

Sketches and Storyboards

Team: dew == true;

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1) Cohesive list

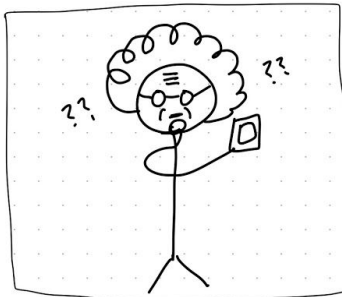
- **A tutorial that solves specific problems**
 - Solve problems via video chat. This can be a suitable solution for those who want to solve the problem face to face.
 - Support real-time frequently searched question ranking
- **Provide a tutorial course for new applications, so users can learn one feature of an application per day**
 - Research what applications users are interested in learning
 - Top 9 popular applications
- **Give voice explanation and ask users to choose which solution they would like to get (similar to ARS)**
 - Add sound tutorial (for those who can't read and those who are more comfortable to listen to)

2) Storyboard

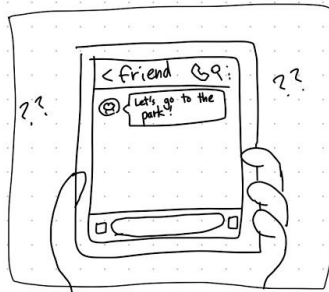
1. Title: A tutorial that solves specific problems

Subtitle: Grandma solves a problem of sending a message

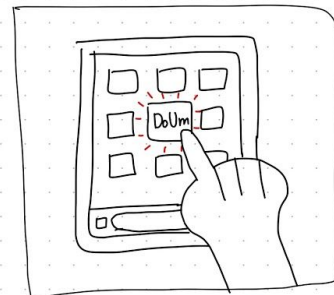
- Grandma is having a problem with the smartphone
- Grandma doesn't know how to send a message
- Grandma enters the DoUm app
- Grandma uses the app
- Grandma knows the solution
- Grandma sends the message



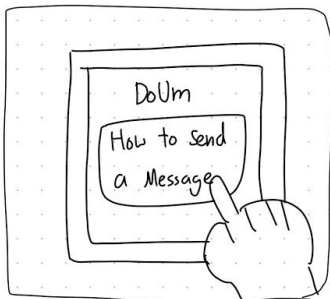
Grandma is having a problem with the smartphone



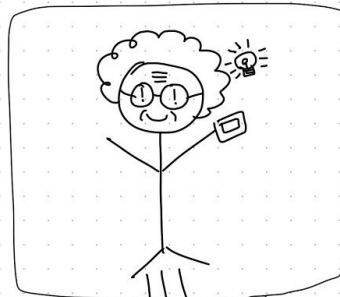
Grandma doesn't know how to send a message



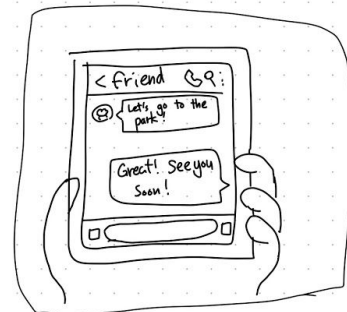
Grandma enters the DoUm app



Grandma uses the app



Grandma knows the solution

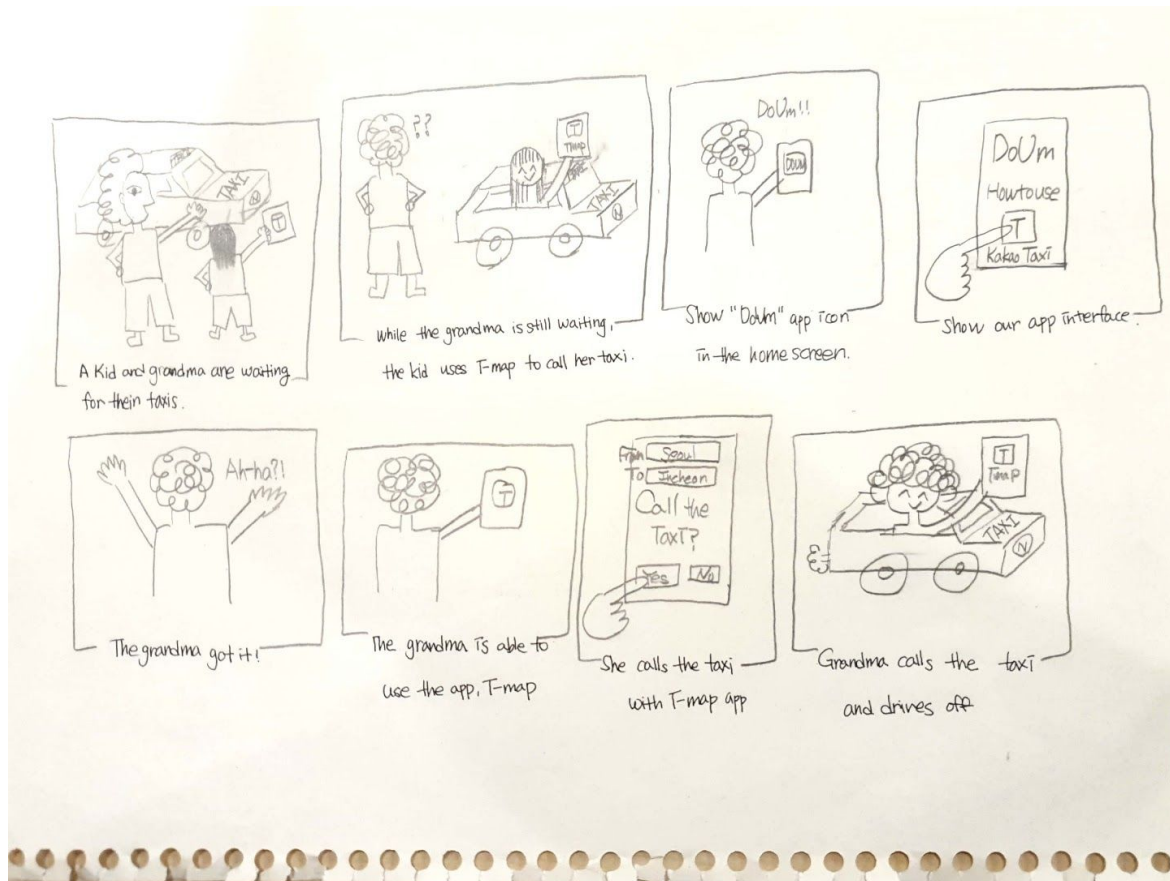


Grandma sends the message

2. Title: A tutorial course for new applications

Subtitle: Grandma learns how to use a taxi app

- A kid and grandma are waiting for their taxis
- While the grandma is still waiting, the kid uses T-map to call her taxi
- Show "DoUm" app icon in the home screen
- Show our app interface
- The grandma got it!
- Show the grandma is able to use the app, T-map
- She calls the taxi with T-map app
- Grandma calls the taxi and drives off



3. Title: Voice explanation and asking users to choose which solution they would like to get (similar to ARS)

Subtitle: Grandma who has bad sight solves her problem with voice instruction in DoUm.

- Frowny grandma is looking at her phone with curiosity
- Touch "DoUm" app in the home screen
- Show DoUm interface
- Grandma touches button for "voice instruction"
- The voice reads out solutions
- Grandma picks one solution she wants to get
- The selected solution plays out.
- Problem solved.

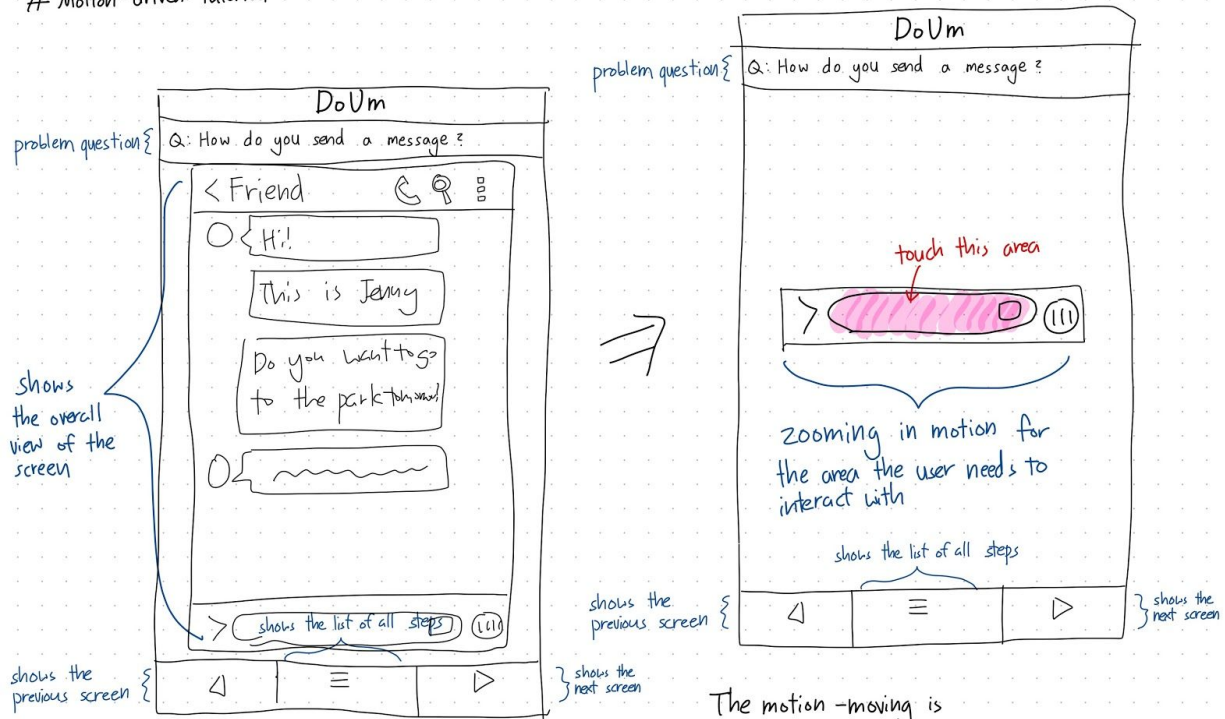


3) Primary Interface Design

Interface Design for Primary Task 1: A tutorial that solves specific problems

a) Motion-driven tutorial

Motion-driven tutorial



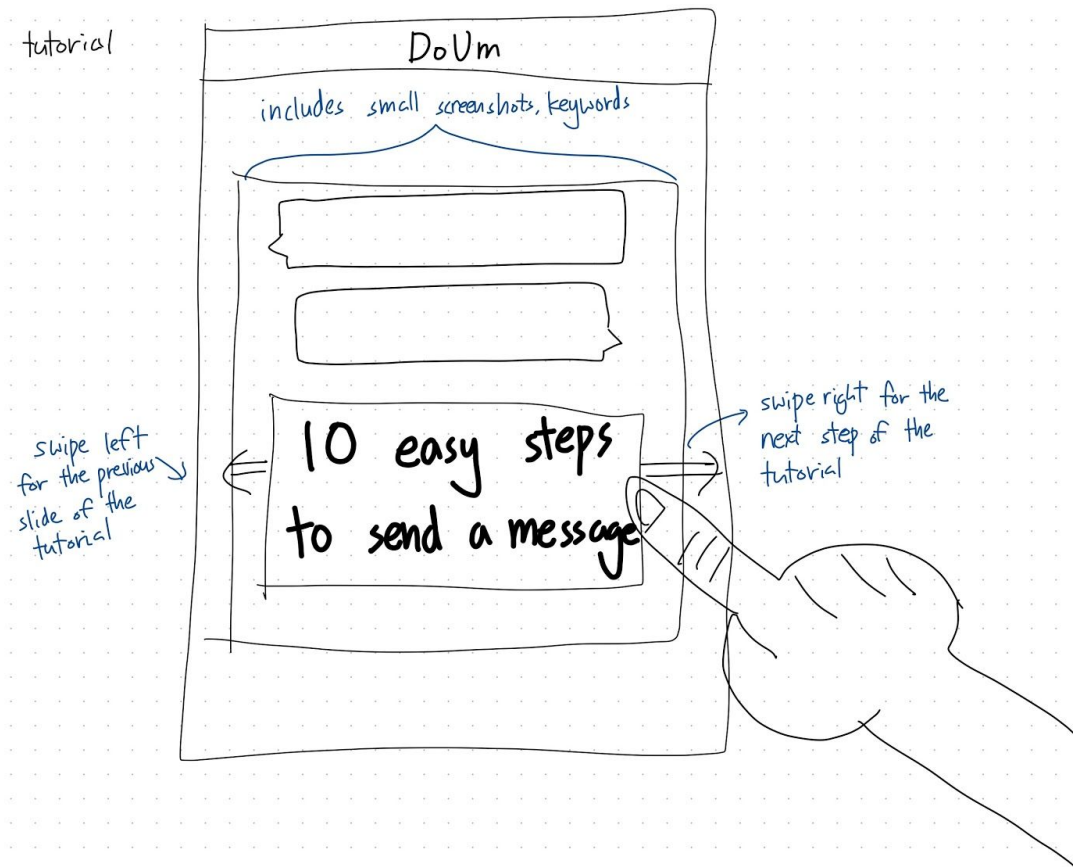
The motion-moving is

Similar as Prezi

- ① show overall view
- ② zoom-in on important parts

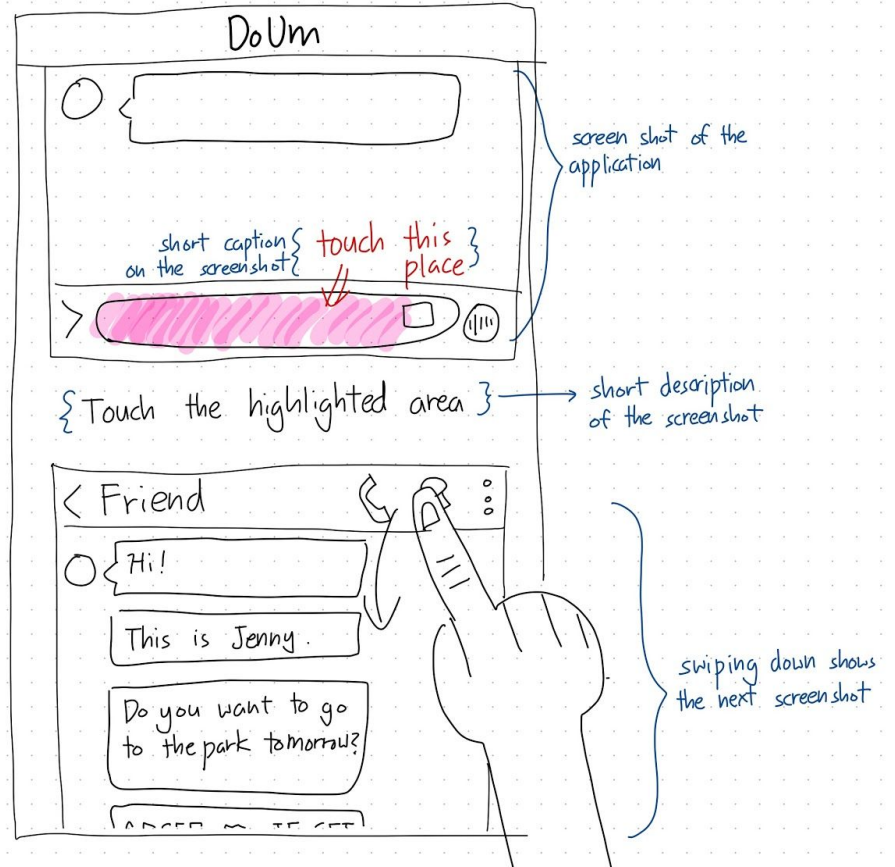
b) Card news tutorial

Card-news tutorial

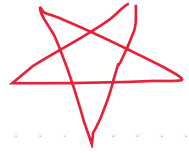


c) Scroll down tutorial

Scroll down tutorial

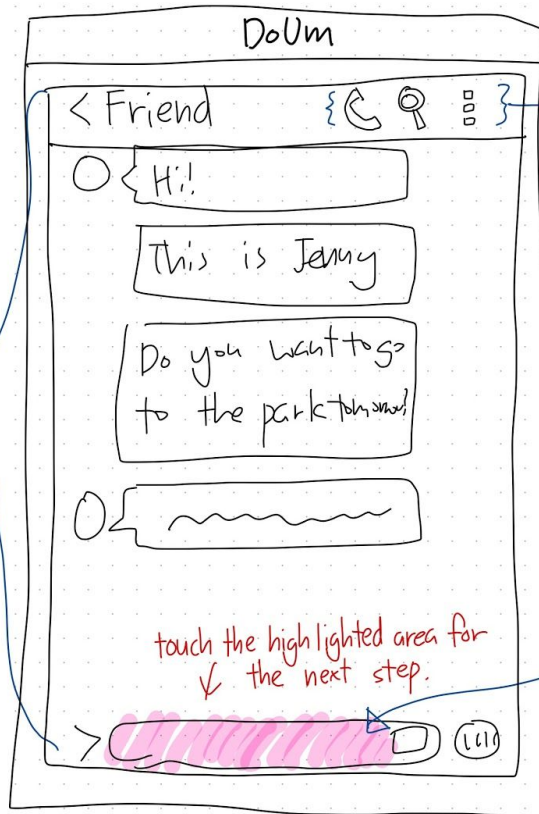


d) Simulation guide



Simulation guide

A simulated screen designed to be the same as the user's actual message screen.
Practice on simulation
⇒ actual use

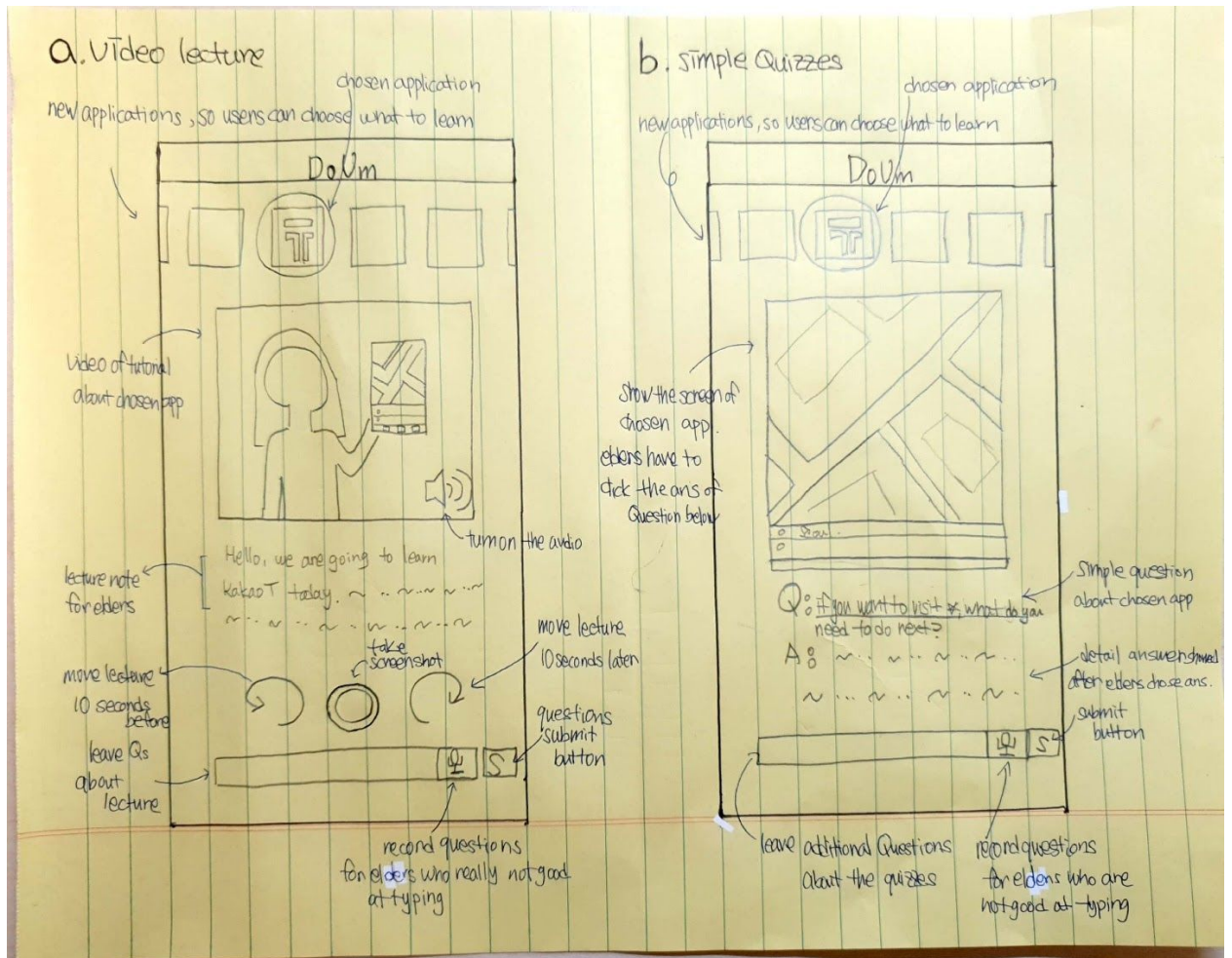


when wrong buttons are pressed
"wrong button, try the highlighted button"
pops up

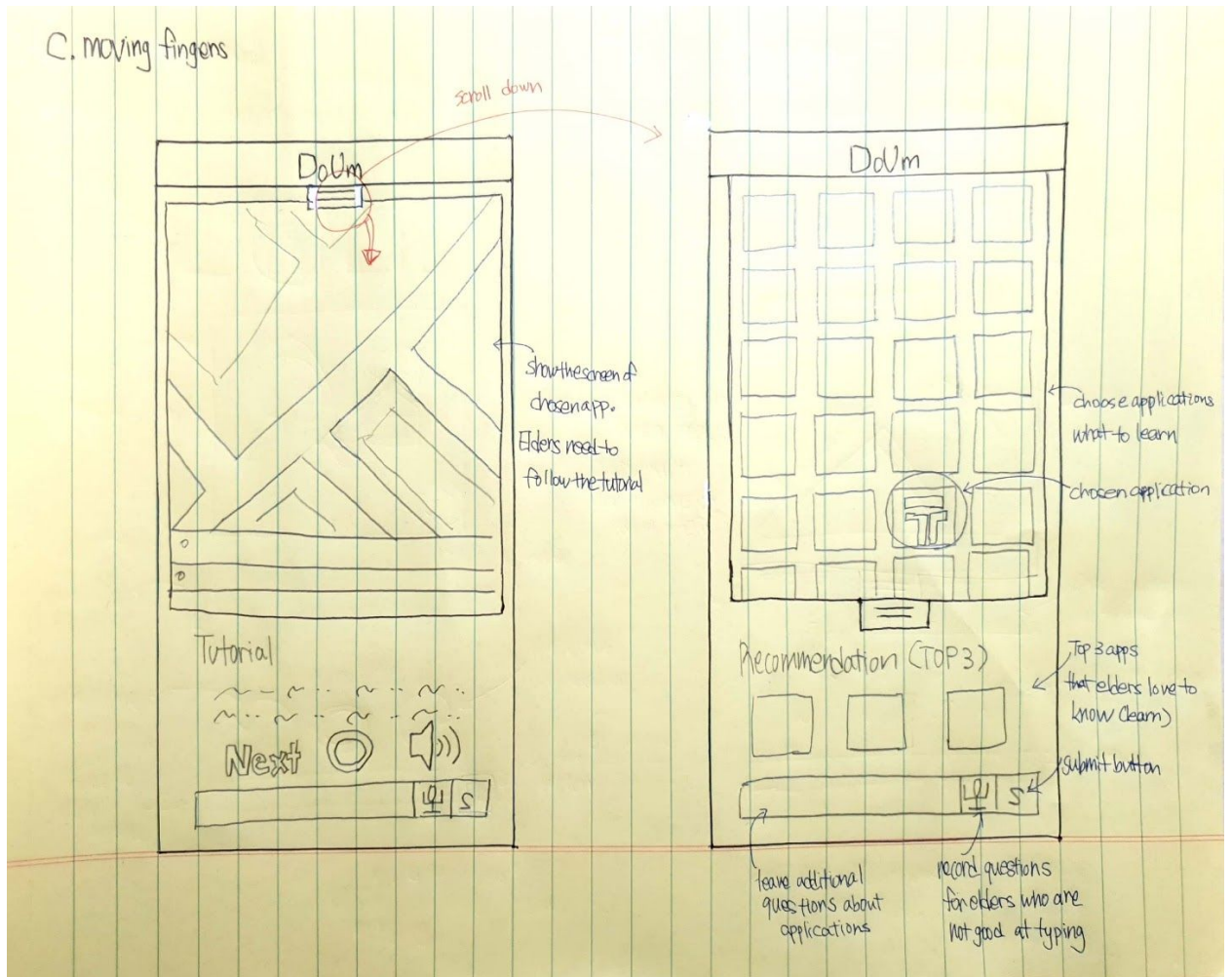
A button that only allows the user to move to the next step when pressed

Interface Design for Primary Task 2: Provide a tutorial course for new applications

- a) Video Lecture
- b) Simple Quizzes

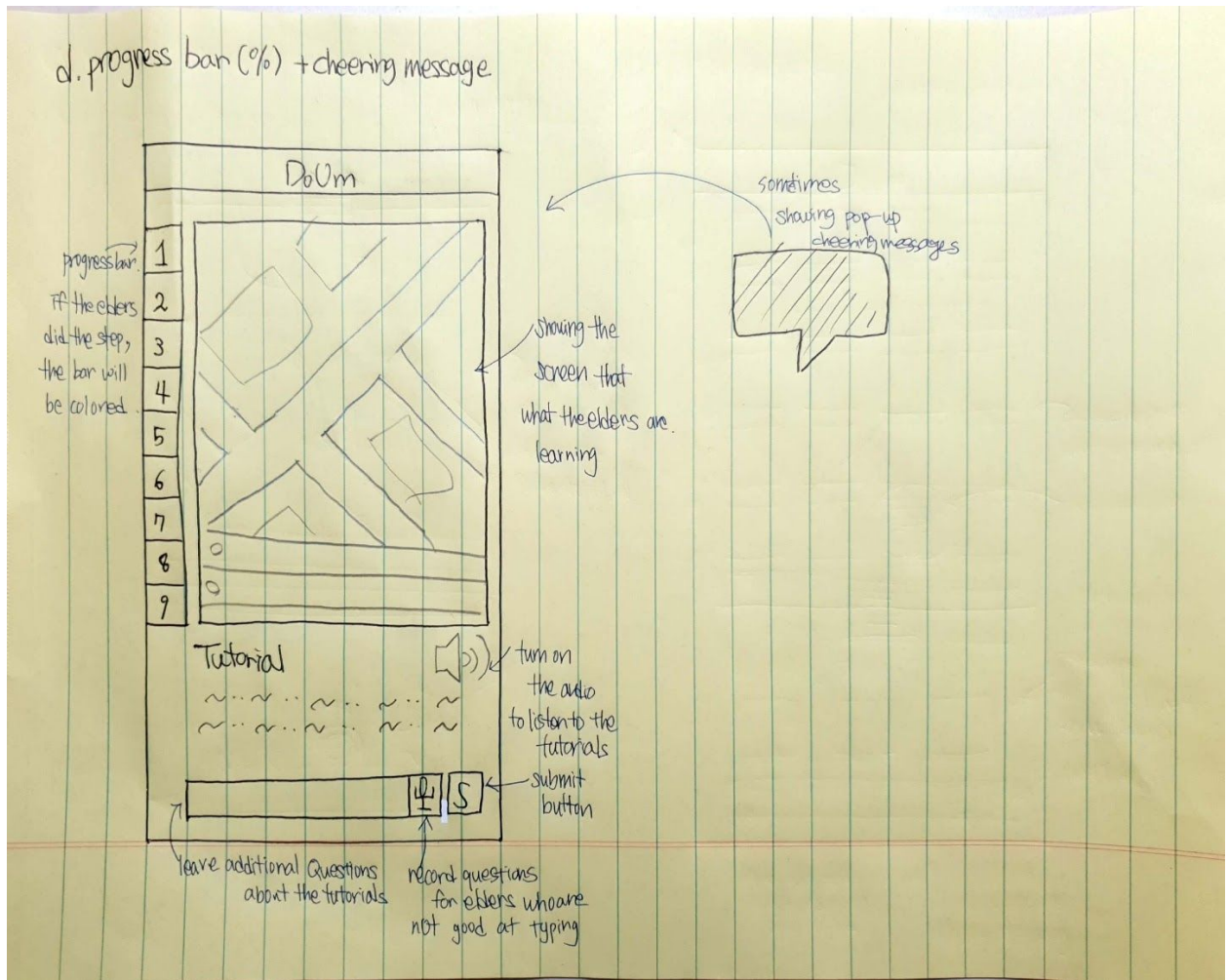


c) Moving Fingers





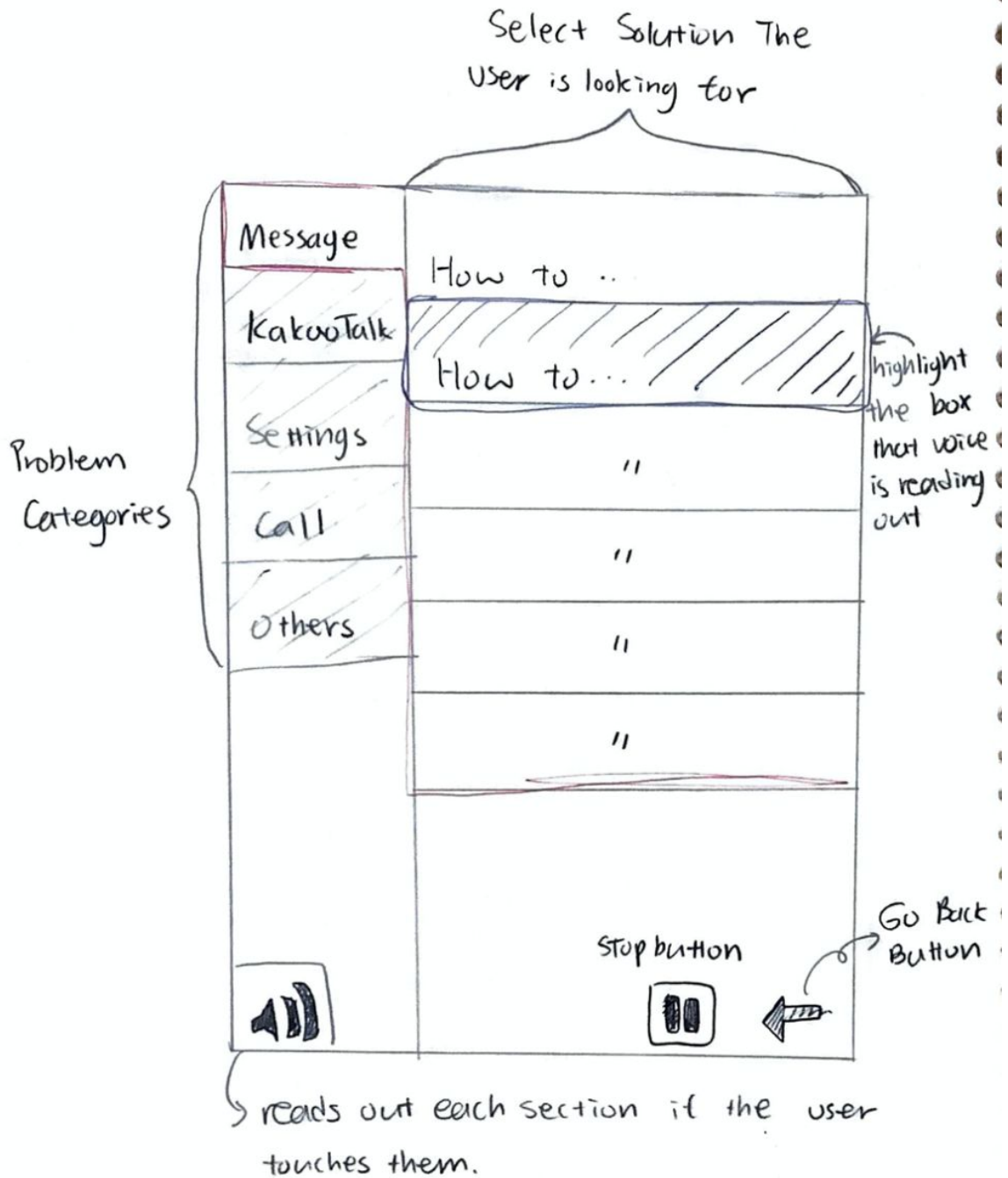
d) Progress bar (%) and Cheering Message



Interface Design for Primary Task 3: Give voice explanation

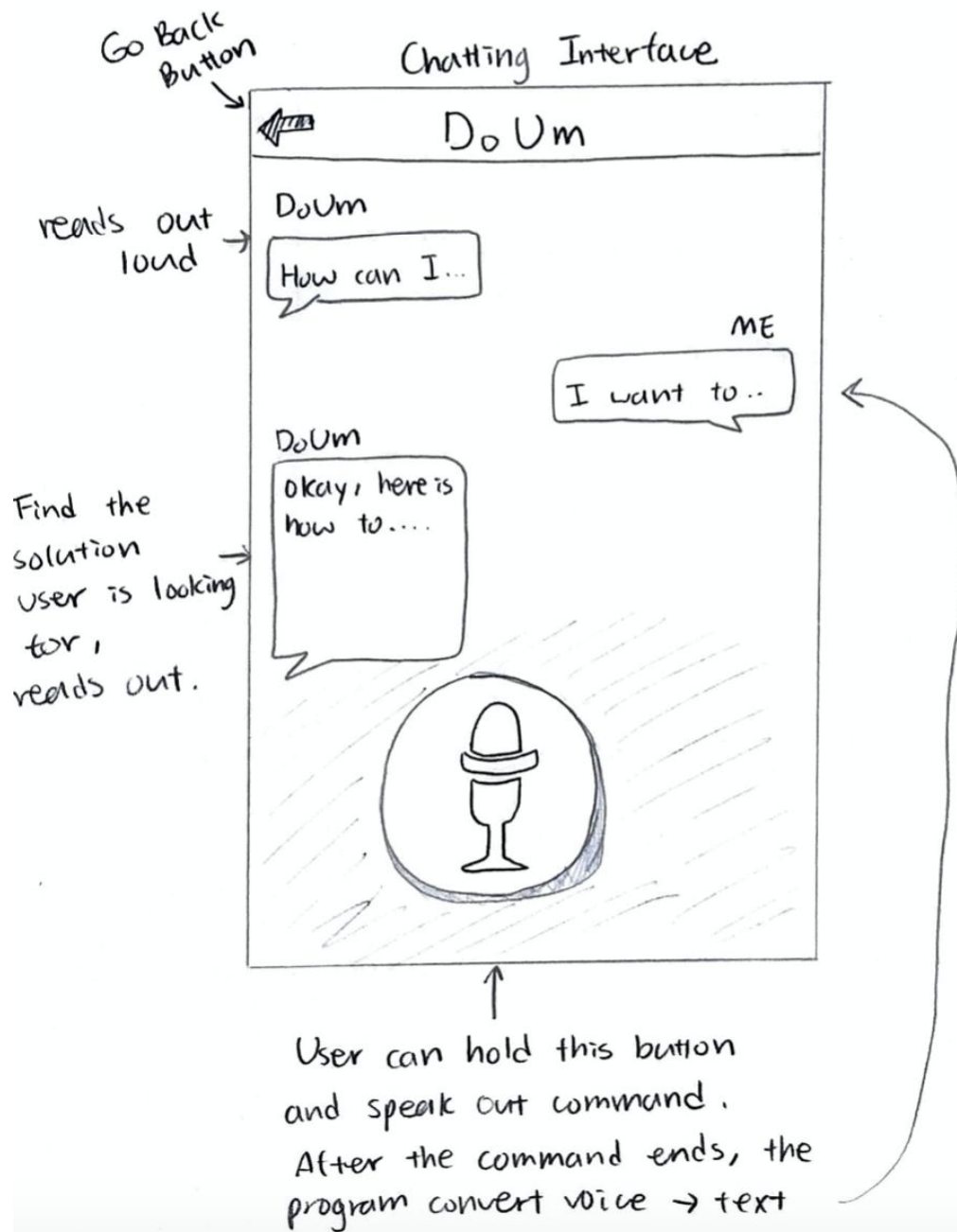
- a) Divide categories and highlight current box being played

3-1,

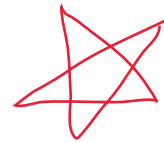


b) Voice Recognition

3-2.

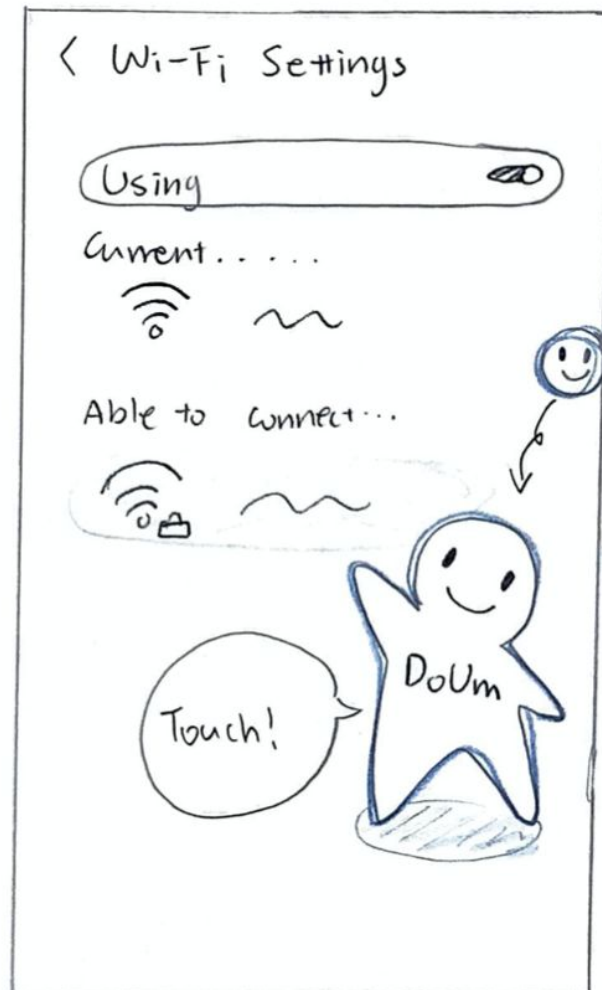


c) AI character



3 - 3.

ex)
Wi-Fi setting
screen



← DoUm Man!
An AR character
that wanders
screen and
guide user
through.

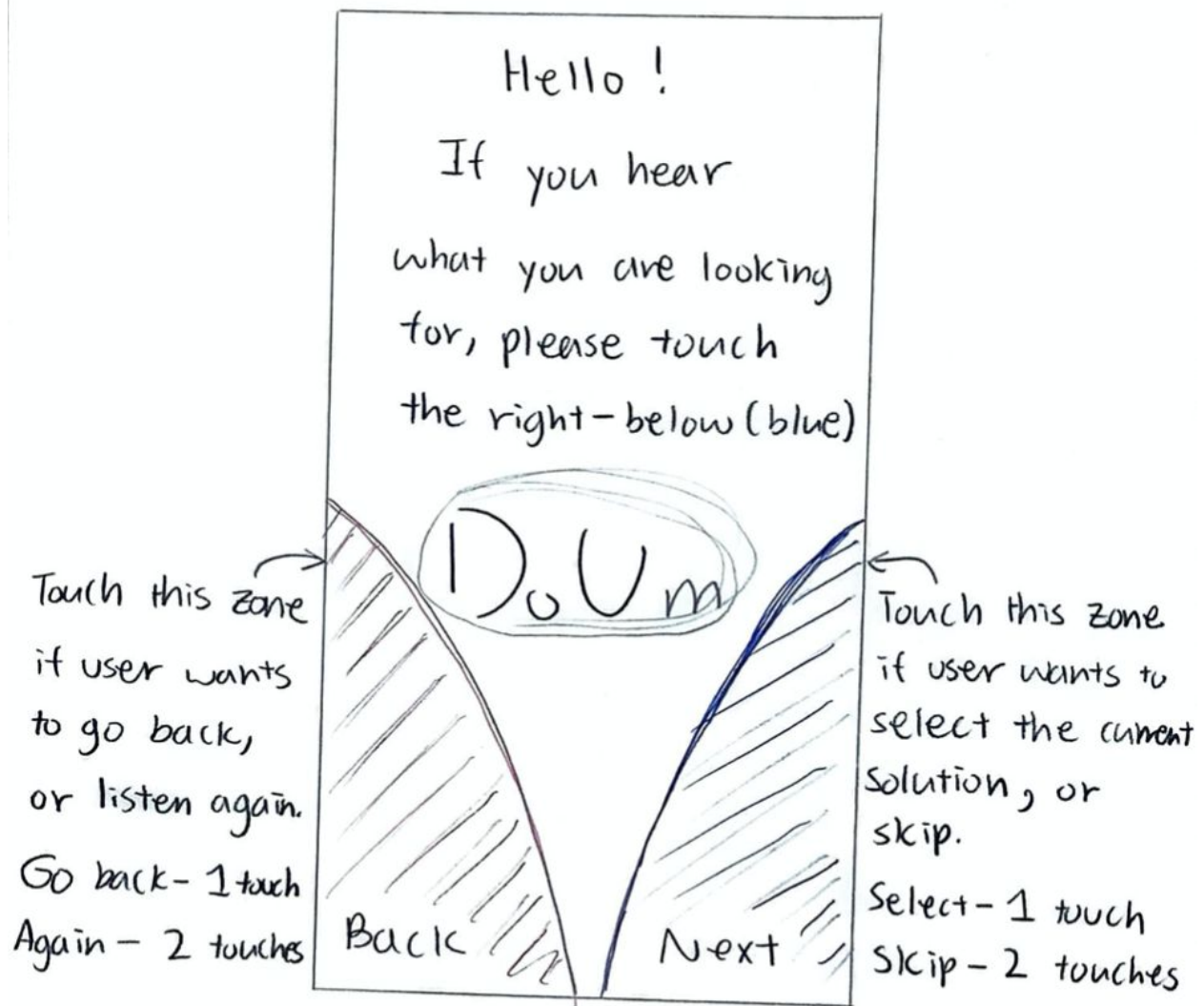
For users who need walk-through instruction,
the "DoUm Man" can help them.

Like a pop-up, users can touch ☺ on side of
their phone screen. The DoUm Man will pop up
and point out what to do with voice instruction.

d) Touch mechanism

3 - 4.

Reads out all instructions,
similar to .ARS call.

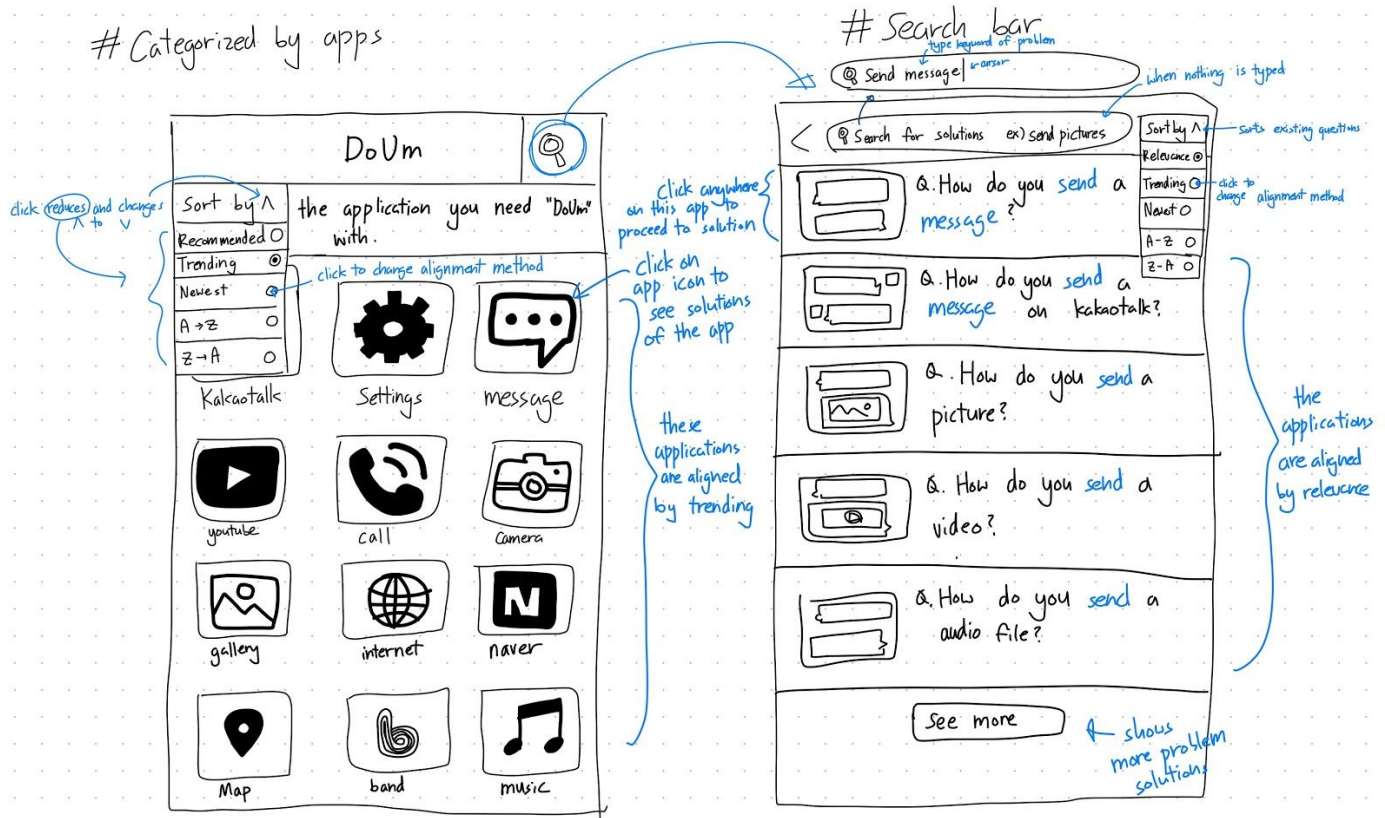


This design is implementing touch zone to our basic instruction interface!!

4) Secondary Interface Design

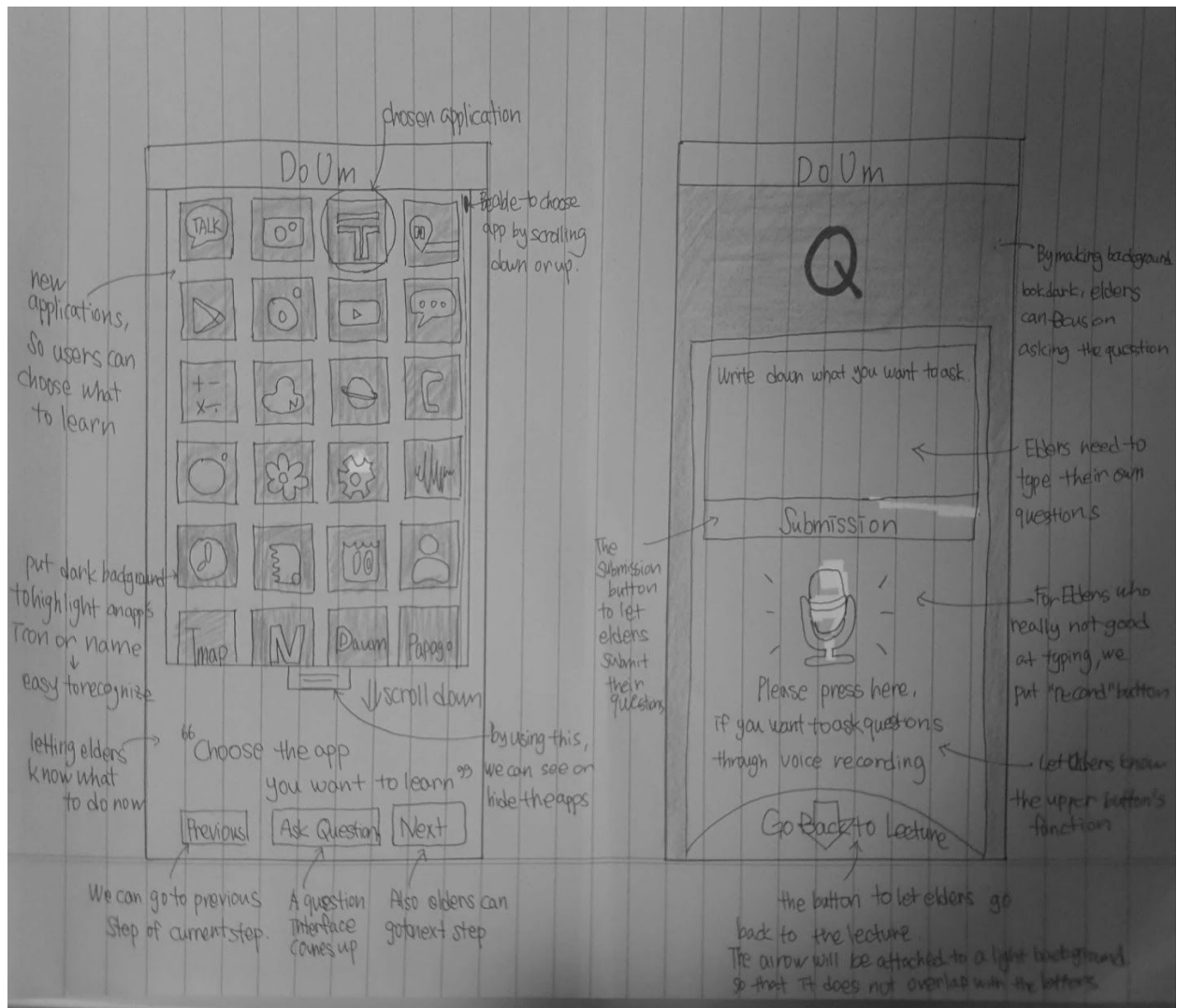
Secondary Interface Design for Primary Task 1: A tutorial that solves specific problems

- Categorized by applications
- Search bar

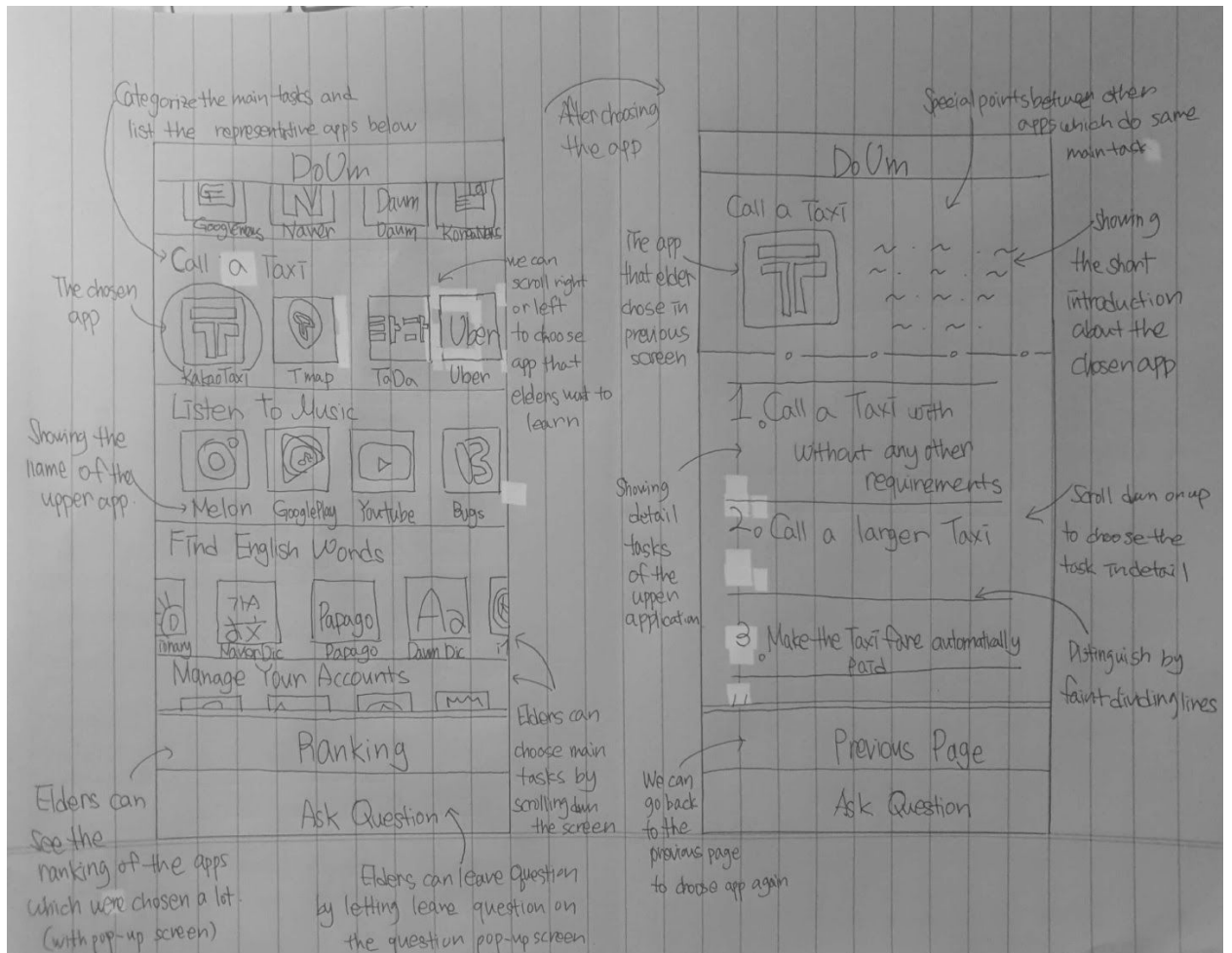


Secondary Interface Design for Primary Task 2: Provide a tutorial course for new applications

a) Choosing apps X Question Interface



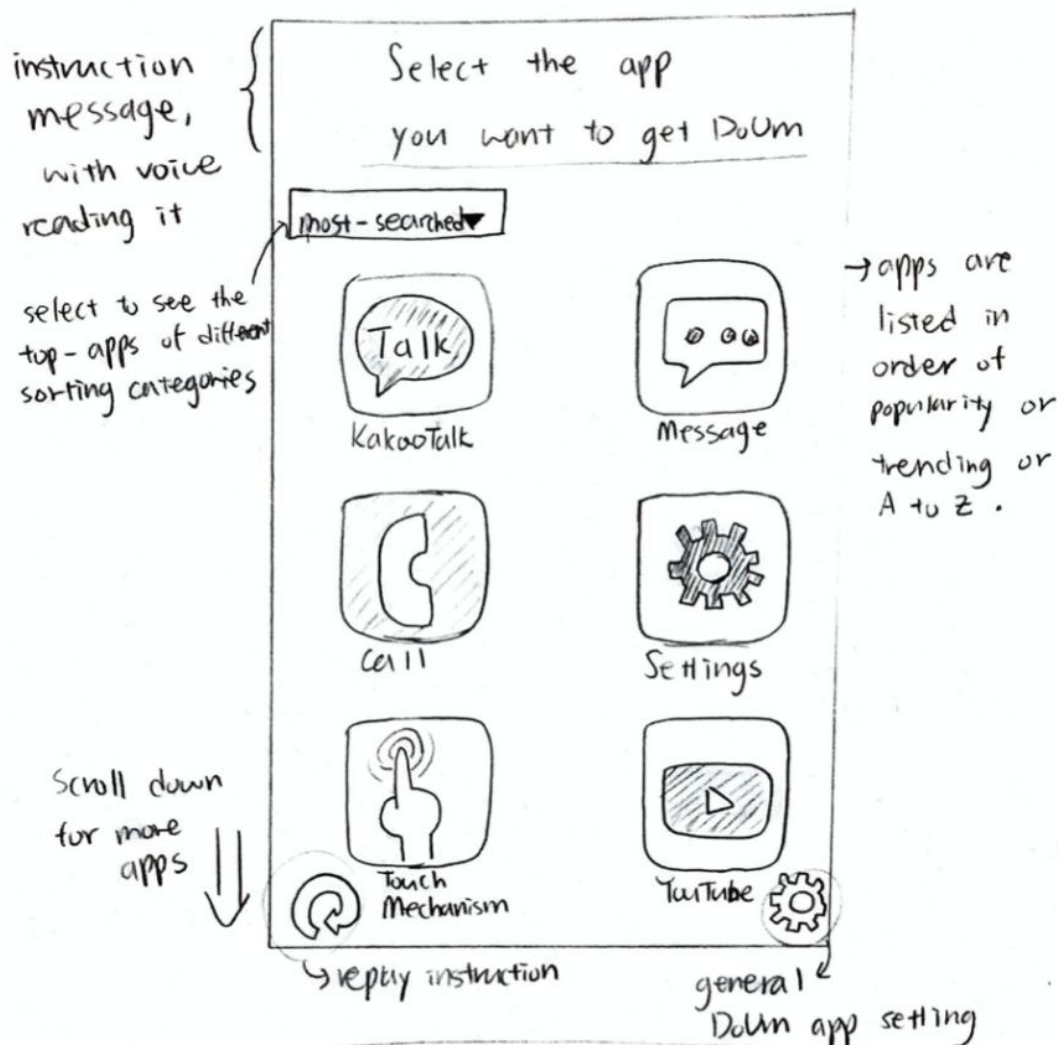
b) Choosing the main task and app to learn



Secondary Interface Design for Primary Task 3: Give voice explanation

a) Choosing Application Interface

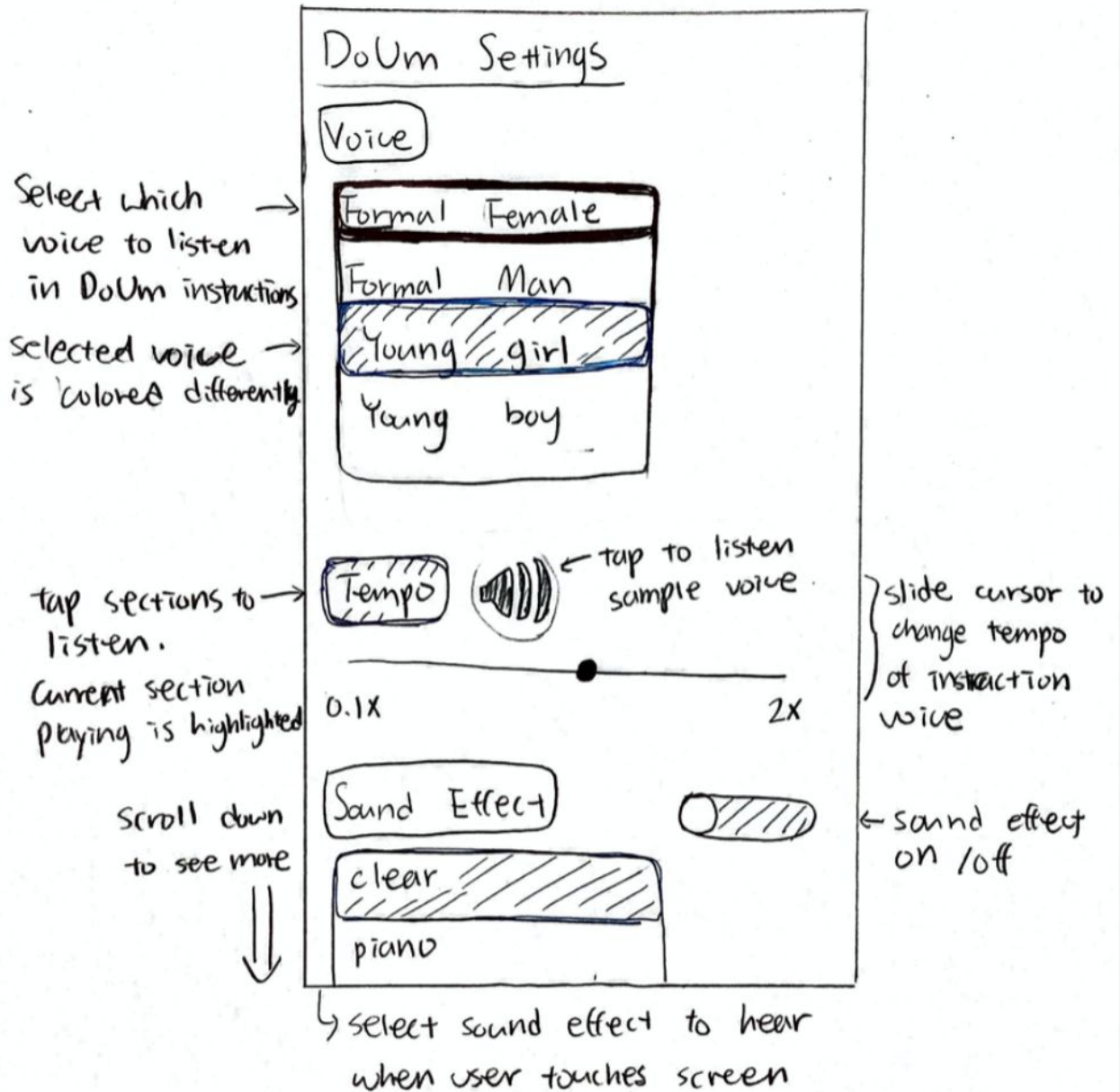
Task 3 Secondary Interface Design - 1



This is the interface of choosing which application's tutorial to listen. The icons are big enough for seniors to see comfortably. Instruction will play out and users can replay with touching replay button.

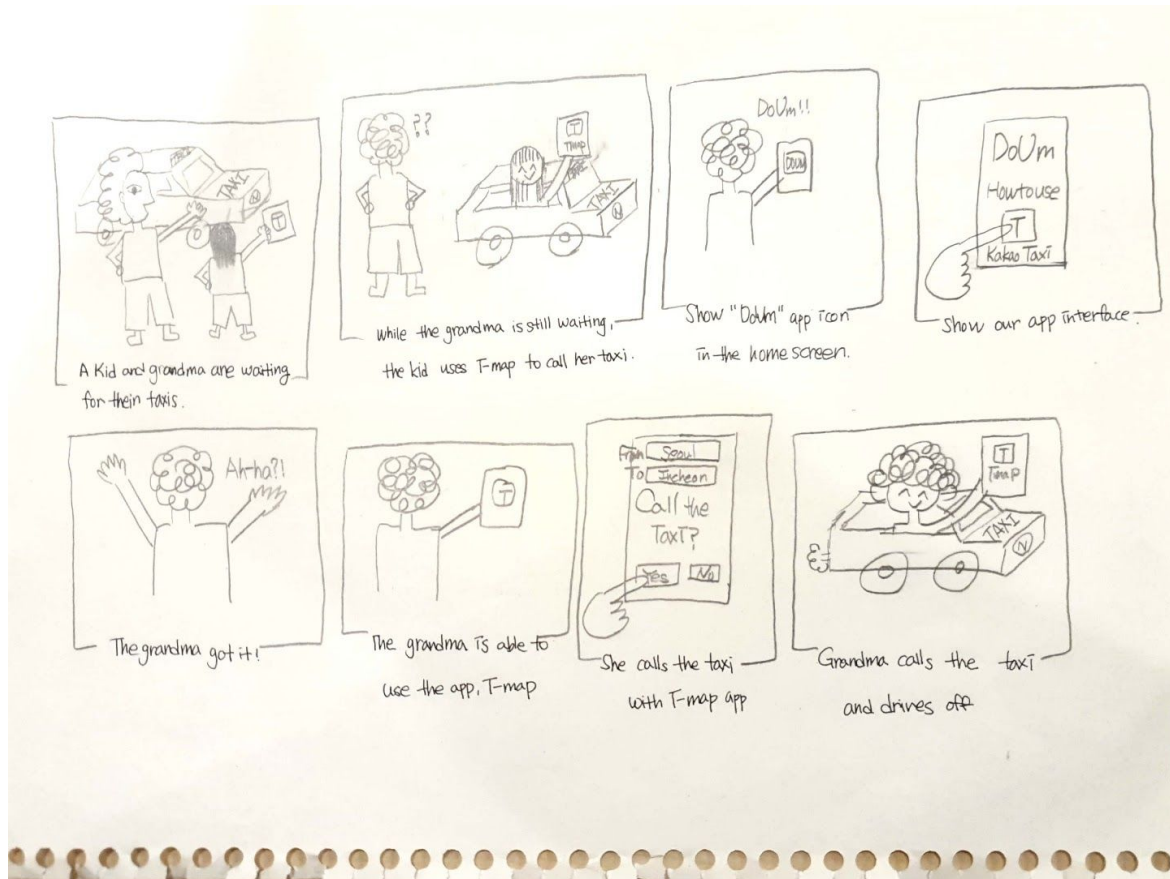
b) Setting Interface

Task 3 Secondary Interface Design - 2



5) Iterated Storyboard

a) Draft before critique

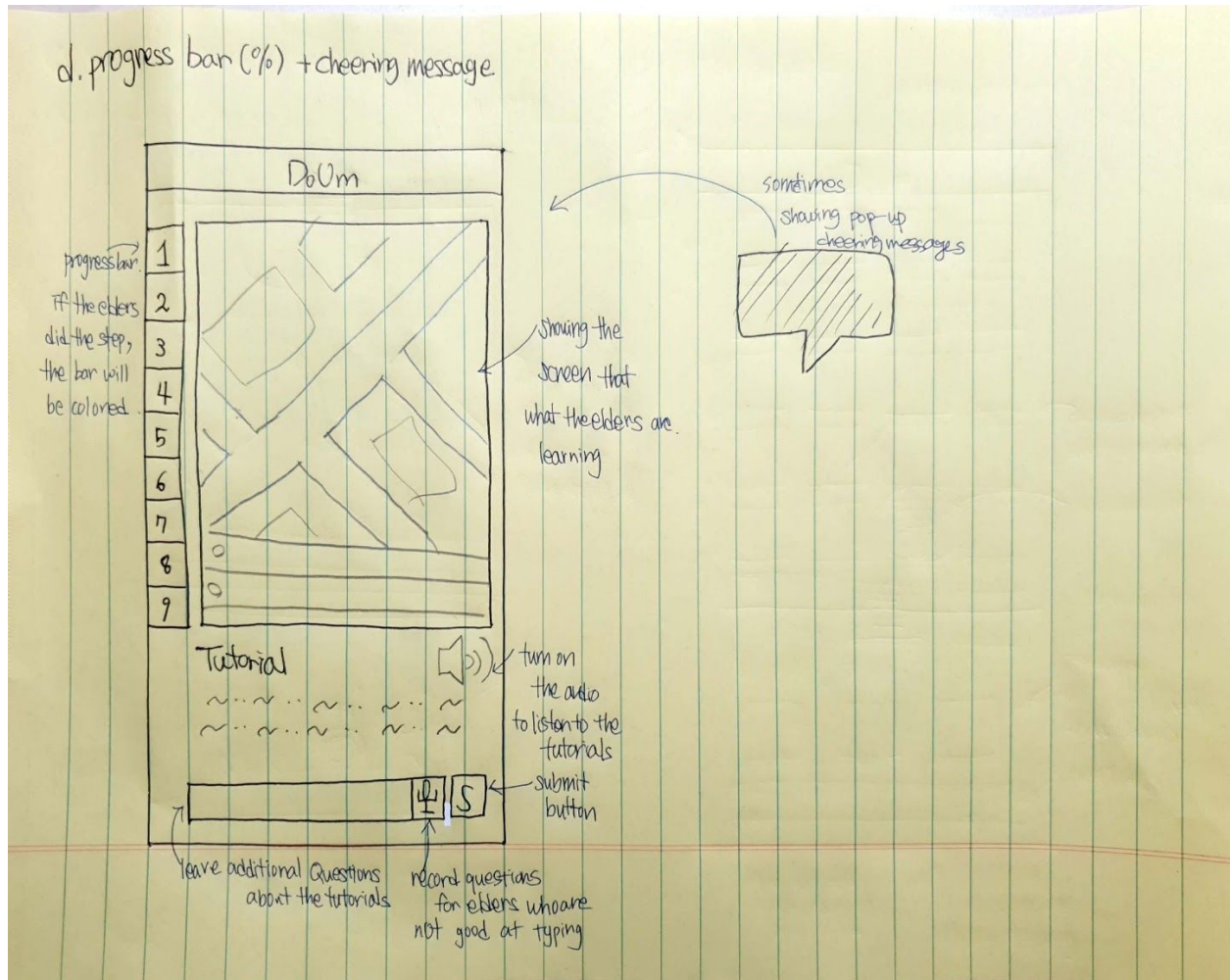


b) Iterated storyboard after critique



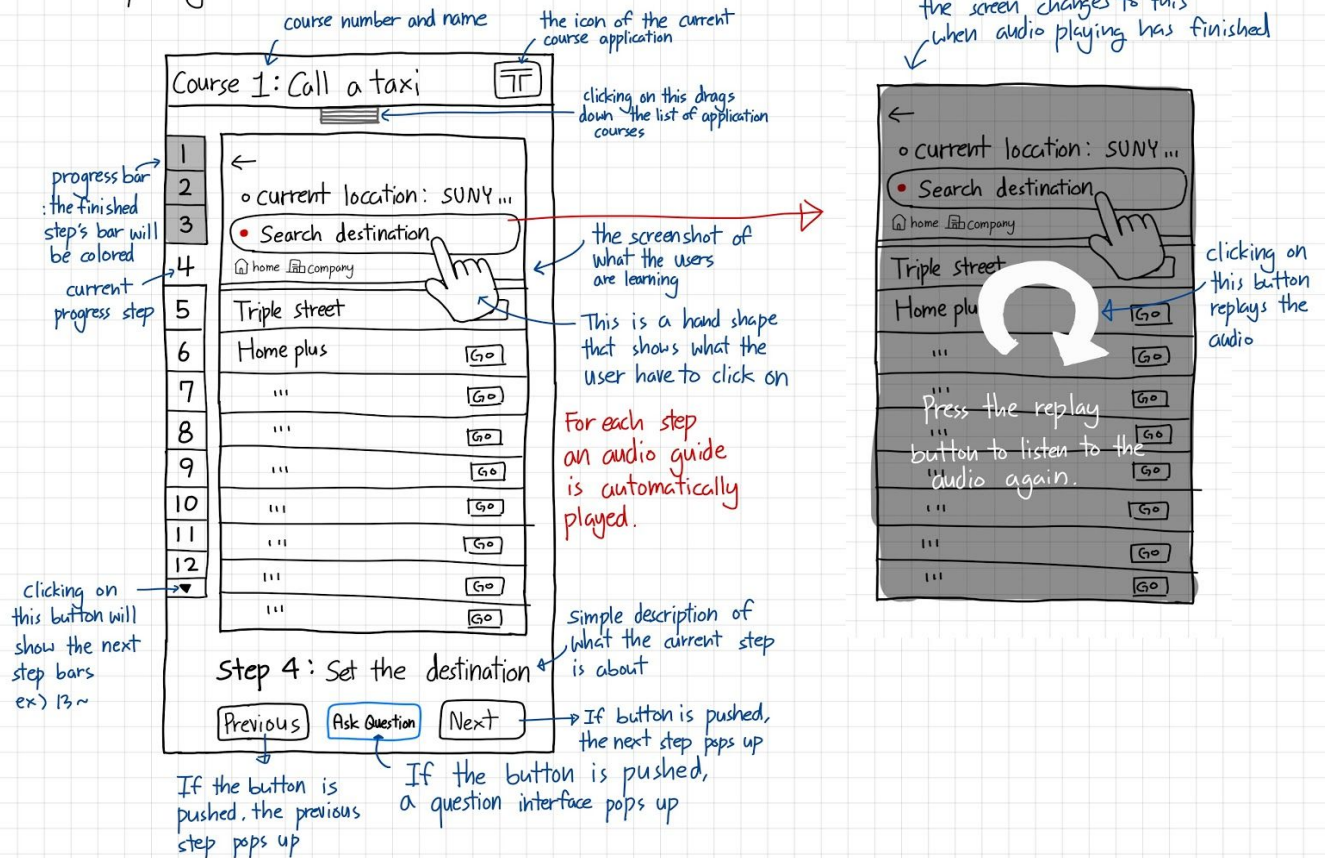
6) Iterated Primary Interface Design

a) Draft before critique



b) Iterated design after critique

Iterated primary interface



7) **Appendix**

i) Brainstorm

- Solve problems via video chat. This can be a suitable solution for those who want to solve the problem face to face.
- App list
- No advertisement
- Top 9 popular applications
- DoUm man
- Add sound tutorial (for those who can't read and those who are more comfortable to listen to)
- Research what applications users are interested in learning
- Explain by providing the screenshots with motion like a Prezi's
- Need to be readable
- Give voice explanation and ask users to choose which solution they would like to get (similar to ARS)
- Searching words
- Support real-time frequently searched question ranking
- A tutorial that solves specific problems
- Course list
- Provide a tutorial course for new applications, so users can learn a feature per day
- Get feedback from users of DoUm's solutions (good, so-so, bad)
- Progress bar

ii) Notes

(gets message
→ confused) → show this

animation ⇒ good approach

left - right → why ho?
tutorial screen shot button

target user
: generally confused
⇒ reducing extra functions
↑ explanation that lecture exists

What is the end-goal →
What is the problem?
specify !!

voice button
→ good idea

why is it so sig?

Story board

grandma, kid → family? → why different

taxi → elaborate

show more detailed interface

is cheering message necessary?