

Mood Bubble Documentation Plan

1. Project Summary

[Mood Bubble](#) is a mobile app that allows users to track their daily moods and emotions visually. The software uses color-filled bubbles as its focal point. Users can select emotions and connect them to their preferred color and emoji. Once these selections have been made, users fill their bubbles with color-coded emotions to track how they feel each day. They can refer to mood trends in the calendar the software provides. Mood Bubble allows users to connect with friends using the app and share their daily moods in real time.

Mood Bubble was specifically designed for users diagnosed with bipolar or a mood disorder. These people need to track their moods to ensure they have an accurate calendar of patterns and trends, used for mental health management. Mood Bubble also tracks anxiety and depressive symptoms. Users experiencing symptoms without a clinical diagnosis still benefit from the software for personal mood tracking. Accurate documentation is necessary for Mood Bubble users to track their moods correctly. Avoiding confusion allows users to share their data with friends, family, and professionals to improve their care and update treatment plans. Documentation creates easy guidelines for use, reducing user anxiety and frustration about navigating software functions. The software's goal is to track emotions; improper documentation increases feelings of anxiety and anger and negatively impacts the user's emotions.

2. Stakeholders

- **Product Manager:** The project manager oversees technical writers and engineering team members working on the Mood Bubble software. The manager will provide training

support and check-in with team members to ensure timeline milestones are met and documentation is up to company standards.

- **Engineering Lead:** The engineering lead is responsible for ensuring the software works properly and provides the technical writing team with instructions and support to translate engineering terms the software uses.
- **Technical Writing Lead:** The technical writing lead is responsible for supporting the junior technical writers as they draft documentation for user use and navigation of the Mood Bubbles software. The lead will review written documentation with the team and lead one-on-one meetings with writers to provide feedback and praise. The lead will work with the engineering lead and product manager to ensure timelines and deadlines are met. The technical lead for this project is Patrick X. Gray.
- **Junior Technical Writers (Reviewers):** The junior technical writers will collaborate to take jargon, timelines, deadlines, and guidelines from project leads and work to write effective documentation for the software. Technical writer Ellie Sabby is responsible for written documentation. Isabel Amaya, Andrew Kowal, and Nakeva Williams are reviewers on the project.
- **Customer Support Team:** The customer support team is composed of two team members who troubleshoot error messages with users who experience issues with the software that cannot be quickly resolved. They provide insight to the team on what areas of the software need improvement.

3. Documentation Objectives

- Clearly communicate the purpose of the software to first-time users
- Instruct first-time users on how to create an account and use the software

- State the cost of the software for users; there is a free option, and a subscription option
- Provide quick assistance with troubleshooting issues to prevent inefficiency and improve UX guidelines
- Document milestones and tailor app features to the branding the company uses

4. Scope of Documentation

In-Scope:

- User Guide: User account setup, software use documentation, contact information for troubleshooting and errors
- App Updates/Versions: Documentation for app updates, how users can update mobile apps, collaboration with engineering team to resolve update errors
- API Description: Private software API documentation, public third-party API documentation for mobile app use
- Mobile App Guidelines: Technical writers collaborate with the customer service team to document third-party information

Out-of-Scope:

- Business Functions: User success, user ratings for mobile app, mobile app goals met
- Internal API Use: Private software API, API testing with engineering team
- Mobile App Functions: UX mobile face design, design accessibility
- Mood Bubble is only available on a mobile device through the app store. Mobile app and mobile device scope functions are important to focus on

5. Implementation Plan

- **Topic Structure**

- Internal software API used to tailor software to functions needed by Mood Bubble team
- Research user needs: consult mood disorder and bipolar disorder data, trends in people with diagnoses, statistics on audience needs and population that benefits from the software
- Test software with sample subjects with mood disorders and bipolar to ensure API accuracy - UX interface on mobile app tested
- Educate Mood Bubble software team on the purpose of the software and mobile app - ensure the team is aware of the data collected from research and the user needs
- Software development team works closely with third-party software when mobile app launches - consistently update software as the app store updates its platforms
- Internal software API connects to third-party APIs for software use in mobile app setting
 - [App Store Connect API](#) used for Apple products
 - [Google Play Developer API](#) used for Android products

- **Information Architecture**

- Overview
 - The Mood Bubble API is designed to securely manage user accounts, user payments, and collect data for analysis by the team managing the API. The

Mood Bubble API also works with third-party APIS, App Store Connect and Google Play Developer, to publish the software in a mobile app form

- Error Codes and Troubleshooting
 - Error codes are avoidable with consistent software updates and app updates to comply with app store requirements. Common error codes may include API server code errors where users cannot access their account on the mobile app or open the app for use on their mobile device. These standard error codes will have documentation on the app store page that explains what each error code means (ex. Error 503 - Service unavailable may mean the user needs to update their app and can find instructions to do so without contacting customer support)
- SMEs
 - The Mood Bubble team works with SMEs who are experts in mental health trends and research, as well as a mobile app developer, to use accurate data during software creation and publishing

- **Documentation Delivery**

- Peer review by junior technical writers.
- Feedback from the product and engineering teams.
- Approval from the technical writing team lead.
- Data from above sources is added to a website where trends and documentation are tracked
 - Accessible to only the Mood Bubble software team
 - Allows for accountability

- Can be analyzed during team meetings

- **Maintenance**

- Use Google Docs and Teams to communicate with Mood Bubble software team frequently to make updates to documentation and track progress
- Meet with assigned team lead for one-on-one performance meetings
- Monitor user reviews on the app store to see where improvements can be made, and what is going well with the software

6. Timeline

*italicized characters represent tangible milestones

- **Week 1:** Contact SMEs and collaborate with them to research software topic
- **Week 2:** Draft user needs and personas, use data to refine scope of project
- **Week 3:** *Meet with software team members* and educate them on mental health research, software goals, and team communication platforms/techniques
- **Week 4:** *Draft user guide*, share draft with SMEs and team members, gather feedback from all team members, delegate tasks to team members
- **Week 5:** Take technical data and jargon from the engineering team and *write a draft for user understanding*
- **Week 6:** *Receive feedback* from two junior technical writers, take feedback, and rewrite drafts if needed
- **Week 7:** Research third-party APIs that will be used with Mood Bubble API and take steps towards publishing the software on the app store
- **Week 8:** Use design team to *create UX interface for app*

- **Week 9:** Collaborate with entire Mood Bubble team to review department projects and improvements needed before publishing date
- **Week 10:** *Publish software and mobile app* on both Apple App Store and Google App Store