

# WeCare

An intelligent Voice User Interface Tool that introduces collaborative storytelling to older adults



## The Problem

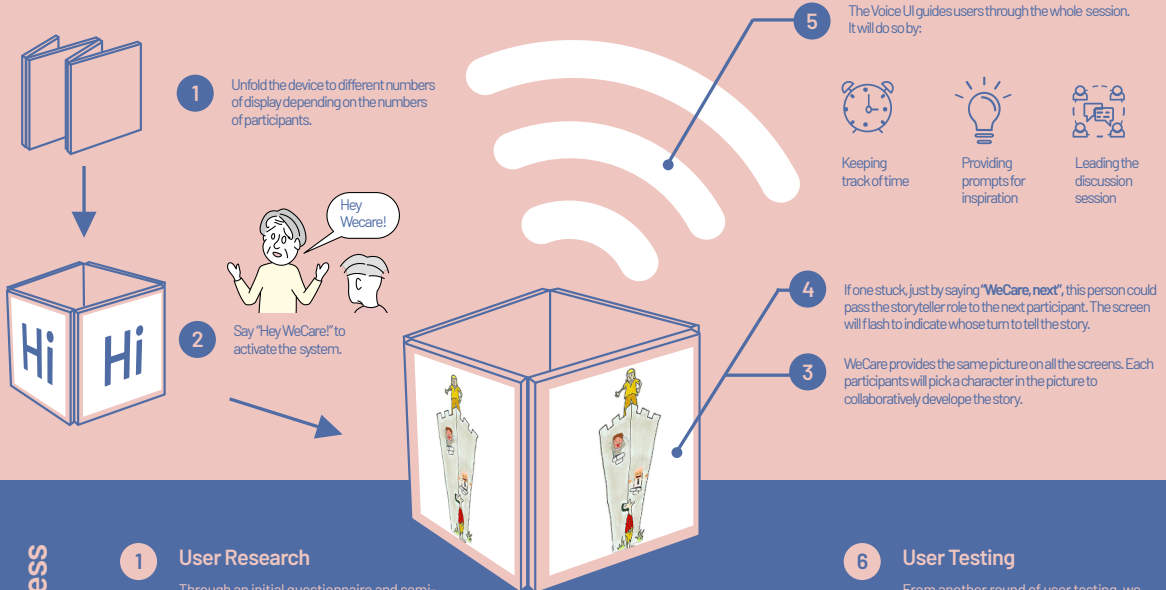
Retired older adults reported loneliness despite having an integrated social network.



## The Solution

WeCare is an intelligent Voice User Interface Tool that introduces collaborative storytelling, promotes bonding within a small group, and gives the older adults the opportunity to be heard and to feel the sense of connection and empowerment.

## How it works?



## Design Process

### 1 User Research

Through an initial questionnaire and semi-structured interviews, we discovered that older adults can still experience loneliness within an integrated social network due to a lack of deeper connection with others.

### 2 Ideation

After identifying the problem, we explored several ideas and presented concept storyboards to the target group. Based on the feedback, we decided to further explore the intelligent storytelling tool.

### 3 Prototyping

We quickly built a low-fidelity prototype using cardboard and post-it notes.

### 4 Concept Testing

We tested the low-fidelity prototype with 8 older adults. Our participants felt positive about the testing session, acknowledging that they all had a great time together. However, they also reported developing the story was difficult and stressful especially in a group setting.

### 5 Iteration

Based on our observation from the testing session, we identified an opportunity to mitigate the difficulties of storytelling by having the group collaboratively tell a story.

### 6 User Testing

From another round of user testing, we validated that the collaborative storytelling experience helps seniors in engaging in deeper conversations, though refinements for the voice user interface were suggested.

*"The whole experience is really amusing. I am curious about why other participant have their stand points. It's interesting."*

- Participant 1

*"We had very good conversation during the discussion."*

- Participant 2