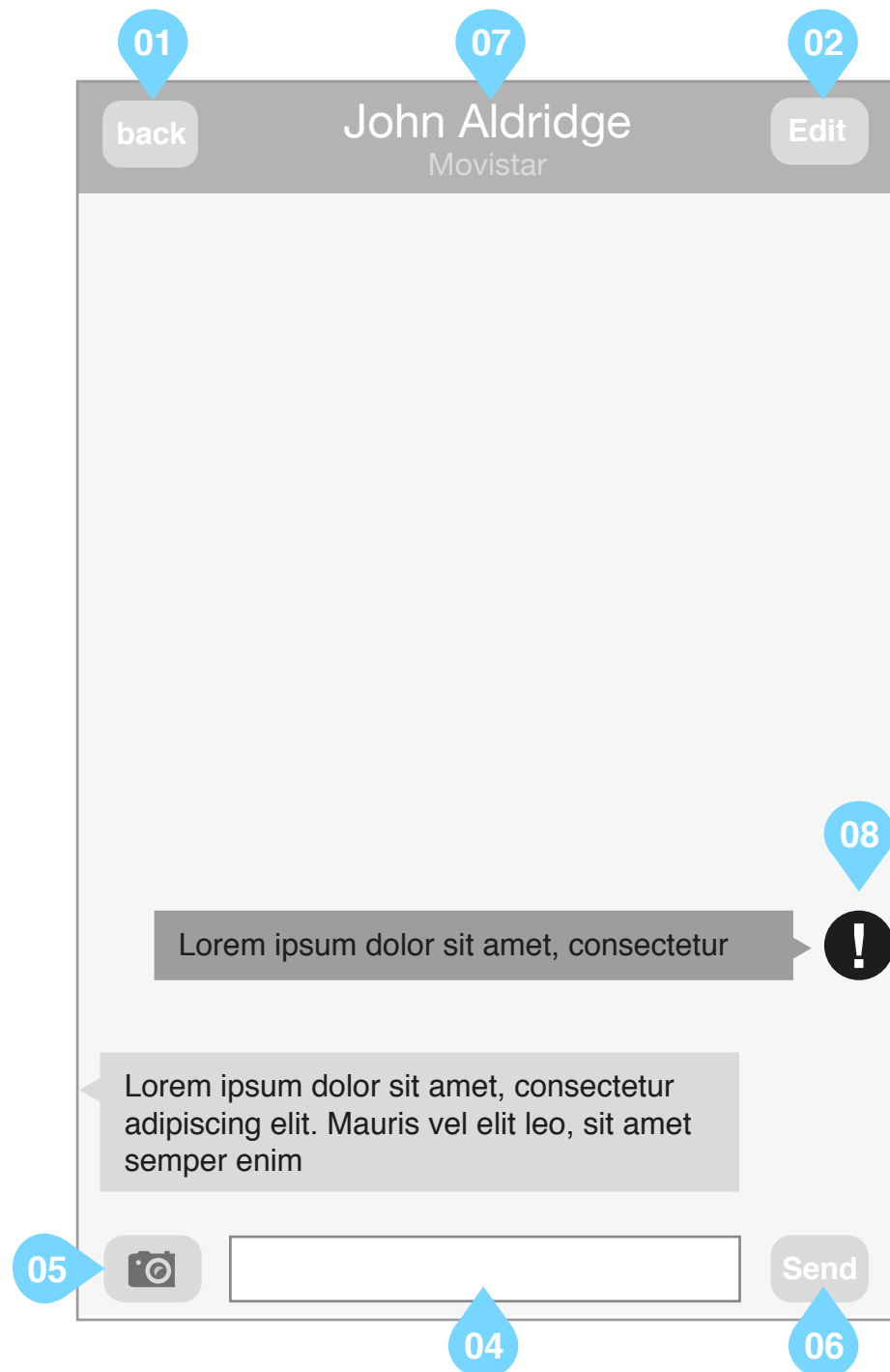
Wireframe illustrating content that is contained under the SMS tab:

annotation

- 01 Compose new message button
upon tap
opens black SMS composer. refer to wireframe 'SMS : blank message composer'
- 02 Edit button
upon tap
changes list area to editable mode. refer to wireframe 'SMS : message thread listing edit mode'
- 03 message module
highlighted modules indicates that the thread contains unread incoming message
upon tap
takes the user to the message thread. refer to wireframe 'SMS : message thread'
- 04 message preview
truncated text of last message in thread
- 05 timestamp
timestamp of last message in message thread
- 06 Carrier of number from which the contact is sending messages to the user
If carrier is not available insert from which the contact is sending messages to the user phone number here.

Comms app (basic comms)

SMS : message thread



Wireframe illustrating an SMS message thread:

annotation

01 Back button

upon tap

takes the user back to the interface from which the thread was called

02 Edit button

upon tap

changes list area to editable mode. refer to wireframe 'SMS : edit mode'

03 Carrier of number from which the contact is sending messages to the user

If carrier is not available insert from which the contact is sending messages to the user phone number here.

upon tap

takes the user to the contacts contact details. refer to wireframe 'profile : contact detail'

04 textfield

upon tap

opens keyboard so that user can post to thread. refer to wireframe 'SMS : existing message composer'

05 add picture button

06 send button

07 contact name

upon tap

takes the user to the contacts profile. refer to wireframe : 'profile : contact detail'

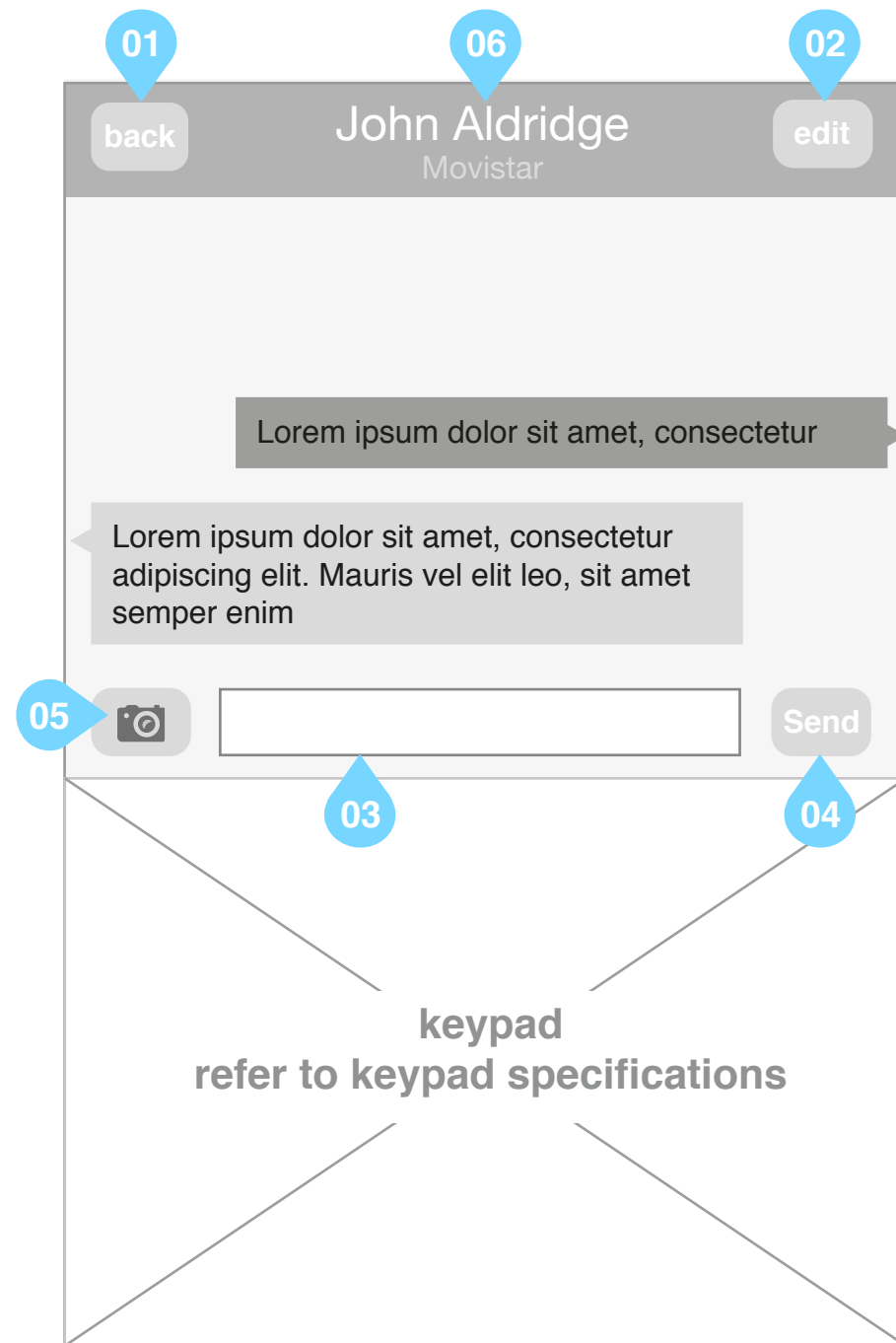
08 indication of failure in message sending

upon tap

takes the user to wireframe 'SMS : message failure options'

Comms app (basic comms)

SMS : existing message composer



Wireframe illustrating an SMS message thread:

annotation

01 Back button

upon tap

takes the user back to the interface from which the thread was called

02 Edit button

upon tap

- keyboard is closed
- changes list area to editable mode. refer to wireframe 'SMS : edit mode'

03 textfield

plays back to user what they have written prior to posting on message thread

04 Send button

submits content of text field to message thread

05 add photo button

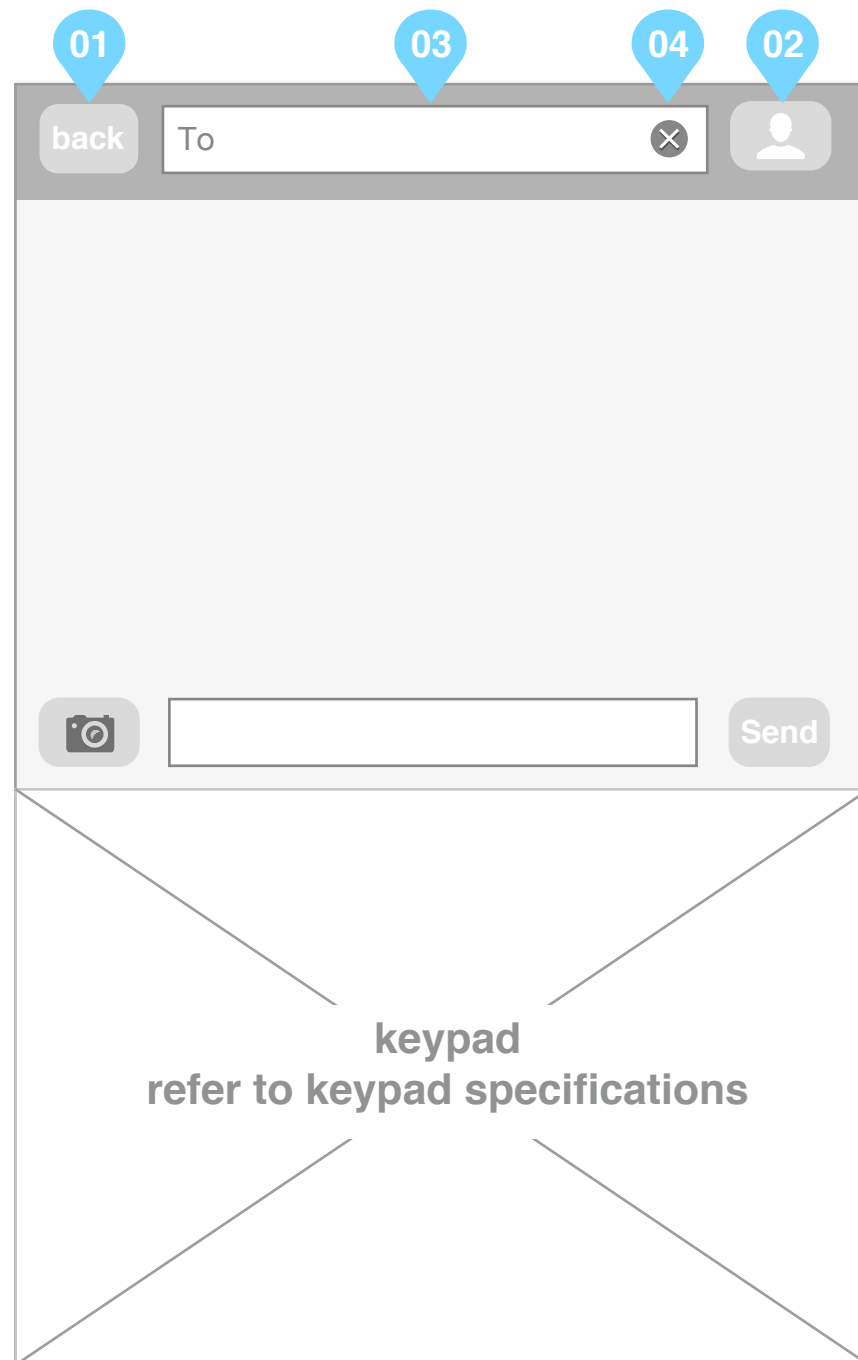
06 contact name

upon tap

takes the user to the contacts profile. refer to wireframe : 'profile : contact detail'

Comms app (basic comms)

SMS : new message composer



Wireframe illustrating an SMS message thread:

annotation

01 Back button

upon tap

takes the user back to the interface from which the thread was called

02 Search button

if content is already added to the textfield in annotation 03 make search button inactive

when active upon tap

- contact list is opened. refer to wireframe 'contact list : all'

03 To Textfield

upon tap

text box becomes active and alphabetic keyboard trades out for a numeric one

- when a recipient is added to the SMS via annotation 02 write name in textfield

04 call to action to delete content of textfield

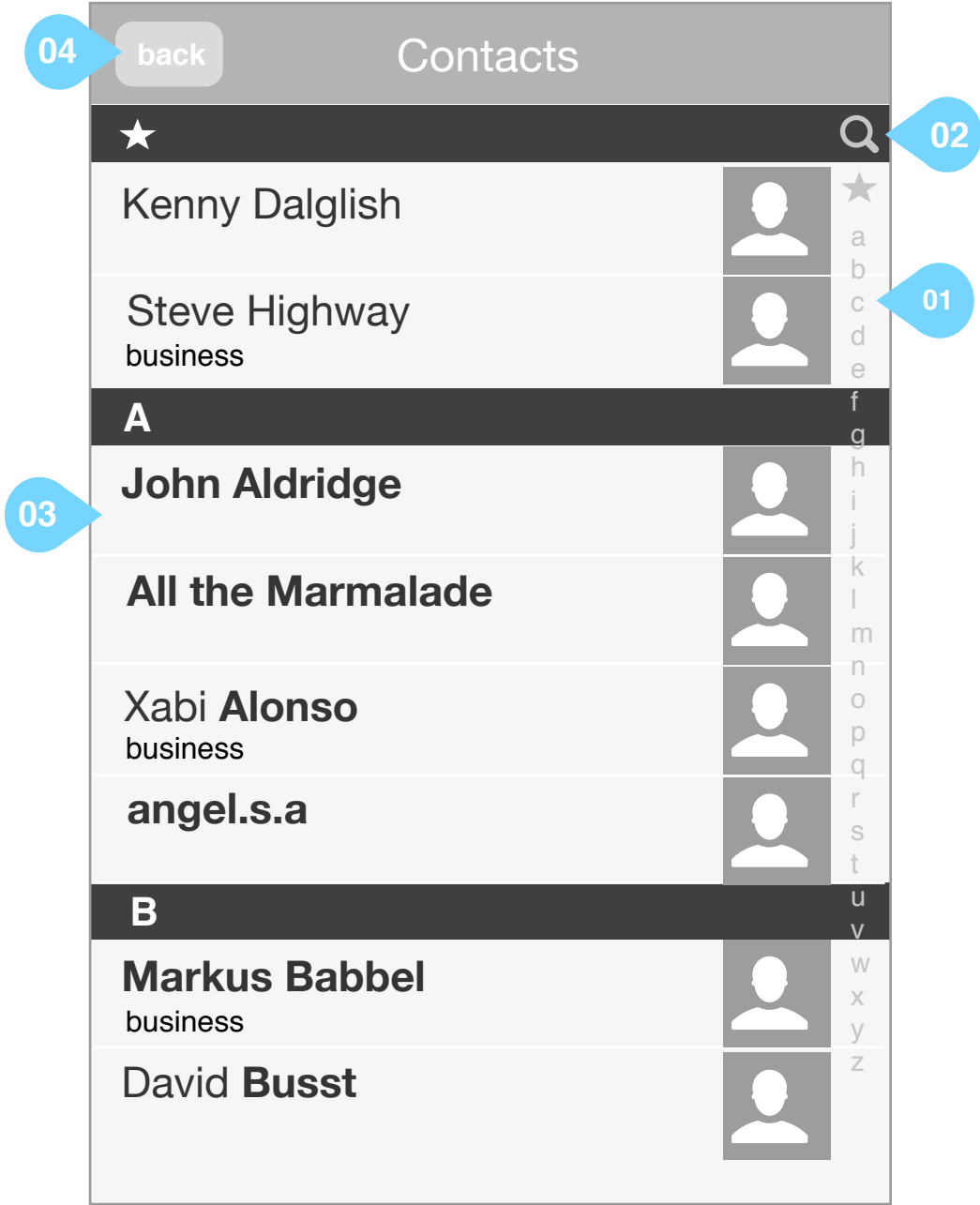
upon tap

content of text field is cleared

For all other functional specifications refer to wireframe 'SMS : existing message composer'

Comms app (basic comms)

SMS : contact list



Wireframe illustrating the contact list when accessed through the SMS tab

annotation

01 vertical index

upon tap

takes the user to the position in the contacts list starting with the selected letter

02 Opens search facility allowing the user to search for a contact within the contacts list

03 Contact module including content of 'business' field if used

upon tap

adds the user to the SMS conversation

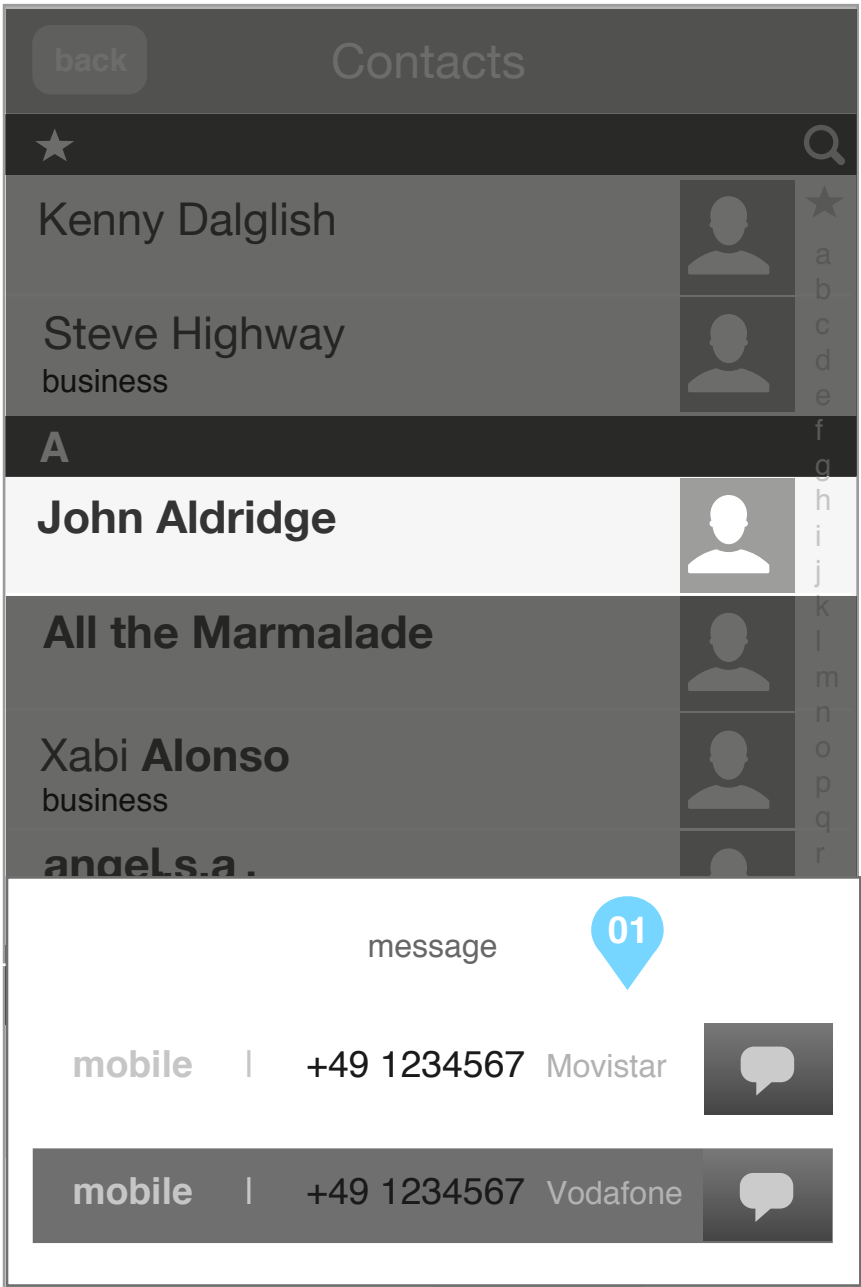
04 back button

upon tap

user is returned to wireframe 'SMS : new message composer'

Comms app (basic comms)

SMS : contact list phone numbers



Wireframe illustrating reply options to a communications cluster in the timeline

annotation

01 call to action to add contact to the SMS using the desired phone number

upon tap

if existing SMS conversation already exists:

- go to existing message thread. refer to wireframe 'SMS : message thread'

if there is no existing SMS conversation already existing:

- go to new message composer with the 'TO' field prepopulated with the contacts name. refer to wireframe 'SMS : new message composer'

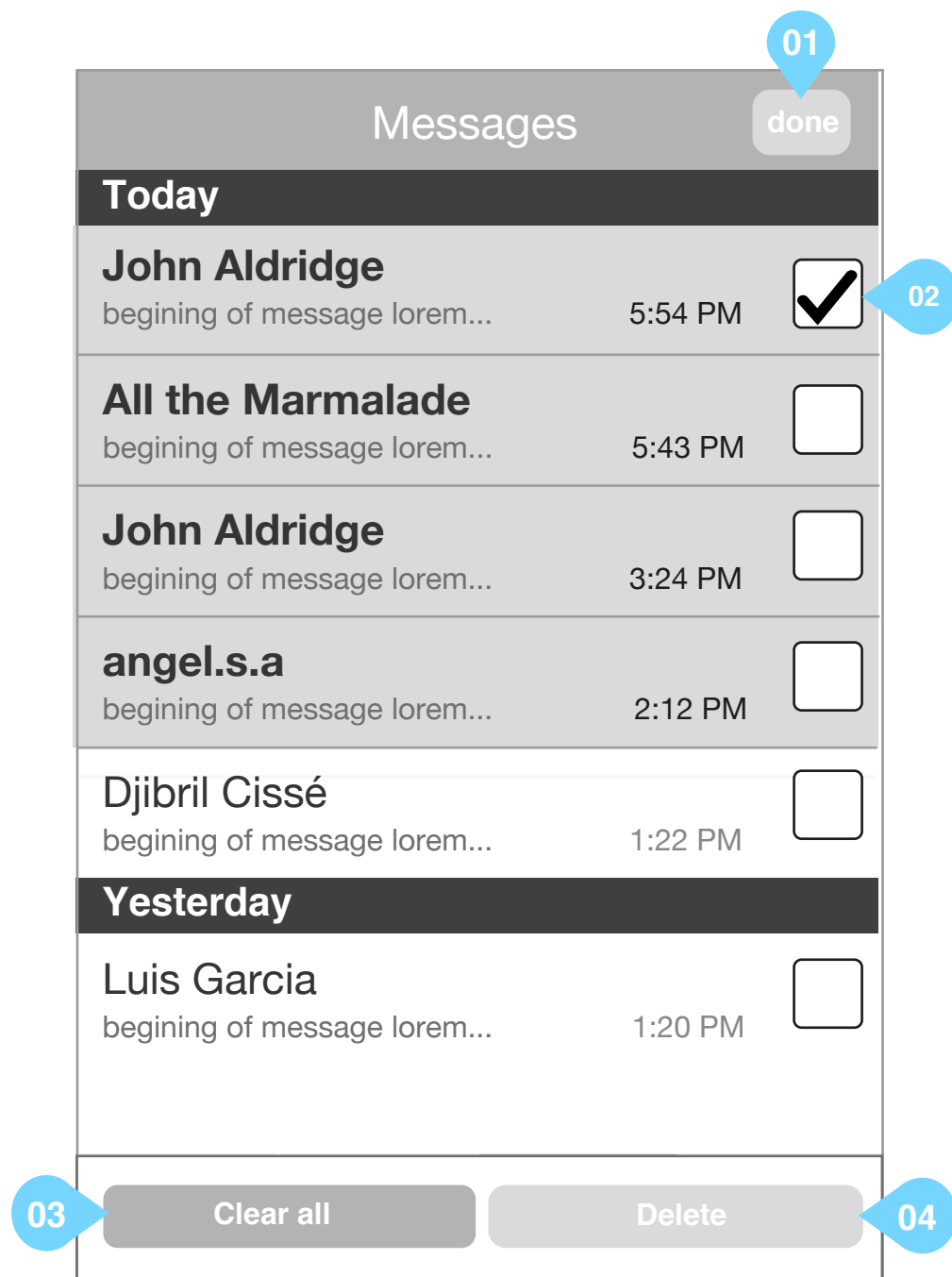
general interaction note

upon tapping anywhere outside of the reply options call out

call out closes and user is returned to the view before the reply options call out was opened.

Comms app (basic comms)

SMS : message thread listing edit mode



Wireframe illustrating the messages listing in edit mode. The timeline in edit mode allows the user to:

- remove selected messages
- clear all messages from all contacts

annotation

01 done button

upon tap

- any edits to the timeline are committed
- editable mode is exited and the user is returned to the messages listing view
- label of button changes to 'edit'

02 checkbox to select a message to delete

upon tap

checkboxes become ticked

03 clear all messages button

upon tap

dialogue to confirm deletion of all messages from SMS is opened. refer to wireframe 'profile : timeline delete all communications confirmation'

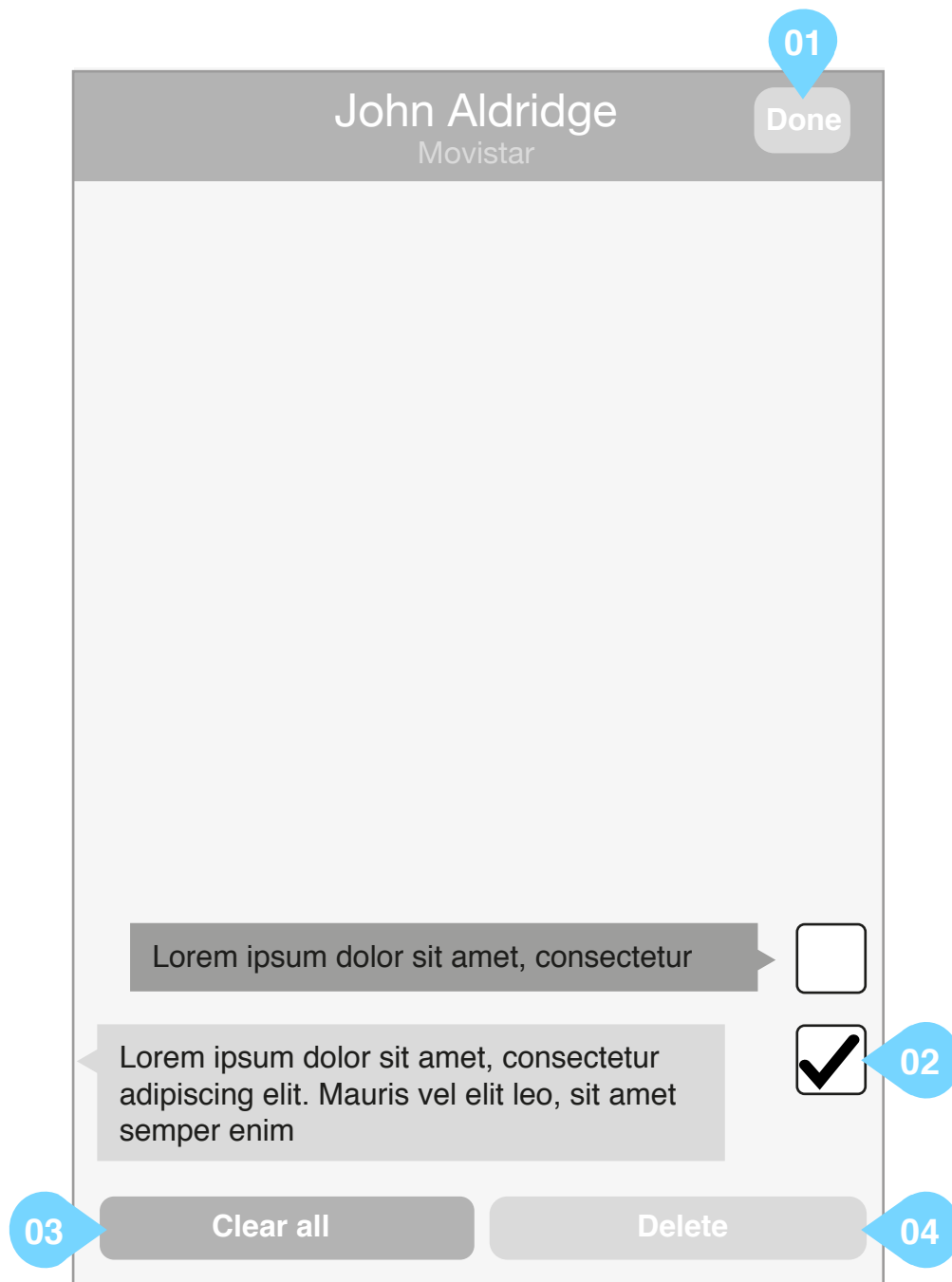
04 delete selected messages button

upon tap

deletes all selected messages

Comms app (basic comms)

SMS : message thread edit mode



Wireframe illustrating the SMS thread in edit mode. The edit mode allows the user to:

- remove selected messages
- clear all messages in the thread

annotation

01 done button

upon tap

- any edits to the thread are committed
- editable mode is exited and:
 - if messages remain in the thread and the user has entered edit mode from wireframe 'SMS : message thread' user is taken to wireframe 'SMS : message thread'
 - if messages remain in the thread and the user has entered edit mode from wireframe 'SMS : existing message composer' user is taken to wireframe 'SMS : existing message composer'
 - if no messages remain in the thread user is taken to wireframe 'SMS : new message composer'

02 checkbox to select a message to delete

upon tap empty checkbox

checkboxes become ticked

upon tap ticked checkbox

checkboxes become empty

03 clear all messages button

upon tap

dialogue to confirm deletion of all messages from selected contact is opened. refer to wireframe 'profile : timeline delete all communications confirmation'

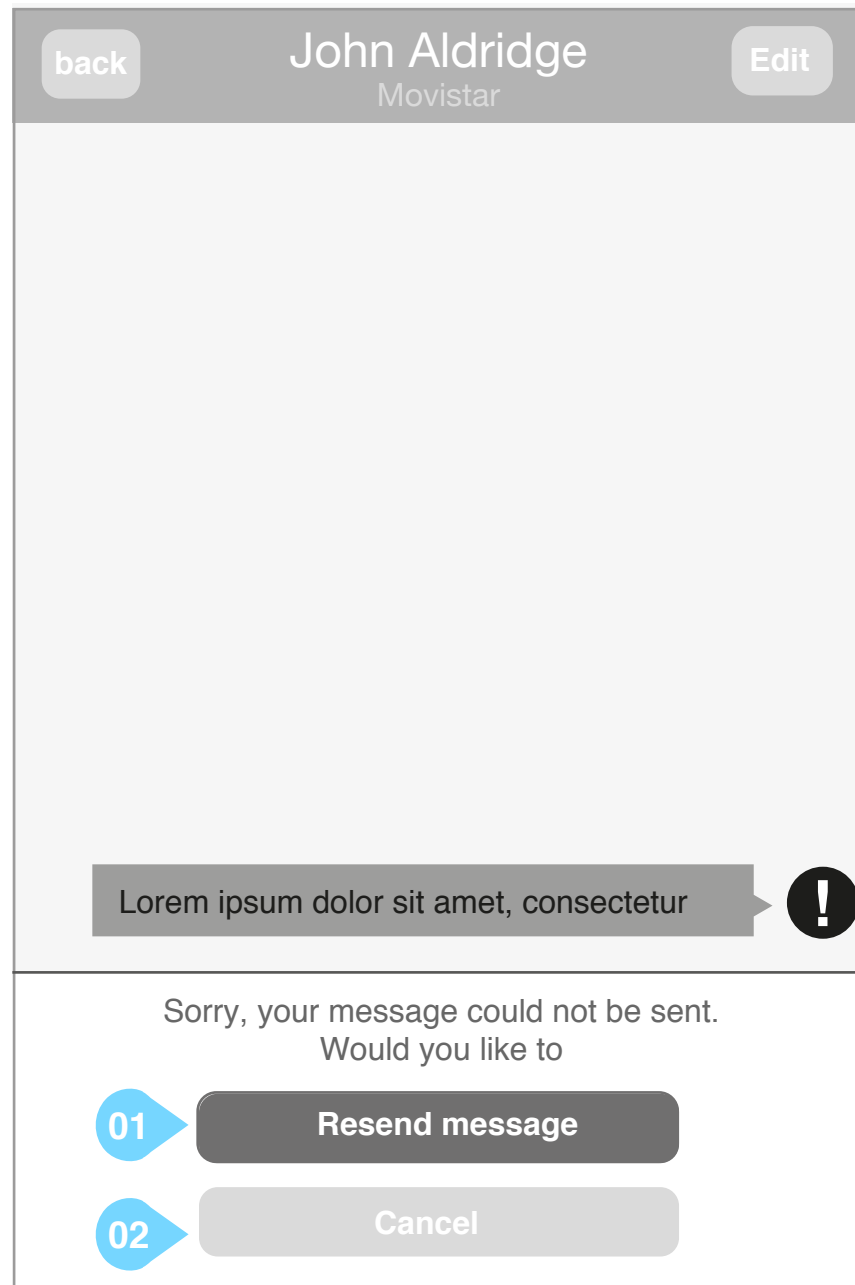
04 delete selected messages button

upon tap

deletes all selected messages

Comms app (basic comms)

SMS : message failure options



Wireframe illustrating the options when an SMS has failed to send:

annotation

01 resends message

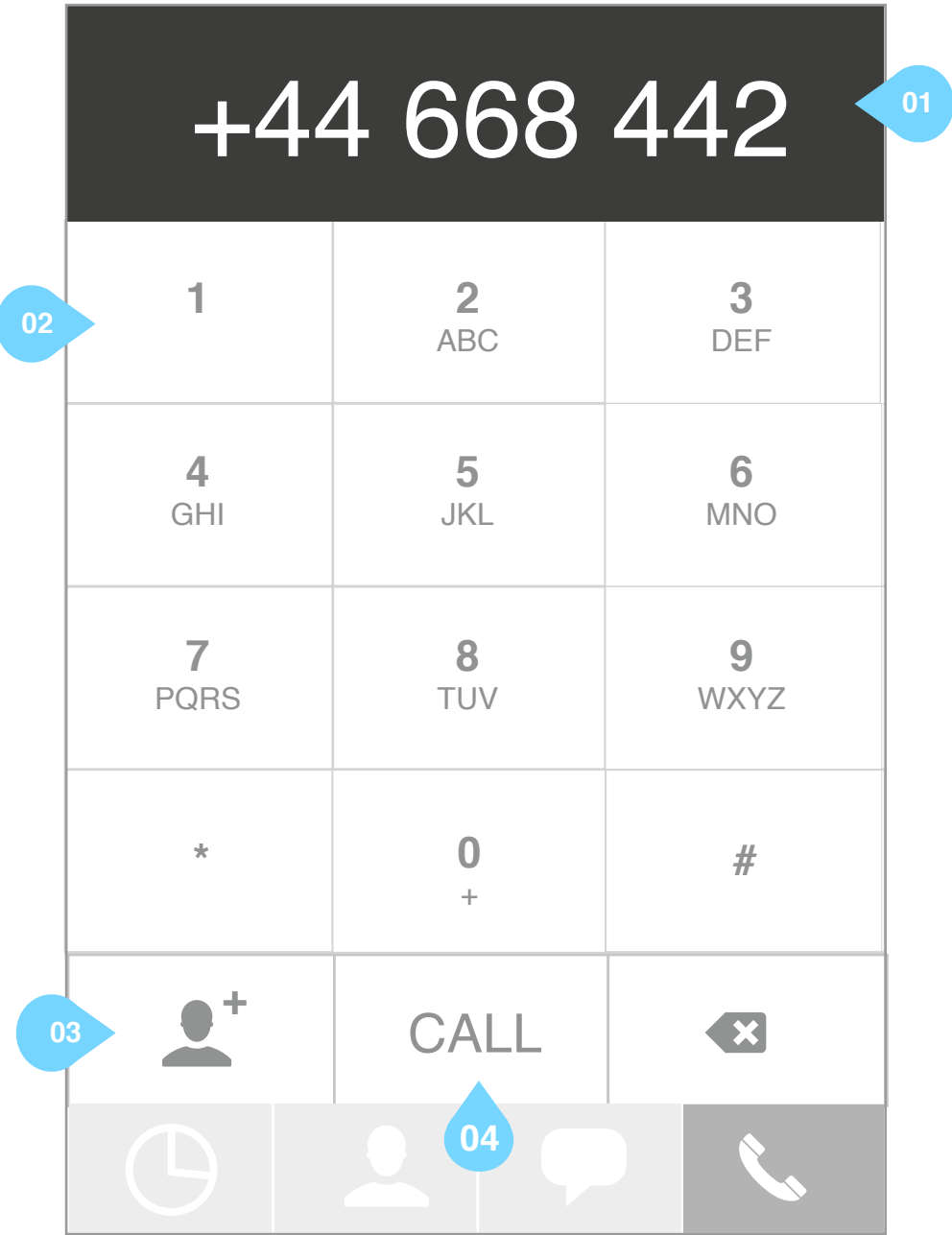
02 cancels the message

upon tap

changes list area to editable mode. refer to wireframe 'SMS : edit mode'

Dialers

Comms app (basic comms) dialer



Wireframe illustrating content that is contained under the dialer tab

- Dial Pad
- Entry point to place a call
- Entry point to create a new contact

annotation

01 Phone number display

02 Dial pad

upon tap

place the number selected on the phone number display

03 Add contact button

upon tap

Save the current number on display as a new contact.

04 Call button

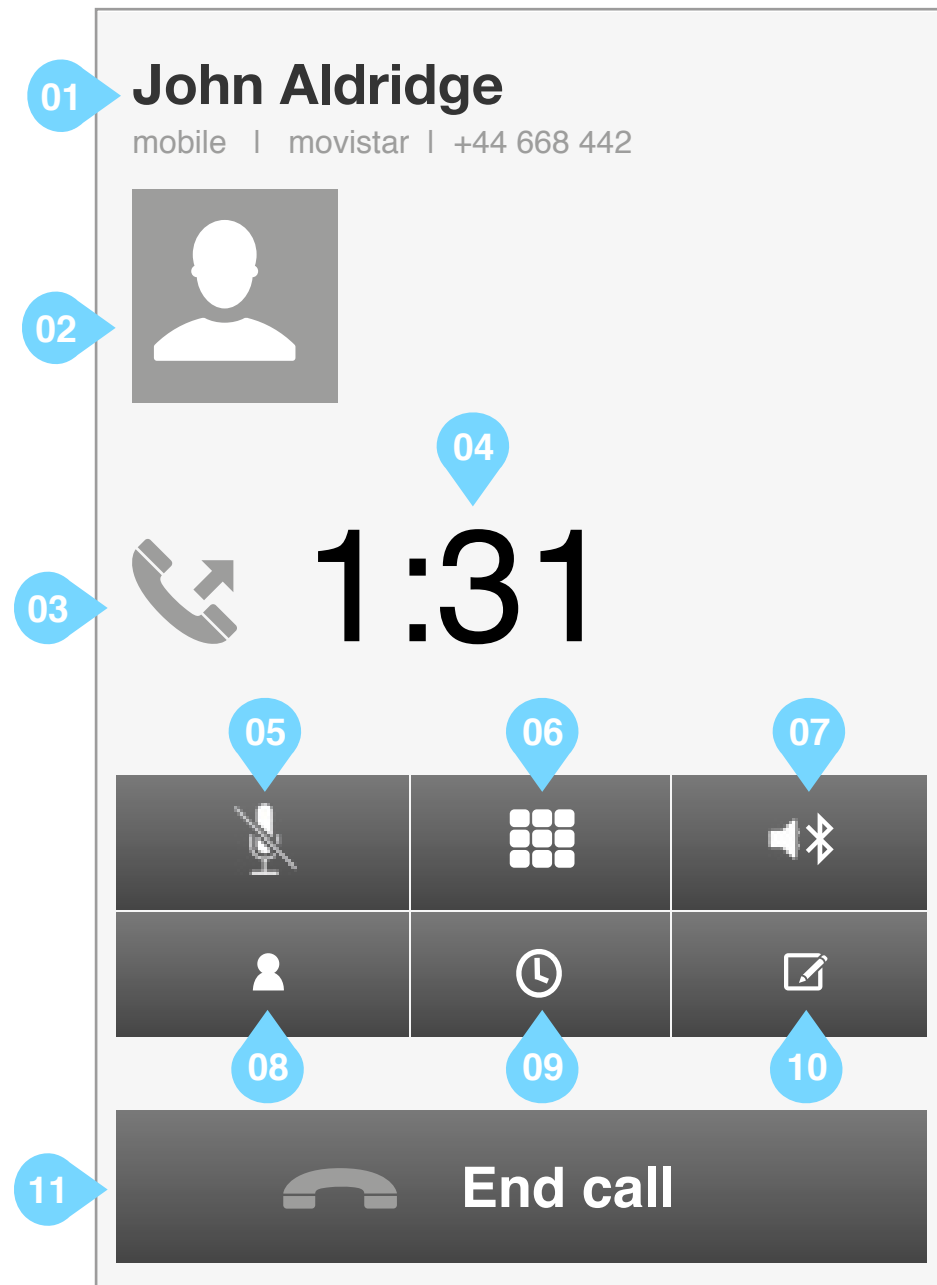
upon tap

Place a call. Takes user to the in call screen.

note

we have a superseded version of the dialer where the call button is more prominent if required

Comms app (basic comms) call



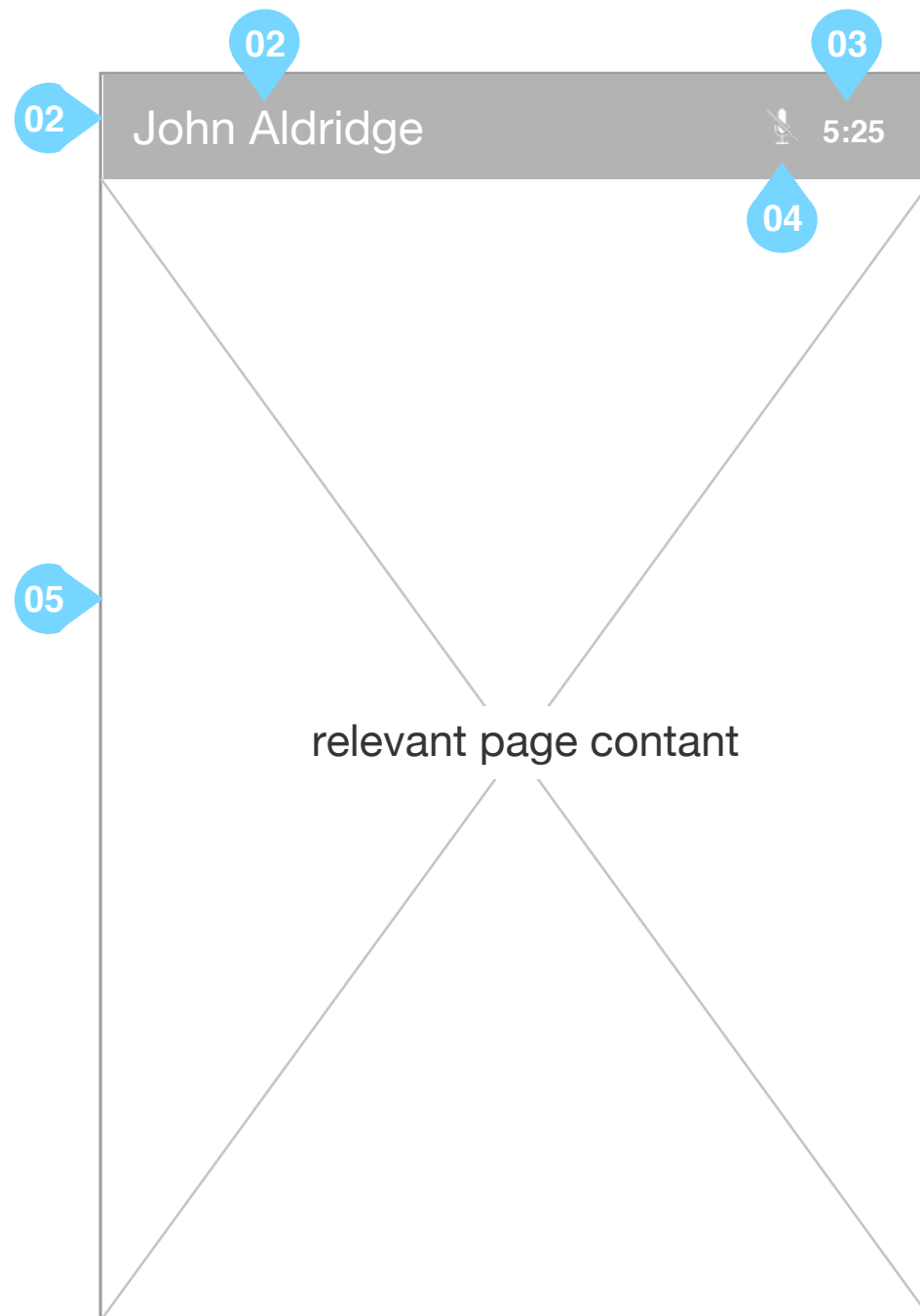
Wireframe illustrating outgoing call interface during call

annotation

- 01 name of contact being called and carrier.
 - If person being called is not in address book replace name for phone number
- 02 image of contact
- 03 icon indicating direction of communication (incoming or out going)
- 04 duration of call
- 05 mute
 - upon tap**
 - microphone is turned off and call is muted
 - refer to wireframe: 'call muted'
- 06 keypad
 - button remains inactive until the contact answers
 - upon tap**
 - refer to wireframe: 'call status bar'
- 07 speaker
 - button remains inactive until the contact answers
 - upon tap**
 - refer to wireframe: 'call status bar'
- 08 contact list
 - button remains inactive until the contact answers
 - upon tap**
 - refer to wireframe: 'call status bar'
- 09 timeline
 - button remains inactive until the contact answers
 - upon tap**
 - refer to wireframe: 'call status bar'
- 10 SMS
 - button remains inactive until the contact answers
 - upon tap**
 - refer to wireframe: 'call status bar'
- 11 end call

Comms app (basic comms)

call status bar



Wireframe illustrating presentation of screen when call status bar is present

annotation

01 call status bar

upon tap

- returns user back to wireframe: 'call'

02 name of person that user is speaking with.

If person is not in the users contact list then display phone number that user is currently connected to

03 duration of call

04 muted icon

- Only displayed if call is muted.

- If call is not muted. dont display anything

05 page content area

if user has selected keypad (annotation 06 in wireframe 'call')

display wireframe 'incall keypad' in page content area

if user has selected 'contact list' (annotation 08 in wireframe 'call')

display wireframe 'contact list : all' in page content area

if user has selected 'timeline' (annotation 09 in wireframe 'call')

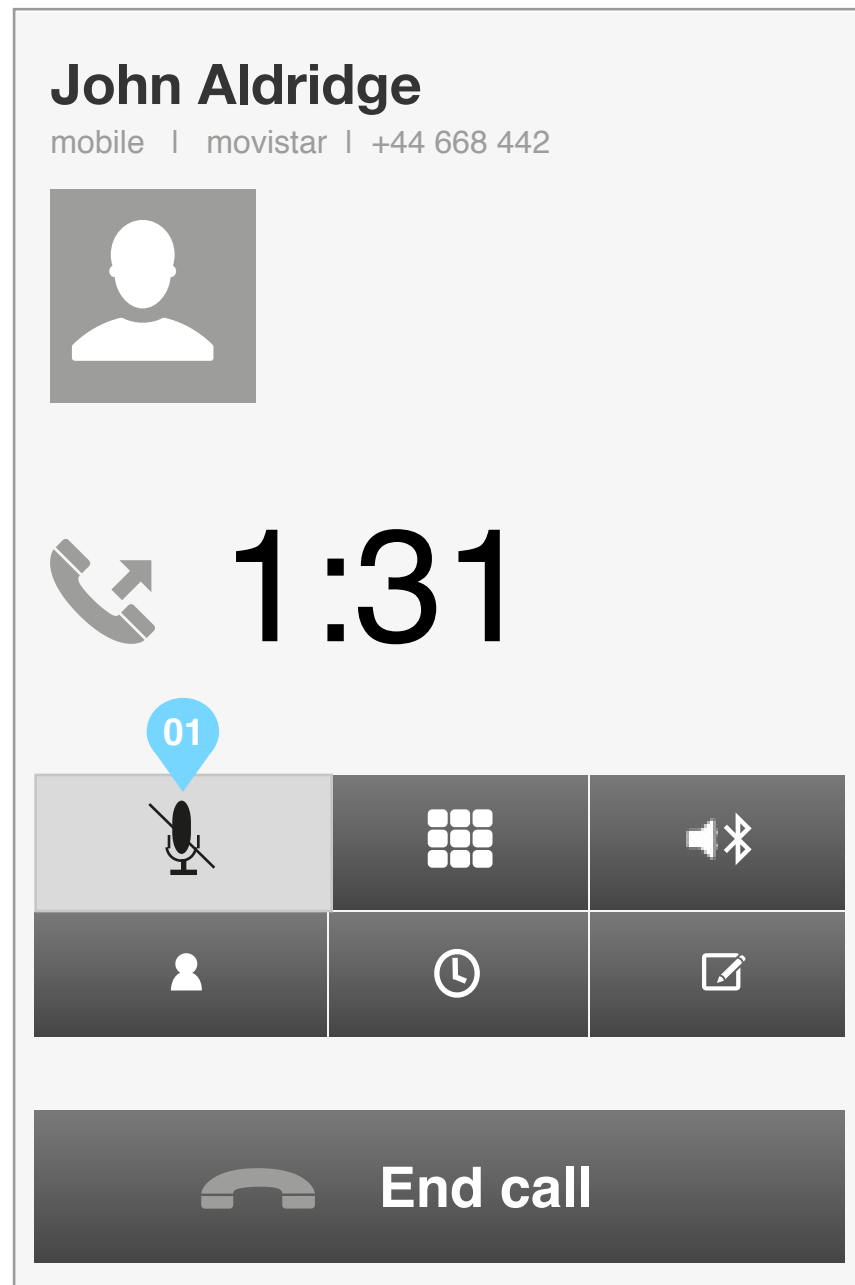
display wireframe 'timeline : all communications' in page content area

if user has selected 'SMS' (annotation 10 in wireframe 'call')

display wireframe 'SMS : message thread listing' in page content area

Comms app (basic comms)

call muted



Wireframe illustrating muted call

annotation

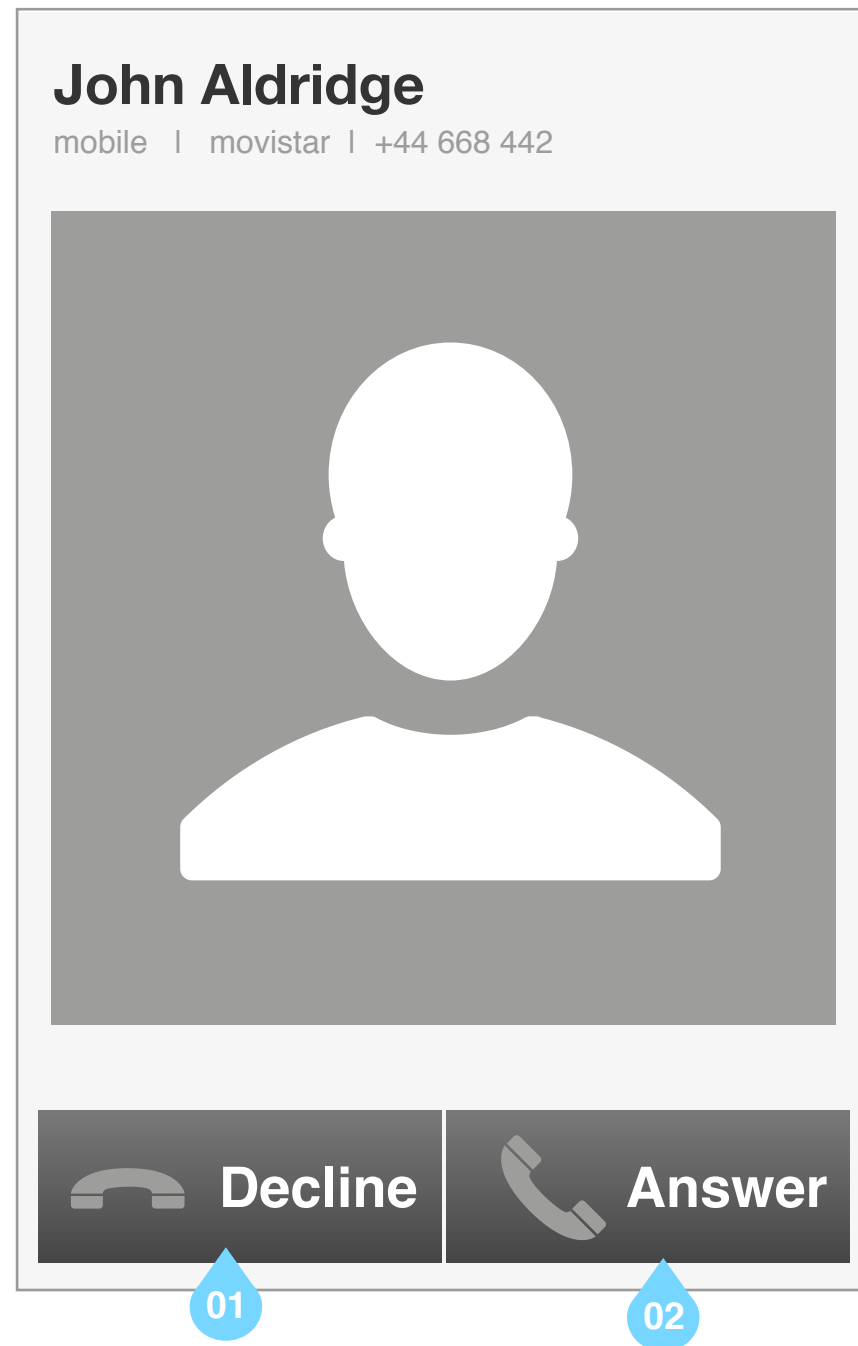
01 mute button indicating that microphone is turned off and call is in muted state

upon tap

- microphone is turned on and call is unmuted
- user returned to wireframe: 'call'

Comms app (basic comms)

incoming call



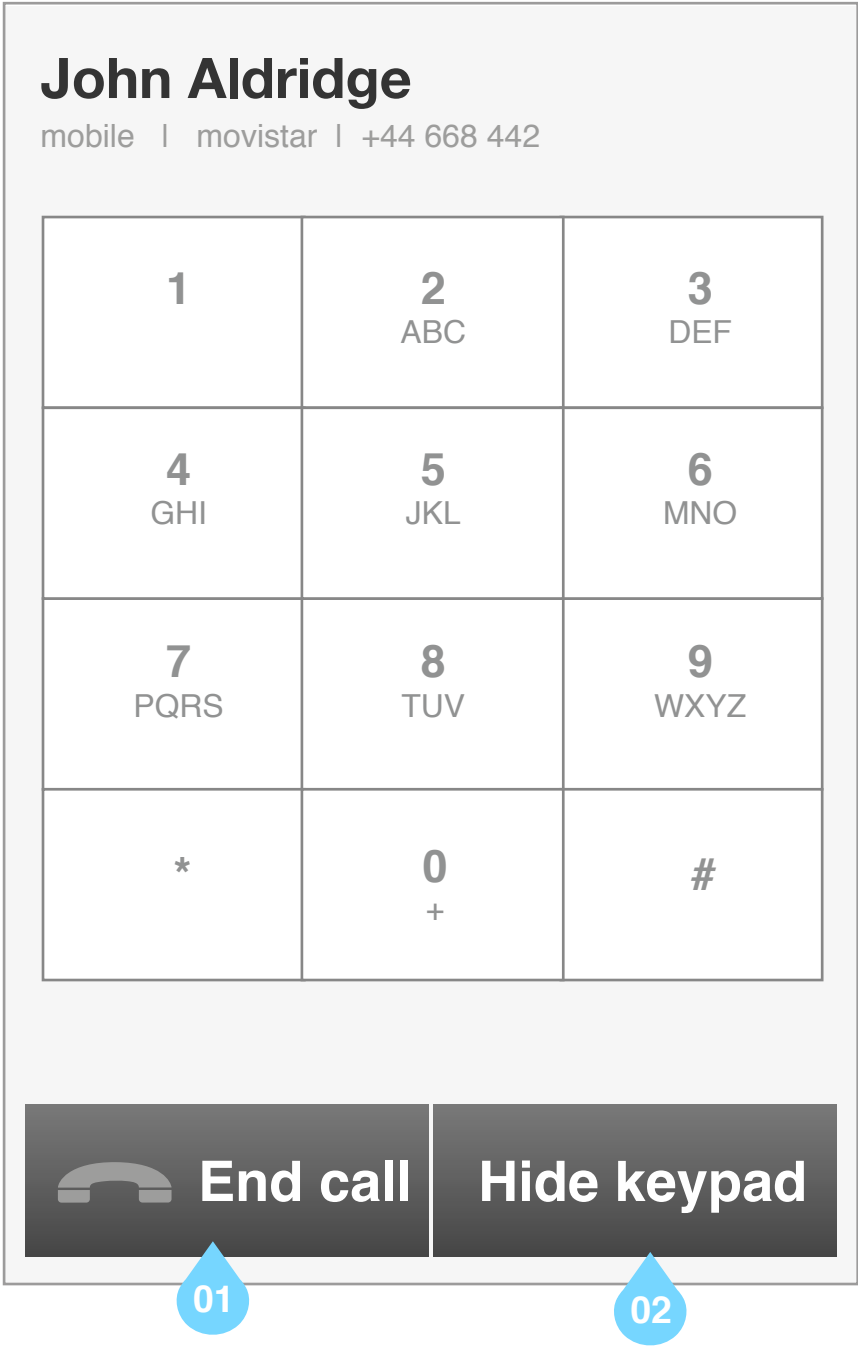
Wireframe illustrating incoming call interface. The incoming call fades out any other audio output

annotation

- 01 decline incoming call
- 02 accept incoming call

Comms app (basic comms)

incall keypad



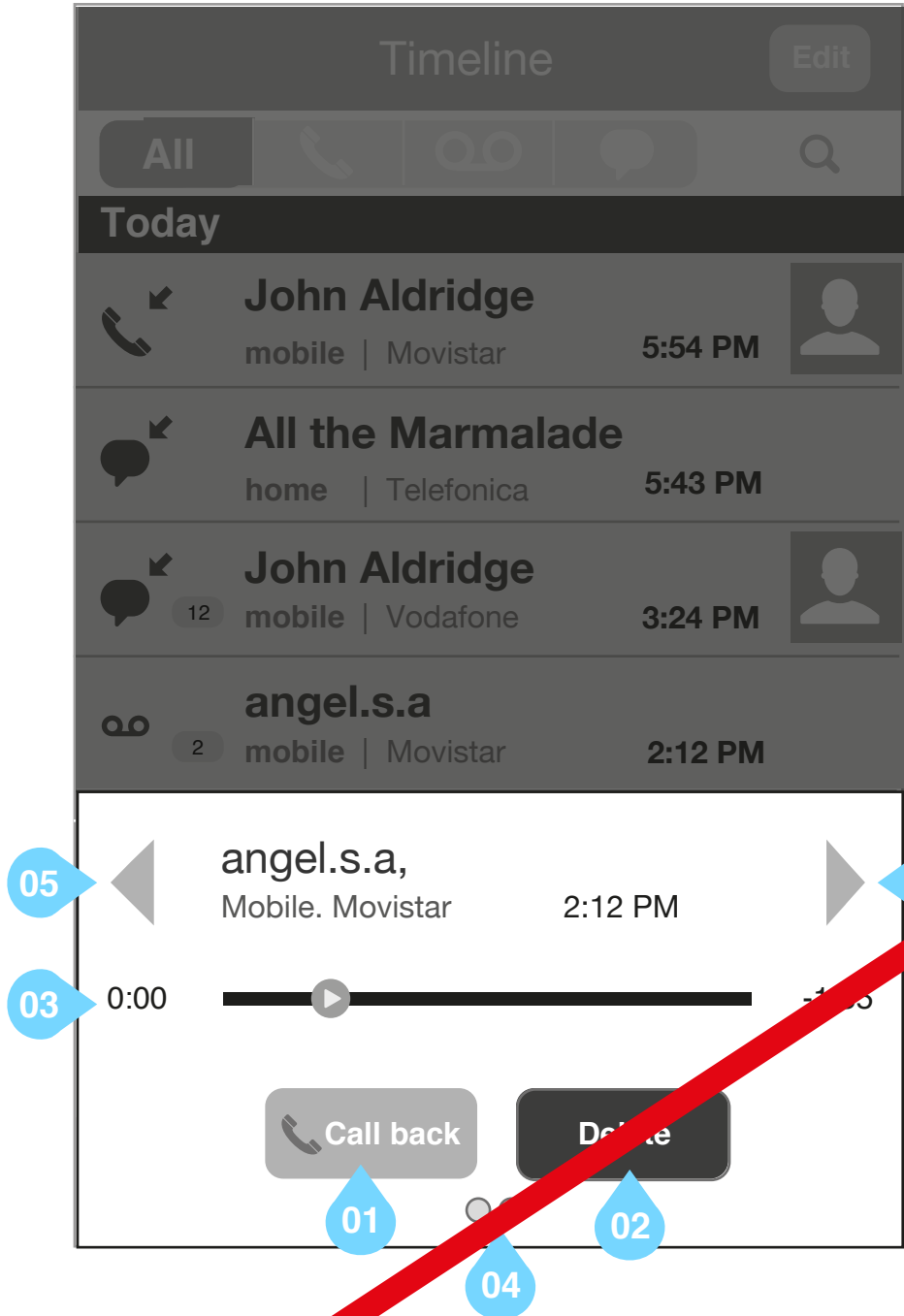
Wireframe illustrating incoming call interface. The incoming call fades out any other audio output

annotation

- 01 ends the call
- 02 returns the user back to wireframe: 'call'

Comms app (basic comms) visual voicemail player

for V2



Wireframe illustrating interface then user is listening to voicemail. If there are more than one voicemails in a group create a stack as illustrated with the newest voicemail on top

note

this voicemail player is for version 2 and will be presented inline instead of the drawer illustrated

annotation

01 call to action to call the contact back on the same number from which the voicemail was left

02 call to action to delete the specific voicemail

upon tap

voicemail is deleted. if the voicemail is not part of a group the voicemail player closes and screen is restored back to the state it was in before the voicemail player was opened, minus any deleted voicemails

03 voicemail timeline

upon tap

if voicemail is not playing.

- play voicemail

- change icon in the player head to a play icon

- if voicemail is playing

- pause voicemail

- change icon in the player head to a pause icon

04 Voicemail pagination

upon tap

previous message from the cluster will be displayed.

05 pagination call to action to go to the previous voicemail in the group

only display if there is more than one voicemail in the group and the user is not listening to the first voicemail

upon tap

user is taken to the previous voicemail in the group

06 pagination call to action to go to the next voicemail in the group

only display if there is more than one voicemail in the group and the user is not listening to the last voicemail

upon tap

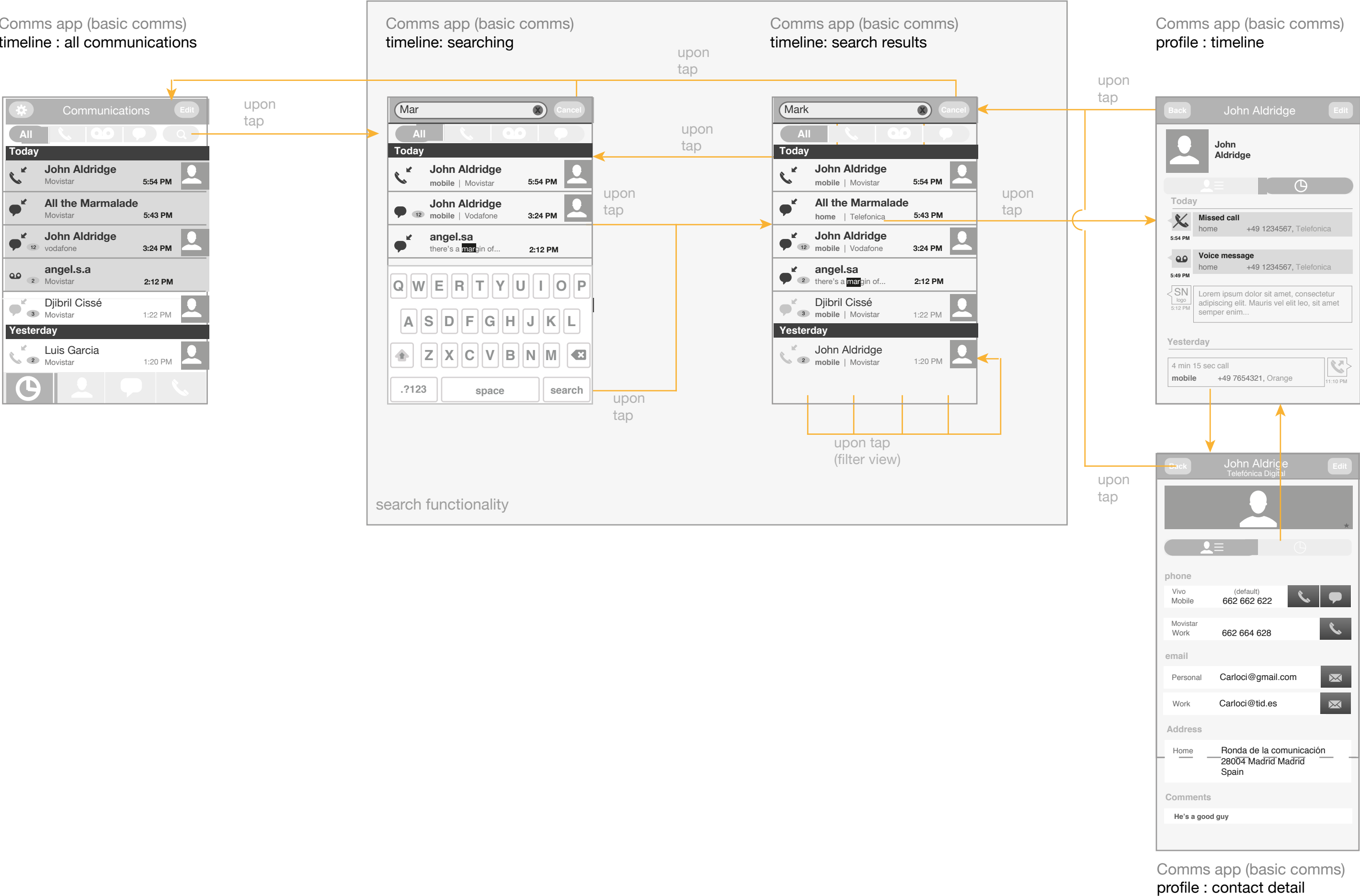
user is taken to the next voicemail in the group

general interaction model

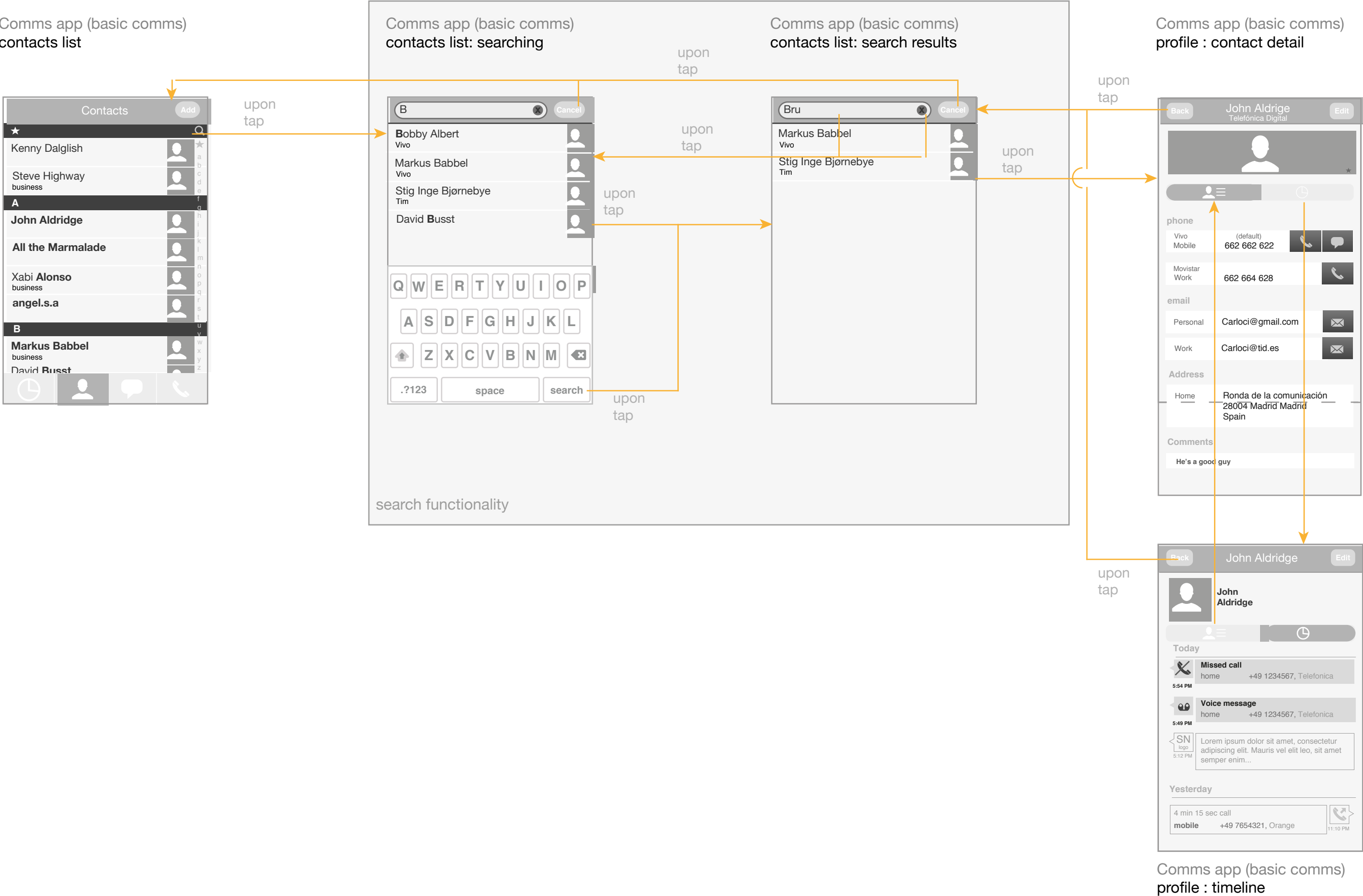
upon tapping anywhere outside of a voicemail player, voicemail player closes and screen is restored back to the state it was in before the voicemail player was opened, minus any deleted voicemails

Flows

Flows : Communications timeline search



Flows : Contacts list search



Flows : Sending SMS to existing thread

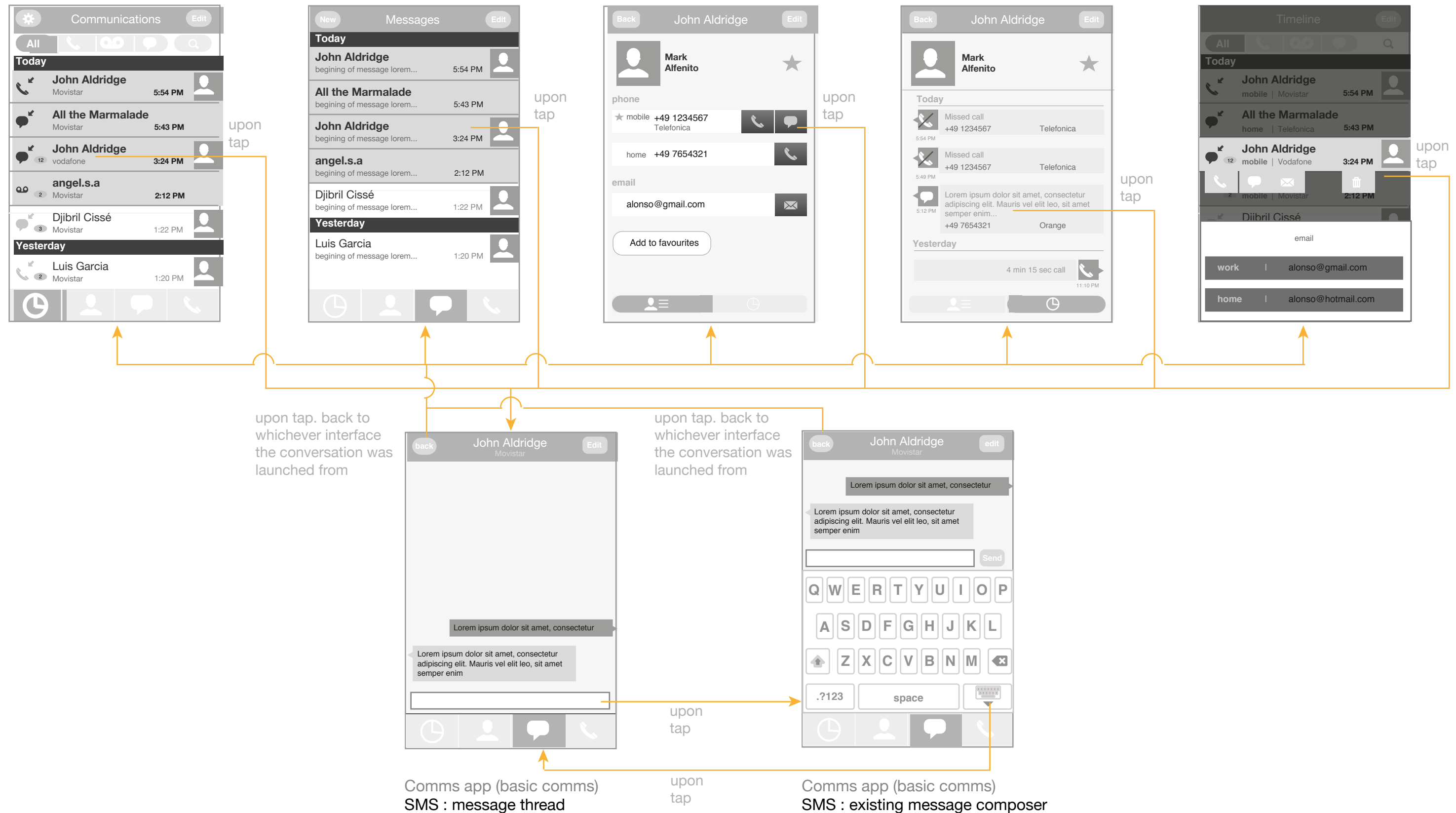
Comms app (basic comms)
timeline : all communications

Comms app (basic comms)
SMS : message thread listing

Comms app (basic comms)
profile : contact detail

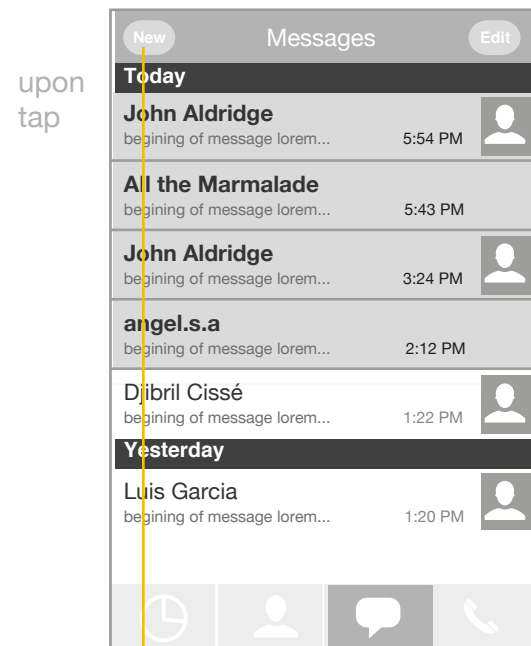
Comms app (basic comms)
profile : timeline

Comms app (basic comms)
timeline : reply press and hold

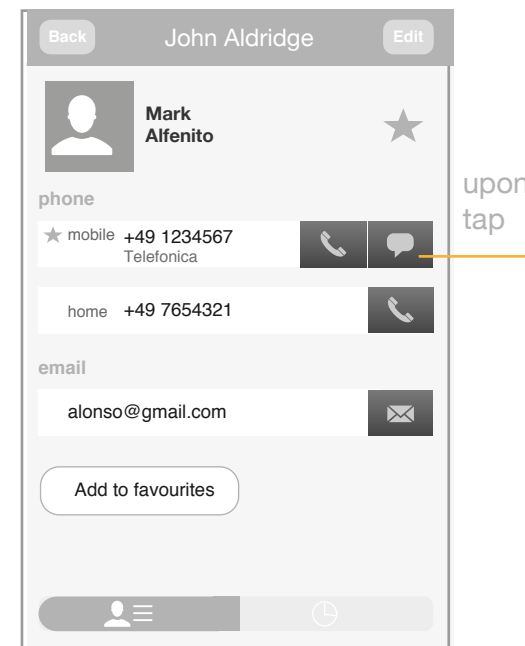


Flows : Sending SMS where no thread exists

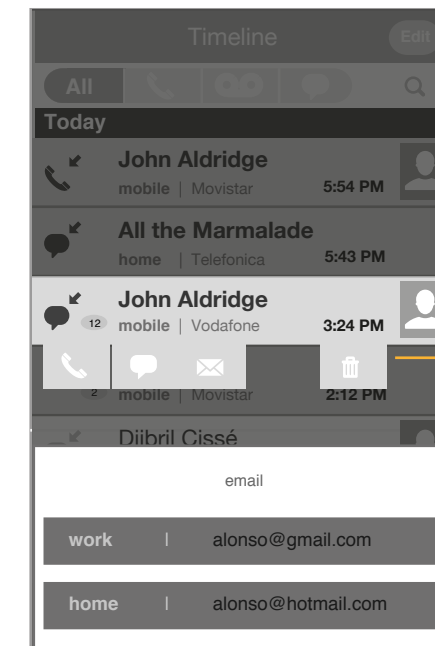
Comms app (basic comms)
SMS : message thread listing



Comms app (basic comms)
profile : contact detail

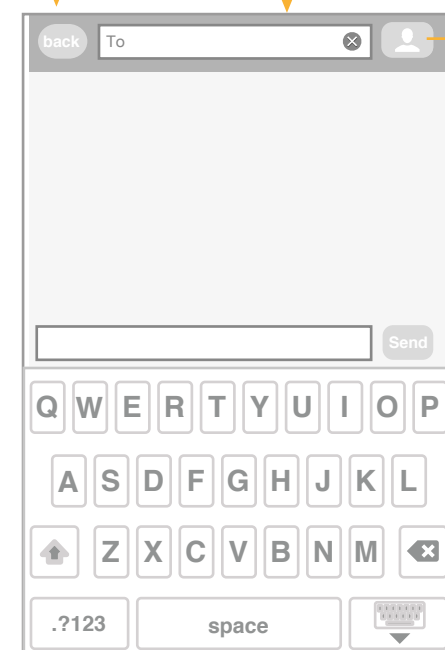


Comms app (basic comms)
timeline : reply press and hold

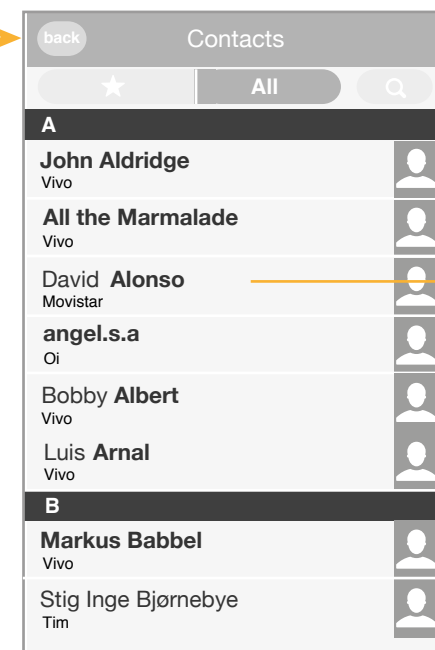


upon tap
when the mode of communication in the
timeline is something other then SMS and no
SMS conversation already exists

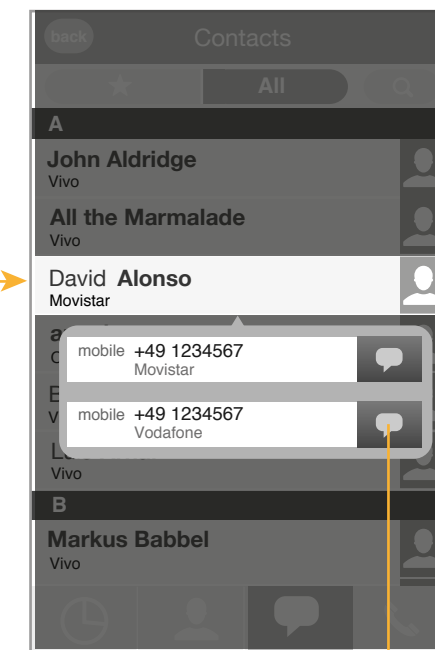
- prepopulate text field with contacts name.
- disable contacts button



upon tap
only if the textfield
is empty



upon tap



upon tap

Comms app (basic comms)
SMS : new message composer

Comms app (basic comms)
SMS : contact list

Comms app (basic comms)
SMS : contact list phone numbers

Thank you

Ayman Maat
aymanmaat@hotmail.com