

“How Effective are technical support applicaitons in helping tech illiterate people solve technical issues?”

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Introduction

The purpose of this project was to see if the use of applicaitons specialising in technical support, could be used to help people who are not confident in their ability with technology in solving any technical issues that they may come accross on either hardware or software.

Aims & Objectives

The aim of this project is to investigate how effective technical support applications are in helping technically illiterate people in solving any problems

1. Conduct an initial literature review about Tech support and current tech support applications including the following.
2. Define what is needed in a tech support application and Design a possible implementation of a tech support application.
3. Create a Prototype tech support application.
4. Evaluate the use of the new software.
5. Consider Future Developments

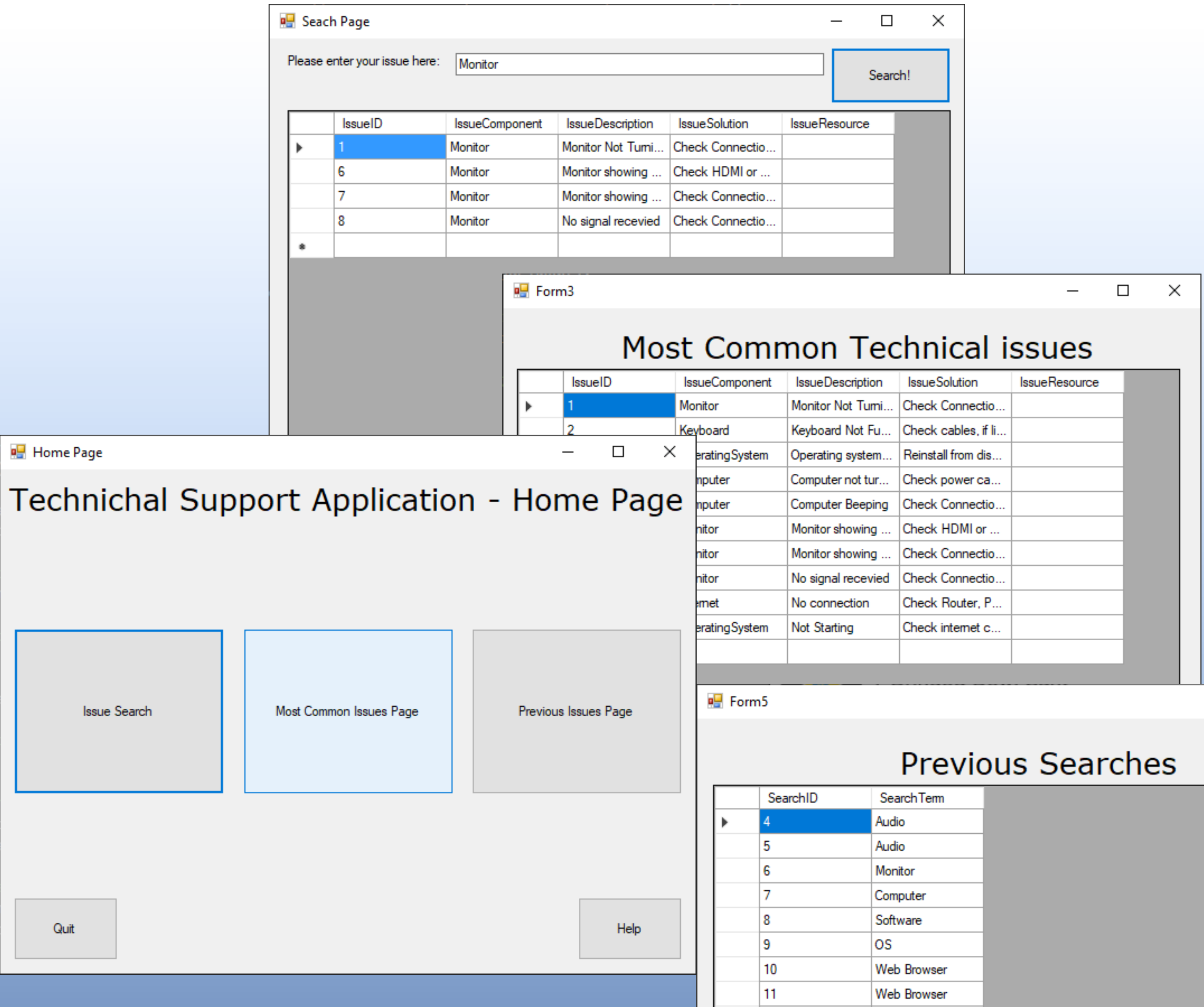
Testing

Unit Testing: This method of testing aims to test the individual components of the application to see if they work as intended. To do this each function was used to see what happened when they were used compared to the expected result.

System Testing: This method of testing was used to test the system as a whole making sure that all components work well together.

Usability Testing: This form of testing was used to see if there were any issues with the navigation or functions relating to the user completing tasks.

User Testing: This method of testing was carried out by asking potential users to use the applicaiton to see if they encountered any issues. Feedback was recived through questionnaires



Research Findings

Secondary Research:
There are a wide range of technical issues ranging from both hardware and software

The possible clients for a type of technical support applicaiton include tech illiterate people, people new to technology and people in technical related jobs

There are a few forms of tech support applicaions, these include ticket systems, live chats, support forums and support AI

Full on tech support applicaitons are rare and usually have a subscription payment system or have viruses

Primary research:
The created application was of some benefit to all users who participated in testing

Some of the users were a bit confused by the solutions given by the application, saying that they were too complex and included too many technical words.

After some instruction they were able to use the applicaiton well.

Navigation of the application worked well as every buton was clearly labled and easy for the user to interact with

Conclusion and Recommendations

Support applications can definitely be of a benefit towards tech illiterate people, but extra care must be taken when creating such applications. As seen with the responses to the previously discussed questionnaire people can get confused easily so it is imperative that the solutions, descriptions, and their solutions are made as simple as possible so that everyone can understand them.

The same care must also be taken with the design of the applicaiton so that all users, no matter their technical knowledge, can use the applicaiton to its full extent

Some reccomendations for this type of applicaiton include:

The data must be easy to read and understand so that the target audience can benefit from the information in the applicaion.

These tools must be specialised to either be hardware or software to simplify the amount of information that they can view

Have an improved search funciton to allow for simimilar search terms and have a link to a support agent or AI.