Cognitive Walkthrough for Chat App with Sentiment Analysis

Task: Monitoring and improving communication tone through sentiment analysis.

Persona: Sarah (Team Leader at a company)

Goal: Track the sentiment of conversations and adjust communication tone based on real-time sentiment analysis.

Walkthrough Steps:

1. Start the Chat

- **Action:** Sarah opens the app and starts a conversation with a colleague.

Questions	Analysis
Will the user try to achieve the right effect?	Yes, Sarah's goal is to have a conversation and monitor her tone. She is likely to start a chat as the first step.
Will the user notice that the correct action is available?	Yes, the "Start Chat" button or icon should be clearly visible on the home screen.
Will the user associate the correct action with the effect they want to achieve?	Yes, starting a conversation aligns with Sarah's goal of receiving real-time feedback on her tone.
If the correct action is performed, will the user see that progress has been made toward their goal?	Yes, once the conversation is started, Sarah should see feedback on her messages, indicating that the chat is active.

2. Receive Live Sentiment Feedback

- **Action:** As Sarah types messages, the app provides real-time feedback on whether her tone is positive, neutral, or negative.

Questions	Analysis
Will the user try to achieve the right effect?	Yes, Sarah is aware of the sentiment analysis feature and expects feedback while chatting.
Will the user notice that the correct action is available?	Yes, the real-time feedback will be visible as she types. This could be through color coding or emoticons showing sentiment.
Will the user associate the correct action with the effect they want to achieve?	Yes, the feedback matches her goal of monitoring and adjusting her communication tone during the conversation.

Questions	Analysis
If the correct action is performed, will the user see that progress has been made toward their goal?	Yes, if she modifies her messages based on the feedback, she should see an improvement in the sentiment indicators.

3. View Sentiment Summary

- **Action:** After finishing the conversation, Sarah views the summary of her tone.

Questions	Analysis
Will the user try to achieve the right effect?	Yes, Sarah would want to know how her overall tone was during the conversation.
Will the user notice that the correct action is available?	Yes, a "View Sentiment Summary" option should be available on the chat screen or the dashboard.
Will the user associate the correct action with the effect they want to achieve?	Yes, this option will clearly present the data about the tone of the conversation.
If the correct action is performed, will the user see that progress has been made toward their goal?	Yes, she will get an analysis showing positive/neutral/negative messages, which helps her reflect on the conversation.

4. Check Mood History

- **Action:** Sarah navigates to the mood history to view past trends of her tone over the last week.

Questions	Analysis
Will the user try to achieve the right effect?	Yes, Sarah wants to assess whether her communication has been positive over time.
Will the user notice that the correct action is available?	Yes, there should be a "Mood History" section on the dashboard.
Will the user associate the correct action with the effect they want to achieve?	Yes, the history allows Sarah to track her progress in maintaining a positive tone.
If the correct action is performed, will the user see that progress has been made toward their goal?	Yes, the app will display a graph or chart showing her communication trends over time, giving her clear feedback.

5. Receive Personalized Well-Being Tips

- **Action:** Sarah receives well-being tips based on the analysis of her chat sentiment.

Questions	Analysis
Will the user try to achieve the right effect?	Yes, Sarah would want to know how to improve her mood or tone, especially if she has been negative in recent chats.
Will the user notice that the correct action is available?	Yes, the app can send notifications or prominently display well-being tips in the dashboard.
Will the user associate the correct action with the effect they want to achieve?	Yes, the well-being tips are a direct method to improve her communication and reduce stress, aligning with her goal.
If the correct action is performed, will the user see that progress has been made toward their goal?	Yes, by following the tips, Sarah should see her sentiment improve over future conversations.

6. Modify Behaviour in Future Conversations

- **Action:** In future chats, Sarah consciously tries to apply the well-being tips to maintain a neutral or positive tone.

Questions	Analysis
Will the user try to achieve the right effect?	Yes, Sarah will aim to keep her communication positive after receiving feedback and tips.
Will the user notice that the correct action is available?	Yes, Sarah will have ongoing conversations where she can apply the well-being advice.
Will the user associate the correct action with the effect they want to achieve?	Yes, keeping her tone neutral or positive is directly tied to her goal of better communication.
If the correct action is performed, will the user see that progress has been made toward their goal?	Yes, she will receive positive feedback in real-time, confirming that her behavior is improving.

Issues Identified:

1. **User might not understand real-time sentiment feedback:** If the indicators for positive/negative tones are not intuitive or clear, Sarah may struggle to associate the feedback with her communication style.
2. **Difficulty interpreting mood history:** The visual representation of mood history should be simple and informative. If the chart is too complex, Sarah may not gain valuable insights into her tone trends.
3. **Well-being tips may be ignored:** Sarah may overlook well-being tips if they are not presented at an optimal time or if they appear in an area she doesn't frequently check.