

Tasklist

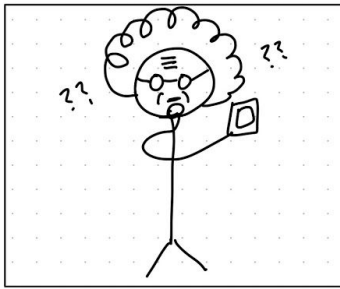
- **A tutorial that solves specific problems**
 - Solve problems via video chat. This can be a suitable solution for those who want to solve the problem face to face.
 - Support real-time frequently searched question ranking
- **Provide a tutorial course for new applications, so users can learn a feature 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

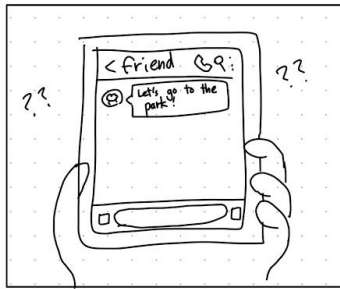
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Storyboard

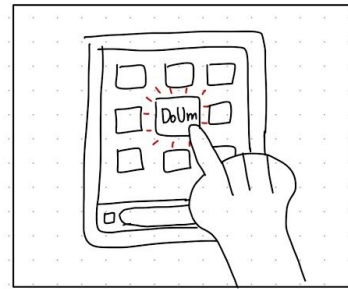
1. A tutorial that solves specific problems
 - a. A grandma is having a problem with her smartphone(message)
 - b. Show the smartphone screen and show which application she is having a problem with
 - c. Show "DoUm" app icon in the home screen
 - d. Show our app interface
 - e. The grandma got it!
 -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



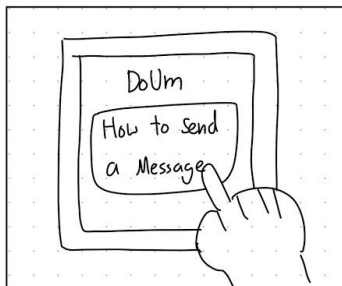
Grandma is having a problem with the smartphone



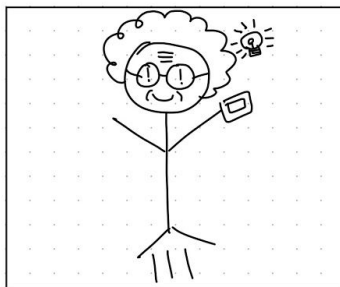
Grandma doesn't know how to send a message



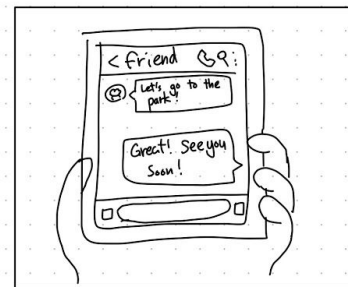
Grandma enters the DoUm app



Grandma uses the app

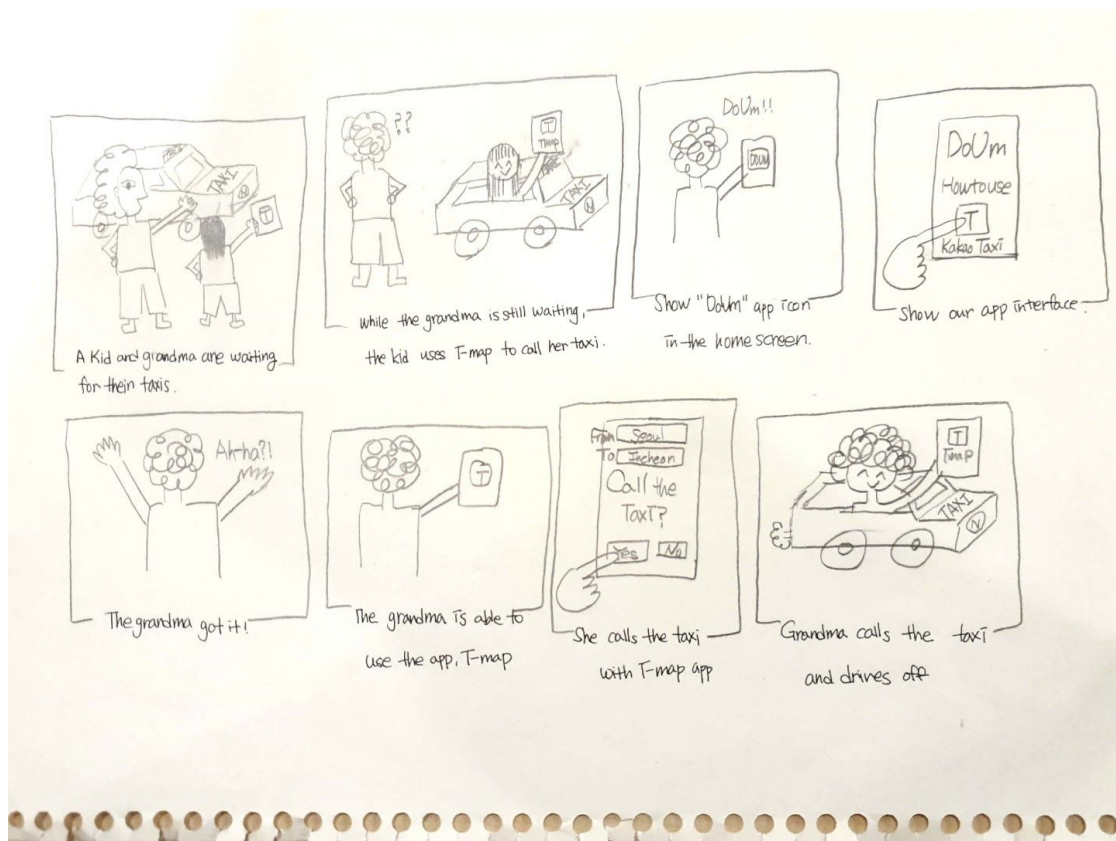


Grandma knows the solution



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

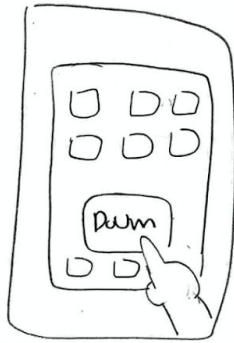


3. Give voice explanation and ask users to choose which solution they would like to get (similar to ARS)
 - a. Grandma with thick glasses looking at her screen with a frown
 - b. Show "DoUm" app icon in the home screen
 - c. Show our app interface
 - d. Grandma presses the ARS button
 - e. The guide comes out as sound
 - f. Grandma answers with the voice recognition feature
 - g. The solution comes out.
 - h. The grandma got it!

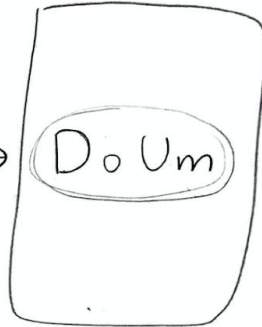
3



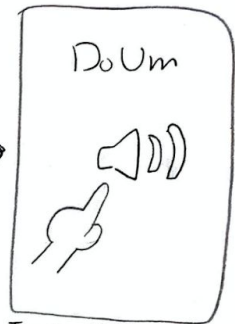
Frowny grandma is looking at her phone



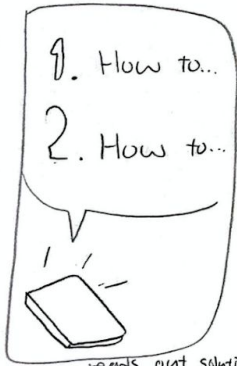
Touch Dum in home screen



Do Um Interface



Touch "Voice Instruction"



reads out solutions



pick one



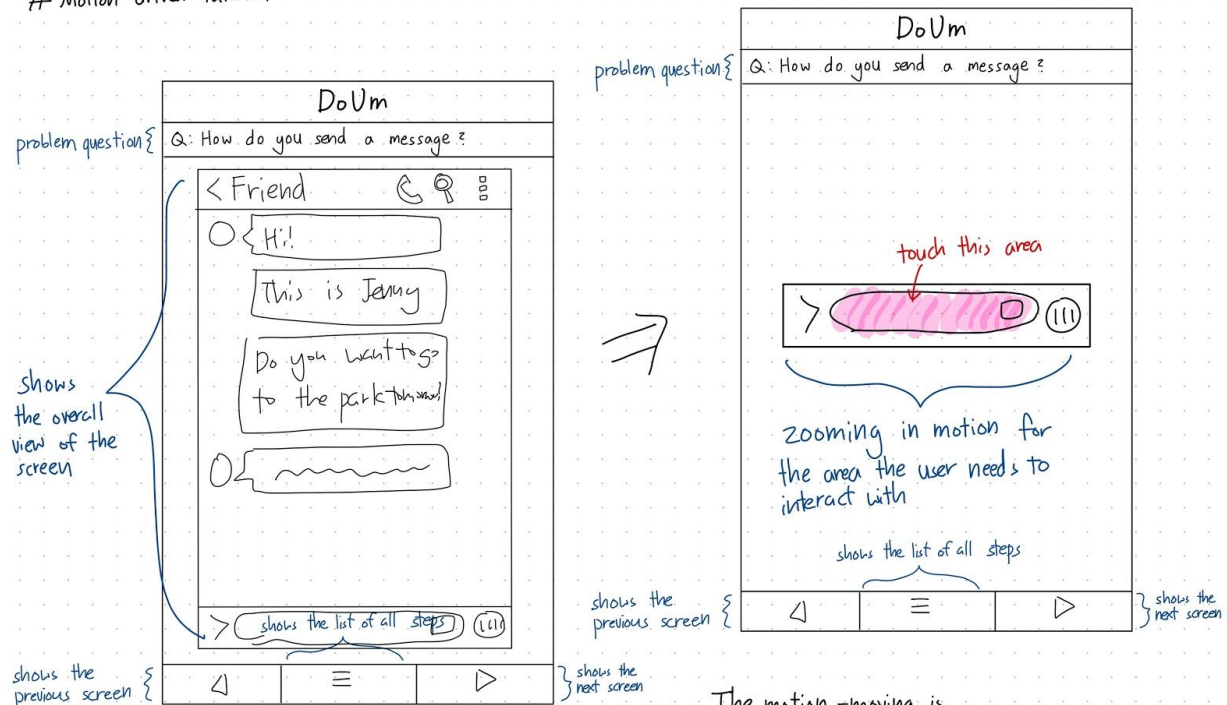
reads out the selected one



Solved!

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

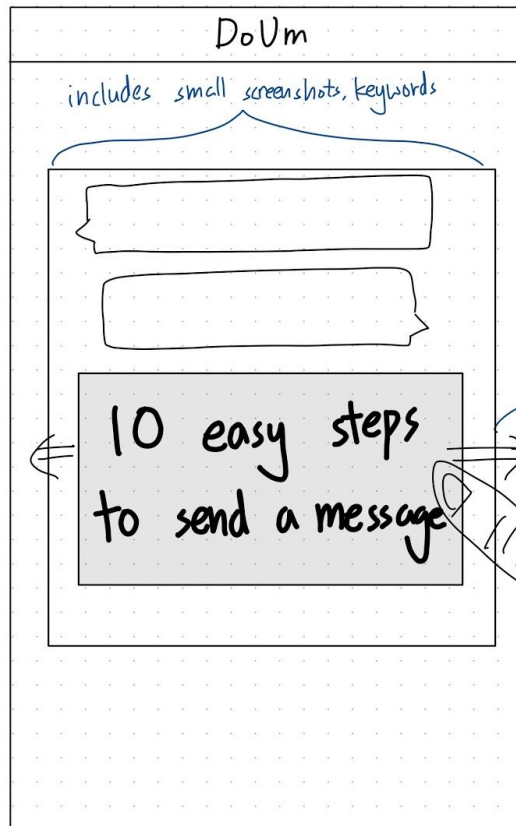
Motion-driven tutorial



The motion-moving is
Similar as Prezi
① show overall view
② zoom-in on important parts

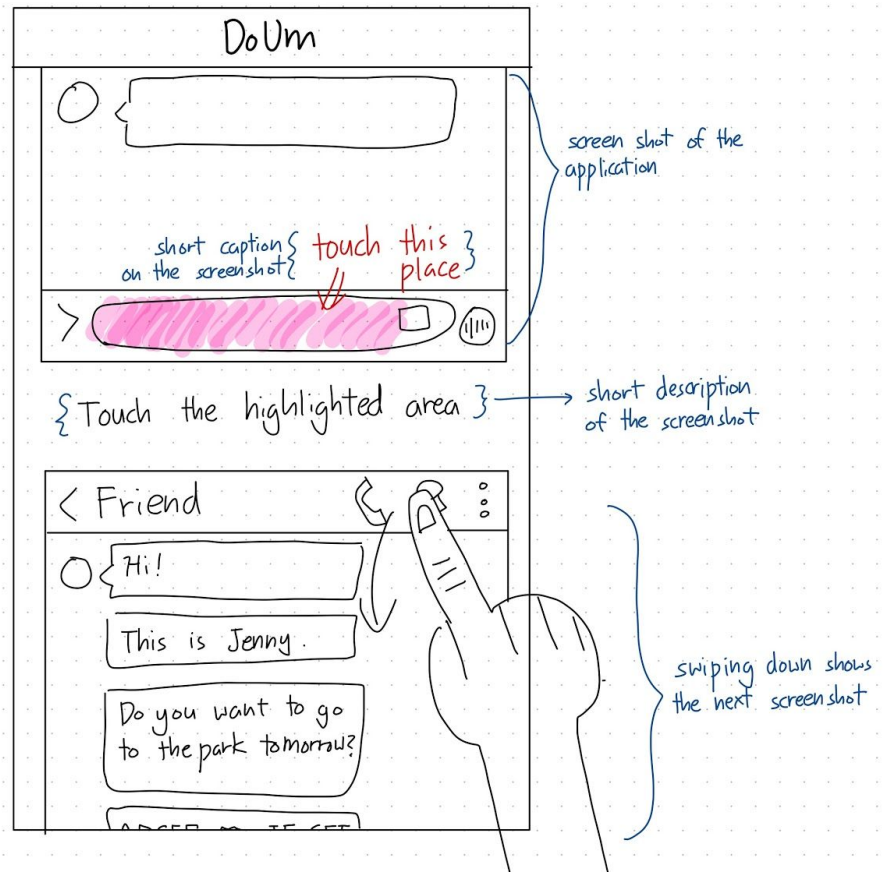
Card-news tutorial

swipe left
for the previous
slide of the
tutorial



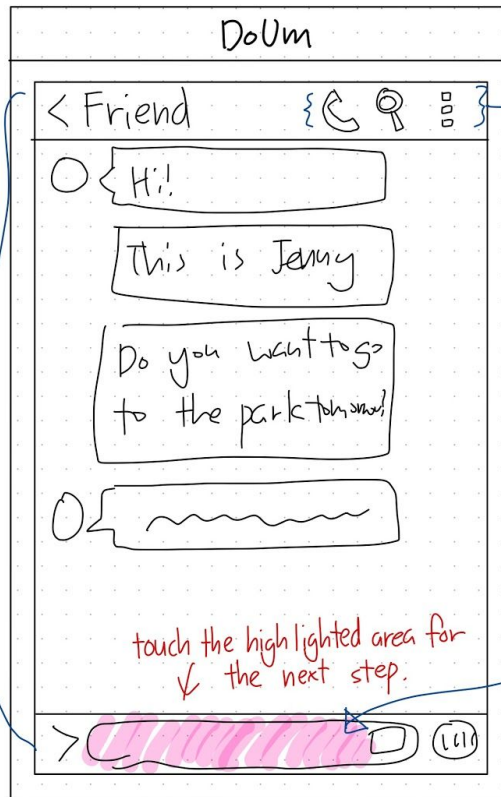
swipe right for the
next step of the
tutorial

Scroll down tutorial



Simulation guide

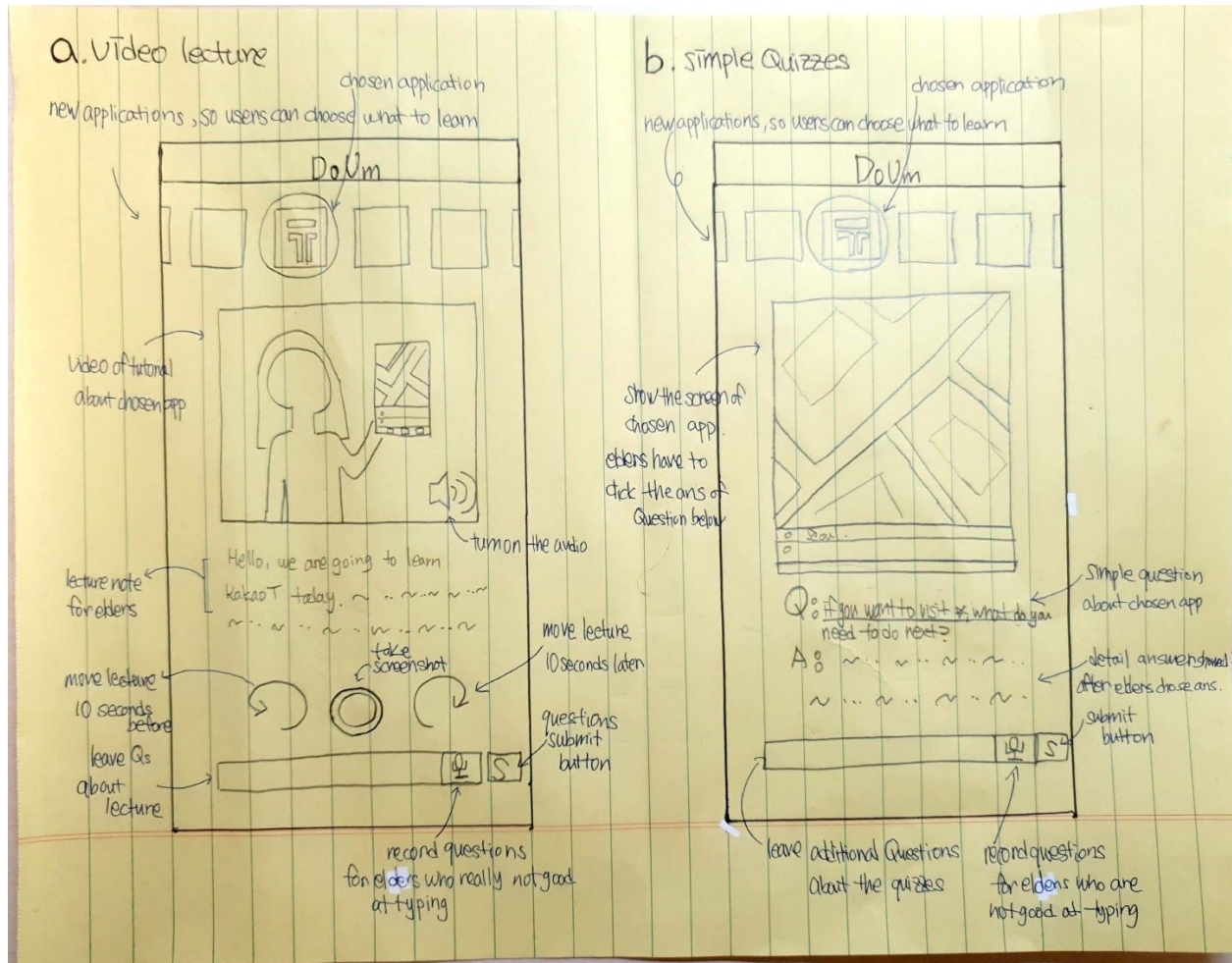
A simulated screen designed to be the same as the user's actual message screen.
Practice on simulation
⇒ actual use



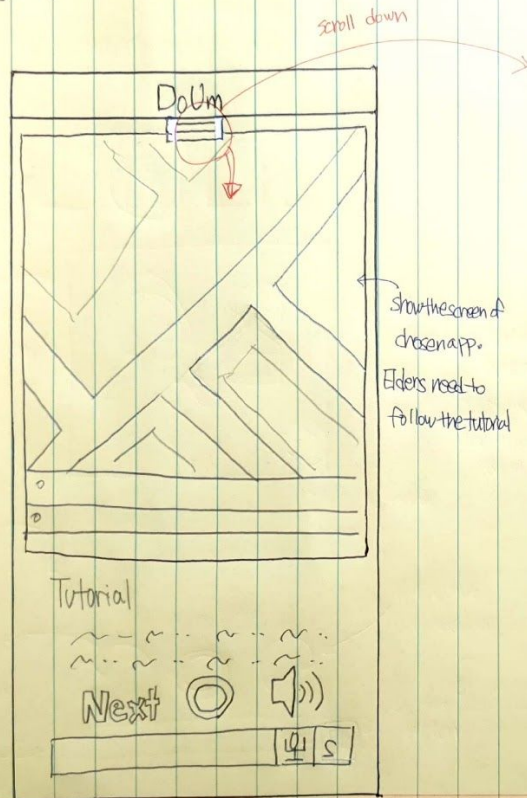
when wrong buttons are pressed
→ "wrong button, try the highlighted button" pops up

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

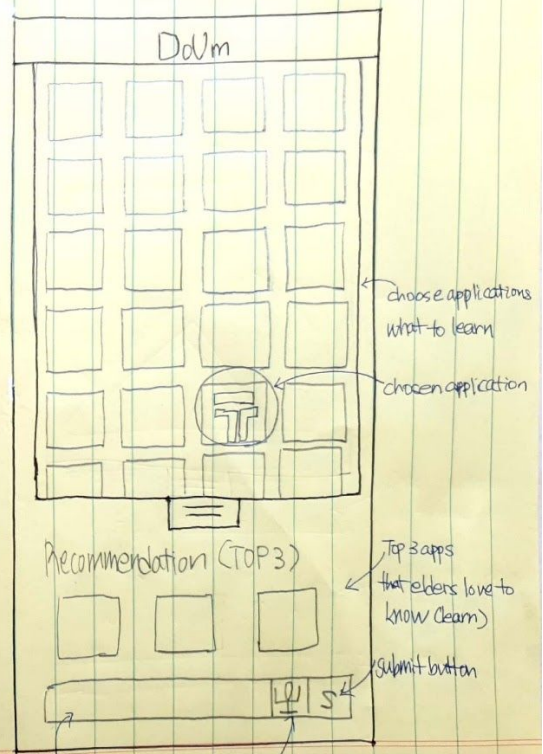
Interface Design for Primary Task 2: Provide a tutorial course for new applications



C. moving fingers



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



choose applications
what to learn
chosen application

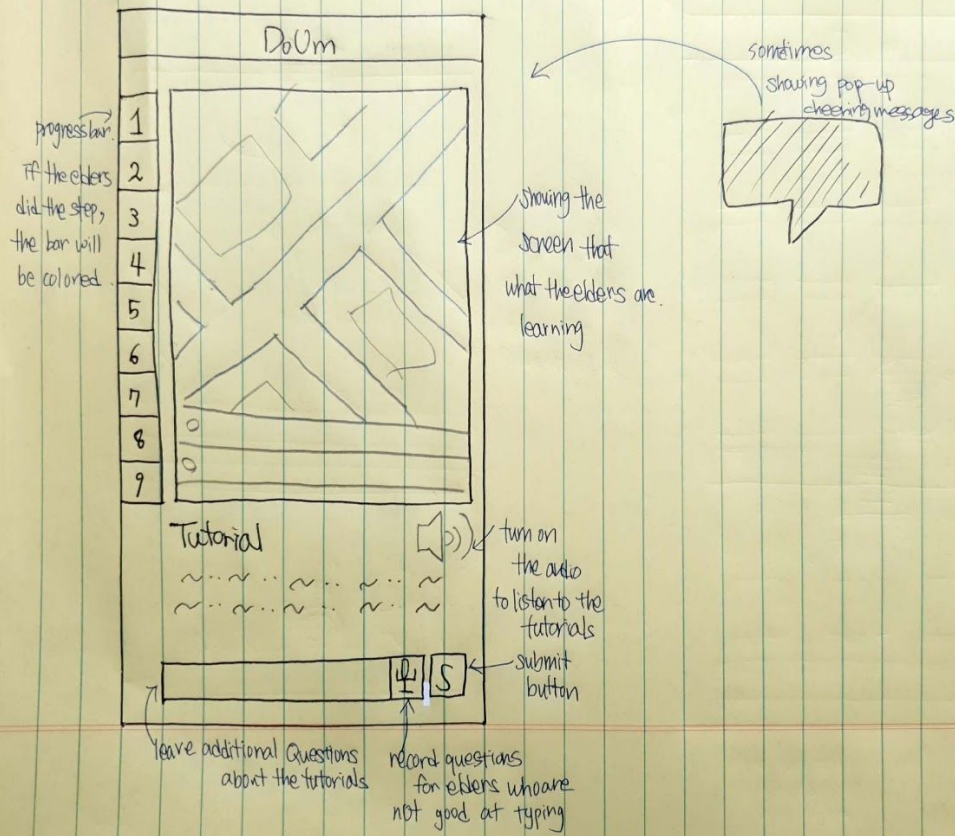
Top 3 apps
that elders love to
know (learn)

submit button

leave additional
questions about
applications

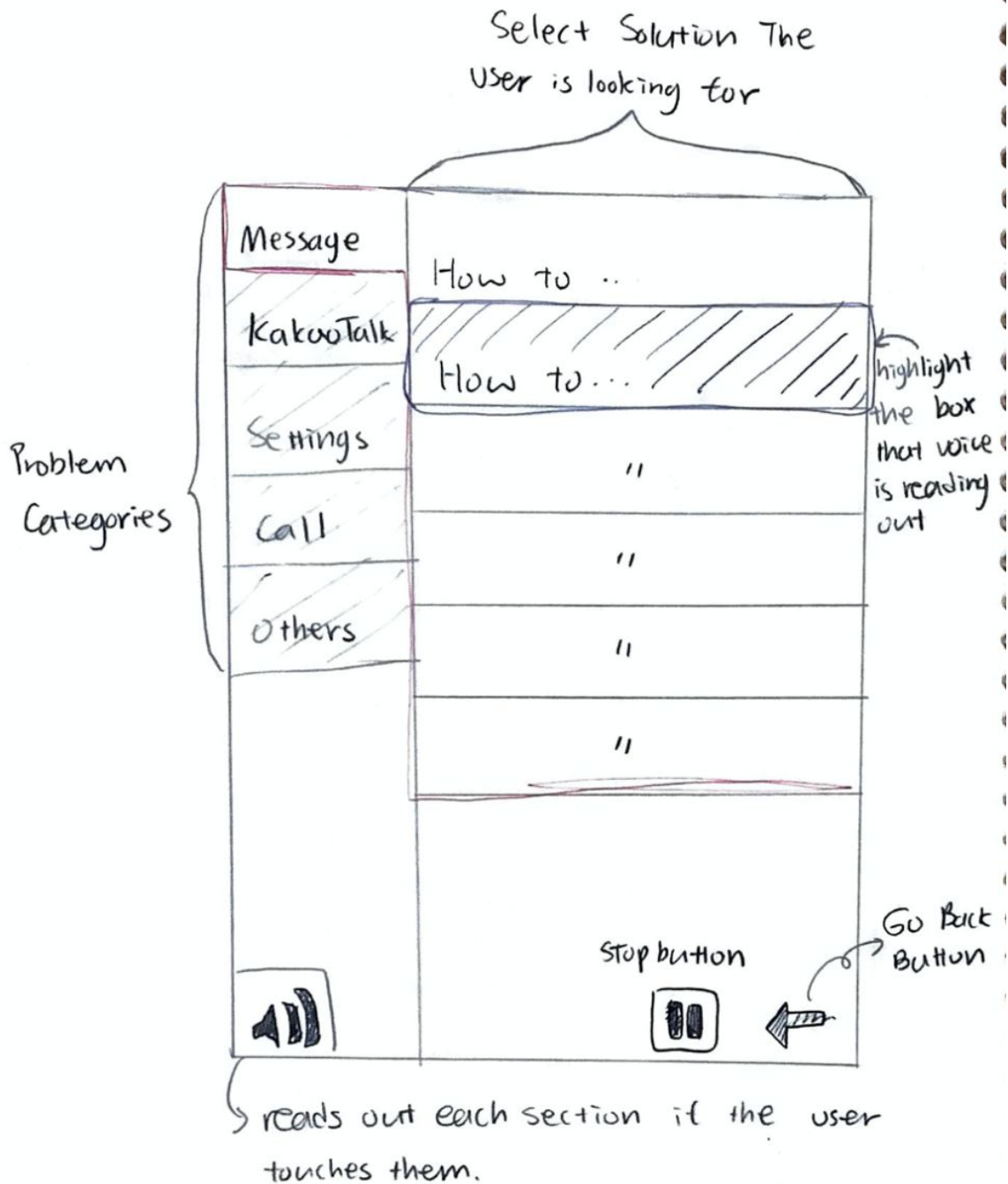
record questions
for elders who are
not good at typing

d. progress bar (%) + cheering message

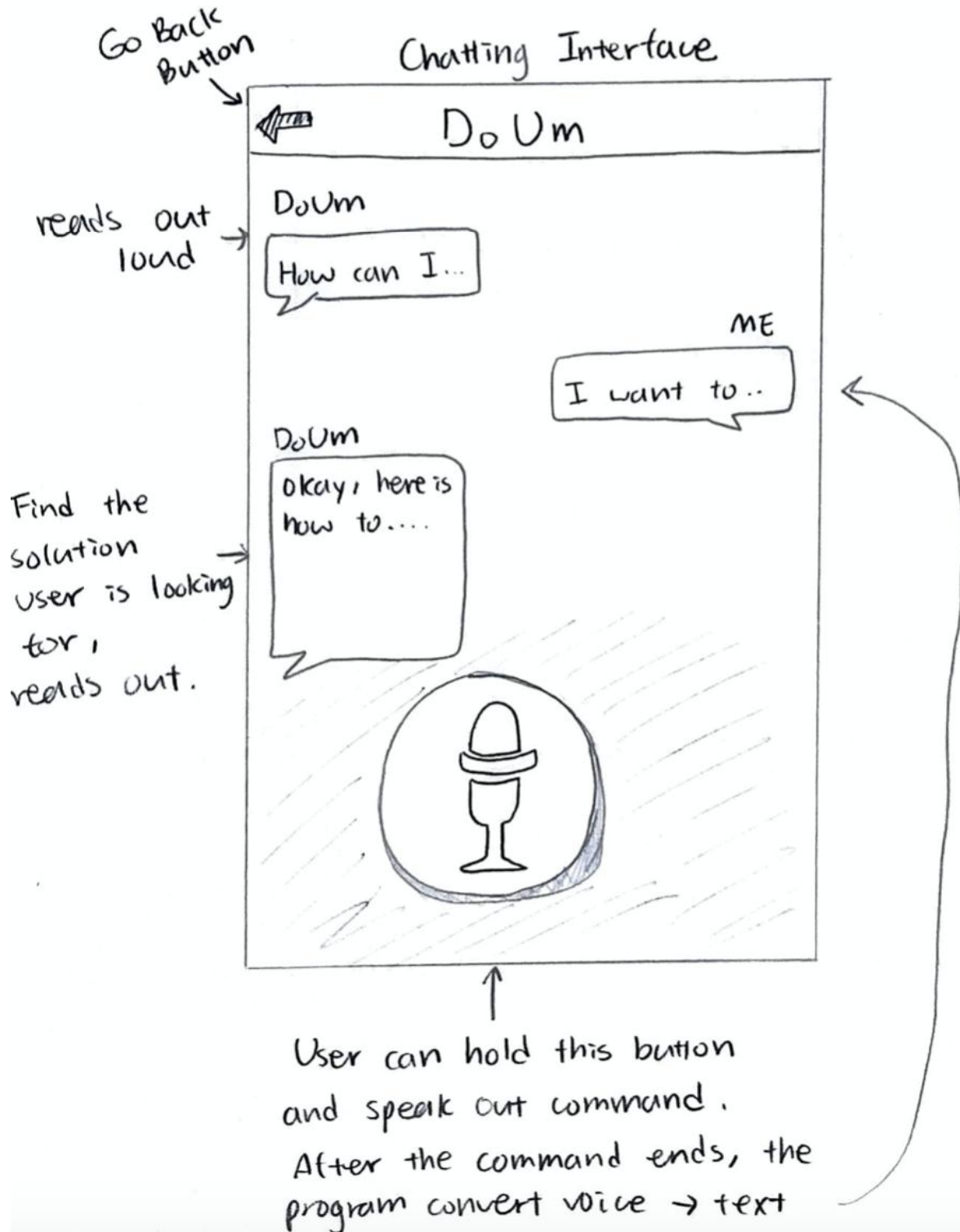


Interface Design for Primary Task 3: Give voice explanation

3-1.

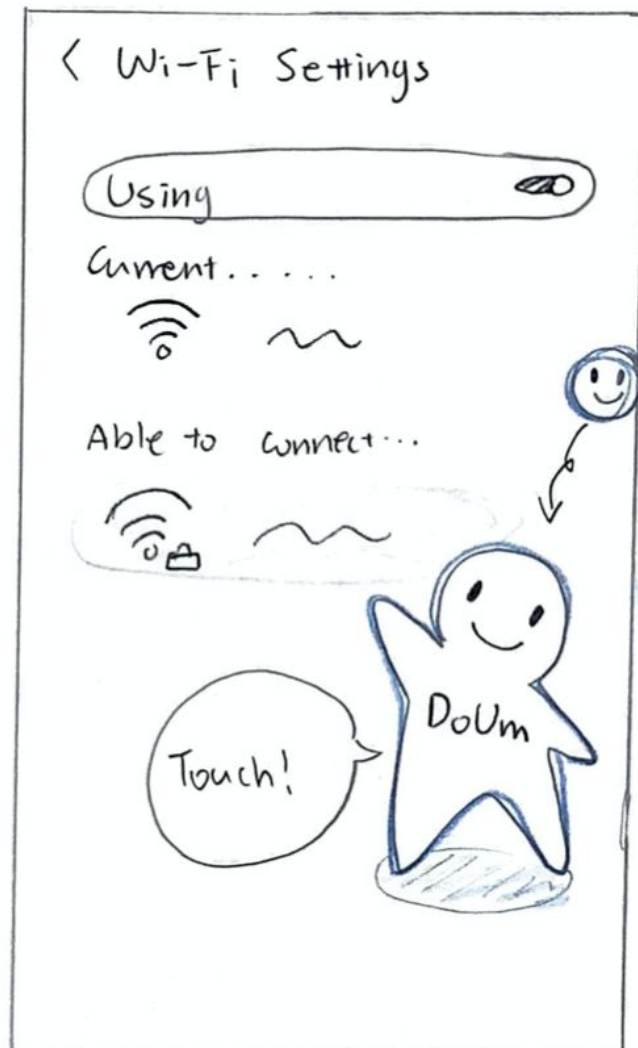


3-2.



3 - 3.

ex)
Wi-Fi setting
screen



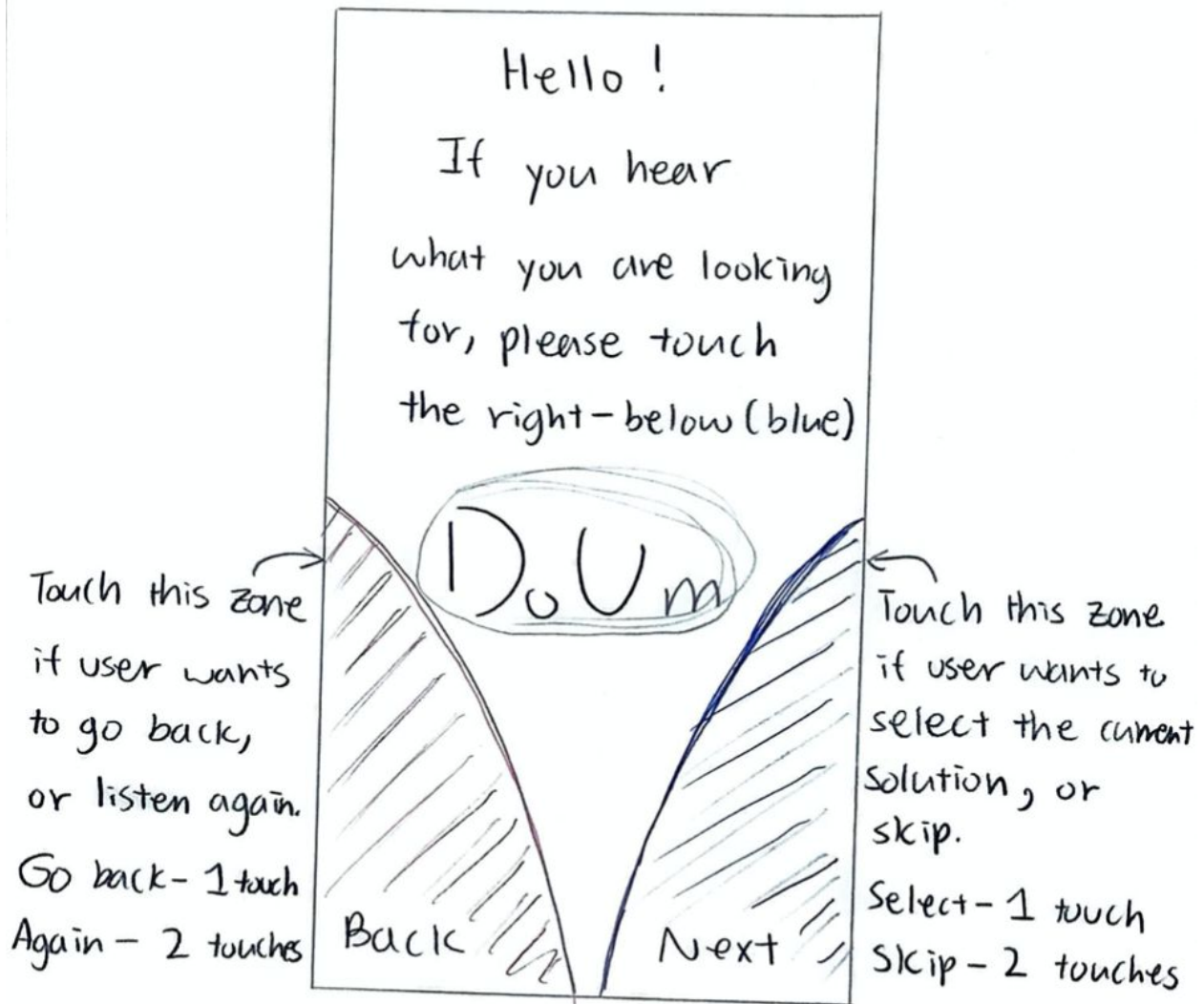
← DoUm Man!
An AR character
that wanders
screen and
guide user
through.

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!!