

Mobile Message Sound Updates

User impact
September 9, 2024




tigerconnect

Project Overview

Problem Statements

- Default new message sounds are too easy to ignore on Android because the sound itself can be the same as other device sounds (such as incoming SMS)
- New message sound preferences are overridden when user is on both iOS and Android, creating difficulty in recognizing new message sounds when the setting changes unexpectedly

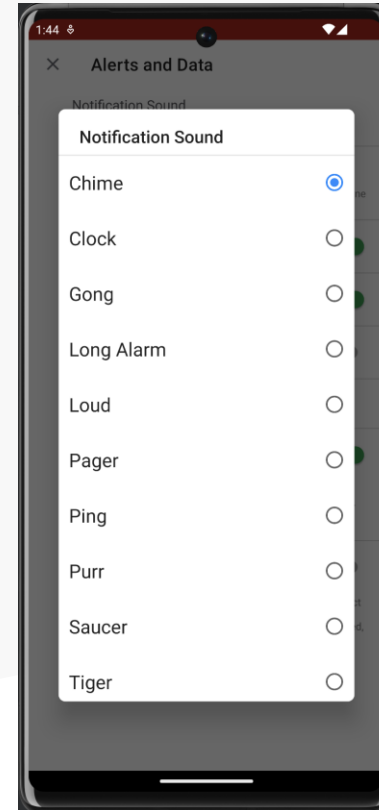
Mobile Message Sound Updates

- Updating Android sound options and default to be distinct from other device sounds (such as SMS)
- Allowing new message sound choice to follow user across iOS and Android

Project Approach

Key Updates

- Existing iOS new message sounds become available on Android
- New message sound preference stored at the user level and kept in sync for the user across iOS and Android devices
- Link to system settings removed from TigerConnect Android app



User Impact

User Type	Immediate Change for User	New Message Sound Default (user can change preference any time after initial updates)
iOS-only (never used Android)	No change	<ul style="list-style-type: none">• Current sound selection used on iOS and if the user ever logs in on Android
Android-only (never used iOS)	Previous sound selection overridden and changed to "Purr"	<ul style="list-style-type: none">• "Purr" sound set for Android and if the user ever logs in on iOS
Previously used both iOS + Android	Depends on whether sound preference most recently set by iOS or Android	<ul style="list-style-type: none">• If most recently set by iOS, current iOS sound will be used on iOS and Android• If most recently set by Android, "Purr" set for both Android and iOS
First-time TC mobile app user	No change – user has no previous sound setting	<ul style="list-style-type: none">• Sound set to "Purr" by default on iOS and Android

FAQ

Do users need to do anything to get these updates?

- Android and iOS users should update to the latest TigerConnect app versions. Users will not need to log out or perform any special actions (logging out and back in, etc.) after we enable the update.

What happens for users on older Android app versions?

- Android users on very old versions will continue to have different new message sounds on iOS and Android. Behavior would continue as it had previously, with the potential for Android and iOS settings to override each other.

Can Android users still change their sound settings to use system (OS level) sounds for TigerConnect messages?

- We cannot prevent Android users from going through system settings and changing sounds to use Android OS-level sounds, but we reduce this likelihood and make Android more similar to iOS by removing the link to system settings from our Android in-app sound settings page. If Android users make changes to use system sounds, those selections will not carry over if that user logs in on iOS.

How does this affect users who are in multiple orgs?

- A user in any org with these changes enabled will see these updates and effects at the user level. This means the user will see these changes regardless of which org they are accessing in TigerConnect.

Thank You

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