

Specialty

Voice UX

Designs interfaces used by voice, such as assistants, smart speakers, or car systems, where there is no screen or it is barely looked at.

In Spanish

Diseño de voz

Origin

Reference handbook: Pearl (2016)



What problem it addresses

Without a screen there are no menus in view: the person has to know what they can say and remember what they have heard.

Principles

Say what can be done

With no visible menu, the system has to tell.

A little at a time

What is heard cannot be read again.

Anticipate errors

Speech recognition makes mistakes; the system has to help correct them.

Applications in design

✓ Use it like this

Write the dialogues and test them out loud before building them.

✗ Avoid

Reading out long lists of options in one go.

👁 Don't fall for it

Always offer a way out: repeat, go back, or talk to a person.

Connections

Builds on

■ Cognitive load

Related to

■ Automotive HMI design

■ Sound design

■ Multimodal interaction

■ UX writing

Authors and works

2016

Cathy Pearl

Gathered the principles for designing voice interfaces, from home assistants to the car.

Sources

Original sources

- Pearl, C. (2016). Designing voice user interfaces: Principles of conversational experiences. O'Reilly.

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