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# Voice Interaction

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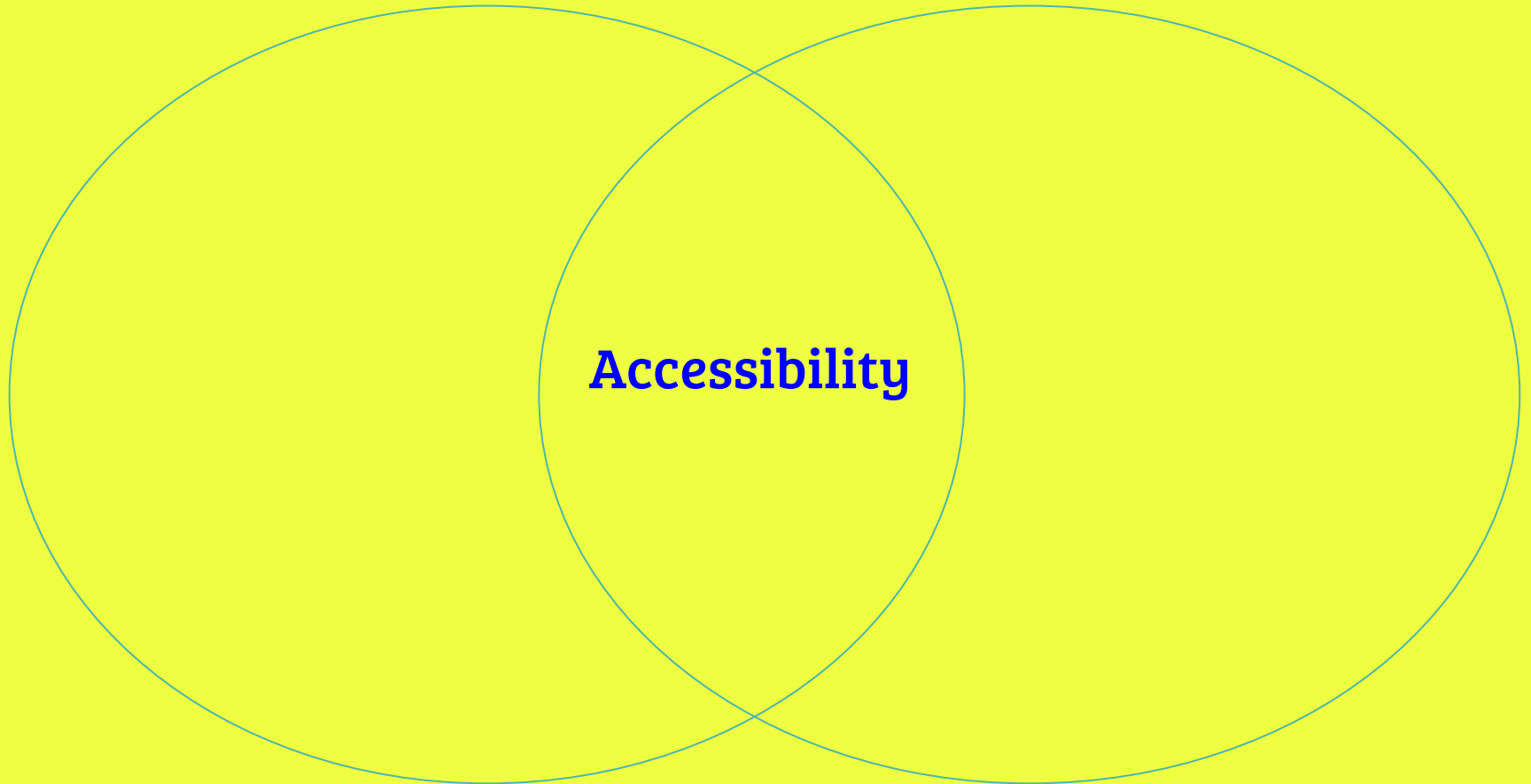
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# Our Team

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# Problem Domain



# Needfinding Methodology

# Who?



# Questions We Asked



- How has technology affected the way you communicate?
  - Tell us a story of when you last used voice interaction technology?
  - How did it make you feel?
  - Why did you use voice interaction that way?
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# Interview Results



Lakshmi-

“If I’m telling someone that I can’t be somewhere, I’m going to do it with a phone call. It’s less rude.”

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Michael-

“You look at all those books on your bookshelf that you haven’t read and you’d rather spend your time doing that.”

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Luke-

“Last week I was taking an exam using dragon dictate (VI software). It doesn’t do graphs or drawing though, so I need someone to write a graph which can be frustrating and time consuming.”



Juan-

“Technology is embedded in children these days, but I’ve missed the gap.”

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# Empathy Map



# Empathy Map

## Say:

-VI can't draw graphs

-Technology takes away from face to face interaction

-Technology helps with efficiency

## Do:

-Uses voice interaction for exams (Dragon Dictate)

-Uses VI for reminders/memos

-Has to figure out how people who make the app think logically so he can use it

## Feel:

-Independent, VI gives him independence

-Disconnected, technology does not come as naturally

-Hopeless, feels like a burden, but not overwhelmingly so

## Think:

-Needs more accessibility on phone

-Technology helps with efficiency

-Values his time

# Needs, Insight and Analysis

**Need:**  
Method of drawing  
graphs using VI

**Insight:**  
VI technology increases  
accessibility and independence,  
but still often need other people  
for help in areas it doesn't yet  
cover.

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## **Need:**

Hands free access to  
phone while driving

## **Insight:**

Technology is designed to help  
communication and connectedness,  
but you have to put in more effort  
and time to communicate using it

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## **Need:**

Easier/quick way of  
figuring out and  
learning new  
technologies

## **Insight:**

Learning new technology is  
frustrating even to people who love  
to learn

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# Summary

**4 People  
Interviewed**

**Different ages**

**Different  
occupations**

**Different needs**





**Difficulties with  
accessibility of technology  
seems to be a general  
trend in all interviewees**

Questions?