

**S.72-1510 Human Factors in Telecommunications
(Ihminen ja tietoliikennetekniikka)**

Exam 11.1.2008

Please answer for two questions only. To pass the exam you need to get at least 8 points.

- 1) A technological innovation isn't sufficient for a product to be successful in the consumer market. What other factors can influence to its success? (8p)
- 2) Describe a method for examining user perceived audiovisual quality of service. What are the benefits of this method? What are the associated drawbacks? For what purposes the method suits well and for what purposes it does not suit at all? Remember to state the reasons! (8p)
- 3) What does a usable and useful user interface consist of? Remember to state the reasons! (8p)