

Broadcast popup

[FEATURE ID: FTR_ID]

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Feature Overview

An announcement can be sent to all users for important events. This could be as simple and varied as:

- a. Wishing people a Happy New Year, a Happy Diwali or Eid Mubarak.
- b. Informing users of a major downtime that's happening in the app.
- c. (v2) Informing users that a new version of the app is available for download.
- d. (v2) Informing a tenant's users about some specific information relevant to their tenant/state.

Wireframes

<https://invis.io/7BO6N68STCM>

User Journey

1. User launches the app.
2. If a broadcast is available, user is informed of the same.
3. User can close the popup (or not, if it's not allowed).
4. User will only see the popup next, after cool-down and if it's still within the valid time-window to display.

Detailed Features

BP-01: General requirements

- a. The config for this popup should be accessible even if the entire platform goes down. (Especially useful in down-time situations).
- b. If the popup config changes after TTL, the cooldown period should be reset. (For e.g., if the cooldown period was 3 days, and the TTL was 5 minutes - if a new config is now available, the cooldown period should be reset and the popup shown).
- c. The popup, if available, should be shown on the splash screen.

BP-02: Popup configuration

- a. Config id - so that the device knows whether this is the same from the last config stored. (Think of it as versions). Also, editing this won't affect the cooldown period, if changes are needed to message.
- b. Image (optional) - of dimensions as per designs. (If it's bigger, then it should be constrained to the max dimensions of the image block within the design - keeping aspect ratio in mind, with a top-center alignment).
- c. Title (optional)
- d. Body (compulsory) - If this extends beyond the available space, scroll bar should be available.
- e. Button text (optional) - If button text is available, it is displayed and user can tap it to close. If not available, no button is shown and this popup can't be closed.
- f. Start and end timestamp - This popup will only be seen if the current date and time is within this window (assuming current timestamp format in app).
- g. Cooldown period - After user sees the popup, they'll not see this popup again for this cooldown period, no matter how many times they launch the app.

- h. TTL - User checks for an update to the popup configuration, based on this setting. Until then this expires, the config is stored in app. (This is different from cooldown period, as TTL might be once in 30 minutes - but cooldown might be 1 day).

Localization

The display strings and images should be available in supported languages. If the text/images are not available in the current app language, it should fallback to the default strings/image. (Please bear in mind that the default language NEED NOT be English).

Impact on existing users (and their UX)

Existing users may not have seen any popups before. Going forward, if a message is available - the user will see it the moment they launch the app (on the splash screen).

Impact on non-Diksha environments

Each Sunbird instance will have it's own broadcast popup.

Acceptance Criteria

1. Downtime popup should be available if the Sunbird instance server goes down.
2. Popup should be displayed immediately after launch (on Splash screen).

Analysis and Telemetry

Need to have the following measurable:

- a. Broadcast popup was displayed.
- b. The config id.
- c. Attempt to close the popup (by tapping outside popup area, or on CTA button).

Need to generate following reports:

- a. % of users who saw the broadcast popup (based on config id).
- b. % of users who attempted to close the popup and continue.

Documentation

The documentation should cover how to setup a broadcast message.

Wishlist

Lorem ipsum.

Comments

Can add use-cases here.

Any comments that should be considered - feedback, desirable functionality etc.