

## Phase 3

Problem P0 : - We believe the Casual User/ Job/Career user/ Content Creator/ Office Worker struggles with Email sequence when they try to revisit their long mail chains because of the way the emails are structured that we have to scroll all the email and then reached the latest email. This creates user drop or delay in revert.

### Step 1: Brainstorm Solutions (Diverge)

- Change the ordering of the emails, latest on top
- Change conversation style email thread to, individual separate mail
- AI Integration to give relevant summary of old email chain
- Ability to toggle important mails which might skip salutations, or thank you types email unless specifically opened

### Step 2: Prioritize Smartly (From Possibility to Focus)

| Solution                                      | Reach<br>(1-3) | Impact<br>(1-3) | Confidence<br>(1-3) | Effort<br>(1-3) | RICE<br>Score | Rank |
|-----------------------------------------------|----------------|-----------------|---------------------|-----------------|---------------|------|
| 1. Latest on Top<br>(Reverse Order)           | 3              | 3               | 3                   | 1               | 27.0          | #1   |
| 2. AI Thread<br>Summary                       | 3              | 3               | 2                   | 3               | 6.0           | #2   |
| 3. Important-Only<br>Toggle (Skip Fluff)      | 2              | 2               | 2                   | 2               | 4.0           | #3   |
| 4. Separate Mail<br>card View<br>(Ungrouping) | 3              | 3               | 3                   | 2               | 13.5          | #4   |

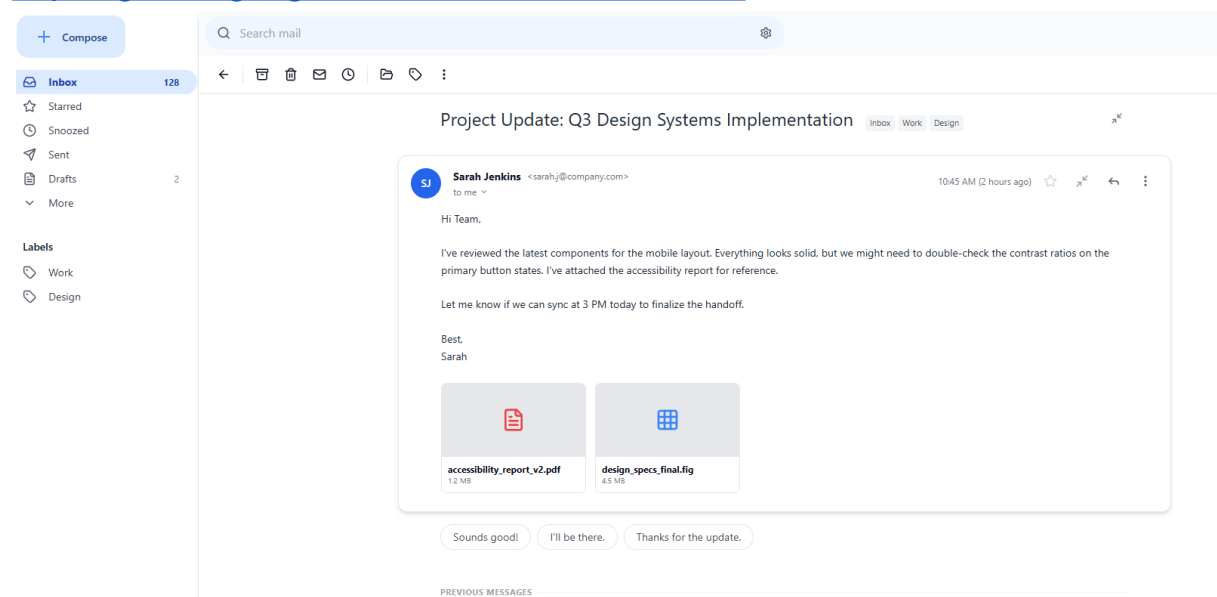
Merging point 1 and 4 gives a more robust and clean approach.

The user in this solution is able to solve their scroll to get their latest email problem and the mail thread expanded view which makes user confuse and tired to find relevant content.

## Step 3: Wireframe Your Top Ideas

Below is the link to a working prototype of the suggested changes:-

<https://gemini.google.com/share/b08dabe299d1>



## STEP 4: Define Success Metrics

| Metric Type | Metric Name          | Definition                                                    | Why it Matters                                                     |
|-------------|----------------------|---------------------------------------------------------------|--------------------------------------------------------------------|
| Key Metric  | Time-to-Action (TTA) | Time from thread open to clicking 'Reply' or 'Reply All'      | Shows if users are getting the context they need instantly.        |
| Secondary   | Scroll-Back Rate     | % of users who scroll past the first card to find info below. | Lower is better; it means the 'Latest on Top' is solving the need. |
| Guardrail   |                      |                                                               |                                                                    |

## STEP 5: Identify Pitfalls & Mitigations

| Assumption at Risk | Failure Mode                                | Impact | Likelihood | Mitigation                                                                           |
|--------------------|---------------------------------------------|--------|------------|--------------------------------------------------------------------------------------|
| Old Reading Habit  | Users get confused by the reversed order.   | High   | Medium     | Visual messaging of                                                                  |
| Visual load        | Too many cards make the screen look "busy." | Medium | High       | The Ui should be designed with the intent of causing minimum visual load to the user |

# Product Requirements Document (PRD): Gmail Conversation Feed

Date & Version: 19th Feb 2026 V 1.1

Product POC: Aniket Kumar Ray

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## 1. Why? (Objective)

- **The Problem:** Users (specifically Office Workers and Job Seekers) struggle to navigate long email threads because current grouping hides content behind "trimmed text" dots and follows an oldest-to-newest scroll that buries recent updates.
- **The Goal:** To reduce the time spent "hunting" for the latest context and to make long threads as readable as a modern chat feed.

## 2. How do we measure success?

- **Key Metric: Time-to-Action (TTR)** — Reduce the average time from opening a 6+ message thread to hitting "Reply" by 20%.
- **Secondary Metric: Scroll - Back Rate** — % of users who scroll past the first card to find the info in the older mails.
- **Guardrail Metric: Thread Confusion Rate** —

## 3. Who are the users?

- **The Office Worker:** Professionals managing multi-day projects with multiple participants in a single thread.
- **The Job Seeker:** Individuals tracking interview stages where missing a single detail in a long chain is high-stakes.

## 4. Solutions

- **Latest on Top:** Reverses the chronological order so the newest email is the first thing the user sees upon opening.
- **Card-Based UI:** Wraps each individual email in a distinct "card" container with borders and shadows to separate speakers.
- **History Feed:** Older emails are displayed as collapsed cards below the primary active card to maintain scannability.

## 5. Product Flow (Mentals of the Feature)

1. **Opening:** User clicks a thread from the Inbox.
2. **Initial View:** The app renders the **Latest Reply** fully expanded at the top of the viewport in a "Primary Card."
3. **Navigation:** User scrolls down; older replies appear as "Collapsed History Cards."
4. **Interaction:** User clicks a collapsed card  $\rightarrow$  Card expands in place  $\rightarrow$  Previous primary card collapses to save space.

5. **Action:** User clicks "Reply" on the top card  $\rightarrow$  A draft opens anchored to that specific card context.
6. **Prototype** - <https://gemini.google.com/share/b08dabe299d1>
7. **User Acceptance Criteria**
  - a. When user revisit the mail chain the latest should be on top in open format
  - b. The older email should be in order of latest to oldest
  - c. The email other than the latest one should be in collapsed card format
  - d. If the mail chain is too long we will show collapse number which will shown the number of mail in collapsed form

## 6. Dependencies

- **Gemini/AI Parser:** Required if we add the "AI Summary" component later to ensure the most important card is highlighted.
- **Toggle Support for old View:** Do we keep a toggle for old view switching?

## 7. Risks & Mitigations

- **Risk:** Users might find reverse-chronology counter-intuitive initially.
- **Mitigation:** Include a "Sort Order" toggle (Newest vs. Oldest) clearly visible in the thread header for easy rollback.