

Design of an Interactive Information Kiosk for Shopping Malls



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Keywords: Aesthetics, Ergonomics, Interface, Style

Abstract:

The interactive information kiosk in shopping malls provides various types of information to the mall visitors. The design of an information kiosk for shopping malls is different from a normal kiosk design as it is necessary to catch the attention of visitors to the shopping mall. Study of the mall visitor's psychology was essential and case studies and literature reviews were carried out to find out the requirements of the visitor.

The project was started with product study to know the existing features and design elements in the product. User study was carried out for the visitors to understand the process of communication system. Market survey was carried out to know the importance of kiosks for shopping malls and to find out details about currently available products. The aspirations and frustrations of the visitors to the mall were identified to meet the actual needs. Quality Functional Deployment (QFD) was made to derive the technical aspects from user aspirations. After finalizing the features, ergonomic study was carried out and Product Design Specification (PDS) was prepared to meet the technical aspects. Concepts were generated by considering PDS. Theme based concepts were generated which would catch the attention of the visitors. Metaphors of themes were taken from acoustic speakers, rotating chairs, eggs and the letter S. Based on the concept sketches and 3D modeling of concepts, one final concept was selected and rendered in Solid works software tool to create a realistic view with detailing.

The theme of the final concept was "Touch info". A 1:1 scaled physical model was fabricated. Feedback was collected from the user group and the results were positive.



Concepts 1



Concepts 2

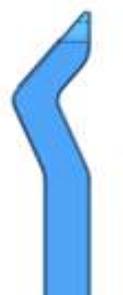


Concepts 3



Concepts 4

Various concepts interactive information kiosk for shopping malls



17" TFT display with ergonomic dimensions, eye catching attraction to the mall visitors



Prototype model