

Findings during Beta Test

CLIENT VIEW:

- Add Task Tab
 - * If client doesn't add Keywords, is it Admin's responsibility or are writers not required to add any?
 - * Might need to clarify Word Count limit so clients don't think they need to use all of the words in one go or waste their limit for the month.

The Background Info free text box should perhaps be under the file attachments option, as it is a little confusing.

 - * It isn't clear how to add multiple files for attachments. Perhaps either a button for additional files, or a note saying to hold ctrl (as you've done for selecting multiple audience)
- Status Tab
 - * When viewing the project in progress, all comments and communications between admin, writer and client can be read. This makes sense, however when new writers start it might be wise to tell them to message privately for anything specific/ private or that might cause concern to the client.
 - * Once the task is completed it doesn't appear in the status menu and isn't clear where it has been sent.
 - * Should the status button say "Task Submitted" etc. instead of "Requirement Submitted"? This would match the name of the tab and keep everything connected.
- Download Tab
 - * Do we need a separate tab for downloading the finished files? Would it be easier for the client to simply download it from the 'Status' tab once it changes to 'complete/ done'?
- Communication/ Email Notifications
 - * There was only 1 notification that I received indicating a change in status to my project, and that was once the status was changed to 'Approved'(complete) by Admin. I understand that this is an auto-sent message, but it might be worthwhile to send one out to clients indicating that it had been started by a writer.

ADMIN VIEW:

- Task Assignment
 - * Is there a limit to how many tasks you can assign to one person with the same deadline date? At present, the warning message only comes up when you try to assign to a writer without adding a deadline date.
 - * The Deadline Date is changeable after the task is assigned, but it isn't updated to the Writer's view. Is this something that needs to be changed, either to freeze the original deadline, or get the change to be communicated to the Writer's dashboard.
- Download Tab
 - * Do we need a separate tab for downloading the finished files? Would it be easier for the client to simply download it from the 'Status' tab once it changes to 'complete/ done'?

WRITER VIEW:

- Communication/ Email Notifications
 - * There were notifications whenever the status of an assigned task was changed, however seeing as the Writer has to change the status to 'In Progress' or 'Done' it seems unnecessary. However, there was no email communication to inform the Writer that a new task had been assigned to them in the first place.

I recommend that the Writer receives emails for the following:

- +New Task Assigned
- +Assigned Task Requires Revision
- +Assigned Task Approved/ Completed

- Status Button
 - * If a writer changes the status of a task to 'In Progress' and then finds a problem with the task (I know that shouldn't happen, but it very well could) i.e. no files attached etc, they then can't reject the task.
- Upload Status Tab
 - * Do we need a separate tab for Upload Status?

CELLPHONE VIEW

I thought I would log in as a client from my phone to see if it was user friendly.

I did this as I am sure that when Clients are out on viewings etc, they might want to check up on the status of their requests quickly, without firing up a computer.

Unfortunately, it's currently not useable in 'Mobile/ Cellphone View'. *Screenshot below*

