

Scaffolding guidelines

This table presents all the scaffolding guidelines used during the workshops. It is composed of four columns: Category, guideline ID, scaffolding guidelines, and Academic source. Guidelines are grouped by category.

Not all categories have guidelines. Categories that are empty are marked with “none” in the “Guideline ID column”.

Category	Scaffolding guideline ID	Scaffolding guidelines	Academic source: voice interaction literature or web accessibility
User control and freedom: users should be provided with mechanisms to control the conversation	S1	Users should be able to start and stop the conversation	Voice interaction literature
User control and freedom: users should be provided with mechanisms to control the conversation	S2	Users should be able to navigate back and forth between steps of a conversation	Voice interaction literature
User control and freedom: users should be provided with mechanisms to control the conversation	S3	Provide undo and redo	Voice interaction literature
Error prevention and recovery: the agent should be equipped with strategies to prevent mistakes and recover from them	S4	Submissions are reversible and the agent supports mechanisms to review information	Accessibility literature
Error prevention and recovery: the agent should be equipped with strategies to prevent mistakes and recover from them	S5	The agent checks and confirms user inputs before committing an action	Voice interaction literature
Efficient communication and personalization: system prompts should be brief and informative, users should be able to personalize the verbosity of the prompt and other characteristics	S6	Speed, verbosity, and language complexity should be adjustable according to users' preferences	Accessibility literature, voice interaction literature
Help and documentation: the system should be equipped with scaffolding intents and documentation to guide users through the interaction	S7	The system should have an help function to help users discover what is possible to do	Voice interaction literature
Help and documentation: the system should be equipped with scaffolding intents and documentation to guide users through the interaction	S8	There should be a repeat function	Voice interaction literature
Help and documentation: the system should be equipped with scaffolding intents and documentation to guide users through the interaction	S9	There should be mechanisms to recover the navigational context if the user is lost	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.	S10	Security measures should be built throughout a conversational interaction (authorization, authentication, etc.)	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.	S11	Provide opportunities for user data management. Allow the user to view and manage their personal data	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.	S12	The system should not falsely claim to be human.	Voice interaction literature

Mapping between system and language conventions: the dialogue should respect common conventions in terms of form and linguistic choices	none		
Recognition rather than recall: deliver information only when relevant not to overload the user	none		
System status and conversational context: Users should be informed when changes within the system or conversational context happen	none		