


# VoiceCRM

A voice-powered CRM

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# Contact and Relationship Management



**John Doe**  
Male, 10/06/1996  
@BigCorp Inc

a.k.a. "Little Johnny"

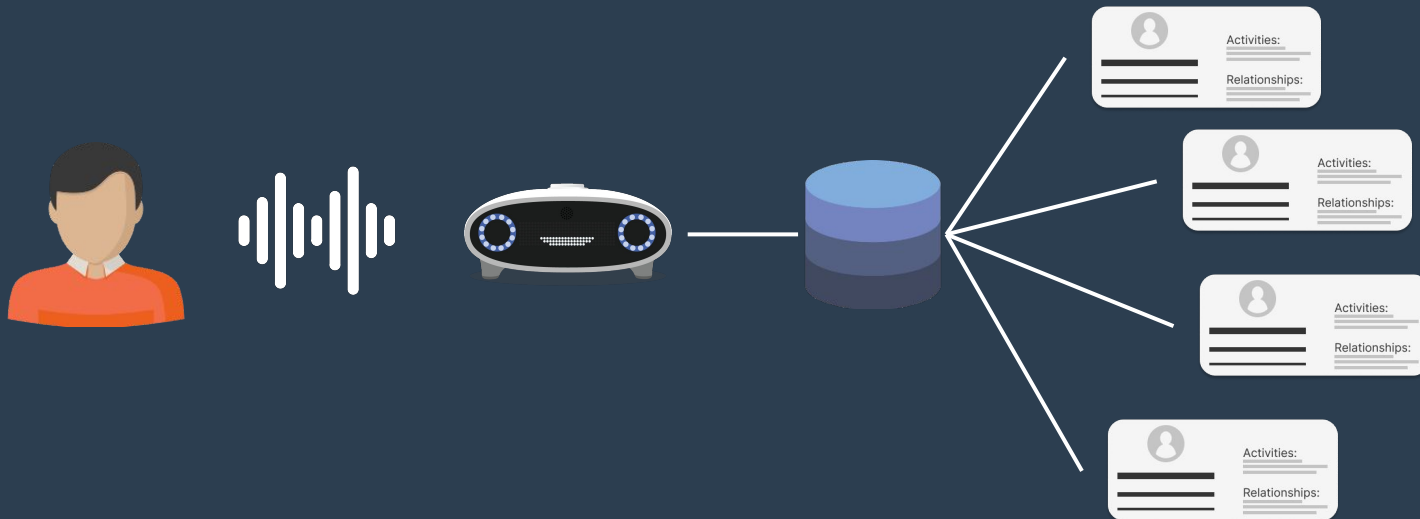
Activities:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Relationships:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**"enhanced contact list"**

Keep track of activities, relationships, reminders, etc.

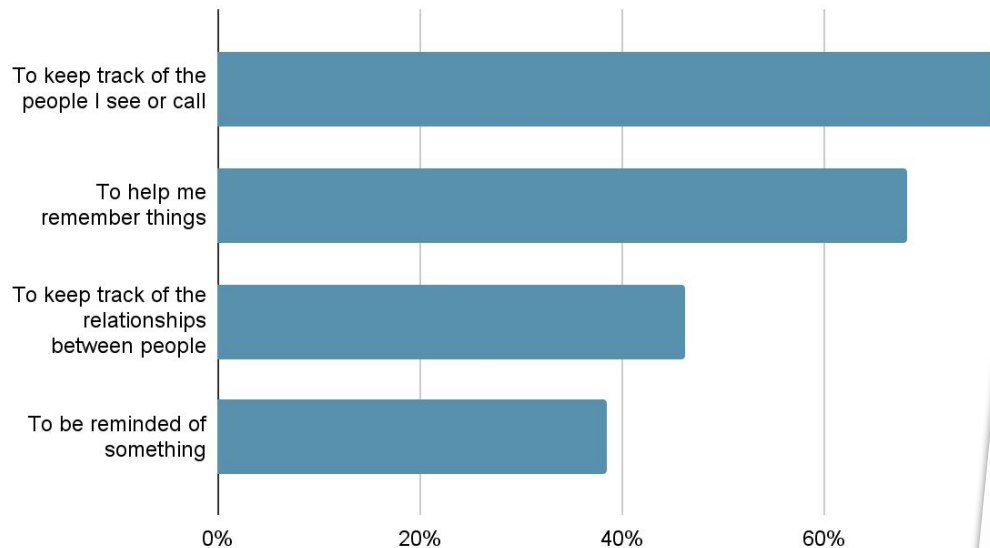
# The project



# Need finding

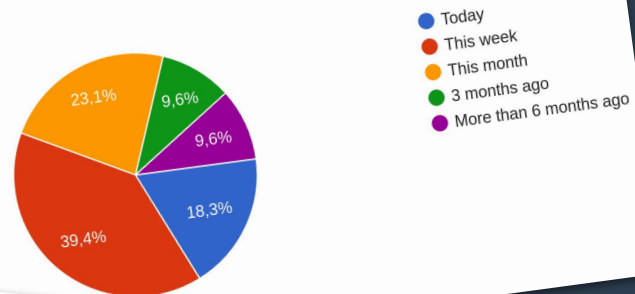


## What have you used it for?

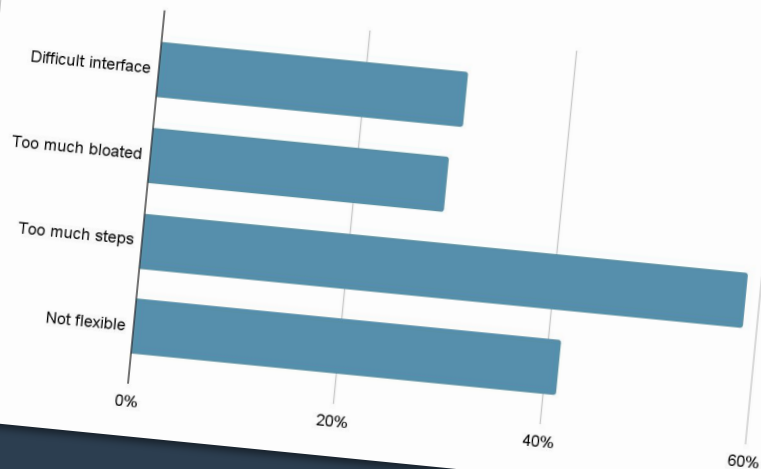


## When was the last time you used a CRM?

104 response



## CRM problems



# Needs



**Simplify short tasks**



**Focus on people**



**Simplify relationships**

# Main tasks



Hey Mycroft, ...

add a contact

add an activity

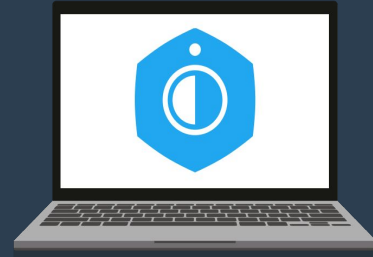
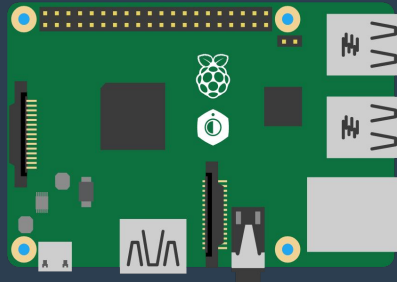
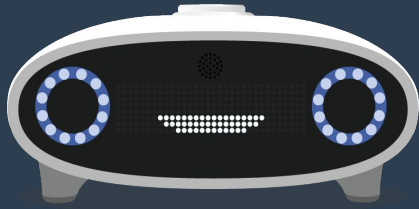
list activities

add relationship

can you set a reminder?

# Prototyping and development

- Agile UCD.
- 3 iterations.
- Mycroft Voice Assistant.
- STT, intent parser and TTS.



# Driving principles

- Guided interaction for general users.
- Short interaction for power users.
- Flow control.
- Error recovery.
- Data validation.



# Guided interaction for general users



Add new **contact**



The surname is **Lewis**



It is **James**

What is the surname?



**Lewis**, got it. The name?



...



# Short interaction for power users



Add new **contact** name **James** surname **Lewis**

Perfect, I've added **James Lewis**!



Add new **activity** on **monday** with **Elon Musk**

**Elon Musk**, **monday** got it.  
What have you done with them?



...

# Flow control



Can you repeat, please?



It is Lewis



Go back

wH4t !\$ tH3 \$ur?4m3?



What is the surname?



Ok, Levis.  
What is the name?



What is the surname?



# Flow control + error recovery



Can you repeat, please?



It is Lewis



Go back

wH4t !\$ tH3 \$ur?4m3?



What is the surname?



Ok, Lewis.  
What is the name?



What is the surname?



# Data validation



I like the color grey.

What is the surname?



Hey, this is a bit uncommon for a name. Can you confirm that I like the color grey is correct?



Next monday

When did you do it?



Wow, can you do time travel? Jokes aside, next monday is in the future.



# VoiceCRM


 [GitHub Repository](#)

Organize your contacts - Contact Relationship Manager

## HEY MYCROFT

 Add a new contact

 Add a new person to my contact list

 Add a new activity

 Register a new activity with Elon Musk

 Create a reminder

 Create a new relationship

## DESCRIPTION

This skill allows you to organize all your contacts through simple voice interactions. You can add new contacts, activities, reminders and relationships.

## CREDITS

Davide Quaranta, Eugenio Fernandes, Davide Modenese, Pietro Andrea Liberati, Federico Cernera

## SUPPORTED DEVICES



Mark I



Mark II



Picroft



KDE

## SUPPORTED LANGUAGES

English

## CATEGORY

Daily