User Scenarios

User scenario lets you get in the head of the user

Research regarding user scenarios: <https://www.youtube.com/watch?v=6X4m8FFUMHQ>

* The User – Background info about user (persona)?
* Goals – What are they trying to achieve?
* Motivations – Why do they want to achieve it?
* External Factors – Influence on what they are trying to do

Example: Buying plane tickets online

* Navigates to home screen – in hurry, using mobile phone
* Search – be able to filter by cheapest
* Compare options – how much money he can save, how many flights, cost of flights
* Chooses cost effective option – savings, refund options, terms and conditions
* Pay/Checkout – payment options, providers

GLADiator Summary

GLADiator is for people who experience depression episodes. Since they can happen at any time, an immediate psychiatric treatment may not be available. GLADiator allows users to speak to the program and it will detect, by vocal tone, the mood of the “patient.” It will then provide some sort of message to the user depending on their mood: joke, inspirational quote, contact list, etc. This simple mood swing detector is used to cheer people up or give them help they need, when these immediate depression episodes occur.

GLADiator User Scenario

* Bob experiences depression episodes and wants a form of treatment that is simpler than anti-depressants and psychiatric treatment. He decides to use GLADiator because he can log in on his phone, chat to it, and it will be able to send him messages that can help him.
* Bob logs into GLADiator using Google account – wants to login easily, be able to access account on different devices
* As a new user, Bob will enter user information – this will include a contacts list, that can be prompted to him if he needs someone to call
* Bob is prompted to start session when he is ready – does not feel rushed, program is not always listening (must press record button, will not be listening in standby)
* Bob will be asked questions from GLADiator – program will not ask same questions in one session, program will not respond but Bob will be able to talk about his feelings
* Bob receives a joke to cheer him up – respond will be different if his mood is different, program will send contact list/motivational phrases/etc if Bob is depressed, if Bob is angry it will send breathing exercises/ask if he wants to vent, responses will never be the same
* Bob can view history – shows time, date, mood