

Summary of Human Factors work done in [ITU-T SG 2](#)

This work took place under a study Question on “Human Factors issues on international telecommunication services” (formerly in [Questions 16/2 and 17/2](#), then in [Q4/2](#), and now under [Q3/2](#)), which was aimed at increasing usage and therefore revenues derived from international telecommunications services by improving ease of use and usability. Most of the work within this Question resulted in regular ITU-T Recommendations. These are some examples:

- ‘E.earcon’ is a planned future Recommendation describing the concrete possibilities for both an icon and an earcon indicating the proper stage for language selection by the user of a human-system dialogue aimed at achieving some particular telecommunication functionality. The Question wanted to cater for needs in this respect outside Europe, since ETSI, the European Telecommunication Standards Institute, would take care of the European needs.
- Two similar possibilities exist: for ordering letter-to-numeric-key arrangements on cell phones, and for regarding specific possibilities as well as difficulties for using voice commands in telecommunication processes. Again, Q3/2 in this case would cater for needs outside Europe.
- [E.121](#) *“Pictograms, symbols and icons to assist users of the telephone service”* is a Recommendation that already exists for quite some time. It includes symbols for facilities and services that accommodate people with disabilities. However, it was recently enlarged to include nine new symbols on the use of fax equipment with extended functionality. These new symbols resulted from an experiment on their understandability by users in five countries, from three continents - according to the rules specified in another ITU-T Recommendation: [F.910](#), *“Procedures for designing, evaluating and selecting symbols, pictograms and icons”*.

Older people and people with disabilities often face difficulties when using public terminals. To try to alleviate these difficulties three Recommendations have been made by those doing the human factors work in ITU-T’s SG 2:

- [E.135](#), *“Human factors aspects of public telecommunication terminals for people with disabilities”*;
 - [E.136](#), *“Specification of a tactile identifier for use with telecommunication cards”*;
 - [E.138](#), *“Human factors aspects of public telephones to improve their usability for older people”*.
-