

FAQ Daily Diary

Customer FAQ:

1. How does it work?

A: The Daily Diary is an Alexa Skill. This means that this software works as a speech assistant with every device which is Alexa compatible.

The customer has the opportunity to record each important step of his daily life and he could listen again whenever he wants. That supports him to remind the important things which, happened the last few days or hours.

2. How do I get started?

A: You have to install the Alexa Skill from the Alexa App-Store to integrate the feature in your Alexa devices like a smartphone.

3. How is this different from a similar service?

A: There is no similar service on the market, which is developed from scratch as a speech assistant. (data from 3rd Nov 2019)

4. How much does it cost?

A: The Alexa skill is a project which is initiated by students of the Munich University of Applied Science and provided as an open source software, which makes it free to use for anyone.

5. What if I change my mind and no longer want to use this?

A: You have to follow the instructions from Amazon to remove the Alexa skill from your devices.

6. Who do I contact if I have a problem?

A: The software is open-source. Therefore, you have to search online for help or on the online portal where you have downloaded the skill.

7. If there are changes to how it works, how will I find out?

A: Changes of the software are made public on the open-source website.

8. How will you use the information you're asking me to provide?

The information given by the user are often very personal and emotional content. We value these information as high priority and therefore we are using these only and only to improve the product.

9. Where can I learn more about this product?

The best way to learn more about our product is using it. For any detailed question there is this FAQ and our product-details-page in the app store. For any further questions/review/feedback you may send us an email to: daily-diary@hm.edu

10. Are there things I need to manage or keep track?

The app works (as mentioned above) with personal data. To secure the privacy of this data, we highly recommend you to regularly update the devices used with this app and the app itself. Everything else we hope we will keep track for you.

Stakeholder FAQ Examples:

1. How will this improve customer's lives?

A: There is no similar software on the market which is developed to support Alzheimer patients only with speech assistant. It can help people who suffer from regular memory loss to keep track of their daily business and sort their life.

2. Why is this customer problem/opportunity important right now?

A: It is always important to improve the life of Alzheimer patients. With support of the "Alzheimer Stiftung München" the possibility to develop a software has opened up. Further this technology offers a whole new set of ideas to integrate a speech assistant into the lives of dementia patients.

3. How much will it cost to launch?

The software is developed as open a source product. There are no costs to launch this product, except the hardware you are using our app on.

4. How long will development take?

A: The software is planned to be ready on 7th of January.

5. What are the major risks/barriers to launch?

A: The development time is very short.

6. What has stopped us from launch this in the past?

A: Alexa is relatively new, so in the past this technology wasn't available.

7. What are your measures of success?

A: We aim for 17.000 users during the first year. This would be 0,1% of all Alzheimers / Dementia-patients in Germany. (data June 2018)

8. How does this fit into our company strategy/product portfolio?

A: The idea of "Daily Diary" fits very well into our company strategy, since our first goal is to improve the condition of affected persons and their environment, which itself means that we provide a service, that improves society itself. That is something we are truly proud of.

9. How will you scale this product in the event of a runaway success?

A: In the event of a runaway success we consider adding more features to skill. Right now "Daily Diary" is a pretty basic skill, which could be

improved in various ways. For example we offer no support with Smart Watches and/ or other devices.