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 daily 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 WhatApp video call. They would need to have the retiree’s information saved in WhatsApp to make a 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 for the first solution.

In figure 3 is how the video call button should be. In figure 4 is how the video call interface looks like. Figure 5, 6 and 7 is how the process would go in a video call. From getting in contact with the retiree and talking to them, to end the call. Reminder, these are wireframed sketch, they might be subject to change when creating the prototype solution.

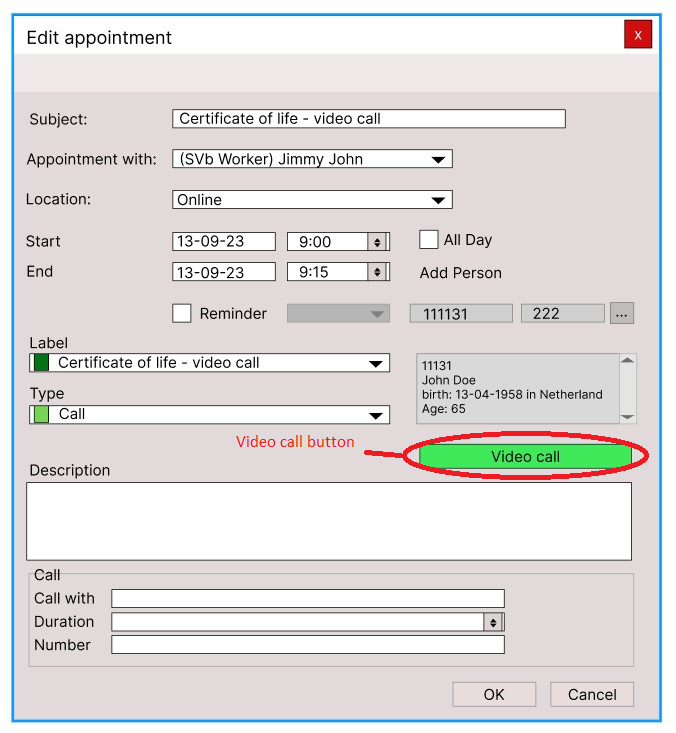


Figure : Video call button

## What video call system are there?

There is a couple of good video call system that uses the vb.net programming language and then there is some that are too outdated. Like I was one that uses skype video call on vb.net, which is very old and I don’t even know if people even uses skype anymore.

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

d

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

d

# Conclusion to the main questions