

FAQ

User questions:

How much does the app cost?

Nothing, the application is free.

Why is it better than previous apps?

Because it combines all points in one central point.

Why is this app better than other route planners?

In this app reminders of the appointment are included.

How does the voice assistant help me in everyday life?

The voice assistant helps to keep appointments on time and allows a natural and intuitive interaction.

What happens if my mobile phone has no more data volume?

Unfortunately, in this case currently no data can be retrieved.

What happens in the event of a power failure?

A power failure is a problem because Alexa can no longer send reminders. However, the web application means that all appointments remain accessible on the mobile phone or laptop.

Who receives my data?

The data is stored by Alexa and the web application on Amazon servers. However, they are not accessed by us from there.

What if I forget to activate my voice assistant?

Alexa proactively sends reminders for upcoming appointments. A tone sounds and the device lights up. If you forget to activate the assistant afterwards, the reminders unfortunately cannot take place.

What happens if I forget to enter appointments?

Unfortunately, the application can only remind you of known appointments.

What if I don't have an Echo device?

The skill can also be used on a mobile phone with the Alexa app. The web application is independent of all Echo devices and can be used on all computers, tablets and smartphones with internet access.

Can my family access my appointments?

No, because not all appointments should also be accessible to the family.

Stakeholder questions:

Can a person with dementia install it on their own?

Yes. The installation is done by voice via the wizard, which is very easy. In addition, the web application guides the person through the installation.

How do we know that dementia patients really want this?

It is voluntary, no one should be forced. The app will also not try to convince the patient to use it.

What customer problem are we solving and why only now?

Just now there is the technical prerequisite to design the automated appointment reminder and route planner with only speech as an interaction option.