

Details Obscured

[Desktop][New Feature]Notification System Desktop 1.0

Version 41

Created by Living Cat on Jan 28, 2015 2:29 PM. Last modified by Living Cat on Feb 23, 2015 11:31 AM.

Related project:

[\[Mobile\]\[New Feature\]Notification System Mobile 1.0](#)

6 MAJOR UPDATES

- [BUILDING] Initially Posted

1. OVERVIEW & GOAL

- This update introduces the Notification System to the top nav bar.
- The Notification System brings the user important notifications regarding user's actions and results caused by their actions.
 - This system provides user easy access to real-time feedback on **past** activity, without the need of going to a different page.
 - Real time here is defined as checking every 20 seconds.**

2. DESIGN

Explanation	Illustration of Work Flow
<ul style="list-style-type: none">A new bell icon at the top nav bar before the user's profile imageWhen notification event happens (check every 20 seconds), the notification counter will appear on top of the bell, slightly off center towards top and rightThe number will show the user how many new notifications there are since the last time they check	
<ul style="list-style-type: none">When user clicks on the bell, the notification window appears below the nav bar, listing 4 notifications per pageThe notifications are listed according to recencyThe new notifications will be highlighted.<ul style="list-style-type: none">Until user clicks on them, they will remain highlighted. When user clicks on any of them, that notification will no longer be new. It will no longer be highlighted, and the number on the bell will be updatedIf the user has more than 4 notifications, the older ones can be found in older pages	
<ul style="list-style-type: none">Each notification essentially serves as a linkWhen hovering over any notification, the effective interactive area will be displayed as a grayed color.<ul style="list-style-type: none">For highlighted notification, it will be displayed as a darker blue than regular highlight colorClicking within any notification's interactive area will take user to the designated link.Clicking anywhere outside the notification box will close the notification box, including the bell icon.	

3. NOTIFICATIONS

3.1 General

- Each notification serves as a link, when user clicks on the interactive area, it would take the user to the designated link.
- Each notification is visually made of 3 sections
 - Thumbnail
 - A 36 by 36 pixel image, it can be either a user profile image or the fixya logo, depending on the notification.
 - See [3.2 Notification Types](#) for more details.
 - Content
 - In most cases start with a name with **bolded font**
 - Followed by the action
 - Followed by the link destination in blue color
 - This is actually **not** a clickable link, since the whole interacter area of this top will be one
 - The content will be truncated within 2 lines if necessary. ([Different from mobile's 3 lines](#))
 - Time
 - Following the standard of [\[M\] Patterns \[Design Update\] Relative and Absolute Time Stamp](#)

3.2 Notification Types

There are 10 types of notifications for desktop:

#	Condition	Content Format	Content Example Mock	Link
1	When my question gets a new answer	[USER] answered your question [QUESTION_TITLE]	Steven-Christopher Armstrong answered your question How do you fix iPhone 6 screen? Just now	The question page
2	When someone clicked "helpful" button on my answer	[USER] voted your answer as helpful in the question [QUESTION_TITLE]	Kakiina voted your answer as helpful in the question Is it possible to recover a deleted voice message from a phone... Just now	The question page, anchored at the answer
3	When someone clicked "helpful" button on my tip	[USER] thinks your tip is helpful [TIP_TITLE]	Peter 84 thinks your tip is helpful How to speed up Android phone? Just now	The tip page
4	When someone commented on my question	[USER] commented on your question [QUESTION_TITLE]	wya1962 commented on your question How to fix a Samsung Galaxy S3 on 01/23/2015	The question page, with comment shown.
5	When someone commented on my answer	[USER] commented on your answer in [QUESTION_TITLE]	wya1962 commented on your answer in How to fix a Samsung Galaxy S3 on 01/23/2015	The question page, anchored at the answer, as comment shown.
6	When someone commented on my tip	[USER] commented on your tip [QUESTION_TITLE]	wya1962 commented on your tip Fixing SC or SE error code on Samsung model Dishwasher on 01/23/2015	The tip page, with comment shown.
7	When an expert edited a question I posted	Fixya Moderation Team edited your question: [QUESTION_TITLE]	Fixya Moderation Team edited your question What's the best way to replace the CPU fan? 1 hour ago	The question page.
8	When an expert re-categorized a question I posted	Fixya Moderation Team re-categorized your question: [QUESTION_TITLE]	Fixya Moderation Team re-categorized your question How do you fix iPhone 6 screen? 5 hour ago	The question page.
9	When someone write a testimonial to appreciate your answer	[USER] write a testimonial to appreciate your answer in [QUESTION_TITLE]	wya1962 write a testimonial to appreciate your answer in How to fix a Samsung Galaxy S3 on 01/23/2015	To the question page, anchored to the answer.
10	First Notification	Welcome to Fixya! You can start by clicking here to see the newest questions and answers!	Welcome to Fixya! You can start by clicking here to see the newest questions and answers! on 02/23/2014	the recent list of answer page http://www.fixya.com/answer/answerpage/show?M=2

- Anything outside these types will not push notification.
- In the future, we will add more types.
 - See [Comments for added new notifications](#).
- If the notification doesn't have a specific user name in the front, the thumbnail will be the logo of Fixya.
 - Please use the image in form mock.
- First notification is the notification that will be triggered as soon as the user's account is generated. It will be everyone's very first notification.
 - When this update is launched, this notification will also be pushed to all existing users.

4. NOTIFICATION CROSS PLATFORM CHECK

4.1 Cross check on mobile & desktop:

- For any of the notifications mentioned in [3.2 Notification Types](#), if the user checks any notification on mobile, on desktop that notification will also need to be marked as checked. Likewise for desktop to mobile.
 - e.g. I have 3 notifications on mobile, I click them out out with my phone, and when I log in on the desktop, I will not see any new notifications
 - But they will still be in the notification box, just not highlighted.

4.2 Cross check with email:

For events described in [3.2 Notification Types](#), currently the following events that pushes notification will also send the user an email.

- When my question gets a new answer
- When someone clicked "helpful" button on my answer
- When someone clicked "helpful" button on my tip
- When someone commented on my question
- When someone commented on my answer
- When someone commented on my tip

When user clicks on links in emails that takes the user to the same page, mark the corresponding notification as checked.

e.g. Somebody answered my question, I will get an notification and an email. If I click on the link in email that takes the to that question, the corresponding notification will be new.

- But they will still be in the notification box, just not highlighted.

5. PERFORMANCE INDICATORS

Unless specifically certified, all the following indicators are to be tracked daily.

- Total click events on notification system, including the bell and specific notification contents.
- Increment of average click event per session among logged in users.
- Increment of average page per session among logged in users.
- Ratio of page per session where there is new notification (bell got read number on it) vs. page per session where there is no new notification (bell does not have red number on it).
 - Purpose: To measure if we need to increase notification types to bring in more notifications.
- The percentage of whether the user clicked on any specific notification content **after** clicking the bell.
 - Purpose: To measure if the notification content is effective to arouse user's interest when they see it.
- Increment on helpful votes.
- Increment of testimonials.
- Increment of comments.

6. NOTES

- This feature is only available for logged in users. Before logging in the user will not see the bell.
- In screenshot and HTML mocks, the notification contents are place holders, please make sure to follow [3.2 Notification Types](#).
- For the logs of Fixya Moderation Team related notification, please use the image in form mock.

HTML Mocks:

HTML mocks are attached to this document.

index.html - contains bell with red number visible. Clicking the bell will display the new notifications dropdown.

Please let me know if any issues or questions come up.

[\[Screenshot and HTML Mocks\]](#)

