

# Scenarios

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## Compatibility Issues with Mobile Devices

### Text Narrative

Parents and caregivers of children with autism are the primary users of the Immaginario app. Their goal is to use the app on Android devices to assist their children in daily communication and support needs.

In a typical home setting, parents and caregivers rely on Immaginario installed on various Android devices, including smartphones and tablets. They use the app to help their children with autism communicate and participate in daily activities.

One day, parents and caregivers attempt to use the Immaginario app on their Android devices, as they usually do to facilitate communication with their children. However, they encounter compatibility issues. The app crashes on certain devices or behaves unpredictably. Concerned about the disruption of their child's routine, they report these issues to the support team.

In response, the support team initiates troubleshooting. They identify the specific device models and operating system versions causing the compatibility issues. With this information, the development team works diligently to resolve the problems. Updates are released to address compatibility, ensuring that the app functions seamlessly on a broader range of Android devices. The support team provides guidance and instructions to parents and caregivers on how to update the app and resolve the issues. This scenario highlights the importance of swift response and technical support to maintain the app's effectiveness in supporting communication for children with autism.

### End User Profile:

- End User Profile: Parents and caregivers of children with autism.
- Goal: To use the Immaginario app on Android devices to assist their children in daily communication and support needs.

### Context:

- The parents and caregivers use the Immaginario app on various Android devices such as smartphones and tablets to help their children with autism communicate and participate in daily activities.

**Tasks:**

- Parents and caregivers attempt to use the app on their Android devices, but they encounter compatibility issues.
- They report these issues to the support team.
- The system identifies the specific device and operating system version.
- The support team troubleshoots the issues, updates the app to address compatibility, and provides guidance to the users on resolving the problems.

## **User Interface Usability Challenges**

**Text Narrative**

Children with autism and their parents or caregivers are the primary users of the Immaginario app. Their goal is to use the app for effective communication and support in various contexts.

Children with autism and their parents or caregivers rely on "Immaginario" to enhance communication and participation in daily activities. The app is a valuable tool for simplifying communication for children with neurodevelopmental disorders.

Parents and caregivers notice that their children are struggling to use the Immaginario app effectively due to a complex and unintuitive user interface. It becomes evident that the app's design needs improvement to ensure it caters to the needs and abilities of its young users.

The project team takes this feedback seriously and conducts usability testing. They also analyze user feedback to understand the specific challenges children with autism face. This analysis informs a significant user interface overhaul. The team simplifies the app's interface, focusing on clarity, intuitiveness, and ease of use.

After the redesign, the app becomes more user-friendly and children with autism can navigate it with greater ease. Parents and caregivers notice the positive change, and children can engage with the app more effectively. This scenario emphasizes the importance of responsive design and user-centered improvements in enhancing the usability of the Immaginario app.

**End User Profile:**

- End User Profile: Children with autism and their parents or caregivers.
- Goal: To use Immaginario for effective communication and support in various contexts.

**Context:**

- Children with autism and their parents or caregivers use mmaginario" to enhance communication and participation in daily activities.

**Tasks:**

- Children with autism find the app's user interface complex and challenging to navigate.
- Parents and caregivers notice that their children struggle to use the app effectively.
- The project team conducts usability testing and user feedback analysis.
- Based on the feedback, the team simplifies the user interface, making it more intuitive and user-friendly.
- The app is updated to improve usability.

## **User Data Security Concerns**

### **Text Narrative**

Parents, caregivers, and therapists are the primary users of Immaginario. Their goal is to ensure that sensitive user data, including communication preferences, is securely stored and protected within the app.

Users store and access sensitive data within Immaginario, making data security a critical concern. This data includes communication preferences, which are essential for effective interaction and support for individuals with autism.

Parents, caregivers, and therapists express concerns about data security and privacy within Immaginario. They worry about how the app stores and protects sensitive information, especially when it comes to communication preferences and behavioral patterns.

The project team responds by conducting a comprehensive security audit and risk assessment. As a result, security measures such as data encryption, access controls, and secure data storage are implemented. The app's privacy policy is updated to communicate these new security measures to the user community. The system also educates users about data protection practices and reassures them about the app's commitment to safeguarding user information.

This scenario underscores the importance of data security and privacy practices in instilling user confidence and ensuring the secure use of Immaginario.

**End User Profile:**

- End User Profile: Parents, caregivers, and therapists using Immaginario for communication support.
- Goal: To ensure that sensitive user data, including communication preferences, is securely stored and protected within the app.

**Context:**

- Users store and access sensitive data within Immaginario, making data security a critical concern.

**Tasks:**

- Parents, caregivers, and therapists express concerns about data security and privacy.
- The project team conducts a security audit and risk assessment.
- Security measures, including data encryption and access controls, are implemented.
- The app's privacy policy is updated to communicate these security measures.
- The system educates users about data protection practices and provides reassurance about data security.

## **User Engagement and Retention**

**Text Narrative**

Children with autism, parents, caregivers, and therapists are the primary users of Immaginario. Their goal is to maintain consistent user engagement and retention over time.

After the successful release of Immaginario, users initially embrace the app for communication and support. However, maintaining consistent user engagement and retention over time is a challenge.

Over time, users, including children with autism, parents, caregivers, and therapists, start to disengage from the Immaginario app. This disengagement is observed in declining usage patterns and lower interaction rates.

The project team conducts extensive monitoring of user behavior and solicits user feedback through surveys. The feedback highlights a need for fresh and engaging

content and features. To address this, the team introduces new features, interactive content, and rewards to maintain user interest.

The system sends notifications to prompt users to return to the app and explore the new content. It also provides rewards, such as badges or virtual points, as incentives for consistent app usage. Additionally, the project team communicates updates and encourages users to integrate Immaginario into different contexts, such as school and therapy sessions, to reinforce its value in various aspects of their lives.

### **End User Profile:**

- End User Profile: Children with autism, parents, caregivers, and therapists.
- Goal: To maintain consistent user engagement and retention of users over time.

### **Context:**

- Users initially embrace Immaginario for communication and support, but the project team aims to ensure continued engagement.

### **Tasks:**

- After some time, users start to disengage from the app.
- The project team monitors user behavior and conducts user surveys.
- New features and content are added to the app to maintain user interest.
- The system sends notifications and provides rewards to encourage consistent app usage.
- The project team communicates the app's updates and encourages its use in different contexts, such as school and therapy sessions.

## **Task Flow**

### **Compatibility Issues with Mobile Devices**

1. Users (parents and caregivers) attempt to use the Immaginario app on their Android devices for communication support.
2. Compatibility issues are encountered, such as crashes and unpredictable behavior.
3. Users report these issues to the support team.

4. The support team identifies specific device models and operating system versions causing compatibility issues.
5. The development team works to resolve the issues, making necessary updates to the app.
6. Users are provided with guidance and instructions on updating the app to address compatibility issues.

## **User Interface Usability Challenges**

1. Children with autism and their parents or caregivers use Immaginario for communication and support.
2. Parents and caregivers observe that their children struggle with the app's user interface, reporting usability challenges.
3. The project team conducts usability testing and gathers user feedback.
4. Feedback analysis reveals specific issues with the user interface.
5. The project team undertakes a significant redesign, simplifying the app's interface for clarity and ease of use.
6. After the redesign, users, including children with autism, notice improvements in usability and engagement with the app.

## **User Data Security Concerns**

1. Users, including parents, caregivers, and therapists, express concerns about the security of sensitive user data within Immaginario.
2. The project team responds by conducting a comprehensive security audit and risk assessment.
3. Security measures, such as data encryption, access controls, and secure data storage, are implemented based on the audit findings.
4. The app's privacy policy is updated to communicate these new security measures to users.
5. The system educates users about data protection practices, providing reassurance about data security.

## **User Engagement and Retention**

1. After the successful release of Immaginario, users initially engage with the app for communication and support.
2. Over time, some users, including children with autism, parents, caregivers, and therapists, start to disengage.
3. The project team monitors user behavior and collects feedback through surveys to understand the reasons for disengagement.
4. Feedback analysis reveals a need for fresh content and features.
5. The project team introduces new features, interactive content, and rewards to maintain user interest.
6. The system sends notifications to prompt users to revisit the app and explore new content.
7. Users are incentivized with rewards such as badges or virtual points to encourage consistent app usage.
8. The project team communicates updates and encourages users to integrate Immaginario into different contexts, such as school and therapy sessions.