

The state-chart for this assignment is fairly simple, with very little branching. The only exception is the choice of appointment for the whole day or a specific time.

The most obvious improvement to this is confirmation after each choice, rather than at the end of all choices (after, day, time and person are selected). This means that the user can change the selected person/time/day if the program failed to hear them properly or if they change their mind.

In addition, the user should get continuous feedback, confirming their choice. If there is no feedback, this becomes a shortage in grounding. This relates to the previous point. If the user does not know what the program has registered, it is impossible to repair.

A third point would be to create alternative versions of the items in the grammar. Users might use any of the names (e.g. Mr Bladsjö) or a work title. Dates could also be relative to the current day. Examples are “tomorrow”, “today”.

I took the liberty to add the word “doctor” to the grammar, for easier testing. I found that it was hard to get the speech service to understand the names sometimes. This might be because of limitations in the speech service, bad pronunciation or poor microphone.

There should probably be some option for the user to hear all available alternatives, such as available hours.

I will implement these improvements.

- I will add the option of saying “today” or “tomorrow”.
- I will add feedback after selections
- I will add an option of changing the day directly, instead of at the end.