Action Items:

<u>End Product:</u>
- Figma prototype of the new and improved website
- Team Website (Team Digital Notebook)
    - Instructional manual on how we did everything
        - Step by step process of making the site mobile friendly
        - Step by step process of adding cookies
        - Addition of Marketing Flyers
    - Documentation of our process
        - Paper prototypes (sketches)
        - Brainstorm maps

<u>How to make the site more mobile friendly:</u>
We are using **Figma** to generate a website prototype for the partner/customer that they can later apply to their own site.
    <u>Navigating Figma:</u>

<u>Texting Service:</u>
- **Drawbacks/Reminders:**
    - Confidentiality
    - Live Text Hours
- **Our ideas:**
    - Confidentiality
        - Deleting the text after the conversation
        - Sending a message that sends a reminder: "Delete this message…." (reword)
    - Live Text Hours
        - Send a text message that says: "No one is online currently. Delete conversation …"
            - Give email, resources, link to website (?)
- **Questions:**
    - Will the text feature only be available during live chat hours?

<u>Marketing (Flyer):</u>
SFO example of the site

Notes from Dr. JAK:
- Last team make an offline copy and edited it
    - Presented it
- AACI are in charge
- Website goes through Live Person -> then to SCU team
- Select certain website functions for the phone
- Talk about creating a separate app
    - Better and easier data control + accessibility
    - Create a non assuming visual
    - Issues with confidentiality
- Redirect to app when users try to access website on the web on phone
- Investigate SnapChat disappear messages after a while
    - API? For deleting text messages
        - Research niche APIs
- Get in contact with last team that worked with NextDoor Solutions
- Figma for size references
- Research pros and cons of each project
- Fix the color of the popup

Partner Interview Questions:
- Do you want the website to appear the same? Are you open to changes in appearance?
    - Do you want certain aspects of your mobile website to be enhanced? (ex. Escape button, live chat button, directory)
- What
- Would you like help on launching/testing your texting service? You mentioned that there was a confidentiality issue with the phone numbers showing.
- Put the times more visible on the home menu
    - After the pop up, it doesn't come back so the times are harder to navigate
- How can we improve from the last team?
- Do you use any code, or just Wordpress? If so, what language?
    - How did the team before us implement the API?