

Summarized Customer Notes Deliverable 2:

General Feedback:

After the meeting with Candace, we deduced three priorities: **a) 9-11 call simulation, b) what the call experience will be like, c) answer summary page**, d) optional: information surrounding matches and lighters (**Note**: if added, just need to elaborate on the idea that kids should not touch them). Candace supports the idea of a visually driven design through storyboarding/storytelling. Also supports the idea of an interactive design and the feedback buttons used on the dial screen. She also suggested positive reinforcement for getting correct answers (e.g., sound effects, visuals). The user experience should be generally self-driven, focusing on the children's independence. If they don't get the correct answer or perform the right action only then should the app help guide them through subtle hints. There are also some potential carryovers if the application were to be brought back home, as some kids might not feel comfortable with a stranger (firefighter). They might feel more comfortable continuing at home or using the app entirely at home. Need to consider platforms for deploying the application: e.g: Google Play Store.

Tim suggested control visibility of UI elements (e.g., dalmatian dog) so the kids don't get too dependent on certain visual cues that may or may not appear in an emergency situation.

Technical suggestions:

- Update the navigation screen (with the tiled icons) with a new option for questions instead of isolating them into a quiz section. The questions should allow prompts for firefighters that would occur during an emergency call: e.g., "what's the emergency?", "what's your address?"
- Update the navigation screen with a house icon leading to the house screen sequence.
- Optional: but not required is real time communication between two clients using the device (kid and a firefighter or a kid and a parent even). Can use WebSockets API to achieve this depending on time constraints.

*****Candace loves visual and graphic communication/design.*****

Outputs from Customer	
Needs	Wants
911 call sequence	Sessions for communicating between two clients(kid and firefighter or kid and parent).
What the call experience will be like	Information surrounding lighters
Answer summary page	Carryover back home for the application. Useable when not with when firefighters