TL TECH

VOICE TECHNOLOGY CASE STUDY

Transforming accessibility with the ALISS Alexa voice application

AT A GLANCE

Challenges

- User-led experience
- Enhancing accessibility for users with limited digital skills
- Maintaining relevance and accuracy

Benefits

- Improved accessibility
- Enhanced user experience
- Ongoing innovation

Innovate UK

BACKGROUND

The Health and Social Care Alliance Scotland (the ALLIANCE) is the national third sector intermediary for a range of health and social care organisations. It is dedicated to improving the health and wellbeing of people in Scotland through community-led initiatives.

One of its main programmes of work is ALISS (A Local Information System for Scotland) which connects people with vital support services for various needs, including long-term conditions, social and community groups, sports activities, and more. However, ALISS's digital content was only accessible through laptops, tablets and mobile devices, restricting its availability to those with limited digital skills or physical dexterity. Recognising the need for innovation, the ALLIANCE were awarded funding from Innovate UK, as part of the Healthy Ageing Challenge, Designed for Ageing programme to improve ALISS and make it more engaging and accessible.

https://www.tltechsmart.com/aliss/

PARTNERSHIP WITH TL TECH

Digital Assistant Director at the ALLIANCE, Chris Mackie, discovered TL Tech and its wellbeing voice application, Kindspace, at an industry event. The values-driven approach of TL Tech aligned with the ALLIANCE mission, paving the way for a meaningful partnership between the two organisations. With a technology-partner required to make the Innovate UK project a reality, TL Tech offered the perfect partnership.

Chris Mackie stated, "I realised that TL Tech's voice technology expertise and values-driven approach could unlock ALISS's true potential, making it accessible to a wider audience and providing a more engaging user experience."
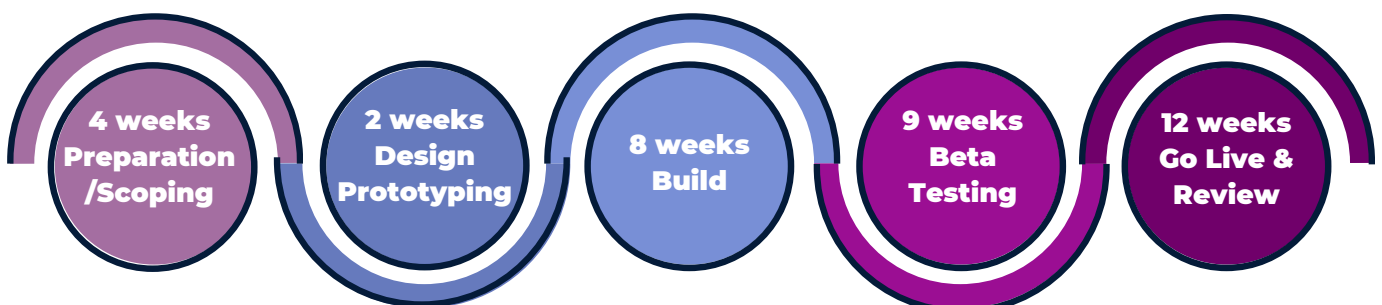
Chris admits that before meeting with TL Tech, he had never appreciated the possibilities that voice technology had to offer, other than asking Alexa to play a song or predict the weather. However, his journey with TL Tech opened his eyes to what was possible, not just for ALISS but for the entire third sector, to make information truly accessible to all. This cross-sector collaboration brought real benefits and challenged the ALLIANCE to think differently.

OBJECTIVE

The primary objective of this project was to make ALISS accessible to everyone by leveraging voice technology for an intuitive, efficient, and engaging user experience.

Approach

- Collaborate with TL Tech to integrate voice technology into the ALISS platform.
- Develop a seamless, voice-enabled user experience with ALISS for Alexa.
- Continuously update and maintain relevant information on the platform, ensuring accurate and reliable data.

4 weeks
Preparation
/Scoping

2 weeks
Design
Prototyping

8 weeks
Build

9 weeks
Beta
Testing

12 weeks
Go Live &
Review

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Funded by UKRI Innovate UK as part of the Healthy Ageing Challenge - Designed for Ageing

CHALLENGES AND SOLUTIONS

1 User-led Experience
Creating a solution that catered to the needs and preferences of diverse users required a user-centric approach.

Solution: The ALLIANCE and TL Tech collaborated to incorporate user feedback and insights throughout the development process. This user-led approach enabled the creation of ALISS for Alexa, which was built based on the experiences of potential users.

Alexa, enable My Scottish Community
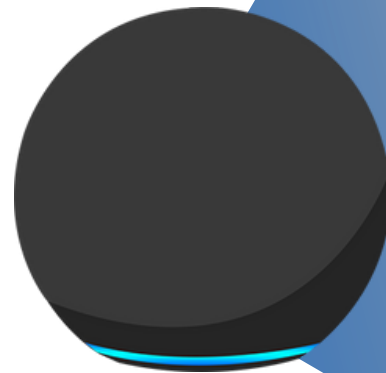
2 Enhancing Accessibility for Users with Limited Digital Skills
Making ALISS accessible to users with limited digital skills or physical dexterity was a crucial concern.

Solution: The integration of voice technology into ALISS made it easier for users with various skill levels to access the platform. By providing a conversational and intuitive interface, ALISS for Alexa bridged the gap between the users and the digital content, enhancing accessibility.

3 Maintaining Relevance and Accuracy
Keeping the platform's information up-to-date and reliable was an ongoing challenge.

Solution: The ALLIANCE has prioritised data governance and user-friendly search functionality. As a result of the Innovate UK funding, the ALLIANCE is taking steps to ensure continuous innovation and progress in maintaining accurate, relevant information on the platform.

ENGAGEMENT ACTIVITIES

The project took a user-led approach which adopted a range of methods to engage hard to reach groups. This took onboard feedback that people needed more help with learning how to use Alexa.

Project landing page
Mailing list
Information flyers

FAQs
Walkthroughs
Help Guides
Resource Pack

Online posts and polls
**Online workshops**

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RESULTS

The partnership with TL Tech resulted in the successful development of ALISS for Alexa, achieving the following outcomes:

- Improved accessibility: Voice technology enabled a wider audience, including users with limited digital skills and visual impairments, to access ALISS's wealth of digital content.
- Enhanced user experience: The user-led approach and conversational interaction provided by voice technology significantly improved user satisfaction and engagement.
- Ongoing innovation: The collaboration with TL Tech ensures continuous progress and innovation, keeping ALISS for Alexa at the forefront of technological advancements.
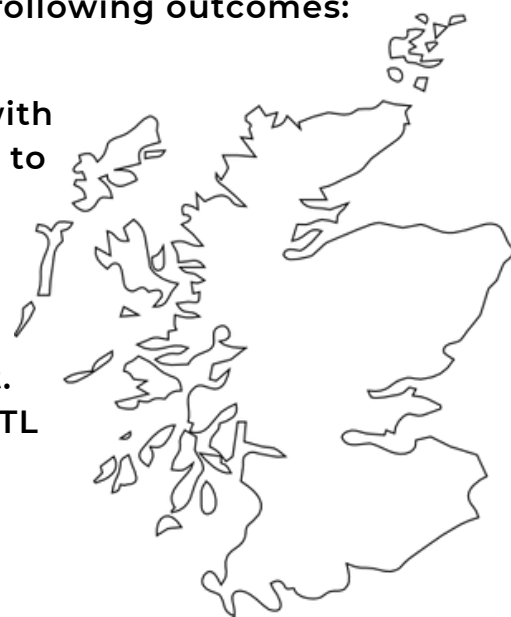
CONCLUSION

The ALISS for Alexa project demonstrates the immense potential of voice technology in revolutionising accessibility and transforming user experiences. By incorporating a values-driven approach and cross-sector collaboration, the ALLIANCE and TL Tech have created a blueprint for leveraging technology to create a positive impact on people's lives.

This project serves as an inspiration for organisations to re-evaluate their information-sharing methods and strive for genuine accessibility. It showcases the power of technology in fostering meaningful connections and enhancing the wellbeing of people in need. As Chris Mackie reflects, "Our collaboration with TL Tech has not only transformed ALISS, but also opened our eyes to the incredible potential of voice technology in serving the community."

Q ALISS for Alexa is Democratising Access to Community Support

"I like the idea of this app and would encourage others to use it."
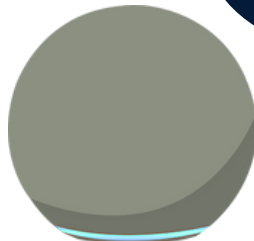
"I thought it was easy to use, it was faster than manually searching by typing."

"As long as it is regularly updated I would recommend it."

"I think I would continue to use the app and ask for things locally, such as dog walkers, clubs for my children and art/music groups for myself. "

"It seems like a great idea and could be useful to find more things and groups on in my local area."

"Alexa, enable My Scottish Community"

SCAN ME

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