CS 4337: Human Computer Interaction

**Help-MeIT**

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Contribution Breakdown

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| --- | --- |
| **Member** | **Contributions** |
| Regina Andes | Co-Developer, Debugger, Documentation |
| Paul Davis (Team Leader) | Co-Developer, Design, Debugger, Documentation |
| Jacquelyn Johnson | Co-Developer, Debugger |
| Andrew Samuel | Documentation, Design, Debugger |

Project Description

**Motivation**

The motivation for this project came from the British sitcom *The IT Crowd*. We, as a group wanted to create an app that represented the sarcastic comments given on the show through an actual IT help app. The comments and prompts given as “IT help” are curated by our group of 4. Potential users can be anyone that is looking for a fun app to go through and discover the unique sarcastic prompts and responses the team has curated. The benefit we hope to bring is fun app full of sarcastic and jovial comments to give the user a good laugh.

**Project-Plan Scenario**

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| --- | --- |
| Timeline | Tasks |
| Week 1 (7/6-7/12) | Requirements / Design   1. Requirements Analysis 2. Use-case analysis 3. Select a user-interface theme |
| Week 2 (7/13-7/19) | Design / Implementation   1. Finalize support categories, specific support issues, and the technical support responses. 2. Select or create images for buttons. 3. Develop each screen layout |
| Week 3 (7/20-7/26) | Implementation / Integration   1. Fill in each screen layout with information from the design phase. 2. Create transitions between screens. |
| Week 4 (7/27-8/2) | Integration/Testing   1. Determine test cases 2. Perform test cases 3. Debug |
| Week 5 (8/3-8/9) | Evaluation   1. Conduct peer reviews. 2. Create product summary poster |

**Use-Case**

Detailed Use Cases:

* Login: User
  + User selects a category
  + User chooses a response to a prompt
  + User exits application

A close up of a logo

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**Test-Cases (Full test case list found on SPMP)**

* *PC/Laptop Help*
* Test Case Summary: Check Question #1 response for “Apple”
* Test Procedure: Select “PC/Laptop” > Select “Apple”
* Expected Result
* Response: “You have horrible taste. Dismissed.”
* Actual Result
* Status: (Success/Fail)
* Test Case Summary: Check Question #1 response for “HP”
* Test Procedure: Select “PC/Laptop” > Select “HP”
* Expected Result
* Response: “Is it on?”
* Actual Result
* Status: (Success/Fail)
* Test Case Summary: Check Question #1 response for “Google”
* Test Procedure: Select “PC/Laptop” > Select “Google”
* Expected Result
* Response: “Is it on?”
* Actual Result
* Status: (Success/Fail)
* *Phone Help*
* Test Case Summary: Check Question #1 response for "Google"
* Test Procedure: Select "Phone" > Select "Google"
* Expected Result
* Response 1: "Is it on?"
* Actual Result
* Status: (Success/Fail)
* Test Case Summary: Check Question #1 response for "Samsung"
* Test Procedure: Select "Phone" > Select "Samsung"
* Expected Result
* Response 1: "Is it on?"
* Actual Result
* Status: (Success/Fail)
* Test Case Summary: Check Question #1 response for "Other"
* Test Procedure: Select "Phone" > Select "Other"
* Expected Result
* Response 1: "What are you even doing with that trash?"
* Response 2: "Is it on?"
* Actual Result
* Status: (Success/Fail)
* *Console Help*
* Test Case Summary: Check Question #1 response for "Xbox"
* Test Procedure: Select "Console" > Select "Xbox"
* Expected Result
* Response 1: " PC is better. Consider upgrading yourself."
* Response 2: “Is it on?”
* Actual Result
* Status: (Success/Fail)
* Test Case Summary: Check Question #1 response for "Playstation"
* Test Procedure: Select "Console" > Select "Playstation"
* Expected Result
* Response 1: “Your gaming choices are questionable.”
* Response 2: "Is it on?"
* Actual Result
* Status: (Success/Fail)
* Test Case Summary: Check Question #1 response for "Nintendo Switch"
* Test Procedure: Select "Console" > Select "Nintendo Switch"
* Expected Result
* Response 1: " Oh that’s cute, really?"
* Response 2: “Is it on?”
* Actual Result
* Status: (Success/Fail)

**Prototypes**

Design 1:A screenshot of a cell phone

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Design 2 (Inspired by Xfinity’s help chat): A screenshot of a cell phone

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**User Interface (Type-Conversing)**

**A screen shot of a smart phone

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Evaluation Plan

We began our evaluations phase by running our app on the Pixel emulator made available by Android Studio after every iteration. Additionally, we ran the app on our personal phones as well as put together a sample group outside of the members in our group to test the app and make sure we did not miss any kinks in the system.

Conclusion

References