Research document

# 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:**

1. **How should the video call facility work in the PRAS system?**
2. **What video call systems are there?**
3. **Which video call system can be implemented based on the requirements?**
4. **Which video call system benefits a better user experience?**

# Sub-questions result

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

Currently the video call takes place on a tablet, through a WhatsApp video call. Normally the SVb employees would look at the agenda for today to see if there is any appointment. 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, here is the wireframe and dummy data of how it looks like.



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 the SVb wants to eliminate the part of using the tablet to make to video call. They want the video call to be made through the PRAS application. The PRAS application is where they manage all the pension client’s information. The idea on how to implement the video call is to add a call button to the appointment box, where it will video call the retiree on WhatsApp. A video call will appear when the video call button is clicked, and it will call the retiree. After the video call the SVb employee can end the call on the video call, and it will log when the call has started and ended. At what time and date the call has started and ended. That the main idea of how it should work for the first solution.

## 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.

* 1. **Which video call system can be implemented based on the requirements?**
  2. **Which video call system benefits a better user experience?**

# Conclusion to the main questions