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ITU-T E.134

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TELEPHONE NETWORK AND ISDN

OPERATION, NUMBERING, ROUTING AND MOBILE SERVICE

HUMAN FACTORS ASPECTS OF PUBLIC TERMINALS: GENERIC OPERATING PROCEDURES

ITU-T Recommendation E.134

(Previously "CCITT Recommendation")

FOREWORD

The ITU Telecommunication Standardization Sector (ITU-T) is a permanent organ of the International Telecommunication Union. The ITU-T is responsible for studying technical, operating and tariff questions and issuing Recommendations on them with a view to standardizing telecommunications on a worldwide basis.

The World Telecommunication Standardization Conference (WTSC), which meets every four years, established the topics for study by the ITU-T Study Groups which, in their turn, produce Recommendations on these topics.

ITU-T Recommendation E.134 was prepared by the ITU-T Study Group I (1988-1993) and was approved by the WTSC (Helsinki, March 1-12, 1993).

NOTES

1 As a consequence of a reform process within the International Telecommunication Union (ITU), the CCITT ceased to exist as of 28 February 1993. In its place, the ITU Telecommunication Standardization Sector (ITU-T) was created as of 1 March 1993. Similarly, in this reform process, the CCIR and the IFRB have been replaced by the Radiocommunication Sector.

In order not to delay publication of this Recommendation, no change has been made in the text to references containing the acronyms "CCITT, CCIR or IFRB" or their associated entities such as Plenary Assembly, Secretariat, etc. Future editions of this Recommendation will contain the proper terminology related to the new ITU structure.

2 In this Recommendation, the expression "Administration" is used for conciseness to indicate both a telecommunication administration and a recognized operating agency.

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CONTENTS

Page

1 General 1
1.1 Intent 1
1.2 Scope 1
2 Recommendation 1
2.1 Initialization 1
2.2 Means of payment 2
2.3 Identification 2
2.4 Communication 2
2.5 Next 2
2.6 End 2
3 Summary 2

Recommendation E.134

HUMAN FACTORS ASPECTS OF PUBLIC TERMINALS: GENERIC OPERATING PROCEDURES

(Helsinki, 1993)

1 General

1.1 Intent

Public terminals include a wide range of service capabilities. The current list includes such services as payphones, fax and Videotex. Investigation has disclosed that a significant inhibitor to public terminal usage is related to confusing and varied operating procedures.

The intent of this Recommendation is to provide a sequence for the basic user actions that should be supported in the design of all public telecommunication terminals. Customers will benefit by being able to use this procedure when using an unfamiliar terminal or a new type of terminal. This should reduce lost revenue resulting from customer confusion and minimize the costs of instructing customers.

Terminals and network services can be designed to permit variations in the sequence of these user actions. Sequences different from the one recommended are permitted in such cases in order to encourage innovation and to accommodate user errors. However, the sequence of basic user actions described in this Recommendation should always be a default, if not the primary sequence.

1.2 Scope

The basis of this Recommendation is fundamental human factors principles. These principles are aimed at optimizing the relationship between users and systems. The descriptions used in this Recommendation are high level in nature and are not intended to be detailed. Individual services offer a variety of options and alternatives. It is not the intent of this Recommendation to restrict or preclude such offerings. Rather, the focus of this work is to provide a generic framework for public terminal operating procedures that will facilitate ease of use.

2 Recommendation

Generic operating procedures have been developed for the following public terminal service offerings:

- payphones;
- fax (send);
- fax (receive);
- Videotex.

The Recommendation includes six basic user actions. These actions include: initialization, means of payment, identification, communication, next (optional) and end. The basic user actions should be performed in the following sequence.

2.1 Initialization

This step is the user action that activates the service being provided.

2.2 Means of payment

Means of payment includes: coins, tokens and all forms of card technologies. Some services may be provided without charge – in those cases, this step should be bypassed. Free services from public terminals (e.g. free emergency calls) should not require presentation of any means of payment.

2.3 Identification

This step is the point in the transaction where the initiating party identifies the destination of the communication. This could be the called number, the distant fax address or the service provider's address.

2.4 Communication

This step is the point in the transaction where the communication will take place over the network.

2.5 Next

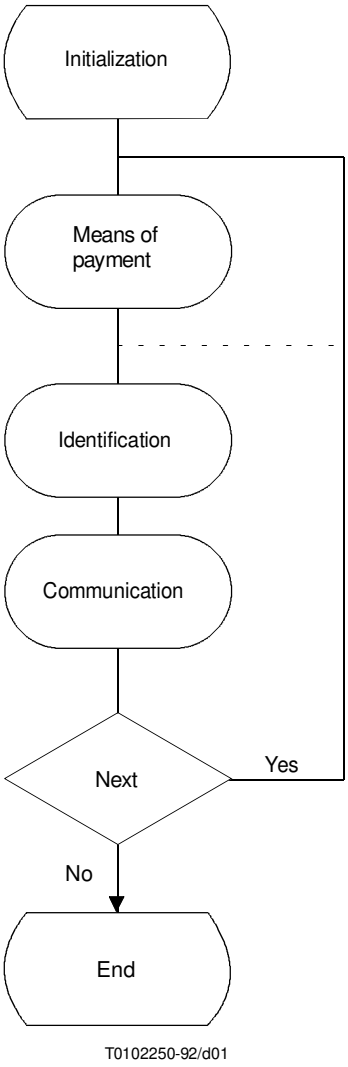
The availability of “next” call or “new” option capabilities in public telecommunication terminals is an ease of use benefit to the users and an economic value to the service provider. This is an optional step.

2.6 End

At the conclusion of use of the public terminal, a notification should be given, where appropriate, to the system by the user in the form of an action indicating that the service provision is complete. The system should provide a mechanism for reminding the user to remove (if appropriate) their means of payment.

3 Summary

Figures 1 and 2 have been developed to provide visual representations to demonstrate how this Recommendation should be applied to various public terminal applications.



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NOTE – The above model does not exclude the user from performing any function at any point in the duration of using a public terminal.

FIGURE 1/E.134

Generic model of user interaction for public terminals

Terminal type	User action					
	Initialization	Means of payment	Identification	Communication	Next	End
Payphone	Lift handset	Insert means of payment	Input number (Address)	Transfer information	Press designated button	Replace handset
Public fax (Sendmode)	Place document	Insert means of payment	Input number	Transfer information	Press designated button	Automatic
Public fax (Receive mode)	Place document	Insert means of payment	Input number (of Network Node)	Transfer information	Press designated button	Automatic
Public Videotex		Insert means (if required)	Select option	Transfer information	Select another option	

FIGURE 2/E.134

Use of mode by terminal type
Public terminals/generic operating procedures