# 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.

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| **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 |  |  |