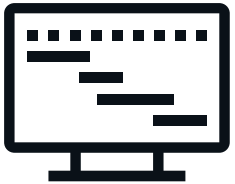
February 15th, 2019

QuestionPoint Redesign

Kristin Ewig

Senior Product Manager

Goals of the QuestionPoint Upgrade

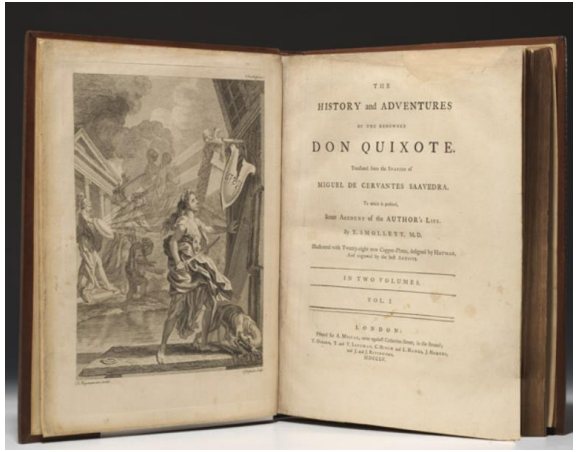


Translate the current application from Flash

Improve security standards

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

What makes the project so exciting?

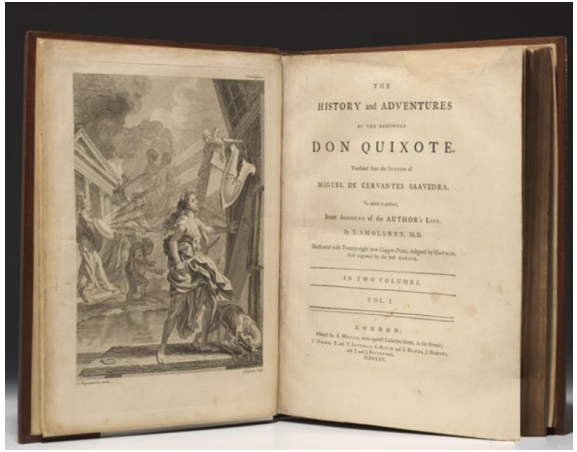


First Edition written in (early Modern) Spanish in 1604

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

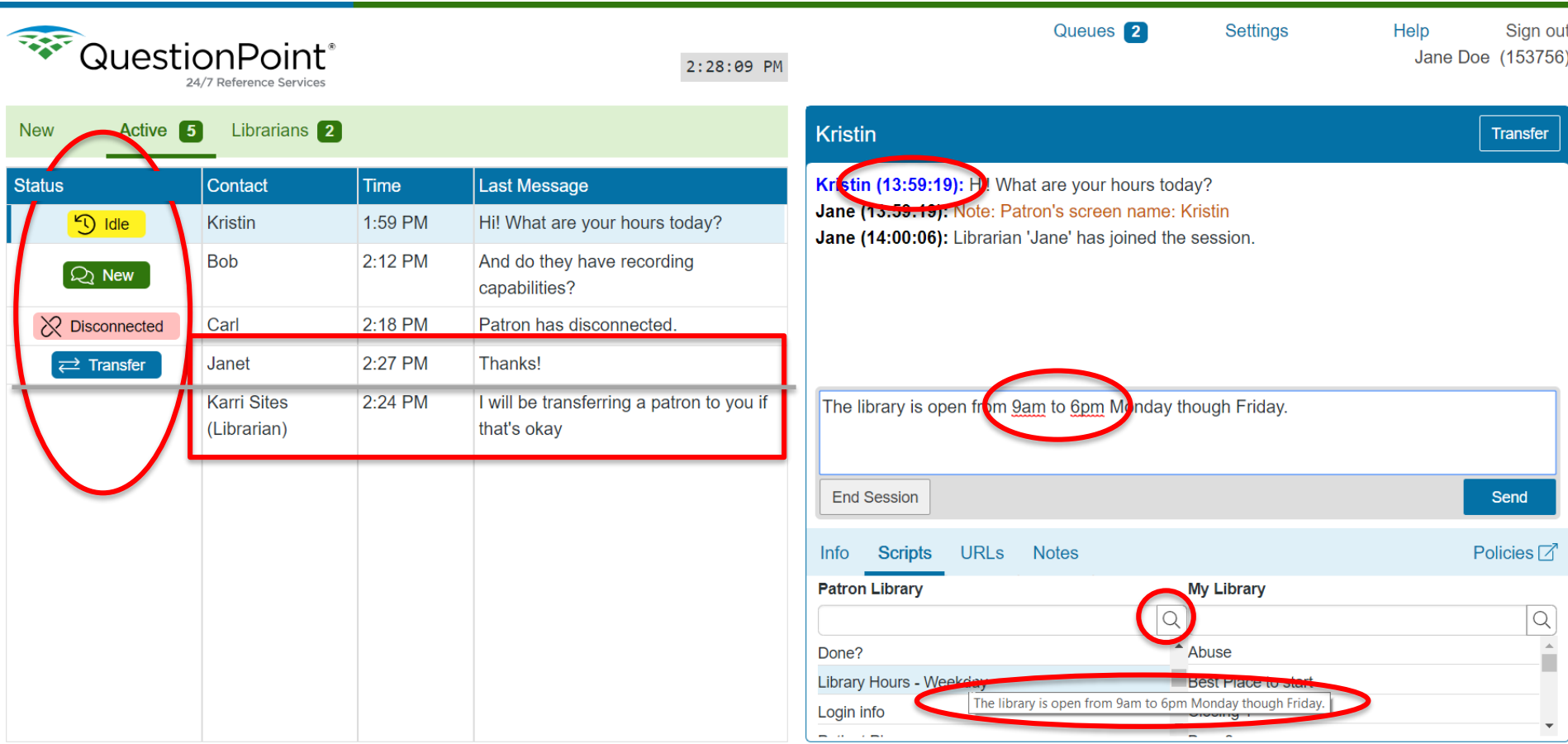
Now imagine…

- Translating the entire book in 2019 to another langua… …en you're not flu…
  - Flash to HTML5 Translation
- Ensuri… …n't lose it's ori… …nized enoug…
  - User Experience & User Testing
- Re-rea…
  - Quality Assurance Testing

  translations were missed
- Add a…
  - Product Management & User Input
- Updat…
  - Security changes
- Create…
  - User Experience & Development

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

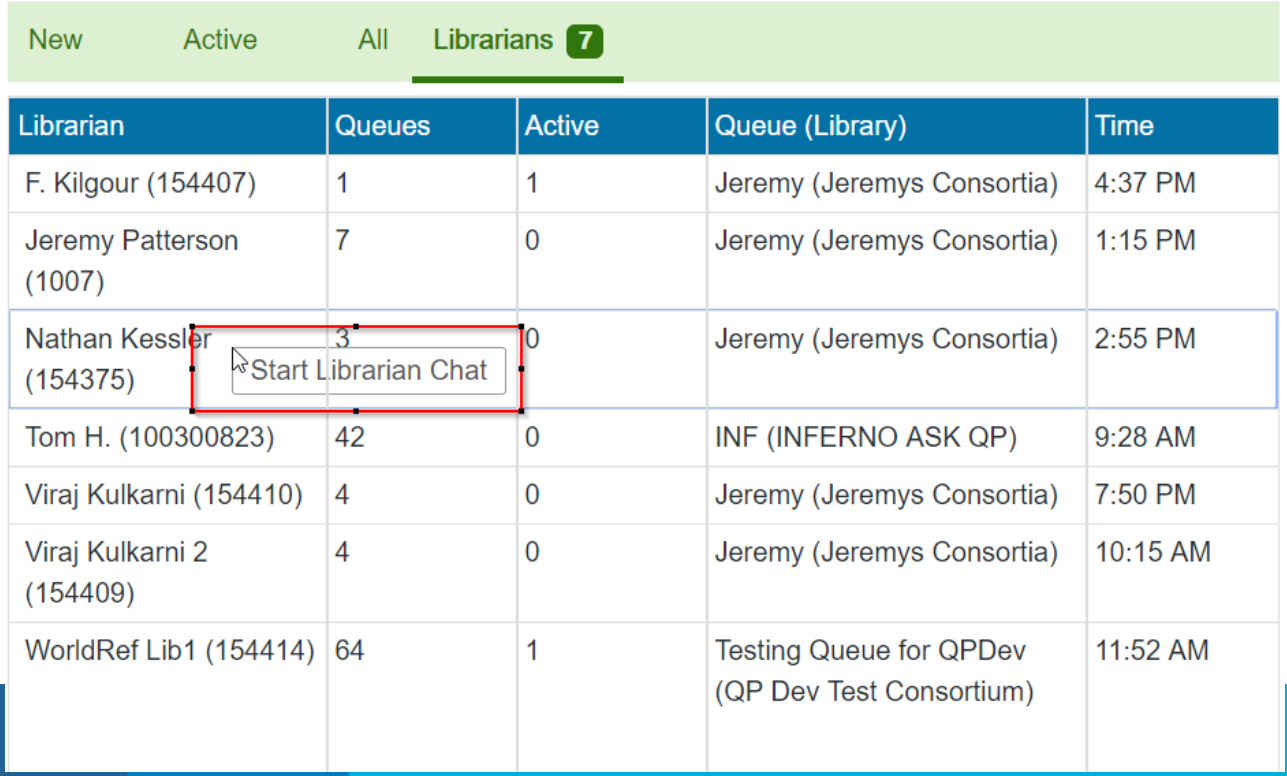
UPDATES TO THE INTERFACE


QuestionPoint
24/7 Reference Services
2:28:09 PM
Queues 2
Settings
Help
Sign out
Jane Doe (153756)
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
The library is open from 9am to 6pm Monday though Friday.
A product from OCLC
OCLC

NEW WORKFLOWS TO NOTE

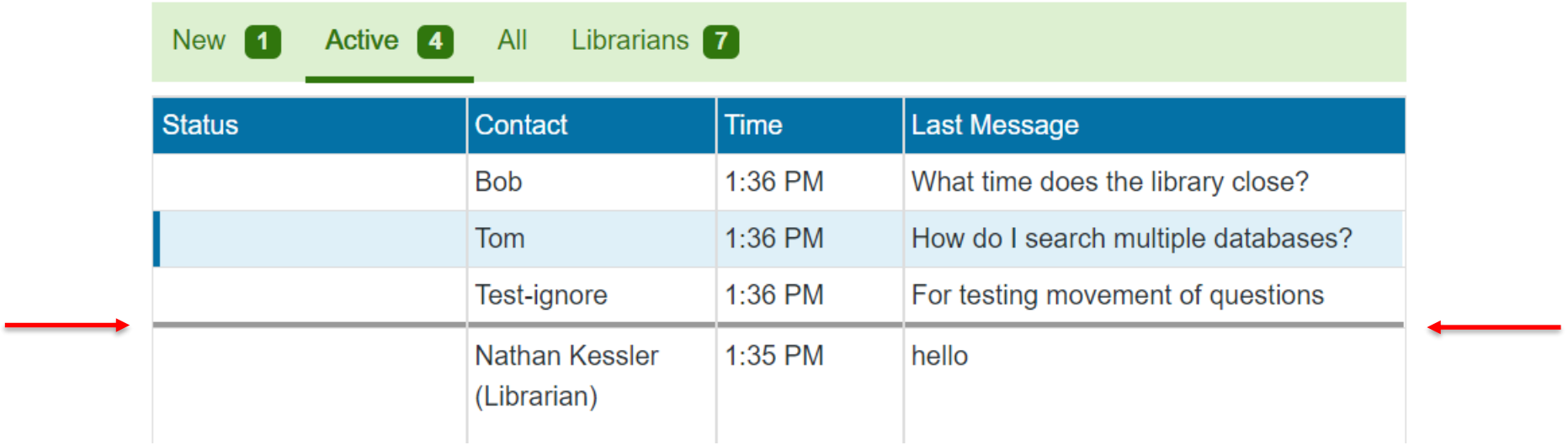
Chatting with a Librarian

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



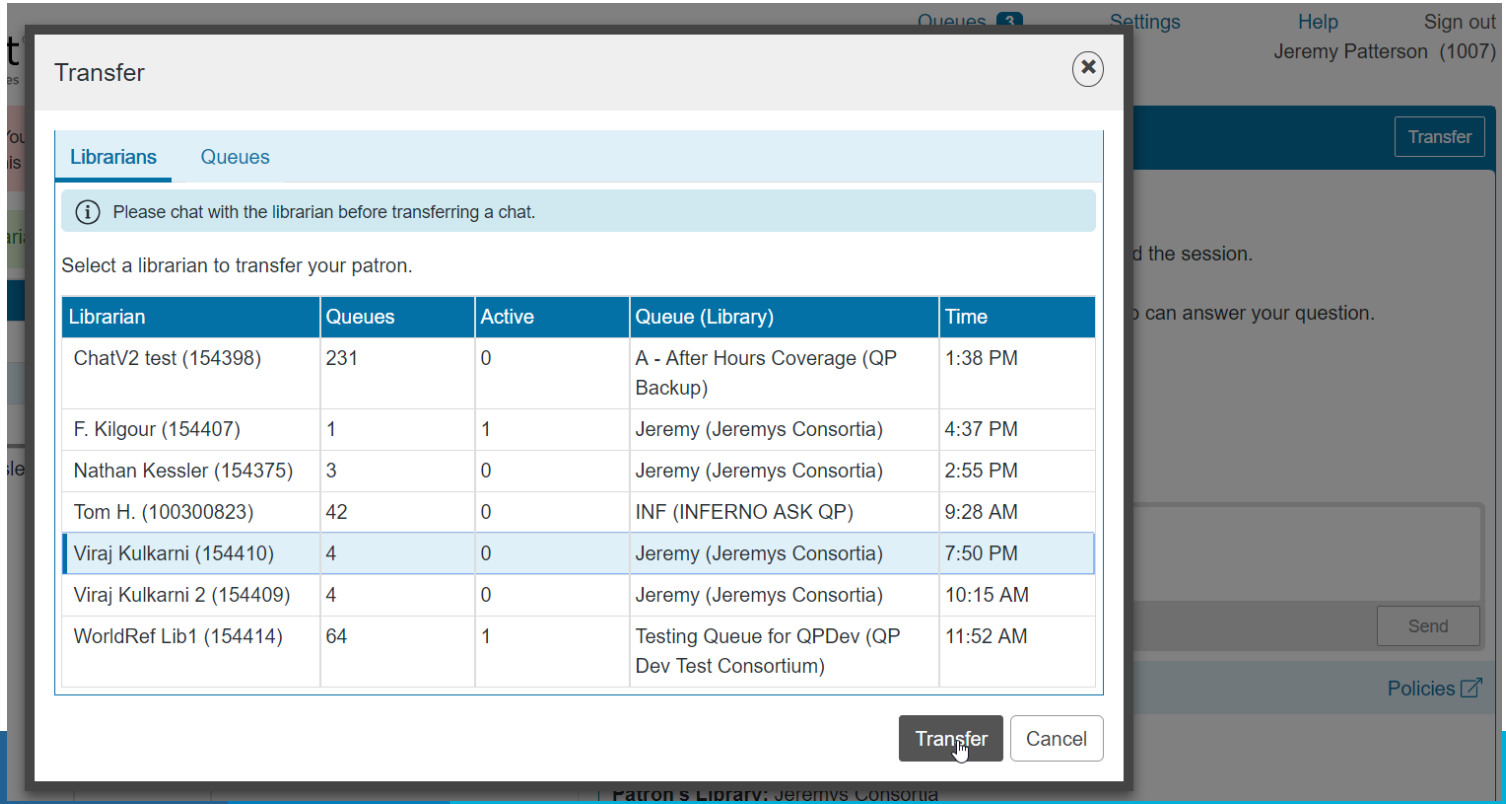
Chatting with a Librarian

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



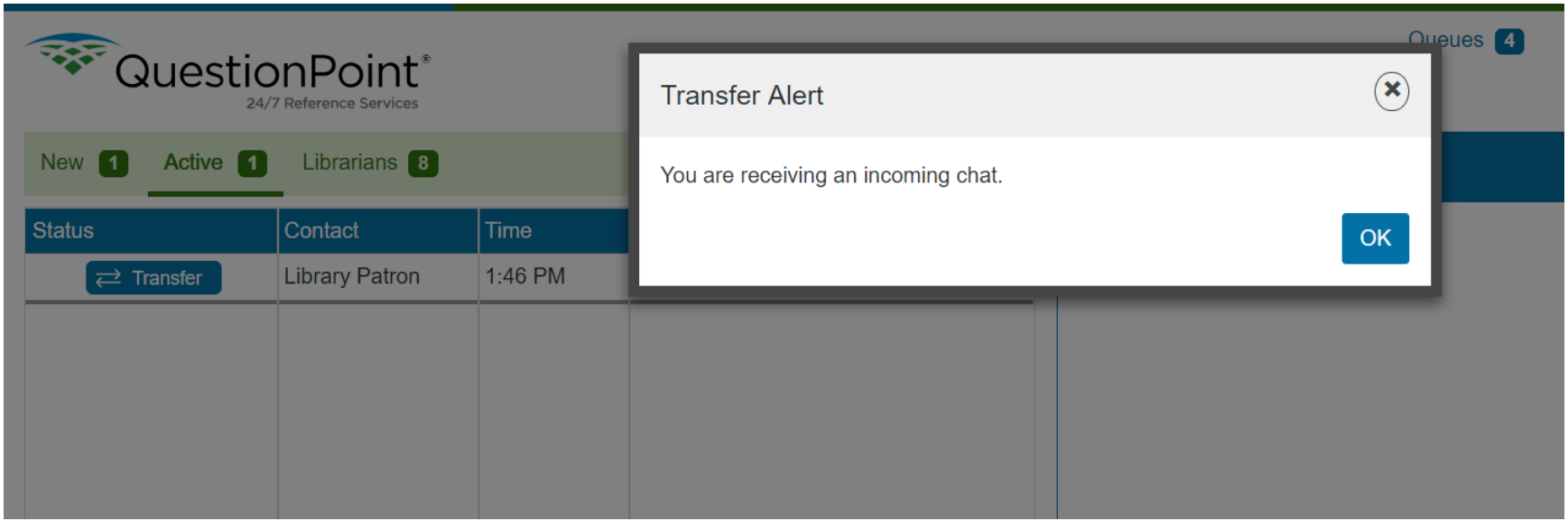
Transferring to another Librarian

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



Transferring to another Librarian

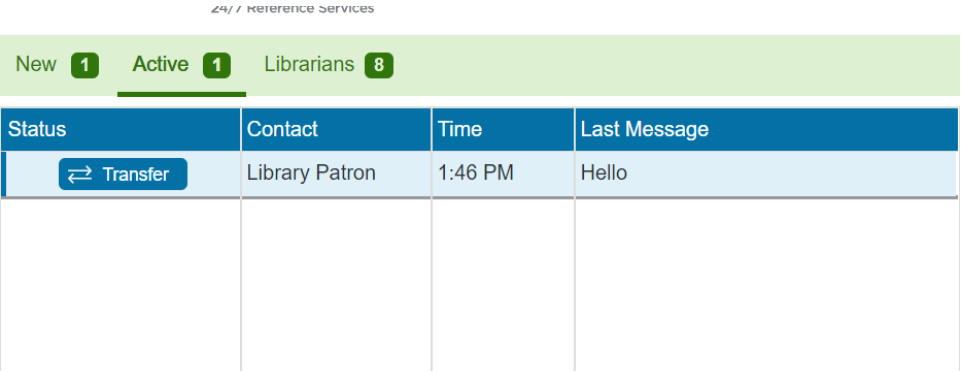
On the receiving end:

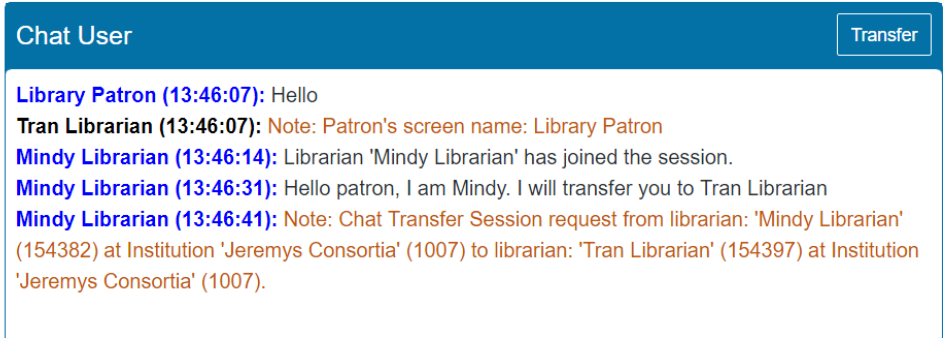


Transferring to another Librarian

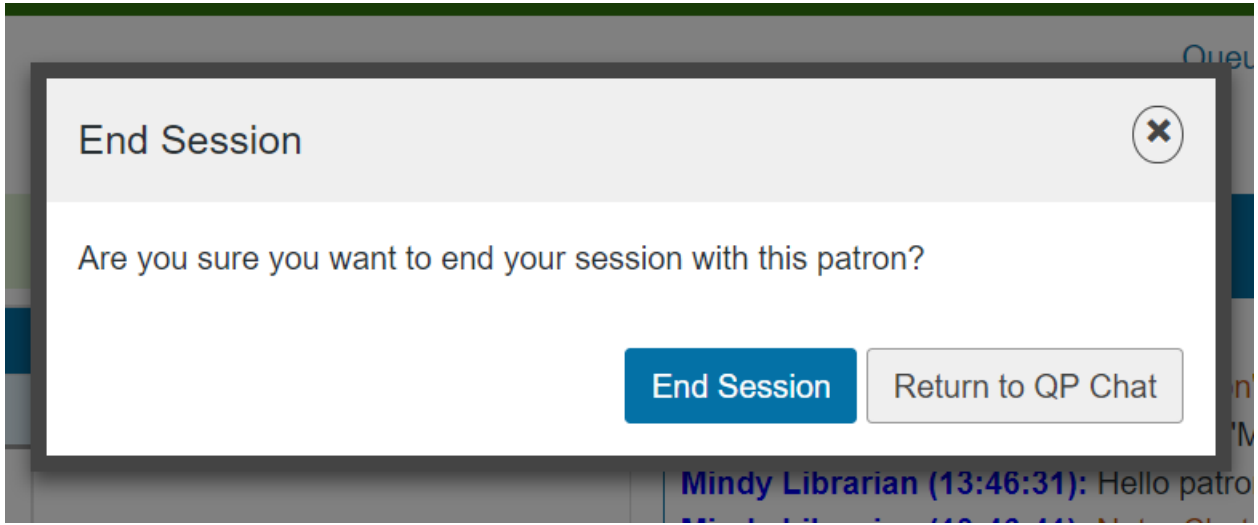
On the receiving end:

- Transfer icon will persist



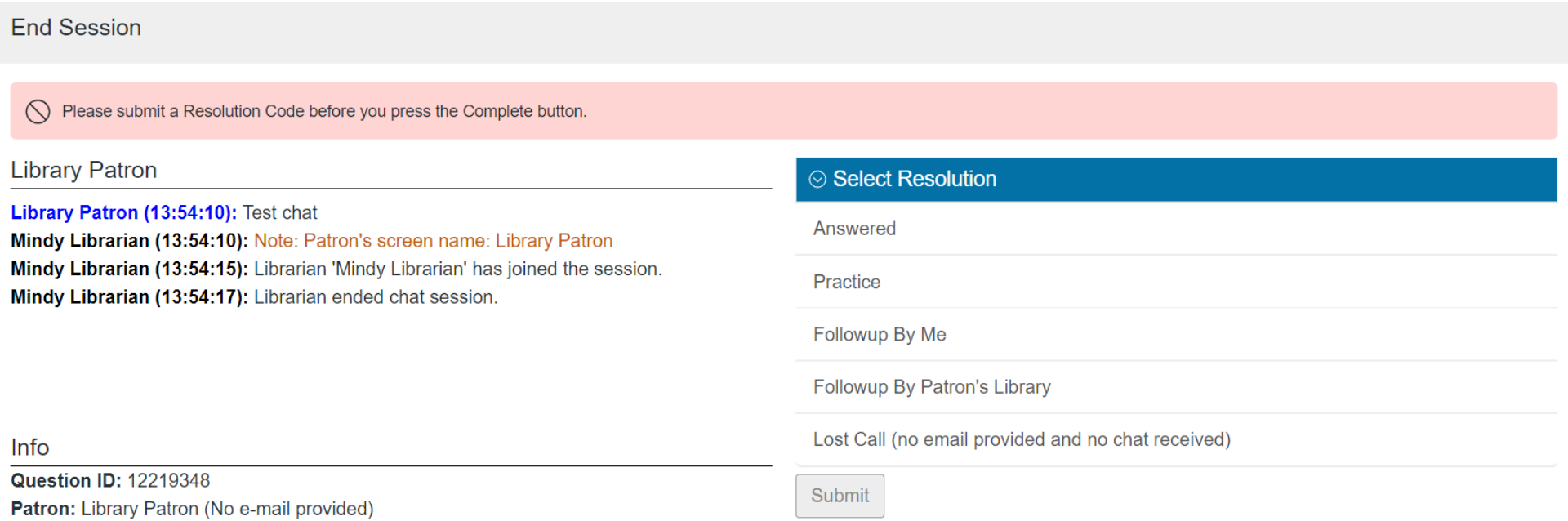


Ending a Session



Ending a Session

- Resolution code now mandatory



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

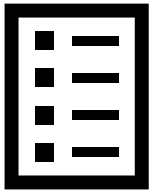
For help with ***functional issues or errors…***

Contact OCLC support support@oclc.org

Training Materials

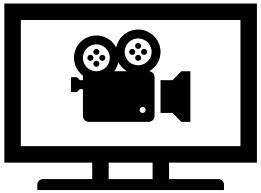
Training materials are available and updated to reflect the new chat design:

Documentation



https://help.oclc.org/Discovery_and_Reference/QuestionPoint/Chat_module

Training Videos



https://help.oclc.org/Discovery_and_Reference/QuestionPoint/QuestionPoint_training#Watch_a_video

- Updates will be made to reflect any changes

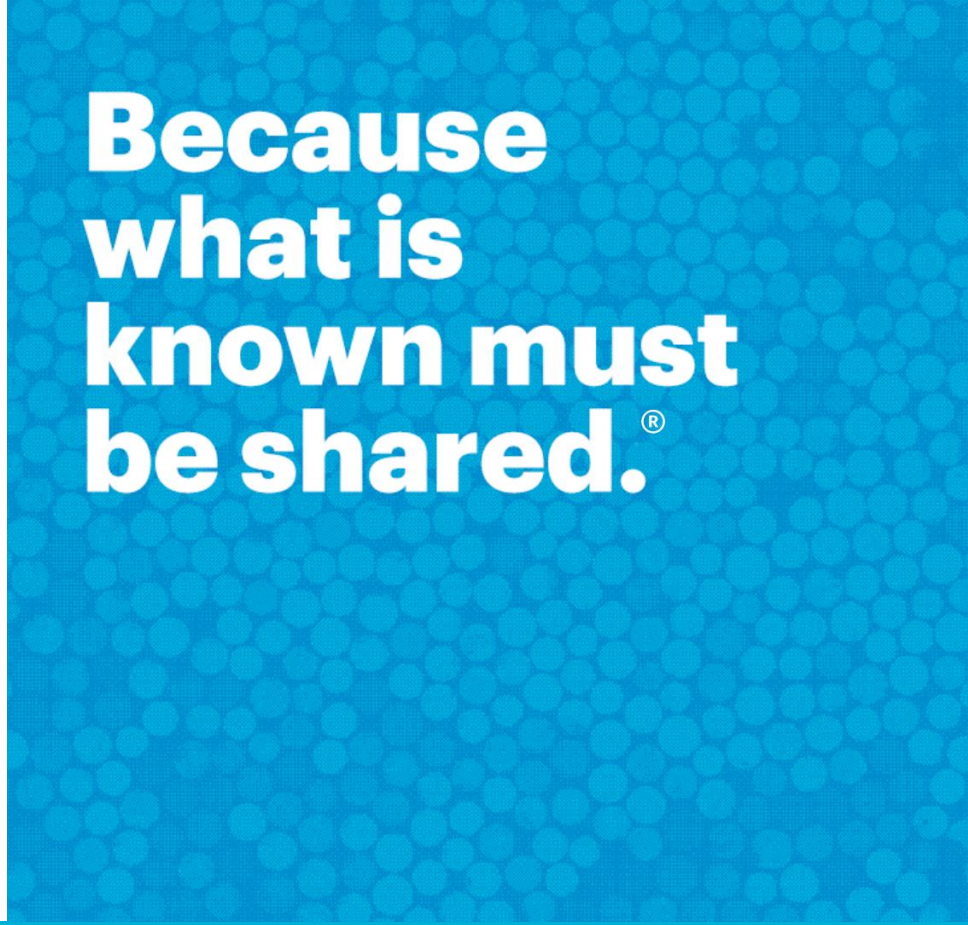
WHAT'S NEXT FOR QUESTIONPOINT?

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!



Kristin Ewig

ewigk@oclc.org

OCLC