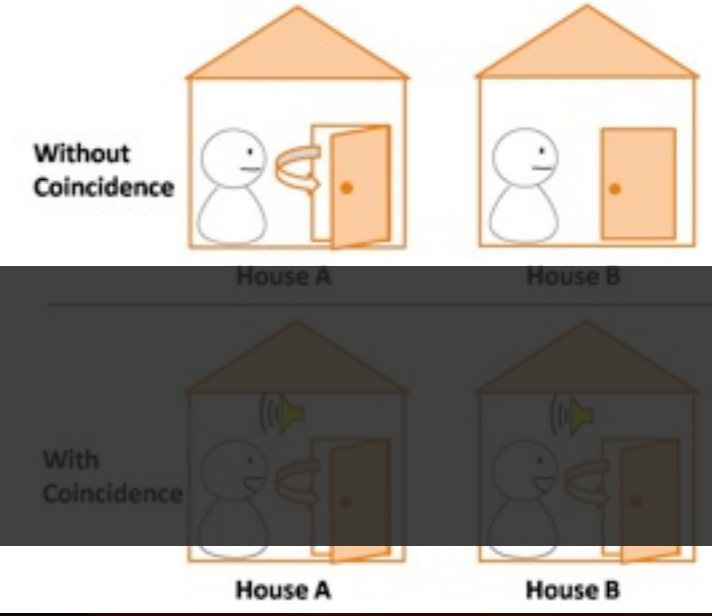


# Intelligent Service Design

Designing for long-distance couples

# Initial Hunt Statement

- ▶ Examine ways to provide emotional, contextual, and environmental information to support feelings of closeness, presence, and communication for long-distance couples



# Previous concepts

er's Cups  
you and your loved one



# Our challenge

- ▶ Previous work is not often grounded in the realities of user's needs
- ▶ How can we incorporate HCD methods with exploratory and future thinking?

# Key Findings

- ▶ Supporting understanding
  - ▶ “She doesn’t know what it’s like to be a grad student.”
- ▶ Couples miss other forms of communication
  - ▶ “the look,” physical presence, body language
- ▶ Couples miss their SO constantly
  - ▶ “See” each other everywhere, in everything

# Design Considerations

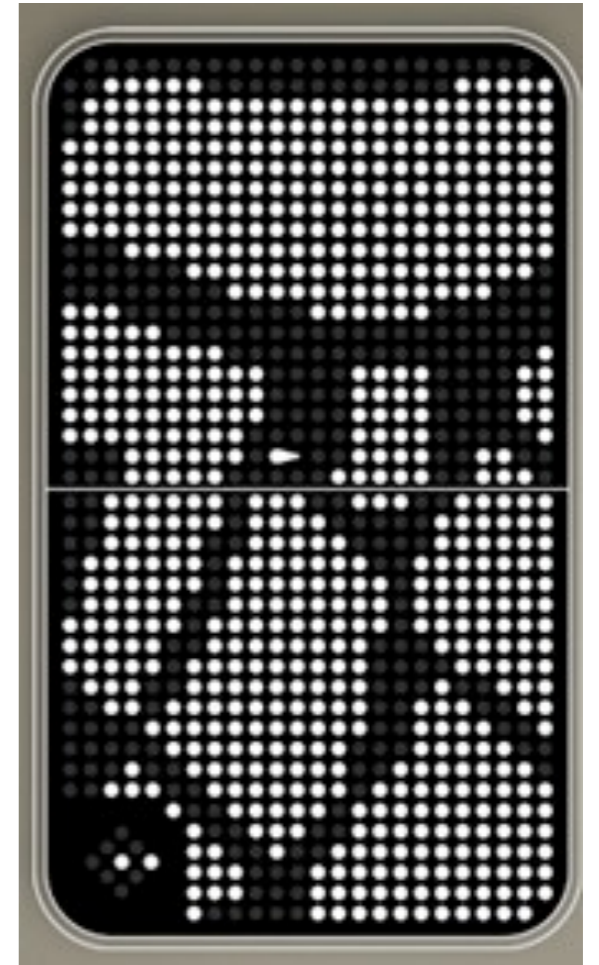
- ▶ Mobile, ambient communication device
  - ▶ Physical Interaction
  - ▶ Control over messages sent and received
  - ▶ Low system proactivity
  - ▶ Non-binary feedback

# Ideation

- ▶ A mobile “pulse” device
  - ▶ Partners can send tactile messages to one another
  - ▶ They can see where their partners are: Work, Home, On-the-go, Other

# Reality check

- ▶ Pin map
  - ▶ pins w/ rubber cover
- ▶ Vibrotactile communication
- ▶ Haptic tactile actuator
- ▶ Pneumatic muscle with shape memory alloy



[Video sketch]