

Number 4

What did citizens say about getting help with online services?

In previous interviews, some people mentioned these issues:

1. Citizens sometimes cannot travel to places for face-to-face advice and help. People might prefer to be at home, or feel safer there.
2. Getting help by phone can be difficult if you have to use the phone to view the online service at the same time
3. In a phonecall, the advisor cannot see the form, letter or other documents relevant to the matter. This is inconvenient, leading to delays and misunderstandings.

What might help?

An idea is for special glasses with an in-built camera and microphone which can be used by a citizen from home or wherever they are most comfortable to have a support call with a helper or advisor. While wearing the glasses, the citizen can have a normal telephone conversation and look at a letter they received in the post, their online account on their own phone, or anything else that might be relevant. The advisor sees on their own computer screen whatever the camera in the glasses is pointed at.

How would that work?

Have a look at the following explanation of what we'll call number 4 "Ad:Visor".

Ad:Visor

Start here

This is Sarah. Sarah has online accounts for banking, utilities, council tax, loans and shopping

Sarah sees a message in one of her online accounts which is confusing

Sarah cannot go out and contacts a familiar consumer advice organisation to ask for help

The matter is briefly discussed with the advice organisation which books a longer appointment with Sarah the following week, posting her the pre-charged Ad:Visor spectacles which have plenty of mobile

data credit

One week later...

Sarah turns on Ad:Visor in advance and wears them before the call starts

A consumer advisor uses software on her computer to make a call to the Ad:Visor device's number

Sarah and the advisor can talk to each other through Ad:Visor's built-in microphone and loudspeakers just like a normal phone call, and can optionally share the frame-mounted camera's view to show what she is looking at

The advisor can see what's in her online account if Sarah logs in on her own phone and looks at it

Sarah can show documents or letters to the advisor by gazing at them, discussing them at the same time

Anything Sarah looks at while wearing Ad:Visor can appear on the advisor's computer screen at the same time as they discuss her enquiry

The matter is resolved in private with Sarah receiving reassurance and guidance what to do about the message without leaving home, and the call is concluded

Finish

Activity properties (constituent parts/essential features)

Actors:

- Sarah
- Consumer advisor
- Advice agency
- Service providers (online accounts)

Mediating tools:

- Ad:Visor spectacles
- Ad:Visor software/system

Other artefacts:

- Online accounts and content

- Paperwork (documents, letters)
- Sarah's smartphone
- Advice agency's systems
- Internet and mobile networks
- Sarah's personal data
- Advisor's knowledge/experience
- Advice agency's records

Actions:

- Access online account correspondence
- Contact advice agency
- Make appointment
- Send/receive Ad:Visor spectacles
- Make/receive Ad:Visor call
- Look at online content on phone
- Look at paperwork
- Discuss the matter
- Conclude/resolve the matter

Other actors in the wider ecosystem:

- Sarah's household members
- Sarah's friends and relatives
- Local community
- Society
- Cheats, fraudsters, hackers, gossip mongers

A note about harms

We are looking for consequences that cause harms. Harms can include failures to fully complete the intended action (achieve the goal), or be manifested as additional burdens, concerns, annoyances, distractions, time and financial costs, disruption, instability, and

mental or physical harm – whether directly or indirectly, at the same time or before/after, in the same or different locations. The harms might occur through use or non-use of the technology, or the technology used by others to cause the harm. The people themselves might do something differently, unconventionally or unexpectedly or even maliciously. Some harms might involve inadvertent errors such as action slips or lapses and mistakes, or deliberate acts contrary to expectations, norms or rules.

Intent, deviations, possible causes and consequences

Design intent is the designer's desired, or specified, range of behaviours which fulfil the requirements. A deviation is a change to a design intent, that leads to a negative consequence (and for us, this means harms to people, focusing on Sarah especially).

Possible causes are what might lead to the deviation. Consequences are outcomes of an event affecting objectives (intent). We want to identify negative consequences affecting people, regardless of their likelihood or magnitude. Deviations can also have negative consequences on artefacts, but we are not concentrating on those types of harm.