

Browsing guidelines table

The table presents the full list of browsing guidelines. It is organized in four columns: Category, Browsing guidelines ID, Browsing guidelines, Academic source. The guidelines are listed by category.

Categories that are empty are marked with “none” in the “Browsing guideline ID column”.

Category	Browsing guideline ID	Browsing guidelines	Academic source: voice interaction literature or web accessibility
User control and freedom: users should be provided with mechanisms to control the conversation	B1	Users should be able to use different expressions and synonyms to mean the same thing	Voice interaction literature
User control and freedom: users should be provided with mechanisms to control the conversation	B2	Users should be able to determine where they are in the conversation. The dialogue should provide users information about where they are in the website	Accessibility literature, voice interaction literature
User control and freedom: users should be provided with mechanisms to control the conversation	B3	Users should be able to overrule, change or delete preferences and inputs at any point of the conversation	Voice interaction literature
User control and freedom: users should be provided with mechanisms to control the conversation	B4	Users should be able to skip dialogue and steps if they choose so	Voice interaction literature
User control and freedom: users should be provided with mechanisms to control the conversation	B5	A conversation should support direct questions to ask whether the website is supplying a specific feature	Voice interaction literature
Error prevention and recovery: the agent should be equipped with strategies to prevent mistakes and recover from them	B6	Fall back intents are present to handle unknown requests	Voice interaction literature
Error prevention and recovery: the agent should be equipped with strategies to prevent mistakes and recover from them	B7	Error messages are in plain language and suggest how to overcome the error	Voice interaction literature
Error prevention and recovery: the agent should be equipped with strategies to prevent mistakes and recover from them	B8	If a format of input is expected, provide an example of the type of answer the chatbot expects	Accessibility literature
Efficient communication and personalization: system prompts should be brief and informative, users should be able to personalise the verbosity of the prompt and other characteristics	B9	Prefer short and informative questions and sentences	Voice interaction literature
Efficient communication and personalization: system prompts should be brief and informative, users should be able to personalise the verbosity of the prompt and other characteristics	B10	Provide accelerators, such as shortcuts, bookmarks, abbreviations, and landmarks	Accessibility literature
Efficient communication and personalization: system prompts should be brief and informative, users should be able to personalise the verbosity of the prompt and other characteristics	B11	Provide short sounds to improve user satisfaction with the interface	Accessibility literature
Help and documentation: the system should be equipped with scaffolding intents and documentation to guide users through the interaction	B12	The conversation should suggest the next possible steps	Voice interaction literature
Consistency throughout the interaction: dialogue should follow consistent patterns for similar functions. Vocabulary should also be consistent across the system	B13	Navigation commands should be available at all times	Accessibility literature

Consistency throughout the interaction: dialogue should follow consistent patterns for similar functions. Vocabulary should also be consistent across the system	B14	Components that have the same functions are identified using consistent and predictable vocabulary	Accessibility literature, voice interaction literature
Mapping between system and language conventions: the dialogue should respect common conventions in terms of form and linguistic choices	B15	Express emotions: Apologising, encouraging, or enjoying, etc.	Voice interaction literature
Mapping between system and language conventions: the dialogue should respect common conventions in terms of form and linguistic choices	B16	Follow dialogue conventions such as turn taking	Voice interaction literature
Recognition rather than recall: deliver information only when relevant not to overload the user	B17	Only present information relevant to the task	Voice interaction literature
Recognition rather than recall: deliver information only when relevant not to overload the user	B18	Divide the information into manageable chunks. Provide a concept-based organization of the information.	Voice interaction literature
Recognition rather than recall: deliver information only when relevant not to overload the user	B19	Inform users of the possible actions in that context	Voice interaction literature
Recognition rather than recall: deliver information only when relevant not to overload the user	B20	Provide summaries of long textual information to before delivering it in full	Voice interaction literature
Recognition rather than recall: deliver information only when relevant not to overload the user	B21	Provide a view in the large of the page to give users an idea of how the content is organized	Voice interaction literature
Recognition rather than recall: deliver information only when relevant not to overload the user	B22	Provide a maximum of three options at a time	Voice interaction literature
Recognition rather than recall: deliver information only when relevant not to overload the user	B23	Present content hierarchically	Voice interaction literature
System status and conversational context: Users should be informed when changes within the system or conversational context happen	B24	Give feedback when there are pages updates	Accessibility literature
System status and conversational context: Users should be informed when changes within the system or conversational context happen	B25	Ask confirmation for user input	Voice interaction literature
System status and conversational context: Users should be informed when changes within the system or conversational context happen	B26	Inform users when they need to take action and provide instruction	Voice interaction literature
System status and conversational context: Users should be informed when changes within the system or conversational context happen	B27	Focus on the new elements in the page first	Accessibility literature
System status and conversational context: Users should be informed when changes within the system or conversational context happen	B28	The interaction should keep track of the navigational context	Voice interaction literature

Trustworthiness and privacy: The system should convey trustworthiness by ensuring privacy of user data and protect the users' privacy and security throughout conversational interaction.	none		
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