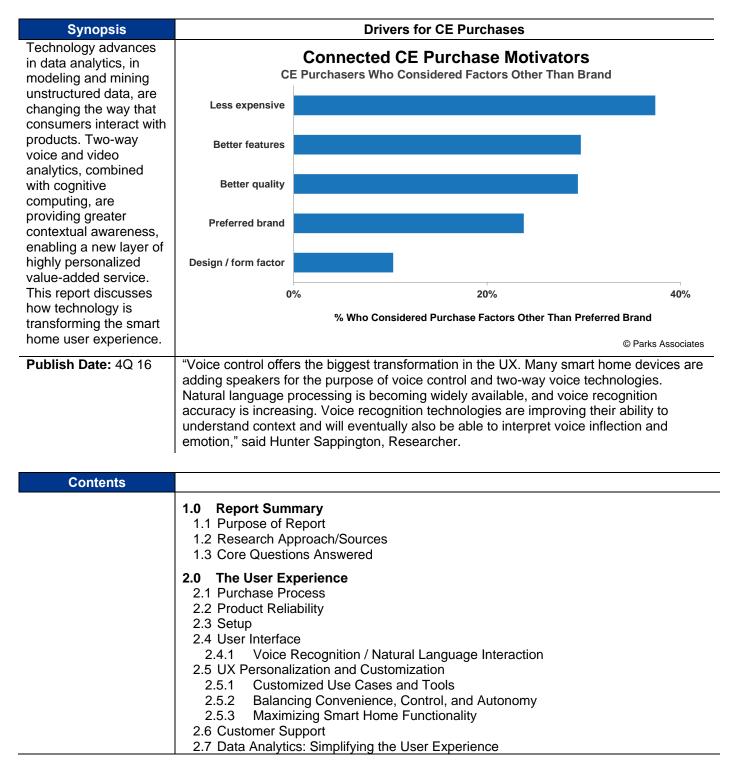
Transforming the Smart Home User Experience



TABLE OF CONTENTS

By Brett Sappington, Senior Director of Research, and Hunter Sappington, Researcher





Transforming the Smart Home User Experience

TABLE OF CONTENTS

- 3.0 UX Investment
- 4.0 Company Profiles
- 5.0 Forecast
 - 5.1 Forecast
- 6.0 Implications and Recommendations
 - 6.1 Implications
- 6.2 Recommendations
- 7.0 Appendix
- 7.1 Glossary
- 8.0 Index
 - 8.1 Image Sources

Figures			
	Smart Home User Experience Components		
	Brand Consideration for Connected CE Products		
	Factors Considered by CE Purchasers Other Than Brand		
	Top Three Purchase Considerations for Connected CE Products		
	Technical Problems Experienced with Smart Home Devices		
	Inconvenience of Device Setup		
	Likelihood of Purchasing the Same Brand Again		
	Voice Control Continuum		
	Methods of Interaction with Devices and Services		
	Examples of Alexa Compatible Devices and Services		
	Communication Method Used Most Often on Most-Often Used Connected CE Device		
	Ideal Smart Thermostat Interfaces		
	Ideal Smart Lock Interfaces		
	UX Investment Decision Factors		
	Amazon Company Profile		
	Vivint Company Profile		
	Roku Company Profile		
	Control4 Company Profile		
	Apical Company Profile		
	Nuance Company Profile		
	Forecast Methodology		
	Forecast of Consumer Device Unit Sales with Voice Control Capability		
	U.S. Forecast of Percent of Mobile Device Unit Sales with Voice Control Capability		
	U.S. Forecast of Percent of Connected CE Device Unit Sales with Voice Control Capability		
	U.S. Forecast of Percent of Smart Home Device Unit Sales with Voice Capability		

List of Companies			
	Alarm.com	Netflix	
	Amazon	Nintendo	
	Apical	Nuance	
	Apple	PlayStation	
	August	Roku	



Transforming the Smart Home User Experience

TABLE OF CONTENTS

	Charter Communications Control4 Google Haier Hisense IFTTT Insignia LG Microsoft	Samsung Sharp Sling TV TCL Telstra Time Warner Cable Vivint Xbox	
Attributes			
Parks Associates 15950 N. Dallas Pkwy Suite 575 Dallas TX 75248	Authored by Brett Sappington and Hunter Sappington Executive Editor: Jennifer Kent Published by Parks Associates		
800.727.5711 toll free 972.490.1113 phone	© November 2016 Parks Associates Dallas, Texas 75248		
972.490.1133 fax	All rights reserved. No part of this book may be reproduced, in any form or by any means, without permission in writing from the publisher.		
parksassociates.com sales@ parksassociates.com	Printed in the United States of America.		

Disclaimer

Parks Associates has made every reasonable effort to ensure that all information in this report is correct. We assume no responsibility for any inadvertent errors.