UI design for IoT and Intelligent Agent Systems

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I-Mass
- a interactive search engine for heterogeneous, multi-level and multi-lingual museum databases, adapted to user expertise
- requirements failed: too many, no overview
- scenario-based design (Rizzo et al.) and co-design: how expert-users want the interface

SuperAssist
- assist users in fixing problems with complex systems (diabetes II, blood dialysis, etc.)
- agents for medical expertise, technical knowledge and to interact with users
- scenario-based design

Some lessons learned
- tell users what they need – not what the system is able to tell them
- text messages are socially less intruding than spoken messages
- adapt the interaction to the ‘sophistication’ of the user
- actively explore the design space within the context of use and with your users
- are we ever able to ‘code’ all social behaviour?

New media design & Internet of Things
- mash-up, Client-Server model
- agile, flexible design
- scenarios & prototypes
- co-creation, co-design
- iterative & incremental design
- design exploration & emergent design
- ideation precedes over implementation
Proper (social) behaviour may emerge from design exploration with agent-systems treated as services allows for user-centred design, design exploration and co-design. ... and proper social behaviour need not be pre-coded but may emerge during the design process.

Thank you for your attention; questions? or mail: geert.de.haan@upcmail.nl