User Experience Writeup

User Experience

Experience 1: First-Time Use of AI-Powered Noise & Video Enhancement

A Zoom user joins a virtual meeting and notices a **new AI-powered enhancement prompt** offering better audio and video quality.

- Upon joining the meeting, they see a **pop-up notification** introducing AI-powered **noise suppression and video enhancement**.
- The notification includes a **quick demo** showing how it improves **audio clarity and video sharpness**.
- The user **clicks "Enable AI Enhancements"**, and immediately **background noise disappears**, and their **video lighting adjusts** to look clearer.
- They see a **small AI indicator in the toolbar**, confirming that the features are active.
- Mid-meeting, they receive **real-time feedback**: "Your background noise was reduced for better clarity."
- They continue the meeting **without distractions**, appreciating the seamless **automatic improvements**.

Experience 2: User Customizes AI Enhancement Settings

A power user wants **more control** over their audio and video settings.

- They navigate to **Zoom settings** and find a new section: **"AI-Powered Enhancements."**
- The interface includes **toggle options** for:
  Noise Suppression Levels (Low, Medium, High)
  Video Enhancement (Auto Adjust, Manual Brightness/Sharpness)
- The user selects **"High Noise Suppression"** since they work in a noisy environment.
- They turn on **"Auto Video Enhancement"** but adjust brightness manually.
- They join their next meeting and immediately **notice a difference**—their voice is crystal clear, and their video looks professionally lit.

Experience 3: AI-Generated Action Items & Meeting Summary

At the end of a strategy meeting, the host **wants to ensure clear next steps**.

- The host enables **AI Meeting Summary** by clicking "Generate Summary."

- The AI quickly **highlights key discussion points** and suggests action items, such as:
  "John to follow up on budget approval."

   "Design team to finalize the UI prototype by next week."

- The AI **allows the host to review and edit the summary** before sharing.
- The host clicks **"Send Summary"**, and all participants receive a **chat/email recap**.

Experience 4: AI-Driven Meeting Analytics & Enterprise Adoption

An **IT administrator** at a large enterprise wants to understand how AI is improving meetings.

- They access the **Zoom Admin Dashboard** and navigate to the **AI Analytics** section.
- They see:
  Noise Suppression Usage: 80% of meetings had AI noise filtering enabled.
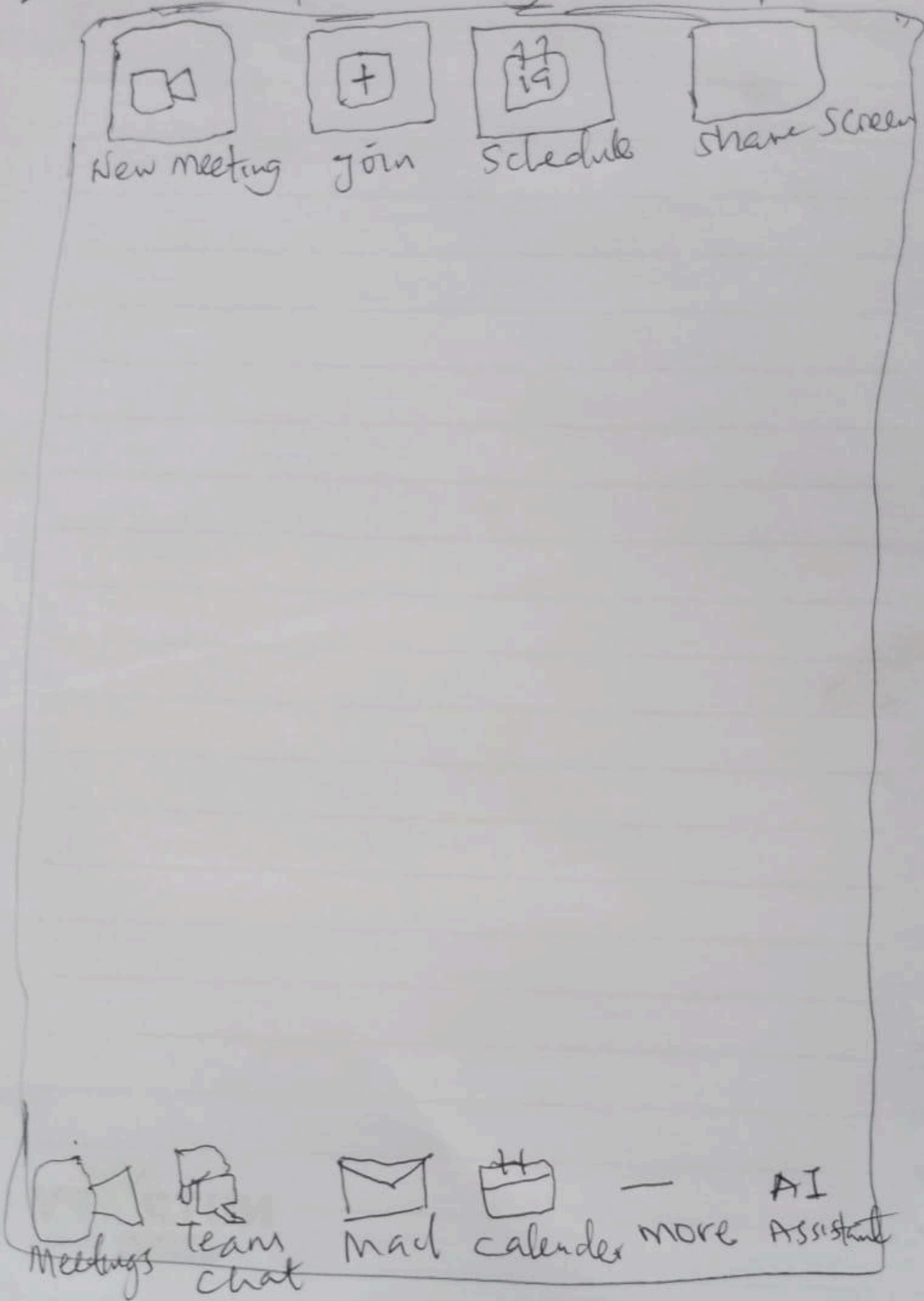 **Engagement Insights:** AI nudges increased speaker participation by 25%.
  The admin **enables AI features by default** for all company meetings and sets **custom AI settings** (e.g., high noise suppression in large meetings).

USER FLOW

You can find below a link to the user flow
https://lucid.app/lucidchart/efb8e8c0-0d78-4597-add2-01ccd95779b7/edit?viewport_loc=1850%2C1502%2C2670%2C1184%2C0_0&invitationId=inv_c4831d97-2568-4f43-9fcd-4426b32dee47
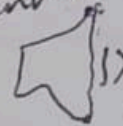
Zoom low Fidelity Wireframe

New meeting   join   Schedule   share screen

Meetings   Teams chat   Mail   calender   more   AI Assistant

Zoom ∨ End

participant   Participant

Audio
enhancement

participant   participant

AI
video
enhancement
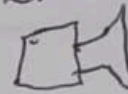
mute stopvideo | Participants chat Rea more