Accession Communicator for Mobile

Version 2.28 Update – What's New

ACCESSION COMMUNICATOR FOR MOBILE UPDATE

Over the past 5 years mobile design has taken huge strides forward and end-users have become more discerning than ever before. Altice Business and MetaSwitch believe the time is now right to embrace a new design of the Accession Mobile client to better meet end-users' expectations.

WHAT'S NEW

We have made sure that all the features of Accession Mobile have remained but have made many updates to make it even easier and more functional:

- New UI
- Simpler Navigation
- Easy access to secondary functionality
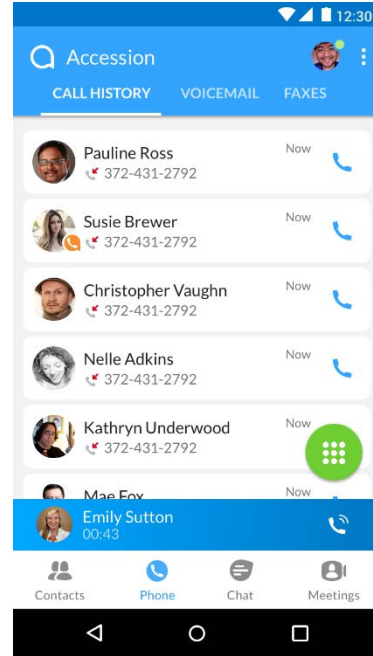- Updated Contacts
- Updated Voicemail

NEW UI

The first thing users will notice is the interface. Below is a comparison between the previous interface (left) and the new 2.28 version (right)

Previous Version
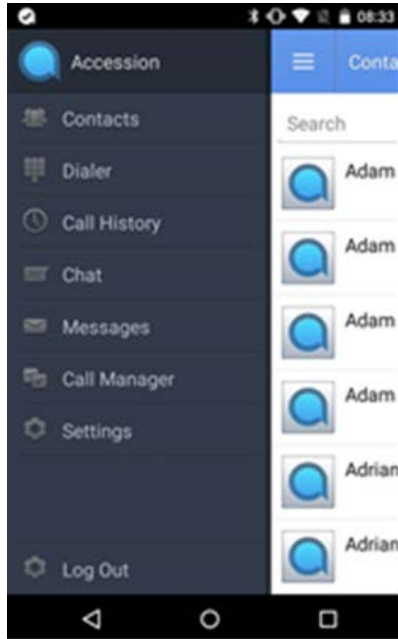
New 2.28 Version

The previous version used what is called "Slide Navigation". This type of navigation requires multiple steps and lacked context.

The new version moves those items to the bottom of the screen. This makes perfect sense from a usability perspective. It turns out we're all thumbs! Bottom tabs are always on screen and easily accessed (even on plus size screens). Yet it makes the menu options less intrusive and keeps the user attention on the main screens. Using the tabs for primary navigation also helps in visually preserving functional context for the user.

NEW PRIMARY ACTIONS

The primary action of switching between the most common features in Accession is now much easier with the tabs at the bottom of the screen. The user can move between contexts with just a single tap.

There are now four main tabs:

Contacts - From where users can manage contacts and trigger communications with individuals,

Phone - Where the user goes to do anything with phone calls; review call history, listen to voicemail, dial a new number etc,

Chat - The hub for all text communication,

Meetings - The hub for meeting management,

These provide a visually simplified, yet functionally anchored user experience.

NEW SECONDARY ACTIONS

The design also offers quick access to secondary actions, like users monitoring their own status. The top right-hand corner of every primary screen reflects the user's avatar and availability. The 'dot' that marks the user's avatar reflects his or her Call Manager status - so users no longer has to launch a separate tab to verify their status.
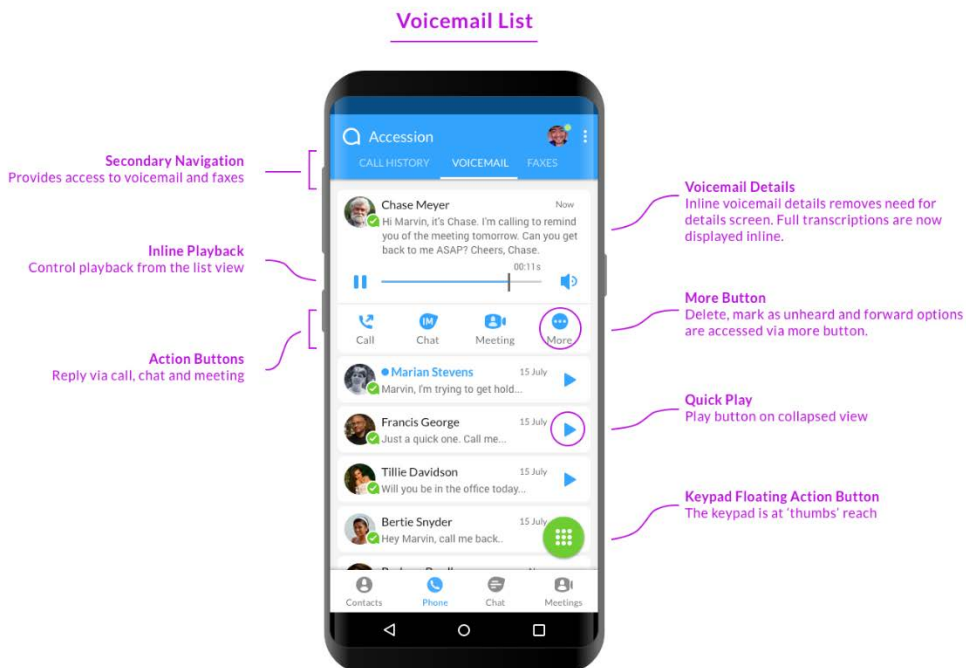

CONTACTS

Our UI model pulls out the most appropriate contact details for each category and adds them to a section at the top of the view contact UI. Detail information on how to reach the Contact will continue to be displayed individually in a list, but having the action buttons at the top offers better user experience.

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VOICEMAIL

The voicemail UI, in particular, has received a lot of love and is the first major update to the voicemail experience since the development of Accession began. We have adopted the same expanding card design for voicemail messages.

Voicemail List

Secondary Navigation
Provides access to voicemail and faxes

Inline Playback
Control playback from the list view

Action Buttons
Reply via call, chat and meeting

Voicemail Details
Inline voicemail details removes need for details screen. Full transcriptions are now displayed inline.

More Button
Delete, mark as unheard and forward options are accessed via more button.

Quick Play
Play button on collapsed view

Keypad Floating Action Button
The keypad is at 'thumbs' reach

TO SUM IT ALL UP

As you can see, there are some big updates to the app but these only make an already simple to use app even easier. Version 2.28 is out for download in October and we will be posting an updated user guide when it is available.

MORE QUESTIONS?

If you have any additional questions about Accession Communicator, call us at 877- LIGHTPATH.