



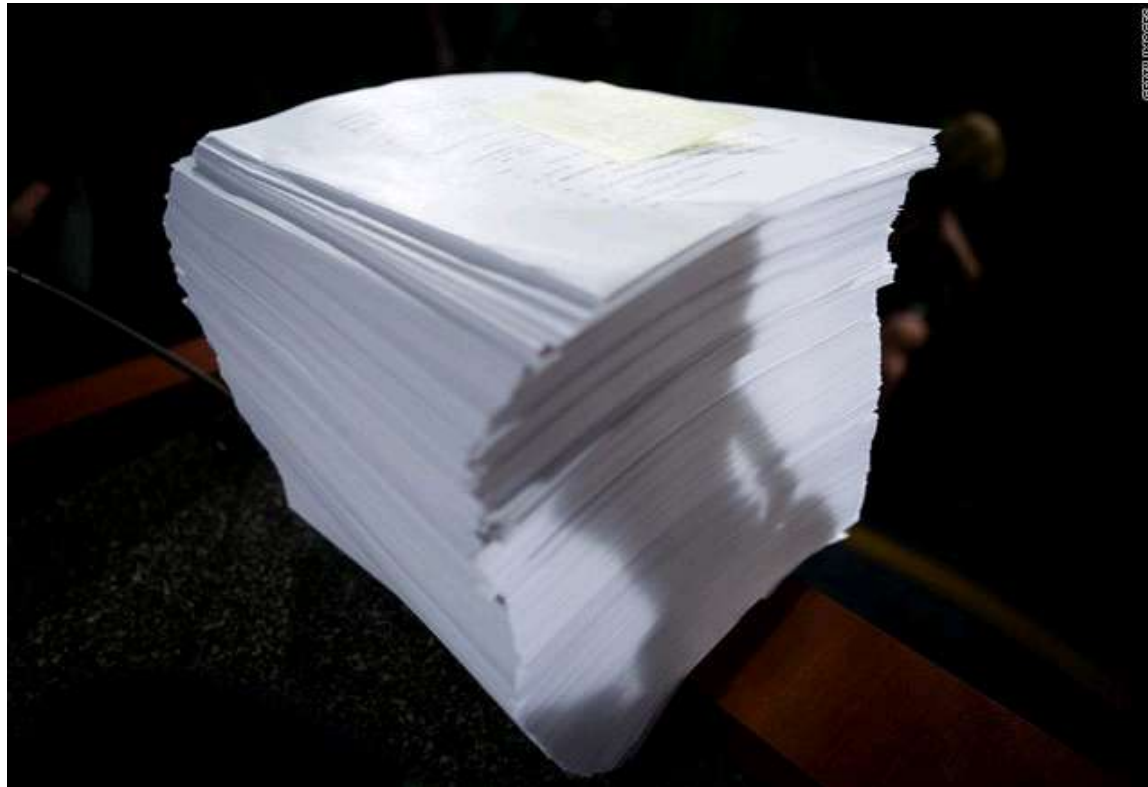
## Storyboarding for Voice

Mary Constance Parks, Principle Interaction Designer  
Mobile Voice Conference 2010



# Introduction

## UI Specifications



# Introduction

## Wireframes and tables

Revision Date	Description	Revised By
5/11/05	Added values for drop down and detailed description	JKB

**Instance:** This dialog appears when a user selects Shut Down from the CTRL+ALT+DEL dialog or from the start menu

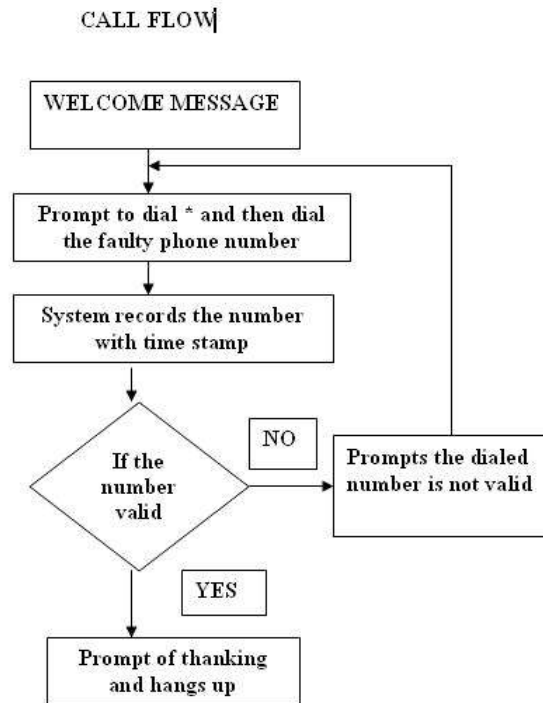
**Title Bar:** Shutdown Windows



Text	Form Element	Values	State + Condition
What do you want the computer to do?	Drop Down	Log off [user name]	Default
		Restart	
		Shutdown	
		Shutdown & Power Off	
		Suspend	
		Restart	
[dynamic description]		Ends your session, leaving the computer running on full power.	For Log off [user name]
		Ends your session, shuts down Windows, and starts Windows again.	For Restart
		Ends your session and shuts down Windows so that you can safely turn off power.	For Shutdown
		Ends your session, shuts down Windows, and turns the computer power off.	For Shutdown & Power Off
		Places your computer in a low power suspended state. Your session will resume when you turn full power on.	For Suspend
		Saves your session on hard disk and turns computer power off. Your session will resume when you turn power on.	For Restart

# Introduction

## Diagrams



# Introduction

## Documents



# Introduction

## Hard to read



# Introduction

## Can't show what it will be like



# Introduction

## Can't show context





# Introduction

## Can't show interaction



# Introduction

## Sample calls

- A model of what it could sound like



# Introduction

## Sample calls

- Scripted conversations

A: Then what are the last four digits of the credit card number?

C: Uh..here. Seven seven four six.

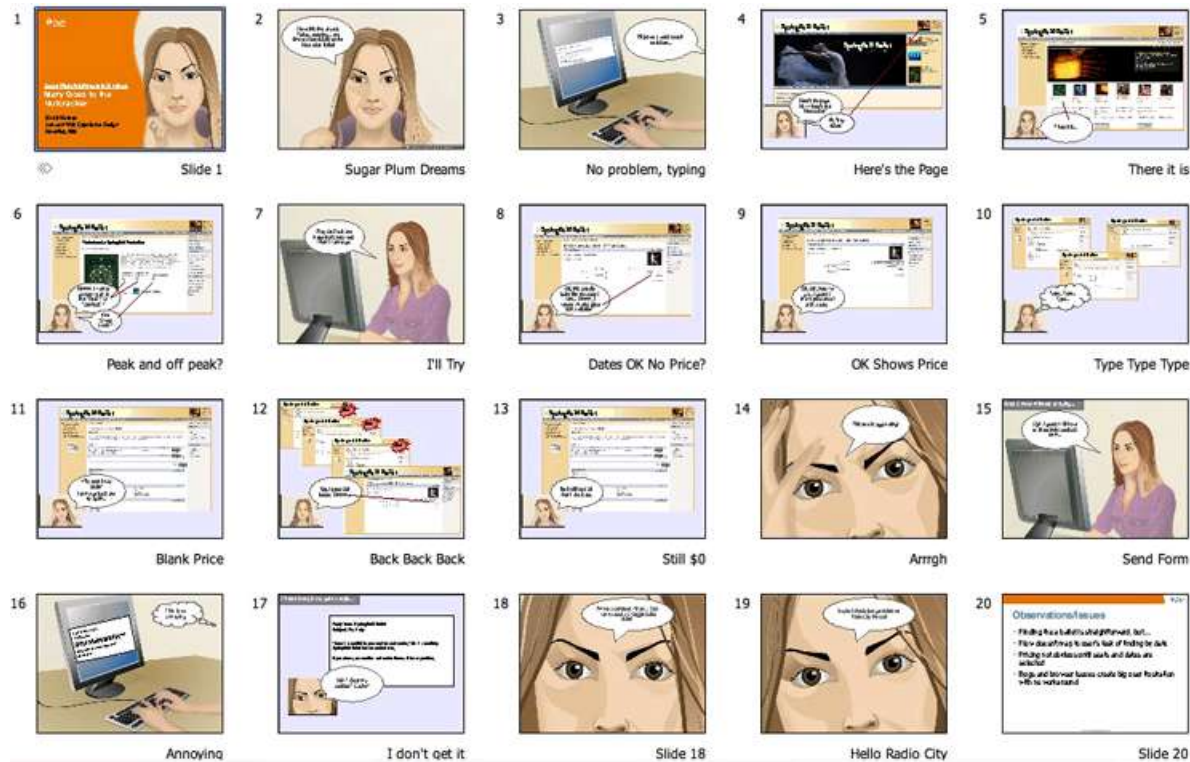
A: One one seven seven, did I get that right?

C: No!

A: Sorry about that....

# Introduction

## Storyboards for interaction design



# Introduction

## Storyboards provide a model of...

- What it will be like
- Context
- Interaction

# Agenda

- Before storyboarding
- Basic narrative structure
- Storyboarding techniques

# Before storyboarding

## Research and observe...people



# Before storyboarding

## Places





# Before storyboarding

## Artifacts



# Before storyboarding

## Behavior



# Before storyboarding

## Decide on audience



# Before storyboarding

## Decide on focus

- The whole story
- A part of it
- A detail

# Before storyboarding

## Decide on focus

- Ok Go's "This Too Shall Pass" Rube Goldberg Machine Video and Interactive Floor plan for video shoot



# Basic narrative structure

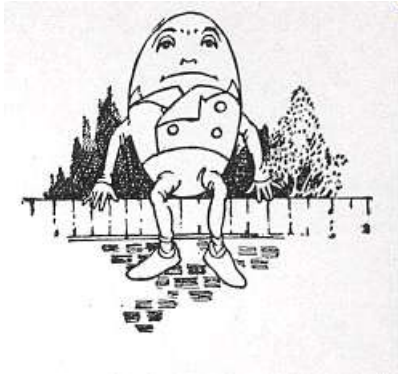
## The setting

- Who?
- Where?
- When?

## What happens

- Story line leading up to a surprise
- The surprise
- Resolution

# Basic narrative structure

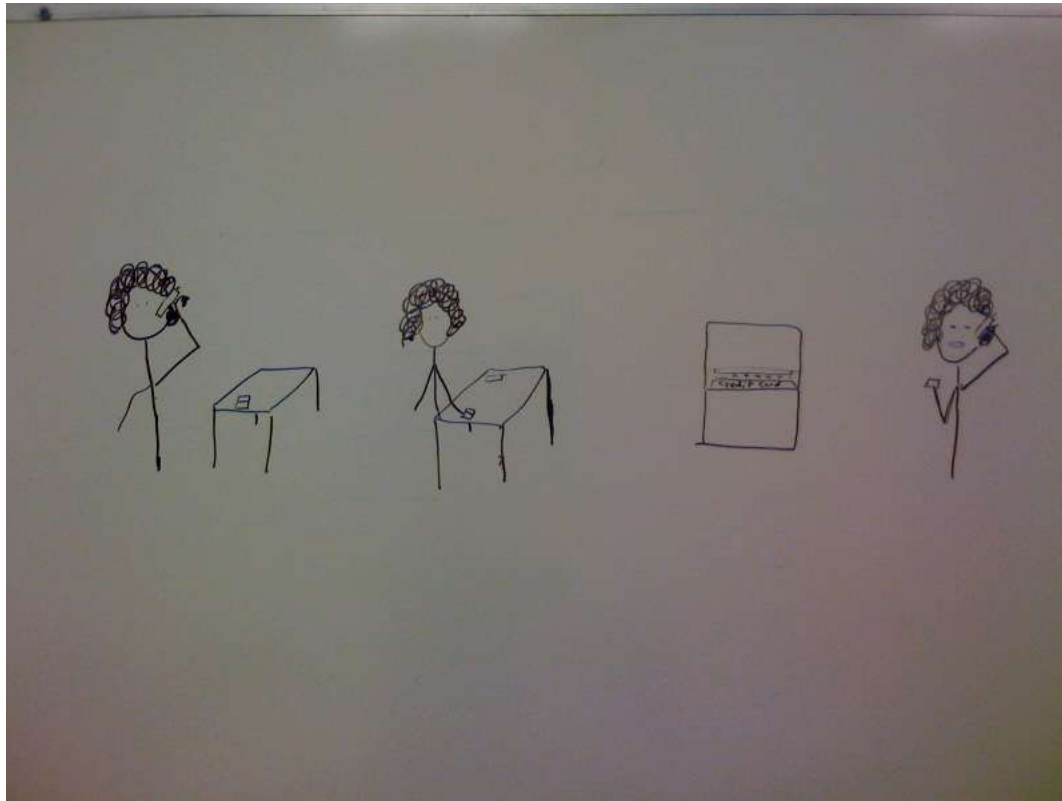


## Humpty Dumpty

Humpty Dumpty sat on a wall,  
Humpty Dumpty had a great fall.  
All the king's horses and all the king's men  
Couldn't put Humpty together again.

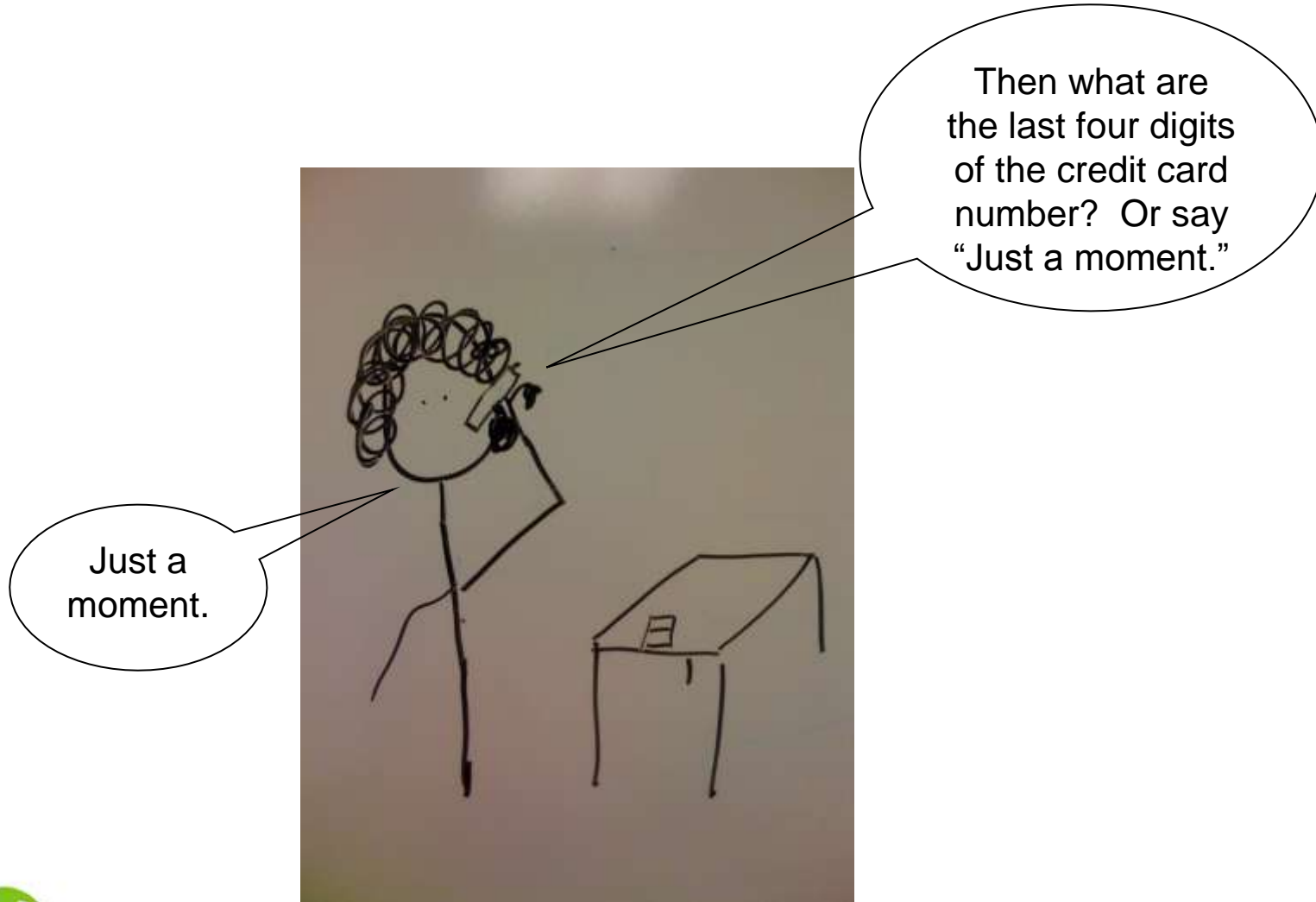
# Storyboarding techniques

Draw...even if you have no drawing skillz





# Storyboarding techniques



# Storyboarding techniques



Okay, when you're ready, press pound.

# Storyboarding techniques



# Storyboarding techniques



# Storyboarding techniques

## Clip art





# Storyboarding techniques

## Other ideas

- Stills from video
- Improvising as a caller interacting with the “the system”
  - Take pictures
- Websites, software, templates: search “design storyboarding” for example.
- No pictures
  - Write a script, describing setting and actions, and including storyline and dialog.
  - Let someone else do the storyboarding!

# Conclusion

## Storyboarding for voice can help us

- Better understand callers and their contexts
- Better empathize with them
- Improve usability
- Create compelling experiences



# Storyboarding for Voice

**Thank you!**

Contact:

[mary.parks@nuance.com](mailto:mary.parks@nuance.com)