

Does my bot need a VUI?

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The power of voice...

Video – baby hearing for first time

“I use emoticons when I text,
because I can’t always express
what I want to just using words.”

- Millennial at a recent bot meetup

What's the difference?



2 videos of people saying "I love you"

Emotional

Persuasive

Personal

Hands-free

Physically away from bot

Accessibility

Intuitive

- Conversation rules
- Turn-taking

Conversational partner

- Handheld devices distracting

Public spaces

Discomfort speaking to a computer

Some users prefer texting

Privacy (including output)

Speed of output

Data Collection

Transcription

People don't always type the same way they speak

Can do WoZ

Continue to monitor logs throughout pilot & deployment

Tools

Pullstring: story / authoring

TinCan.AI, Sayspring: prototyping

API.ai, Nuance Mix, Wit.ai: NLU

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O'REILLY



Designing Voice User Interfaces

PRINCIPLES OF CONVERSATIONAL EXPERIENCES

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