

Abstract for Dinline

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Dinline is an interactive telephone service that guides the user through the preparation of a meal in real-time. Dinline is build on Voice XML and is only one implementation of a system that can be used for different purposes in environments where it is not desirable to use standard interfaces like keyboards and monitors.

The scenario for Dinline is made for a specific target group, but the considerations about interaction design, language, the structure of information in hierarchic menus and related areas are omni-present for this type of applications. Therefore we have tried to broaden the perspectives for our concept and investigate some technological and economic factors for the concept.

Through the use of text-to-speech, the concept for us was to make use of already existing databases and use the information when needed by the user. As the sense of hearing is omni-directional, the user gets the opportunity to focus on other activities at the same time as using our system. In the case of Dinline, we have focused on one scenario, namely making food. But the service provided could be transferred to any situation where the user has his physical attention elsewhere or is placed in an environment where it is somehow impossible or annoying to use hands or eyes for use of the system.