HCI HW3 by Team 2

Po-yih Lee(pl497@cornell.edu)
Zhigang Wang(zw344@cornll.edu)

1. Title

Making the Traveling Information Ubiqutous

2. Value proposition

Deliver ubiquitous traveling information to backpackers/travellers by using wearable smart glass.

3. Problem and solution overview

Travelers use location-based services like FourSquare and TripAdvsior to access tips, history, and events. With smart glass (Google Glass/Hololens/Eyewear) technologies becoming mainstream, Exploera will provide a novel location-based platform by using AR technology for travelers to explore nearby area and share information easily with their smart glasses.

3. Team member's name

Po-Yih Lee   pl497@cornell.edu
Zhigang Wang zw344@cornell.edu

4. Contextual inquiry customers

Customer 1:

- **Name**: Mr. Kobayashi

- **Background**: He is about 40 years old, came from Tokyo with his colleagues. Here for business purpose. It's the fourth times visiting New York. He will leave NYC the day after tomorrow.
- **Environment:** We meet them on the street in front of Chelsea Market.
- **Description:** We meet them in the Chelsea Market area since they are looking at the map to find the direction to the Highline.
- **Role:** We companied with them walking to the destination and interviewed them in the way.

Customer 2:

- **Name**: Mr. & Mrs. Boaz
- **Background**: About 50 years old. Came from Israel for business purpose, travelling with his wife. They are leaving NYC on the day we met.
- **Environment**: A Thai restaurant in 8th Ave.
- **Description**: We met this israel couple when we are having dinner at a Thai restaurant, they sat next to us and were talking about their travel plans. We had a pleasant conversation about the fun stories happened in their journey and our project.
Role: we play as an interviewer and asked them related questions.

-

Customer 3:

- **Name**: Miss Lindsey
- **Background**: 26 years old. Living in Chicago. Backpack travel 4-5 times per year. About to find a coffee shop to meet her friend.
- **Environment**: Intersection nearby Chelsea Hostel.
- **Description**: We were about to do some investigations in the Chelsea Hostel at 20th Street, between 7th and 8th Ave. We met this young lady carring a large backpack and walking alone on the street near the hostel. She is our perfect target user in this scenario.
- **Role:** We had a small chat at the intersection and asked related questions as an interviewer.

5. Contextual inquiry results

After interviewed three groups of target users, we realized there are three main tasks they want to ahcieve.

For the first customer, they want to figure out the direction to the High Line. He was using map and guide book as his tool to achieve the task. We walked them to High Line, so we are their solution to achieve this task. They are Japanese, with reluctant attitude, have little confidence in Speaking English to ask for the direction. Therefore, they tended to look up the direction by themselves. They may be not have internet connection, so they only can rely on the paper-copied of the map.

For the second customer, Since it's the last day of the business trip, they were willing to have some fun in a relaxed mood. They were sitting in the restaurant and surfing online with their smart phone to looking for occurent fun events at that night. They are senior couple buf familiar with new technologies. They want to find event which is suitable for their age and favored like live band in the park. They have no problem to communicate with people by speaking English. However, they prefer to find the fun event to go by themsleves instead of aking other people even it's easy to know the occurent events by asking poeple who are actived nearby.

For the third customer, she lives in Chicago and planned to catch the flight back to Chicago on that day while the flight got cancalled accidently. She has checked out the Hotel and had no idea what she is going to do in the City. So she looked up for a hostel in Yelp and was going to find some companions in the hostel and travel in the City with her new friends. She loves to recieve and share her exprienece about the area with other travelers in the hostel (actually, she recommended the famous coffee shop in next two blocks to us whiling the interview) She usually find companions by having a conversatoin with them in advance. She was more familiar with the person who had had a conversation before. She didn't mind to travel with some people

she just met, but she prefered there are one or two people she is familiar with in the traveling group.

In conclusion, here are three different tasks our target users want to acheive while they are travelling, finding a place, looking for events and searching for potential companions. When forigners are trying to find a place, they are reluctant to seek for the help from others due to the laguage barrier. When couples are looking for fun events they are reluctant to ask others for information. When backpakers are searching for companions they prefer knowing the companion's personalities in advance. There is one common thing in the three scenarios, they would love to have an application which can provide

6. New and existing tasks

Existing Task1: Use the Map to find a location.
New Task1: Find the direction without asking people by using protable devices given their languague barrier and no internet accessibility.
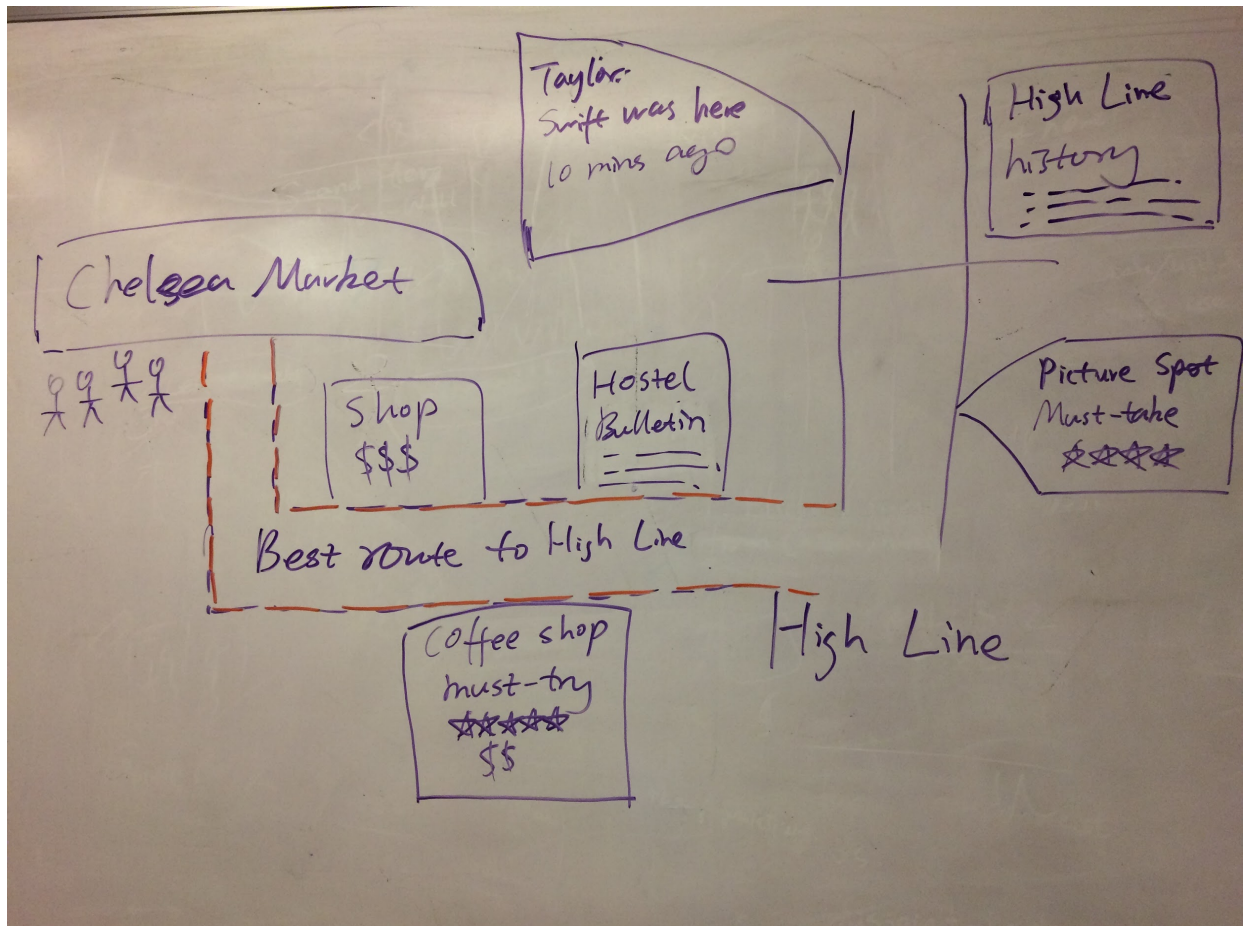
Existing Task2: Use the platform to look up for occurent fun events.
New Task2: Find the fun events which suitable their preference and age by themsevles without asking people nearby.
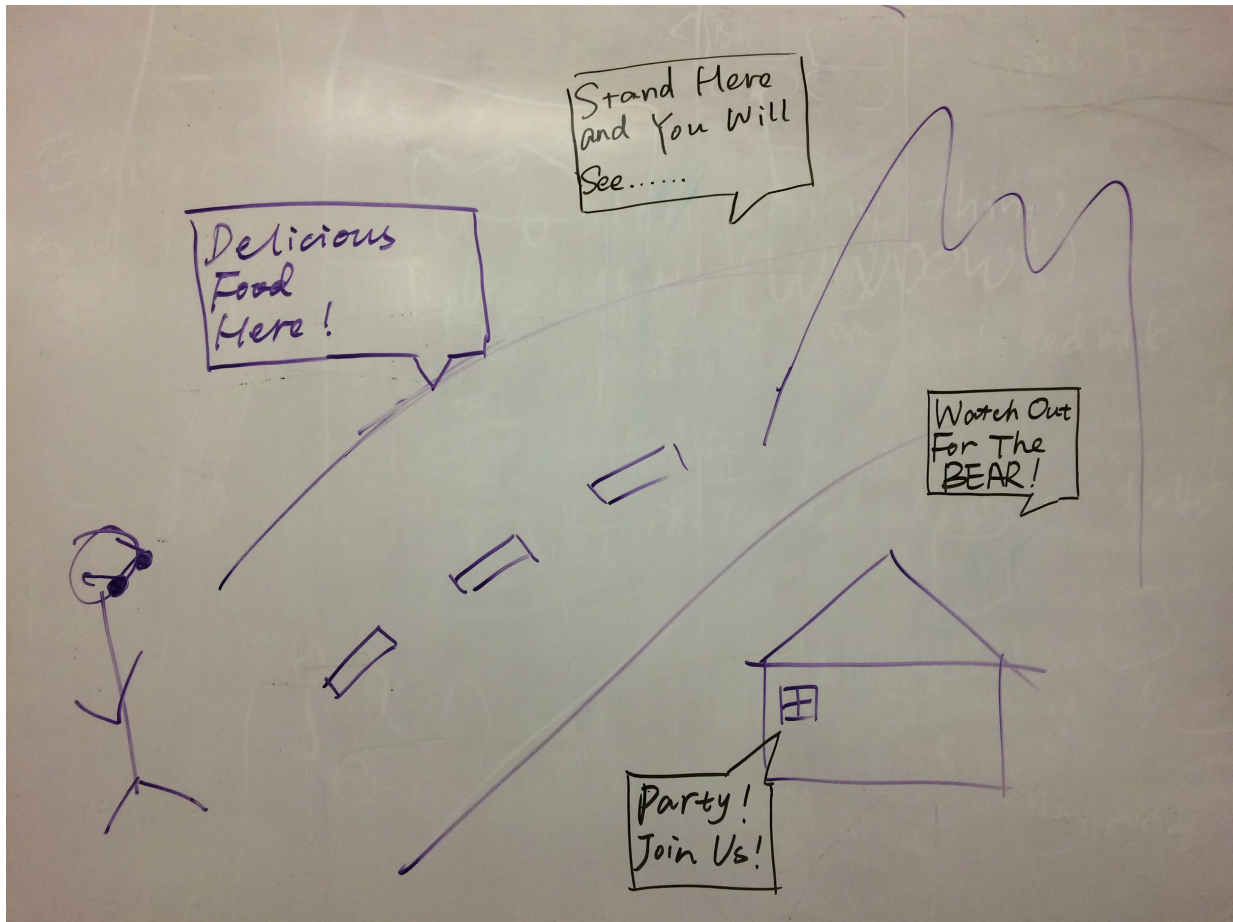
Existing Task3: Use hostel bulletin to find companion.
New Task3: Use smart glasses showing real-time, useful travelling information to explore a new environment.
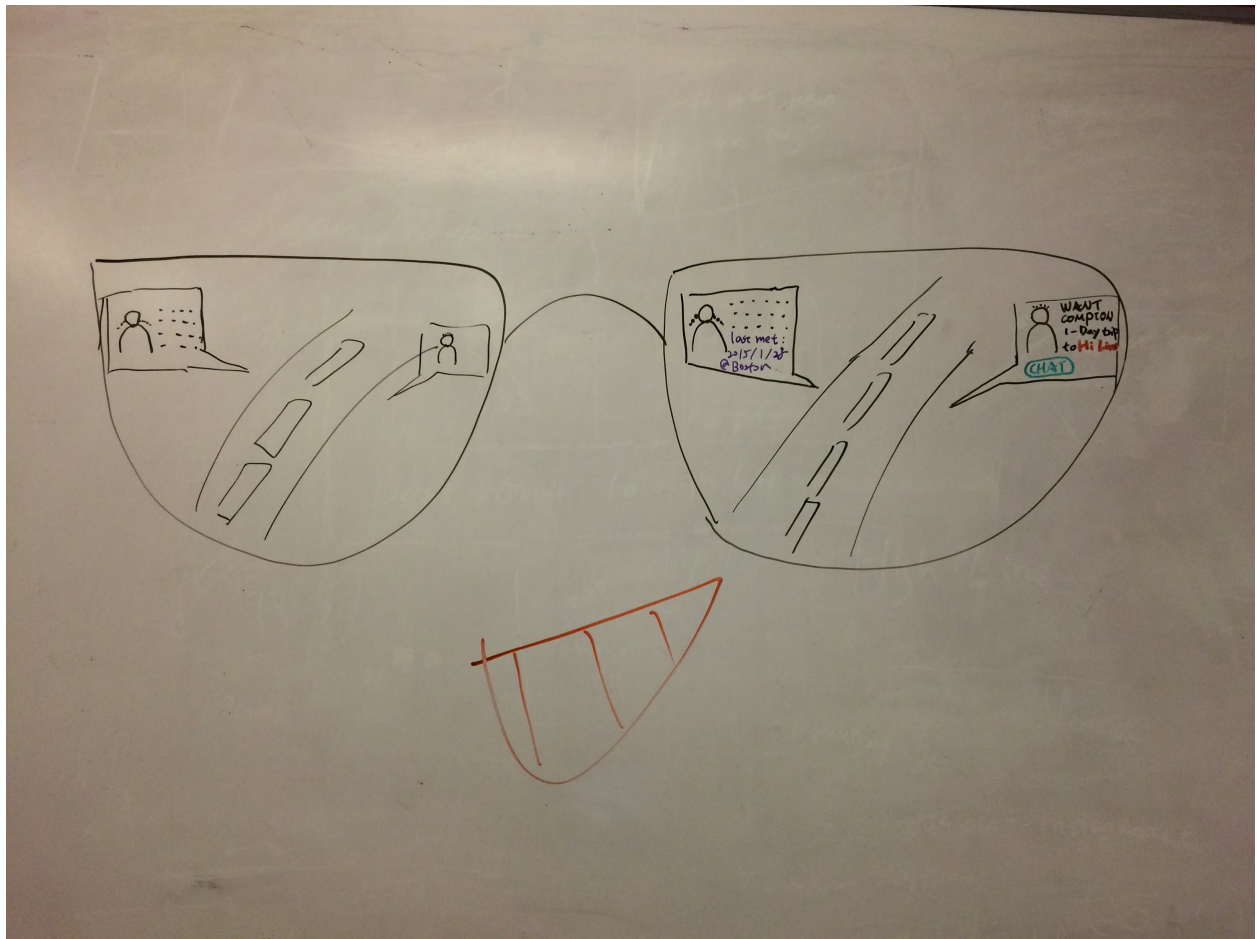
7. Sketches

A direction map enables user to find the destinations easily, meanwhile the user is able to get a glimpse of the shops/restaurants along the optimal way.

A map integrated with real time information provided by the other users. With the glass you can check out those information easily.

Use the glasses to look for appropriate companions, the user can directly have a chat with potential companions nearby and know what's the last time they met.