Issues	Solution
1. If a user has a bad call, they are likely to leave a negative review 2. The big end call button tempting to touch 3. With a kid Denying a call 4. The kid cannot do much	1. smiley face and check box do you want to take survey, then ask about parts of the program 2. Have it confirm to the end call 3. Have it confirm you want to deny the call 4. kid can tap button/book and it would highlight button/book for adult

Appendix 1:

Overall, we found that our model was quite easy for users to understand and use. There were a few problems as listed in the table above. There are a couple easy fixes that can be made. These include the end call and deny buttons, which we fixed by having the user confirm their choice. The first problem is the hardest to find a solution for. While we empathize with a user having an emotionally draining call, as workers on this project we need to know if our technology is not working or the user is having a difficult day.