Checking voicemail is tedious and time consuming. I want a system that is quick, convenient, and easy for once.

Sub Tasks

Jenny returns home from a weekend away.
Jenny checks to see if anyone called while she was away.
Jenny checks to see if anyone left a voicemail message.
Jenny listens to her voicemail.
Jenny adds the caller to her contact book.
Jenny returns her phone calls.

Scenario

Jenny returns home from a weekend away and wants to see if there have been any important phone calls or messages that she missed. She sees the voicemail indicator on her phone and begins the lengthy process of calling and listening to messages.

Considerations/Influencers

Jenny has a lot of contacts. Each has its own number and Personal Assistant. She is keeping an eye on the missed call history.

Pain-Points

Jenny wants to know if anyone called while she was away.
Jenny wants to see if there are any important messages that she missed.
Jenny wants to check if anyone has missed an important phone call.

Functionality

The customer can view the entire voicemail history, including new and past messages.
The customer can view a list of new messages waiting.
The customer can view the status of any message.
The customer can save messages.
The customer can forward messages.
The customer can return messages.

Call History - Compiled Task Analysis

Before Scene

- Jenny returns home from a weekend away.
- Jenny sees the voicemail indicator on her phone and begins the lengthy process of calling and listening to messages.

After Scene

- Jenny checks to see if anyone called while she was away.
- Jenny checks to see if anyone left a voicemail message.
- Jenny listens to her voicemail.
- Jenny adds the caller to her contact book.
- Jenny returns her phone calls.

Future Scene

- Jenny checks to see if anyone called while she was away.
- Jenny adds the caller to her contact book.
- Jenny returns her phone calls.

Glossary

1. High - address as soon as possible
2. Medium - address after priority 1
3. Low - after priority 2 and if there is time in development cycle
4. Future - consider for a future version of the product