

The Slack Scheduler

Haley Carter, Jordan McGuire, Katherine Crocker, Kelly May Sheehan, Maya Giro, Nicollette Higgs

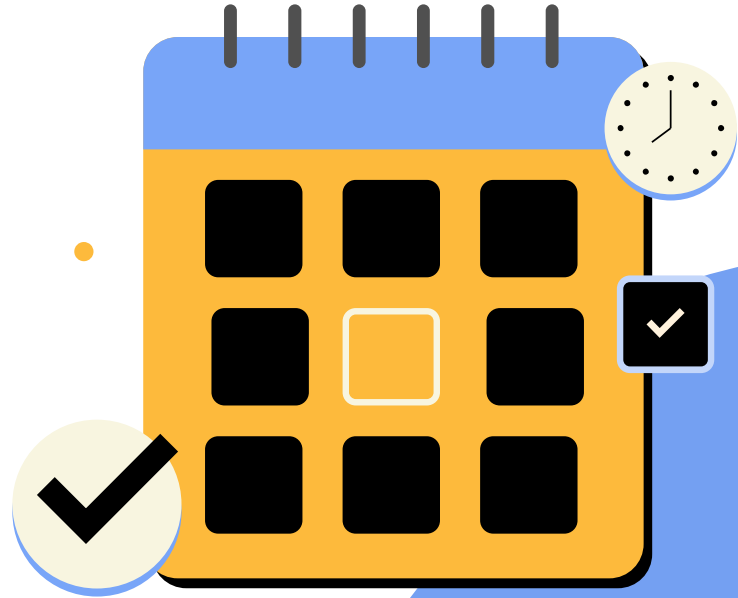
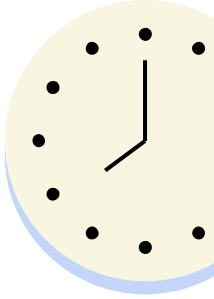


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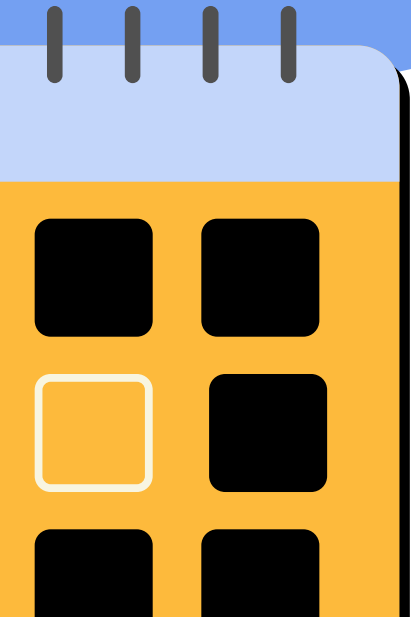
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The Problem



A Common Problem

- A common challenge for students is finding time to meet for group projects.
- The process involves several steps:
 - Contacting group members
 - Waiting for them to respond with their availability
 - Picking a time that works for everyone
 - Scheduling the meeting
- How do we streamline this process, especially in the world of remote learning?



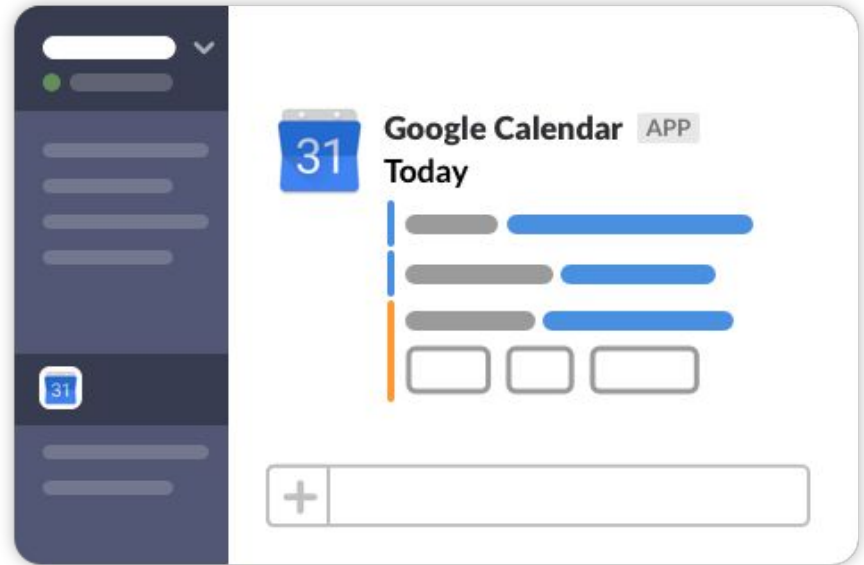
Slack Integration

- Easy to use
- Popular for remote work and learning
- Key features:
 - API: Slackbot
 - Integration: Over 2,400 options for custom apps and software



Scheduling Programs

- **Google Calendar** creates meetings easily within Slack, but still requires the steps of a third-party program:
 - Logging in to your Google account separately
 - Entering your schedule into Google Calendar and having it populate into Slack



Scheduling Programs

- **When2meet** isn't available for Slack integration, but:
 - It is a simple way to take a survey for best meeting times
 - Effective for large groups
 - Minimalistic and easy to understand
 - Highly visual and easy to process at a glance



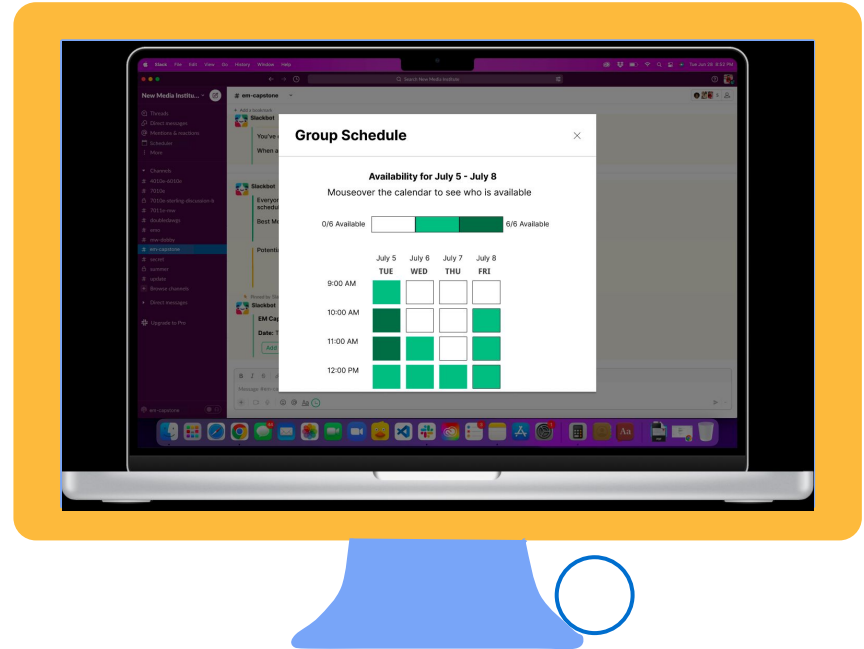


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The Solution

The Slack Scheduler

- **Slack + When2meet**
 - Combines the familiarity of Slack with the simplicity of when2meet
 - Uses an automated process to schedule group meetings using Slackbot



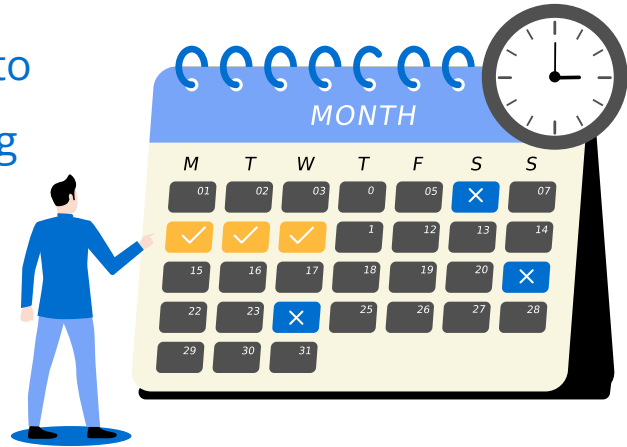


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The Sprint

Monday: Defining Our Goal

We want to design a user friendly feature to Slack that enables fast and easy scheduling information sharing



Monday: Sprint Questions

How to make it easily visualized without becoming cluttered or overwhelming on the overlapping times when people can meet?

Katherine Crocker

How can we ensure that everyone in a group will input their schedules?

How will this Slack feature/extension have a competitive advantage over other similar apps?

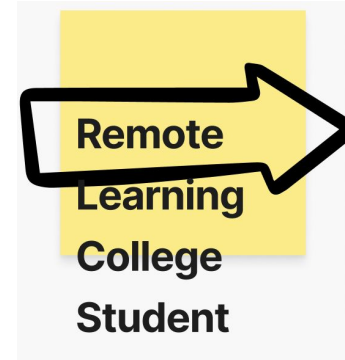
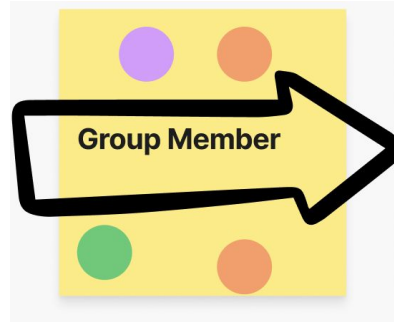
Monday: Ask the Experts + HMW

- **Our Experts:**

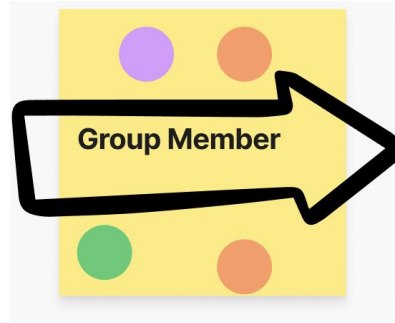
- 2 NMI professors
- 3 EM students
- Business professional from BCA studios

Slack Interface	Marketing	UX/UI	CX	Competitive Advantage	Misc
HMW utilize the Slack bot to help schedule meetings for channels	HMW Market the new feature -Haley	allow customizable privacy settings for availability Kelly May Sheehan	HMW allow users to request viewing of another's availability Kelly May Sheehan	How might we...? lean on the programs that do work well, and incorporate their features into Slack	set up an automated notification of a meeting/ video call Kelly May Sheehan
increase user engagement on slack with this feature Kelly May Sheehan	HMW use conventions similar to Google calendar/ calendly Kelly May Sheehan	HMW limit the journey/ number of clicks when scheduling meetings Kelly May Sheehan	How might we...? Make sure the meeting timeframes that works for everyone is clearly highlighted on the calendar? -Nicollette	HMW ensure that users utilize our slack scheduling feature rather than just using an external source	designate an owner of a scheduling feature for a channel Kelly May Sheehan
HMW utilize the reaction features on Slack for people to respond to scheduling polls	How might we...? make this feature apply to the different users/ groups on slack (i.e. academic institutions vs companies)	HMW include comments Kelly May Sheehan	HMW avoid any potential pain points within a user's scheduling journey on Slack	HMW Use Slack to set ourselves apart from other third-party scheduling applications? -Nicollette	Add text design a new sidebar or pop-up window for this feature Kelly May Sheehan
HMW make this scheduling feature clearly visible on Slack for those who may not know it exists	HMW inform current users of the new feature Kelly May Sheehan	display the scheduling feature on a slack page Kelly May Sheehan	HMW ensure the design for this feature has a purpose rather than used just for aesthetics	HMW Make sure that the new Slack feature will be better than other "competition" -Haley	HMW send notifications to a channel from scheduling activity Kelly May Sheehan
HMW fit this feature in such a "dense" environment such as Slack (i.e. an environment with so much information already stored on it)	HMW let people know that this new feature exists	HMW Give students the option to toggle a channel vs. slack-wide view of their schedule? (Class view vs. school view)	HMW make this scheduling feature as simple, quick, and clean as possible so that a user does not utilize an external software	How might we...? Compare to competition and other available resources already out there like Microsoft Teams?	
HMW fully integrate this scheduling feature into the Slack interface	onboard users to new features Maya Giro	HMW create a scheduling feature that ensures at least one date works for the whole group	HMW create a "polite" reminder feature for those who forget to respond with their availability		

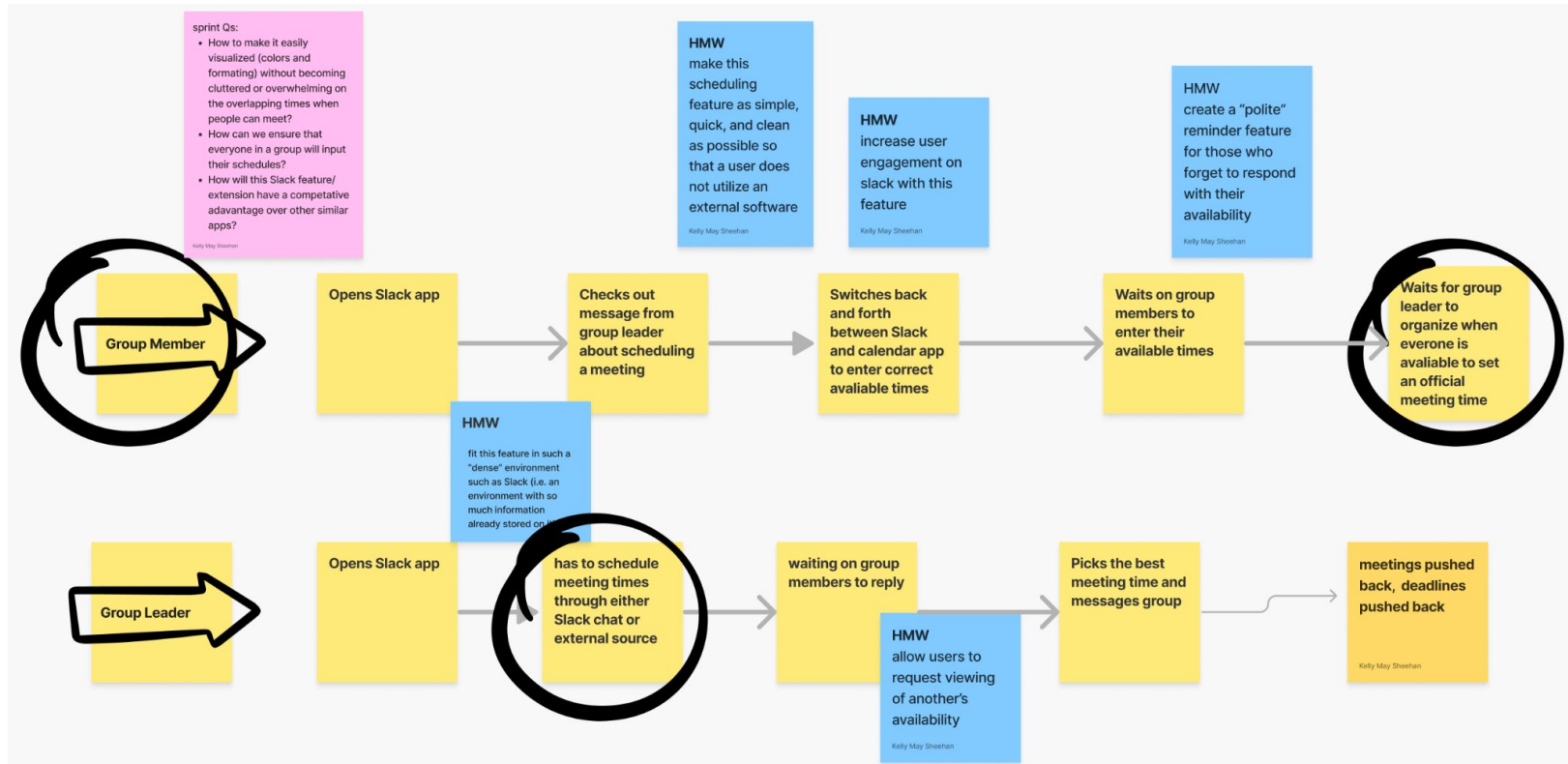
Monday: Sprint Map Phase 1



Monday: Sprint Map Phase 1



Monday: Sprint Map Phase 2



Tuesday: Lightning Demos!

Standing on the Shoulders of Giants



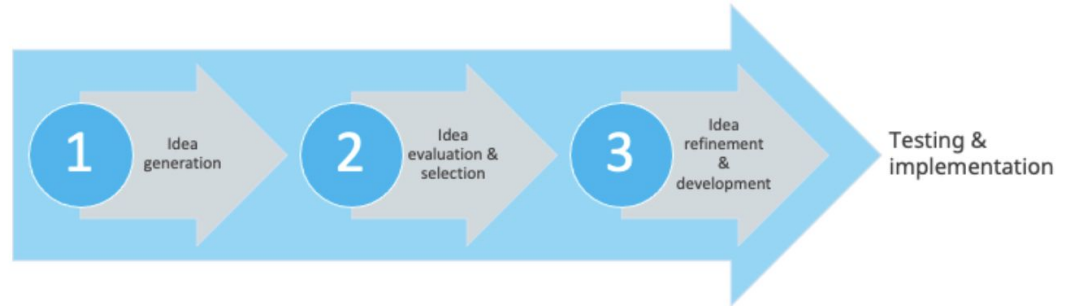
- Each team member show off their inspiring products & experiences



Tuesday: Time to Get Sketch!

- Tuesday begins with ideating!
 - Idea generation
 - Idea evaluation & selection
 - Idea refinement & development
- But first...research!

The Ideation Process



Tuesday: Lightning Demos!

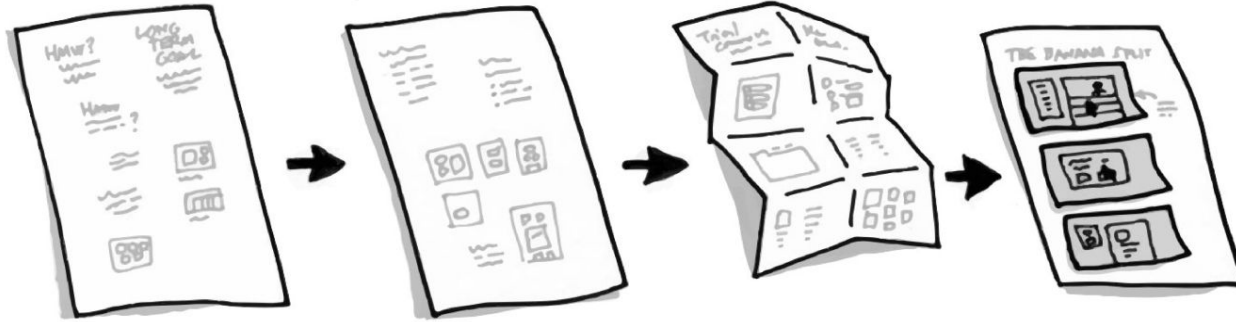
Standing on the Shoulders of Giants

The grid contains six lightning demo slides, each with a team member's name and screenshots of their work:

- Jordan McGuire:** Shows screenshots of a calendar interface with callouts for 'Rally' (offering a 'Rally for' option), 'Slack + Calendly Integration' (providing a message link), and 'When2meet' (highlighting a meeting).
- Katherine Crocker:** Features screenshots of Microsoft Teams, a calendar, and a mobile app interface with callouts for 'Microsoft Teams' and 'iTeamp'.
- Nicolette Higgs:** Displays a 'Digital Scheduler' interface, a 'Slack + Calendly' mobile app, and a 'Calendar Assistant' interface with callouts for 'Outlook Scheduling Assistant' and 'Overlap'.
- Maya Giro:** Shows a 'Google calendar' interface with callouts for 'Google for desktop users', 'Calendar can be shared', 'Add a calendar', and 'Share a calendar'.
- Kelly May:** Features a 'Doodle' interface with callouts for 'How the ideal setup of Doodle works', 'How Doodle works', and 'How Doodle works on a mobile device'.
- Haley Carter:** Shows a 'Slack + CalendarHero' interface with callouts for 'CalendarHero has a visually pleasing tutorial for new users', 'How to install the Slack app', and 'How to use the Slack app'.

Each team member show off their inspiring products & experiences

Tuesday: The 4 Step Sketch / Solution Sketch!



Notes:

- Team members write down everything on their mind regarding the problem

Ideas:

- Team members doodle interesting ideas & solutions

Crazy 8:

- Team members sketch 8 ideas

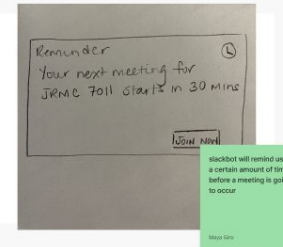
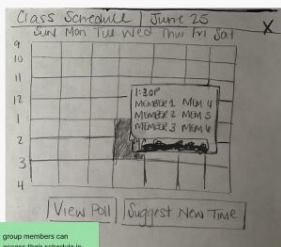
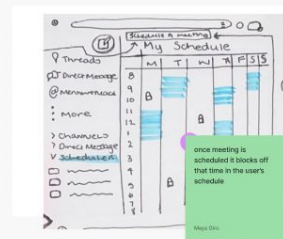
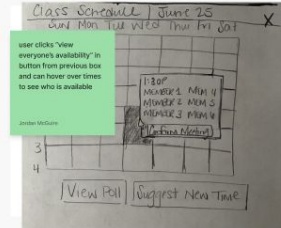
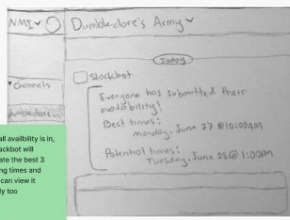
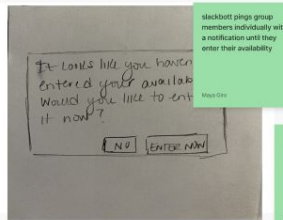
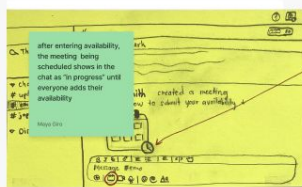
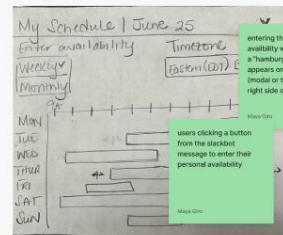
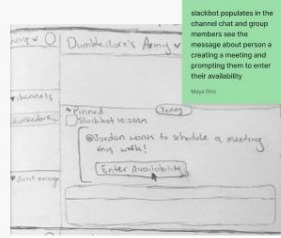
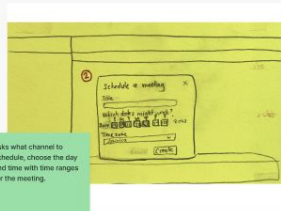
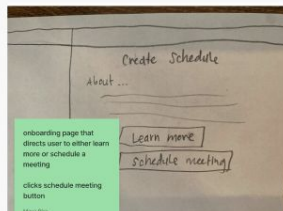
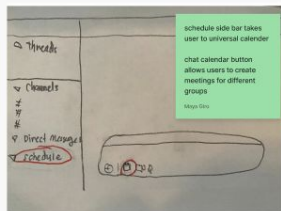
Solution Sketch:

- Polished, self explanatory, works of art! (3 panel drawings on a sheet of letter paper)

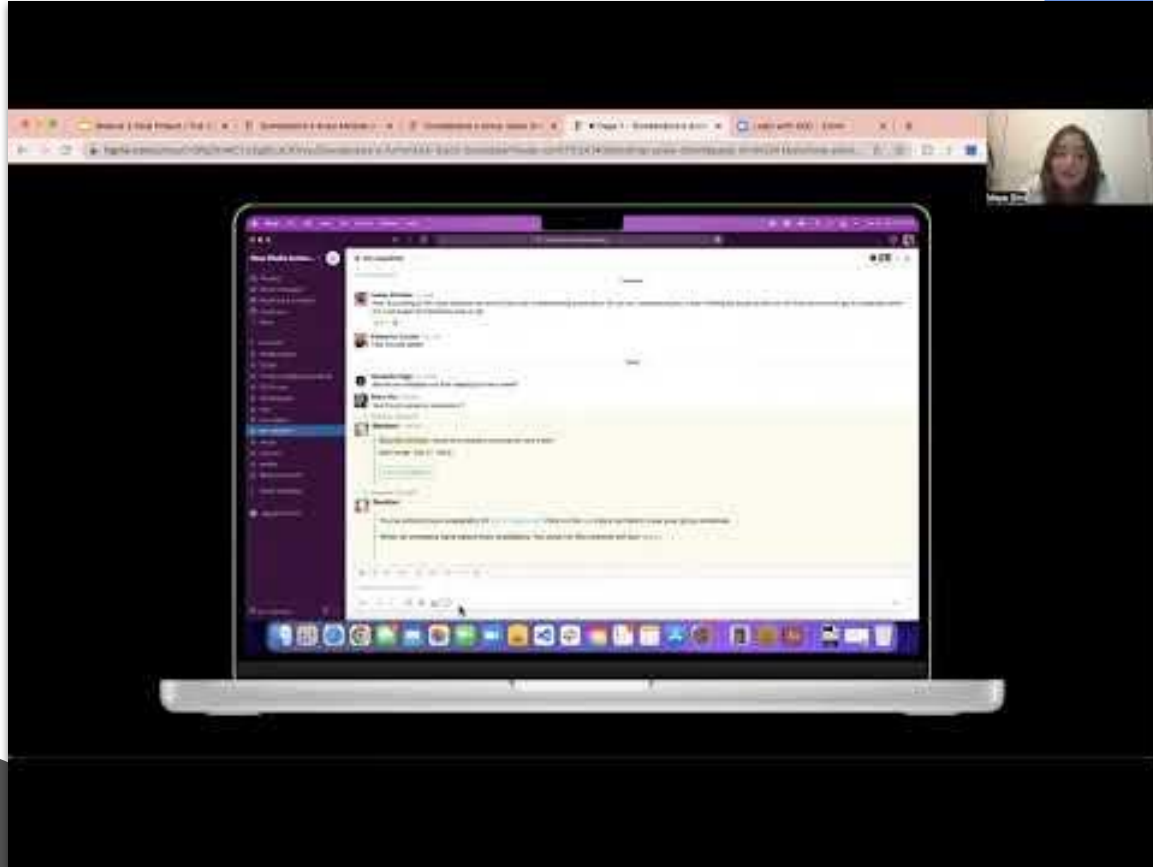
Wednesday: Heat Map!



Wednesday: Storyboard



Thursday: Prototype



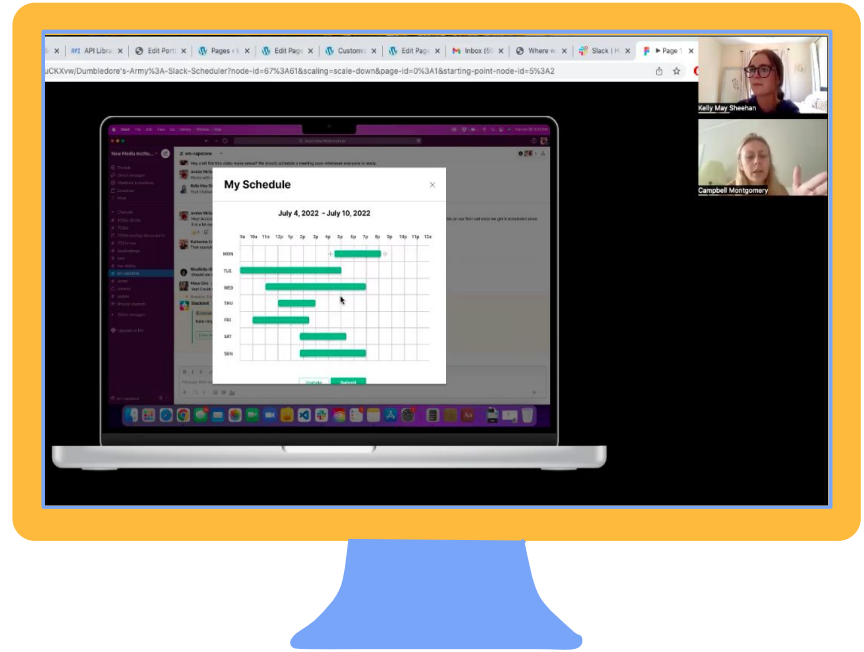
Friday: User Testing

The Set Up:

- Zoom interview, share screen for users to walk through prototype

Focus Areas:

1. Learn More/ Schedule Start Page
2. Scheduling a Meeting
3. My Schedule
4. Red/ Green Clock
5. Group Schedule



Friday: Taking Notes

she was a bit confused about someone having to initially start to schedule a meeting so everyone can enter in their availability

-- if slackbot's role was made more clear, this would have been better, maybe if a learn more option was carried over throughout the steps

Kelly May Sheehan

2 - negative

"What's a channel?"

3 - Positive

Yes, she understood the purpose of the red clock vs. green clock.

Nicolette

She thought this would be very helpful for her graduate classes and very necessary to schedule a meeting in a group! Very positive remarks!

Kelly May Sheehan

2 - neutral

Skipped the tutorial

Our Findings

- Users will skip the “Learn More” button but then get confused later on
- The “Channel” dropdown was confusing when scheduling a meeting
- Some confusion on the process of scheduling a meeting and seeing everyone’s availability



Solutions

- Keep with the description of the feature & add “Learn More” options throughout the process
- Add a definition next to “Channel” in parentheses → (the groups you’re apart of)
- Include a description of the process in a pop up box next to the Scheduling Page

Our Findings

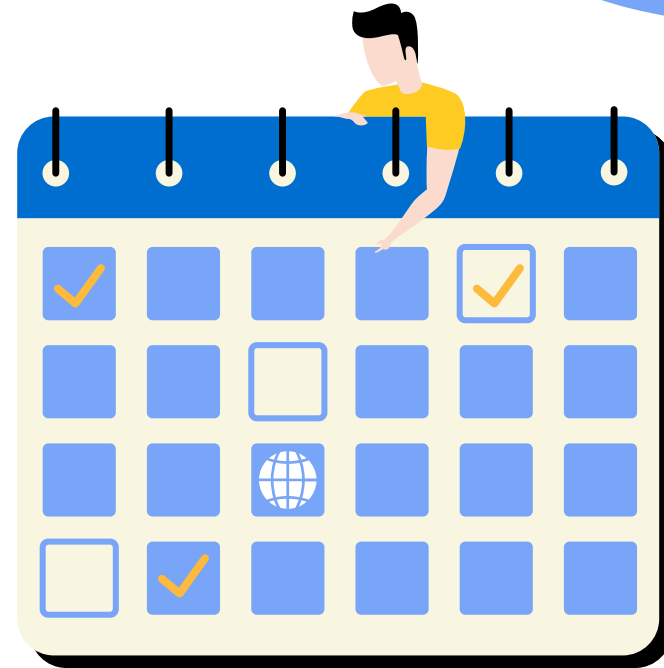
- Understood the red/ green clock symbols, but some had a hard time finding it
- Group Schedule Page was well understood besides colors (white/green)
- Unsure about the extent of the "Polls"

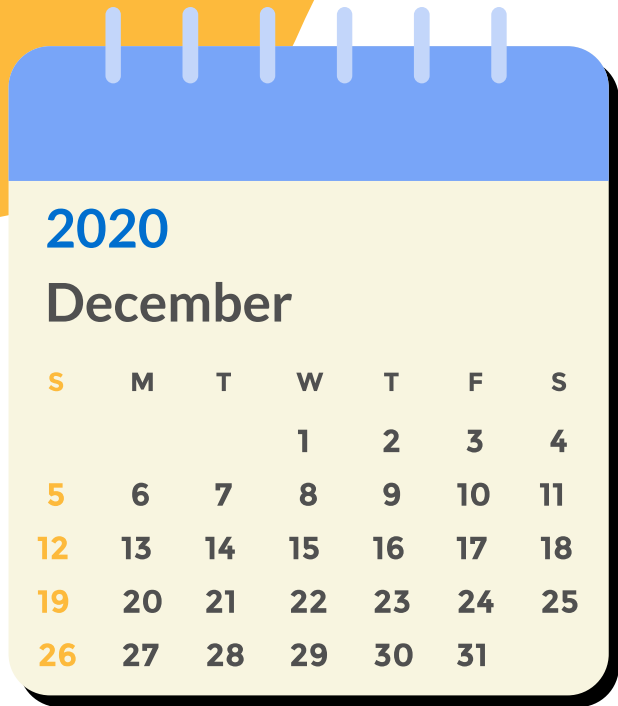
Solutions

- Add an animated arrow pointing from Slackbot's last message to the Red Clock/ animate the clock
- Include definitions of the colors
→  white = unavailable
 green = available
- Include a prototype of "Polls" and include a pop up box to explain it

Conclusion

- We believe the Scheduler has great potential to solve the issue of organizing group schedules and creating meetings within Slack.
- With a few adjustments, and more testing, the prototype may become a reality!





Thanks



Do you have any questions?
Your email@freepik.com
+91 620 421 838
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