

February 15th, 2019

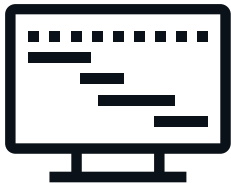
QuestionPoint Redesign

Kristin Ewig

Senior Product Manager



Goals of the QuestionPoint Upgrade



Translate the current application from Flash

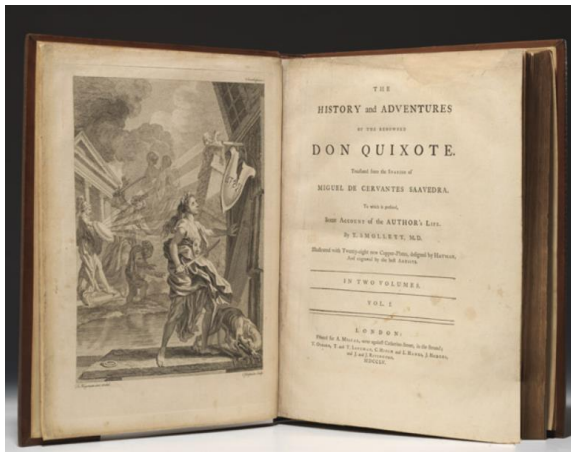


Improve security standards



Modernize the design, improve workflow, implement changes based on feedback and testing

What makes the project so exciting?



First Edition written in (early Modern) Spanish in 1604

Now imagine...

- Translating the entire book in 2019 to another language without Google Translate (when you're not fluent in Spanish)
- Ensuring in translations, the work doesn't lose it's original feel, but needs to be modernized enough to appeal to a broad audience
- Re-read the whole book to ensure no translations were missed
- Add a new chapter
- Update your copyright
- Create a new book cover & illustrations

What makes the project so exciting?



First Edition written in (early Modern) Spanish in 1604

Now imagine...





- Translating the entire book in 2019 to another language
Flash to HTML5 Translation
- Ensuring the translation doesn't lose its original meaning
User Experience & User Testing
- Re-reading the translations to ensure they were missed
Quality Assurance Testing
- Adding a new layer of product management and user input
Product Management & User Input
- Updating the translations to reflect security changes
Security changes
- Creating a new user experience and development
User Experience & Development

**Thank you to the internal team and to
YOU for providing your feedback
along the way...**

UPDATES TO THE INTERFACE

2:28:09 PM

New Active **5** Librarians **2**

Status	Contact	Time	Last Message
 Idle	Kristin	1:59 PM	Hi! What are your hours today?
 New	Bob	2:12 PM	And do they have recording capabilities?
 Disconnected	Carl	2:18 PM	Patron has disconnected.
 Transfer	Janet	2:27 PM	Thanks!
	Karri Sites (Librarian)	2:24 PM	I will be transferring a patron to you if that's okay

Kristin

Transfer

Kristin (13:59:19): Hi! What are your hours today?

Jane (13:59:19): Note: Patron's screen name: Kristin

Jane (14:00:06): Librarian 'Jane' has joined the session.

The library is open from 9am to 6pm Monday though Friday.

End Session

Send

Info

Scripts

URLs

Notes

Policies 

Patron Library

My Library

Done?

Library Hours - Weekday

Login info

Abuse

Best Place to start

The library is open from 9am to 6pm Monday though Friday.

NEW WORKFLOWS TO NOTE

Chatting with a Librarian

Initiate chatting by right clicking and selecting “start librarian chat” or double-click librarian name

New Active All Librarians 7				
Librarian	Queues	Active	Queue (Library)	Time
F. Kilgour (154407)	1	1	Jeremy (Jeremys Consortia)	4:37 PM
Jeremy Patterson (1007)	7	0	Jeremy (Jeremys Consortia)	1:15 PM
Nathan Kessler (154375)	3	0	Jeremy (Jeremys Consortia)	2:55 PM
Tom H. (100300823)	42	0	INF (INFERNO ASK QP)	9:28 AM
Viraj Kulkarni (154410)	4	0	Jeremy (Jeremys Consortia)	7:50 PM
Viraj Kulkarni 2 (154409)	4	0	Jeremy (Jeremys Consortia)	10:15 AM
WorldRef Lib1 (154414)	64	1	Testing Queue for QPDev (QP Dev Test Consortium)	11:52 AM

Chatting with a Librarian

Active chats with librarians will appear in your active tab, but separated from patrons.

New 1 Active 4 All Librarians 7			
Status	Contact	Time	Last Message
	Bob	1:36 PM	What time does the library close?
	Tom	1:36 PM	How do I search multiple databases?
	Test-ignore	1:36 PM	For testing movement of questions
	Nathan Kessler (Librarian)	1:35 PM	hello

Transferring to another Librarian

Click transfer on the patron IM and select the librarian or queue you wish to transfer to

Transfer

Librarians Queues

(i) Please chat with the librarian before transferring a chat.

Select a librarian to transfer your patron.

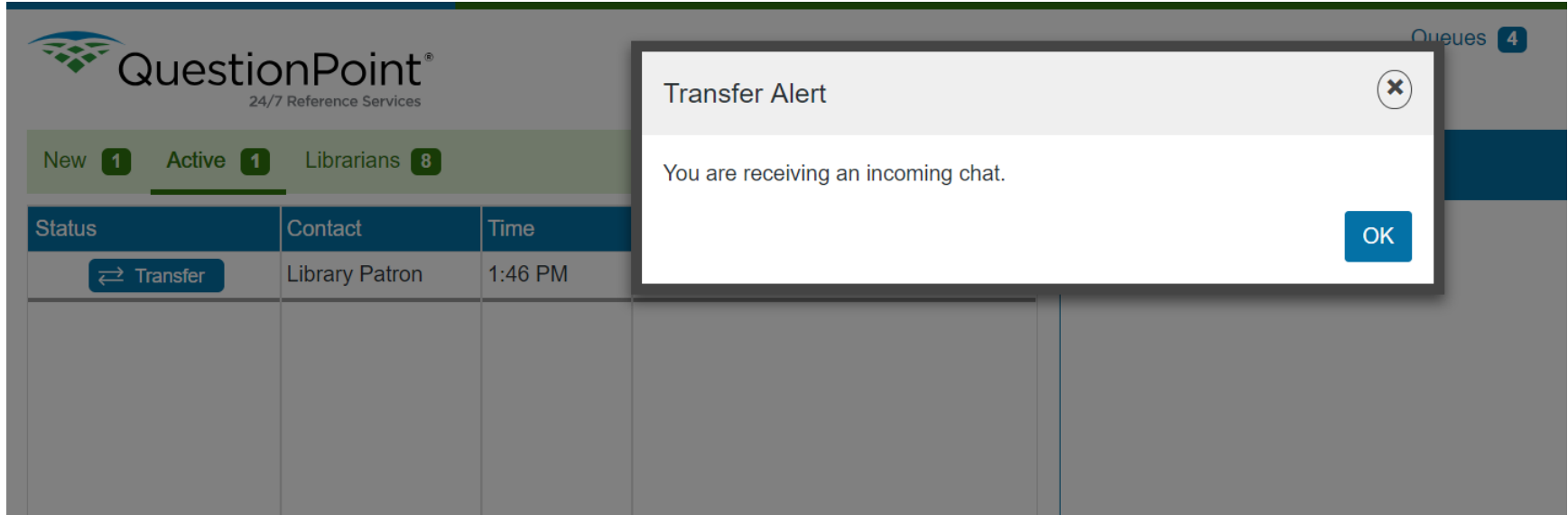
Librarian	Queues	Active	Queue (Library)	Time
ChatV2 test (154398)	231	0	A - After Hours Coverage (QP Backup)	1:38 PM
F. Kilgour (154407)	1	1	Jeremy (Jeremys Consortia)	4:37 PM
Nathan Kessler (154375)	3	0	Jeremy (Jeremys Consortia)	2:55 PM
Tom H. (100300823)	42	0	INF (INFERNO ASK QP)	9:28 AM
Viraj Kulkarni (154410)	4	0	Jeremy (Jeremys Consortia)	7:50 PM
Viraj Kulkarni 2 (154409)	4	0	Jeremy (Jeremys Consortia)	10:15 AM
WorldRef Lib1 (154414)	64	1	Testing Queue for QPDev (QP Dev Test Consortium)	11:52 AM

Transfer Cancel

Patron's Library: Jeremys Consortia

Transferring to another Librarian


On the receiving end:



The screenshot displays the QuestionPoint interface with a 'Transfer Alert' dialog box. The dialog box contains the text 'You are receiving an incoming chat.' and an 'OK' button. In the background, the QuestionPoint logo and '24/7 Reference Services' text are visible. Below this, there are status indicators: 'New 1', 'Active 1', and 'Librarians 8'. A table with columns 'Status', 'Contact', and 'Time' is also present. The 'Status' column has a 'Transfer' button with a double-headed arrow icon. The 'Contact' column shows 'Library Patron' and the 'Time' column shows '1:46 PM'. A 'Queues 4' indicator is visible in the top right corner.

QuestionPoint®
24/7 Reference Services

New 1 Active 1 Librarians 8

Status	Contact	Time
 Transfer	Library Patron	1:46 PM

Queues 4

Transfer Alert

You are receiving an incoming chat.


OK

Transferring to another Librarian

On the receiving end:

- Transfer icon will persist

24 / Reference Services

New 1 Active 1 Librarians 8			
Status	Contact	Time	Last Message
 Transfer	Library Patron	1:46 PM	Hello

Chat User

Transfer

Library Patron (13:46:07): Hello

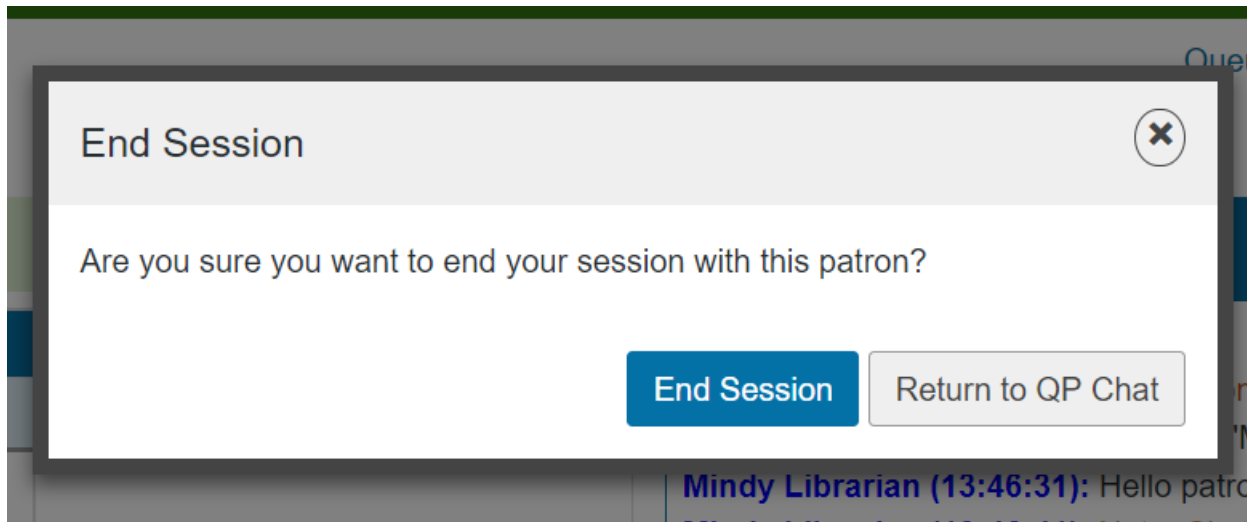
Tran Librarian (13:46:07): Note: Patron's screen name: Library Patron

Mindy Librarian (13:46:14): Librarian 'Mindy Librarian' has joined the session.

Mindy Librarian (13:46:31): Hello patron, I am Mindy. I will transfer you to Tran Librarian

Mindy Librarian (13:46:41): Note: Chat Transfer Session request from librarian: 'Mindy Librarian' (154382) at Institution 'Jeremys Consortia' (1007) to librarian: 'Tran Librarian' (154397) at Institution 'Jeremys Consortia' (1007).


Ending a Session



Ending a Session

- Resolution code now mandatory

End Session

 Please submit a Resolution Code before you press the Complete button.

Library Patron

Library Patron (13:54:10): Test chat
Mindy Librarian (13:54:10): Note: Patron's screen name: Library Patron
Mindy Librarian (13:54:15): Librarian 'Mindy Librarian' has joined the session.
Mindy Librarian (13:54:17): Librarian ended chat session.

Info

Question ID: 12219348
Patron: Library Patron (No e-mail provided)

Select Resolution

- Answered
- Practice
- Followup By Me
- Followup By Patron's Library
- Lost Call (no email provided and no chat received)

Submit

UPDATES TO COME

Development is still in progress...

- Sorting columns within tabs
- Faster loading of the librarian table
- Various bug fixes discovered

FEEDBACK & SUPPORT

As you use the new librarian chat...

To *provide feedback on the design or suggested improvements...*

Complete the feedback form <https://oc.lc/qpchat>

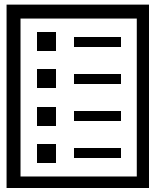
For help with *functional issues or errors...*

Contact OCLC support support@oclc.org

Training Materials

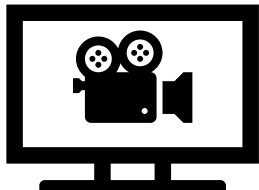
Training materials are available and updated to reflect the new chat design:

Documentation



[https://help.oclc.org/Discovery and Reference/QuestionPoint/Chat module](https://help.oclc.org/Discovery_and_Reference/QuestionPoint/Chat_module)

Training Videos



[https://help.oclc.org/Discovery and Reference/QuestionPoint/QuestionPoint training#Watch a video](https://help.oclc.org/Discovery_and_Reference/QuestionPoint/QuestionPoint_training#Watch_a_video)

- Updates will be made to reflect any changes

WHAT'S NEXT FOR QUESTIONPOINT?

Thanks to the QuestionPoint Core Team!

Girija Parvate	Senior Technical Manager
Vijay Yadav	Lead Software Engineer
Alex McManus	Domain Architect
Cole Zavar	Software Engineer
Grace Yong	Lead Software Engineer
Nathan Kessler	Software Engineer
Viraj Kulkarni	Software Engineer
Sujatha Kancharla	Test Engineer
Carolyn Morgan	User Experience Researcher
Heather Alexander	User Interface Designer
Tom Haney	Senior Product Manager
Kristin Ewig	Senior Product Manager
Sonya Thelin	Product Marketing Manager
Karri Sites	Library Services Consultant
Lisa Adams	Regional Director, Library Services
Wren Spangler	QP Cooperative Coordinator
Joe Loyer	Project Manager
Sue Barb	QP Cooperative Manager

+ many more: Training & Documentation, Security Teams, Leadership, **QuestionPoint Members!**

Thank you!

**Because
what is
known must
be shared.®**

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