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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