Question 1

Interaction Points

Interaction Point	Inputs	Outputs	Usability/User Experience Metrics
Mobiserv detects that Aalbert has not moved for a while	Sensor information from Aalbert's vest	Mobiserv approaches Aalbert and suggests an exercise appropriate for his current fitness level and time since last movement	Appropriacy of the suggestion may be measured by whether Aalbert accepts. Mobiserv can learn from Aalbert's decision
Mobiserv approaches Aalbert at a time it has judged to be the best time for Aalbert to do his exercises	Mobiserv correlates the data from Aalbert's previous weeks' of activity	Mobiserv presents Aalbert with a range of exercises and allows him to choose, along with some words of encouragement	Log whether or not Aalbert chooses to do the exercise
Mobiserv presents Aalbert with a screen of exercise options. Aalbert chooses one	Aalbert touches of one of the options on the screen	Mobiserv opens the part of the application which deals with the desired exercise and runs it on the screen for Aalbert	Amount of time it takes Aalbert to choose an option. Use a heat map to determine how accurate Aalbert's taps are on the screen
The allotted exercise time ends. Mobiserv gives feedback on Aalbert's exercise and progress	Data from environmental sensors and Aalbert's garment sensors	Progress monitor shown on screen, voice informing Aalbert of his achievement and overall progress	Observation how Aalbert's reaction to Mobiserv's encouragement. Interview Aalbert asking how satisfied he was with the range of activities presented
Mobiserv asks Aalbert for his feedback on the exercise, whether is has been completed or not	Aalbert enters his opinion on aspects of the appropriacy of the exercise undertaken, and how much he enjoyed it using simple symbols	Inputs are stored by Mobiserv. A screen summarising Aalbert's opinions on the exercise is shown. A range of suggestions are shown for exercises Aalbert could do next time, which Aalbert is free to choose from or not	Aalbert enters his overall satisfaction with the experience on a positive to negative scale. The amount of time taken to enter these details, as well of the accuracy of his taps can be measured

Question 2

Patient Consultation

The main positive aspect from this interaction experience was the ease with which doctors' and patients' information could be quickly loaded onto the Microsoft Surface simply by using their respective identification cards. It also demonstrated useful integration with a central database storing all the the patient's medical details.

Retail banking

There were many positive aspects throughout this interaction experience. starting from the use of the internet on the mobile phone. The interactions were quick and responsive to the user's touch. The user could browse the internet on a whim. Next, with a few taps, the user was able to log into his bank account through the dedicated application, where he is presented with instant access to his accounts. The zoom feature is responsive. There is just one step to locate the nearest branch, as opposed to the usually arduous task of opening the bank account's website and searching for the facility, typing in a postcode, etc, or even opening a map application and typing in the branch name; the voice control is several times more efficient than either of the aforementioned options in terms of time.

The payment though NFC (Near Field Communication) is also an infinitely faster option than paying with cash and waiting for change, or paying by card and having to take out your wallet, locate the correct card, etc.

Inside the bank, having constant and dynamic access to the availability of staff is yet another way in which the technology facilitates a sleek and frictionless experience for the customer.

Then, through the entire process of dealing with the bank advisor, the user and the bank's devices work seamlessly with one another, resulting in all parties having a copy of the same information.

Interesting graphical design features

From a design perspective, I particularly appreciated the clean, black-on-white layout of the native applications on the user's Windows Phone. A phone screen is still a relatively small area, even with

recent advances in pixel density, so the easily readable design makes for a more frustration free experience. It's true to say that sometimes less is more.

I also found the design of the bank itself interesting. It would be hard to identify it as a bank based on the paradigms set by banks in this country, although you get the impression they are striving to be like the bank in the video. The space is characterised by large, open spaces, light colours and comfortable furnishings. The open plan feel is complemented by expansive glass panels and light coloured, modern wooden flooring. You get the impression that everyone in society has been thought about, we are given the example of the children's play area, where the latest technology provides entertainment while the adult goes about his or her business. The meeting takes place in what appears to be a communal area, fitting in with the inclusive theme, customers make use of the desk with plug sockets to use their laptops.