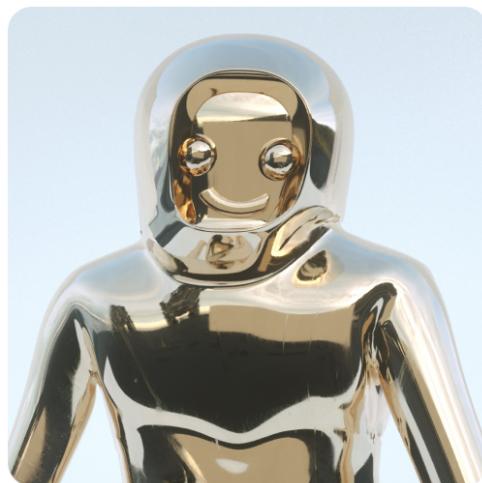


# Case Study: Lucky



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## Abstract

During the Design Studio I “You Are Here Now” project, I experimented with building an interactive, real-time, digital chatbot. The core concept of this platform is to help people eliminate loneliness. Based on “Maslow's Hierarchy of Needs,” love and belonging needs are the third levels of human needs. Belongingness refers to a human emotional need for interpersonal relationships, affiliating, connectedness, and being part of a group. The following case study will focus on eliminating loneliness in user experience and user interface.

## Background

When the Keyword “You Are Here Now” kicked into the Design Studio class, I immediately remember the first moment that I feel this prompt. This story starts at a fall midnight in Boston. I locked myself out of the studio because I want to get the drinks outside the studio. It is so close to getting into the graduate studio. With a cup of Coke in my hand, I begin my on-campus midnight journey to find people who can help me. Walking into the elevator with a cup of coke in my hand, everything feels transcendence. My anxiety rose while the elevator slowly sent me down to the third, second, and first floors. I walked down the hallway to the DMC guard's front desk and no one was there. So, I walked back to the graduate studio with the Coke in my hand and tried to use my ID card to get in, but the gate to the studio still not working. After thinking for a while that someone would be at the security office on the second floor, so I enter the elevator again. This time my anxiety went through the roof, and in my mind, I was already thinking that if no one was there, I would have to walk back to my dorm and come back to the graduate studio the next day. However, this unpredictable situation caused me to have a nervous mental breakdown. I thought about the 12-hour time difference between my friends and family back in Taiwan. I couldn't help but curse myself, how could this happen to me? How can I live alone in a foreign country without the help of my family and friends? After I arrived at the security office, I finally found a savior who could help me open the studio gate. This feeling of being helped and supported also makes me want to recreate it for those students who are alone. To let international students feel the warmth of words and help. This is what led me to develop Lucky as a chatbot, hoping that people would feel like they belonged and not be afraid.

## Process

During my conceptualization of Lucky, I thought about how to eliminate loneliness. The three pillars of my design came to mind, "humor", "interactivity", and "Avant-garde". By trying to achieve the feeling of humor, I designed several mascots for Lucky.



Image 1, photo of Lucky variations



Image 2, the prototype of Lucky.

As I searched for these UI references, I was constantly attracted by their features. In order to achieve the vision of interactivity, I wanted Lucky to respond to people kindly and interestingly. For the Avant-grade part, I took the bold step of using a simple interface to bring a clear experience to the user. As I searched for these UI references, I was constantly attracted by their features, and I was inspired by Clumsy Ninja's interface design and interaction. So I intentionally left the screen for the mascot display in the design process. Repika's chat interface also made me want to focus on the mascot and chat room UI layout.

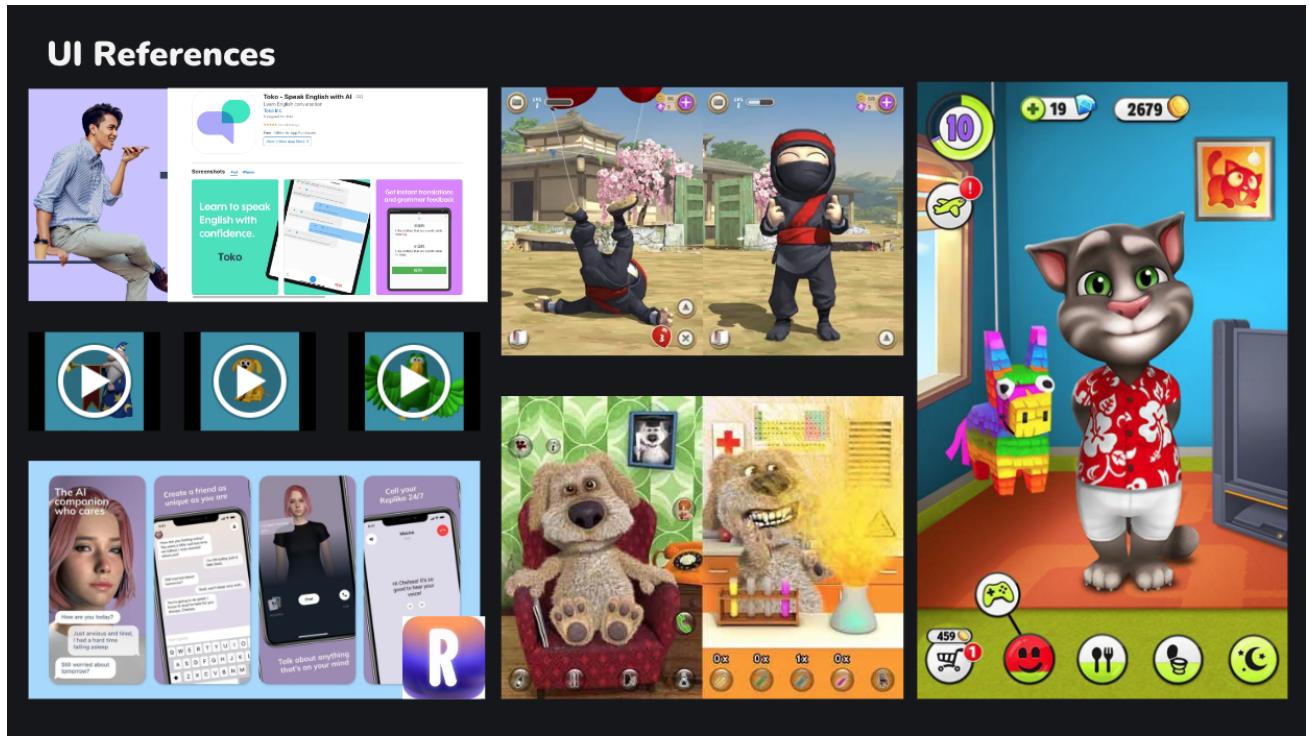


Image 3, Collection of mascot and UI references.

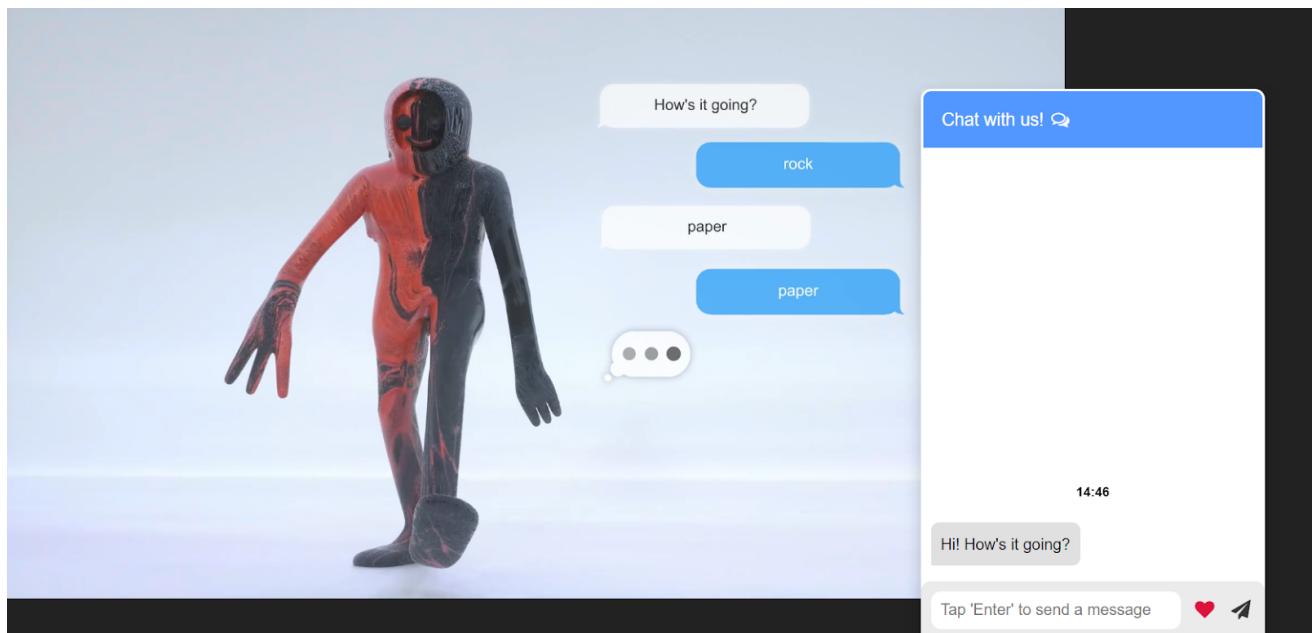


Image 4, the first edition of the chatbot user interface.

At this stage of development, I started to simplify the platform interface. Using Figma to simulate the user interface, I placed the simple icon at the bottom to enlarge the Lucky animation.

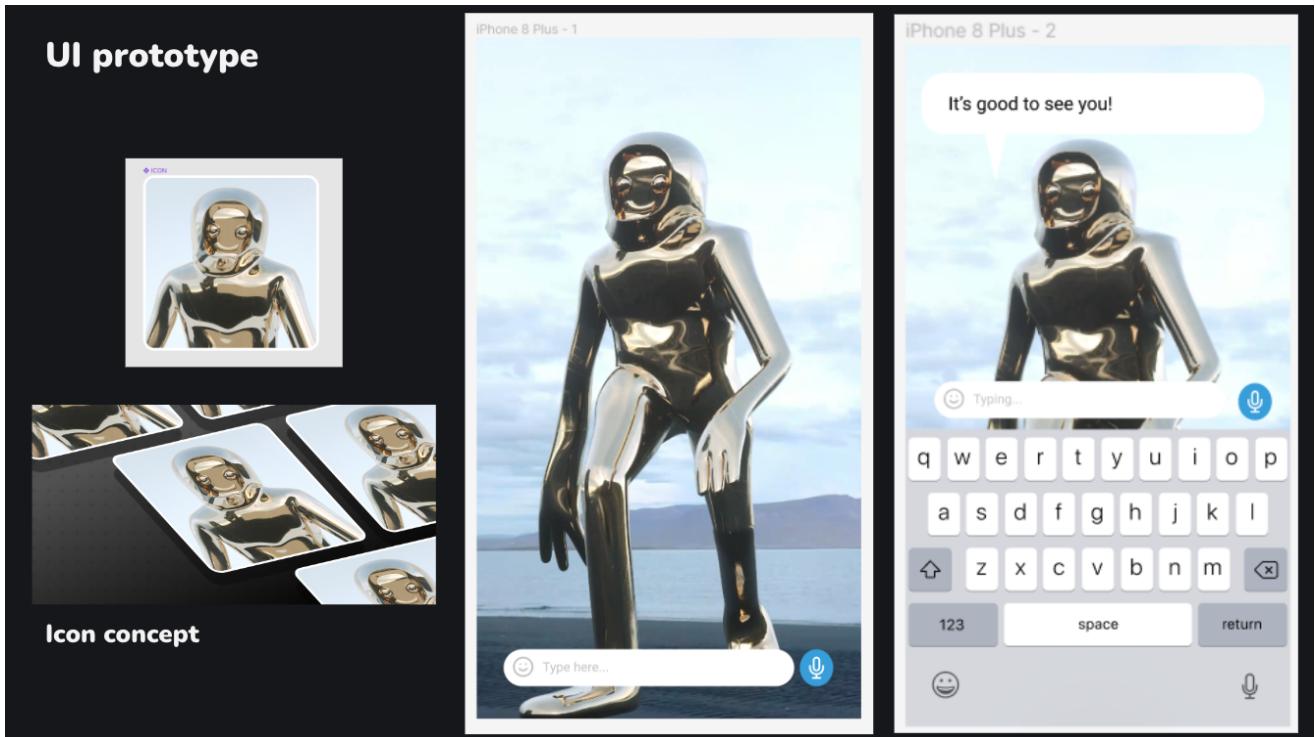


Image 5, the final edition of the Lucky application user interface.

After all the visual development, I started coding Lucky by using Javascript.

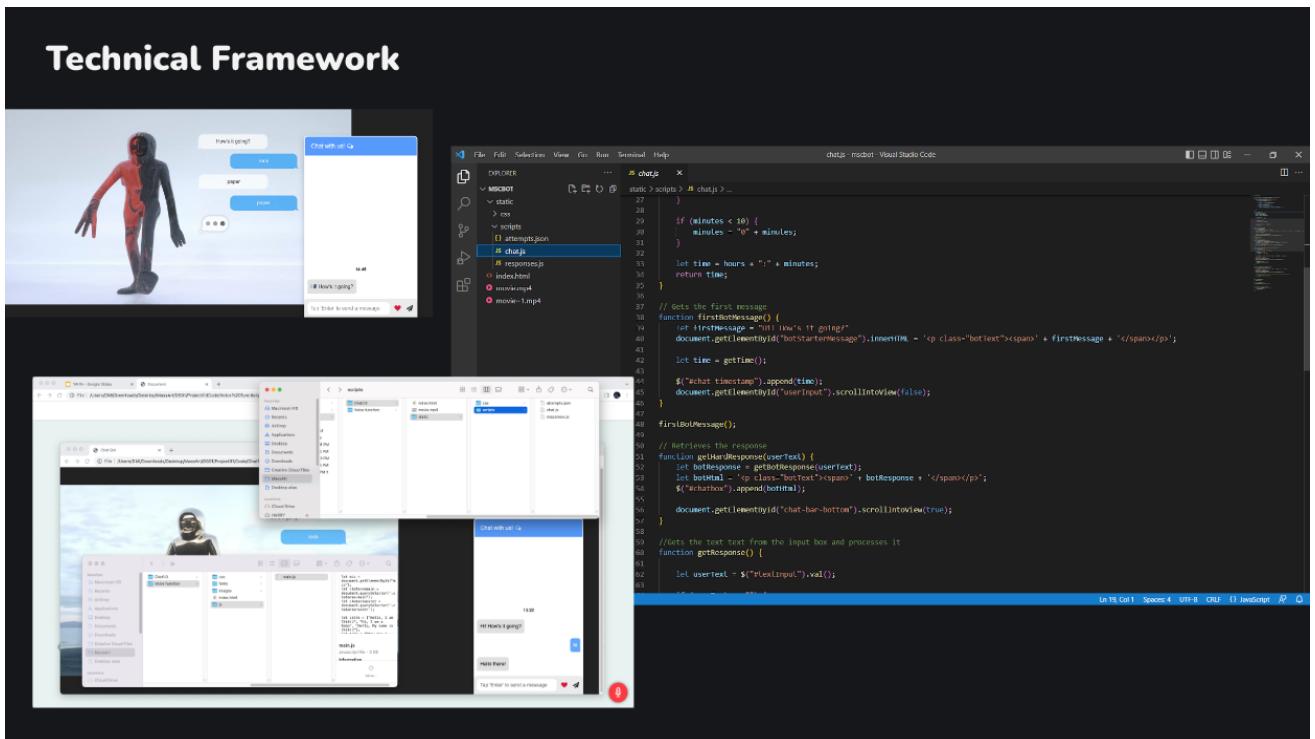


Image 6, photo of a coding session.

After listing all the forms of affection, I chose to use text to interpret my concept. My greatest challenge is considering the logic of Lucky. After visualizing the development flow chart, I built all the functions and implanted chatbot coding using Javascript. The whole process is User input, Data collection, Importing, Data deployment, Giving Output, and user feedback.

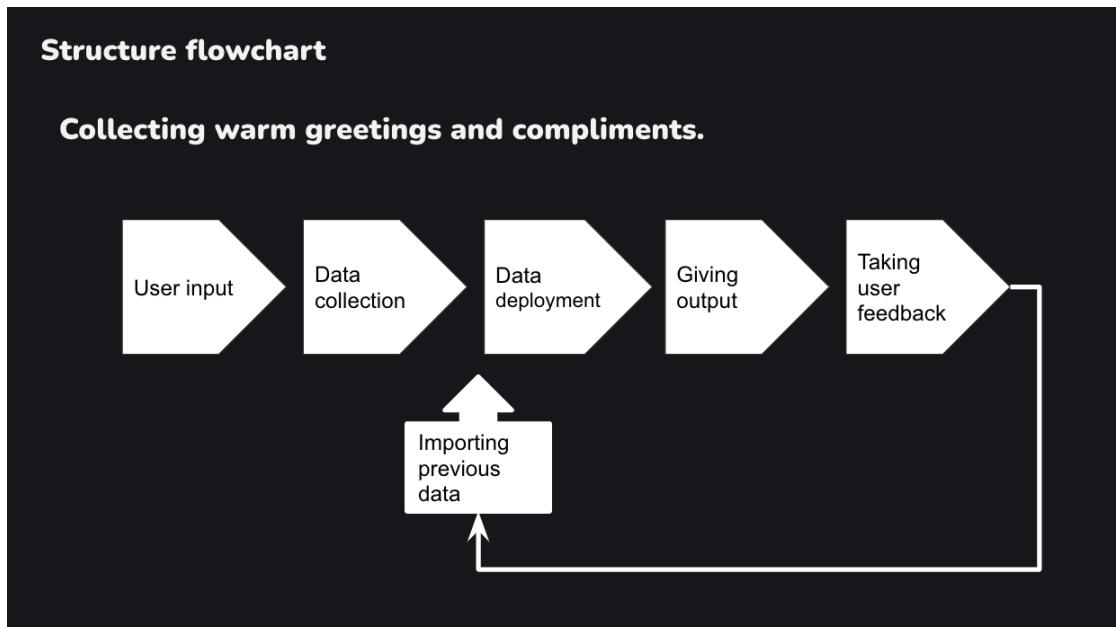


Image 7, photo of a development flow chart session.

## Conclusion

This project is an excellent exercise because I can use every piece of knowledge and technique to achieve the concept. By starting to think about making some interactive artwork. Eventually, I ended it by making a webpage platform. The whole project timeline is perfect. We have to brainstorm every week and get lots of comments from our classmates. It is such a great experience doing this project.

Video abstract examples: <https://www.youtube.com/watch?v=dauhKmCOJK0>

## References

5 Stages of Project Development

Adapted from “Thesis as Laboratory” by DMI Alum Evan Karatzas

Techniques for Developing Concepts

Adapted from “Interactive System Design” by DMI Alum Evan Karatzas

“Maslow's Hierarchy of Needs”

Nandini Srinivasan “Invisible Things” – Video & Case Study

Abraham Evensen Tena “taste, distinction, and symbolic violence” – Case Study & Video