Abbreviated Event Listing – Use Case Support

Event Listing that appears on Member Home, Group Home, and Group Event List

Static

    a. Event Name (hover for description?)
    b. (View Details) link – goes to Event Details page for this event
    c. Event Date
    d. Start Time
    e. Location – link to map (only appears for certain users – see Event List grid)
    f. nn people are attending
    g.

Conditional Static

    a. Group Name (link to group home) (if on Member Home page)
    b. (nn spots left) displays next to Static item (f) if 1) capacity is not Null, 2) there is capacity available and 3) the event is not closed.
        b.1. "Respond by <dd-mmm-yyyy>" displays if the user has not yet responded.
        b.2. "Cancel by <dd-mmm-yyyy>" displays if the user has already responded with Yes.
        b.3. "Change by <dd-mmm-yyyy>" displays if the user has already responded with No.
        b.4. "Confirm or Cancel by <dd-mmm-yyyy>" displays if the user has not already responded with Maybe.
    c. (This event is full.) displays next to Static item (f) if capacity is not Null and there is NO capacity available
    d. nn people are on the waiting list (if the event is full and there is a waiting list available)
    e. Event fee (if event requires payment)
    f. Pay now (link) (if user has responded and payment is due)
    g. Paid (if the user has already paid)
    h. You responded XXX (if user has responded) with XX guests (if user is bringing guests)
    i. You are on the waiting list (if user is on waiting list)
    j. Think List icon with tooltip "You have this event on your Think List." (if user has this event on his Think List)
    k. Waiting List icon with tooltip "This event is full but you are on the waiting list." (if the event is full and the user is on the waiting list)
    l. Sorry, this event is now closed → search for other events like this one. *Last 7 words are a link to the advanced search page with the event name in the keyword list, or something other appropriate search criteria is filled in.* (This appears when the response date has passed.)

Conditional Hover – these appear on hover

    a. organizer edit link (if user is organizer)
    b. organizer copy link (if user is organizer)
    c. Respond: Yes | Maybe | No | Think List (if user has not yet responded)
    d. Respond: Yes | Maybe | No (if user has Think Listed)
    e. Respond: No | Think List (if event is full with no waiting list)
    f. Respond: No | Waiting List | Think List (if event is full with a waiting list available)
    g. Change response: <same options as c-f above> (if user has responded)
    h. Sorry, there is no waiting list available for this event.

i. Please contact your organizer if you require a payment refund. (if user paid for an event that subsequently got cancelled) ← *the words "contact your organizer" are a link*

j. The cancel by date has passed. To cancel your reservation for this event, please contact the organizer. (The words contact the organizer are a link to message the organizer.)

Response Popup Windows / Layers

a. (popup window/layer opens upon user clicking Respond: Yes or Maybe without event fee)
   <event name>
   You responded **Yes** (or Maybe) to this event.
   I'm bringing ___ guests.
   Comment _____
   [Finish]   [Cancel]

b. (popup window/layer opens upon user clicking Respond: Yes with event fee)
   <event name>
   You responded **Yes** to this event. (*wording You vs. I'm on next line)
   I'm bringing ___ additional guests.
   Comment _____
     --------< section break >---------------
   This event requires advance payment. Your event fee now due is $nn ($nn per attendee) ← *parens displays if user is bringing guests*
   Payment must be received by dd-mmm-yyy. *(Note: if this is same as event date, a "Pay at the Door" option is available. See Create Event FRs for details.)*
   How would you like to pay?
   ( ) PayPal <show logo>
   ( ) Credit Card <show MC, Visa, AmEx, Discover logos>
   ( ) <other method> ← *only if entered by GO*
   ( ) I'll pay later, please remind me.
   [Finish]   [Cancel]

c. (popup window/layer opens upon user clicking Respond: Maybe with event fee)
   <event name>
   You responded **Maybe** to this event.
   I'm bringing ___ additional guests.
   Comment _____
     --------< section break >---------------
   This event requires advance payment. All payments must be received by dd-mmm-yyy.
   When you are ready to commit to this event, please come back and change your response to "Yes" and you will be asked to pay the event fee at that time.

   If you do not confirm your attendance at least 24 hours before the payment due date, your response will be changed to a No and you will be removed from the attendee list. Check your email for a reminder as the date gets closer.
   [Finish]   [Cancel]

d. (popup window/layer opens upon user clicking Respond: Yes with event fee)
   <event name>
   You previously responded **Maybe** to this event. You are changing your response to **Yes**.
   I'm bringing ___ additional guests.
   Comment _____

--------< section break >---------------
This event requires advance payment. Your event fee now due is $nn ($nn per attendee) ←
parens displays if user is bringing guests
Payment must be received by dd-mmm-yyy. *(Note: if this is same as event date, a "Pay at the Door"*
option is available. See Create Event FRs for details.)
How would you like to pay?
( ) PayPal <show logo>
( ) Credit Card <show MC, Visa, AmEx, Discover logos>
( ) <other method> ← *only if entered by GO*
( ) I'll pay later, please remind me.
[Finish]   [Cancel]

Event Response Use Cases

The following use cases are presented as specific examples of what will happen when a user takes a specific path in the system.

Notes:
1. Where a use case conflicts with a requirement, the general rule is that the use case will take precedent.
2. Users specified in all use cases are members, and do not have organizer status. However, be aware that organizers are users too, so in some cases there will be additional hover data available for an organizer (see User Case Support section) but for the most part will be the same as the regular user.
3. If any questions arise, please consult with the Grouvia management team.

First Time Event Responses

This section covers Use Case walk-throughs of screen behavior for an event to which the user has not yet responded. All the event listings will appear in the following places: the Member Home Page Event Invitation list or the Group Home page Upcoming Events list, or the Group Home Calendar of Events list. They will not appear on the Member Home Page My Upcoming Events list.

Use Case #1: User responds yes or maybe to event that does not require advance payment.
1. User sees static event information in Event Invitations section. Includes Conditional Static item (a) and (b) if applicable.
2. User hovers over the region of the event information, Conditional Hover item (c) is displayed.
3. User clicks either the Yes or Maybe links, indicating she wishes to come to this event.
4. A layer opens up, with the parent window "dimmed". In the layer is displayed Response Popup Window / Layer item (a).
5. The user may add guests and/or comments and save them with the save button.
6. If the user clicks Cancel, their entire response is cancelled and their event status remains as "not responded".
7. If the user clicks Save, their response is recorded and the event is moved from the Event Invitations section to the My Upcoming Events section. (see UI behavior for moving the event)

Use Case #2a: User responds yes (with guests) to event that requires advance payment.
1. Use Case #1, Steps 1 and 2 take place.
2. User clicks the Yes link, indicating she wishes to come to this event.

3. A layer opens up, with the parent window "dimmed". In the layer is displayed Response Popup Window / Layer item (b).
4. If the user clicks into the guest field, small red text above field displays message "enter up to X guests" where X is the max number of guests allowed by the organizer for this event.
5. User enters optional comment.
6. User selects payment method...
    6.1. I'll pay later – upon Save the guest and comment values are recorded and the user's event response status is "pending payment".
    6.2. PayPal or Credit Card – upon Save, the layer closes, the guest and comment values are recorded and the user's event response status is "pending payment". The parent window is replaced with PayPal payment process. When the payment is completed, the user is brought back to their Member Home page and the event response status changes to "confirmed".
        6.2.1. If user interrupts the payment process and does not complete payment, their response is still set to Yes, and their status is Pending Payment.
    6.3. Other payment method (as determined by GO). Upon Save the guest and comment values are recorded and the user's event response status is "confirmed". The GO is notified that this user has selected the custom payment method, and the GO must manage this manually outside of Grouvia.
7. After the user clicks Save, the event responded to is moved from the Event Invitations section to the My Upcoming Events section.
8. If the user clicks Cancel instead of save, they see this message: "Are you sure you want to cancel this response? All your changes will be lost." They can choose Yes (tooltip: "Yes, I want to cancel this response.") or No (tooltip: "No, I don't want to cancel, keep me here.")

Use Case #2b: User responds Maybe to an event that requires advance payment.
1. Use Case #1, Steps 1 and 2 take place.
2. User clicks the Maybe link, indicating she wishes to have a spot held for her at this event.
3. A layer opens up, with the parent window "dimmed". In the layer is displayed Response Popup Window / Layer item (c).
4. If the user clicks into the guest field, small red text above field displays message "enter up to X guests" where X is the max number of guests allowed by the organizer for this event.
5. User enters optional comment.
6. User reads the payment information in the bottom section.
7. User clicks Save button. The event responded to is moved from the Event Invitations section to the My Upcoming Events section.
8. If the user clicks Cancel instead of save, refer to Use Case #2a Step 8 for results.
9. Event responded to is moved from the Event Invitations section to the My Upcoming Events section.

Use Case #3: User responds No to event.
1. Use Case #1, Steps 1 and 2 take place.
2. User clicks the "No" link, indicating he does not wish to attend this event.
3. The event disappears from the user's Event Invitations section, and the content below moves up to fill in the space.
4. If available, the next event invitation appears at the bottom of the list.
    See UI Behavior-Content Removed Example section above.

Use Case #4: User adds an event to her Think List.
1. Use Case #1, Steps 1 and 2 take place.
2. User clicks the "Think List" link, indicating he is considering attending this event.
3. The Think List link that the user clicked in step 2 converts to static text.
4. The Think List icon (*need to create this*) appears next to the Respond By date.
5. The event does NOT move to the My Upcoming Events section. It will continue to appear in the Event Invitations section, and now will have the indicator that it is on the user's Think List.

Use Case #5a: Event is full and there is no waiting list.
1. User sees static event information in Event Invitations section. Includes Conditional Static item (c) indicating the event is full.
2. User hovers over the region of the event information, Conditional Hover items (e) and (i) are displayed.
3. User may respond...
   3.1. No – go to Use Case #3, Step 2.
   3.2. Think List – go to Use Case #4, Step 2.

Use Case #5b: Event is full and there is a waiting list available.
1. User sees static event information in Event Invitations section. Includes Conditional Static items (c) and (d) indicating the event is full and how many people are on the waiting list.
2. User hovers over the region of the event information, Conditional Hover item (f) is displayed.
3. User may respond...
   3.1. No – go to Use Case #3, Step 2.
   3.2. Think List – go to Use Case #4, Step 2.
   3.3. Waiting List – The Waiting List link that the user clicked in step 2 converts to static text.
4. If user selects Waiting List, the event is moved to the Upcoming Events section, with a special Waiting List indicator that this event is not confirmed yet. See UI behavior for moving this event from one section to another.

Use Case #6: Event is closed because the respond by date has passed. It is not on the user's Yes or Maybe response status list.
   Note: This event does not appear on member's home page. The event listing appears only on the group's Calendar of Events page.
1. User sees static event information in Event Invitations section. Includes Conditional Static items (c) and (d) indicating the event is full and how many people are on the waiting list.
2. Conditional Static (l) item is displayed.
3. There is no hover text for this event.

Use Case #7: User has this event on their Think List and now wants to respond to the event.
1. User sees static event information in Event Invitations section. Includes Conditional Static item (a) and (b) if applicable.
2. User hovers over the region of the event information, Conditional Hover item (d) is displayed.
3. If event is not full or closed, user can select Yes, Maybe or No link...
   3.1. Yes – see use cases 1 and 2a
   3.2. Maybe – see use cases 1 and 2b
   3.3. No – see use case 3

4. If event is full or closed...
    4.1.   Event Full – see use cases 5a and 5b
    4.2.   Event Closed – see use case 6

<u>Events Previously Responded To</u>

Use Case #8a: User has responded yes to an event that requires advance payment. The user has not paid yet.
1. User sees static event information in My Upcoming Events section. Includes Conditional Static item (a) if applicable. It also includes Conditional Static items (e), (f), and (h).
2. User hovers over the region of the event information, Conditional Hover item (h) is displayed with the appropriate options.
3. User clicks "Pay Now" link.
4. Follow Use Case #2a from Step 3 to 6.3.
5. After the user clicks Save, assuming they have completed the payment process, the Conditional Static item (f) no longer displays and Conditional Static item (g) displays in its place.
6. Follow Use Case #2a Step 8.

Use Case #8b: User has responded maybe to an event that requires advance payment. The user has not paid yet.
1. User sees static event information in My Upcoming Events section. Includes Conditional Static item (a) if applicable. It also includes Conditional Static items (e), (f), and (h).
2. User hovers over the region of the event information, Conditional Hover item (h) is displayed with the appropriate options.
3. User can take two paths to confirm their attendance and pay the fee:
    3.1.   user clicks "Pay Now" link -
        a) A layer opens up, with the parent window "dimmed". In the layer is displayed Response Popup Window / Layer item (d).
        b) follow Use Case #2a from Step 4 to 6.3.
    3.2.   User clicks "yes" - follow Use Case #2a from Step 3 to 6.3.
4. After the user clicks Save, assuming they have completed the payment process, the Conditional Static item (f) no longer displays and Conditional Static item (g) displays in its place.

Use Case #9a: User has previously responded yes for a no-payment-required event and the organizer cancels the event.
1. User sees the event on the Member Home page Upcoming Events, Member Calendar, Group Home Upcoming Events, or Group Calendar of Events. The event is in strikethrough font and has the word "CANCELLED" (not in strikethrough font) before the event name.
2. The only static event info displayed are items (a), (c), (d) and (e).
3. The only conditional static event info displayed is item (a) if relevant.
4. The cancelled event appears in all these places for X number of days (see requirements).

Use Case #9b: User has previously responded yes and remitted payment for an event and the organizer cancels the event.
1. Follow Use Case #9a.
2. User hovers over the region of the event information, Conditional Hover item (i) is displayed.

Use Case #9c: User has previously responded yes and remitted payment for an event and the user now wants to cancels his reservation for this event. The cancel by date has not yet passed.
1. Follow Use Case #10a Steps 1 – 2
2. User Selects No in the Change Response area.
3. A popup window/layer appears displaying the following text: Are you sure you want to cancel your reservation? If you select yes, your response will change to NO and you will need to contact your organizer for information on how to get a refund for your payment. The user may select Yes (tooltip: "Yes, I want to cancel my reservation") or No (tooltip: "No, I changed my mind").
4. If user selected Yes in the previous step, follow Use Case #10a Step 3.2.

Use Case #9d: User has previously responded yes and remitted payment for an event and the user now wants to cancels his reservation for this event. The cancel by date has already passed.
1. User sees static event information in My Upcoming Events section. Includes Conditional Static items (a) and (b) if applicable. It also includes Conditional Static items (e), (g), and (h).
2. User hovers over the region of the event information, Conditional Hover item (g) is displayed with the appropriate options.
3. User Selects No in the Change Response area.
4. A popup window/layer appears displaying the following text: Are you sure you want to cancel your reservation? If you select yes, your response will change to NO and you may not be eligible for a refund for your payment. You will need to contact your organizer if you believe you are eligible for a refund. The user may select Yes (tooltip: "Yes, I want to cancel my reservation") or No (tooltip: "No, I changed my mind").
5. If user selected Yes in the previous step, follow Use Case #10a Step 3.2.

Use Case #10a: User has previously responded Yes or Maybe for a no-fee event and the user now wants to change his response for this event. The cancel by date has not passed.
1. User sees static event information in My Upcoming Events section. Includes Conditional Static items (a) and (b) if applicable. It also includes Conditional Static item (h).
2. User hovers over the region of the event information, Conditional Hover item (g) is displayed with the appropriate options.
3. User selects new response.
   1.1. Yes or Maybe – follow Use Case #1 steps 4 – 6.
   1.2. No -
       3.2.1. The event disappears from the user's My Upcoming Events section, and the content below moves up to fill in the space.
       3.2.2. If available, the next event appears at the bottom of the list.
       See UI Behavior-Content Removed Example section above.
   1.3. Think List -
       3.3.1. The event essentially reverts back to an "unresponded" event, and the items in the conditional static list display the ThinkList items where appropriate (see Use Case #7).
       3.3.2. The Think List icon (*need to create this*) appears next to the Respond By date.
       3.3.3. The event moves from the My Upcoming Events section to the Event Invitations section (if user is looking at the Member Home page). See UI-Behavior example for when content is moved from one list to another.

Use Case #10b: User has previously responded Yes or Maybe for a no-fee event and the user now

wants to cancels his reservation for this event. The cancel by date has passed.
1.   User sees static event information in My Upcoming Events section. Includes Conditional Static items (a) and (b) if applicable. It also includes Conditional Static item (h).
2.   User hovers over the region of the event information, Conditional Hover item (j) is displayed with the appropriate options.

Use Case #11a: User has previously responded maybe to an event and the respond by date is looming.
1.   Follow Use Case #8b or #10a with this exception:
1.1.   The Confirm or Cancel by date line shows in bold. Next to the date the user sees the text "Confirm Soon!" in red bold italics (but small font).

Use Case #11a: User has previously responded maybe to an event and the respond by date is now past.
1.   Follow Use Case #6.

UI Behavior
There will be some UI behavior that gives feedback to the user indicating that certain things have happened.

Content Removed Example
When the user responds No to an event, that event is immediately removed from the user's screen. In this case, the event being removed flashes briefly and disappears. Then the content below the empty space (but inside the container) gets a pale yellow background and visibly moves up to fill in the space. Then the next event appears at the bottom of the container area, and flashes briefly. Then the yellow background disappears. This could all happen in the space of about 5 seconds.

Content Moved Example
When a user response Yes or Maybe to an event, the event needs to be removed from the Event Invitations section and added to the My Upcoming Events section. Without being overly complicated or noisy, we could simply flash-disappear the content from the original location and flash-insert it into the new location. Maybe need a UI expert to weigh in on this idea.

A Few Mockups

Mockup of the user responding Yes to an event for the first time. This event does not require advance payment.

1. This shows what the user sees in "Event Invitations" before they have responded...

2. When the user hovers over any area of the Event (the invisible box), they see this screen. Note the new "Respond:..." line that comes up.

3. And finally, if they click the Yes link to respond affirmatively, the event below moves down and the following section appears...

Event Invitations (2)

End of season pizza party and awards ceremony
Guilford T-ball
8/19/09, 3:00 PM, Adams Middle School

3 spots left. Respond by Aug 9, 2009.
Respond: Yes | Maybe | No | ThinkList
I'm bringing ___ guests.
Comment: _____
Save

Summer Picnic on the Shoreline
Rowing Club of Connecticut
10/02/09, 1:00 - 3:00 PM, Guilford Yatch Club

24 spots left. Respond by Sept 15, 2009

+ View all event invitations

4. Once the user clicks save, the item is moved over to the Upcoming Events section. If there was a payment due, the "Payment is due by dd-mmm-yyyy." text and the "Pay Now" link would appear on the event.