FlexiVoice

Low-fi Prototyping & Pilot Usability Testing

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Overview of Talk

1. Mission and Interface

2. Prototype and Task Flows

3. Testing and Results

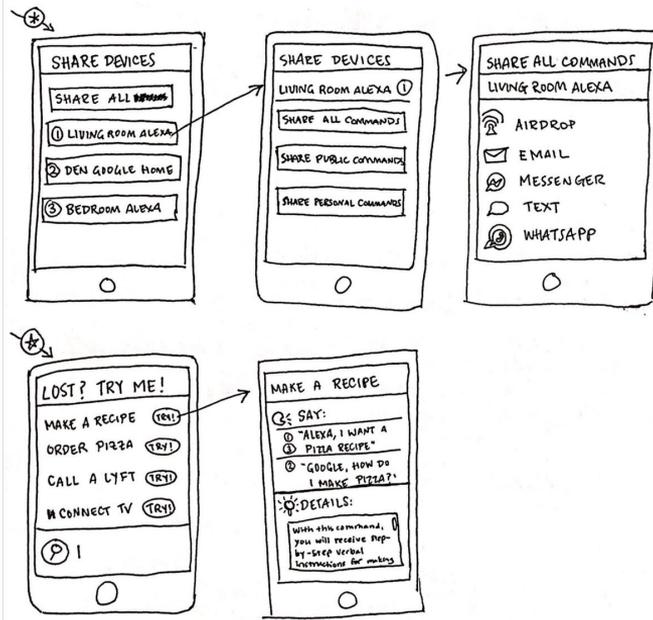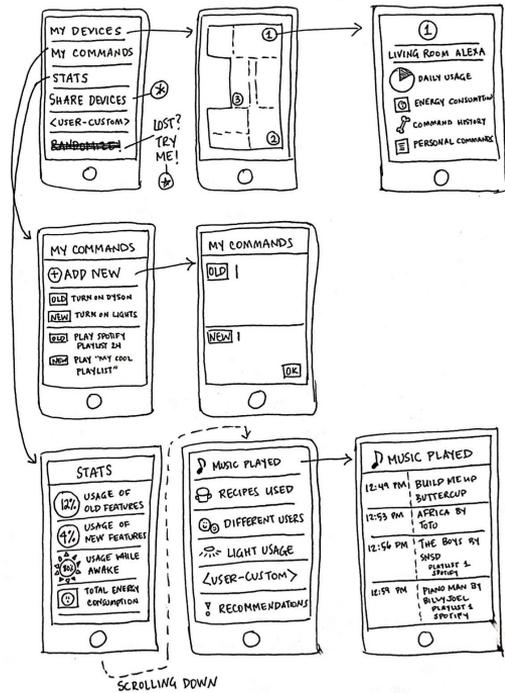4. Suggested Changes and Summary

Mission/Value Proposition

- "Make voice interaction work for you!"

- Make voice interaction easier to manage, track, and customize

- Help guests communicate properly with others' voice assistants.

Interface and Rationale

- Phone app over smart watch
- Visual interaction, complex tasks that require many steps
- Larger screen, more computing power
- Widespread use of smartphones, including interviewees
- Group members don't own a smart watch

Prototype

Prototype Structure

Tasks & Task Flows

1. Add a new personalized command to your Google Home, changing it from "Google, turn on my Apple TV" to "Google, turn on my TV"
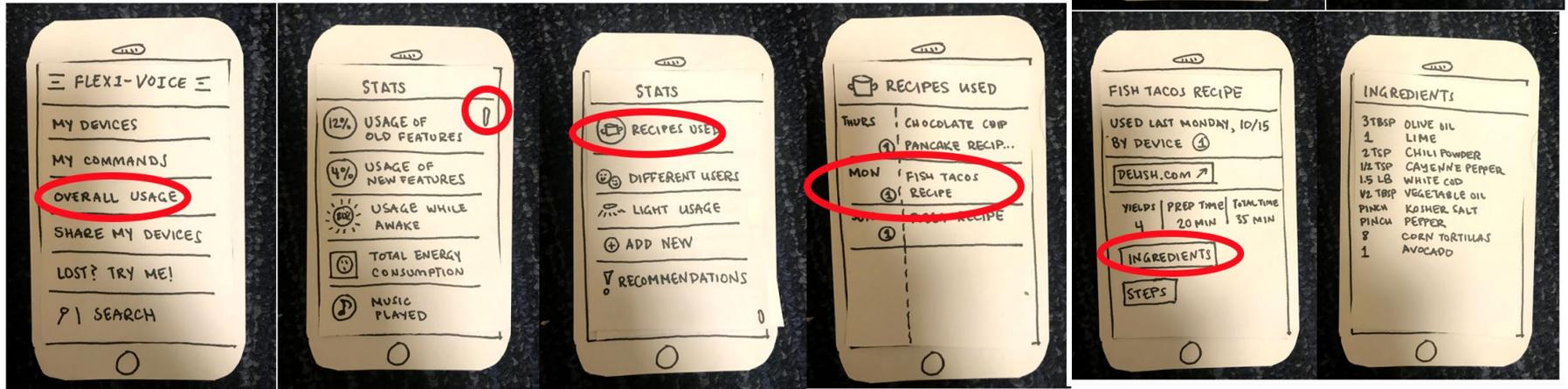
Tasks & Task Flows

2. Look up the ingredients in the recipe you used the Living Room Alexa to make last Monday
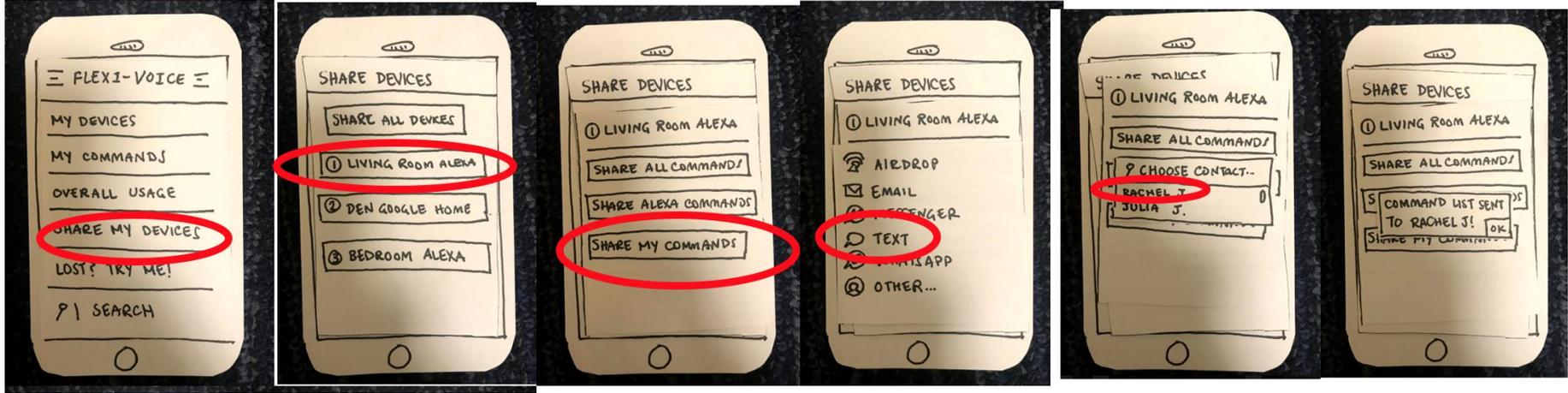
Task & Task Flows

3. Text your personalized commands list for the Living Room Alexa to someone named Rachel J

Tasks & Task Flows
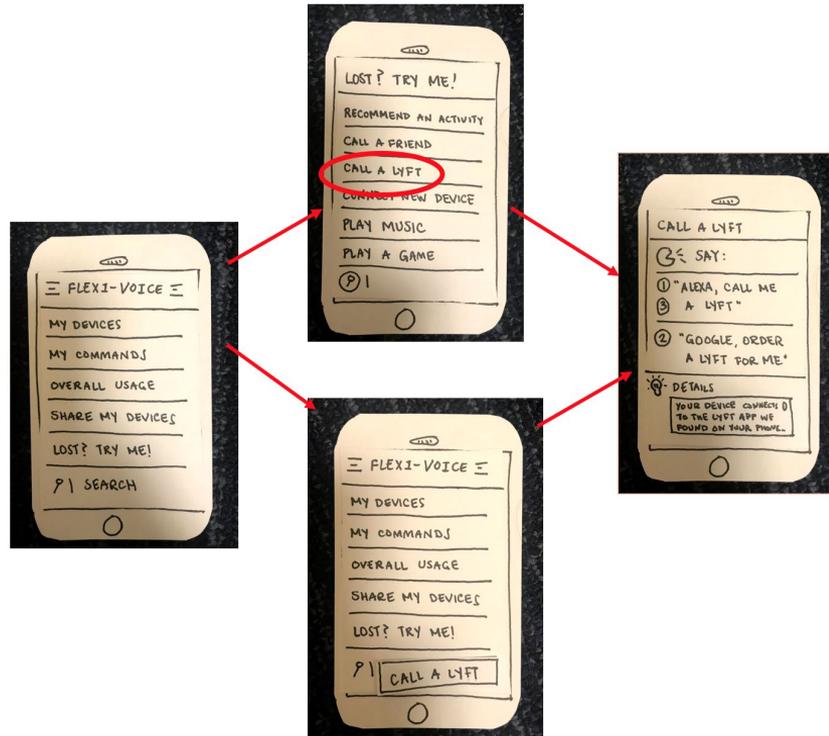
4. Look up how to call a Lyft

Tasks & Task Flows
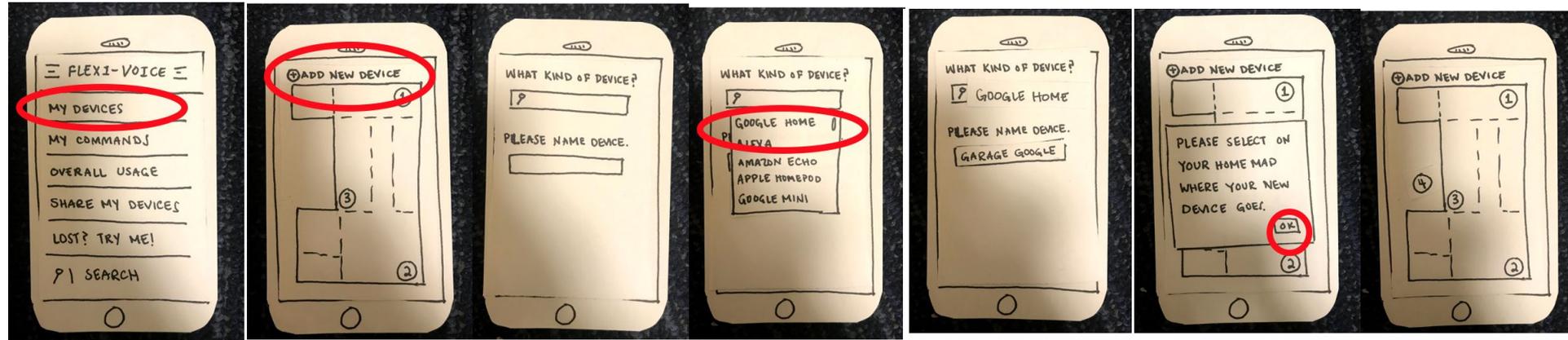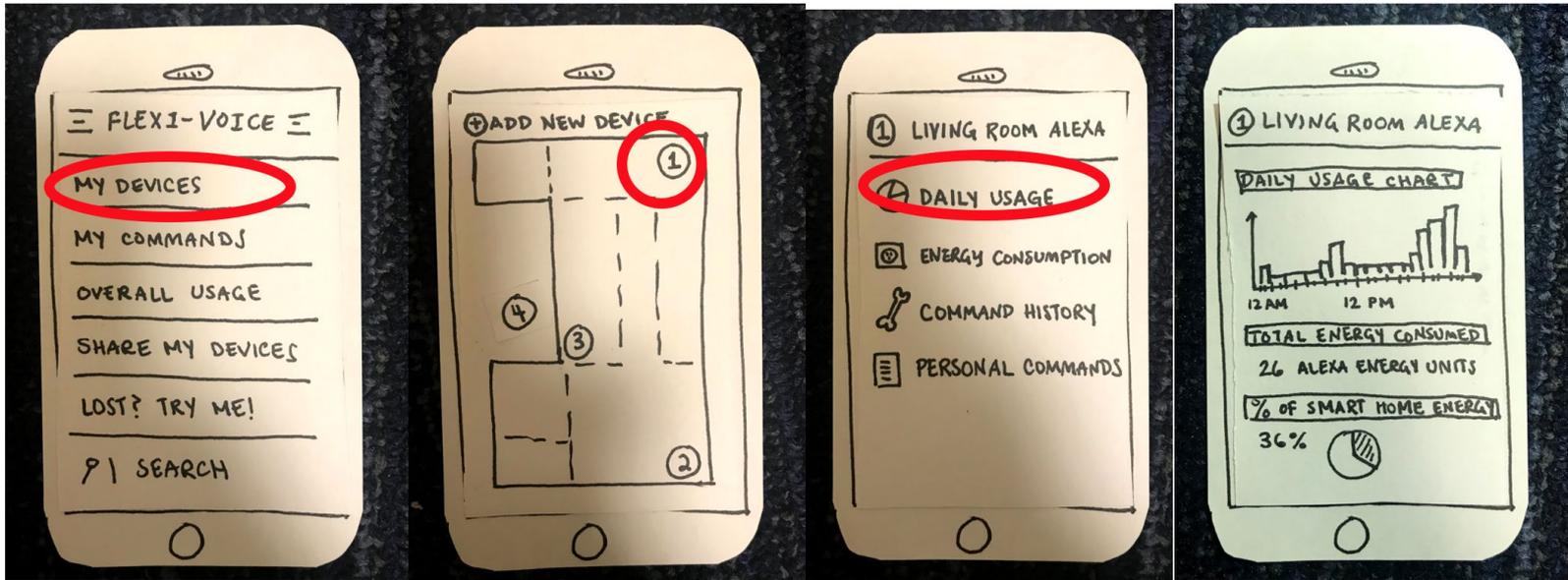
5. Add a new Google Home to the app and name it "Garage Google"

Tasks & Task Flows

6. Look up the daily usage for any Living Room Alexa

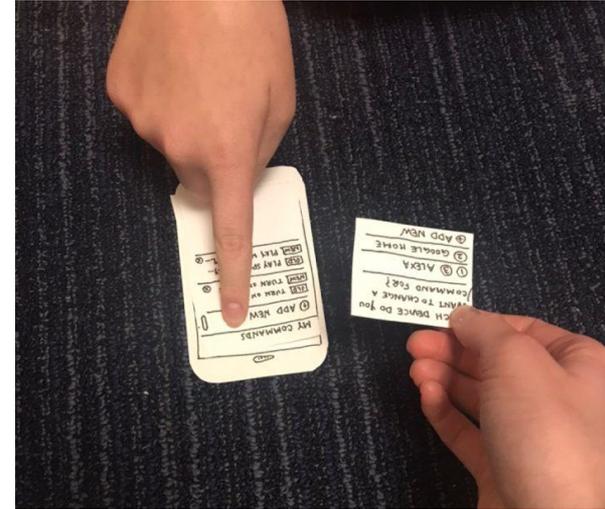# Tasks & Task Flows

Usability Testing

Participants

- A retired, former video game market researcher
- A retired, former software technical writer
- A Stanford undergraduate student

Methods

- Procedure:
  - Overview of app, consent form, description of task, completion attempt, feedback

- Test Measures: ease of use, intuitiveness of the task, whether labels make sense

Results

- Overall we received positive feedback

- Task 1: Older participants did not understand "command."

- Task 2: Overall Usage is a bit vague; liked Search option

Results

- Task 3:
  - Confused about function of Share My Devices
  - Difference between the Alexa Commands and My Commands

- Task 4:
  - ⅔ completed easily
  - Call A Lyft -> button or label?

Results

- Task 5:
  - All initially clicked on the map
  - Couldn't find garage

- Task 6:
  - All clicked on Overall Usage
  - Didn't realize specific usage in My Devices

Suggested UI Changes

- Overall Usage -> History

- Unclear meaning of Command -> Glossary

- Click Add New Device -> Click room on map

- Share My Devices -> Share My Commands

- Better indicate button vs. label

Summary

- Goal: help people be flexible in smart device interaction

- Phone app with tasks for sharing devices, calling a Lyft, checking usage, etc.

- Results: some labels vague; map screen unclear

Questions?