

Gale: Voice Assistant for Goals

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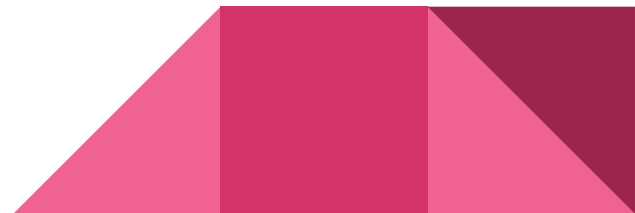
Overall Problem


People still fail to form habits and goals, even with all apps available

Current apps require far too much manual input

Don't guide user through process

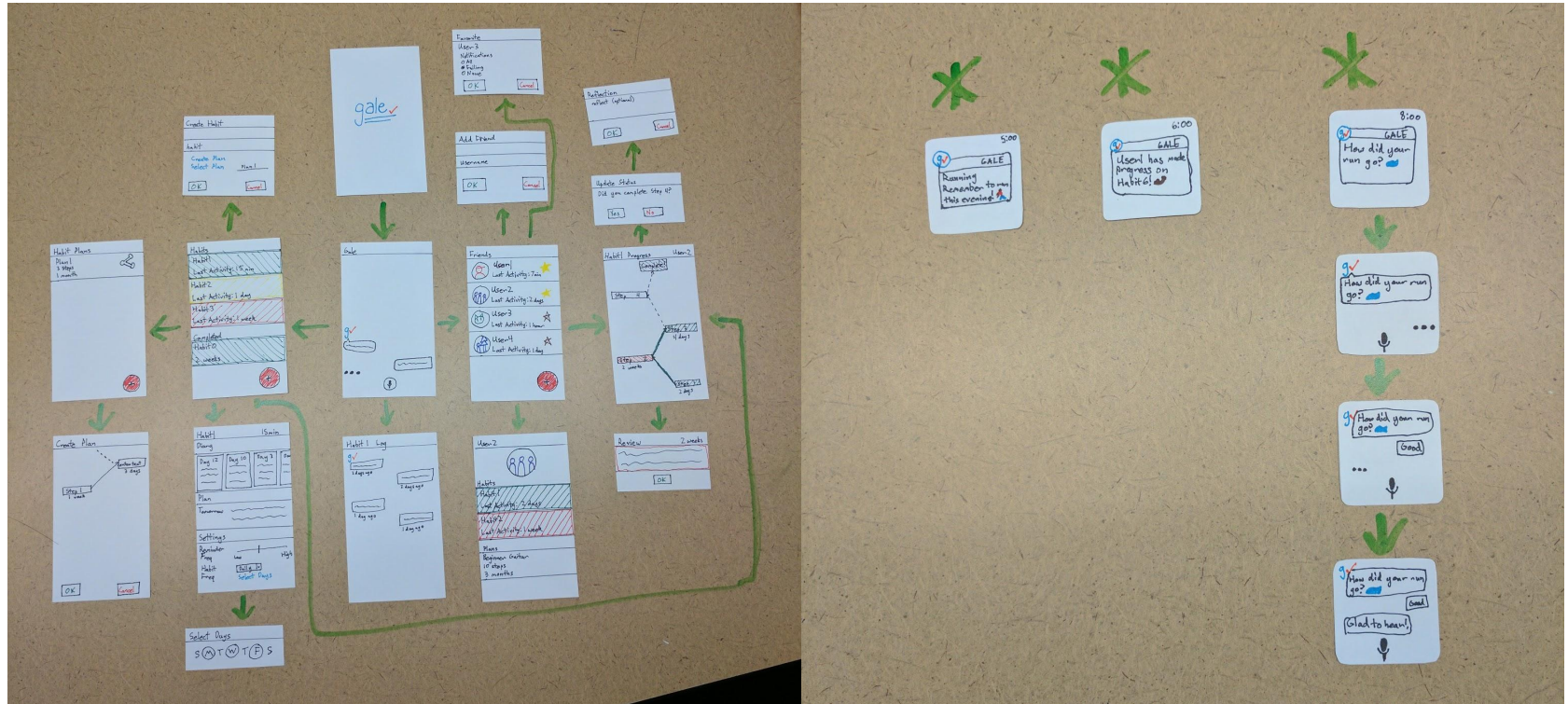
Don't take advantage of peer pressure or journaling



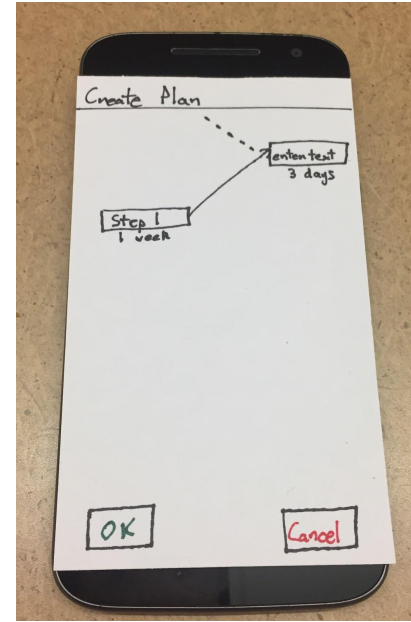
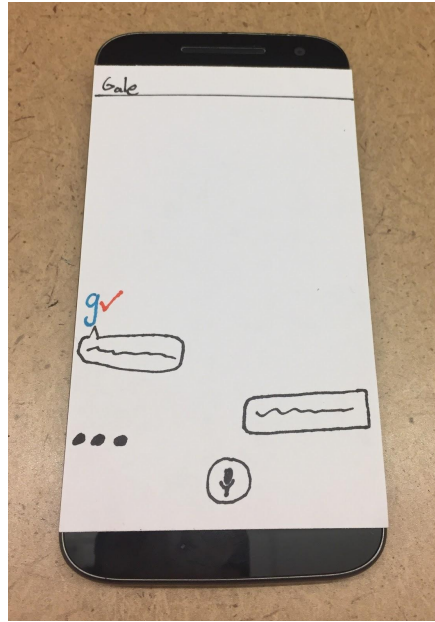
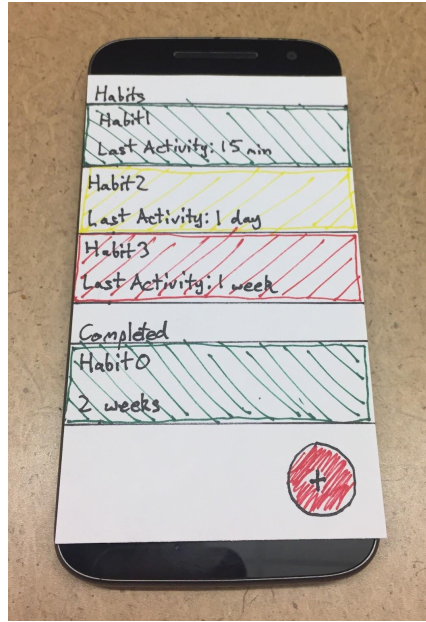


Main Tasks:
Social Accountability +
Self Reflection

Initial Paper Prototype



Initial Paper Prototype Overview



Initial Paper Prototype Close-up

Social Accountability

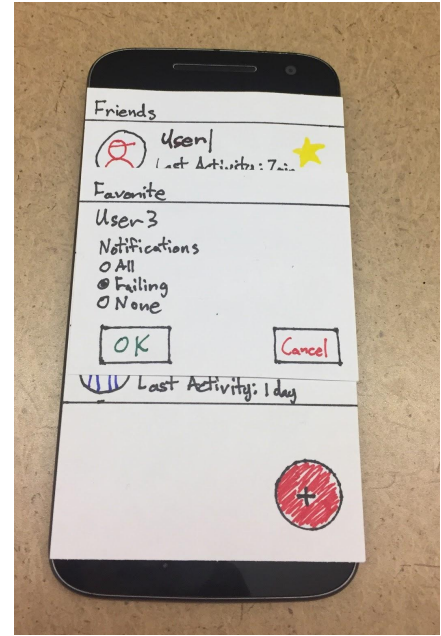
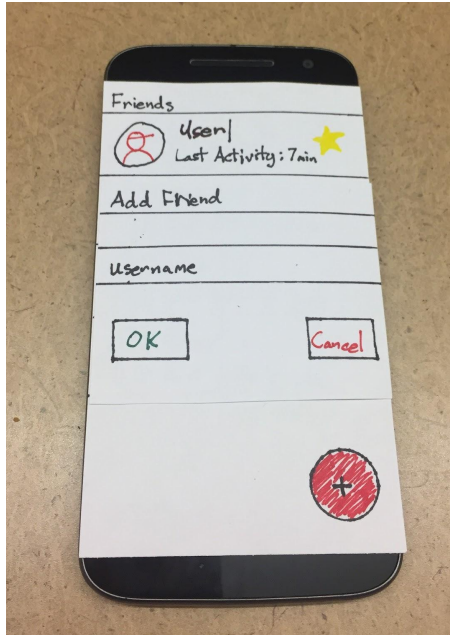
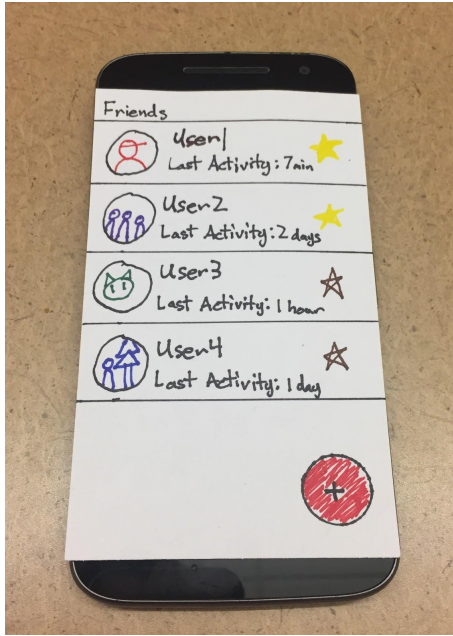
User will be notified by friends progress

Your friends will see your updates

Encourages you to keep at your goals along with your friends

Can be both cooperative or competitive





Social Accountability Close-up

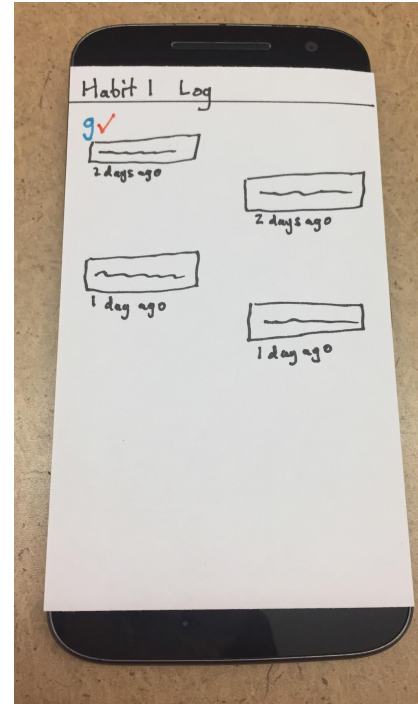
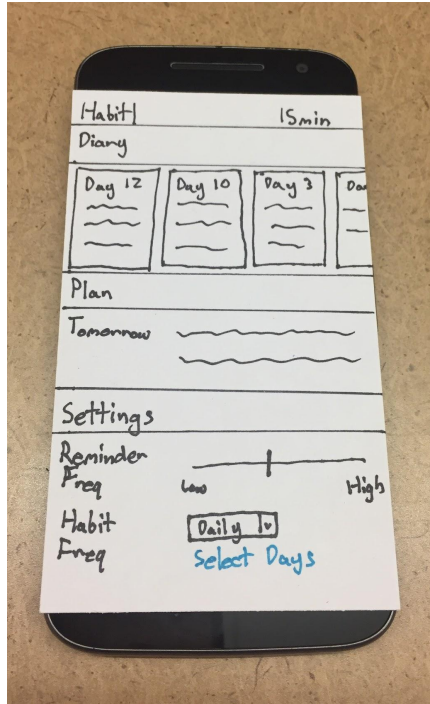
Reflection

Important to long term goals, users need to be able to see where they are doing well and where they need to improve

Reflection allows users track their progress in a subjective way over time

Also encourages the user not to give up on goals





Self Reflection Close-up



Testing Process and Results

Testing Process

We conducted two heuristic evaluations and three usability tests

During usability tests, one person would act as Gale and speak for her

We found that we really needed our full group to be at each usability test in order to cut down on the test length



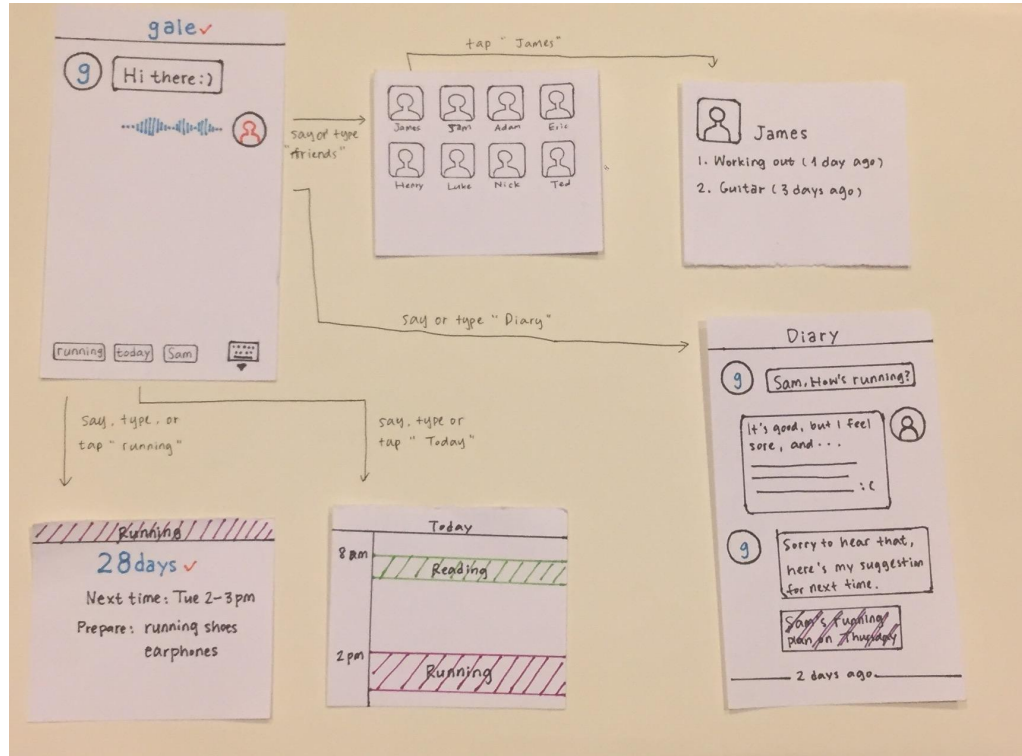
Testing Results (Initial)

Design was too conventional; didn't rely on conversation

Felt like inputting data into spreadsheet

Uncomfortable with no way to communicate with friends in response to notifications





Revised Paper Prototype Overview

Testing Results (Revised)

Testers haven't used conversational AI's before

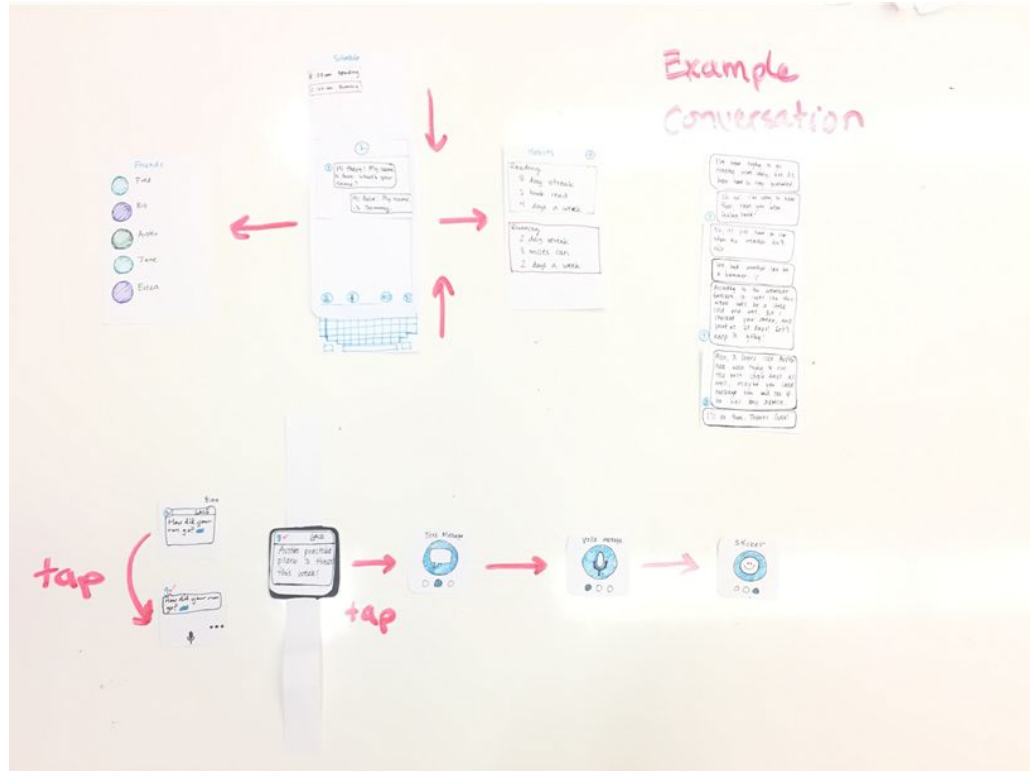
Gale felt robotic and clinical

Users wanted to be prompted to input more information

Final prototype a hybrid of drafts



Final Paper Prototype



Final Paper Prototype Overview

Social Accountability

Can send stickers, texts or voice messages in response to updates

Users select how often they want their friends to be notified



Reflection

Gale will prompt for more in-depth discussion

This also gives Gale a more human feel

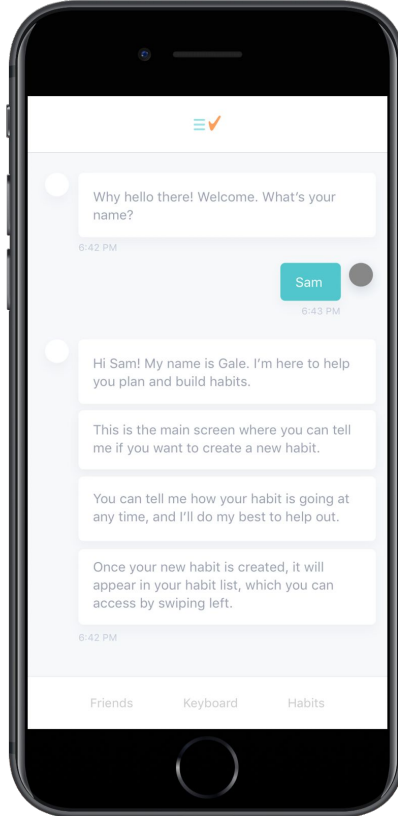
Diary screen eliminated; ask Gale for a filter instead



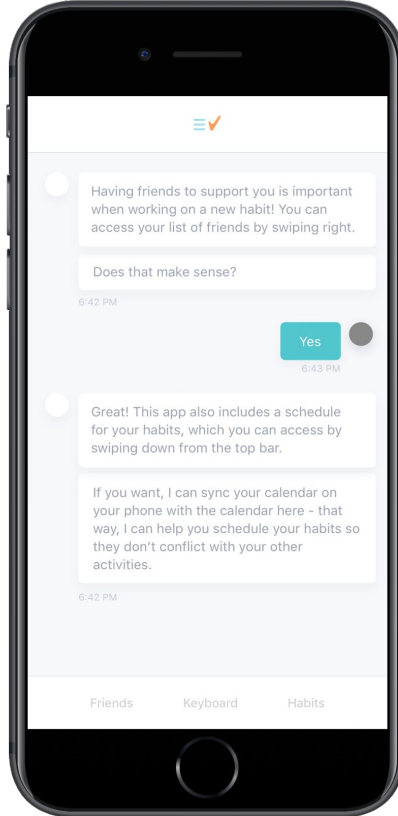
Digital Mockup

Digital Mockup Overview

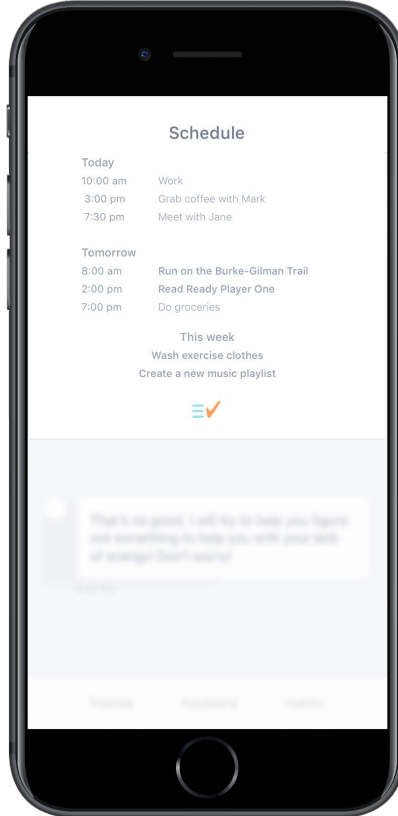




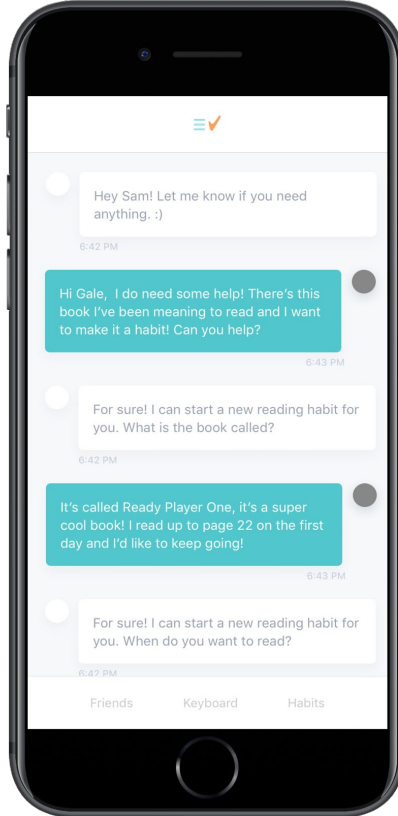
Introduction



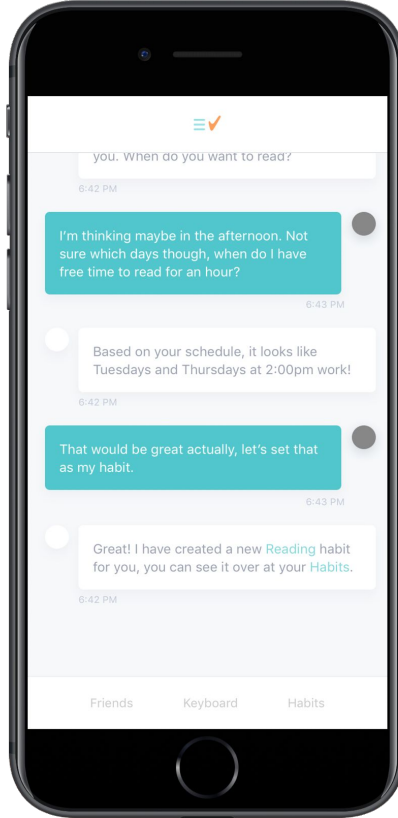
Introduction



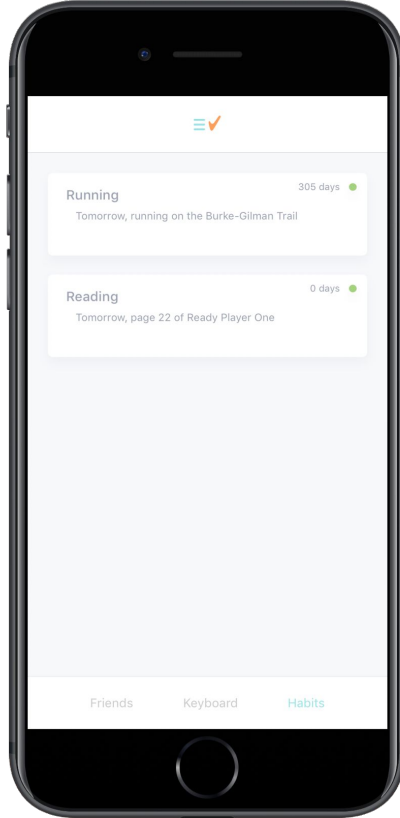
Your Schedule



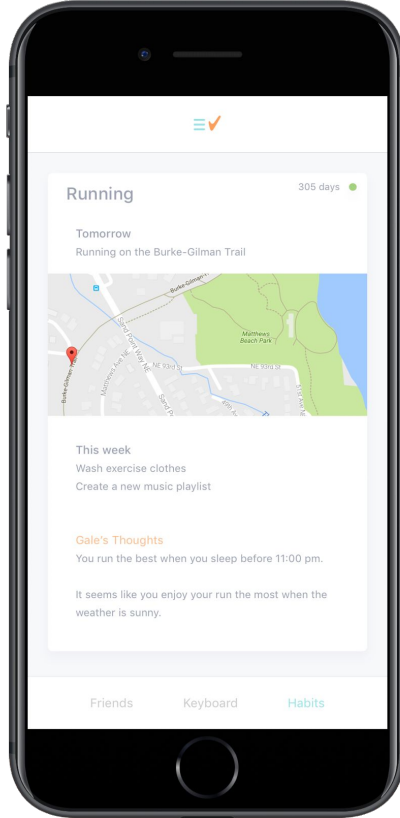
Creating a Habit



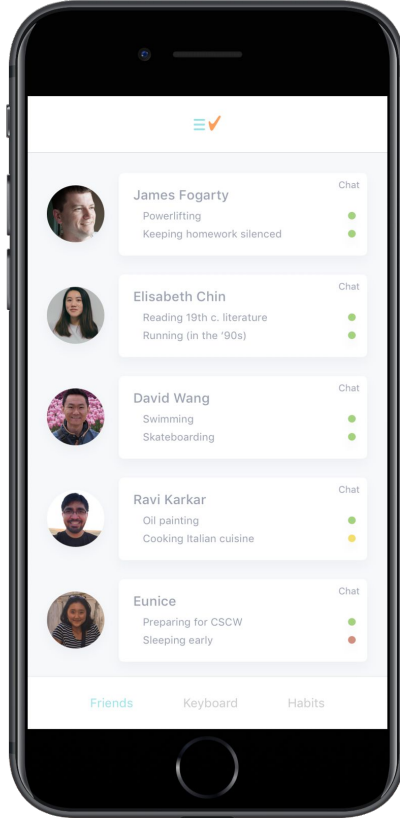
Creating a Habit



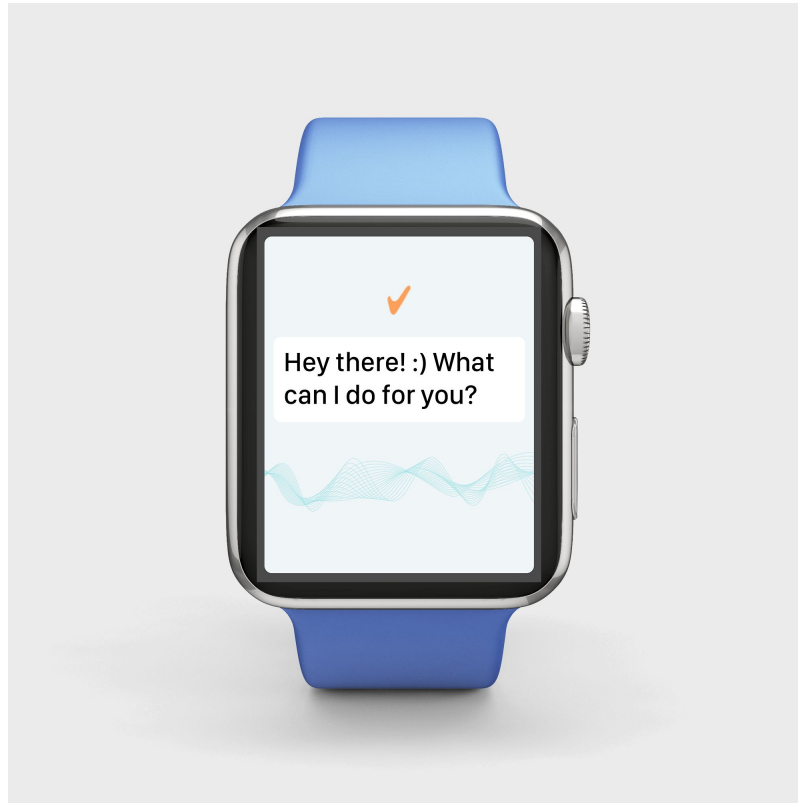
Habit List



Habit List

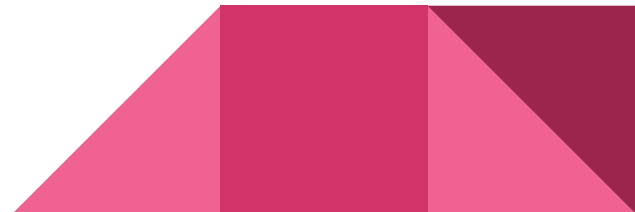


Friends List



Wearable Home

Social Connection





Austin reached his
goal of running 3
times this week!



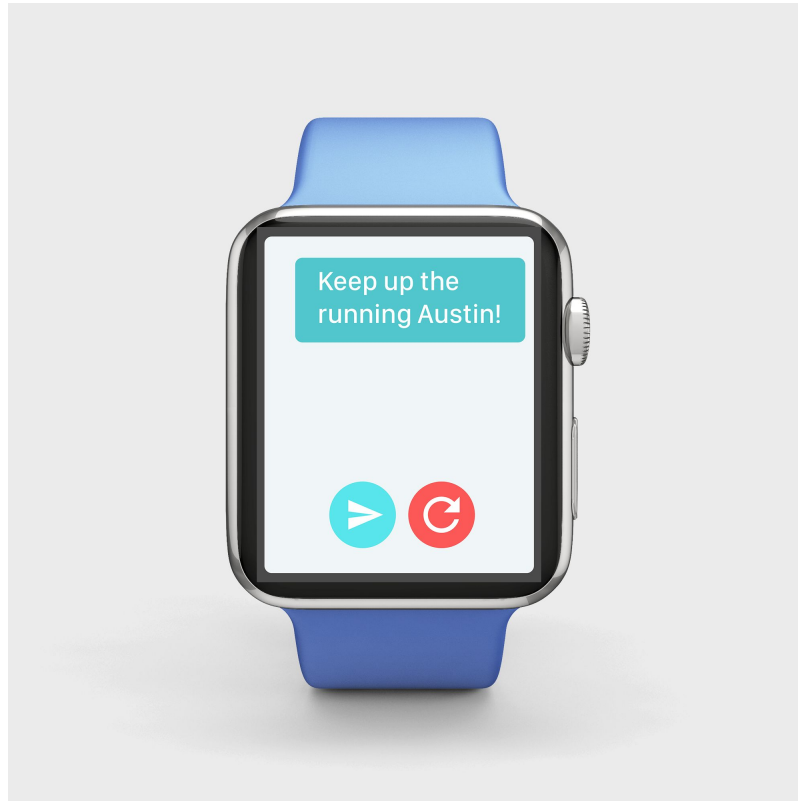




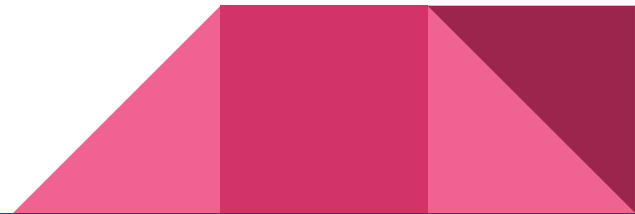








Reflection





☰ ✓

because I feel really tired.

6:42 PM

○ It seems like you have been feeling tired quite often during your runs lately. :(

6:42 PM

● Yeah, I'm not sure why, I could use some advice there. I am eating well enough and I feel generally healthy, I don't know.

6:43 PM

○ That's no good. I will try to help you figure out something to help you with your lack of energy! Don't worry!

6:43 PM



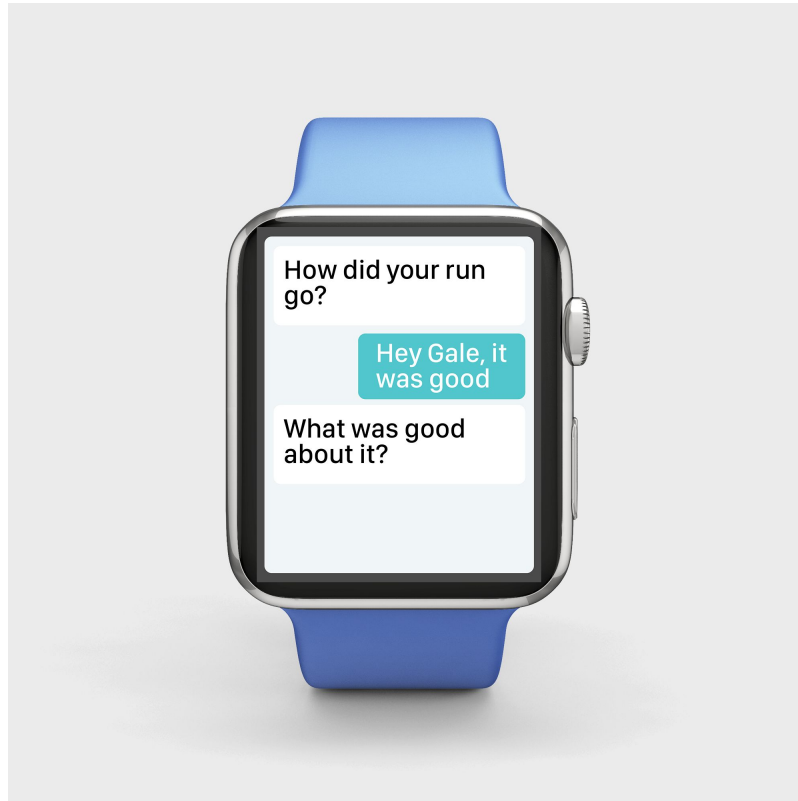
Friends Keyboard Habits





How did your run go?

Hey Gale, it was good



How did your run go?

Hey Gale, it was good

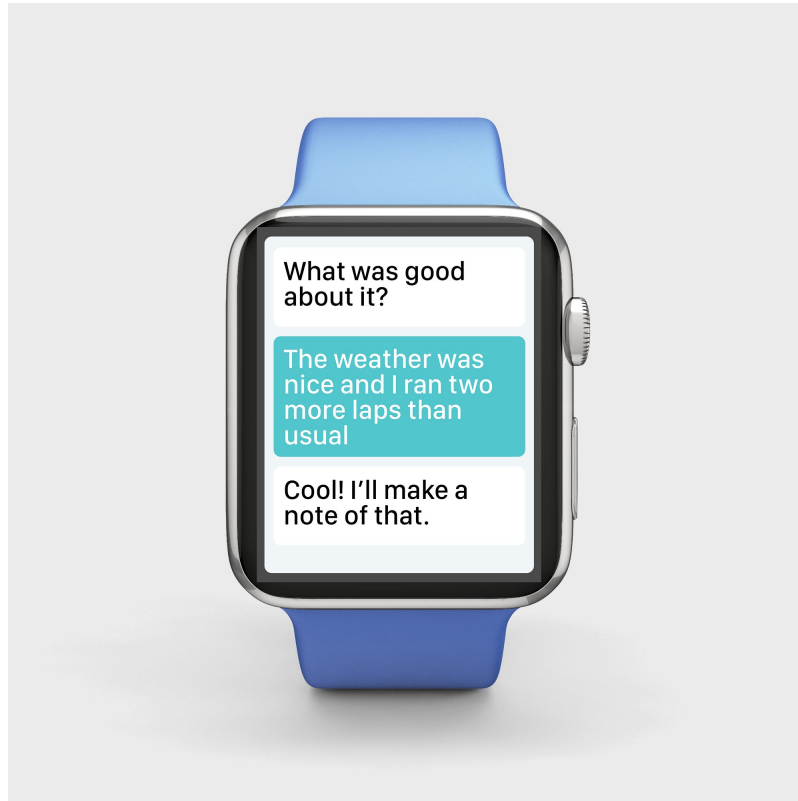
What was good about it?



Hey Gale, it was good

What was good about it?

The weather was nice and I ran two more laps than usual



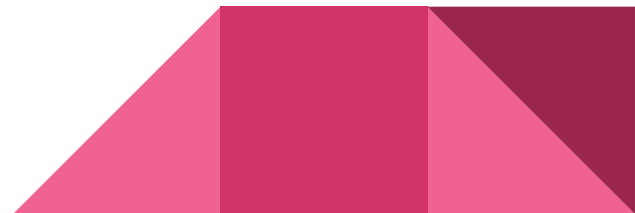
Conclusion

Summary

Conversational AI requires a **VERY** different design approach than desktop, web, phone, etc

Different testers have unique backgrounds and opinions; need multiple for meaningful results

Iterating between tests was beneficial



Questions