At the **Quality and Usability Lab** of Deutsche Telekom Laboratories, which is part of Berlin Institute of Technology (TU Berlin), there is an opening for an **Internship**

on the following topic:

**User experience evaluation of a collaborative real-time interaction system**

Today, in many situations – private or business – people need to interact not only with another but with two or more persons. Since physical meetings are sometimes not possible, e.g. due to travel costs, limited time ... people require web based solutions. In case that a documentation is required, people need tools for collaborative editing, e.g. Google Docs.

Basic pre-conditions are the presence of all required participants, a common “workspace” and – if possible – data exchange in real time to limit any dead time, once the other party is still writing, e.g. instant messaging.

The introduction of Google Wave provided a little hype around collaborative real time interaction since the service combined in a first step more or less the above mentioned market demand. Although Google has recently announced to stop the service the basic principles and concepts are still of interest within the industry.

Based on current collaborative real time interaction services and concepts Deutsche Telekom has developed a demonstrator serving a variety of selected user scenarios. For state of the art service design early prototypes need to undergo first user experience and acceptance tests to deploy a successful service.

For the latter a variety of aspects like *usability* of the service (quantified e.g. by expert evaluation), the user’s *satisfaction* (addressed e.g. through polls distributed after service usage), the *usefulness*, the *joy-of-use* experienced by the user (potentially related to physiological parameters), *aesthetics* and *appeal*, *costs*, and finally the *acceptability* and *acceptance* are investigated in conjunction with successful service introductions.

During the internship, user insights concerning these topics focusing on a collaborative real time interaction demonstrator should be measured, analyzed and documented. The internship provides the opportunity to plan – shape, built – concept and run - support the whole testing process, including analysis and documentation of the gained results.

The internship should be carried out in collaboration between TU Berlin and its research partners. Since the project team is based in Berlin, candidates living in Berlin are preferred. The results could be used in scientific publications which may be presented at conferences or workshops to the scientific community.
**Tasks and approximate timetable (November 2010 – February 2010):**

- Introduction to the topic, information package (0.5 month)
- Support - shape methodology / methodological toolbox for the mentioned user experience - interaction tests (0.5 month)
- Definition of questionnaire for a series of experiments addressing selected quality aspects & test set up (0.5 month)
- Run tests, provide support and iterative re-shaping of inquiry based on usage acceptance and progress (1.5 month)
- Statistical data analysis (0.5 month)
- Report (0.5 month)

**Requirements:**

- Studies in telecommunications, computer science, engineering, human factors, psychology, cognitive sciences, or a related field
- Overview and enhanced knowledge on web based communication services
- Genuine interest in interdisciplinary work and the described topic
- Willingness to work in an international and academic/industrial team

**Contact persons:**

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