

# FIND OUT THE LATEST NEWS ABOUT THE ACTIVEADVICE PROJECT



NEWSLETTER  
11/2018



## Decision Support Solutions for Independent Living Using an Intelligent AAL Product and Service Cloud

### USER TEST RESULTS

During the final phase of the project, we tested the ActiveAdvice decision-support framework with end users from our target groups (with a focus on the group of older adults – AAL2C). While the solution in general was rated very positively – described as educative and useful – some issues and need for improvement were identified: for example, questions and icons used by the digital advisory system were not always clear to the user groups. Furthermore, while the functionality was rated well, some design improvements were suggested. These changes and improvements are currently being implemented, ensuring that the final ActiveAdvice prototype fulfils the end users' needs and wishes.

### AUTHORISED ACTIVE ADVISORS

Human advisors are considered one of the core concepts of the ActiveAdvice project and an important addition to the digital platform. To create a training outline for these so-called Authorised Active Advisors, we carried out an explorative analysis, including (i) desk research; (ii) three explorative workshops; (iii) a number of twelve semi-structured interviews with different stakeholders that potentially fit the human advisor profile; and (iv) a range of discussions within the consortium. The results show that the main values provided by Authorised Active Advisors are personal contact and an increase of trust, their ability to fill gaps in the digital advisor system and the context knowledge they can provide, thus boosting confidence, providing better decision support, and allowing for more transparency.

### CONTACT



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ActiveAdvice is a project co-financed by the European Commission, AAL Joint Programme and the related National Agencies in Austria, Belgium, the Netherlands, Portugal, Switzerland and the United Kingdom.

## Project Objectives



RESEARCH



AGGREGATE



IMPLEMENT



CONNECT

### ACTIVEADVICE @ AAL FORUM 2018

Members of the ActiveAdvice project were present at the AAL Forum 2018, which took place from 24-26 September in Bilbao. The ActiveAdvice project showcased its main results with a booth at the exhibition area. In our workshop "High Tech, High Touch: Authorized Active Advisors as mediators between AAL providers and consumers", we were able to collect valuable insights for our "human advisor" concept. Thanks to all participants and visitors – it was a truly inspiring AAL Forum 2018!

### FINAL REVIEW MEETING & PROJECT END

As the ActiveAdvice project is ending in November 2018, a final review meeting took place on 23 November in Alkmaar with the ActiveAdvice consortium, the AAL CMU and NCPs, and experts to review the project. The consortium presented main insights, results and outcomes of the project, including a demonstration of the prototype. With the project end, our efforts won't stop – based on our exploitation strategy, the ActiveAdvice solution will be developed further. Stay tuned!

Check out our new channels



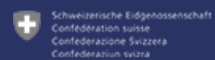
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