

- Context Scenario 2 -

*Ronny in the meeting*

**Scenario**

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

1) Usually Ronny is more involved with coordinating activities and dealing with clients, but today he is personally involved in a series of interviews for an important client, David Selman. Alice and Victor, his new young and enthusiastic employees are helping him with the interviews. They are new in the company and this is a good opportunity for Ronny to evaluate them and for them to learn from an expert. They are all in a meeting with one of the candidates.

2) Ronny has with him in the meeting his laptop (connected to the Internet) and the device. **On the laptop he can easily access** all the files related to the meeting, including **the job description file, received the day before from David on his device.**

3) When in a meeting, Ronny's **device automatically switches to silent mode.** Phone call and message alerts are very discrete, and if the call isn't taken after a short period, it is **transferred automatically to the secretary,** who will give Ronny a short summary of the calls when he gets out of the meeting. **The device will also remember the calls,** but the secretary will be able to give him more valuable information about every call. This also keeps clients happy, as they will always be answered by a human, and not a voice mail robot.

4) Ronny **receives a message on the device** during the meeting. When **in silent mode, messages are signaled just through the display,** not through sounds – the meeting is not disturbed. When the interview is handled predominantly by the trainees, he has some time to see the message.

5) **The message, already visible on the screen,** is from his son, Jacob. He is asking his dad if he could go play at a classmate's house after school. 'His dad is picking us up from school', he writes.

6) Replying using the phone would draw too much attention and make Ronny seem distracted. He uses the laptop instead (it will seem he's using it for the meeting), opens an IM software and replies to the message: "Ok, but I'll pick you up at 8. Be ready!"

7) Ronny has to also let his wife, Rita, know that Jacob won't be there when she comes home from work. So he also has to send her a short message. He can use the same IM tool to send her an SMS (the tool can also send SMS-s). He quickly writes and sends her the message: "Jacob is with a friend, don't worry about not finding him home. We'll talk soon".

8) Ronny gets back to the interview.

**Observations**

- Regarding transferring the job description document from the device to the laptop – synchronization would be the usual solution, a Centralized Online Storage System,

where the laptop and the device are both remote clients accessing the same files might be a better solution.

- Regarding the message already visible on the screen after it is received: that will require big screen real-estate, so a big display. An alternative would be gesture interaction, but what gestures are discrete enough for Ronny's need: not being noticed interacting with the device?
- In the context of a meeting, writing on a communicating device will seem distracted and unprofessional, be it typing or hand-writing (text recognition could also be used). Using the laptop is a better solution here for Ronny, since the act of communicating "with the outside" is simply hidden from the other participants – they will probably think he is editing a document related to the meeting.

**Persona needs observed**

| <b>Data needs</b>                                    | <b>Functional needs</b>  | <b>Contextual needs</b>   |
|--|--|---|
| documents<br>appointments<br>interview-related files | auto-redirect<br>silent mode<br>automatic schedule check<br>instant messaging<br>sharing/synchronizing files with the laptop | silent mode when meeting starts<br>redirect calls when in meeting |