

Multitask

Your work is important

Spec Status: 1st Draft Complete

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Summary

A product to help virtual meeting participants quickly carry out virtual meeting application tasks (i.e. mute, camera button), no matter what application they are using during the meeting.

Problem Background

The rise of remote and hybrid work during the pandemic has forced companies small to large to host their meetings remotely. Managers prefer their employees to pay attention and interact during such meetings. Research has even shown that managers evaluate remote workers negatively because they do not see their faces on camera during a remote meeting.¹ However, employees might prefer to turn off their camera and mic so that they can multitask without any participants in the virtual meetings knowing.

Some might assume that any multitasking during a remote meeting is nonwork related and therefore should not be done. But a recent study concluded that up to 29% of meeting multitaskers are engaging in work e-mail during their remote meetings.²

Managers understand that there could be valid reasons for multitasking during a meeting including too many meetings. One study states, “nearly half of executives (48%) cite too many meetings as a reason why employees do not talk during virtual meetings, saying they had too many calls that could’ve been an email”³

Employees are therefore stuck in a hard place, their bosses expect engagement during virtual meetings yet also understand that due to having too many meetings, employees must multi-task to get work done.

Employees have no quick solution to multitask while also demonstrating that they are engaging in a virtual meeting at the same time.

¹<https://sloanreview.mit.edu/article/why-showing-your-face-at-work-matters/>

² <https://arxiv.org/pdf/2101.11865.pdf>

³ <https://www.vyopta.com/blog/releases/vyopta-hybrid-work-survey-2022/>

Goals

By creating a way for virtual meeting participants to quickly carry out virtual meeting application tasks (i.e. mute, camera button) while they are multitasking, it will enable them to work confidently knowing they can meet their manager's expectation of being engaged in a meeting while also having the security and freedom to complete other tasks during meetings.

- Provide a simple, yet effective, experience for people to use this tool.
- Tool lets you interact with the meeting while looking at outside resources.
- Remove the frustration of technical issues and enables trust and confidence in the security and product
- Helps participants operate virtual meeting tools in a more streamlined way.
- Delivers a positive experience for people using the tool.

User Stories

As a user, I want to easily navigate between virtual meetings and my work so that I don't suffer from a major loss in productivity.

As a user, I want to have better control of my audio so that I can hear people clearly in virtual meetings.

As a user, I want to be able to change my profile settings easily so that I don't need to waste time preparing myself for a meeting

As a user, I want to be able to literally read the conversation, so that I can follow along with both text and auditory options. (Speech-To-Text)

As a user, I want to know when I'm supposed to speak so that I know when it is my turn to address others in the meeting.

Proposed Solution

Problem Statement:

How might we allow access to the features of virtual meeting applications **outside of the application for participants** so that they can **quickly switch between tasks during meetings**?

A potential solution will allow users to control the functions of a virtual meeting application when the meeting window is not active. This will enable users to work confidently knowing they can meet their manager's expectation of being engaged in a meeting while also having the security and freedom to complete other tasks during meetings.

The solution should also be visible and accessible to the user at all times. This will enable the user to freely organize their desktop in any way they choose without having a mandatory meeting application open.

Scenarios

User Story #1: As a user, I want to easily navigate between virtual meetings and my work so that I don't suffer from a major loss in productivity.

Scenario #1: Switch between windows

Acceptance Criteria:

- User can go between virtual meeting and other programs/screens
- User can seamlessly go between programs/screens
- Tool is accessible for the user at any given time

Scenario #2: Accessing application features without opening the application

Acceptance Criteria:

- User can interact with key features
 - Audio
 - Video
 - Leave Meeting
 - Views (turning the window active/inactive)
- Key Features Sync with Zoom

User Story #2: As a user, I want to have better control of my audio so that I can hear people clearly in virtual meetings.

Scenario #1: Editing the audio settings of users in meetings.

Acceptance Criteria:

- User can easily adjust the volume
- User can confirm audio is working on their end before going into the meeting
- User can adjust the audio input/output of other users for all participants
- User can adjust the audio input/output of other users for themselves

User Story #3: As a user, I want to be able to change my profile settings easily so that I don't need to waste time preparing myself for a meeting

Scenario #1: Edit their Profile

Acceptance Criteria:

- User can change their profile information
- User can intuitively figure out how to change their information.

User Story #4: As a user, I want to be able to literally read the conversation, so that I can follow along with both text and auditory options.

Scenario #1: Speech-To-Text / "reading along"

Acceptance Criteria:

- User can turn on and off subtitles
- User can edit the text language shown
- User can adjust the size of the text shown, as well as the video output

User Story #5: As a user, I want to know when I'm supposed to speak so that I know when it is my turn to address others in the meeting.

Scenario #1: Receiving a prompt to speak.

Acceptance Criteria:

- User receives a notification when it's their turn to speak
- User can mute people who are not allowed to speak yet.
- User can access a list of who will speak and the speaking order.

Measuring Success

By demo day, we would like to complete our top two user stories since they serve as the core value proposition we are trying to deliver.

Product Success Metrics

- Track the number of meetings a user has with the tool
- Understand how frequently features are used
- Understand how quickly users can navigate the product feature
- Understand if users feel more organized while using our product

These metrics will be a starting point to determine if Multitask allows users to stay organized during a virtual meeting. Additionally, the metrics will track whether or not the features are actually useful and desired by our users.

Milestones & Timeline

Timeline	Milestone
Week 1	Design Synthesize research with Designer and align on features Complete low fidelity designs for user story 1 User test low fidelity designs for user story 1 Dev Scope out high level development tasks Create schema for storing user data in local storage
Week 2	Design Begin high fidelity designs for user story 1 Dev Begin development for user story 1 with low fidelity designs
Week 3	Design Continue high fidelity designs for user story 1 Begin designs for user story 2 Dev Ramp up on development for user story 1 Push a working prototype for user story 1
Week 4	Design User test live functional demo for user Update designs for user story 2 Begin designs for user story 3 Dev Address comments from user test for user story 1 Begin development for user story 2
Week 5	Design Continue to gather user feedback on user stories Start presentation Dev Ramp up on development for user story 2 Push a release for user story 2

Open Questions / Appendix

“Pressure points/risks in developing the product”

- 3/4 possible categories
- Desirability: willingness to consume and pay for a solution
- Feasibility: respect to scope/time constraints and what you can build
 - “What is stopping Zoom from doing it themselves?”
 - Does it even become a business?
 - If it is not money, then is it data, information, etc. etc.
- Usability: whether or not a person can actually use the product
- Possible risks of this you want to mitigate

“Tactical course of action you can take”

- Design exercise (PM + Design)
- Add fidelity to the spec itself
 - Macbook with a touchbar—users that might not be in the target audience because they already have that capability.
- What “platform” or OS do you want to put the app/program on?
- Are you going to use the API for the mockup?
- Download the installer, modify the configuration itself, and then add in the extra features.

Jordan + Ernest

- Are you both clear from a design perspective what a user is supposed to do, and if so, can you define the technical systems/constraints
- Nail down the things that need to happen, or else the scope can creep.

Macbook with touchbar users should be deprioritized

- Deprioritize the touchbar feature
- OR focus on the users with the other operating systems

Eric

Next week you’ll have the lo-fis

Features/backlog will come out of it.

If out of 5 stories you can do a couple

Doing the user journeys will provide a list of tasks which you can design screens for

Validate with the people you spoke with.

- Show them some screens and flows and then bring back issues to the team.

Question about User Testing

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How necessary is it to have that first sketch of what it looks like before doing backend?

Tied to desirability or feasibility risks by default are most products.

80% of value is derived from 20% (Pareto)

Field of Dreams: "If they build it, they will come."

Minimize risk.

Early stages you're not as involved. Average sprint team of 5-7 people costs 1.5mil USD.

Have to solve the desirability and usability problems for users to actually have the problem.

When to do user testing between stages

Depends on which company and how they operate.

Notion of customer collaboration – customers are always there with you in your journey of developing the product. Does not always happen everywhere, only a small group of people.

- In this case, you can always gather user feedback when you need.

Most companies define the scope, then you work in conjunction with the marketing team to validate by each checkpoint or each feature is built.

Basically you go back to users, show them screen by screen, and fish for questions.

At Hi-Fidelity: you can use something like user-testing.com and send out a prototype to have a cohort, then you get more refined feedback.

At least 2+ iterations throughout the project. At the lo-fi stage, keep it to casual interviews, but when at the hi-fi/working MVP stage, then go to sites and get a dedicated cohort for feedback.