# ABSTRACT

*Since the onset of the COVID-19 pandemic in Indonesia, the government has required that learning, working, and worship activities be carried out at home, to reduce the transmission of COVID-19. This makes work and study activities carried out from home online with the use of platforms on video conferencing. The growth potential of the use of video conferencing platforms is greatly increased, in terms of zoom 681 million times, google meet 331 million and microsoft team 200 million. UMeetMe is a video conferencing service within the Telkom ecosystem. Based on the initial identification of the stakeholders of the UMeetMe platform, these users are still experiencing problems and assessing the user interface of the platform on UMeetMe video conferencing is still not good, which will lead to a bad user experience. This study uses a design thinking method approach, data mining is carried out by literature studies and interviews, then the data is analyzed by defining the problem. After that, the design process is carried out by determining visual concepts, creating user flows, wireframes, mockups, and prototyping. Through prototyping, results can then be tested by user testing. Therefore, this design focuses on the ease of displaying information on the features needed and the visual aspect of comfort of use. It is hoped that this design can reduce the level of difficulty when users use the UMeetMe platform.*

**Keywords**: *video conferencing, user interface, user experience*