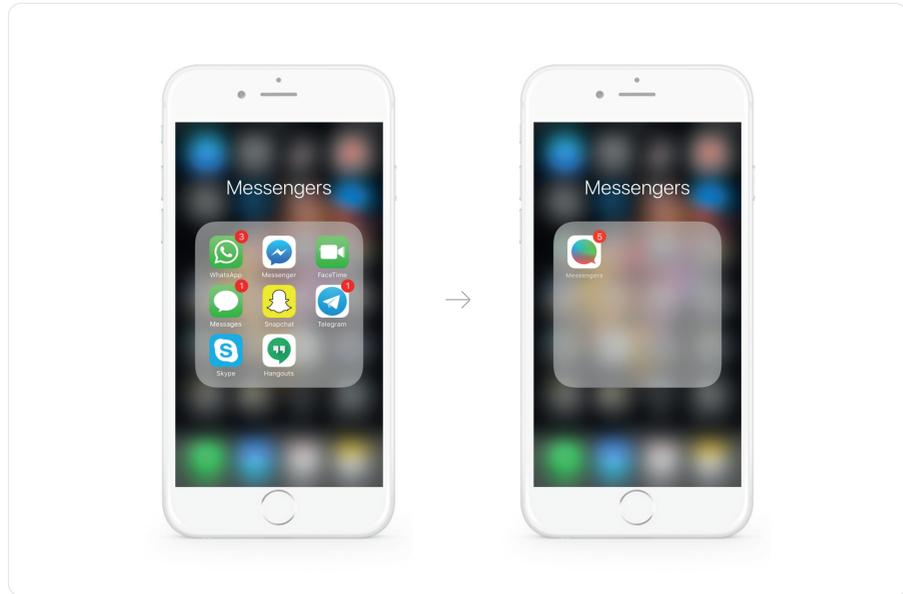


Smartphone app for merging instant messaging streams



L: current messaging situation, r: desired messaging situation

Abstract

People use many different instant messengers on their smartphones to stay in contact with their families and friends. Sometimes they get confused because their communication more and more splits up into different apps.

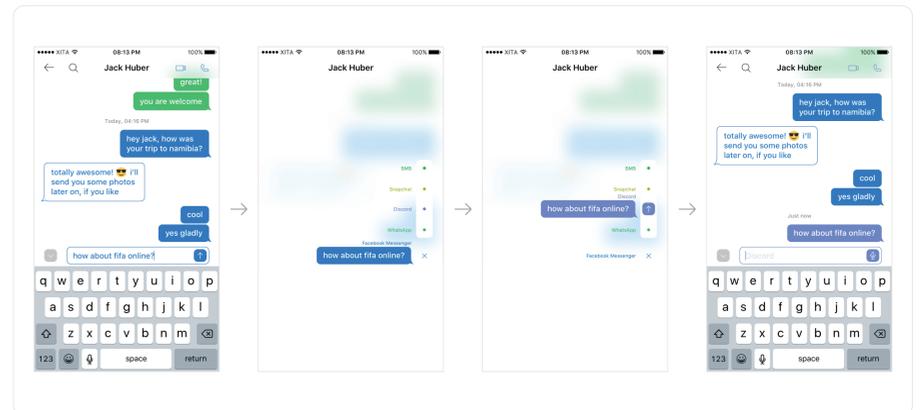
How can an app help to keep an easy overview of everyday private communication so they don't have to worry about which app to use for which person? In other words: How to make messaging simple again?

Therefore the basic features for a new mobile all-in-one messenger were tested. Additionally it was investigated for whom such an app seems to be particularly interesting.

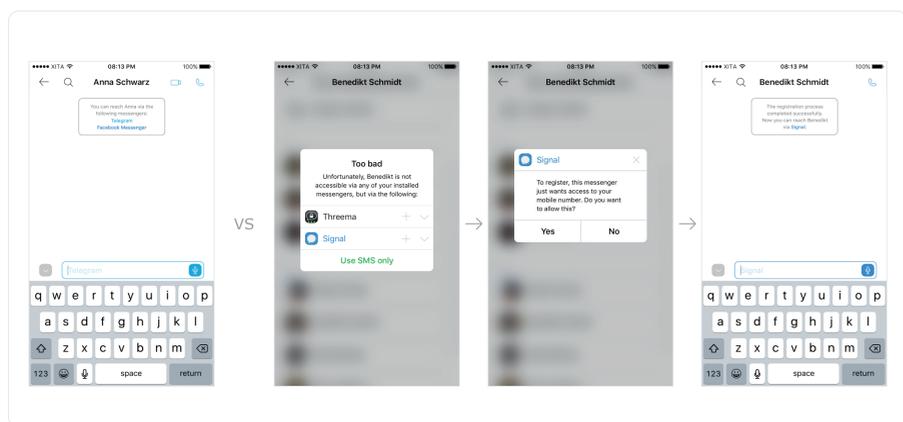
Special Focus

While group conversations, encrypted calls, gif integration, chatbots and further plugins are also part of state of the art messengers, I focused on one-to-one conversations. The mentioned features should easily be implemented in an app later on.

So my main task was to analyze and run user tests in a Lean UX process about merging different messengers into only one app. At long last so that the users don't have to waste a thought about which app to use for which person.



Changing the sending messenger at a conversation stream



Opening a new conversation (l: normal, r. registration process)

Result and Future Work

As result the more messengers are installed and the more messengers are used for the same conversation partners, the more the users like the idea of a mobile all-in-one messenger.

For daily usage it seems to be essential to be able to simply switch between different messengers at the current conversation stream. Considering that users use specific messengers for different situations and topics even for the same person. While opening a whole new conversation the main task of the app should be to find out on which messenger the partner can be contacted. If he isn't contactable via own messengers, a registration at the partner's messengers should be suggested, followed by a short and simple registration process. This should let the users instantly start a new conversation and along with this break down current communication barriers.

Unfortunately there are technical barriers at the moment. Only Telegram and Threema offer an API. The other messenger providers would have to be convinced to realize this concept of an app together. It would make sense probably to convince either many small or few large providers, what will be tried soon.



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