



edna

Team Tiny Hands

edna

Your perfect assistant for remote working

Becoming the catalyst to efficient working

Creating a Personalized Experience

Creating an Organized Schedule

Providing a Daily Breakdown

The Problem

There is a lack of social interaction and productivity in asynchronous and remote workers, resulting in a drop of motivation, collaboration and productivity.

The Solution

A voice assistant that uses intelligent learning to cater towards our users needs for a more fluid collaboration and learning experience by informing, updating, and keeping users on task.



Personality

Setting the tone for a productive working day, she puts on an assertive tone to make sure that users are staying on task, and get their tasks done with the assigned deadlines, yet holds has a friendly core tone of voice as she cares for the user. She wants you to excel and makes sure that you stay motivated.

Physique

Edna's unique elongated physique was purposely created to take up less table space. Her overall aesthetic is catered towards creating a more modern and sleek design, establishing a working settings for our users.

The Dream Team

Meet the creators



Amanda Kong
Junior UX



Aparna Somvanshi
Senior UX

one. Discover

one.one

The Problem

one.two

Research overview

one.three

Key insights

It's a long distant relationship



To start off, we looked at what problems we were personally facing today. Something that was obvious was the fact that we were both in separate countries and in different timezones. It was all COVID-19s fault.

It separated us, as well as so many other people around the world.

And this affected not just ours, but everyone's drive to work and collaborate. With first hand experience, we knew how painful it was, and wanted to dive deeper into this problem of asynchronous remote collaboration, and what we could do to assist in creating a more fluid collaboration and working experience with the help of a voice AI.

hey Edna,

What's the problem?

There is a lack of social interaction and productivity in asynchronous and remote workers, resulting in a drop of motivation, collaboration and productivity.

one.two

Research

some stuff we did to gain a better understanding of what working space we were dealing with.



Surveys

Survey 1 • 79 Participants
Survey 2 • 23 Participants

Gain Qualitative Data
Understand Target Audience
Gauge common management platforms



Diary Studies

6 Participants
Over 3 Days

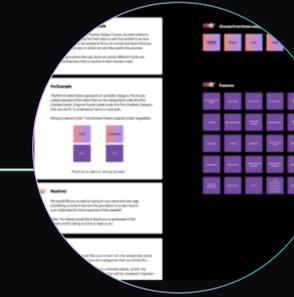
Day-to-day insight into user's life
Map out User Journey



Secondary Research

Articles
Websites

Competitor Analysis
Understand similar processes
Statistics, Facts and Articles



Card Sorting

7 Participants Lead
On Figma

Understand user's mental model
Gain a more intuitive navigation
around our web application

one.three

Key insights

KEY INSIGHT #1

Motivation severely drops while working remotely

There was a distinct correlation between motivation and working alone remotely. From many of our respondents in our diary studies, we found that many of our users could not differentiate their “work space” with their “home space” resulting in procrastinate and the drop of motivation.

Source: Diary Studies + Secondary Research

Quote from Diary Studies,

“Im constantly sitting at the desk ... after a while, I find myself procrastinating, and end up feeling unmotivated to do anything”

~ Nicholas Kong, Diary Studies Responder

Full time student

KEY INSIGHT #2

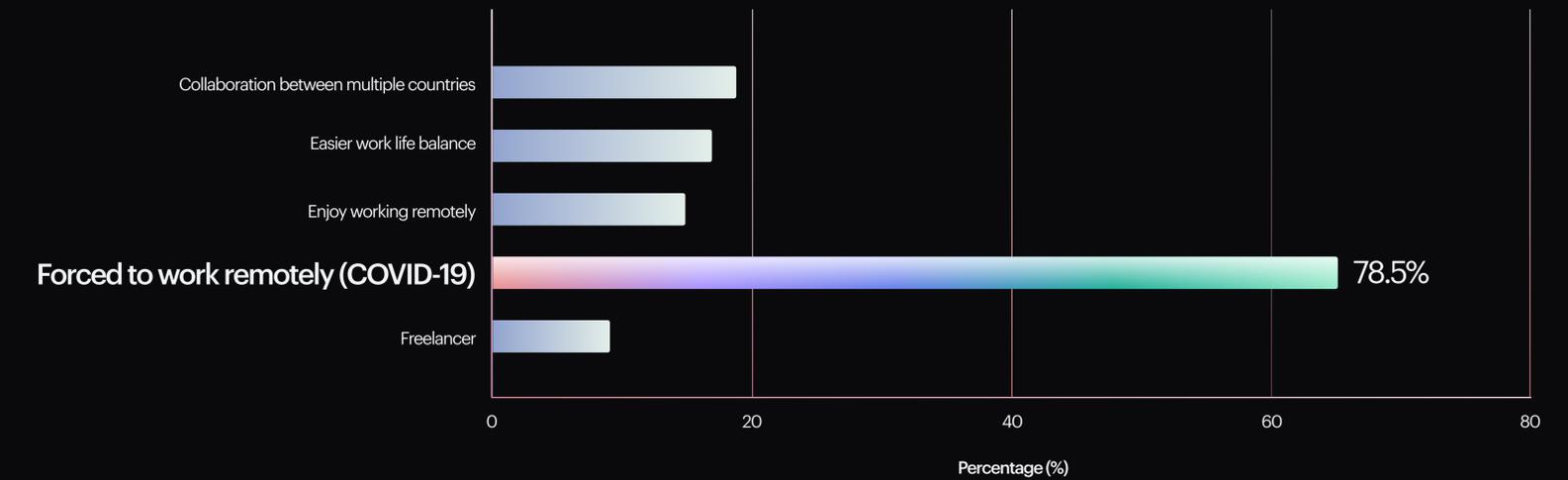
More and more people are forced to work remotely

Because of COVID-19, it resulted in the increase of people working from home. From here, we found that there was a solid target audience.

Source: Survey + Secondary Research

Understanding the Opportunity Area

What is your reason for working remotely?



KEY INSIGHT #3

Remote collaboration results in the lack of social interaction

With no set schedule working remotely, there is hardly any more face to face interaction, decreasing their social interaction between teammembers.

Source: Survey + Diary Studies

Quote from Diary Studies,

“I feel like I don’t get the chance to interact with people
anymore.”

~ Esha Gavali, Diary Studies Responder

Full time student

KEY INSIGHT #4

Remote working offers a better work-life balance, and is becoming more desirable

Because of COVID-19, it resulted in the increase of people working from home. From here, we found that there was a solid and steady target audience.

Source: Survey + Diary Studies

According to our survey responses,

100% of the working professionals ranked their work from home Experience a **3 out of 5 and above**

Team Tiny Hands Survey (79 responses)

<https://forms.gle/gtvU3nJib6C6Uvf99>

KEY INSIGHT #5

**While collaborating remotely,
more focus is given to
dicussions and meetings rather
than the task at hand**

Source: Survey + Diary Studies

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one.



task management platform to plan analyze and manage everyday tasks

automatic task progress tracking

create and assign tasks for multiple team members

shared team calendar

two.



voice messaging platform for remote teams

asynchronous Voice Messages that replaces daily meetings

searchable Audio Transcription

create voice messages specific to some grouped people or 1:1

three.



voice recording and messaging platform

asynchronous voice messages (headphones & smart speakers)

auto translate to different languages

designed for students learning a new language and special needs

four.



project management tool that manages tasks, projects and teamwork

Enables the users to view which work holds the most priority

Manage workload of everyone on your team -- gain insight into your team's work capacity

Keeps track of the users deadlines

efficient work flow | high



organization

low



high



opportunity area

two.
Define

two.one
HMW

two.two
Target audience

PRIMARY HMW

How Might We?

use voice AI to create a seamless workflow experience for remote collaborators

SECONDARY HMW

How Might We?

aid conversation between collaborators across different timezones?

SECONDARY HMW

How Might We?

assist to create a more productive experience?

two.two

Target Audience



Primary Target Audience

Ages: 16 to 25

Students who collaborate remotely

International students working asynchronously in different timezones

the

i-work-smart-not-hard

the

all nighter

the

disconnected

the

reacher

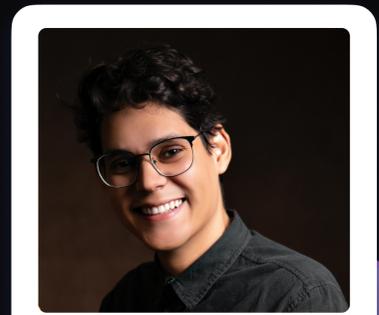


Kevin Martin

Age: 22
Gender: Male
Student Status: Junior
Location: Santa Monica, CA

THE I-WORK-SMART-NOT-HARD

Pains and Gains - Over Time



Kevin Martin

21 - Animation Junior - Santa Monica, CA.

I absolutely hate meetings that are useless. I'd rather work alone during those silences.

- Big thinker
- Organized
- Caring
- Spontaneous
- People-Oriented

Kevin is currently in a SCAD Pro which requires a lot of meetings.

In every meeting, it is clear to him of what he needs to do, however has to stay on the full meeting to show commitment to the team.

He finds himself sitting in a zoom meeting wasting his time and waiting for everyone to be dismissed.

Upon getting Edna, Kevin is able to work on his own timings while still being able to communicate effectively with his teammembers.

Instead of attending 4 hour long meetings, Edna provides Kevin with the ability to work on his own playing voice notes out loud so it does not disrupt his own work flow. He is finally able to efficiently finish his work.

Before Edna

After Edna

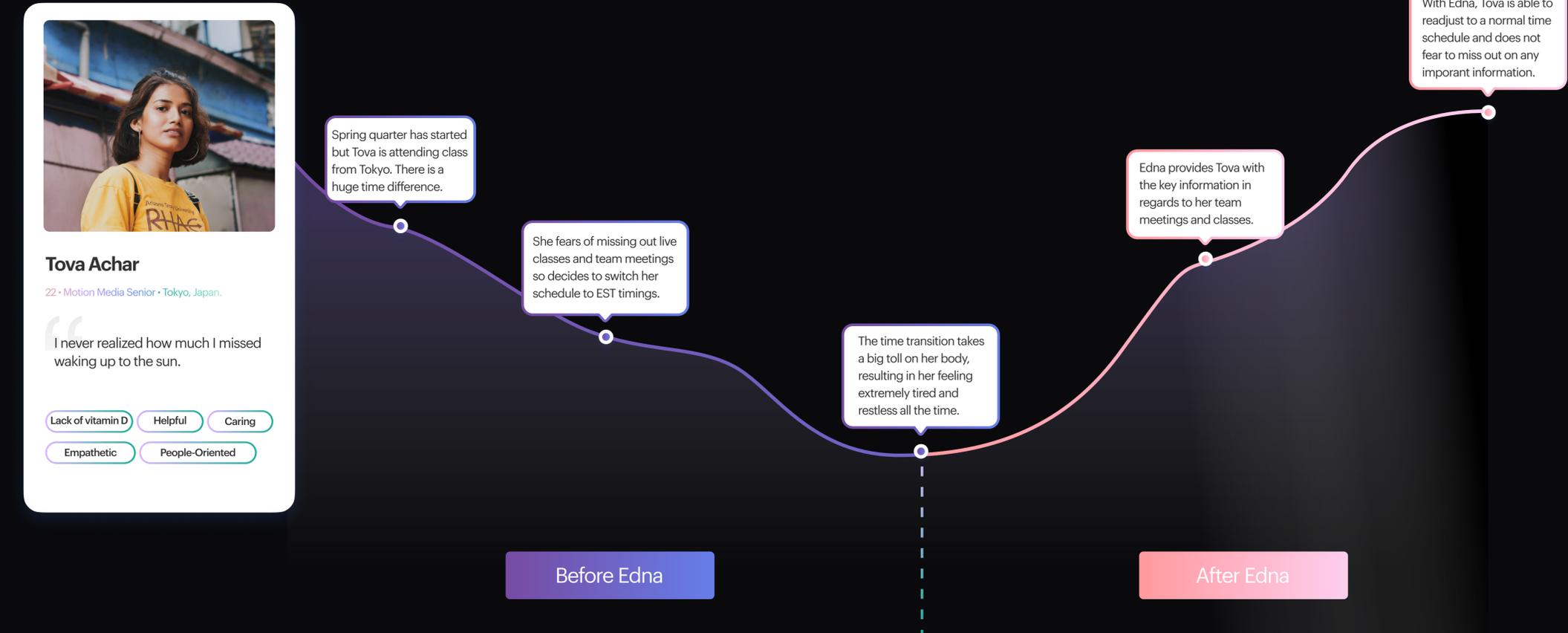


Tova Achar

Age: 22
Gender: Female
Student Status: Senior
Location: Tokyo, Japan

THE ALL NIGHTER

Pains and Gains - Over Time





Kara Finklestein

Age: 20
Gender: Female
Student Status: Junior
Location: Savannah GA

THE DISCONNECTED

Pains and Gains - Over Time



Kara Finklestein

20 • UX Sophomore • Savannah, GA.

I need someone to keep me on track... I always get so distracted when I work alone.

- Social Butterfly
- Extroverted
- Team player
- Easily Distracted
- People-Oriented

Kara works in a team with students in different time zones. Before they head to bed, they delegate tasks to one another.

Once the meeting has ended, Kara decides to continue to work after her lunch break.

Coming back from her break, she tries to start her work but gets distracted by her dogs and forgets what tasks she needs to do.

Feeling extremely demotivated and lost, she anxiously waits for her teammates to wake up.

Helping Kara get back on track, Edna provides her with a list of tasks that she needs to complete.

Knowing exactly what she needs to do, she starts working on her part without having to rely on her teammates and gets her work done.

Before Edna

After Edna



Leon Chowdery

Age: 22
Gender: Male
Student Status: Senior
Location: Brooklyn, NY

THE REACHER

Pains and Gains - Over Time

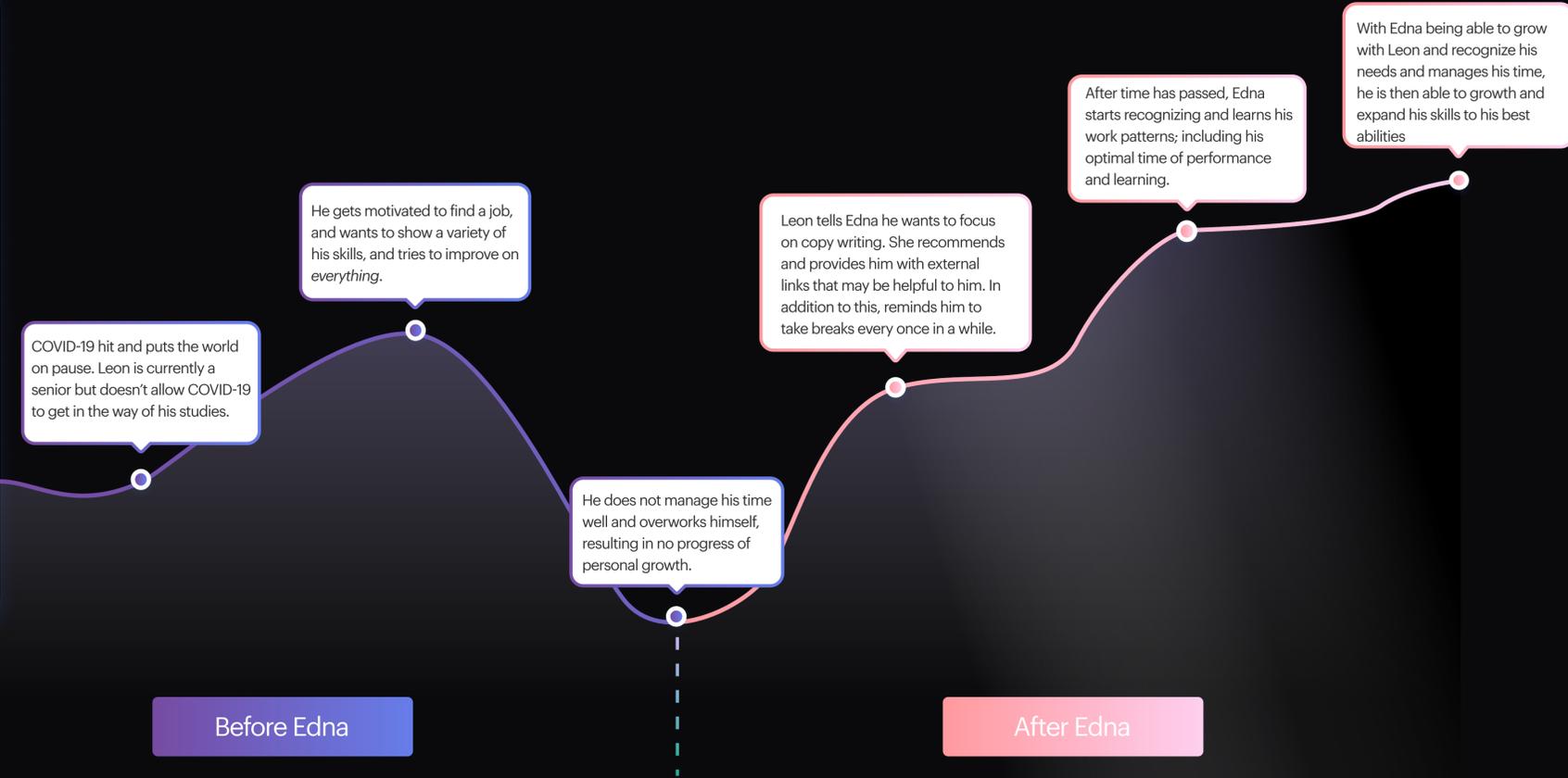


Leon Chowdery

22 • UX Senior • Brooklyn, NY.

COVID-19 isn't going to stop me from learning and improving my skills and passions.

- Passionate
- Driven
- Big thinker
- Enthusiastic
- Hard working



three. Develop

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Edna, our solution

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Exploration of
Edna's physique

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Edna's personality

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Final Features

edna

Solution Statement

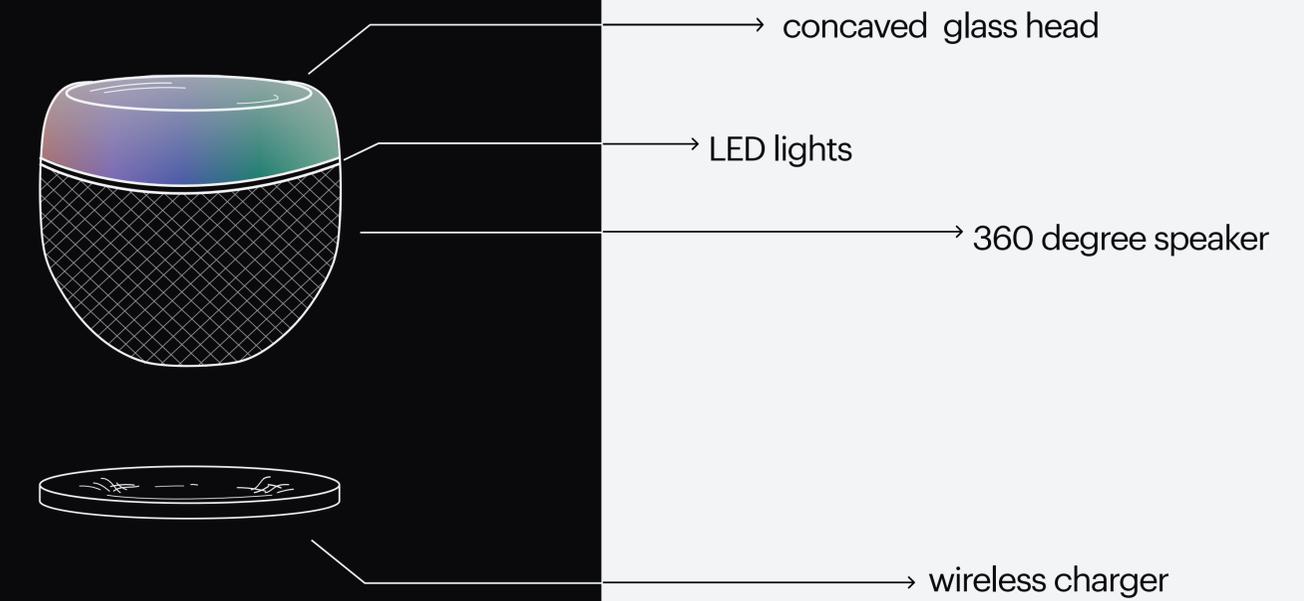
A voice assistant that uses intelligent learning to cater towards our users needs for a more fluid collaboration and learning experience by informing, updating, and keeping users on task.

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Exploration of Edna's physique Part 1



We explored a variety of different forms, and initially wanted Edna to be a small rounded 360 speaker with a concaved glass head which allows light to pass through. In addition to this, we envisioned her to have a wireless charger for easier mobility.



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Exploration of Edna's physique Part 1

And there she was, beautifully rendered. We thought she was the one.

**However, after gaining some feedback,
people accused her of being too "generic"...**

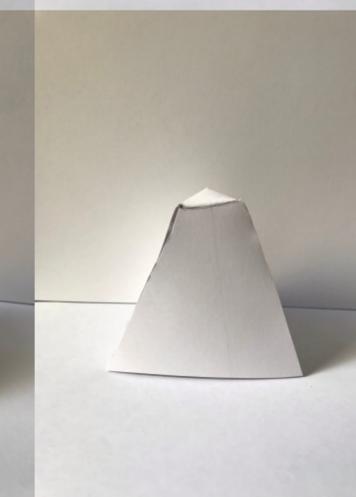
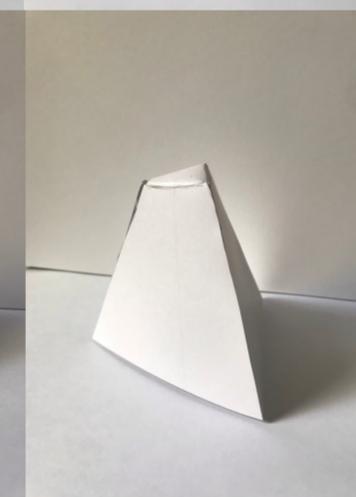
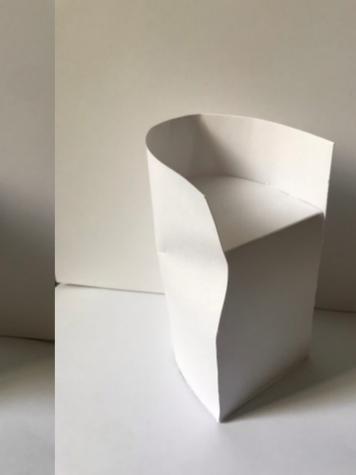
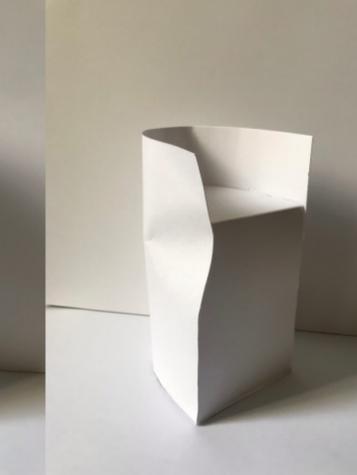
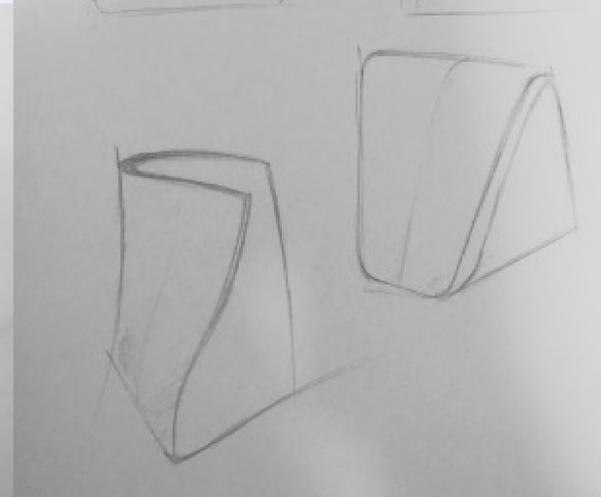
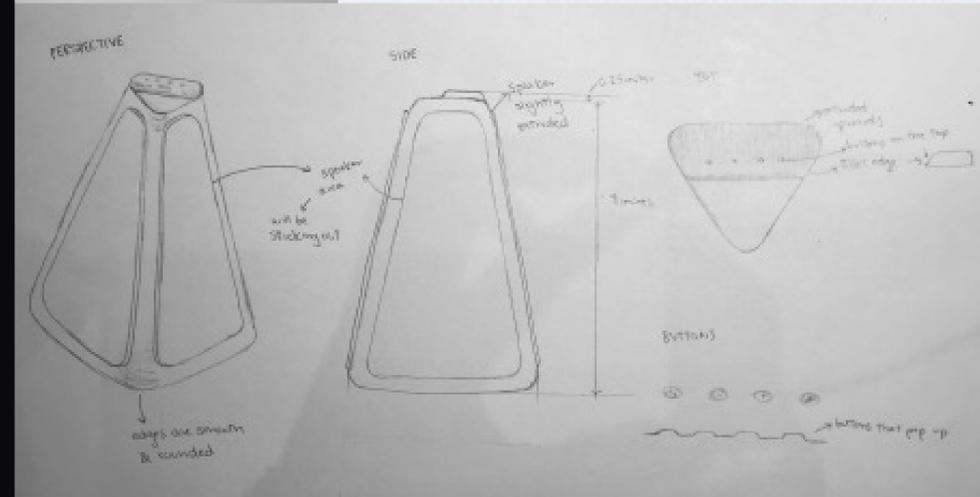
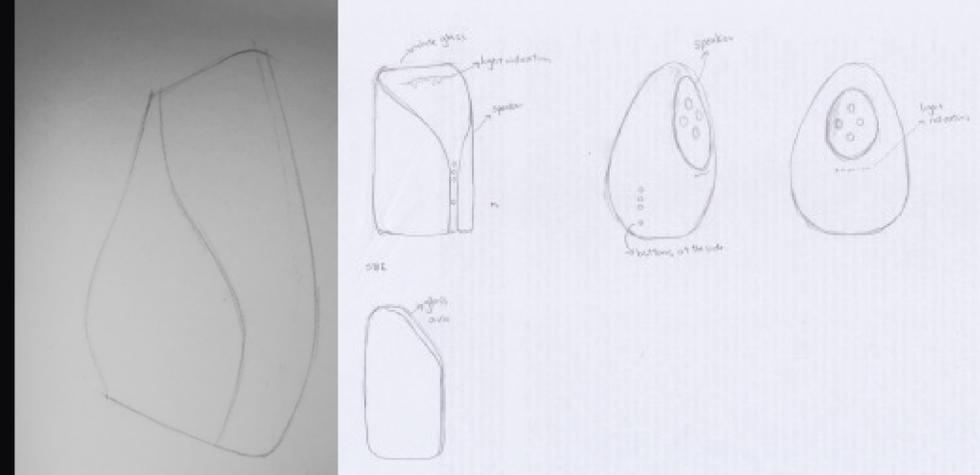


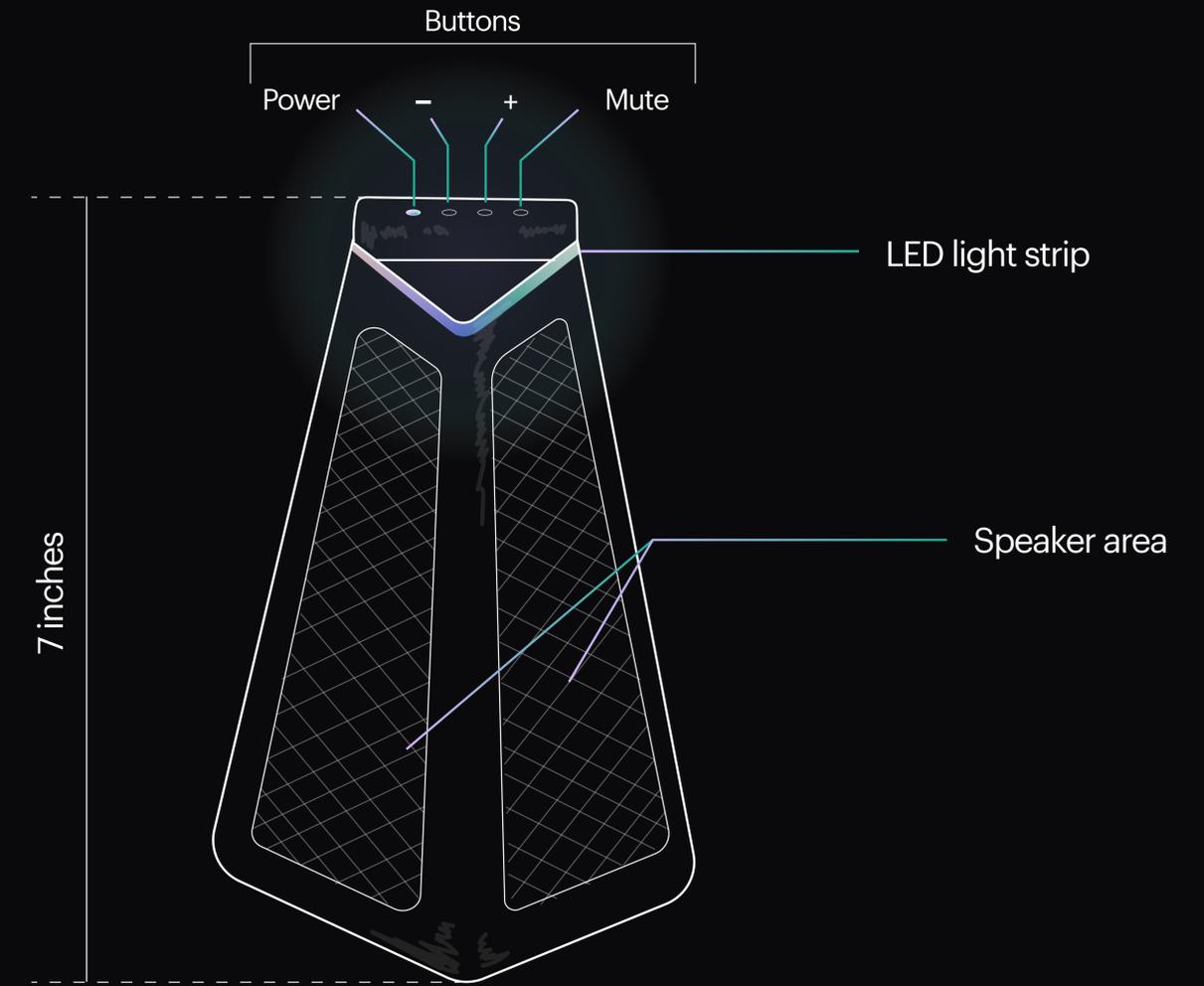
She had to be perfect

**...and so our vision of Edna had to be
changed.**

three.three

Exploration of Edna's physique Part 2





three.three

Exploration of Edna's physique Part 2

After many hard days of ideating a new concept, we finally came up with a better Edna.

Introducing Edna 2.0



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Edna's personality

She's not just any other voice AI.

She's your **personal assistant with intelligent learning** that caters towards your needs, and is there for you whenever you need assistance.

Edna

[**ed-nuh**] / 'ɛd nə /

noun: A female given name: from a Hebrew word meaning "rejuvenation, rebirth."

Age: **25**

Gender: **female**

Personality

- Organized
- Efficient
- Anticipates Needs
- Helpful
- Focused
- Responsible

Bio

Edna is a voice assistant who aids in creating the best possible working flow for each individual user. She provides her users with a structured flow, due dates and updates to optimize working flow.

Goals

- Assist in creating a better working flow for the user
- Make sure the user is not slacking behind
- Keep the user focused and updated on the tasks at hand

Prompts and Language

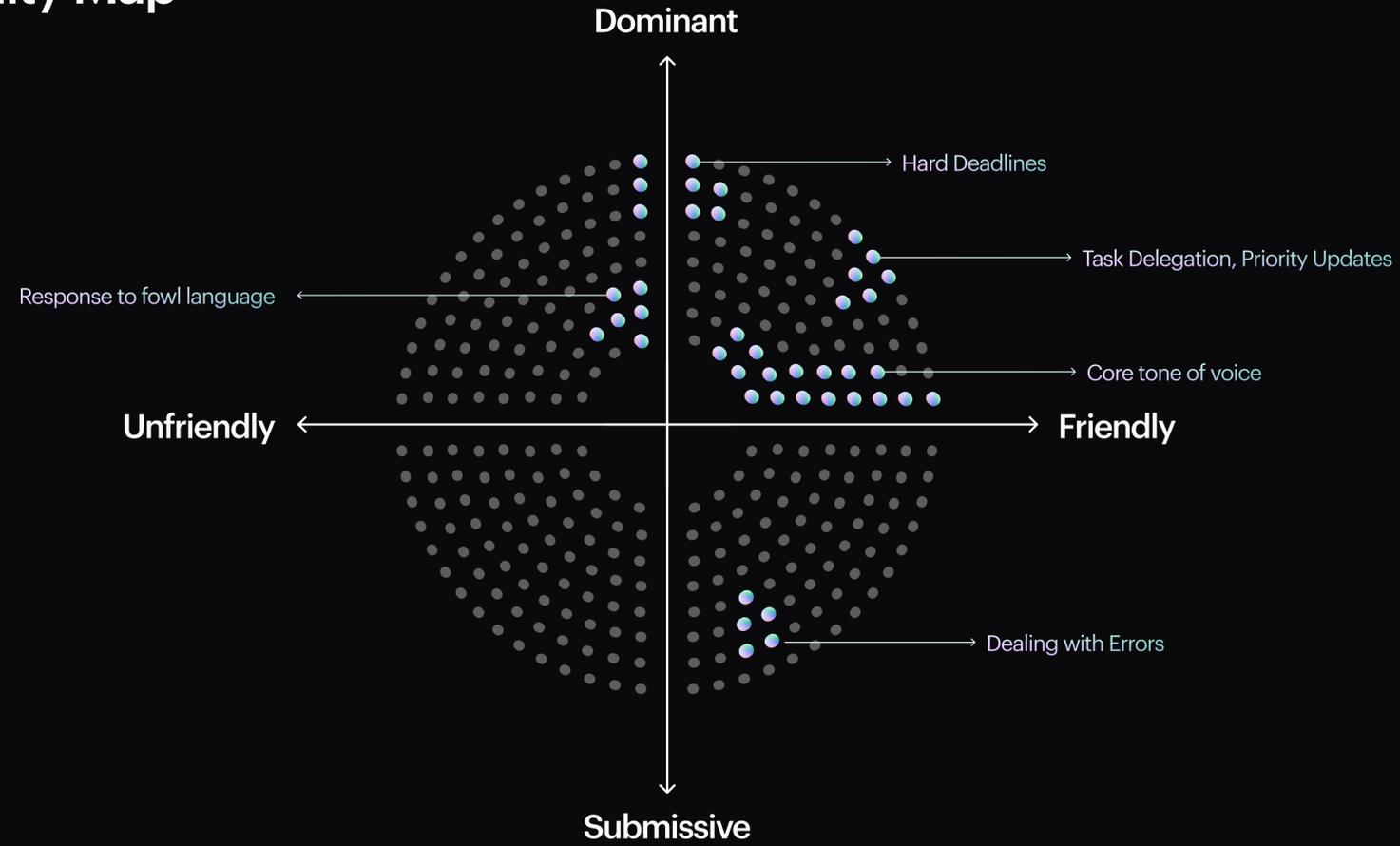
"Good Morning Kara, are you ready to start your day?"

"Let me see what messages Tova has left you"

"Eli says, Hey I love the changes you made, can we try some more colors?"

Overall tone of the voice

Personality Map



Prosody



Reference: <https://www.nngroup.com/articles/tone-of-voice-dimensions/>

four.
Design

three.one
User Testing

three.two
Key Insights

three.three
Design Changes



one

6 PARTICIPANTS
+ USE QUESTIONNAIRE

Understanding voice prompts + prosody
Paper Prototype voiced by Aparna and Amanda
Lofi Wireframes

User Testing



two

6 PARTICIPANTS
+ USE QUESTIONNAIRE
+ A/B TESTING

Understanding Ergonomics
Foam Prototype voiced by Google AIY Voice Kit
Mid fi Wireframes

Lofi User Testing Round 1

Understanding voice prompts + prosody | Paper Prototype voiced by Apama and Amanda | Lofi Wireframes

Scenario 1

Edna sends a "happy mood" to Edna and receives a "sad mood" response (see scenario 2)

Edna sends a "happy mood"

Edna says, "Hi Edna, how are you today?" or "Hi Edna, how are you today?" or "Hi Edna, how are you today?" or "Hi Edna, how are you today?"

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Edna receives a "sad mood"

Edna says, "Hi Edna, how are you today?" or "Hi Edna, how are you today?" or "Hi Edna, how are you today?" or "Hi Edna, how are you today?"

Edna says, "Hi Edna, how are you today?" or "Hi Edna, how are you today?" or "Hi Edna, how are you today?" or "Hi Edna, how are you today?"

Follow-up Questions

Did you like the way we designed everything? Did Edna seem understandable to you?

How did you feel Edna was able to understand you? Did you feel like you were being understood?

Did you like the way we designed everything? Did Edna seem understandable to you?

Did you like the way we designed everything? Did Edna seem understandable to you?

Scenario 2

Edna sends a "happy mood" to Edna and receives a "sad mood" response (see scenario 1)

Edna says, "Hi Edna, how are you today?" or "Hi Edna, how are you today?" or "Hi Edna, how are you today?" or "Hi Edna, how are you today?"

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Follow-up Questions

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Did you like the way we designed everything? Did Edna seem understandable to you?

Scenario 3

Edna sends a "happy mood" to Edna and receives a "sad mood" response (see scenario 1)

Edna says, "Hi Edna, how are you today?" or "Hi Edna, how are you today?" or "Hi Edna, how are you today?" or "Hi Edna, how are you today?"

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Follow-up Questions

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Did you like the way we designed everything? Did Edna seem understandable to you?

Scenario 4

Edna sends a "happy mood" to Edna and receives a "sad mood" response (see scenario 1)

Edna says, "Hi Edna, how are you today?" or "Hi Edna, how are you today?" or "Hi Edna, how are you today?" or "Hi Edna, how are you today?"

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Edna says, "Hi Edna, how are you today?" or "Hi Edna, how are you today?" or "Hi Edna, how are you today?" or "Hi Edna, how are you today?"

Follow-up Questions

Did you like the way we designed everything? Did Edna seem understandable to you?

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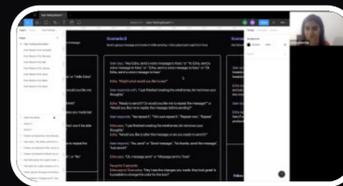
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Edna sends a "happy mood"

Edna says, "Hi Edna, how are you today?" or "Hi Edna, how are you today?" or "Hi Edna, how are you today?" or "Hi Edna, how are you today?"

Edna receives a "sad mood"

Edna says, "Hi Edna, how are you today?" or "Hi Edna, how are you today?" or "Hi Edna, how are you today?" or "Hi Edna, how are you today?"

Follow-up Questions

Did you like the way we designed everything? Did Edna seem understandable to you?

Follow-up Questions

Did you like the way we designed everything? Did Edna seem understandable to you?

Prosody

Funny Serious

Formal Casual

Respectful Irreverent

Enthusiastic Matter-of-fact

Sliders

Round 1 - USE Results

Statement	Average	Statement	Average	Statement	Average	Statement	Average
It is useful.	4.3	I am satisfied with it.	3.5	I can use it without written instruction.	4.1	I learned to use it quickly.	4.8
It does everything I would expect it to do.	4.1	It works the way I want it to work.	3.5	It is user-friendly.	4.3	I easily remember how to use it.	4.6
It helps me more effective at protecting my home from wildfires.	3.5	It is pleasant to use.	3.6	It requires the fewest steps possible to accomplish what I want to do with it.	3.8	Total Average	4.7
The product is inventive and it provides something unique in its market.	3.1	Total Average	3.53	I do not notice any inconsistencies as I use it.	4.1	Total Average	4.0
Total Average	3.75						

The main purpose

User Testing Round 1 | Key Insights

Understanding voice prompts + prosody

one:

Change Edna's voice prompts and wordings

For example:

User says, "Hey Edna, send a voice message to Kara."

Edna, "Alright what would you like to say?"

"It's because its not Edna thats saying the voice message, she's recording what I'm saying."

"This part confuses me, because I'm the one who's speaking not her."

two:

Daily Summaries

Narrowed down information

would only like a summary of what would affect and influence his work.

Does not want to hear irrelevant complete task in the daily summary that has nothing to do with his work

three:

Creating a time window for auto play messages

Creating a smoother working experience

Prefers not to have a starting sentence of "you have 2 urgent task..." prefers Edna to say the tasks out loud

Prefers a voice message to be played without notice within a time span of 5 minutes

"It makes sense for me (to be immediately played) ... because ideally in real life, someone would be able to come up and randomly talk to you"

"I wouldnt want her to keep asking me for permission to play incoming messages... it would get really annoying."

four:

Having an assertive tone but a submissive or friendly prompt

Edna's tone of voice

"I liked the wording of the speech, but would prefer her to be more assertive"

"I liked the wording of the speech, but would prefer her to be more assertive"

Midfi User Testing Round 2

Understanding Ergonomics | Foam Prototype voiced by Google AIY Voice Kit | Midfi Wireframes

Scenario 1 Part 1 (Testing sound for recording)

Scenario 1 Part 1 is the first part of the user testing process. It involves the user interacting with the prototype and providing feedback on their experience.

User
"Send a text message to Amanda"
"Hi Amanda, I just finished reading your message"
"Text sound/beat" (success)

Sounds
"Okay, when would you be sending?"
"Text sound/beat" (send)

User (Response)
"Just finished reading the message"
"Text sound/beat" (received)

Sounds
"Ready to send to Amanda or would you be ready to send?"

User (Response)
"Yes please"
"Received it"
"Message received"
"Text sound/beat"

Sounds
"Just finished the message"
"Hi Amanda, I just finished reading your message"
"Just finished the message"

User (Response)
"Text sound/beat" (complete)

Sounds
"Would you like to send the message to Amanda or not?"

User (Response)
"Yes please"
"Yes send"
"Send message"
"Text sound/beat" (message)

Sounds
"Hi, message sent"

User (Response)
"Text sound/beat" (success)
"Hi Amanda"
"Text sound/beat" (success)

Sounds (Success message)
"Hi Amanda, I just finished reading your message"
"Hi Amanda, I just finished reading your message"
"Hi Amanda, I just finished reading your message"

Following Questions
"What are your thoughts about the sound effects?"
"Did you find the sound effects helpful for recording?"
"Did you notice any differences in the sound effects for recording?"
"Did you notice any differences in the sound effects for recording?"

What are your thoughts about the sound effects? (Feedback)
"I liked the sound effects, but I think it would be better if the sound effects were more distinct and easier to hear." "I liked the sound effects, but I think it would be better if the sound effects were more distinct and easier to hear."

Would you prefer to use the sound effects for recording or not?

Scenario 1 Part 2

Scenario 1 Part 2 is the second part of the user testing process. It involves the user interacting with the prototype and providing feedback on their experience.

User
"I finished reading your message"
"Text sound/beat" (success)

Following Questions
"Did you notice any differences in the sound effects for recording?"
"Did you notice any differences in the sound effects for recording?"
"Did you notice any differences in the sound effects for recording?"
"Did you notice any differences in the sound effects for recording?"

What are your thoughts about the sound effects? (Feedback)
"I liked the sound effects, but I think it would be better if the sound effects were more distinct and easier to hear." "I liked the sound effects, but I think it would be better if the sound effects were more distinct and easier to hear."

Would you prefer to use the sound effects for recording or not?

Scenario 2

Scenario 2 is the third part of the user testing process. It involves the user interacting with the prototype and providing feedback on their experience.

User
"I finished reading your message"
"Text sound/beat" (success)

Following Questions
"Did you notice any differences in the sound effects for recording?"
"Did you notice any differences in the sound effects for recording?"
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What are your thoughts about the sound effects? (Feedback)
"I liked the sound effects, but I think it would be better if the sound effects were more distinct and easier to hear." "I liked the sound effects, but I think it would be better if the sound effects were more distinct and easier to hear."

Would you prefer to use the sound effects for recording or not?

Scenario 3

Scenario 3 is the fourth part of the user testing process. It involves the user interacting with the prototype and providing feedback on their experience.

User
"I finished reading your message"
"Text sound/beat" (success)

Following Questions
"Did you notice any differences in the sound effects for recording?"
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"Did you notice any differences in the sound effects for recording?"

What are your thoughts about the sound effects? (Feedback)
"I liked the sound effects, but I think it would be better if the sound effects were more distinct and easier to hear." "I liked the sound effects, but I think it would be better if the sound effects were more distinct and easier to hear."

Would you prefer to use the sound effects for recording or not?

Scenario 4

Scenario 4 is the fifth part of the user testing process. It involves the user interacting with the prototype and providing feedback on their experience.

User
"I finished reading your message"
"Text sound/beat" (success)

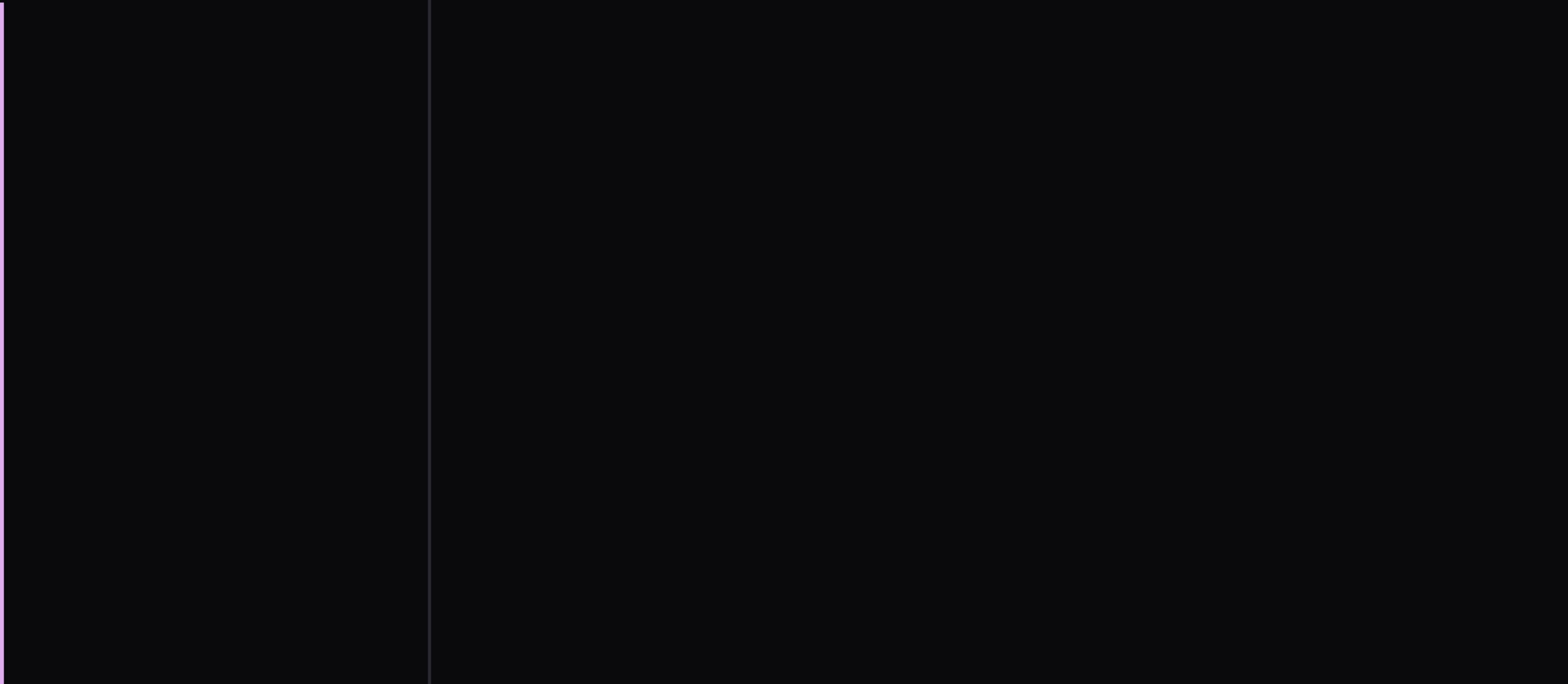
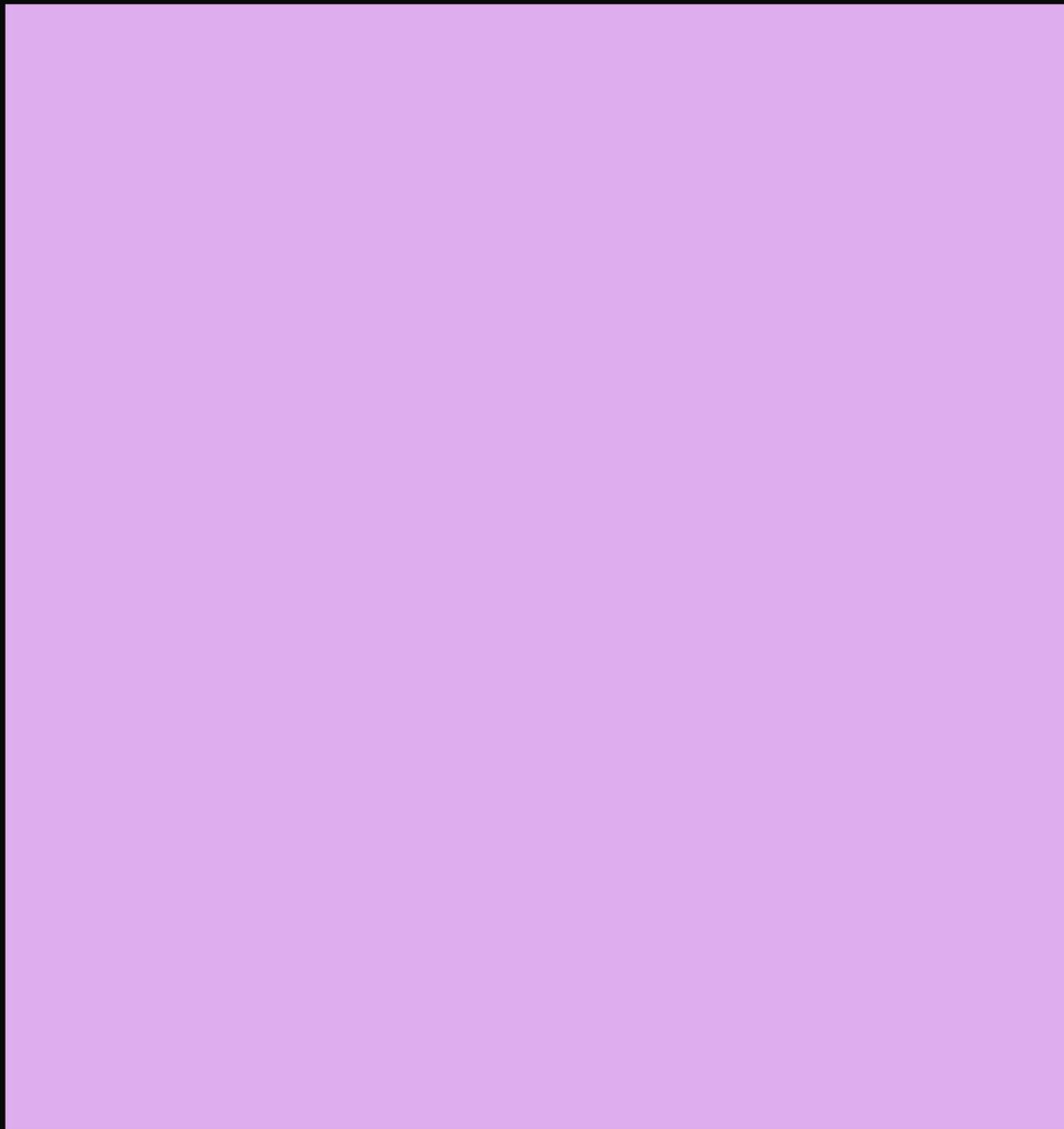
Following Questions
"Did you notice any differences in the sound effects for recording?"
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"I liked the sound effects, but I think it would be better if the sound effects were more distinct and easier to hear." "I liked the sound effects, but I think it would be better if the sound effects were more distinct and easier to hear."

Would you prefer to use the sound effects for recording or not?

User testing 2 consisted of two variations; Round 2 Scenario 1, 1.2, 3, 4 Round 2 Scenario 2, 2.2, 3, 4

The reason as to why we formatted this was because combining all of them would be extremely long. The difference between scenario 1 and 2, is the situation where the user is placed; are they recording a message, or are they receiving a message? We wanted to see the placement of sound indicators and which best fit with our user mental model and intuition.



User Testing Round 2 | Key Insights

Testing user responses to form ergonomics, signifiers and affordances

one:

Sound indicators as a heads up

"The sounds that came out fit with my mental model, I instantly knew what each sound meant"

"Definitely would like if the sound cues were played before Edna speaks... It's like a heads up so I'm not freaked out"

"I would personally like it if Edna didn't speak but played the sound cue, and only spoke if I asked her to"

"I think its a very intuitive form to show that you received a message or notification... Don't think it's too distracting, kind of like my phone, sometimes it buzzes and I look at it sometimes I ignore it completely"

two:

Light indicators were not considered a top priority

"If I'm really invested in working, I won't even notice the light blinking"

"I personally would not pay attention to the lights, but you should definitely add it in for people with hearing aids."

"I don't like the blinking lights, I'd rather prefer it a gradual increase or decrease. It makes me nervous."

"I don't like the blinking lights, I'd rather prefer it a gradual increase or decrease. It makes me nervous."

three:

Using color psychology and light indicators

Using colored lights to define whether you have an important notification / something urgent.

"The color red would really catch my attention"

four:

Add most recent messages in the dashboard

"It would be really helpful if there was a location for important or even pinned messages in the dashboard... so you don't have to navigate multiple times to get to the chat

"If I were sent a link to a drive, I would definitely prefer to be a place to quickly grab it in the main page."

five:

Creating a more intuitive navigation to view all group members

Many people were unable to navigate to the view all group members to check the overall work progress

To fix this, this will be introduced in the onboarding process

"I really like the idea of being able to view everyones task delegation and roles... I would want to be able to see this... it would push me and also motivate me into working myself."

"Maybe only the group admin should be able to see this... or if the group is extremely open, then the admin can control how much people are able to see "

Round 2 - USE Results

Usefulness

Statement	Average
It is useful.	4.8
It does everything I would expect it to do.	4.8
It helps me more effective at protecting my home from wildfires.	4.2
The product is inventive and it provides something unique in its market.	4
Total Average	4.45

Satisfaction

Statement	Average
I am satisfied with it.	4.4
It works the way I want it to work.	4.2
It is pleasant to use.	4.4
Total Average	4.3

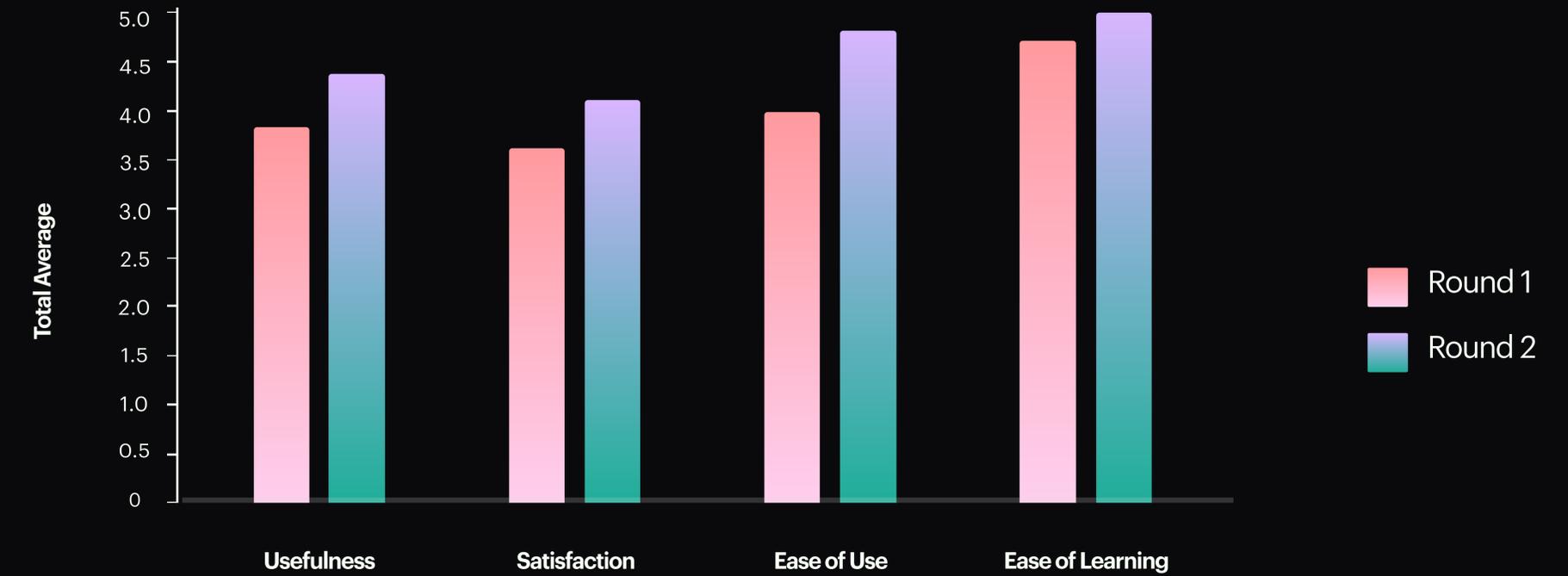
Ease of Use

Statement	Average
I can use it without written instruction.	4.6
It is user-friendly.	5
It requires the fewest steps possible to accomplish what I want to do with it.	4.8
I do not notice any inconsistencies as I use it.	4.6
Total Average	4.75

Ease of Learning

Statement	Average
I learned to use it quickly.	5
I easily remember how to use it.	5
Total Average	5.0

USE Results Comparison



DESIGN CHANGES #1

Creating Edna to produce an assertive tone but friendly prompt

Source: User testing 1

INITIAL DESIGN

Sending voice messages

The initial design flowchart shows a sequence of steps for sending a voice message. It starts with a recording phase, followed by a confirmation prompt, a user input, a confirmation prompt, and finally the message being sent.

- Recording now.
- Ready to send it? Or would you like me to repeat the message?
- "I just finished creating the wireframes, let me know your thoughts."
- Would you like to alter the message or are you ready to send it?
- Repeat
- Send
- Ok, message sent.

DESIGN CHANGES

Sending voice messages

Changing our wording and prompts to be more comforting and friendly.

The design changes flowchart shows a revised sequence of steps for sending a voice message, focusing on a more friendly and confirming tone. It includes a confirmation prompt, a user input, a confirmation prompt, and finally the message being sent.

- Alright, what would you like to say?
- Ready to send it? Or would you like me to repeat the message?
- "I just finished creating the wireframes, let me know your thoughts."
- Would you like to alter the message or are you ready to send it?
- Repeat
- Send
- Message sent to Kara!

Adding confirmation as well as a more friendly personality.

A series of user input messages shown in a chat interface, including the initial request and the message being sent.

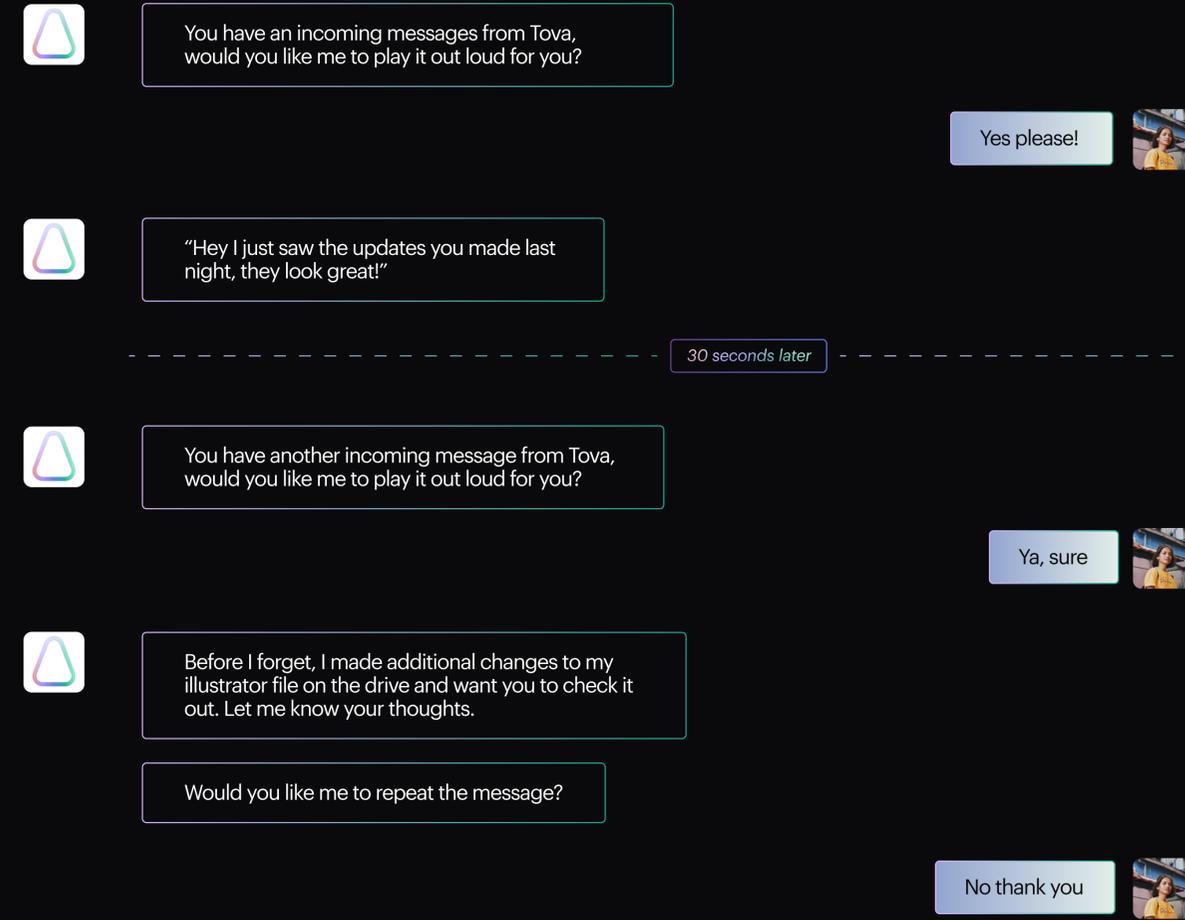
- Hey Edna, send a voice message to Kara
- I just finished creating the wireframes, let me know your thoughts.
- Repeat
- Send

Creating a time window for auto play messages

Source: User testing 1

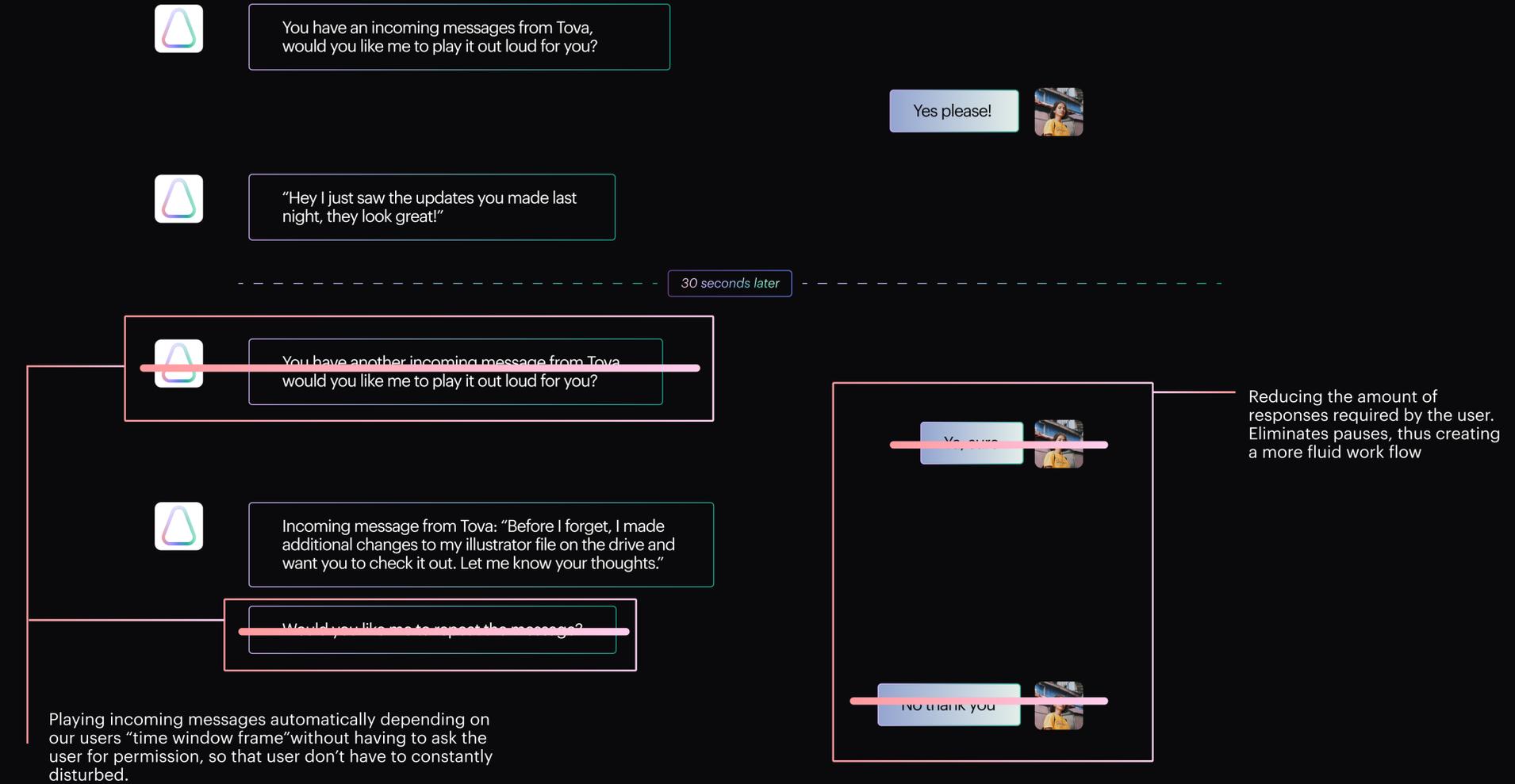
INITIAL DESIGN

Incoming voice messages



DESIGN CHANGES

Incoming voice messages

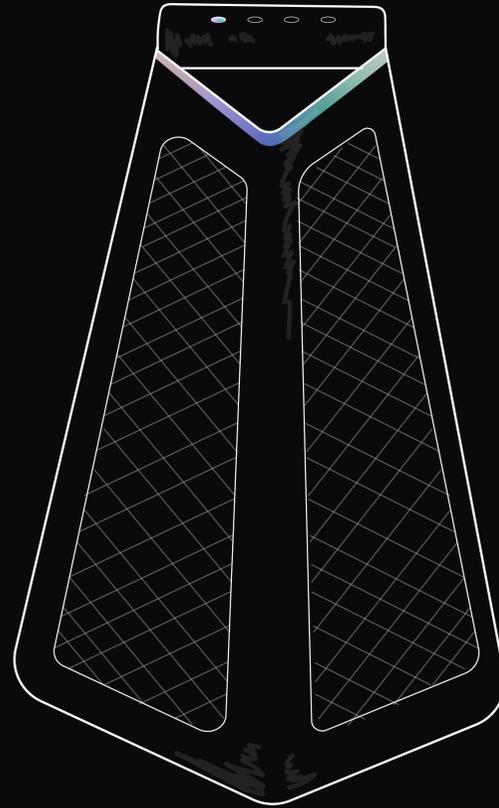


DESIGN CHANGES #3

Using sound indicators as a heads up

Source: User testing 2

DESIGN CHANGES
Adding sound indicators



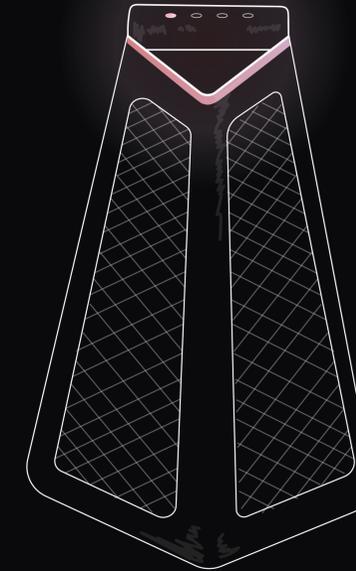
- *Swoosh - Message Sent
- *Keys - Voice Recording start
- *Popcorn - Indicating Edna is listening
- *Complete - Action is completed

DESIGN CHANGES #4

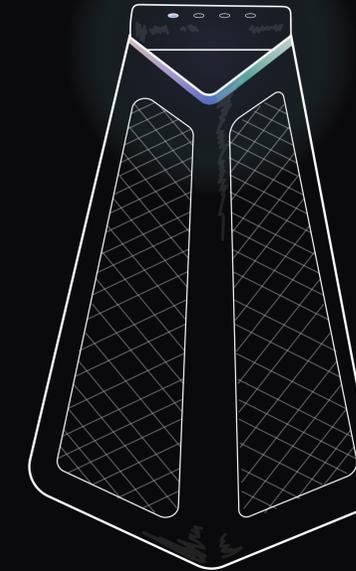
Use of color psychology and light indicators

Source: User testing 2

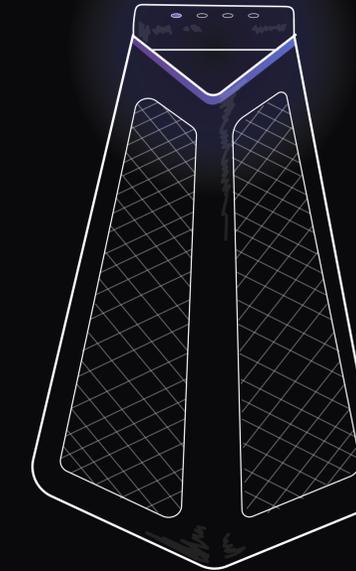
DESIGN CHANGES
Use of colors



Urgent & Important Notifications
Peach Gradient



Edna's Response
Purple Teal Gradient



Incoming Messages
Violet Blue Gradient



The members of **Team Tiny Hands** worked day and night (wishing they had Edna with them) to finalize and perfect their concept...

...and just like that **she was done**