



Design Thinking

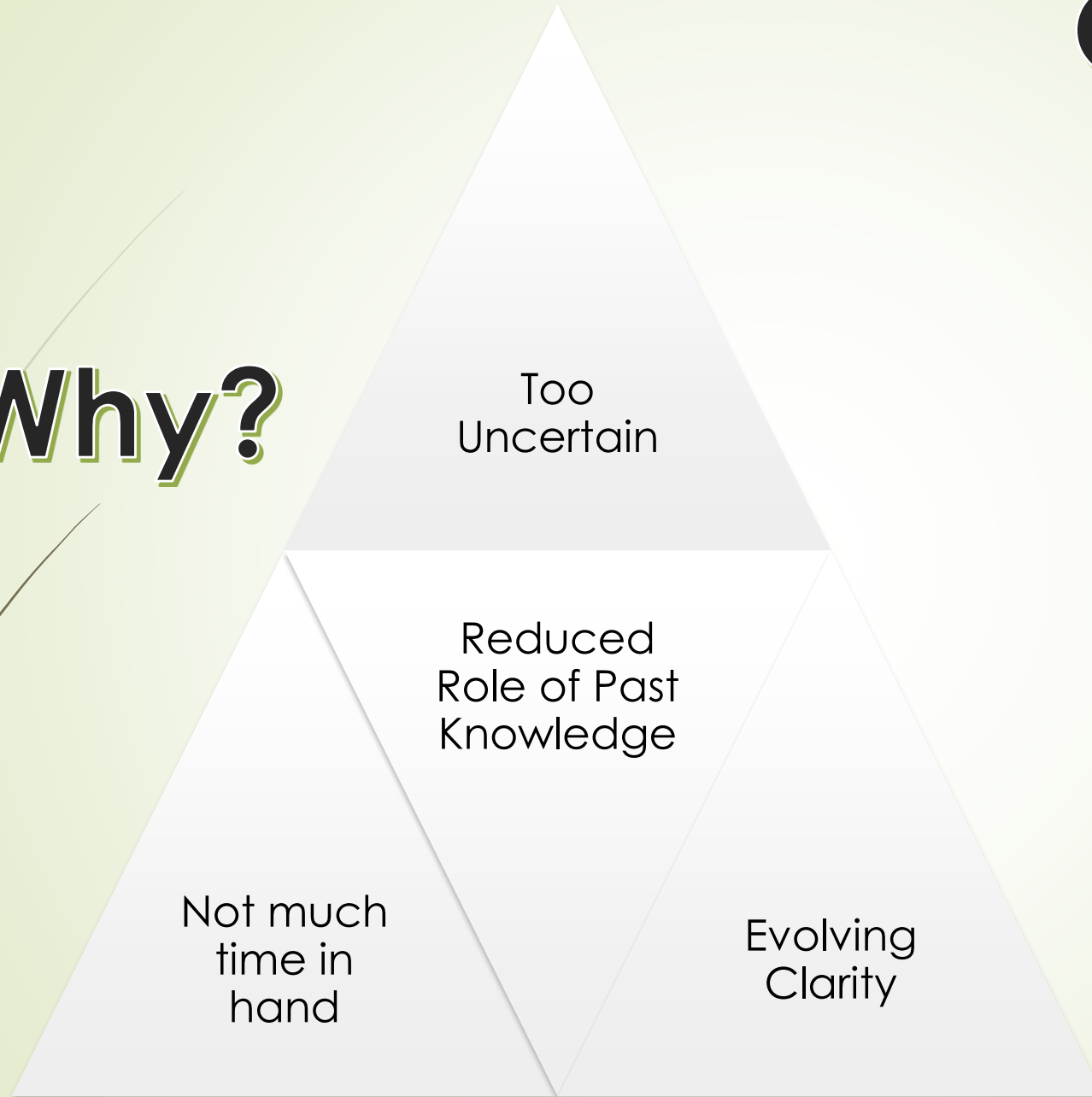
Ravi Kadam



What is Design Thinking?

Quick History

Why?



Stanford University

B School to D School

Becoming mainstream

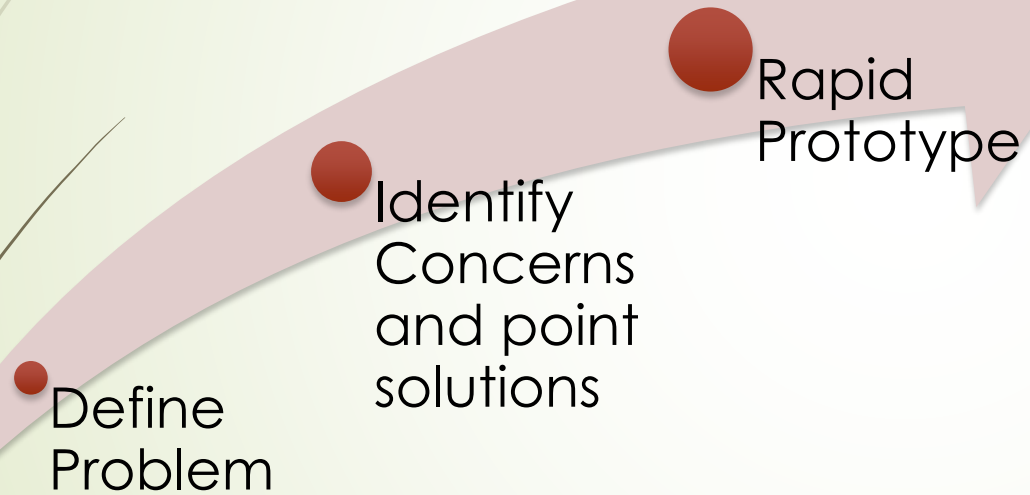


It is **method**
that helps
build
solutions for
problems
which are
new

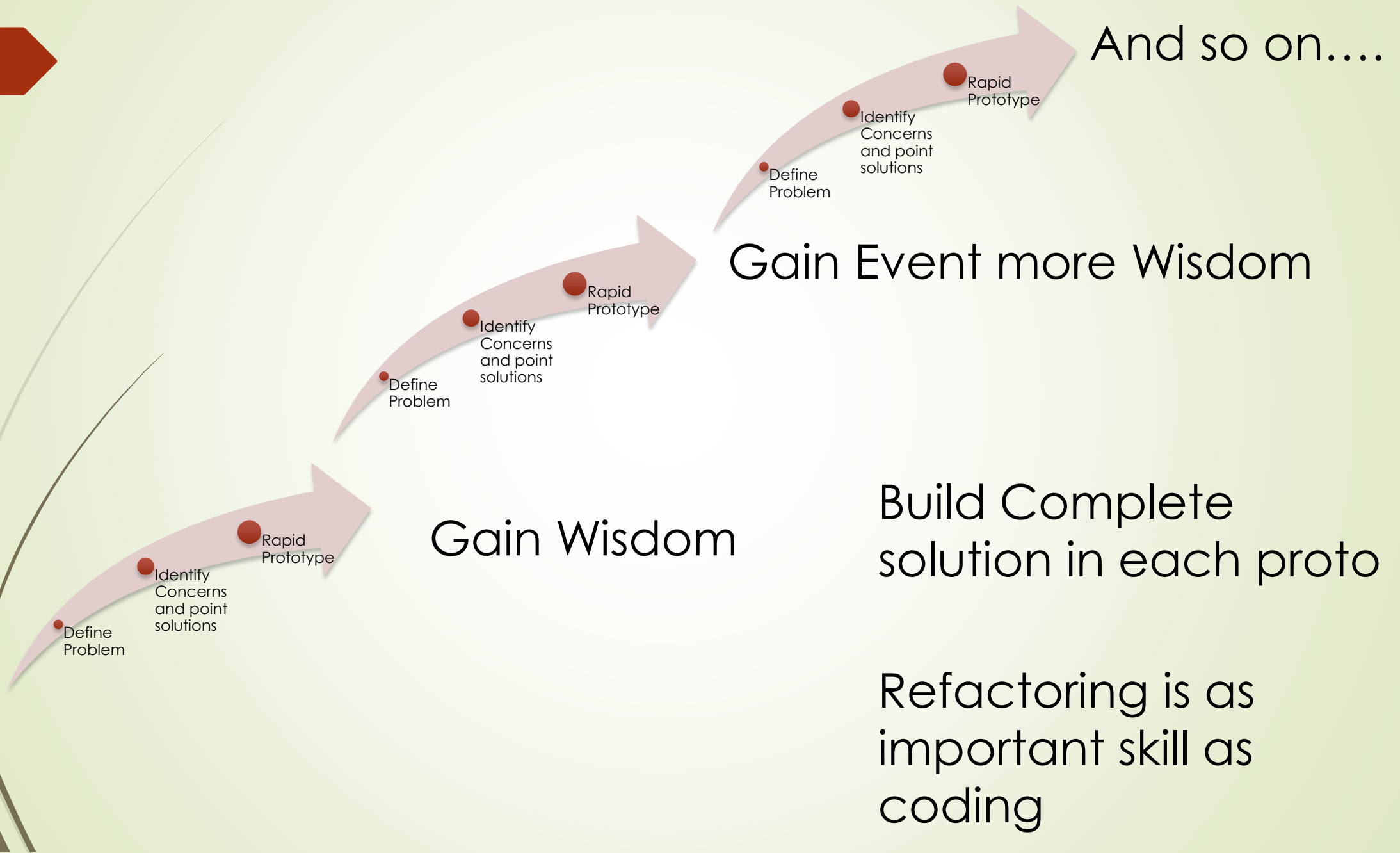


It is
not
Ready
solution
or
Software
lifecycle

Design Thinking Process




Is
that
all?

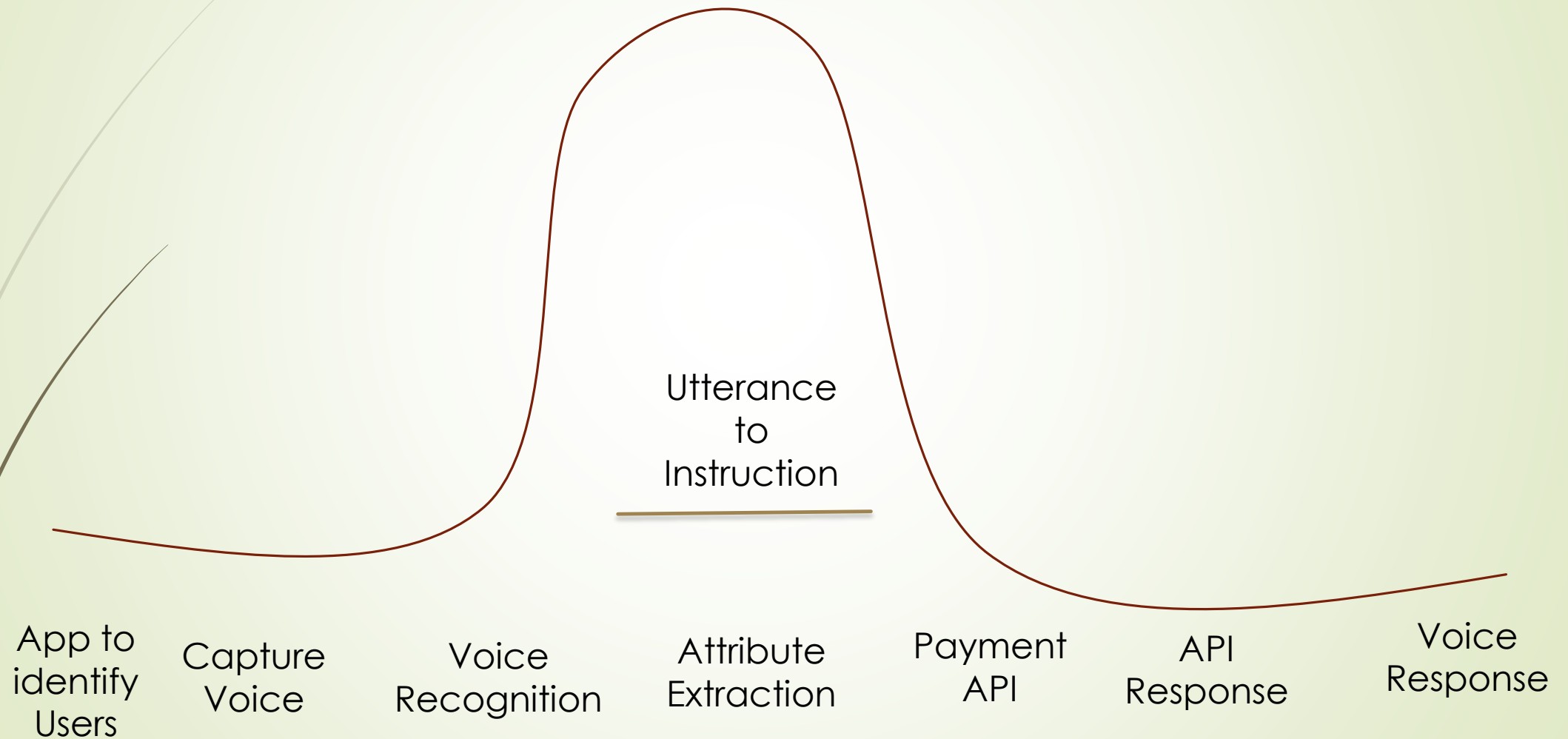




Case Study

- Build and demonstrate solution for
 - Making a payment
by voice command
- 

Problem – Focus and Context



Problem – Focus and Context

In a busy and probably noisy environment – make a payment

Voice enabled
Payment

Utterance to
instruction


Tolerance for
error

Less
demanding
on attention

Incomplete ,
slightly
incoherent
statements



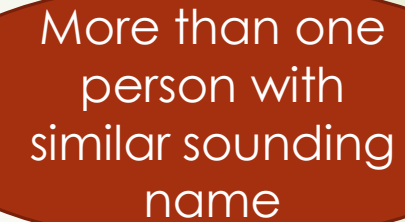
Identify concerns



Text is
ambiguous



Whom to pay is
not mentioned



More than one
person with
similar sounding
name



Amount can be
spoken in many
ways



Words might not
be in same order



Different words
might be used

Point Solution

1. Text is
ambiguous

Reject text

2. Whom to pay
is not
mentioned

Ask question

3. More than one
person with
similar sounding
name

Speak names one
by one and ask to
confirm

4. Amount can
be spoken in
many ways

Library of styles

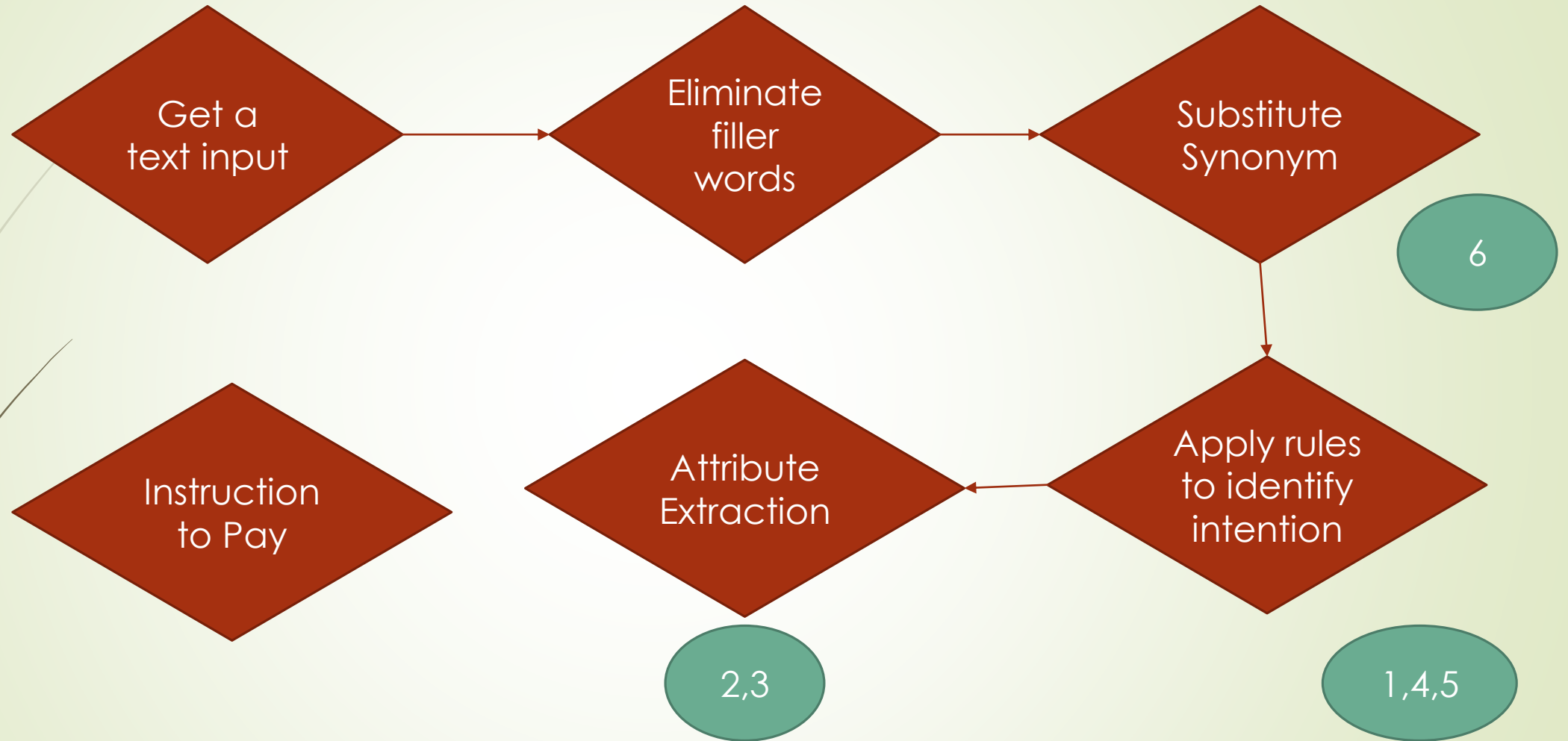
5. Words might
not be in same
order

NLP

6. Different words
might be used

Synonym
repository

Prototype 1 – Solution Flow





Prototype 2 – Tell a story – Demo Prep

Setup	Setup contacts, duplicate contact, Different types of statements
Input	Capture as Program Input - in a file
Processing	Show log
Output	Payment Instruction
Conclusions	Handles ambiguity, duplicate records, incomplete records, works accurately, speed



Thank You