

## 1996 Paper 12 Question 10

### Designing Interactive Applications

Some of today's photocopiers are connected by networks to repair centres so that technicians can monitor their performance and detect problems without visiting customer premises. Although this offers cost savings, it can have a negative impact on customer relations. Suggest an explanation for this, drawing on your knowledge of the service technician's job. [5 marks]

You have been asked to design a modification to a networked photocopier, to enable users to send messages to the repair centre when they encounter problems. Again drawing on your understanding of the nature of photocopier repair work, produce a rough design for the message-system user interface. Include a one-sentence problem statement, a mental-model description and an outline of the design of the user interface itself. [15 marks]