Research document

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Project: Video call system

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# Introduction

The purpose of this document is to conduct research to address the problem within the project, specifically, finding a solution for the video call system. To tackle this problem, I will formulate a primary research question and several related sub-questions. These sub-questions can be explored through interviews, internet research, prototyping, and other methods.

The challenge in this project revolves around developing a video call system within the PRAS system. This document will provide a detailed account of the steps taken to address each sub-question and the overall problem-solving process.

# Research questions

**Main question:**

**What possible solutions are there, to create a video call facility to implement in the PRAS system?**

**Sub-questions:**

The strategy and methodology can for the FHICT can be found at this link: <https://ictresearchmethods.nl/Methods> and <https://cmdmethods.nl/> .

1. **How should the video call facility work in the PRAS system?**

* **Strategy: Field**
* **Methods: Document analysis, interview**

1. **What video call systems are there?**

* **Strategy: Library, Workshop**
* **Methods: Available product analysis, Literature study, Brainstorm**

1. **Which video call system can be implemented based on the requirements?**

* **Strategy: Workshop, Stepping Stones**
* **Methods: IT architecture sketching, Prototyping, Requirements list**

1. **Which video call system benefits a better user experience?**

* **Strategy: Lab, Stepping Stones**
* **Methods: Usability test, Unit test, Persona**

# Sub-questions result

## How should the video call facility work in the PRAS system?

Currently the video call occurs on a tablet using WhatsApp. Normally the SVb employees would check the daily agenda to determine if there are any appointment scheduled. If there is, they have to look at what type of appointment it is and with who. They have to first double click on the appointment box to see all the information of the appointment. See figure 2. Due to sensitive information, I have made a wireframe and dummy data of the user interface.



Figure : Overview of the agenda.

A screenshot of a video call

Description automatically generated

Figure : Information of the appointment.

After looking at the information the SVb employee would use the company tablet to contact the retirees on WhatsApp video call. They would need to have the retiree’s information saved in order to make a WhatsApp video call.

Now SVb wants to eliminate the process of using a tablet to make to video call. They want the video call to be made through the PRAS application, which is the central hub for managing all the pension client information. The idea on how to implement the video call is to add a video call button to the appointment box, where it will contact the retiree through a video call on WhatsApp. A video call interface will appear when the video call button is clicked, and it will contact the retiree. After the video call the SVb employee can end the call on the video call interface, and it will log when the call has started and ended, as well as the date of the call. That the initial idea of how it should work.

Figure 3 display the intended design for the video call button, while Figure 4 illustrate the appearance of the video call interface. Figure 5, 6 and 7 is a step-by-step process of the video call, from initiating to concluding a video call with the retiree. It’s important to note that these are wireframed sketches, they may undergo some changes during the prototype develop phase.

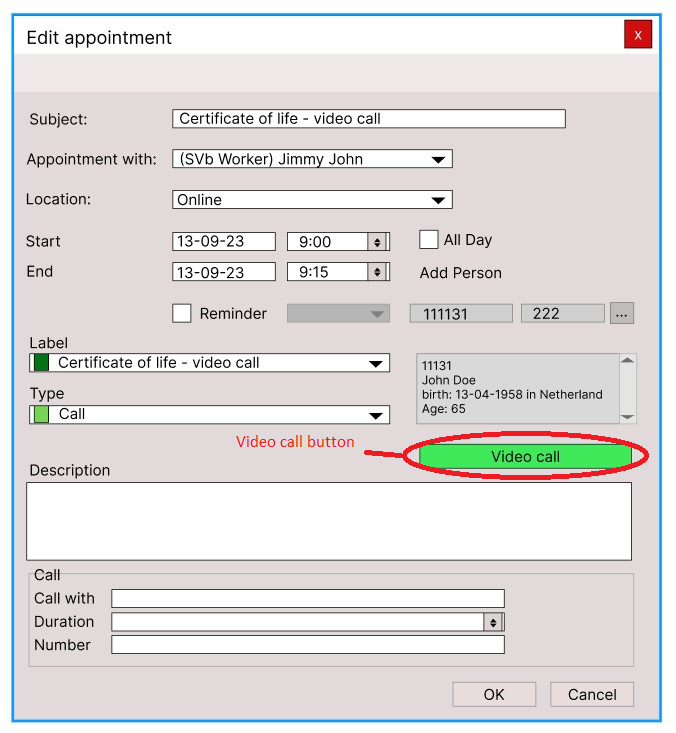


Figure : Video call button.

A screen shot of a video call

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Figure : Connecting to retiree's phone.

A screenshot of a video call

Description automatically generated

Figure : Connected to the retiree.

A cartoon of a person waving

Description automatically generated

Figure : In a video call with the retiree.

A screenshot of a computer

Description automatically generated

Figure : End video call.

## What video call system are there?

There is all sort of video call system, it depends on what type of video call system you want. There are free version of the video call system and there is paid version of it. I won’t go through all of them, but I will mention some of them based on I saw on the internet or have test it out or have used them before.

**The paid version of the video call system is:**

* **Vonage meeting API**

**The free version of the video call system is:**

* **Zoom**
* You can download the app, or you can use the browser-based video call.
* You have to create an account to host the meeting.
* You have to download the zoom on your mobile phone to join the call.
* Can join the call through invite link.
* Host have to admit the guess to join.
* A bit easy to use, once you get the know what to do as a host and a guess.
* **WhatsApp**
* You can use the web version on desktop.
* You need to download the app on mobile.
* The web version last for only 14 days, after that you need to relog it with the mobile app.
* WhatsApp account can be connected at max to 5 devices.
* Everyone has it.
* **Skype**
* You can use skype without creating an account.
* Invite to call with link.
* You need to download the app on mobile to use skype.
* Easy to use and understandable.
* Track how long the call is.
* **Microsoft teams**
* **Jitsi**
* **Talky**
* **JumpChat**
* **WebRoom**

## Which video call system can be implemented based on the requirements?

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## Which video call system benefits a better user experience?

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# Conclusion to the main questions