

Assignment #2B: Contextual Inquiry

Utkarsha Nerkar
Sanaz Saadatifar
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1. Reflecting On and Summarizing the Experience

We started the overall process by deciding who should we interview. Identifying the users and target audience was the key issue that affected our decision on selecting participants. Although FaceTime is only dedicated to APPLE users, we wanted to broaden our user inputs. Therefore we interviewed 4 people in total consisting of 2 experienced Apple users and 1 first-time FaceTime user and 1 completely new user. We relied on snowball sampling to find participants. We created a consent form and asked for participants' permission for video or audio recordings. We used ZOOM for video recording purposes. We asked participants different questions at the beginning and at the end, however, one of the most insightful processes of the interview was the time when interviewees were asked to show us step by step how he/she makes a FaceTime call. Since we interviewed 4 people, we could not collect enough input from a diverse group of users with different backgrounds, which can be better stressed in future interviews.

We realized that the users had a bias about Apple products and the experience prior to the interview process. Pro-Apple users refused to acknowledge the inconvenience faced while Anti-Apple users heavily criticized the user experience. We tried our best to avoid biased user opinions by encouraging them to explore different features of the application and avoided asking rhetorical questions to get honest actionable information. Observing the user experience through contextual inquiry helped us gain insights that the users would not mention all by themselves however, we received mixed opinions on what is a good/preferred user experience. Going forward we would like to expand our user base and recruit participants that do not have a bias toward the application based on their liking for Apple products. A key insight discovered through this process was that the user opinions differed based on the different use cases for which the application is used. Participants using the application for personal calls had different needs than those who use it for professional purposes. We would also consider recruiting participants based on their use case while interviewing the next time.

2. Summary of Key Insights from the Interviews

Generally, interviewees made both positive and negative comments about the FaceTime app. Almost all of the interviewees were highly satisfied with the quality of the FaceTime video call, especially in comparison with other video calling apps such as WhatsApp. However, some of the key negative points that pave the way for further developments are mentioned below:

- **Converting a video call to a voice call does not happen completely.** P1 and P2 mentioned that whenever they want to switch from a video call to a voice call, only their videos are paused, and they are not completely switched to a voice call which is not comfortable especially if the wifi connection is lost.
- **There's no menu option or settings option.** P3 and P4 mentioned the absence of a menu/settings option is inconvenient since they don't know where they could personalize the app features or explore new features. Additionally, P4 believes that it's good to have the features displayed at the bottom of the screen than at the top.
- **The FaceTime link to share a call with others does not have a password.** P1 stated that although he liked the option of sharing FaceTime links with others, he is not fully comfortable with that since links can leak and he would like to have a link passcode similar to Zoom to increase the safety of using it.
- **Chat option limited to iMessage instead of FaceTime built-in chat while on call.** P1, P3, and P4 mentioned that they would like to have FaceTime live chat while they have the other person's video in the background. In this way, they would not need to switch to iMessage.
- **The FaceTime screen share option does not allow users to select a specific screen to share.** P2 and P3 declared that in case there are multiple apps open on their phone and they only want to share the screen of a specific app, FaceTime doesn't allow them to do so. They had to share whatever they had in the background, though they would want to be more selective about that.
- **Some UI enhancements are required.** P2 mentioned that UI has some redundancies that cause confusion such as having the video or voice call icon used multiple times on a single screen, or the edit button only allowing to delete, etc.
- **Scheduling of a call is not present.** P3 mentioned the absence of scheduling a call feature that is generally present in Zoom and Google Meet-like applications.
- **Receiving an incoming call is at times a two-step process.** P1 and P4 noticed that receiving an incoming call is at times a two-step process that is not intuitive enough. When an incoming call is received as a notification with a green icon to receive the call and a red icon to reject the call, they are taken to the application screen after clicking the green button and are asked to join the call by clicking another button. This might be confusing the user for a few seconds before picking up the call.
- **The camera switches off upon screen share and does not turn back on after ending the screen share.** P4 believes that it would be a good idea to automate the camera switch in sync with the screen share.
- **The camera screen view does not change from one person to another.** P4 would like to be able to select a speaker mode as that of in Zoom video meetings.

3. Interview Notes

Participant #1

Note Number	Note	User Profile
P1-1	I don't know if it's a bug, sometimes my friends say they are calling you but I don't see that someone is facetimeing me. specially converting phone calls to FaceTime video call	P1
P1-2	Overall it's pretty good. the quality of service is good.	FaceTime experience level experienced
P1-3	I don't use a lot of features. Just the video call itself for calling people and seeing their face not just their voice	used device apple iPhone
P1-4	I use WhatsApp as my family and some of my friends use it. That the main way. some of my friends call me using telegram that's better than WhatsApp actually. WhatsApp is the worse in terms of quality of call and its picture is pixelated	Link to the recording: https://cmu.zoom.us/j/6089722222?pwd=MTZkdjVlYUJlMmRlZWdFOWwvLWtScDZkdzBld0kucy9kbGpvc0o0PQ==&start=1662955959000
P1-5	In the US it is very common to have an apple device. But outside the US, I don't know	Role Optics scientist
P1-6	The UI is user friendly and easy to use.	Organization AEVA
P1-7	I like using the screen share option but I wasn't fully aware of it in FaceTime. it was interesting.	Demographic:
P1-8	I have problems from switching FaceTime to voice call. it's not actually phone call it's just FaceTime with that video. if I lose my Wi-Fi access it's a problem then. (see figure1)	Gender male
P1-9	it has the ability to add people that is good	Age 27
P1-10	I can send people links so one thing zoom has is this password. The link can leak and people can have access to my FaceTime call and I'm not comfortable with that without having a password to share my FaceTime link. (see figure 2)	Interview time and date 9/11/2022 11:30 PM
P1-11	if you can chat while your picture is on the screen that's also good	



figure 1. Problem switching from video call to voice call

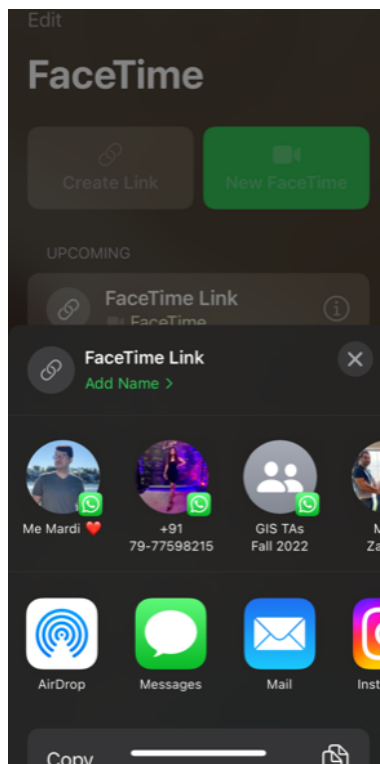


figure 2. FaceTime link sharing without passcode

Participant #2

Note Number	Note	User Profile	
P2-1	I use WhatsApp without call mostly. I have used Instagram video call sometimes. I use WhatsApp because it's a lifestyle now most people are on WhatsApp.	P2	
P2-2	I use FaceTime once. quality of video call on FaceTime is far better than other apps.	FaceTime experience level	first-time user
P2-3	The UI is minimalistic and I can't see the history of my calls. (see figure 3)	used apple device	iPad
P2-4	no lag in using filters and it has high quality features. (see figure 4)	Link to the recording:	https://drive.google.com/drive/u/1/folders/1jLr-E-eYDINmhTuF2PEeN8ln3rEX2B8
P2-5	while I share screen I cannot choose a specific screen to share.	Role	fitness trainer
P2-6	No context on what is silence join requests	Organization	N/A
P2-7	couldn't receive a FaceTime call.	Demographic:	
P2-8	I got confused experiencing taking a FaceTime call.	Gender	Male
P2-9	edit button only allows to delete there are some redundancies in calling options.	Age	24
P2-10	the UX for voice call is confusing	Interview time and date	9/11/2022 9:00 PM
P2-11	switching from video to voice is not smooth		
P2-12	I don't mind messaging from iMessage, though I have to make extra effort to message other people while I'm on call.		
P2-13	I don't expect a live chat		



Figure 3. History of calls is shown in the FaceTime UI



Figure 4. High quality filters and features.

Participant #3

Note Number	Note	User Profile	
P3-1	Knows that FaceTime is used for video calls by iPhone users	FaceTime experience level	new user
P3-2	Looks like other apps, explored the edit menu and other features on the call	used apple device	iPhone
P3-3	Mentioned that scheduling a call option is not present (can't schedule a meeting unlike other video calling apps like Zoom)	Link to the recording:	N/A
P3-4	Noticed that there is no menu option, no settings option to adjust the settings for call	Role	Student
P3-5	There should be a live chat, doesn't want to change the app for messaging i.e. doesn't prefer going through iMessage for live chat	Organization	Carnegie Mellon University
P3-6	Believes that FaceTime can't be used in a professional context, instead can only use it for personal calls	Demographic:	
P3-7	Doesn't understand the color scheme while adding a user to the call (see Figure5)	Gender	Male
P3-8	Cannot share a specific screen instead the app shares everything thats on the phone screen	Age	24
		Interview time and date	09/12/2022 4:00 PM

Participant #4

Note Number	Note	User Profile	
P4-1	The first FaceTime call traces back to 2016 when the user used it for a family call, as whatsapp video call were not available at the time. Used faceTime because it is free.	FaceTime experience level	existing user
P4-2	Uses facetime to catch up with people (iOS users). Believes that FaceTime has a better user experience on iPad. Prefers to use FaceTime on a bigger screen like iPad than an iPhone	used apple device	iPhone
P4-3	Also uses Whatsapp and Google Meet for video calling occasionally. Prefers FaceTime for 1:1 calls on a bigger screen(with people who have apple products). Whatsapp on the phone and Google Meet for group calls. Haven't used Facetime for group calls since not everyone has an iOS device.	Link to the recording:	N/A
P4-4	Had to use a two-step process to join a receiving call i.e. received an incoming call by clicking the green button but had to join the call again by clicking the join button which isnt intuitive enough for new users.	Role	Student
P4-5	The camera shut down when sharing the screen and the camera does not turn on by itself after ending the screen share. Prefers to have the camera turned on by itself after the screen sharing has stopped (See Figure6)	Organization	Carnegie Mellon University
P4-6	Real-time live chat is good to have. Would not like to mix live call chat with the iMessages because of the change of context.	Demographic:	
P4-7	Cannot enlarge self-view unlike Whatsapp. Wants the functionality to switch the screen view as it does on whatsapp	Gender	Male
P4-8	Would prefer not to have every call logged into the phone app. The phone app should log phone calls and the facetime app should log facetime calls.	Age	23
P4-9	Have used Facetime only for video calling. Haven't explored other features of FaceTime	Interview time and date	09/12/2022 5:00 PM

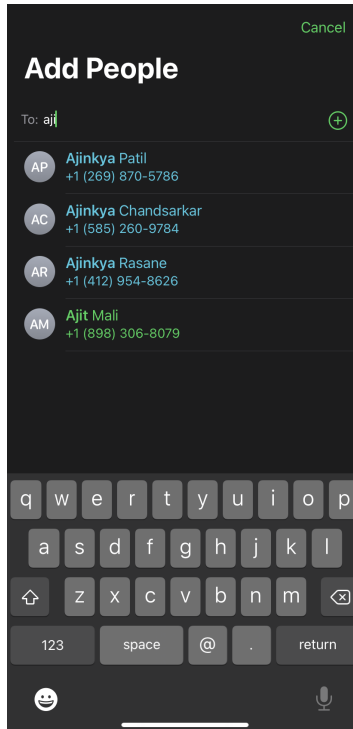


Figure 5. Not understandable color scheme while adding a user to the call

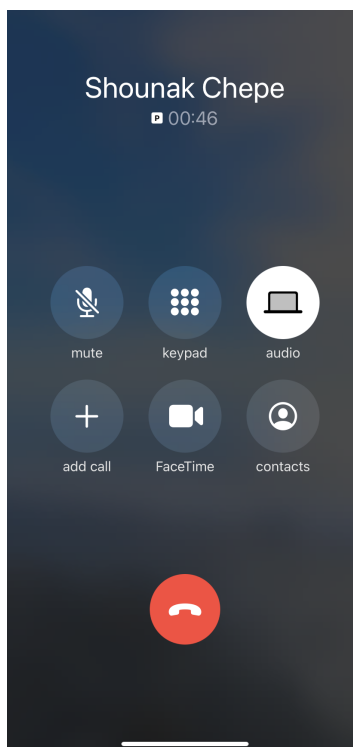


Figure 6. It is preferref to have the camera turned on by itself after the screen sharing has stopped