

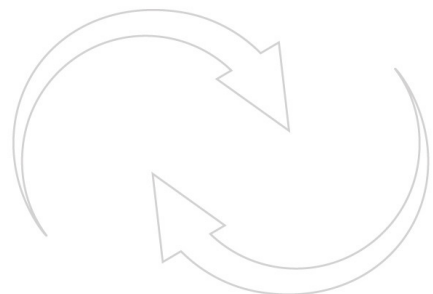
# Usability Review

## Real Time

Amanda Holtstrom  
Updated 9 January 2010

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Locations        Ollie  
Requested by    Alain Raymond

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## Revision History

Author	Date	Change
AH	April 28, 2008	Original
AH	May 25, 2009	Reviewed with team and decisions on features made.

## Reviewers

Position	Contact
Development	Alain Raymond
Program Management	Kim Edwards
Product Management	Rohit Gupta
Quality Assurance	Helen Xu, Thomas Watts

## Background & Scope

This usability review was requested by Alain Raymond to discover any high priority issues with Real Time.

The scope of this review was limited to the most common tasks performed with Real Time.

Ten participants performed the following tasks: adding a contact; checking a contact's information; starting a chat; adding an emoticon; inviting a person to "My Workspace"; sharing an application or screen; adding a document; changing status; adding a new status and changing preferences.

Future investigations should examine Meetings, Administration and how Content is worked with.

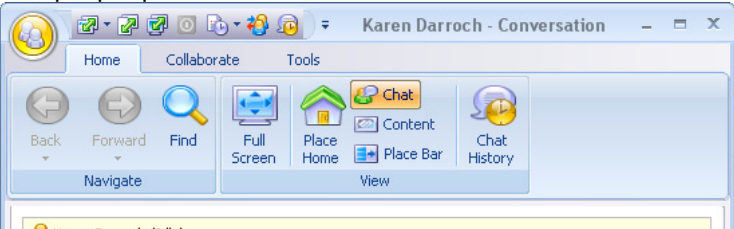
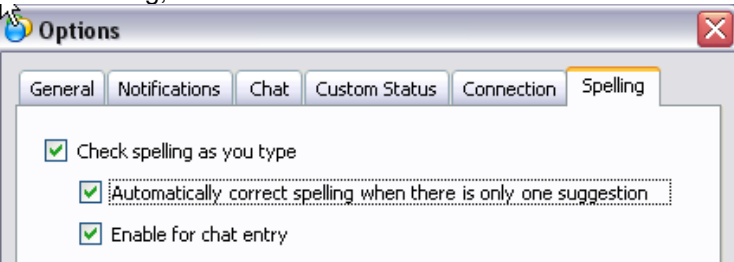
## Top 3 Suggestions

The following are the 3 most important changes:

- Change how contacts are searched for
- Remove the option that automatically corrects spelling on insert
- Include a message that appears when Things are searched for

## Usability Review

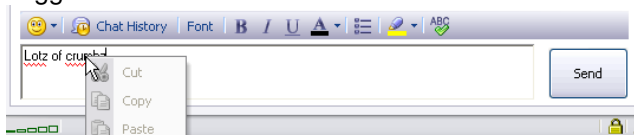
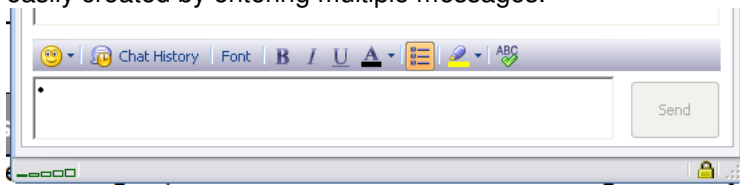
### General

Part	Issue	Suggestion
Chat Dialog Dialog Name	<p>The title of the dialog name is misleading when chatting with multiple people.</p> 	<ul style="list-style-type: none"> <li>Rename dialog to “Chat with Karen, Mike and Brad”</li> <li>Truncate whenever the dialog does not support the full string to the nearest word. <ul style="list-style-type: none"> <li>Ex: “Chat with Karen, Mike ...”</li> </ul> </li> </ul> <p><b>Decision:</b> Enter as Feature Request. Project TP, Version v9.7.1 SP 1.</p>
Options Spelling Tab Auto-correct option	<p>When “Automatically correct spelling when there is only one suggestion” is turned on, the user’s spelling errors are corrected when they press the “Chat” button.</p> <p>This does not allow the user to see what they are actually sending to another person and can end up being embarrassing, as in the case where “UBM” becomes “BUM”.</p> 	<p>Either:</p> <ul style="list-style-type: none"> <li>Change the feature so that the misspelled string is underlined in red when the user is typing the message.</li> </ul> <p>Or:</p> <ul style="list-style-type: none"> <li>Remove this setting that automatically corrects the spelling when the user sends the chat.</li> </ul> <p><b>Decision:</b> Enter as Feature Request. Project TP, Version v9.7.1 SP 1. Include a note that this needs to be checked with the third party.</p>
Adding Contacts to My Workspace Permissions	<p>When adding someone to “My Workspace” they don’t have permission to see the contents of that folder.</p>	<p>This is behaving as intended. More investigation is needed to ensure the “My Workspace” permissions are behaving according to the intentions of the users.</p>

Part	Issue	Suggestion
		<b>Decision:</b> Product Design to investigate the value of having the contents of “My Workspace” available for an ad hoc chat.

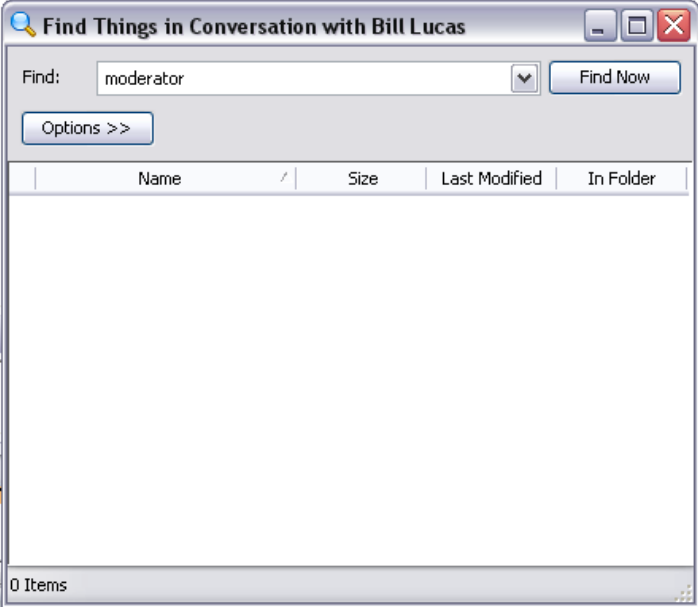
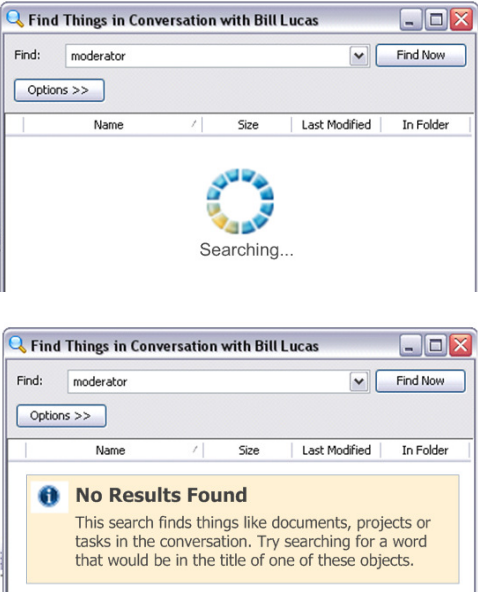
## Chat Toolbar

Part	Issue	Suggestion
Chat Dialog Chat Toolbar  Bullets Button	The bullet toolbar button behaves like a toggle button. Once turned on, the participants had difficulty turning it off.  There doesn't seem to be any value to providing this formatting option in the chatting context, since lists can be easily created by entering multiple messages.	Remove bullet button from toolbar  <b>Decision:</b> Enter as Feature Request. Project TP, Version v9.7.1 SP 1.
Chat Dialog Chat Toolbar  Spell Check	The spell check button only works when some text is highlighted. The users had difficulty understanding how to get spell check to function. They expected a pop-up window.	Clicking the “spell check” button should launch the spelling wizard and check all text currently in the message dialog.  <b>Decision:</b> Ignore
Chat Dialog Chat Toolbar  Spell Check	Users also expected to be able to right-click and have suggestions for the red underlined words.	Right-clicking on red underlined words should show a “suggestions” list in a right-click menu. Bug.  <b>Decision:</b> Enter as Bug. Project TP, Version v9.7.1 SP 1  Add bug – the last word not being checked, because there's no space after it.



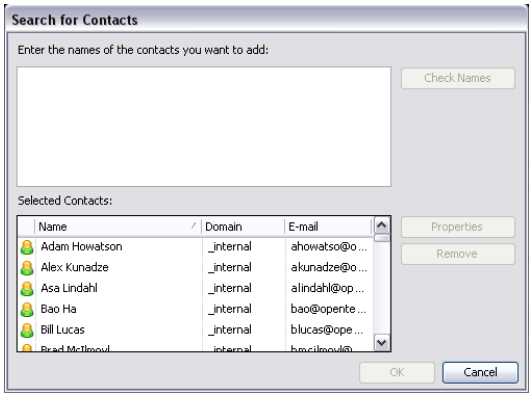
Part	Issue	Suggestion
Chat Dialog Chat	The last word spelt will not be checked by the spell check until a space appears after it.	All words should be checked by the spell check.  <b>Decision:</b> Enter as Bug. Project TP, Version v9.7.1 SP 1.

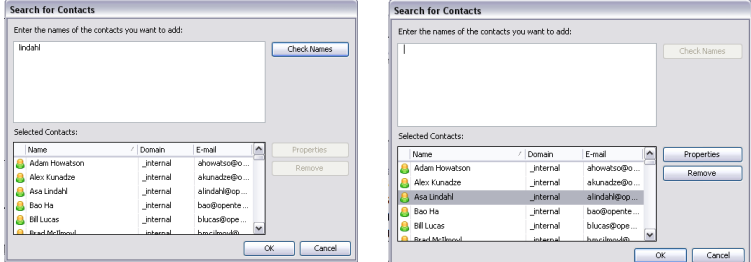
## Find

Part	Issue	Suggestion
Find Things Dialog	<p>When a search is conducted and no results are found, there is no information to indicate that the search was performed.</p> 	<ul style="list-style-type: none"> <li>• Include a progress indicator when searching.</li> <li>• Include a message that indicates when no results have been found and guidance around how search works.</li> </ul>  <p><i>Note: the text in this mockup should be reviewed with Product Information prior to implementation.</i></p> <p><b>Decision:</b> Enter as Feature Request. Project TP, Version v9.7.1 SP 1.</p>
Find Things Dialog	<p>Most users expected the “Find” dialog to search their chat history and find instances of where the word was used.</p>	<p>This behaves as designed, but should be enhanced. “Find” should support searching for strings within chat</p>

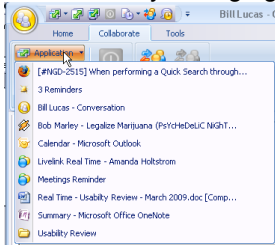
Part	Issue	Suggestion
	They were frustrated when they learned that the “Find” function returned only chat objects.	history. <b>Decision:</b> Enter as Bug. Project TP, Version v9.7.1 SP 1. Product Design to follow up with use cases and the particular search results.

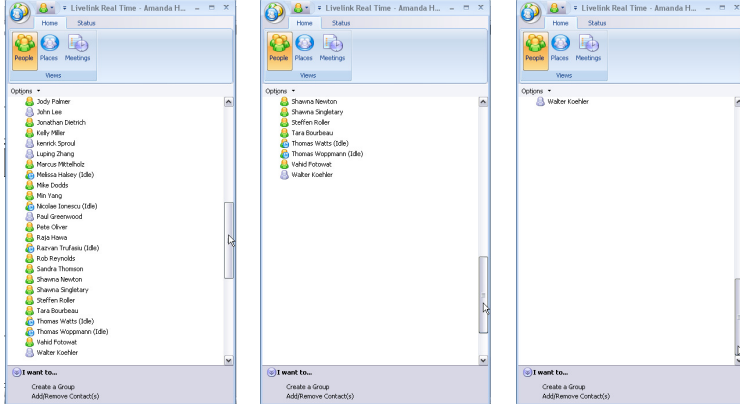
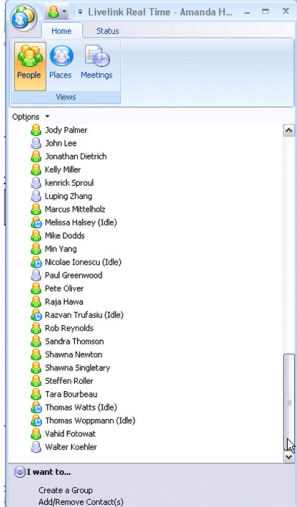
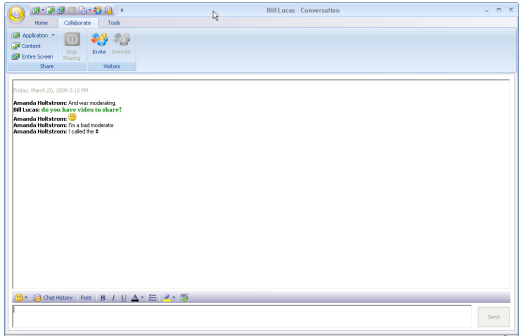
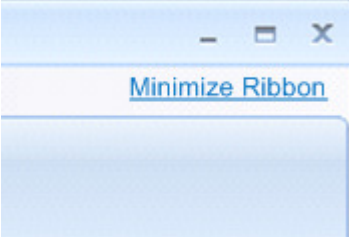
## Adding Contacts

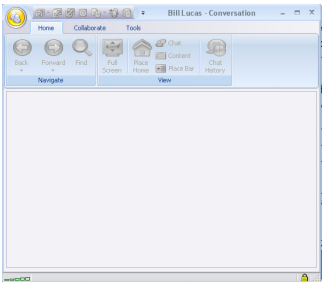
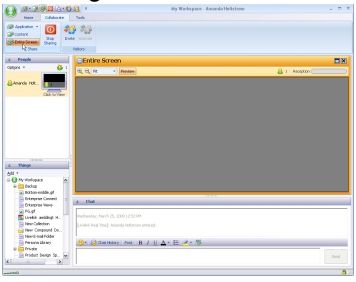
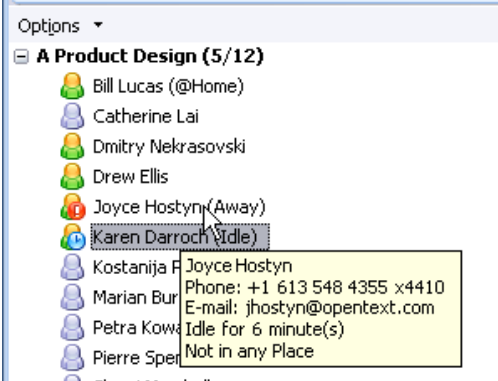
Part	Issue	Suggestion
Search for Contacts Dialog	<p>When adding a contact, search requires that search strings begin with last name. All participants had trouble discovering this behavior and all participants continued to have trouble remembering to search by last name.</p> <p>All participants requested the search be done by first name</p> <p>Most recommended following Outlook’s name search convention.</p> 	<ul style="list-style-type: none"> <li>• <b>Best solution:</b> change the search so that the search supports searching by the first part of first and last name. <ul style="list-style-type: none"> <li>○ Ex: “Ama Holt” finds “Amanda Holtstrom”</li> <li>○ Ex: “Amand” finds “Amanda Holtstrom” and “Amanda Snow”</li> <li>○ Ex: “Holt” finds “Amanda Holtstrom” and “Holt Renfrew”</li> </ul> </li> </ul> <p><b>Decision:</b> Enter as Bug. Project TP, Version v9.7.1 SP 1.</p>
Search for Contacts Dialog	<p>When adding a contact with a unique last name, the contact is automatically added to the “Selected Contacts” list. This surprised some users who wished to be prompted before the contacts are added.</p>	<p>Redesign dialog to match <a href="#">Lookup Guidelines</a>.</p> <p><i>Please note: these guidelines need to be ported to the new guideline site prior to implementation.</i></p> <p><b>Decision:</b> Enter as Feature Request. Project TP,</p>

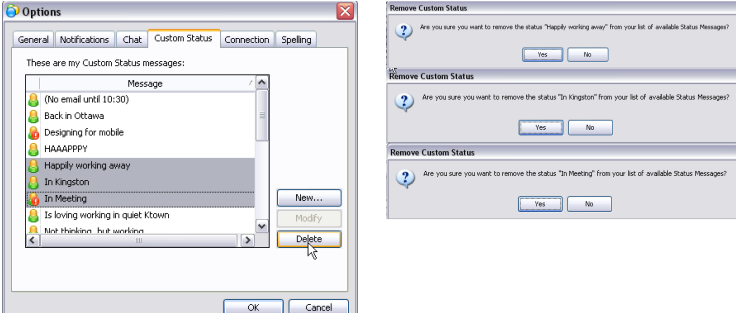
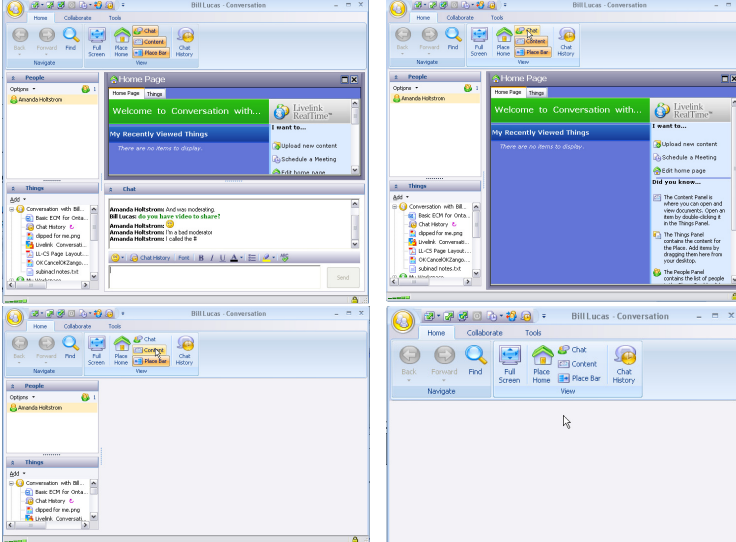
Part	Issue	Suggestion
		Version v9.7.1 SP 1.

## Navigation


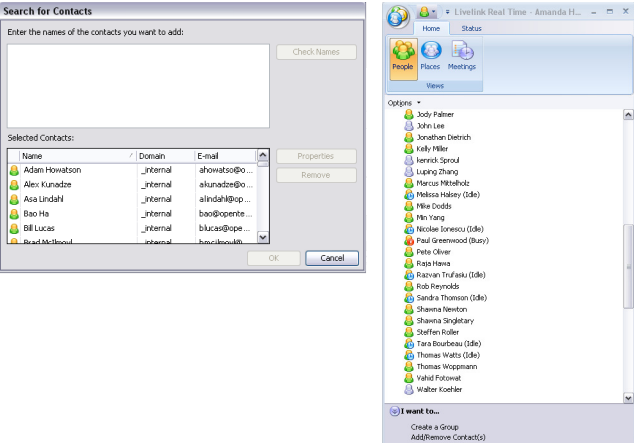
Part	Issue	Suggestion
<p>Chat Dialog Collaborate Tab</p> <p>Share Application</p>	<p>When the user chooses an application to share, that application is given the focus and brought in front of the chat dialog. Every participant switched back to the Real Time dialog to see if the application was being shared.</p> <p>Automatically changing the focus surprised most users.</p> 	<p>Do not automatically switch the focus to the application being shared.</p> <p><b>Decision:</b> Product Design to investigate how other applications in the industry handle this scenario and follow their lead.</p>
RT Tray Contact Information	When a user is selected, no hover information appears when their name is hovered over.	<p>Show the selected users' contact information when their name is hovered over.</p> <p><b>Decision:</b> Ignore</p>

<p>Contact List Scrolling</p>	<p>The user can scroll beyond the length of the list. This makes their ability to control the position in the list harder.</p> 	<p>Stop scrolling when the list is at the bottom-most entry.</p>  <p><b>Decision:</b> Enter as Feature Request. Project TP, Version v9.7.1 SP 1.</p>
<p>All Dialogs Ribbon Bar</p>	<p>The ribbon bar takes up a lot of space and it's not obvious that it can be minimized.</p> 	<p>Add a link that says "Minimize Ribbon" that collapses the ribbon.</p>  <p><b>Decision:</b> The interaction of the ribbon needs to be considered in the redesign of the whole application.</p>

<p>Chat and Place dialogs Progress Indicator</p>	<p>When Chat and Places are loading and when screen sharing is beginning, the dialogs appear grey and static. This indicates to the user that there is nothing occurring.</p>  <p>Waiting for Chat to load</p>  <p>Waiting for Screen Sharing to load</p>	<p>Include status indicators:</p> <ul style="list-style-type: none"> <li>• When the Chat and Place dialogs are loading</li> <li>• When screen sharing is starting</li> </ul> <p><b>Decision:</b> Include an examination of the progress indicators when redesigning the whole application.</p>
<p>RT Tray Places Tab</p>	<p>All the places available to a particular user appear in the Places List. This makes it more difficult to find places.</p>	<p>Change the system so that users are required to add places before they can see them.</p> <p><b>Decision:</b> Ignore</p>
<p>RT Tray User Information</p>	<p>The length of time that the users' information remains on the screen when their name is hovered over is not long enough.</p> 	<p>Hover text that appears over users should remain on screen as long as the mouse is stationary.</p> <p><b>Decision:</b> Enter as Feature Request. Project TP, Version v9.7.1 SP 1.</p>

<p>Options Dialog Custom Status Dialog</p> <p>Prompt on Delete</p>	<p>Delete of multiple statuses requires multiple confirmations.</p> 	<p>A single confirmation when multiple statuses are being deleted should be supported.</p> <p>Title: Delete Custom Status Message: Deleting these custom statuses will remove them from your custom status list. Delete these custom statuses?</p> <p>Buttons: Yes/No</p> <p><b>Decision:</b> Enter as Feature Request. Project TP, Version v9.7.1 SP 1.</p>
<p>Places and Chat Dialogs Panel Toggle</p>	<p>All panels can be turned off.</p> 	<p>Introduce a dependency between the Content and Chat panels that don't allow both of them to be turned off.</p> <p><b>Decision:</b> Enter as Feature Request. Project TP, Version v9.7.1 SP 1.</p>

## Aesthetics – This section will be considered in the redesign of Real Time

Part	Issue	Suggestion
<p>Chat Toolbar Spelling Dialog</p> <p>Style</p>	<p>The style – layout, font, color - of the check spelling dialog does not match any other dialogs in the application.</p> 	<p>Update style of this dialog to match Real Time style.</p>
<p>Search for Contacts</p> <p>Style</p>	<p>The style of the “Search for Contacts” dialog does not match the chat or main tray of Real Time.</p> 	<p>Update style of this dialog to match Real Time style.</p>

## Ideas

Part	Idea
Starting Real Time for the first time	Feature Request: Kim would like to include a “Getting Started” wizard to introduce the application and the various elements on it. This could also be used as a video.
Grouping things in Real Time	Feature Request: Rohit requested the ability to manually group things together using folders. So, related contacts, groups, places and things could be co-located.
Send email from Contacts Tray	Feature Request: Kim would like Product Design to investigate the best way to send an email from the Real Time tray.

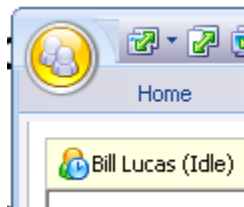
## Appendix A – Recommendations for GUI Redesign

### GUI Paradigm

The Office 12 paradigm for an application was used for Real Time. This proved to be a steep learning curve for many of the people who participated in the usability test.

Most Open Text customers have not upgraded to Office 12 and the Office 12 paradigm will not be a familiar to them. It should be abandoned in favor of a more easily learned, straightforward paradigm.

One symptom that users are not familiar with the paradigm is that most people in the usability test had difficulty using the “Real Time button” in the upper left corner. Another is that none of the users knew that the ribbon could be minimized by double-clicking.

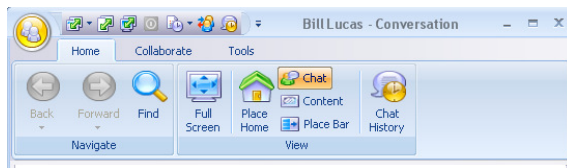


**Figure 1: Real Time Button**

## Modes

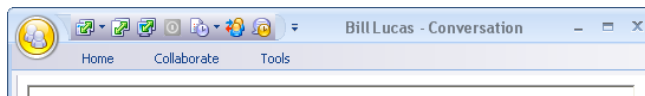
Currently the Real Time Client supports two UI modes:

1. Detailed Mode – provides information about the function. Real Time is working in this mode when the Ribbon is visible.



**Figure 2: Detailed Mode**

2. Slim Mode – takes as little real estate as possible. Real Time is working in this mode when the Ribbon is hidden.



**Figure 3: Slim Mode**

The concept of these modes should be continued, but the functions supported in them should be revisited, so that the most common functions are supported in Slim Mode.

## Important Information and Functions

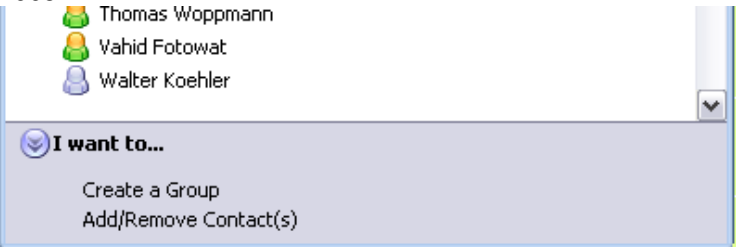
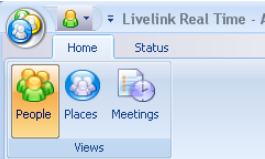
The third most important piece of information about a contact, after name and status, is phone number. The GUI should be redesigned to show the contact's phone number in an easy, evident way.

The more important the button, the larger and more apparent it should be. From the usability test, the most frequently used buttons in a Chat or Place dialog are as follows, from most to least important:

- Chat History
- Screen Sharing
  - Entire Screen (1<sup>st</sup>)
  - Application (2<sup>nd</sup>)
  - Content (Not used and not understood)
- Pane Control button

More investigation into which actions are most frequently used is needed.

## Organization of Actions

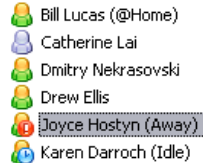
Part	Issue	Recommendation
RT Tray Actions at bottom	Adding a user or group is done at the bottom of the dialog. This is contrary to user expectation that the actions be in the ribbon. 	Incorporate these actions into the Ribbon, or the replacement for the Ribbon.
RT Tray People, Places Meetings  Poor use of tabs	Some problem with navigating between the People/Places/Meetings tabs. It could be because this breaks the interaction rules defined by Microsoft. 	Revisit the paradigm used for the application.

## Appendix B – Feature Requests

The follow feature requests were captured during the usability review:

- Give more information about the user when they're clicked on. At a minimum, expand to show phone number.

☰ **A Product Design (5/12)**



- Support Voice-Over IP
- Support Twitter-like status.
- When someone adds something in a place, an entry in the chat dialog should appear to notify the place attendees that a document has been added. This entry should include a link to the document.
- Support multiple delete in the contact list.
- Allow people to “set a watch” on a contact and get notified when their status changes.
- Allow users to edit a subset of their information. The administrator should be able to control which subset.
- Create a third status for contacts which are “Pending”. Currently contacts whose approval is pending appear as offline.
- Request for more emoticons
- Have an admin setting which means that anyone from the organization can add anyone else to their contacts without getting permission.

**For additional information, please contact:**

Amanda Holtstrom  
Product Designer, Product Design  
Open Text Corporation  
613-238-1761

[aholtstr@opentext.com](mailto:aholtstr@opentext.com)

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**www.opentext.com**  
info@opentext.com

**North America Sales**  
1-800-499-6544

**International Sales**  
+800-4996-5440

**Americas**  
100 Tri-State Parkway  
Lincolnshire, IL  
USA 60069  
Phone: +1-847-267-9330  
Fax: +1-847-267-9332

**Europe – Germany**  
Technopark 2  
Werner-von-Siemens-Ring 20  
D-85630 Grasbrunn  
Germany  
Phone: +49 89 4629 0  
Fax: +49 89 4629 1199

**Europe – UK**  
Grosvenor House  
Horseshoe Crescent  
Beaconsfield, Buckinghamshire  
England HP9 1LJ  
Phone: +44 1494 679700  
Fax: +44 1494 679707

**Asia/Pacific**  
Level 12  
65 Berry Street  
North Sydney, NSW 2060  
Australia  
Phone: +61 2 9026 3400  
Fax: +61 2 9026 3455