# Critique for Design Task 6

I found the wireframe workflow to be straightforward, however I am not sure if the design of the interface screen shown in the flow is spanning across both or just one of the lens.

It seemed that the smart glasses is heavily dependent on speech commands instead of using the ring mouse. I see that the speech commands are used to address User Needs #2. However, this of concern to me because as mentioned in the question, speech recognition has an error rate of around 5%. This mean that user's speech command can be misinterpreted or not understood by the smart glasses occasionally. Hence, you might want to consider adding a recovery mechanism either via speech and/or the ring mouse during the Figma prototyping stage.
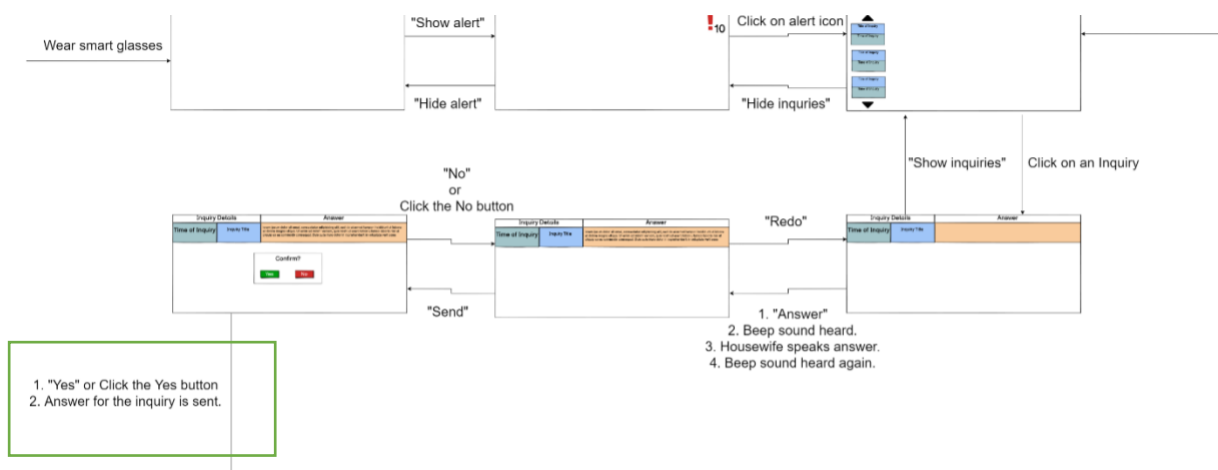
I would like to bring attention to the boxed up area as well. It seemed that after user sends a message, the smart glasses automatically returns to the Inquiry screen with no indication of whether the message has being sent successfully. In a regular messaging application, there will always be a clear indication of whether messages have been sent successfully which assures users. Hence, as a user of the smart glasses, I could feel uneasy without such an indication especially since it is concerning my business.

I see that you have changed the icon for unread inquiries from the chat icon in the sketches to an alert icon in the wireframe, an alert icon may not be applicable since it is not used to represent anything urgent or of particular importance. I would think that a chat icon is more

relatable and applicable. The term Answer has been used to indicate user's reply. While it does not confuse me, terms such as reply or your message might be better as they have a clearer meaning to it.

You have chosen to use the Inquiry screen with inquires displayed on the far left instead placing it at the top and that is really good, displaying the inquiries at the side is similar to how messaging applications display messages which is a layout more familiar to users.

Lastly, on the Answer screen, it is unnatural to me that the Inquiry and the Answer sections are displayed side by side. This might be an attempt to address User Needs #3 where the empty space at the bottom of the glasses allow users to look their surroundings. You might want to consider how the Inquiry screen can look like spanning across both lens.

Overall, this is an interesting product and I think that it is great that the workflow is simple and straightforward with some details that can be improved upon.