The authors show that voice loops play an important role in coordinating space shuttle mission activities, and analyze the reason why it can succeed. Some people would assume that the role of the voice loop is to coordinate tasks, however, it is mainly used to listen to events and activities that are happening. In the voice loops system, each controller is able to monitor multiple loops in parallel, and extract useful information from the loops. In this way, controllers can work synchronously, integrate various information efficiently as well as promote communication. It is interesting that people in different positions have different scopes of responsibility, in other words, they will see different user interface; I feel this is a point software engineers can learn from, that is taking into account the different job scopes of the users when design UI. The authors find that voice loops are successful due to the parallel structure of the loops, implicit protocols, and so on.
This paper is important because there is similar coordination in other event-driven areas. Thus, understanding the role of voice loops in space shuttle mission control helps us to think more deeply about the needs of users and the functions to be achieved in similar systems. And the UX techniques mentioned can also be used for other event-driven dominant. What's more, in fact, audio is likely to distract people instead of making a better user experience (Jonathan, 2007), but in this example, the voice loop has excellent performance, which suggests that we can refer to its conception and the technology used to balance the disadvantages posed by audio.

References

1. Jonathan, F. (2007). *Audio and the User Experience*. Available at: https://www.uxmatters.com/mt/archives/2007/06/audio-and-the-user-experience.php (Accessed date: 07 January 2021).