

(Dasher) Chat history addendums

February 2022
UXW michaelar@

[Text document with other options, discussion](#)

Guidelines:

- 1) Use "first message" to communicate the originating message in a thread, because "original" is too easy to confuse with *what came before* or *before editing*.
- 2)

Options:

- 1) Don't try to explain the timeframes of history in these limited spaces. Simply tell whether history was on or off.
- 2)

Threading + History

Original message: History Off

Current State: History Off

Search mail and chat

Active



Google



Design systems

22 members



Chat

Files

Tasks



Ann Gray Yesterday

We can come back to this next week and iron out the details further. Have a great weekend everyone!



1

99+ replies 1 8:22 AM



Lori Cole Yesterday

Has anyone started work on the CMJ project??



Ann Gray Yesterday

Happy Monday! please review the workshop guidelines for tomorrow share any questions or feedback here!

Cloud UX Workshop Guidelines

- Team size: 4 to people from each cohort
- Lorem ipsum dolor sit amet, consectetur adipiscing elit.
- Sed ut perspiciatis unde omnis iste natus error sit voluptatem accusantium doloremque laudantium, totam em aperiam
- Ut enim ad minima veniam, quis nostrum exercitationem
- Nemo enim ipsam voluptatem quia
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← Thread Following



What's going on with the new project? I know we discussed it briefly Friday but it wasn't clear what our action points are for this week.



Lauren Roberts

8:05 AM

Let's jump in a quick meeting to discuss next steps. I know we need to complete the PRD by EOD but I think there are some tactical steps that can be started while we're completing it.



Janice Castro

8:15 AM

I can definitely jump in and start with some design work towards the new headlines. I think that's one area we have pretty clear definitions on what's needed.

Unread



Raymond Santos

8:22 AM

Sounds perfect. I put a meeting on the calendar for later this morning so we can



This thread's first message was sent with history off. Replies are always deleted when the first message is deleted.

← Thread Follow

What's going on with we discussed it briefly clear what our action



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History is off



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History is off



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This thread's starting message was sent with history off. Replies are always deleted when the starting message is deleted.

History is off



Alts: "original message" and "starting message"

Threading + History

Original message: History Off

Current State: History On

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History off



Active



Google



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History is off

Will be the same message off.

Threading + History

Original message: History On

Current State: History Off

Design systems
22 members

Chat Files Tasks



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YOU TURNED HISTORY OFF

Messages sent with history off are deleted after 24h



Ann Gray Yesterday

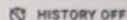
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History off



History is off





Gmail



Search mail and chat

Active



Google



Thread



PINNED

Cloud announce

C & C announce

Design systems

Hub vision

Project Clover



Chat



Rooms

ROOMS

Daybreak

Google UX

Hub Eng

Women@Google

Dooglers

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Search mail and chat

Active

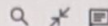


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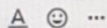
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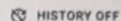
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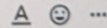
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History is off



Threading + History

Original message: History On

Current State: History On

(Not currently in use)



Gmail

Search mail and chat

Active



PINNED

Cloud announce

C & C announce

Design systems

Hub vision

Project Clover



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Rooms

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← Thread

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History is off



Alts, appendix

 This thread's first message and any replies sent now are saved.

 This thread's first message is saved. Replies sent now will be deleted in 24 hours.

 This thread, including replies, will be deleted 24 hours after the original message was sent.

Thread history on, reply history on

Thread history on, reply history off

Thread history off, reply history on
and
Thread history off, reply history off



Gmail

Search mail and chat

Active



Google



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Cloud announce

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History off



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This thread's original message was sent with history off. **Replies are always deleted when the original message is.**

History is off



T-on, R-on

This thread's first message and any replies sent now will be saved (for a period of time set by your organization)

T-on, R-off

This thread's first message will be saved (for a period of time set by your organization). Replies sent now will be deleted in 24 hours.

T-off, R-on

This thread's first message was sent with history off. Replies are always deleted when the first message is deleted.

T-off, R-off

This thread's first message was sent with history off. Replies are always deleted when the first message is deleted.

This thread's first message and any replies sent with history on will be saved (for a period of time set by your organization)

This thread's first message will be saved (for a period of time set by your organization). Replies sent with history off will be deleted in 24 hours.

This thread's first message will be deleted 24 hours after it was sent. Replies are always deleted when the first message is deleted.

**Raymond Santos**

8:22 AM

Sounds perfect. I put a meeting on the calendar for later this morning so we can figure out the specifics of the PRD.



This thread's first message was sent with history off. Replies are deleted when the first message is deleted, within 24 hours.

History is on

**Raymond Santos**

8:22 AM

Sounds perfect. I put a meeting on the calendar for later this morning so we can figure out the specifics of the PRD.



This thread started with history off. Replies will be deleted when the original message is deleted.

History is on

**Raymond Santos**

8:22 AM

Sounds perfect. I put a meeting on the calendar for later this morning so we can



This thread is saved (for a period of time set by your organization), but replies sent now are deleted in 24 hours.

History is off

**Mika Rit**

Feb 16, 20

Not necessarily, original post co when history wa perceived as "st replies to it (whi history is on).



Raymond Santos

8:22 AM ●

Sounds perfect. I put a meeting on the calendar for later this morning so we can



Because this thread's original message was sent with history off, the entire thread will be deleted when the original message expires.

History is off



This overall thread is being saved (for a period of time set by your organization). However, replies sent now will be deleted in 24 hours.

You're suggesting

PRD: Gmail mail merge / email personalization

Author: Lushen Wu Contributors: Korede Ogunyinka Marek Lipczak Hun Jung

Meg Whittenberger Jeremy Bartz

February 2022 | [go/gmail-mail-merge-PRD](#) | Ariane: [Link](#)

Username	Role	Status	Last Change
bsugden	Approver	APPROVED	2022-03-09
halpin	Approver	APPROVED	2022-05-05
lipczak	Approver	APPROVED	2022-02-24
neenakamath	Approver	APPROVED	2022-03-04
mwhittenberger	Reviewer	REVIEWED	2022-03-02

Using [go/DocWrap](#). Table auto-updated hourly. Don't edit this section and don't add comments in it.

Related docs:

- Mail merge mocks: [Gmail WIS Mail Merge / Email Personalization](#)
- Layouts v2 (Lynx) mocks: [Fancymail V2 UX | go/layouts-v2](#)
- Design docs:
 - [Mail Merge Placeholders Server-side Replacement](#)
 - [Multisend Mail Merge](#)
 - [Mail Merge As A First Iteration Of Smart Canvas](#)

Chat History Text

Top menu, space "furniture" text, thread panel, compose box hint text

UXW: michaelar@ / explorations updated Feb 2022

Setting expectations:



Quick definitions:

Thread: The originating message and replies

Original message (or *possibly* First message): The originating message (that someone replied to) thereby creating the thread)

Replies: All the messages sent within the thread

Usage note: We say "sent" and not "posted" in Chat

DASHER

Top menu

NEW TEXT

Turn off history

Will delete new messages in 24h

Turn off history

Deletes new messages in 24h

SCREENSHOTS and NOTES

<https://screenshot.googleplex.com/6kVSdb7yK>

Giulia Mazza

○ Away



View and add members

Will delete new messages in 24h

Turn off history

Deletes new messages in 24h

Giulia Mazza ▾

○ Away

👤 View and add members

⚙️ Manage webhooks

📄 Mark as unread

📌 Unpin

🔊 Turn off notifications

🕒 Turn off history
Deletes new messages in 24 hours

🚫 Block

🔍 Hide conversation

🗑️ Delete conversation

<https://screenshot.googleplex.com/4Yau8>

Giulia Mazza ▾

○ Away

👤 View and add members

⚙️ Manage webhooks

📄 Mark as unread

📌 Unpin

🔊 Turn off notifications

🕒 Turn on history
Saves new messages according to your admin's DM retention policy

🚫 Block*

Turn on history

Saves new messages (for a period of time set by your organization)

Turn on history

Saves new messages (for a certain number of days, set by your organization)

Turn on history

Saves new messages (up to 90 days, depending on your organization)

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Giulia Mazza ▾

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🔕 Turn off notifications

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🗑️ Delete conversation

Thread panel

Approvals for this section

PM	Angela Ying	3/1
UXD	Travis Gohr	
Legal	Genaro Lopez Paul Herzlich	3/1
Eng	Greg Leaver	3/10

FINAL DECISION

Original history off. Reply history on OR off.

This thread (including all replies) will be deleted

Original history off. Reply history on OR off.	This thread (including all replies) will be deleted 24 hours after the original message was sent. Learn more Learn more points to history on/off page: https://support.google.com/chat/answer/7664687
Original history on. Reply history off.	History is off. Replies sent to this thread will be deleted in 24 hours. Learn more

NEW TEXT

SCREENSHOTS and NOTES

VERSION A

Original history off. Reply history on OR off.

 This thread (including all replies) will be deleted 24 hours after the original message was sent. [Learn more](#)

Original history on. Reply history off.

 Replies sent to this thread while history is off will be deleted in 24 hours. [Learn more](#)

 Replies to this thread sent while history is off will be deleted in 24 hours. [Learn more](#)

Original history on. Reply history on. (Not in use currently, just for illustrative purposes)

 Replies to this thread sent while history is on will be saved (for a period of time set by your organization)

VERSION B

Off/on and Off/off

Less is more.

This approach focuses on the most timely information (replies) rather than trying to explain how history works.

What's relevant in the OM-off state is that *everything* will be deleted. Specifying "all replies" should make it clear that reply history being on/off doesn't matter in this case. Also, mentioning the original message gives a clue as to why.

I don't think OM status is critical here (if having history off matters, you'll turn off your reply history anyway). It is important to remember that replies will be deleted. If a user sees that history is *currently* off, there's still no reason for them to assume it was off when the original message was posted.

(On/on isn't used today). Again, what's relevant in the on/on state is that replies are being saved. There's no reason for a user to assume a thread was off before just because we don't mention the original message.

I think we should include a learn more link, but it doesn't reduce the message if we take it out.

Current state is most important.

History is off. Replies sent to this thread will be deleted in

Show all 4 replies



Greg Leaver
Feb 16, 2022

Yes, string is built into the client binary (for localization purposes). It is possible to parameterize it, get the number from [Show more](#)



Paul Herzetty
Feb 17, 2022

@gelopez@google.com just FYI on some technical constraints here being discussed related to our feature request



Angela Ying
Mar 1, 2022

Add: "3/1"



Angela Ying
Mar 1, 2022

Add column: with text "Angela Ying Travis Gohr Genaro LopezPaul Herzlich Greg Leaver"



Genaro Lopez
Mar 1, 2022

Add: "3/1"



Greg Leaver
12:13 PM Mar 10

Add: "3/10"



Angela Ying
Mar 1, 2022

Add: "FINAL DECISION Original history off. Reply history on OR off. This thread (including all replies) wi..."

deleted 24 hours after the original message was sent. [Learn more](#)

On/off

⌚ Because history is off, replies sent now are deleted in 24 hours

On/on (may not be necessary)

⌚ Because history is on, replies sent now are saved (for a period of time set by your organization)

Original history off. Reply history on OR off.

⌚ This thread's first message was sent with history off. Replies are always deleted when the first message is deleted.

⌚ This thread's original message was sent with history off. Replies are always deleted when the original message is deleted.

Original history on. Reply history off.

⌚ This thread's first message is saved (for a period of time set by your organization). Replies sent now are deleted in 24 hours.

(alt. of "replies sent with history off are deleted in 24 hours" was just too much detail)

Original history on. Reply history on.

⌚ This thread, including any replies sent with history on, will be saved (for a period of time set by your organization)

A little more info, mentions the history state of the original (or first) message.

We don't currently have(?) an on/on message in the product, but I've drafted one anyway.

Downsides to "first." First message could be confused with first reply.

Downsides to "original." Original sounds like a message has since been edited or reposted.

("Starting message" sounds weird.)

@tgohr@google.com
@paulherzlich@google.com
@gelopez@google.com
@gleaver@google.com

PTAL at the strings we decided on last week at UXW office hours and sign off

[Show all 9 replies](#)



Paul Herzetty
12:00 PM Mar 10 **New**

Hi! Just checking on the progress of this launching. Thanks!



Greg Leaver
12:13 PM Mar 10 **New**

I submit a change with the proposed wording (very close to what we landed on) while we were still iterating, that I already rolled out. What needs to be added still is the Learn More link.



Mika Ritter
Feb 16, 2022

@tgohr@google.com
@angelaying@google.com will you take a look before I loop in more people?



Travis Gohr
Feb 16, 2022

Is the history on/on option necessary? Would it mean that every thread would show a retention message like this?
[Show more](#)

[Show all 10 replies](#)



Mika Ritter
Feb 16, 2022

Off/on is more that nothing is permanent, right? (Since we're talking about the context of that thread specifically. No matter who says what, this whole thing is gonna self-destruct in 24 hours)

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(alt. of "replies sent with history off are deleted in 24 hours" was just too much detail)

Original history on. Reply history on.



This thread, including any replies sent with history on, will be saved (for a period of time set by your organization).



This thread's first message and any replies sent with history on will be saved (for a period of time set by your organization).

Adjusting what we have



This thread is being saved (for a period of time set by your organization) with the exception of any replies sent while history is off.



Because the original message was sent with history off, this thread (including all replies) will be deleted in less than 24 hours.

("Starting message" sounds weird.)

(If we really have to say everything)

Would this mean that every thread would show a retention message, like [Show more](#)

[Show all 10 replies](#)



Mika Ritter
Feb 16, 2022

Off/on is more that nothing is permanent, right? (Since we're talking in the context of that thread specifically.) No matter who says what, this whole thing is gonna self-destruct in 24 hours.



Travis Gohr
Feb 17, 2022

Yeah, off/on means the entire thread will disappear 24 hours after the original message was posted.



Angela Ying
Mar 1, 2022 •

5 of 10

[@ruhipendharkar@google.com](mailto:ruhipendharkar@google.com) FYI



Mika Ritter
Feb 24, 2022

(See note about "now" though)



Jim Groves
Feb 24, 2022

I think the "now" is implicit enough that it wouldn't be all that helpful.



Travis Gohr
11:21 AM Apr 12 •

Add: "Learn more"



Travis Gohr
11:21 AM Apr 12 •

Format: underline

Older explorations below

T-on, R-on

This thread's first message and any replies sent now will be saved (for a period of time set by your organization)

T-on, R-off

This thread's first message will be saved (for a period of time set by your organization). Replies sent now will be deleted in 24 hours.

T-off, R-on

This thread's first message was sent with history off. Replies are always deleted when the first message is deleted.

T-off, R-off

This thread's first message was sent with history off. Replies are always deleted when the first message is deleted.

Alt, if people understand:

This thread was started with history off.
This thread was started with history on.

This thread's first message and any replies sent with history on will be saved (for a period of time set by your organization)

This thread's first message will be saved (for a period of time set by your organization). Replies sent with history off will be deleted in 24 hours.

This thread's first message will be deleted 24 hours after it was sent. Replies are always deleted when the first message is deleted.

Thread-level warning - thread history was on

Thread on, replies on

V1) The original message and any replies sent now are saved (for a period of time set by your organization).

← Thread Following X



Greg Leaver
Now

Thread started with history on

Show all 12 replies



Angela Ying
Feb 23, 2022

Paul - signed us up for office hours with jimgr@ tomorrow. Hope you can make it, so we can come to a final conclusion on this



Paul Herzetty
Feb 23, 2022

I'm unfortunately OOO tomorrow. Please feel free to invite @geloquez@google.com to those office hours instead, but not sure yet if he can attend, and also in the end it may just be up to UX :)



Greg Leaver
8:10 AM Mar 25

Add bookmark



Assigned to
Ruhi Pendharkar



Paul Herzetty
Feb 17, 2022

@michaelar@google.com Is there an explanation of how history works at the "Learn more" link (so that the person can make a prediction in the future for other threads depending on the history settings)? Would check myself, but not sure where this points to :)

Assigned to you



Mika Ritter
Feb 17, 2022

That's the idea. :) The only way to clearly explain history is to use a whole

Thread-level warning - thread history was on

Thread on, replies on

V1) The original message and any replies sent now are saved (for a period of time set by your organization).

V2) The original message and any replies sent while history is on are saved (for a period of time set by your organization).

The original message was sent with history on.

Thread on, replies off

V1 match) The original message is saved (for a period of time set by your organization). **Replies sent now are deleted in 24 hours.**

V2 match) The original message is saved (for a period of time set by your organization). **Replies sent while history is off are deleted in 24 hours.**

However, if we don't reference the current state and leave it to the user to notice (because we do refer to history being off in, like, nine other places), we could use the same message as thread on, replies on.

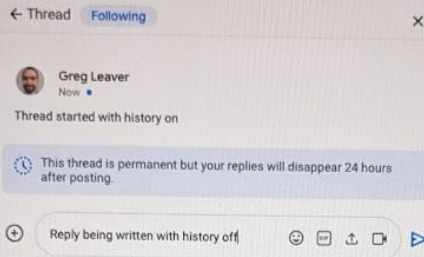
Version that frontloads the most urgent info:

Replies posted while history is off are deleted after 24 hours. The message above is saved (for a period of time set by your organization).

Other alts

History is off, so replies sent now are deleted after 24 hours. The original message is saved (for a period of time set by your organization).

History is off right now. The original message is



Notes about another approach:

Could we use a question mark or "i" info icon? E.g.:

This thread's first message is saved, as well as any replies sent while history is on. (i)
Info icon click/rollover text: Messages are saved for a limited period of time set by your organization.

Rationale: This is supplementary information you don't need to see every time—probably not more than once. We don't use info icons in menus but it's pretty common in regular UI text.

My hypothesis is that a user only cares about how exactly history works 10% of the time. When they care, they *really* care, so we need to give them all the info as clearly as possible at that moment. The rest of the time, it just adds clutter and confusion.

other threads depending on the history settings)? Would check myself, but not sure where this points to :)

Assigned to you

Mika Ritter
Feb 17, 2022

That's the idea. :) The only way to clearly explain history is to use a whole page to do it. I'm talking checklists!

[Show more](#)

Reassigned to Angela Ying

[Show all 4 replies](#)

Ruhi Pendharkar
Feb 28, 2022 **New**

History is not something we have currently outlined in our drafting threading article - let me connect with

[Show more](#)

Paul Herzetty
Feb 17, 2022

@michaelar@google.com Well, this isn't always the case if the organization's default setting (like for [google.com](#)) is

[Show more](#)

Mika Ritter
Feb 17, 2022

Sorry, what I mean is this: if a user wants to send a sensitive reply, I think it's reasonable to expect them to check

[Show more](#)

Angela Ying
Mar 1, 2022

Add paragraph

Paul Herzetty

<p>on your organization)</p> <p>Saves new messages (for a period of time set by your organization)</p> <p>Turn on history Will follow your organization's policy on saving messages</p> <p>Turn on history Saves new messages (how long depends on your organization)</p> <p>Turn on history Saves new messages (up to 90 days, depending on your administrator)</p> <p>Turn on history Will save new messages (subject to your organization's policy)</p> <p>Turn on history Saves new messages (for the number of days your organization specifies):</p> <p>Turn on history Save new messages (according to your organization's policies)</p> <p>Turn on history Saves new messages (subject to your space-saving policy)</p> <p>Turn on history Saves new messages (subject to your retention policy)</p>	<p>Saves new messages (follows your organization's policy for how long)</p> <p>Turn on history Saves new messages. Your organization determines for how long.</p> <p>Turn on history Save new messages (per your organization's retention policy)</p> <p>Turn on history Saves new messages (for a limited time set by your organization)</p> <p>Follows, per, subject to, adheres, according to, based on (your organization decides how long)</p> <p>The message above, and any replies sent while history is on, are saved for a <u>period of time</u> set by your organization.</p>	
<p>History on: The original message History on: Replies posted now</p> <p>History on: The original message History off: Replies posted now</p> <p>Saved: The original message Will be deleted: Replies posted with history off</p> <p>This thread is saved (for a period of time set by your organization)</p>	<p>The original message is saved, <u>as well as</u> any replies sent with history on (for a period of time set by your organization).</p> <p>Don't reference the thread/original message Replies posted while history is off will disappear after 24 hours</p> <p>The message above is saved, <u>as well as</u> any replies sent while history is on. (Messages are saved for a period of time set by your organization)</p>	<p>matches the pattern but leaves the pertinent information at the end. I could go either way on the bold. </p> <div data-bbox="1207 136 1516 267">  <div> Mika Ritter Feb 15, 2022 </div> <div>   </div> <p>Front-loading with the most important/urgent information.</p> </div> <div data-bbox="1207 278 1516 420">  <div> Mika Ritter Feb 15, 2022 </div> <div>   </div> <p>This is so much shorter and nicer, but doesn't capture the "limited period of time" bit. Still....</p> </div> <div data-bbox="1207 431 1516 606">  <div> Mika Ritter Feb 15, 2022 </div> <div>   </div> <p>While "disappear" is shorter, it doesn't carry the same meaning as "deleted." I'd rather be accurate for a destructive action.</p> </div>

Trending tags
Join the conversation

#music2019

25 updates

#FebruaryShirts

25 updates this week

#JSCompiler

2 posts this week

#Closure

2 posts this week

#connect

2 posts this week

Newness
(coolness)

Lasting Impact

Most popular Following

Following a tag only includes posts from your company

#	#dooglers	83 posts	Follow
#	#foodies	87 posts	Follow
#	#music2019	25 posts	Follow

Trending at Google

VIEW ALL

David Anderson
Apocalypse Pony
7h ago to Google.com

Thank u, next

After twelve-ish years bouncing around Google's infrastructure, it's time for me to move on. I'm leaving Google, my last day in the office will be Friday 2019-02-15.

What's popular / Most popular

View all



#dooglers

83 posts

Follow



#foodies

87 posts

Follow



#music2019

25 posts

Follow

Mika Ritter
Feb 8, 2019

What if I click on it and it's only 2 posts with 45 likes (and it's the first time the tag has been used)?

Mika Ritter
Feb 12, 2019

Trending tags
Trending today
Popular today

(+Join the conversation)

Mika Ritter
Feb 8, 2019

How are these calculated over time?
What about comments?
What if the most popular tag hasn't seen a new post in six months?

Mika Ritter
Feb 5, 2019

"Join the conversation" here would be great, except it could be mostly likes and not substance.

Comments above copied from original document

Messaging: End-of-Stream and Empty States

go/currents-endstream-messages

michaelar@ - updated 12/21/18

End of streams

[browsing behavior]

Streams

Notifications

[seeking behavior]

Search page people/communities/collection tab

Activity log

[browsing OR seeking]

Communities member list

Collection follower list (mostly obsolete)

Empty states

No search results

Following/Followers

Tags

People

Activity log

End of streams

Tl;dr:

- 1) Conclusion text that falls under browsing behavior should be "That's all for now."
 - a) It's friendly and shades hopeful (unlike "it's the end"), and all implies content
- 2) All other conclusion text should be "Showing all [...]" unless the UI is not infinite scrolling.
- 3) "Showing all" is positive, vs. the negative-sounding "end" and "no more"

[browsing behavior]

[browsing behavior]

Streams

Fabiana Fernandes: A melhor!!



Add a comment

+1

137



Looks like you've reached the end

That's all for now

Notifications



Sam Wang and Rogelio Gudino

+1'd: Doing my part to train mail/chat smart-reply to suggest "Yas." #yas #nahbro

+1



Giulia Mazza

Mentioned you: +Mika Ritter bc color = content too



Looks like you've reached the end

That's all for now

[seeking behavior]

Search page people/communities/collection tab

M

Mikayla Konst
Software Engineer

FOLLOW

W

Wojciech Mikanik
Software Engineer

FOLLOW

Looks like you've reached the end

(all) Showing all results

(community) Showing all community matches

(people & pages) Showing all people matches

(all) Showing all results
(community) Showing all community matches
(people & pages) Showing all people matches
(collections-obsolete) Showing all collection matches

Activity log

Question: Can it be dynamic by category?

Posts

Posts

Comments

+1's on posts

+1's on comments

+1's on sites

Votes

Activity on your +1's

People you blocked

People you muted

Events

Hangouts On Air Event Questions

Showing all posts

Showing all people you blocked

Showing all events

IF NOT



Blocked RIAZ BAIG

IF NOT



Blocked RIAZ BAIG



Blocked StylEnrich



Looks like you've reached the end

Showing all results

[browsing OR seeking]

Communities member list

Members ▾



Sonia Bhatia



Erica Li

Owner



Olivia Hu

Moderator



Mika Ritter



Looks like you've reached the end

CLOSE

Showing all members

