



Jay Mollet

Senior Designer

Prior Work – Yammer Case Study

Presenting my past work



Yammer
Feed Ordering

Yammer

Feed Ordering

Q1 – Q4 FY21

My Role

Senior UX Designer
(Contractor – Kforce Inc)

My Team

Product Manager II
Senior Content Designer
Senior Software Engineer
Principal Software Engineer
Principal Designer
Principal Design Manager

Project Goal

Make the community feed more consumable by giving users options like sort and/or filter (i.e., sort by timestamp of thread starter), so they can structure their feed according to their unique workstream and personal preferences.

Partner with internal Yammer teams – Communities, Live Events, Q&A, Native Mobile (iOS and Android).

Company Goal

Successful integration and embed experience with Microsoft 365 product suite – SharePoint, Outlook, Teams, LinkedIn.

User Goal

“As a Yammer user, I want to be able to sort my feed so that the newest posts show up first.”

Target Users

All Yammer/M365 users (web, mobile, desktop) within an organization, including guests, attendees, employees, influencers, admins, managers and executives.

"Because posts are not chronologically displayed, it is almost impossible to stay informed of the latest & most relevant posts ... I find I am not seeing new information because my feed prioritizes old 'popular' posts."

– enterprise user

The Problem

Posts with recent comments are displayed first, at the top of the Yammer feed, by default.

The post could be irrelevant or read out of context, as the conversation progresses over time.

It can make the feed feel stale when older content is being displayed first.

It's a problem with live events, town halls and Q&A sessions, when many posts are being made all at once, in real-time.

Users wanted the ability to order their feed with new posts at the top, regardless of whether people commented or liked it.

The new post from an hour ago got bumped because recent comments were made to an old post from January.

Jay Mollet (KFORCE INC) Jan 15 Seen by 5

[Test]

Like Comment Share You

[Show 12 previous comments](#)

Jay Mollet (KFORCE INC) 14m ago
Recent Comment

Jay Mollet (KFORCE INC) 14m ago
Recent Comment

Write a comment

Jay Mollet (KFORCE INC) 1h ago

I'm starting a new thread here.

Like Comment Share Be the first to like this

Write a comment

All Conversations vs. New Conversations

Feed ordering is further complicated by Yammer's unique productivity offering – unseen conversations are collected as New Conversations and separated from All Conversations – where users can scroll through New Conversations until they are 'All caught up'.

Additionally, users can filter by post types like All Questions and Unanswered Questions.

Essentially, three filters are available – defaulting to New Conversations (if there are any).

The new solution requires a more robust and intuitive sort and filter functionality.

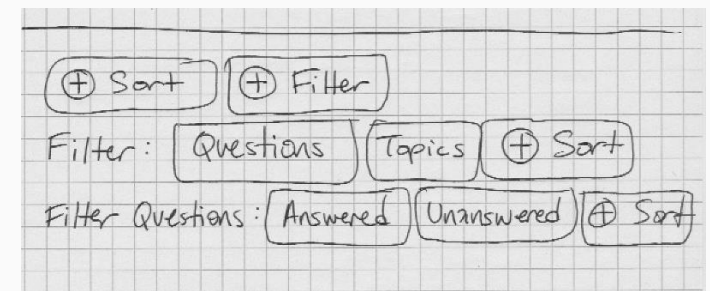
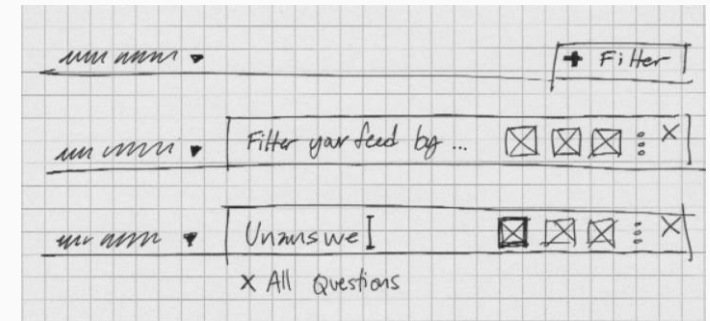
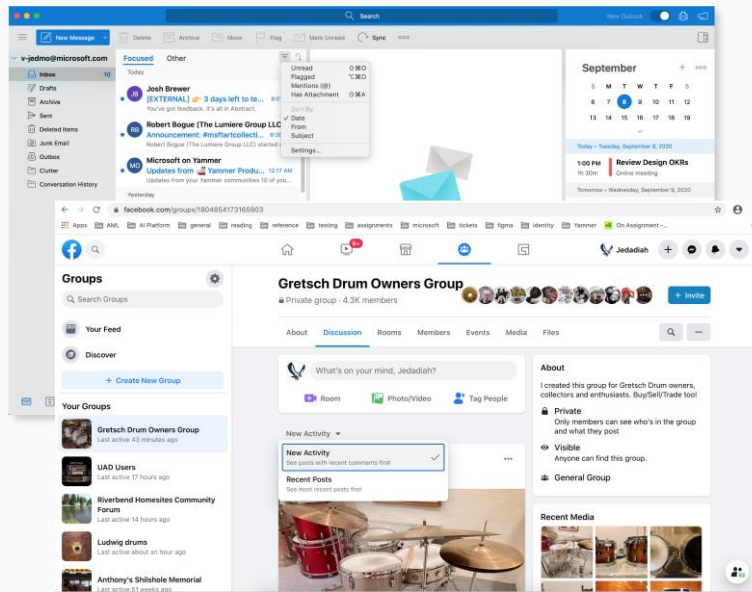


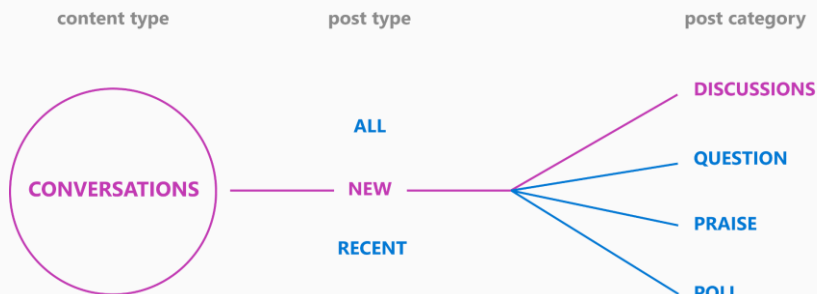
Discovery Process

I began to analyze other products in the M365 suite, hoping to align with established Fluent UI patterns.

Wanting to exceed user expectations, I studied similar social media products for functionality that might be emulated or otherwise improved.

Planning to provide a scalable solution, I sought to better understand the constraints of Yammer CoreUI components and shared initial concept sketches to gauge interest and estimate feasibility.





Design Iteration

The content designer and I began to address nuance in the use of product terms like *New* and *Recent*, as well as *Conversations*, *Discussions*, *Comments* and *Posts*.

Some early concepts centered around a progressive disclosure or dynamic interaction model, as well as a conventional labelled dropdown menu.

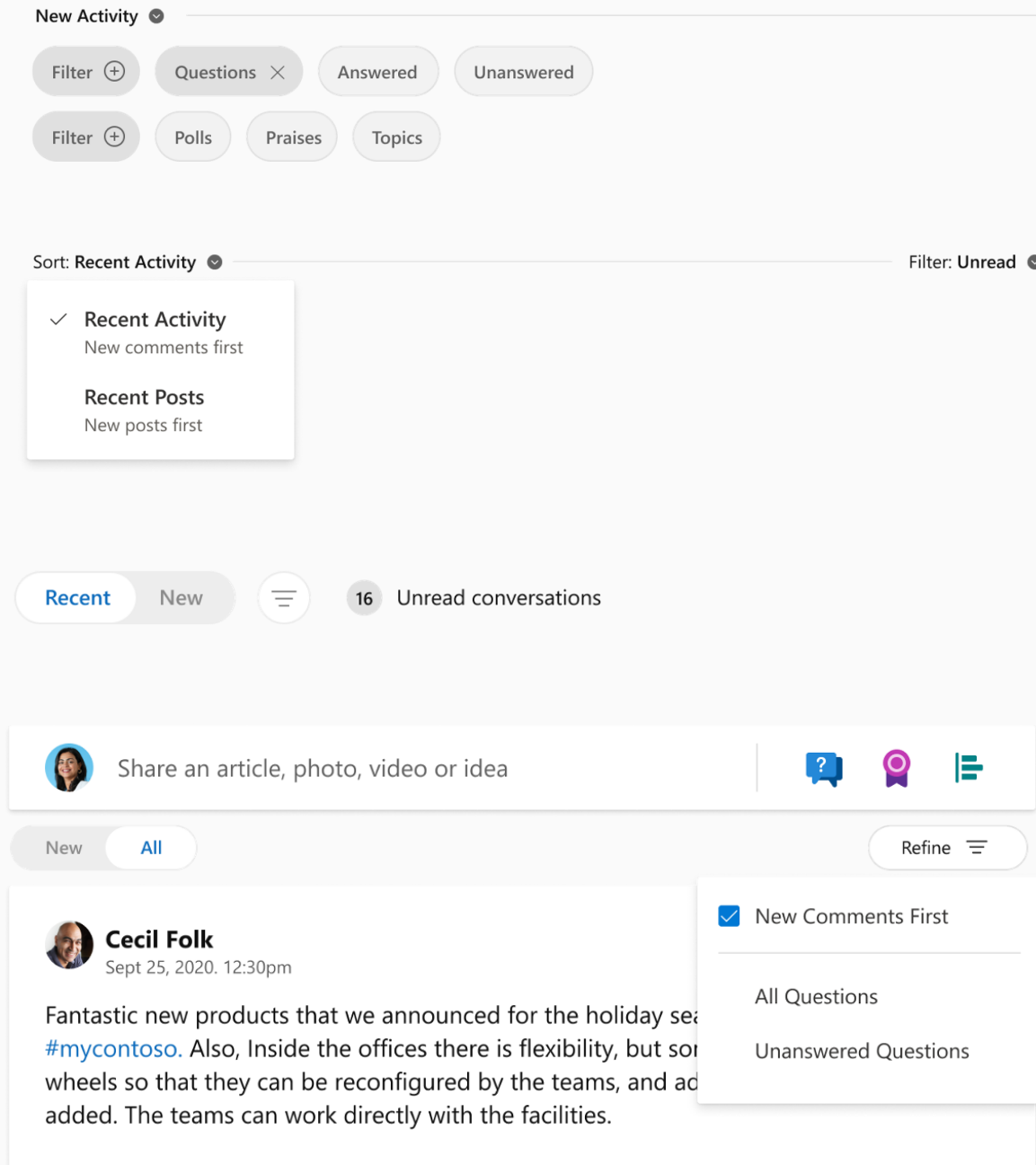
Concise subtext helps define the slightly ambiguous sort menu options. We struggled to present titles and phrases that were explicit and familiar to users.

The labelled pill toggle, intended for two mutually exclusive options, provides additional continuity between Yammer native mobile and desktop web experience.

Scaling within the product, additional filters for Praise and Poll post types should be considered.

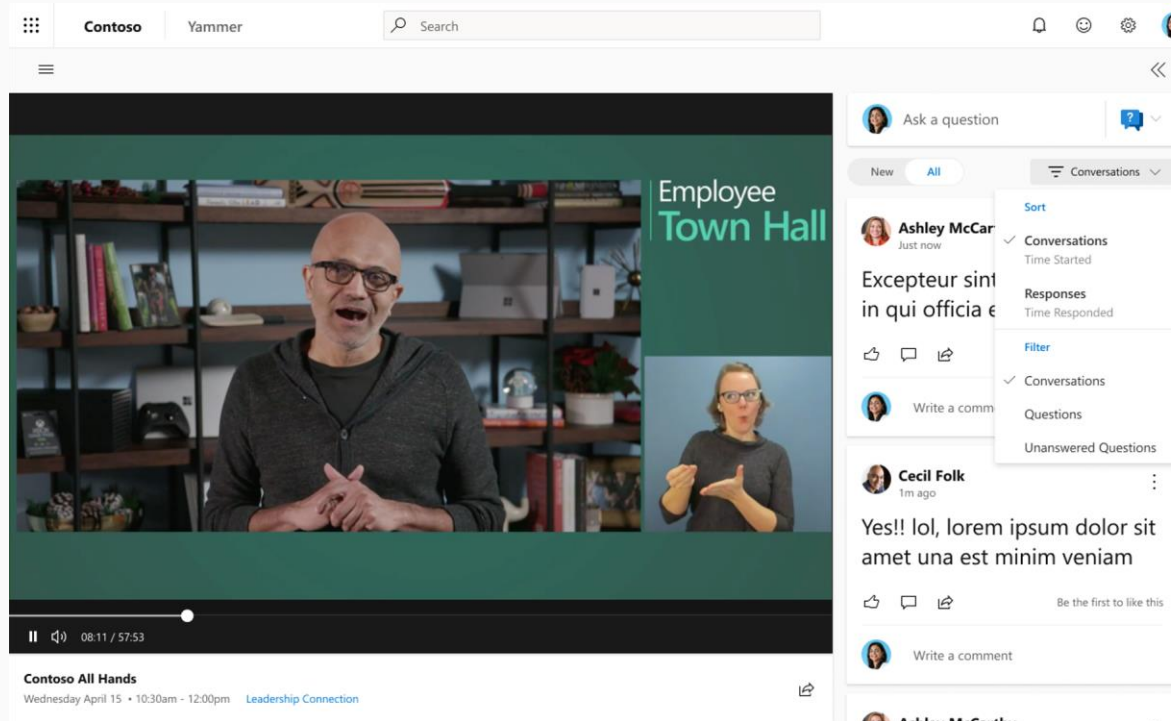
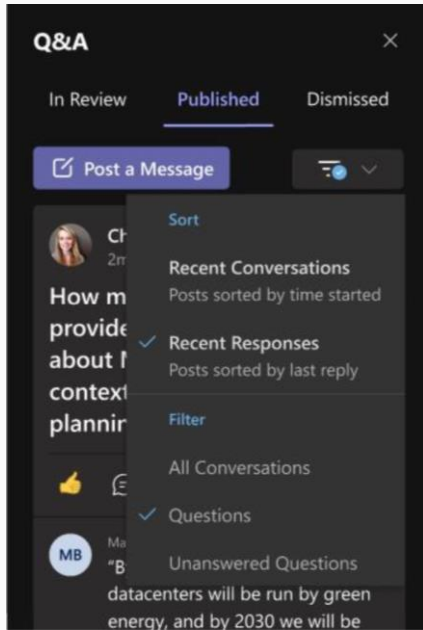
Seeking to repurpose React framework components from Microsoft Fluent controls, the pill toggle and filter icon were proposed.

A single point of ingress for both sort and filter functionality, where users could simply disable New Comments First as the default logic.



Design Iteration

Teams Q&A, Yammer Live Events



Ask a Question

Published

My Questions

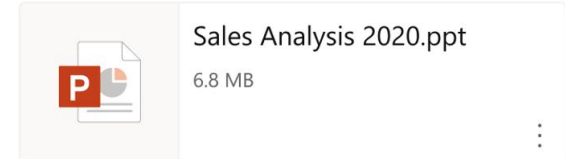
Pinned



Laurence Gilbertson

Now

We have an exciting and packed agenda today!



Be the first to like this

Recent Posts



Charlotte de Crum

2m ago

How much detail do we provide when customers asked about MACH 3 release in the context of holiday sales planning?



278

There was an urgent need to incorporate the feed ordering capability for Teams Q&A and Yammer Live Events, where the functionality was expected to vary somewhat. I proposed a custom Filter Added icon be displayed in the narrowest feeds.

"They feel like they could be consolidated ... filter and sort are effectively accomplishing the same thing, just with different categories. So, I guess it feels a little redundant to have both."

– test user

Research

The goal was to validate our existing hypotheses with one moderated and two unmoderated tests on the UserTesting platform.

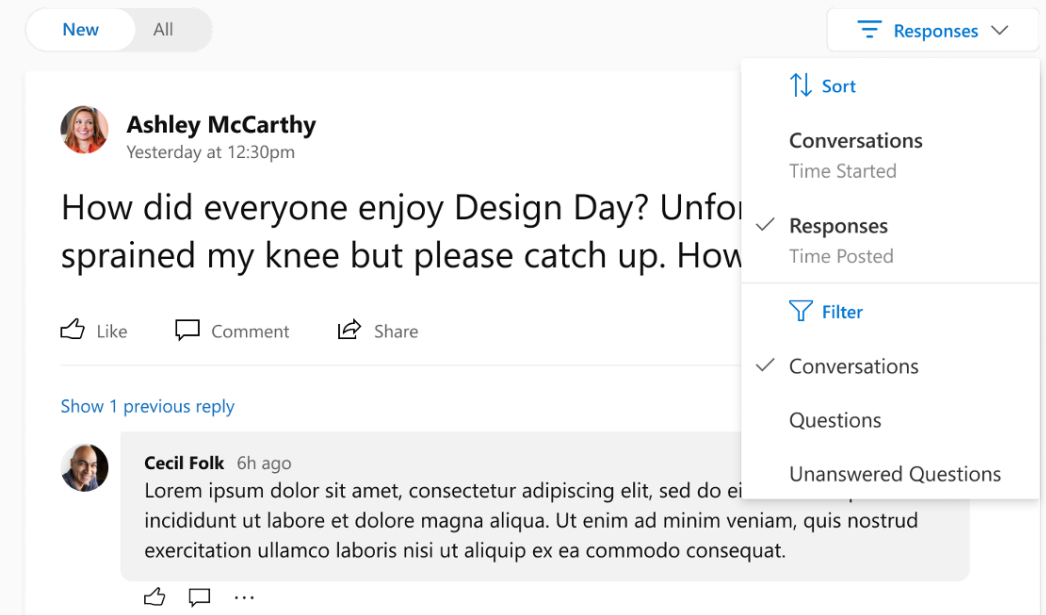
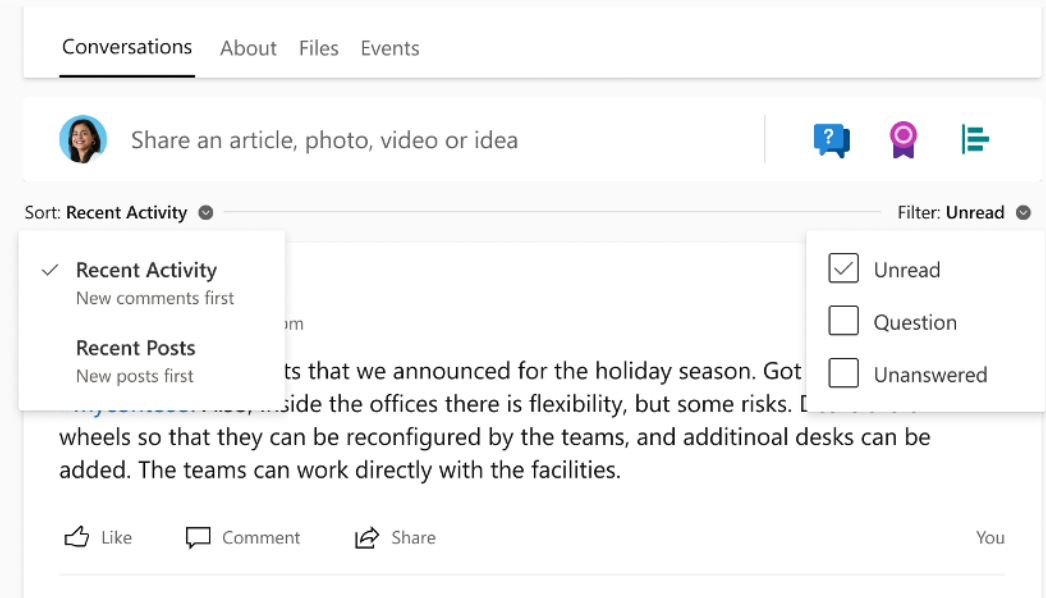
We sought to understand user perceptions and expectations – not only in the Yammer feed, but in the sort and filter experience they engaged with and relied on elsewhere.

I prepared static screens and clickable prototypes, shaped user tasks and questions, synthesized findings and presented insights to the larger team.

Research disproved some assumptions and confirmed others, but it gave way to new designs, refined the proposal and helped to simplify the solution.

Users preferred a model that allowed them to select more than one filter, confirming that users wanted more control over their feed.

Initially, it was assumed sort and filter were two separate controls. However, the hybrid approach tested well, despite conflicting stakeholder input.



Design Iteration

Community Conversations

Prototypes

We wanted to test how users would react to both sort and filter in the same contextual menu. I proposed the term Refine be used as the button label and added recognizable iconography to imply purpose and functionality.

The screenshot shows a Yammer community interface. At the top, there are navigation tabs for 'Yammer' and 'T-Mobile', a search bar, and user profile icons. The left sidebar contains a navigation menu with 'Feed', 'Inbox', and 'My Communities'. Under 'My Communities', there is a list of communities including 'Glammer' (20+), 'Yammer Product' (20+), 'Glammer Accessibility' (20+), 'Food & Menus (SF) - Mar...' (20+), 'Glammer Demo Updates' (20+), 'Glammer Inbox' (20+), 'Go Team' (20+), 'Redesign' (20+), 'Yammer Design' (20+), and 'Yammer Team Updates Pr...' (20+). A 'More' button is at the bottom of the list.

The main content area displays the 'Glammer' community page. It features a header image of a woman smiling at a laptop, with a purple lightning bolt icon and a 'Joined' button. Below the header, there are tabs for 'Conversations', 'About', 'Files', and 'Events'. A 'Start a discussion' button is present, along with icons for 'Discussion', 'Question', 'Praise', and 'Poll'. At the bottom of the main area, there are 'New' and 'All' filters, and a 'Refine' dropdown menu.

The 'Refine' dropdown menu is open, showing options: 'Sort', 'Recent Conversations', 'Recent Responses', 'Filter', 'Conversations', 'Questions', and 'Unanswered Questions'. The 'Filter' option is highlighted.

The main post is by 'Ashley McCarthy' (Yesterday at 12:30pm) with the text: 'How did everyone enjoy Design Day? Unfortunately I sprained my knee but please catch up. How was everyone's day?'. Below the post are 'Like', 'Comment', and 'Share' buttons. A 'Show 1 previous reply' link is visible. The reply is from 'Cecil Folk' (6h ago) with the text: 'Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.'. Below the reply are 'Like', 'Comment', and 'Share' buttons. Another reply is from 'Elvia Atkins' (6h ago) with the text: 'Ut enim ad minim veniam, quis nostrud it.'. Below the reply are 'Like', 'Comment', and 'Share' buttons. At the bottom of the post area is a 'Write a comment' button.

The right sidebar shows 'Members 2,345' with four profile icons. Below that is an 'Info' section with the text: 'Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna'.

Test Prototype

[Figma](#)

Design Iteration Toggle Animation

Yammer T-Mobile

Search

New Yammer


Feed

Inbox

My Communities

- Glammer 20+
- Yammer Product 20+
- Glammer Accessibility 20+
- Food & Menus (SF) - Mar... 20+
- Glammer Demo Updates 20+
- Glammer Inbox 20+
- Go Team 20+
- Redesign 20+
- Yammer Design 20+
- Yammer Team Updates Pr... 20+

More



Glammer

Private General

Conversations About Files Events

Start a discussion

Discussion Question Praise Poll

New All Recent Responses

Cecil Folk Oct 25, 2020, 12:30pm Seen by 58

Fantastic new products that we announced for the holiday season. Got me really excited. #mycontoso. Also, Inside the offices there is flexibility, but some risks. Desks are on wheels so that they can be reconfigured by the teams, and additinoal desks can be added. The teams can work directly with the facilities.

Like Comment Share Be the first to like this

Show 1 previous reply

Cecil Folk 1h ago
Inside the offices there is flexibility, but some risks. Desks are on wheels so that they can be reconfigured by the teams, and additinoal desks can be added. Ilanos.me can work directly with the facilities.

Elvia Atkins 1h ago
Carol Polland I'm interested in hearing about this as well

Write a comment

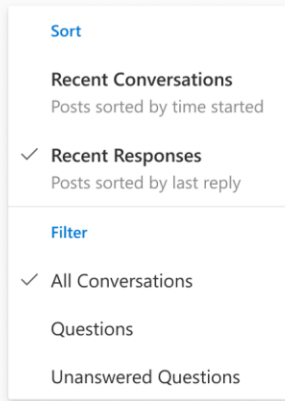
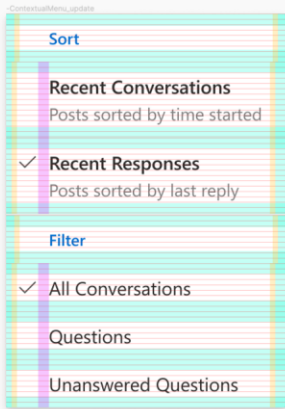
Members 2,345

Info

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna

The Solution

Mobile Web



The contextual menu is part of the Fluent web controls library built on the React framework, allowing Yammer CoreUI engineers to utilize as building blocks, to then style and implement.

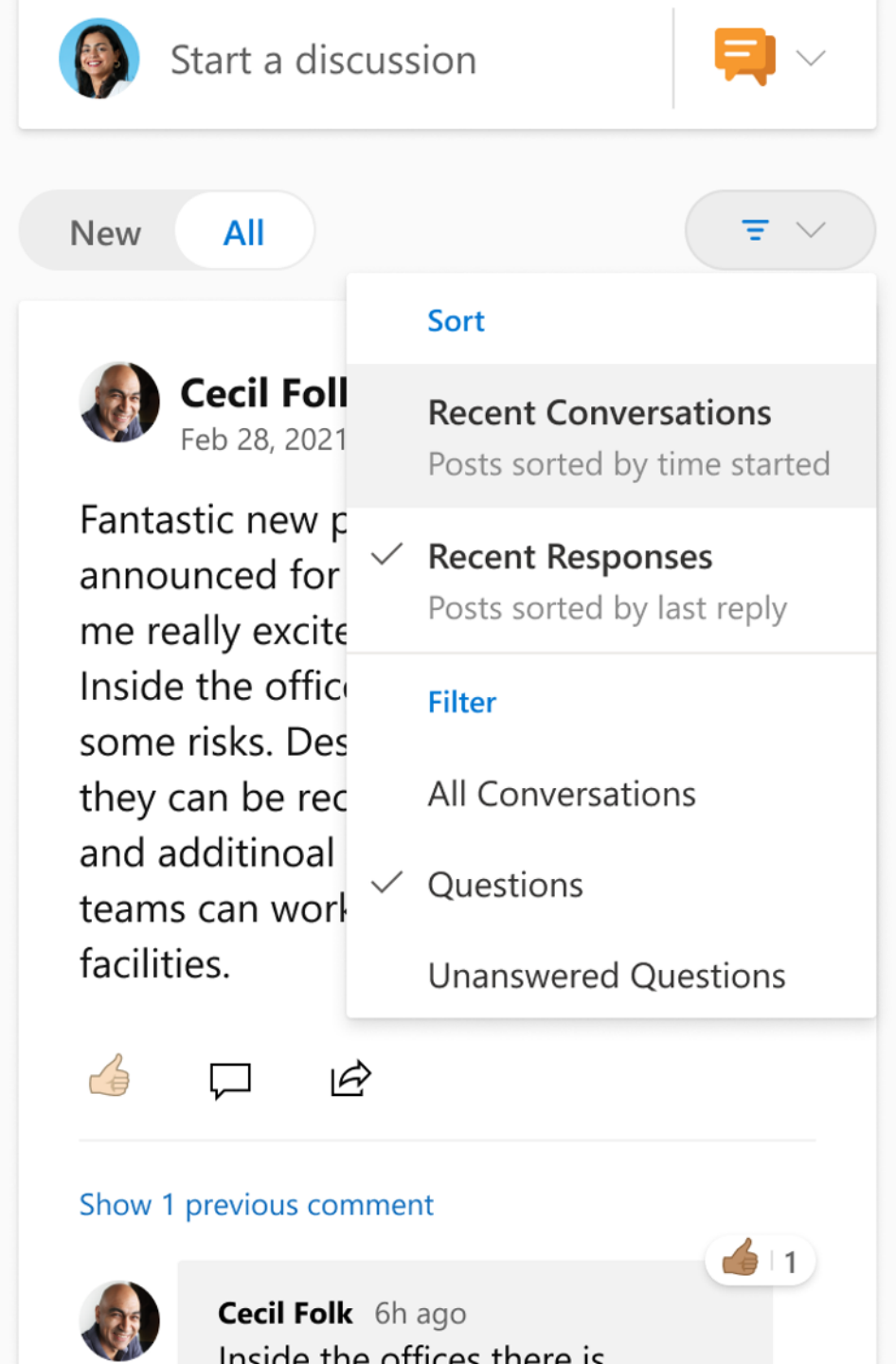
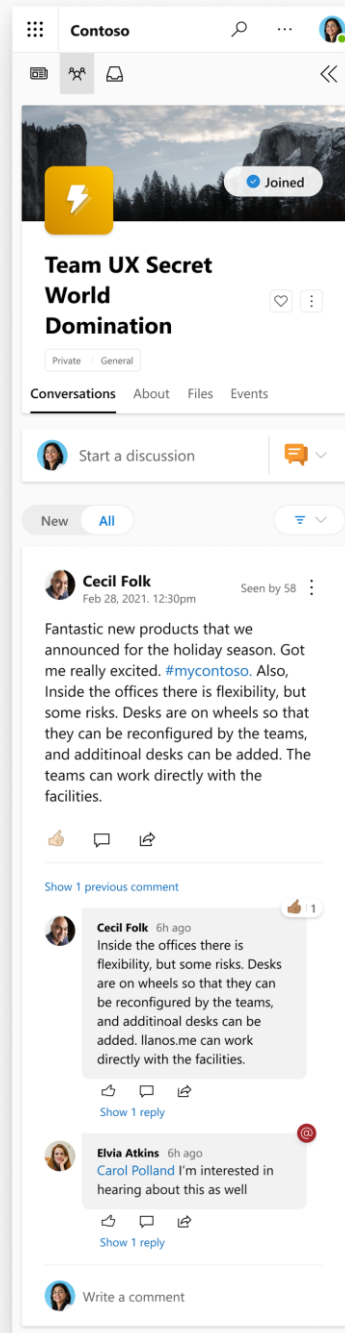
COPY UPDATE:

Recent Activity

Posts with recent updates first

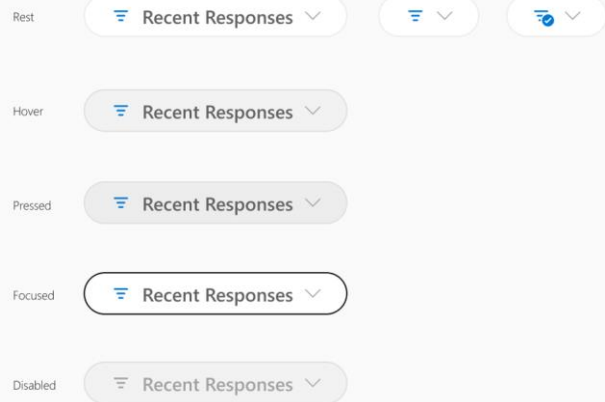
Recent Posts

Most recent posts first



The Solution

Desktop Web



Although the menu button is designed with Yammer Web Styles, i.e., rounded corners, it is aligned to the rest of the product suite and Fluent Web styles in most other aspects, including typography, spacing and overall dimensions.

Yammer T-Mobile Search New Yammer

Feed
Inbox

My Communities

- Glammer 20+
- Yammer Product 20+
- Glammer Accessibility 20+
- Food & Menus (SF) - Mar... 20+
- Glammer Demo Updates 20+
- Glammer Inbox 20+
- Go Team 20+
- Redesign 20+
- Yammer Design 20+
- Yammer Team Updates Pr... 20+

More

Members 2,345

Info

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna

Rest: Recent Responses

Hover: Recent Responses

Pressed: Recent Responses

Focused: Recent Responses

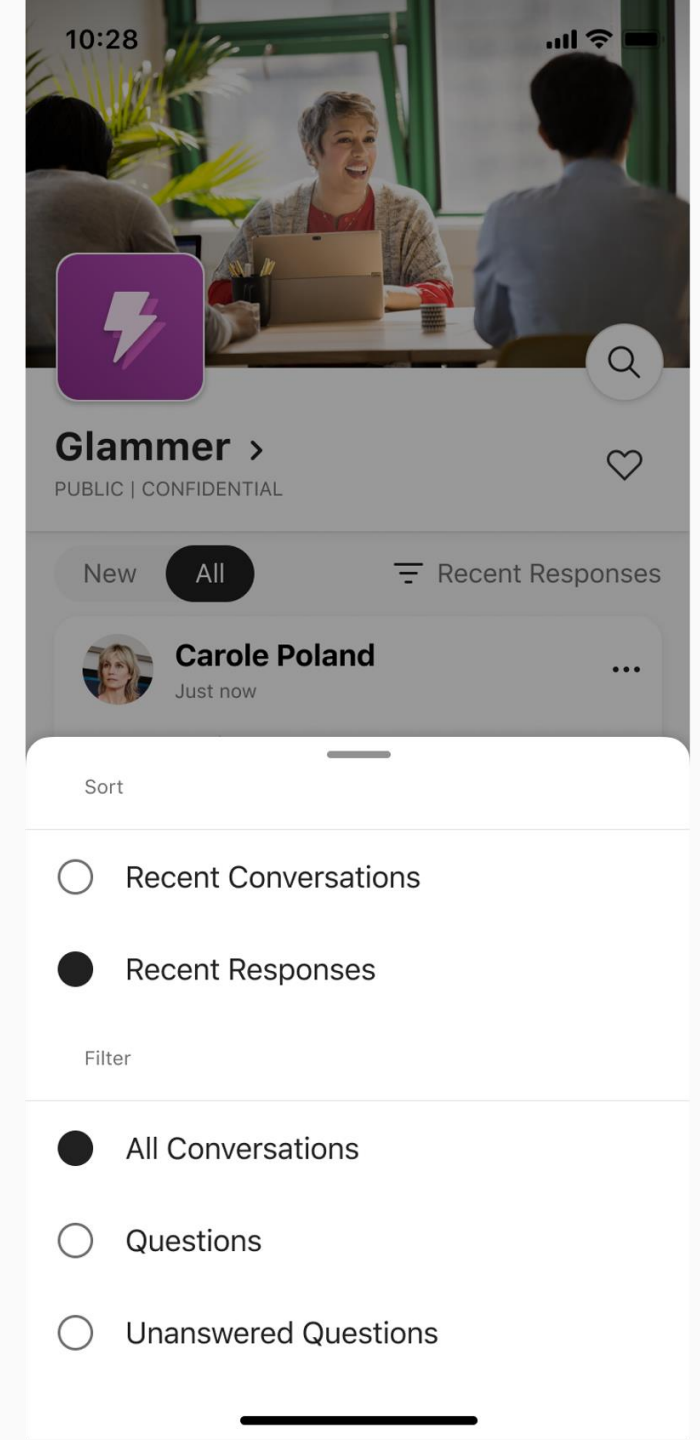
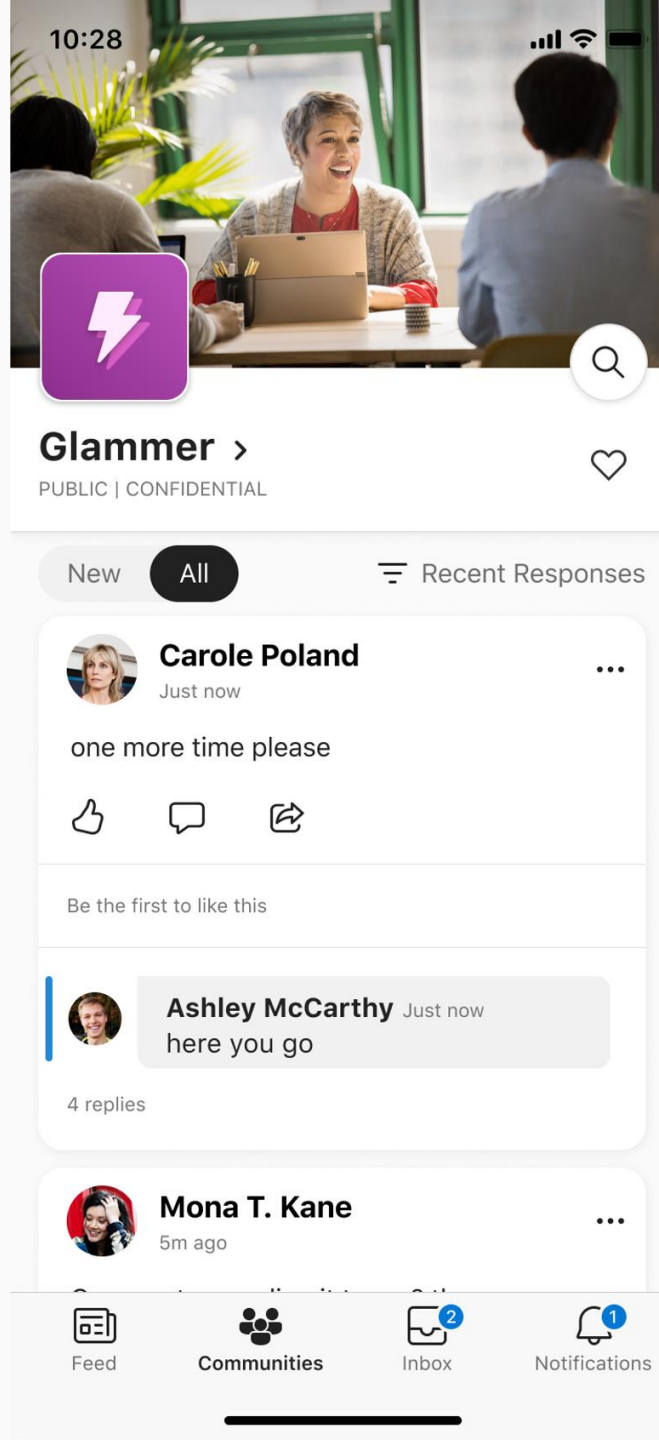
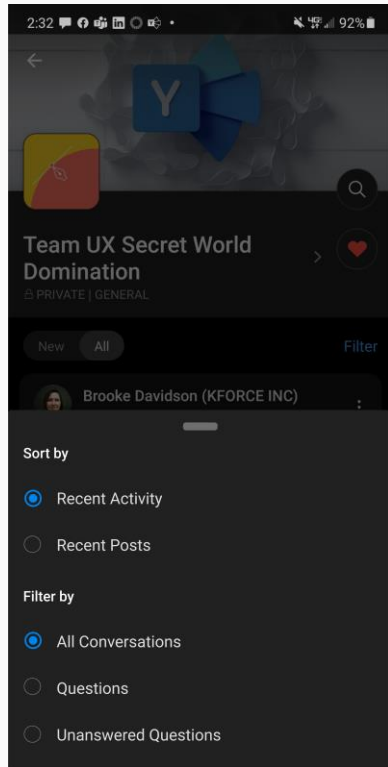
Disabled: Recent Responses

Although the menu button is designed with Yammer Web Styles, i.e., rounded corners, it is aligned to the rest of the product suite and Fluent Web styles in most other aspects, including typography, spacing and overall dimensions.

The Solution

Mobile Android and iOS

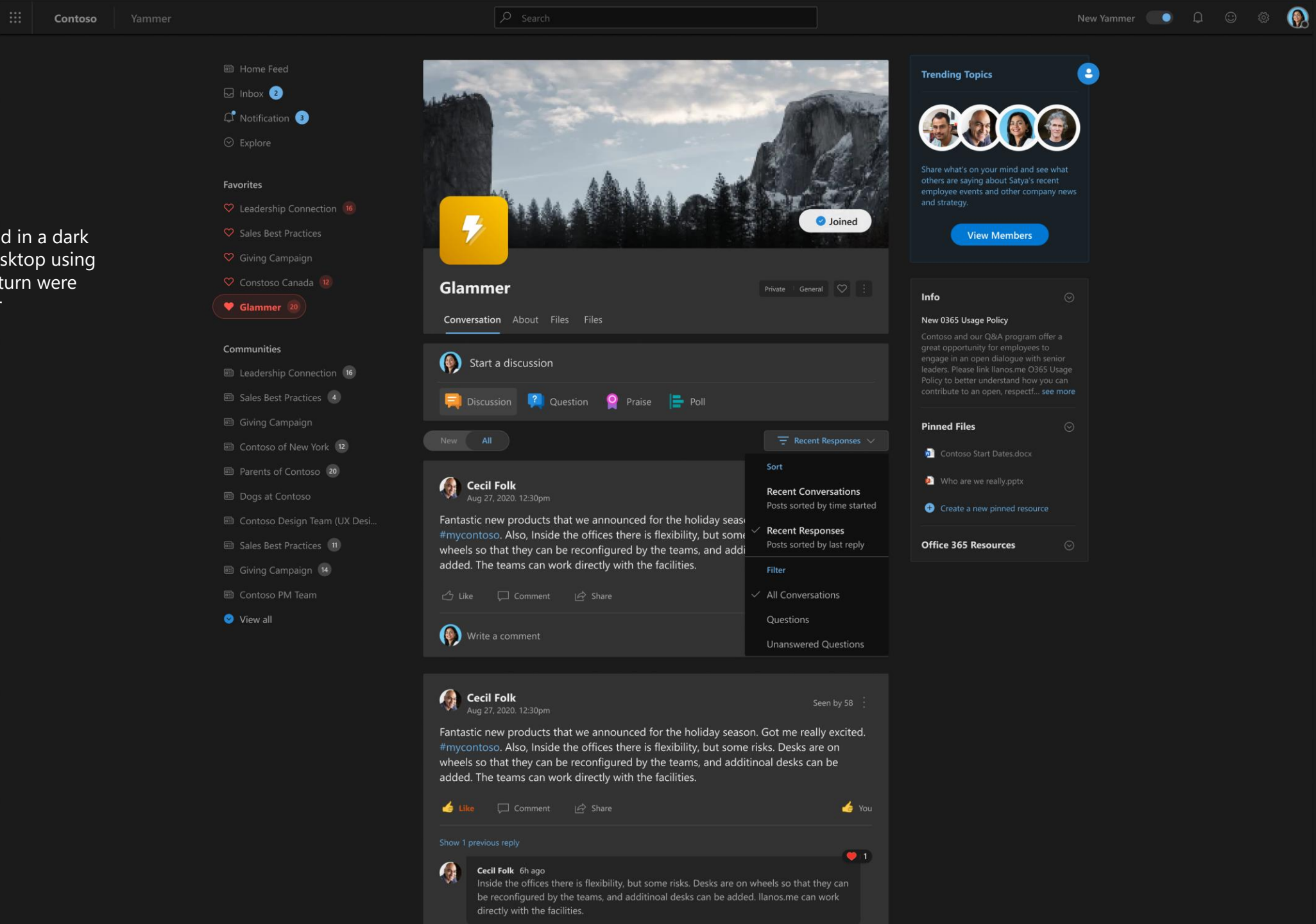
User interactions for mobile Android and iOS were intended to mirror the desktop experience, except where native guidelines and device patterns dictated otherwise. i.e., iOS sheet component for sort and filter options.



The Solution

Dark Theme

The designs were also prepared in a dark theme for web, mobile and desktop using Yammer Web Styles, which in turn were translated to CoreUI values for engineering to implement.



The Outcome

Yammer users will be able to order their feed by Recent Responses and Recent Conversations in Q1-Q2 FY22.

We plan to follow-up with customers who requested the functionality and process their feedback, in order to adjust the designs and improve the experience.

Success can be measured by tracking the usage of sort and filter, as well as any drop that might occur in filtering for questions.

Reflections

Early in the project there was some churn, and I should have done more to drive clarity and objectivity through the designs, rather than wait for alignment to occur amongst others.

There are some design patterns in digital product design, like sort and filter, that we take for granted. Everyone assumes it will just work, but you need to account for all the permutations and edge cases.

Implementation of the toggle switch was delayed, as it was not a preexisting component in the Yammer CoreUI library and engineers had to build it from scratch.

The interim solution will simply utilize the contextual drop menu, until the toggle switch can be constructed.

The image shows a screenshot of the Yammer user interface. At the top, there are two sets of toggle switches. The left set is labeled 'Toggle Switch All' and has 'New' and 'All' options. The right set is labeled 'Toggle Switch New' and also has 'New' and 'All' options. Below this is a 'Start a discussion' section with icons for Discussion, Question, Praise, and Poll. A dropdown menu is open for 'New Conversations', showing 'All Conversations' and 'New Conversations' (which is selected). To the right of the dropdown is a 'Recent Responses' dropdown. Below the dropdowns is a discussion post by 'Cecil Folk' with the text: 'Fantastic new products that we announced for the holiday season. Got me really excited. #mycontoso. Also, Inside the offices there is flexibility, but some risks. Desks are on wheels so that they can be reconfigured by the teams, and additinoal desks can be added. The teams can work directly with the facilities.' The post has 'Like', 'Comment', and 'Share' buttons. Below the post is a reply by 'Cecil Folk' with the text: 'Inside the offices there is flexibility, but some risks. Desks are on wheels so that they can be reconfigured by the teams, and additinoal desks can be added. llanos.me can work directly with the facilities.' Below that is a reply by 'Elvia Atkins' with the text: 'Carol Polland I'm interested in hearing about this as well'. At the bottom, there is a 'Write a comment' input field.

Thank You

Jay Mollet – Senior Designer