

## **Tasklist**

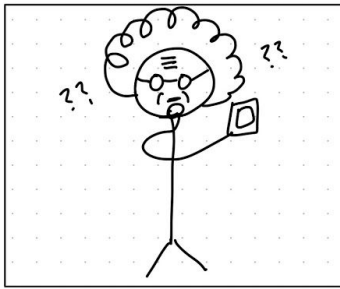
- **A tutorial that solves specific problems**
  - Solve problems via video chat. This can be a suitable solution for those who want to solve the problem face to face.
  - Support real-time frequently searched question ranking
- **Provide a tutorial course for new applications, so users can learn a feature 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)**
  - Added sound tutorial (for those who can't read and those who are more comfortable to listen to)
- Get feedback from users of DoUm's solutions (good, so-so, bad)
- Explain by providing the screenshots with motion like a Prezi's
- Need to be readable
- No advertisement
- Searching words

## **Cohesive list**

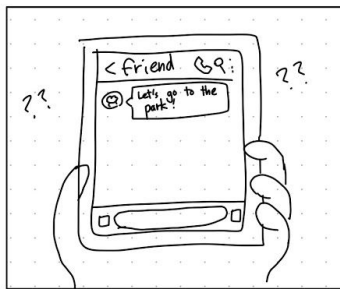
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## **Storyboard**

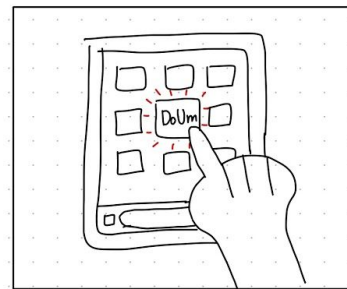
1. A tutorial that solves specific problems
  - a. A grandma is having a problem with her smartphone(message)
  - b. Show the smartphone screen and show which application she is having a problem with
  - c. Show "DoUm" app icon in the home screen
  - d. Show our app interface
  - e. The grandma got it!
  - f. Show the grandma is able to send a message now



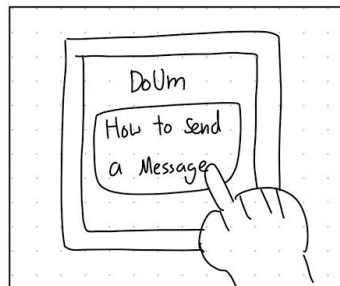
Grandma is having a problem with the smartphone



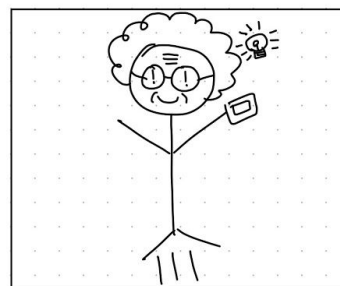
Grandma doesn't know how to send a message



Grandma enters the DoUm app



Grandma uses the app



Grandma knows the solution



Grandma sends the message

2. Provide a tutorial course for new applications, so users can learn a feature per day
  - a. A kid and grandma are waiting for their taxis
  - b. While the grandma is still waiting, the kid uses T-map to call her taxi
  - c. Show "DoUm" app icon in the home screen
  - d. Show our app interface
  - e. The grandma got it!
  - f. Show the grandma is able to use the app, T-map
  - g. She calls the taxi with T-map app
  - h. Grandma calls the taxi and drives off
  
3. Give voice explanation and ask users to choose which solution they would like to get (similar to ARS)
  - a. Grandma with thick glasses looking at her screen with a frown
  - b. Show "DoUm" app icon in the home screen
  - c. Show our app interface
  - d. Grandma presses the ARS button
  - e. The guide comes out as sound
  - f. Grandma answers with the voice recognition feature
  - g. The solution comes out.

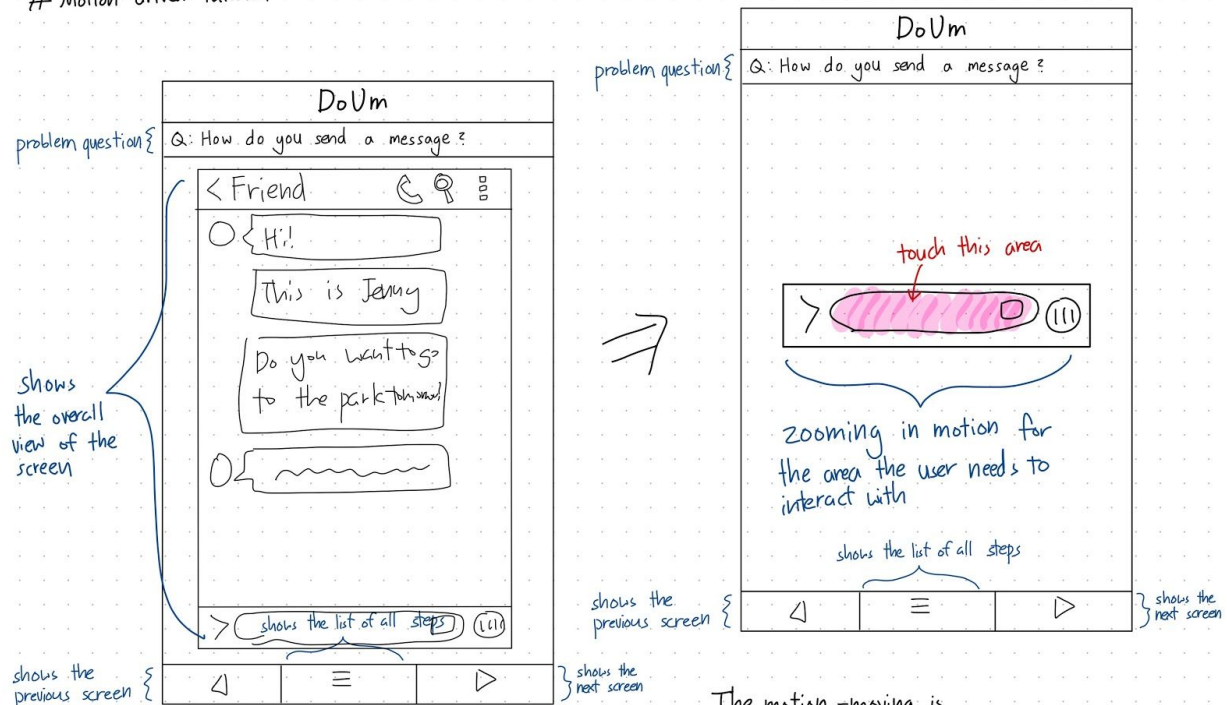
- h. The grandma got it!

## **Interface Design Ideas**

1. A tutorial that solves specific problems
  - a. Prezi 느낌느낌
  - b. 카드뉴스처럼 넘기는 방식
  - c. 스크롤 다운
  - d. 존나 자세한 거 like KakaoTalk simulation. 누르면 넘어가는 방식
2. Provide a tutorial course for new applications, so users can learn a feature per day
  - a. 인강같은 비디오
  - b. Quiz(어렵지 않은 복습형식) 둘중 하나 택
  - c. 손이 움직이는 거
  - d. Progress bar(%). 응원메세지 추가
3. Give voice explanation and ask users to choose which solution they would like to get (similar to ARS)
  - a. 114(SKT)같은 보이는 ARS. 읽어주는게 포인트
  - b. Message screen(카톡같은 형식)
  - c. 앱을 띄우고 ar같은 캐릭터가 뛰어다니면서 요기요기!! 가르키는거
  - d. 다 읽어주는데, 원하는게 나오면 화면 아무데나 터치(ARS)

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

# Motion-driven tutorial



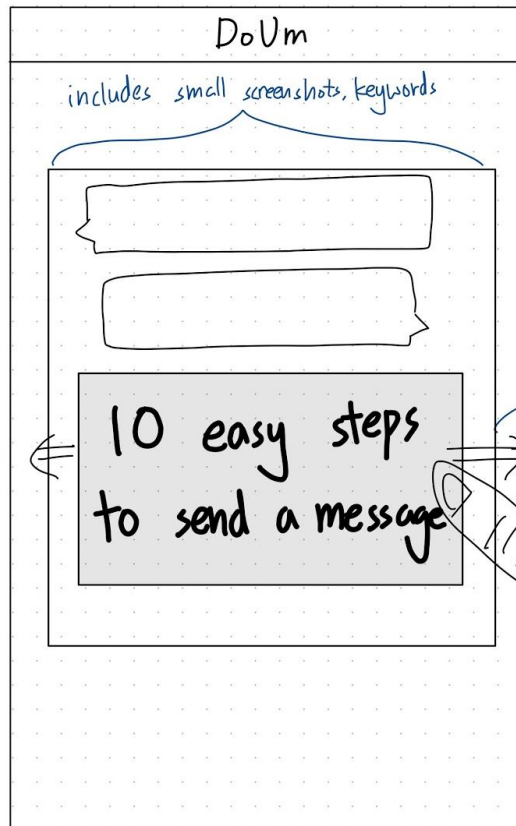
The motion-moving is

Similar as Prezi

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

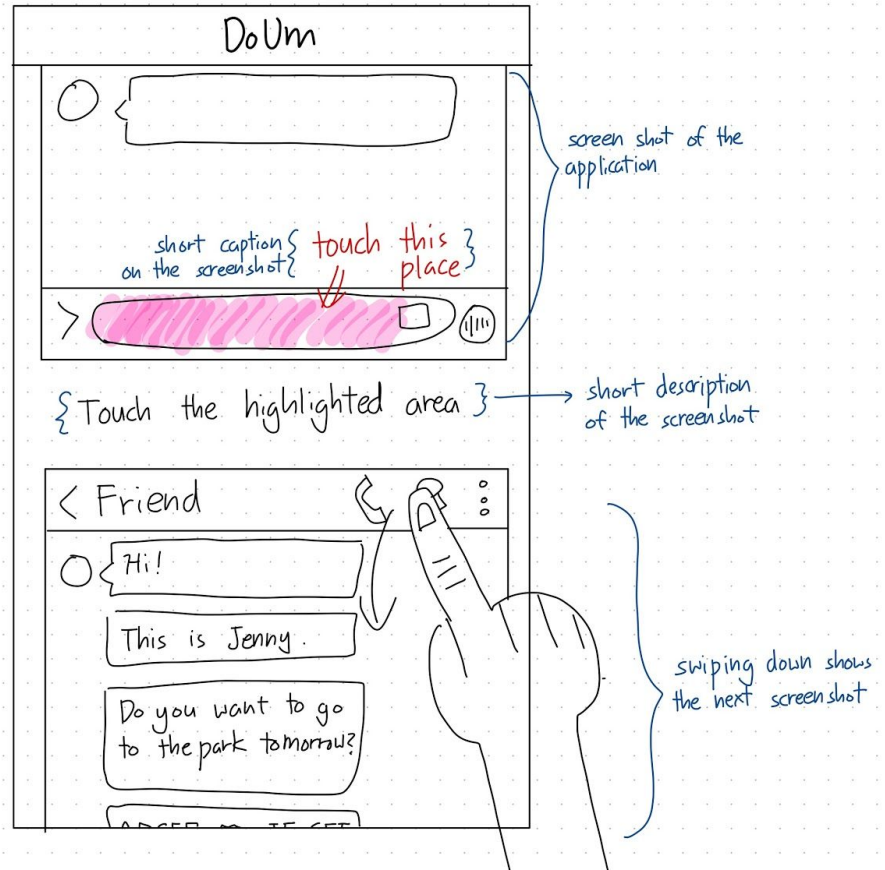
# Card-news tutorial

swipe left  
for the previous  
slide of the  
tutorial



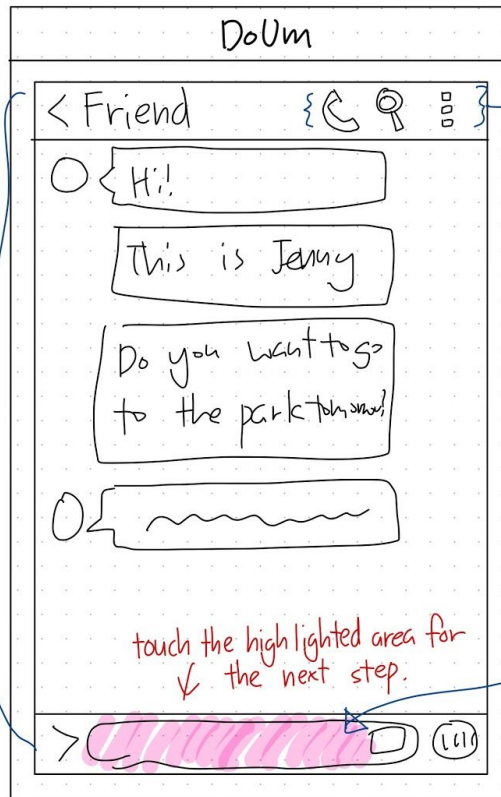
swipe right for the  
next step of the  
tutorial

# # Scroll down tutorial



## # Simulation guide

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



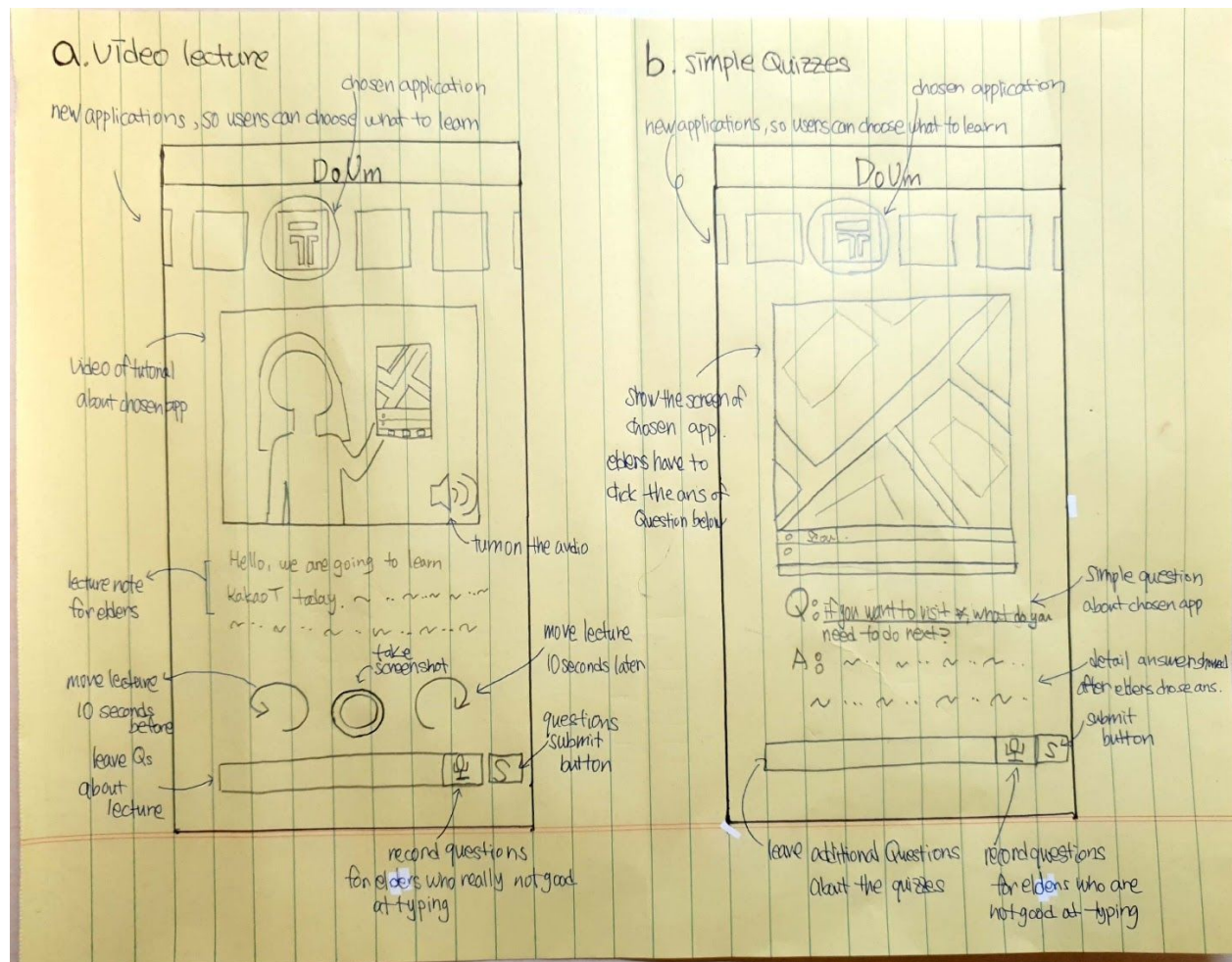
when wrong buttons are pressed  
→ "wrong button, try the highlighted button" pops up

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

touch the highlighted area for  
↓ the next step.

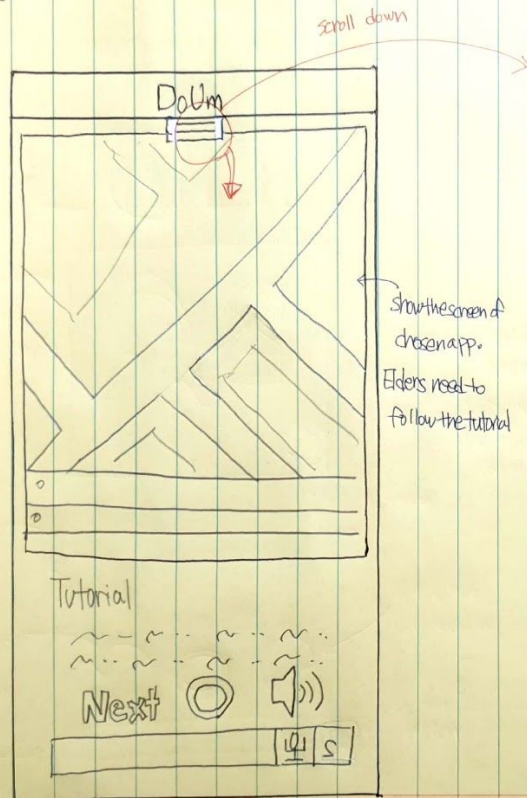


## Interface Design for Primary Task 2: Provide a tutorial course for new applications

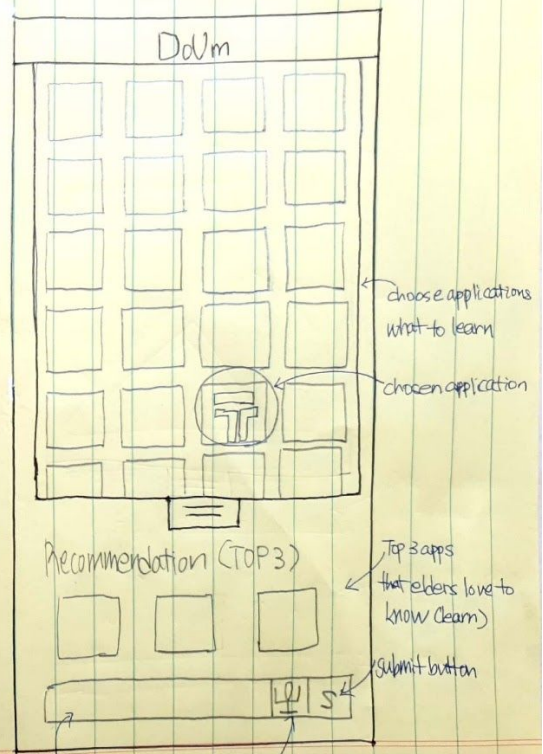




### C. moving fingers



show the screen of  
chosen app.  
Elders need to  
follow the tutorial



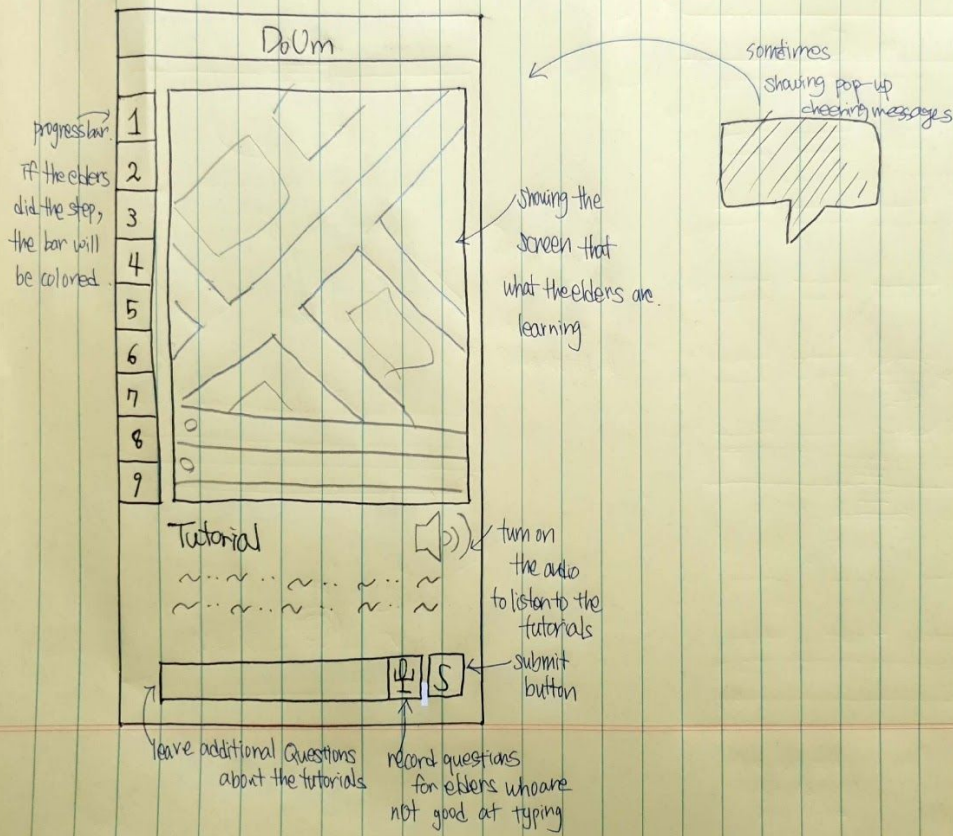
choose applications  
what to learn  
chosen application

Top 3 apps  
that elders love to  
know (learn)  
submit button

leave additional  
questions about  
applications

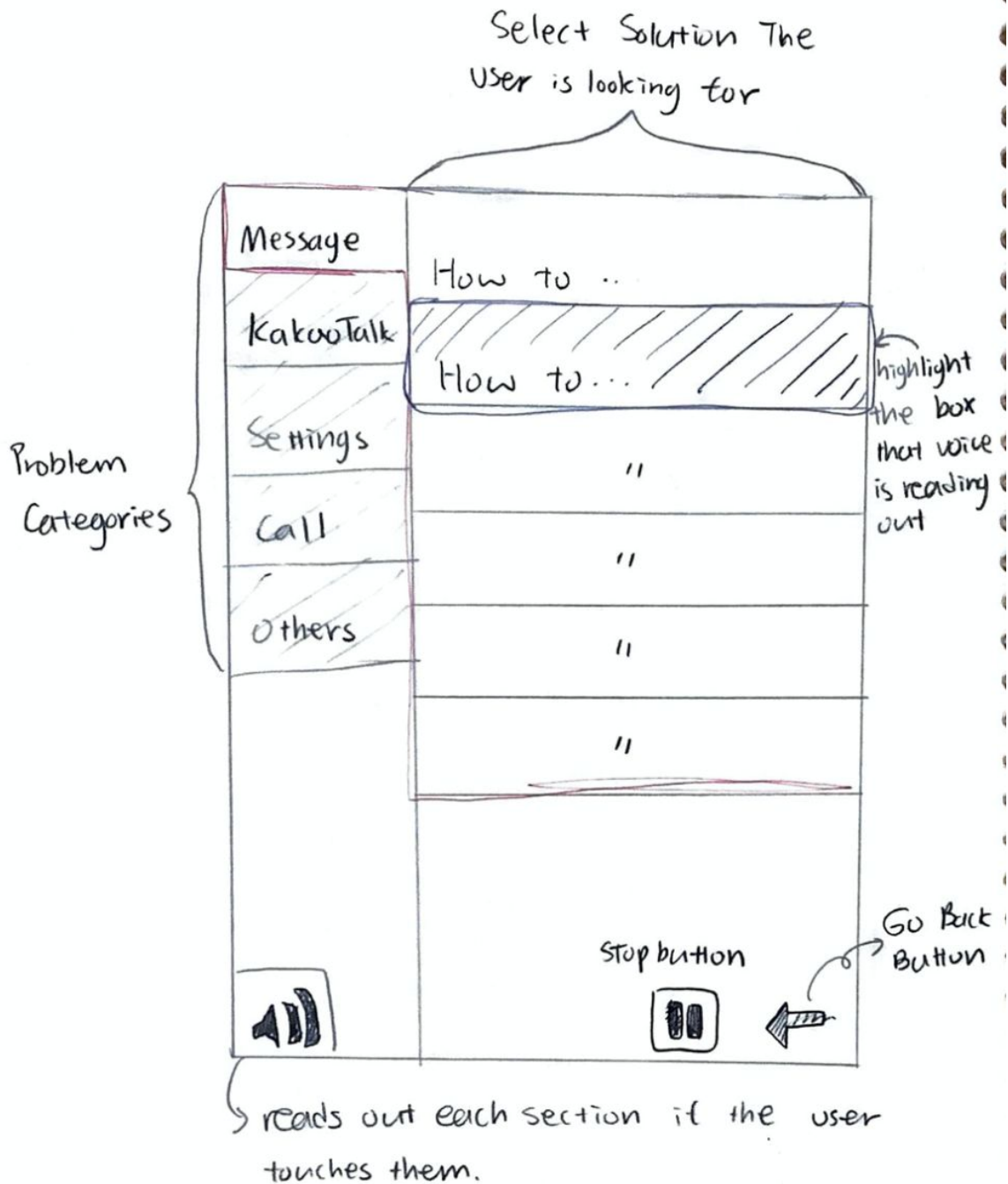
record questions  
for elders who are  
not good at typing

d. progress bar (%) + cheering message

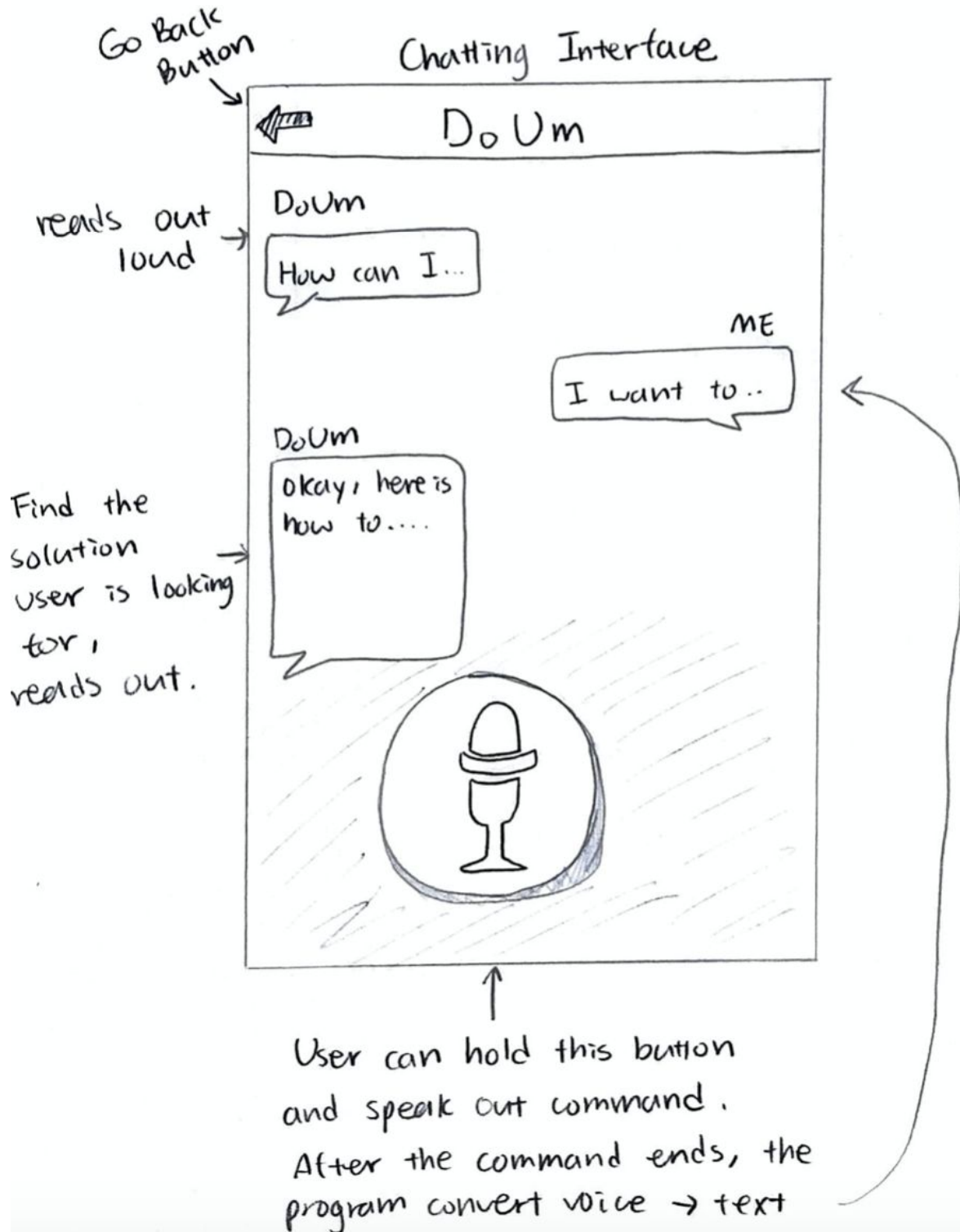


## Interface Design for Primary Task 3: Give voice explanation

3-1.



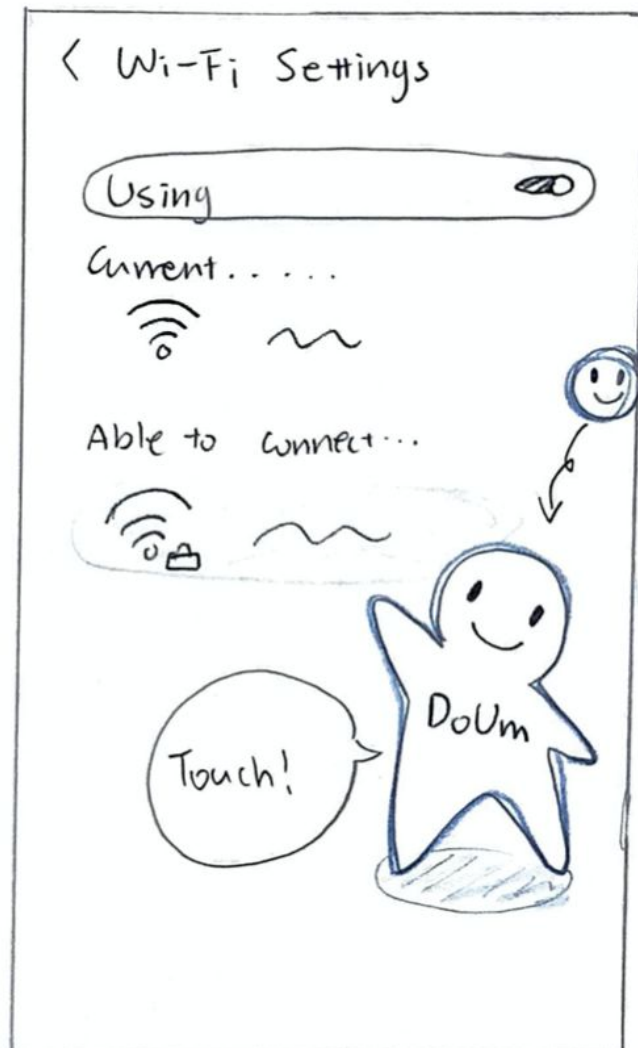
3-2.





3 - 3.

ex)  
Wi-Fi setting  
screen



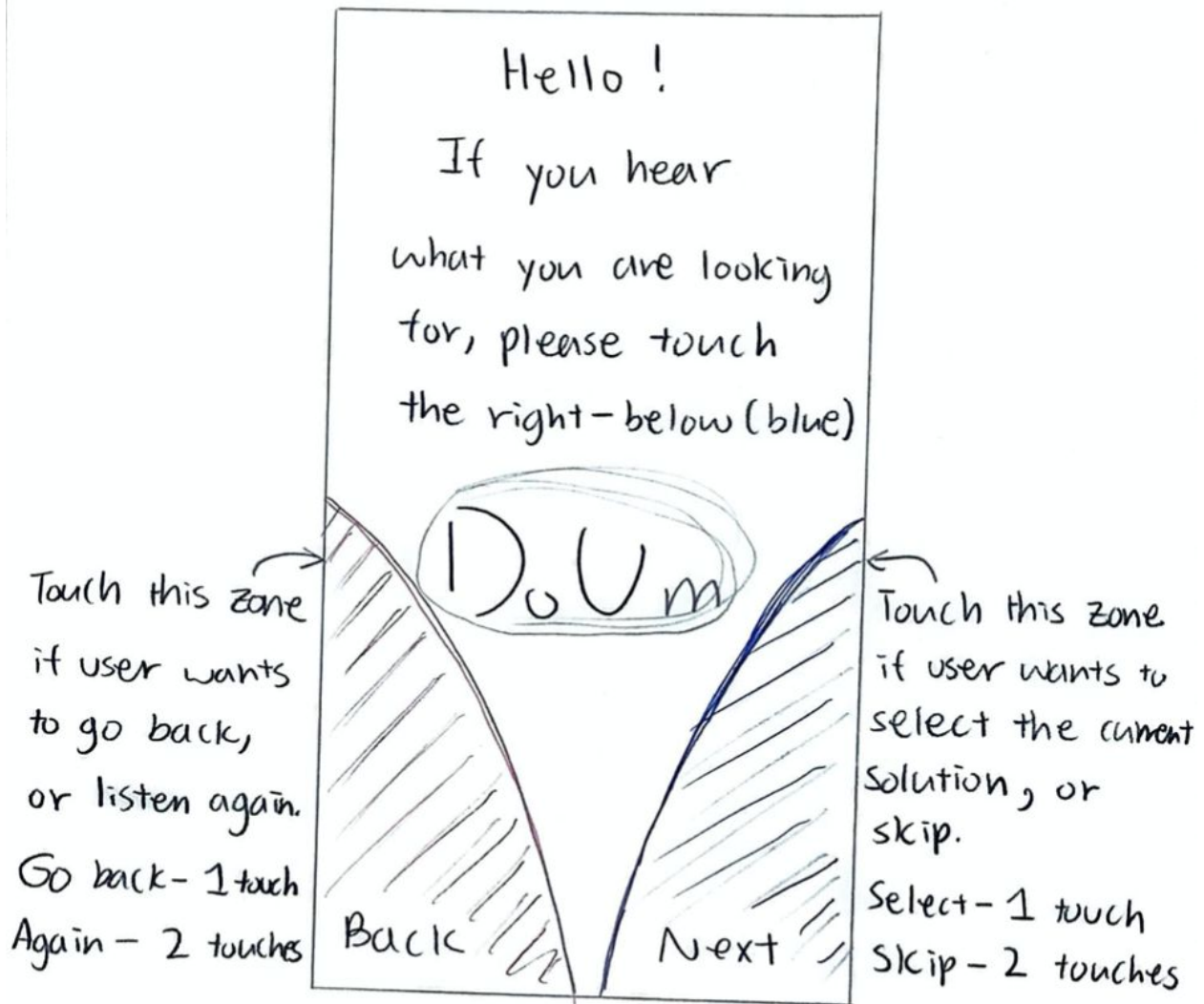
← DoUm Man!  
An AR character  
that wanders  
screen and  
guide user  
through.

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.

3 - 4.

Reads out all instructions,  
similar to .ARS call.



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