Storyboarding for Voice

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Introduction

UI Specifications

Introduction

Wireframes and tables

Introduction

Diagrams

CALL FLOW

WELCOME MESSAGE

Prompt to dial * and then dial the faulty phone number

System records the number with time stamp

If the number valid

Prompt of thanking and hangs up

Introduction

Documents

Introduction

Hard to read

Introduction

Can’t show what it will be like

From http://www.w3.org/2008/Talks/09-mwbp-smart/.
Can’t show context

Introduction

Can’t show interaction
Introduction

Sample calls

• A model of what it could sound like
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

From http://blogs.sun.com/MartinHardee/entry/design_comics_templates_1_0.
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

Behavior

Before storyboarding

Decide on audience

From http://movickmarketing.com/2009/07/
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

From [http://www.okgo.net/this-too-shall-pass-rube-goldberg-machine/](http://www.okgo.net/this-too-shall-pass-rube-goldberg-machine/).
Basic narrative structure

The setting

• Who?
• Where?
• When?

What happens

• Story line leading up to a surprise
• The surprise
• Resolution
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
Then what are the last four digits of the credit card number? Or say “Just a moment.”
Storyboarding techniques

Okay, when you’re ready, press pound.
Storyboarding techniques
Okay, it’s 7746……… . it’s 7746.

When you’re ready, press pound. Or for more info, press star.
Storyboarding techniques

Clip art
Storyboarding techniques

Photos

From http://www.core77.com/hack2school/portigal.asp.
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!
Storyboarding for voice can help us

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

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