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– Context Scenario 1 -

Ronny on the commuter train

Scenario

<u>Note</u>: **The emphasized text** denotes the highlights of the scenario: possible needs the device should address, as manifested in context.

1)Ronny is on the commuter train on his way home and as usual he calls his son Jacob who is 8 years old. He can do that with **one simple action, as he calls his family members quite often.**

"He is a big boy now and walks home from school on his own, but I usually call him on my way from work, just to check that everything is alright. " This time there is no answer.

2)When it sees there is no answer, **the device presents Ronny with the most probable actions** as options:

o   finding the **location** of Jacob's phone (or last available location).

o   calling Ronny's wife, Rita, as **Ronny always calls her when Jacob or Lizzie don't answer their phones.**

Jacob just **presses one button to switch to calling Rita.**

3)Rita answers the call and tells him that Jacob is ok; he is just outside playing in the court-yard. He left his phone in his room.

4)Soon after the call home, Jacob receives a call from an important client, David Selman, who needs a suited person for a very important position in his business. He would like Ronny to take care of it personally.

5)David **sends Ronny a file** with the job description. Ronny receives it and **takes a quick look at it, while talking to David**. They decide to set up a meeting to discuss it in more detail. Ronny creates a new appointment, and **the device automatically enters David's name** to the meeting details, as David is who Ronny is talking to currently. The file also gets linked to the meeting. **The hour is suggested by the device upon consulting Ronny's schedule** for the week. The two set up the meeting.

6)After sending the call, Ronny composes a message for his two new employees, Alice and Victor. This is a good opportunity for them to learn how to do good interviews. He enters the text "You will help me with this selection. Get ready!" He attaches **the job description** received from David, which **is quickly available, since it is a recent file**. Then he selects the two contacts from his address book and sends the message. They will receive it in time to get ready for the meeting.

Observations

o   The commuter train is a comfortable traveling option. Ronny is probably sitting and has enough space to use a device with both hands.

o   The ability to support conversations and file transfer at the same time is already present

in IM tools. The device could just make sure at least such a tool is supported and well integrated, instead of building one from the ground. An O.S. that supports different IM software and a web connection for the device could be the best way to go here.

Persona Needs

Data needs

documents

address book

contacts / close contacts

close contacts locations

appointments

interview-related files

Functional needs

receive files

store files

attach file(s) to message

scheduler

recent files history

automatic schedule check

messaging

Contextual needs

provide alternatives when Jacob doesn't answer

smart fill-in of meeting data (based on current conversation, schedule)

ability to receive files during calls

recent files made available as needed