A short info on the scenario before the scenario mapping:
Mrs. Coldfinger goes to the pharmacy. She gets her prescribed pills. The pills are recorded into her device (our prototype in full functioning form) including their names, specified times and doses through their barcodes. The times, the dosage and the names are set (Medicine A: every day at 8:15 and Medicine B: every day at 1 pm.) This is her interaction with the device next morning.

SCENARIO MAPPING

STEP1
8:15, the device's alarm goes off.

QUESTION1
How will she adjust the alarm volume, will there be a mute button?

QUESTION2
What about adjusting screen brightness and font size visually?

IDEA
In an online interface, we can use a settings symbol. Likewise, we can use a setting symbol on the prototype's interface screen too.

STEP2
She touches the alarm clock which stops the sound.

QUESTION1
Is touching the interface screen enough or do we need a different mechanism such as a button to push on so that we clearly understand when the system gives us feedback?

COMMENT
For people with haptic sensitivity issues, we will need a button. If it's not possible, we may strengthen the visual and aural feedback of feedback (We will continue to discuss the design).

STEP3
The device's interface displays Medicine A, specified dose and number of pills to take.

STEP4
She puts the medicine inside the device.

QUESTION1
How do we give feedback when the system is unable to read the barcode because a) the barcode is corrupted b) the user is unable to make the device read the barcode? Note: Are there other ways to confirm the type of medicine other than scanning the barcode?

COMMENT
We'd better make sure there are constraints.

IDEA
The medicine may leave the pharmacy store AFTER it's been approved inside the store that the barcode is working. The interface may also warn the user by saying: "Sorry, I couldn't read the barcode. Can you show it to me again?"

STEP5
The device corrects: "This is not Medicine A, this is Medicine B."

QUESTION1
How do we let the user have a shared control on the system, especially in privacy settings such as aural warnings when they don't want their privacy to be exposed to third parties around them?

COMMENT
The answer to this question applies to Step 7, Step 9 and Step 11 as well.

IDEA
Settings symbol that is likely to be added to the interface not only may consist of screen settings, sound settings, vibration settings…but also privacy settings!

STEP6
She takes it out of the device and places the other box in the device.

STEP7
The device confirms: "This is Medicine A. Please take 1".

STEP8
She opens the bottle, takes one, and closes the cap.

STEP9
The system asks for confirmation of the pill being taken: "Please swipe right on the screen if you took Medicine A"

COMMENT

We have to make sure the feedback we are asking for is intuitive in nature and consistent in structure.

STEP10
She touches to the interface screen with her hand.

COMMENT
Swiping should be a faux affordance, the system should accept her touch as a confirmation.

STEP11
The device informs: “Next medicine is, Medicine B at 1 pm.”

(LOOP: Next 6 steps do not directly contribute to the discussion in terms of inspiring new questions, ideas or comments. However they assist in understanding the context of the prototype by forming a loop, and they are added to complete the scenario)

STEP12
At 1 pm, the alarm goes off. She puts the medicine inside the device.

STEP13
The device says: This is Medicine B. Take 1.

STEP14
She opens the bottle, takes one, swallows it, and closes the cap.

STEP15
The system asks for confirmation of the pill being taken.

STEP16
She touches to the interface screen with her hand.

STEP17
The device says: Next medicine is, Medicine A, tomorrow at 8:15 am.