Designing a call center training software for visually impaired users

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Abstrak

Existing software development studies focus on creating interfaces that cater to improving sensual responses rather than on usability. The variables affecting the performance of visually impaired (VI) individuals in the design of existing software, such as arrangement of design elements, words used in the interface and allowing action reversal were investigated to improve task completion time, number of errors committed and overall satisfaction. Two interface designs of a telephone survey system were developed considering published usability and accessibility guidelines in literature. A total of 30 participants used the software and performed three tasks. Results of the usability test showed that the lowest overall task time was achieved by the current design followed by the panel design. The panel design produced the least number of errors committed. However, VI participants preferred the tab interface because it is more organized.