

Task 3. Improvements (bonus: 1 VG point)

The dialogue management system I built using XState and SpeechState works well for handling appointments, but a few issues needed fixing. One major problem was that the system sometimes moved forward without checking if a date had been provided. This could lead to incomplete appointments. I fixed this by adding a condition that ensures a date is present before the conversation continues, making the process smoother and preventing errors.

Although the system is functional, there are still ways to improve the user experience. First, the vocabulary recognition is quite limited. It only understands very specific phrases right now, so expanding the grammar to include more variations would make the conversation feel more natural. Second, the system lacks a proper error recovery mechanism. The user is stuck or forced to restart if it doesn't understand an input. Adding a fallback response that gently guides the user back on track would make the interaction much less frustrating. Despite these limitations, the system is already much better after fixing the date validation issue, and with some refinements, it can become even more user-friendly.