Does my bot need a VUI?

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January 31st, 2017
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