The Evolution of Usability in Multimodal Devices

Integrating Voice, Gestures, and Touchscreens

Today we are living in a world that is evolving the UX and is trespassing the use of visual UIs, increasing the voice UIs. All this is good, until we realize that it is not for all kinds of people. Even when voice assistance improves accessibility by making it hands-free and eyes-free interactions, there are cases where old people have difficulty dealing with those technologies. This may explain why the standalone voice + touchscreen Voice Assistants (VAs) products are getting more important through time. Whatever, studies prove that old people, despite having trouble with VAs and appreciating the screens, still prefer the VAs (Arxiv.org, 2023).

On the other hand, we have touch screens replacing the clicks, we are leaving behind the standard sizes of the screens because there are a lot of options with different sizes. The tablets are starting to replace domestic pcs and is widely used for making purchases (approximately the 72% of users with a tablet make a purchase every week), the motives are related with its commodity (SlideShare).

To respond to the increasing replacement of pcs, Windows has sought adaptability through the pad gestures. This is a world of possibilities for user accessibility, but there is a problem: the user's deposition. If the user just doesn't want to learn how to use gestures, he will waste them and will prefer a tablet (Microsoft support).

In my opinion, it is fascinating to see how technology is evolving to interfaces more accessible like voice assistant and touchable screens. The transition reflexes a positive change related to the increment of intuitive interfaces and accessibility. This is a reminder that the commodity of the user should always be the center of the product that you are developing, and never lost the point that not everybody has the same capacities for use the same tools and make the same tasks.

References

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