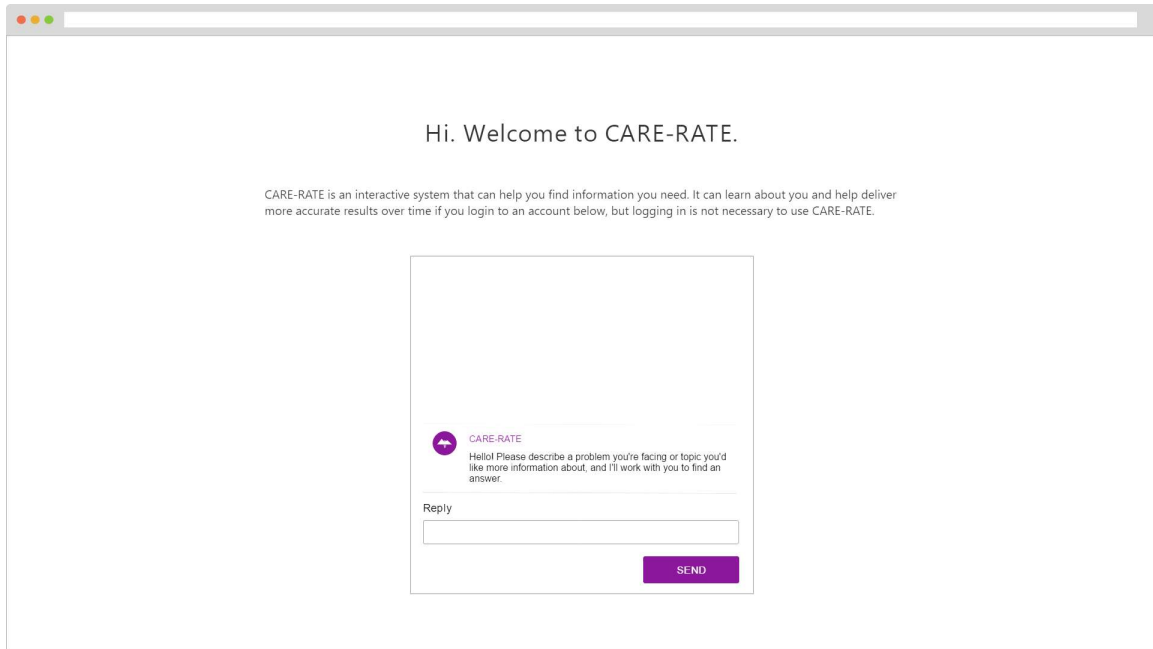


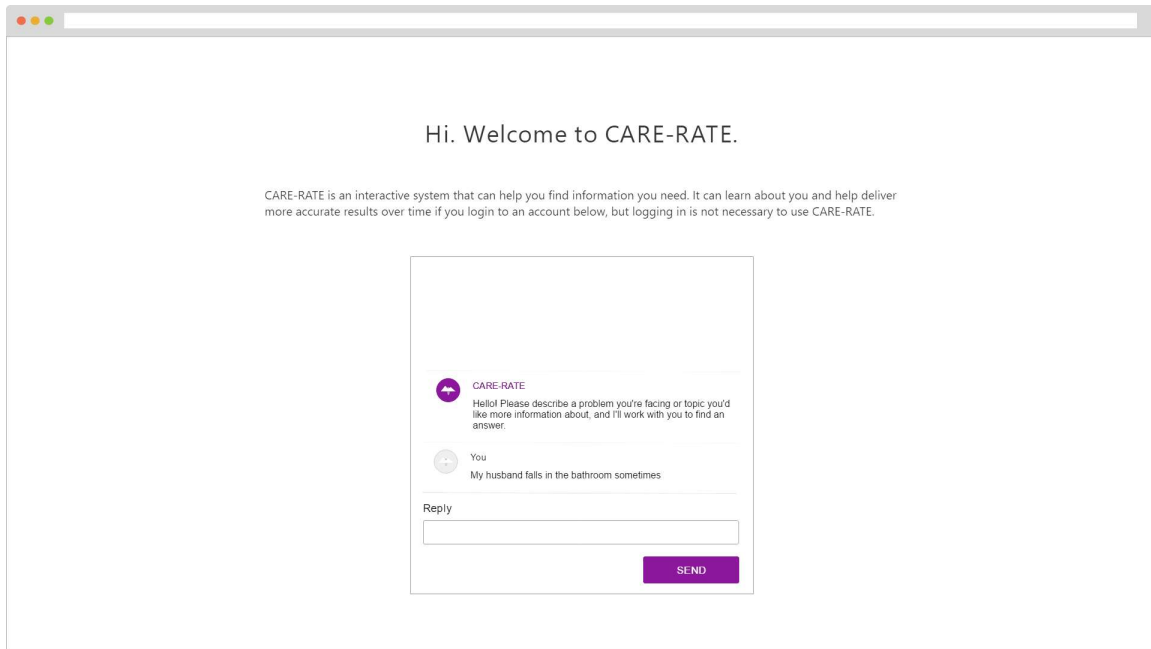
This document outlines a moderate-fidelity wireframe done of the initial user experience at the CARE-RATE website. Designs were done in Adobe XD, and a video of the prototype experience will be posted following this walkthrough.

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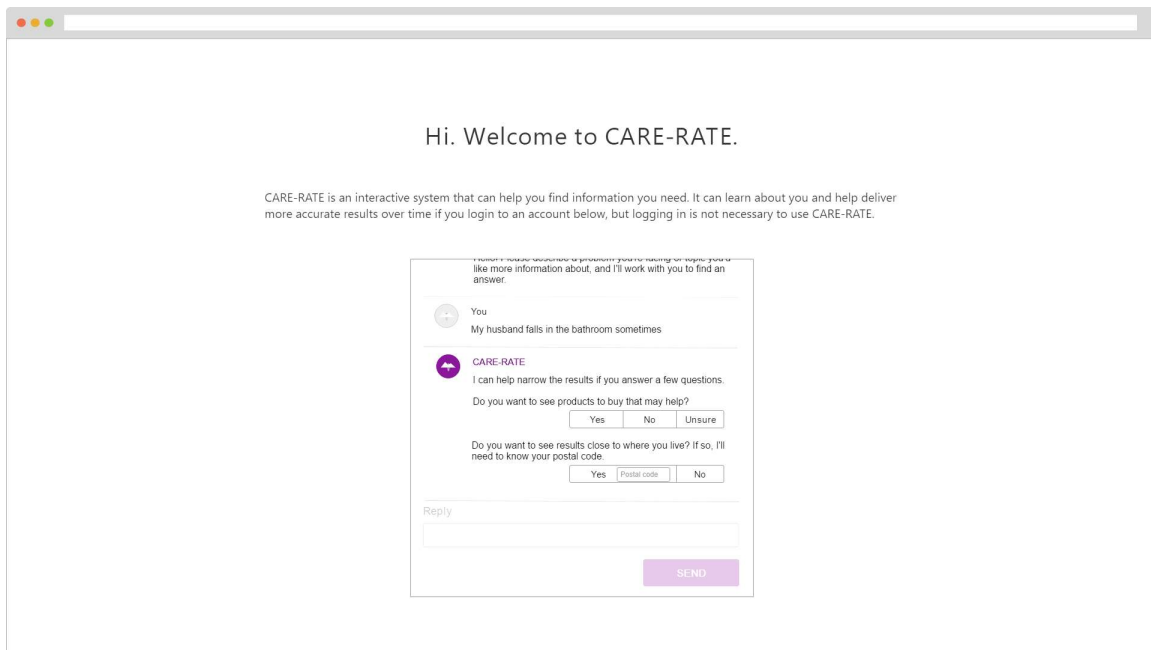
The landing page is kept simple. CARE-RATE is intended to be intuitive for elderly caregivers to use, so giving a limited amount of exposition and interaction options helps with this goal. While the text mentions a login function, user accounts were deemed not necessary for this stage of the process and the login function was removed before the text was updated.

---



Here we walk through a sample interaction between CARE-RATE and a user. The user can type in a current concern and expand upon it if needed.

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To support the design of the backend on CARE-RATE, the interface allows for the program to ask questions about a number of key indicator variables that the cognitive computing backend uses to narrow down search results.

---

Hi. Welcome to CARE-RATE.

CARE-RATE is an interactive system that can help you find information you need. It can learn about you and help deliver more accurate results over time if you login to an account below, but logging in is not necessary to use CARE-RATE.

You

My husband falls in the bathroom sometimes

CARE-RATE

I can help narrow the results if you answer a few questions.

Do you want to see products to buy that may help?

Yes No Unsure

Do you want to see results close to where you live? If so, I'll need to know your postal code.

Yes ATORR No

CARE-RATE

I'm thinking about that...

Reply

SEND

After the caregiver answers (or declines to answer) the questions that CARE-RATE needs, it searches through to find the appropriate results to display. Keeping a small delay in the interaction times, such as adding a delay to the time CARE-RATE takes to ask questions or respond to clarification questions, makes the interface seem less robotic while buying time for the backend to complete its query.

---

Hi. Welcome to CARE-RATE.

CARE-RATE is an interactive system that can help you find information you need. It can learn about you and help deliver more accurate results over time if you login to an account below, but logging in is not necessary to use CARE-RATE.

CARE-RATE

Here's what I found for you:

I can't find what I'm looking for

Lorem Ipsum Result Number One

Average rating among caregivers: ★★★★★ [see all](#)

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Lorem Ipsum Result Number Two

Average rating among caregivers: ★★★★★ [see all](#)

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Lorem Ipsum Result Number Three

Average rating among caregivers: ★★★★★ [see all](#)

◀ ▶ Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore

1 2 3 4 5 6 7 8 9 Next

Here we keep the same page layout but transform the chat-box style interaction area into the search results page to keep continuity. Caregivers expressed an explicit desire to have a feedback or rating mechanism in place for the various resources; one of their greatest current

issues when coming across information on the internet is a sense of unease or untrustworthiness towards the source. Including a rating system so that CARE-RATE users can hear the opinions of people they can relate to, fellow dementia caregivers, is important to a successful end product.

---

Hi. Welcome to CARE-RATE.

CARE-RATE is an interactive system that can help you find information you need. It can learn about you and help deliver more accurate results over time if you login to an account below, but logging in is not necessary to use CARE-RATE.

**CARE-RATE**  
This is the information I'm searching with so far. I can change what I find based on what you show me here.

**Base search:**  
You told CARE-RATE to search based on this entry:  
 [Change](#)

**Location:**  
Show results that are: ☒ Local to me, near postal code  ☐ Not location specific

**Categories:**  
Do not show me results of the following types:  
• Paid products and goods [X](#)

[Go to the home page, restart CARE-RATE interaction](#)

[Search again based on the information on this page](#)

For this simple example search, CARE-RATE only asked two clarifying points. In other scenarios, it may need to ask many more (there are currently over 20 key indicator variables being investigated). This screen gives users a way to edit or change their responses if they wish- this is particularly useful when a user wants to change only a small portion of their search with CARE-RATE, since the conversational intention of the design makes duplicate searches overly onerous otherwise.