

## FAQ App "Ablaeufe"

Patients' questions (as of 07.01.2020)

### **- How does the skill "Ablaeufe" work?**

The program is a so-called Alexa Skill, that means it is operated via the Amazon Alexa voice assistant by voice control. The skill is started by saying "Alexa Ablaeufe start Ablaeufe help". After selecting the flow, Alexa then guides you through the individual steps. After explaining a step, Alexa waits until you signal with "done" that you have completed the subtask. She then explains the next step. At the end of the sequence, Alexa indicates that all tasks have been completed and then ends the program.

### **- How do I find out about new features?**

Our website/Twitter/... keeps you up to date.

### **- How does "Ablaeufe" help Alzheimer's patients in their daily lives?**

"Ablaeufe" stores routines such as the steps needed to go out: put on shoes, put on jacket, take keys, lock door. This enables people with dementia to lead a normal life, even with advanced disease progression.

### **- Where can I get the app?**

It is available for download on the [www.example.com](http://www.example.com) page.

### **- How much does the Alexa skill "Ablaeufe" cost?**

As an open-source project, it is completely free!

### **- What happens to my collected data?**

All stored data, e.g., self-implemented flows and the data of executed flows are exclusively intended for viewing by users and their relatives.

### **- Where can I find out more?**

On the website [www.example.com](http://www.example.com), besides the download, a detailed description can be found.

### **- How do I use it?**

First, you open the program with the command: "Alexa, open Ablaeufe Help". After confirming it, say "I want" or "I want [...]" followed by the name of the procedure, e.g., "I want to go out".

Alexa will then tell you the first step of the sequence, which you should then perform. Once you have done that you say "Done". This will result in her telling you the 2nd step which you then have to do, etc. After the last step she confirms and the sequence is finished.

**- What happens if I forget a sequence that is still running?**

After a short time (about 3 minutes) Alexa reminds you of the running sequence and asks if you want to continue it. You can then say either "No, cancel" or "Yes, continue". In the latter case, she then repeats the last step mentioned. While Alexa is waiting, music is played.

**- How do you add new sequences?**

We have created a web portal for this purpose. It is available at ["ablaufhilfe.stvs.me"](https://ablaufhilfe.stvs.me). You log in there with your Amazon account. When creating the skill, steps can be added, named, described and deleted. When you save the skill, this custom flow is available in the skill. (In order to use your own processes, this skill must be connected to your Amazon account. When starting the skill, you will be asked to do this, if not done before.)

**-Do I need to take care of or keep track of anything?**

Relatives can view performed procedures with date and time, if needed, to keep track of the patient's activities.

**- When will it the skill be released? / How long will it take to develop it?**

The release date is January 16, 2020.

**Stakeholder questions**

**- Why is this customer problem and our solution important?**

Alzheimer's disease and other dementias severely limit the lives of those affected as well as of their loved ones. Information that is important for everyday life is suddenly forgotten, which is why it is no longer possible to lead a self-determined life in the advanced stages. Our voice app/skill gives these people a piece of their freedom back by giving them the security of not having forgotten anything.

**- Who is "Ablaeufe" intended for?**

"Ablaeufe" was developed for Alzheimer's patients to compensate for memory problems. Thus, it can help all people who need step-by-step instructions on how to work through tasks. The program is especially well suited for people without technology experience, as all communication is through spoken natural language.