

USER RESEARCH REPORT ON VUI (THERMOSTAT)

Executive summary :

We have determined and analyzed our existing product and defined our design challenge and started with the user research process. User research process started with creating questionnaires for one on one interviews with the target users. Since we have conducted interviews with three category target users like absolute new to voice user interface, little familiar on voice user interface, frequent usage of voice user interface, since different target users have different valuable information on the product, which information reveals through the interview process.

User Interview questions and answers :

- 1. Which kind of thermostat do you have at your home? What are the different problems are you facing while using it? Do you think any additional specifications are on your existing thermostat?**

Currently we are using a very old model thermostat for our home. We used to operate it manually and when we are working in the kitchen or we do have office work at home since it's very hard to always use it manually. We do have specifications on our thermostat that we can operate virtually since we put less effort on while using it.

- 2. Does your thermostat function well and are you able to operate it successfully? If not please can you elaborate more about it's problems? What do you think, If you have an opportunity to fix those problems then how can you fix those problems to use it happily?**

Our thermostat has very limited functions, so we are unable to set our thermostat into different modes. If we would like to schedule our thermostat as per our required date and time as per according to set up fan and temperature. So we would like our thermostat to have different temperature and fan as well as scheduling modes according to our desired requirements.

- 3. Do you have an idea about Voice User Interface applications? Do you know how to operate it? If not then how would you be likely to know more about it?**

I am not too much of a user on voice controlled operating applications. Because I don't know how to use it. But I heard voice user interface applications are very easy to use

and they are very easy to use. If I have an option to learn how to operate voice user interface applications, I will definitely learn and be happy to explore the new options.

4. How big is your house and does every room have a thermostat? How do you manage temperature (Heat) in every room? Is this easy to use?

Our house is big and it includes a living room, four bed rooms, kitchen and every room has a thermostat and we do have preferences for every room. Since a couple of bed rooms are usually used rooms and a couple of them are rare usage rooms since we keep them as guest rooms.

Since In Every room has a specification of the temperature. Usaging rooms always need to be warm in the winter. We are always operating it manually since, in the busy working times it feels too hard to use it. We always wish to have a thermostat that can operate it virtually.

5. Would you like to travel? How often do you plan a trip? When you are on trip, how would you manage your thermostat at your home?

I always like to travel to new places around the world. Usually we plan a trip every three months or six months for two weeks or a month. Since we prefer to set up our thermostat for the initial temperature that is enough to warm the room. But every season there is variation in the weather since we have to adjust our thermostat as per the weather while we are on vacation. So we do prefer our thermostat that has the feature that we can operate it manually since we can enjoy vacation more happily without worrying about the house.

6. Are you married? How many kids do you have? How would you likely manage your thermostat with kids? Do you have any concerns on your existing thermostat?

I am married and I have three kids, two sons and one daughter. It's always to engage kids every time. Sometimes kids don't know how to operate the applications or the appliances in the home. Likewise at the home our kids don't know how to operate the thermostat, simply they press the buttons. Since I was always worried about the kids. Also I do prefer that my thermostat has a feature to lock the thermostat once I have set up a different mode for the room.

User pain points and findings on the user research process :

Once done with the user interview process, we started to determine the analysis on the recorded material as well noted observations during the interview process. Because of the different category target users we got a lot of valuable information then we analyzed our research result and noted down key user pain points below.

1. Users work hard to operate the existing thermostat.
2. Users would like more features for their home operations.
3. Users did not find their favourite mode to operate the app.
4. Users like to have more priority options for the app.
5. Users would like to have more operating settings for their required day.