

GOALS

To know how users use VoIP and how screen share feature will bring convenience to them.

Total 5 Participants (2 x Turkey, 3 x Taiwan)

FINDS

People rely on VoIP for communication in personal, business and educational domain.

- All (5) Participants use VoIP on daily basis, several times a day.
- 3 participants use VoIP for work purposes, 1 of them teaches through VoIP meeting function (Line) during Covid.
- 2 of them communicate with the school via VoIP group chat.
- 2 of them use VoIP for overseas communication.

1. Socializing with family and friends.

- All participants use VoIP to talk to family and friends.
- 4 of them mentioned they are involved in family and friend groups on VoIP.
- 1 of them is retired, she needs easy usage features, sometimes, she needs her children to teach her how to use a new feature on smartphone (and it is difficult if it is not face to face, talk over a call without seeing anything is a challenge).

2. Using for business purposes.

- Email is the official way of business communication, however, 2 participants use VoIP when a prompt conversation is needed. 1 of them use VoIP with stakeholder outside of company, 1 of them use VoIP mostly with people in the company.
- 1 participant uses the screen share function during online meeting everyday (Microsoft Teams).

3. Using for educational purposes.

- 1 participant is a school teacher, she uses VoIP for information sharing and online teaching. She broadcasts videos during online classes to enhance learning, she uses her smartphone's back camera to shoot the video (on her laptop screen). Her school is in a rural area, not every family has a laptop. That's why she uses the VoIP meeting function to teach over smartphones.
- She would apply Line official account for school usage for next semester to protect her personal privacy.
- 1 participant is a student, and VoIP is important to her to receive information published from her school and teacher.

4. Support features.

- 1 participant mentioned it would be great if she could play online games with friends and talk through VoIP where they can see each other's screens if necessary.
- 1 participant mentioned "Online Status" and "Prompt Translation" functions in VoIP could increase the communication efficiency.
- 1 participant mentioned about "Official Account" for business to protect personal privacy and manage forum and posts.
- 1 participant mentioned about Line Pay is convenient, she thinks "enable point transfer between users" would be a great feature for her.

INSIGHTS

1. Any features, but high learnability.
2. The screen-share function is broadly used in Online Meeting system.
3. VoIP's screen-share function is not mature yet, even there are many people use them in business.
4. For users who use VoIP for business, personal privacy could be a concern.
5. WhatsApp's advantage, **mobility**, should be always concerned during new feature design.