

# POV (Point of View) / How might we / Brainstorm

Users	Anne Executive Assistant	Lin Retired Pharmacist
Needs	Needs features to improve her communication.	Needs to share information and simple features.
Insight	<p>In order to complete all kinds of tasks, Anne needs to communicate productively and mobility.</p> <p>She needs to share lots of information and receive feedbacks, sometimes provide guidance over a call.</p>	<p>Lin organizes activities for family, friends and retired union. He uses VoIP for group discussion to avoid contacting people one by one.</p> <p>He needs instruction about how to use a new feature.</p>
POV	<ul style="list-style-type: none"><li>• To make accurate conversation, Anne needs to share screen during a conversation.</li><li>• Anne needs to feel being in control of the call.</li><li>• Anne needs to make sure her privacy is protected during any sort of sharing on VoIP.</li></ul>	<ul style="list-style-type: none"><li>• Lin needs easy using features.</li><li>• Lin needs his children to show him how to use and set up something on his smart phone.</li><li>• Lin needs to be able to share information in a group in order to make the discussion clear.</li></ul>
HMW (How might we)	<ul style="list-style-type: none"><li>• How might we let Anne share screen easily during a call?</li><li>• How might we let Anne share screenshot fast during a call.</li><li>• How might we let Anne feel in control during a call?</li><li>• How might we protect Anne's privacy during a call?</li></ul>	<ul style="list-style-type: none"><li>• How might we let Lin learn the new feature easily?</li><li>• How might we let Lin's children easily teach him how to use a new feature or function?</li><li>• How might we let Lin share information in a group just in few clicks?</li></ul>
Brainstorms	<ul style="list-style-type: none"><li>• A clear screen share button.</li><li>• Able to select which screen to share.</li><li>• Able to switch shared screen.</li><li>• Add "Send screen" function within share screen feature.</li><li>• Let Anne know which screen is under sharing now.</li><li>• Let Anne still able to see the other people during a call.</li><li>• Block any pop-up notifications during screen sharing. (Needs to consult developers about the possibilities)</li><li>• Can Invite others to join the call.</li></ul>	<ul style="list-style-type: none"><li>• Provide a step by step instruction.</li><li>• If Lin is not able to learn the feature, his children can share his/her screen with Lin and show him step by step.</li><li>• Add "send screen" function in share screen. Guide Lin from WhatsApp to need-to-be-shared screen. (Not necessary to do screenshot, back to WhatsApp and send image).</li><li>• Vote function in group chat.</li></ul>