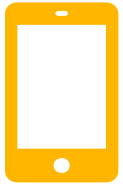# SuperfoodPedia VUI

Dina Soufi

The Original App

SuperfoodPedia is a searchable database app that provides easy access to scientifically proven superfoods. An app based on trustworthy facts that has a demonstrable "super" effect on medical conditions or health and well-being in addition to superfood rich recipes.

Persona

- Users who want to eat healthy food that truly provides the true superfood benefits.
- Users who want to eat specific superfoods to manage specific health issues.

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Product Idea
Purpose and Capabilities

SuperfoodPedia Recipes VUI

A **hands-free** Conversational/Voice User Interface to keep the user's device screen clean while they prepare their meal in the kitchen.

It also **expedites** and **facilitates** the meal preparation process by speaking to the user.

It **encompases every single scenario possible** when it comes to unavailable ingredient, such ingredient substitutions and meal alteration based on available ingredients.
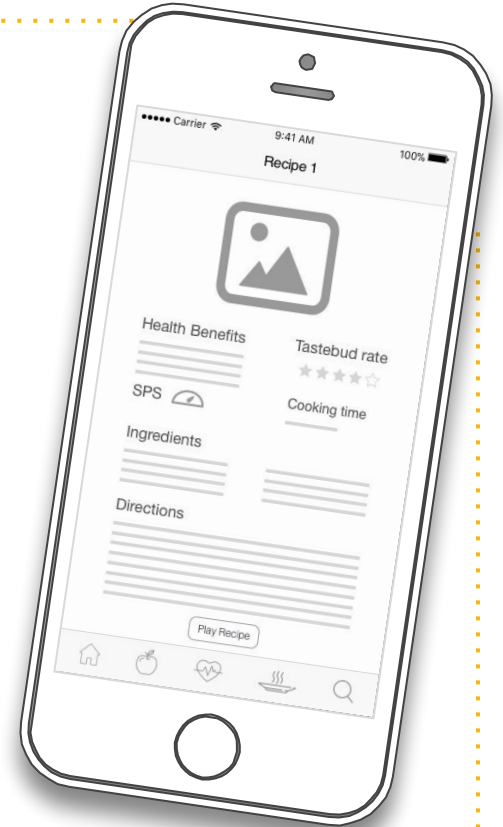
SuperfoodPedia **VUI** has an instructional tone of voice using a smartphone or tablet.

User Testing Script

User Testing Script is one of the most important factors in testing a product. It is very important to provide the user with an introduction and some ground rules before the test.

User Testing Script

Hi _____, thank you for taking the time to participate in this study.

We're going to test SuperfoodPedia App to learn how the App serves the user's needs. I will be watching/listening to observe how you use the App.

This session is pretty straightforward - Imagine that you are in your kitchen preparing a meal and you are using the SuperfoodPedia App walking you through the ingredients and directions. Just follow the app instructions.

It's really important to know that we are only testing the app, not you. You can't do or say anything wrong here. Please note that this is a voice app which means that anything you say the app will hear it and may or may not respond. So if you have any question for me we have to stop the app.

If at any point you have questions, please don't hesitate to ask. Do you have any questions so far?

Ok, Let's get started.

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Ok, Let's get started.

SuperFoodPedia Scripts

Script 1

UI: Hi! Are you ready to prepare the Pan Seared Salmon?
User: Yes.
UI: Let's go through the ingredients list. I will list each item. You can say, "Yes", "Ok", "Got it",
"Next", "No", or "Skip".
User: Ok.
UI: Let's get started! 4 ounces fillet salmon.
User: Ok.
UI: 2 Tablespoons Olive Oil.
User: Next.
UI: 2 Tablespoons capers.
User: Yes.
UI: 1/8 teaspoon salt.
User: Ok.
UI: 1/8 teaspoon black pepper.
User: Ok.
UI: 4 slices lemon.
User: Ok.
UI: Now that we got the ingredients ready, let's start cooking.
You can always say "Repeat" if you want me to repeat the last step.
Are you ready?
User: Yes.
UI: Preheat a heavy skillet over medium heat for 3 minutes.
User: Ok.
UI: While skillet is heating, coat salmon with olive oil.
User: Next.
UI: Now place in skillet, increase heat to high.
Cook for 3 minutes.
User: Ok.
UI: Sprinkle with capers, and salt and pepper.
User: Ok.
UI: Turn salmon over, and cook for 5 minutes, or until browned.
Salmon is done when it flakes easily with a fork.
Transfer salmon to individual plates, and garnish with lemon slices.
User: Next.
UI: All done. Enjoy!

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User: Ok.
UI: Let's get started! 4 ounces fillet salmon.
User: No.
UI: Sorry, this is the main ingredient and we cannot make the meal without it. Would you like to make it another day or do you have another type of fish?
User: I have another type of fish?
UI: 2 Tablespoons Olive Oil.
User: I am out of olive oil.
UI: You can use butter or vegetable oil instead. Let us continue to the next step.
User: Next.
UI: 2 Tablespoons capers.
User: Yes.
UI: 1/8 teaspoon salt.
User: Skip.
UI: 1/8 teaspoon black pepper.

...cooking.

...the last step. Are you ready?

User Interface Script

UI scripts identify the different variations for the interactions. They show the conversation between the user and the UI, and are a great way to determine how conversation will flow.
It also helps identify situations that may not have already accounted for.

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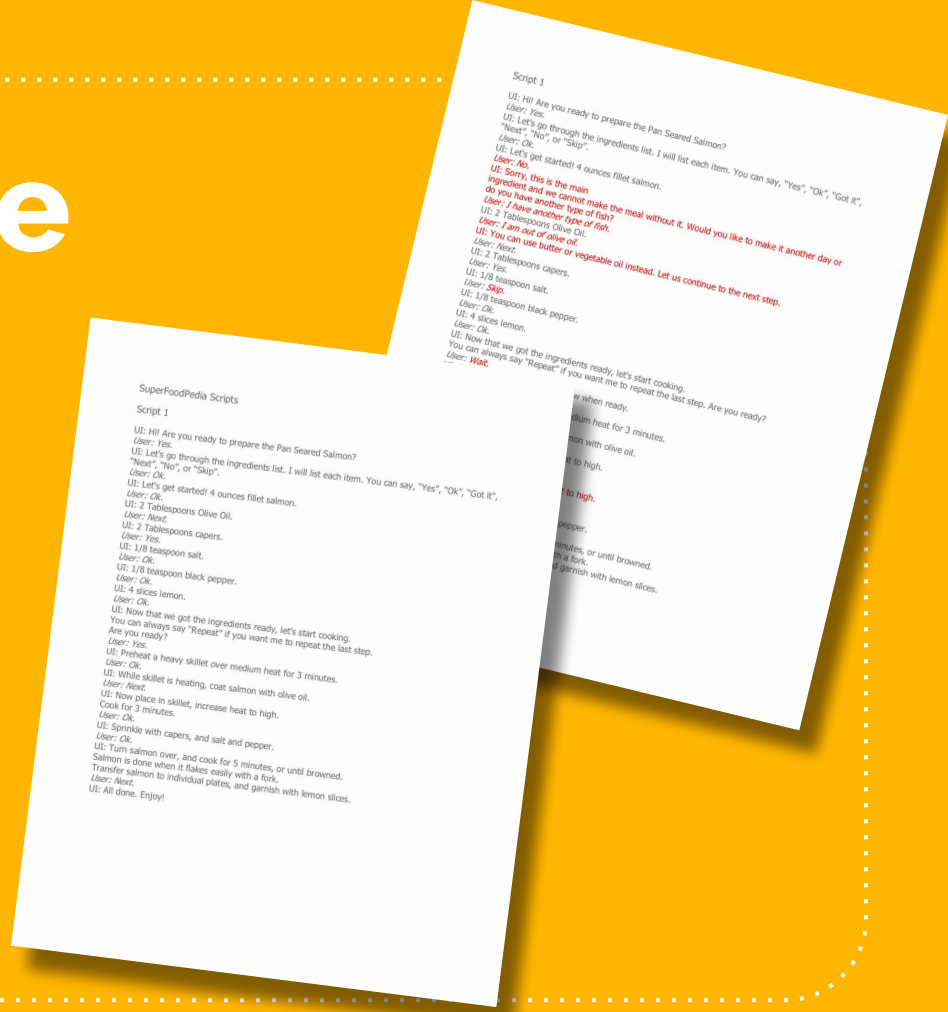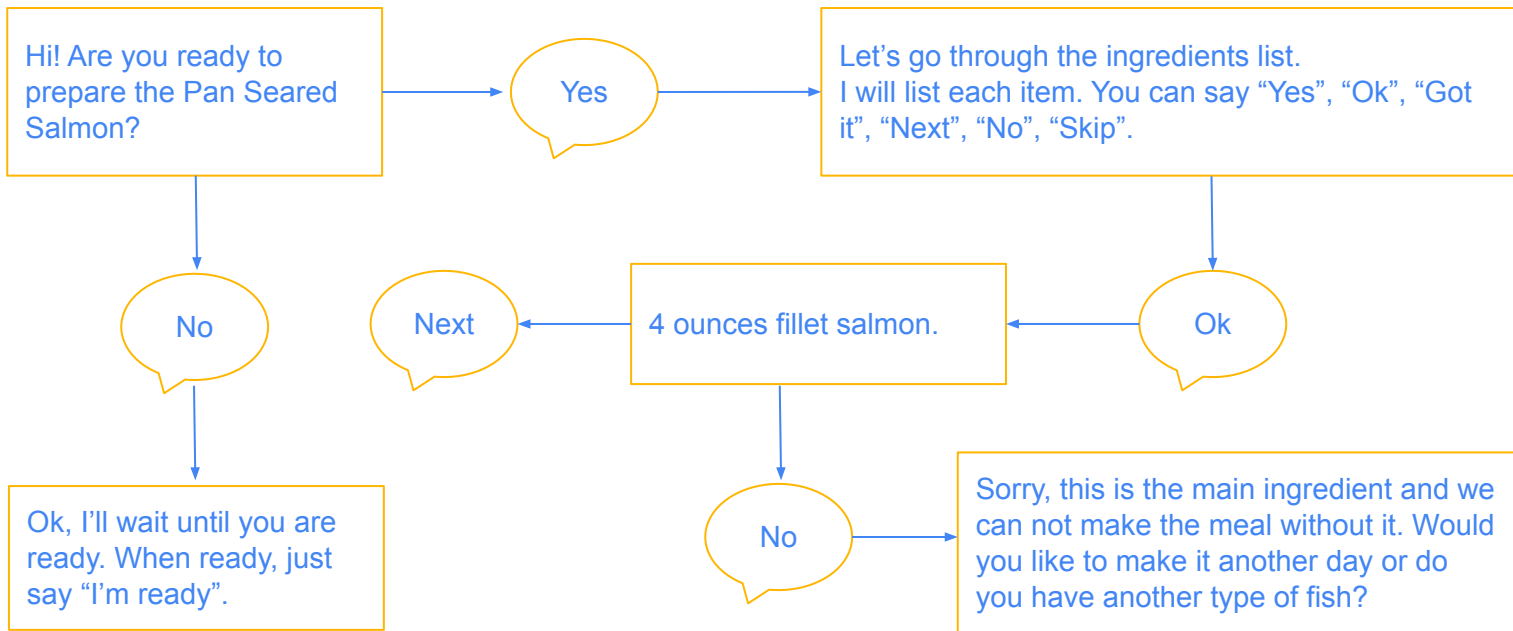*User:* Next.
UI: All done. Enjoy!

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User: Ok.
UI: 4 slices lemon.
User: Ok.
UI: Now that we got the ingredients ready, let's start cooking.
You can always say "Repeat" if you want me to repeat the last step. Are you ready?
User: Wait.

Conversational **Flow**

Hi! Are you ready to prepare the Pan Seared Salmon?

Yes

Let's go through the ingredients list.
I will list each item. You can say "Yes", "Ok", "Got it", "Next", "No", "Skip".

No

Next

4 ounces fillet salmon.

Ok

Ok, I'll wait until you are ready. When ready, just say "I'm ready".

No

Sorry, this is the main ingredient and we can not make the meal without it. Would you like to make it another day or do you have another type of fish?

Interaction Model
(Storyline)

https://getstoryline.com/shared/projects/c6f01dfb6e45f5e912d2721614659f4946311bcf

Research **Findings**

Four participants were recruited. One user was not comfortable using the computer to test the VUI, so I had to explain what to do.

Here are my findings:

- The test was pretty straightforward because the app was designed to be simple to use
- Users found this product to be valuable
- Users used utterances, some were understood by the VUI, and some were not

In few instances, the VUI would stop or does not respond back. Reason could be due to the following:

- User has an accent or speaking softly
- User responding as soon as the UI stops talking
- Software limitations

User **Feedback**

Most users found value for the following reasons:

- The fact that they don't have to touch their screen with dirty hands
- It doesn't slows them down or distract them by looking at the actual recipe
- Won't have to deal with screen turns off when inactive
- Ingredient substitution when out of some ingredients or due to health issues

Recommendations

Voice UIs are not yet as ubiquitous for the general population as Screen UI, so a recommendation is to design some kind of onboarding process for this tool so users understand how to use it based on their environment.
Examples are:

- Advise the user to wait a couple seconds before responding
- Speak clearly

Thank You!