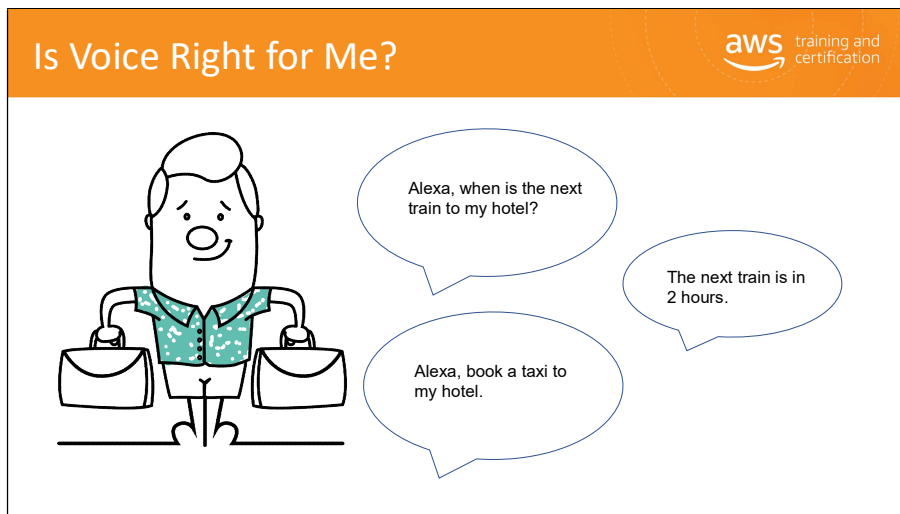


Is voice right for me?



Consider the following scenario:

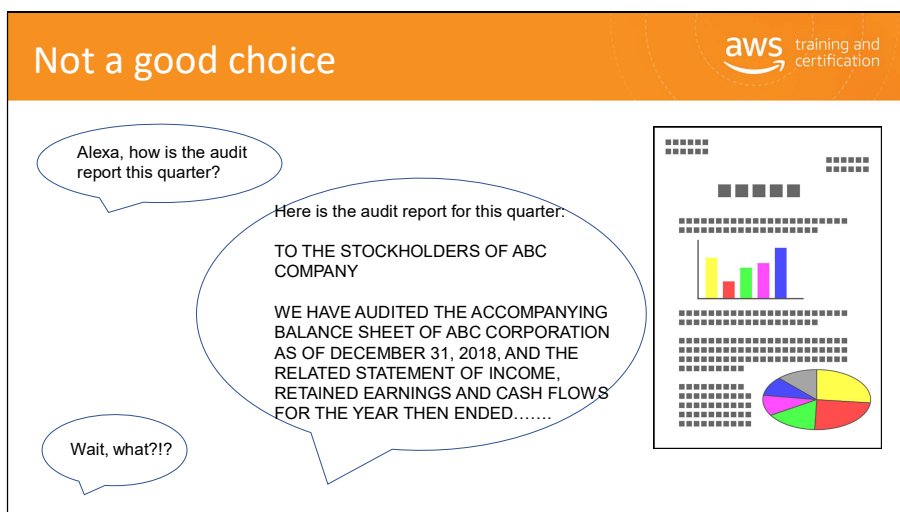
Someone has just got off a plane. The person has handful of bags which makes using a mobile app difficult.

In this case, a voice app makes perfect sense, since the person can go about arranging his/her commute easily in a hands free manner.

Another point of consideration can be how voice apps can add value in making things easier for **someone with a disability**.

Voice makes the most sense where **workflows can be made easier and fun to interact with**.

Image credit: <https://pixabay.com/en/man-tourist-briefcase-suitcase-1598050/>
<https://pixabay.com/en/document-graph-report-approval-2034326/>



Now consider this scenario where you design a voice app to **read out an audit report**.

Imagine how tedious the app would be and moreover, it will be a **huge cognitive overload** to the user consuming the report and the user will get no benefit out of it.

Obviously, a voice app in such a scenario, is **not a good choice**.

In this scenario, a mobile app with visual elements and highlighted data points, will stand out quickly for the user.

Voice as an input mechanism is always beneficial. But the **output always in voice, might not always make sense**. In such cases, consider designing the voice app with multiple modalities by combining voice and visual display.

A **general thumb rule** to keep in mind, when choosing voice projects is, the cognitive load, the conversation causes to the user.

For skills or voice apps with high cognitive overload, voice is not a good choice.

Also, in case of voice apps with long, back and forth conversation, make sure you are designing the app so that it considers all the different ways a user can converse. Such apps require a very **robust design technique** to make the app as useful and easy to use as possible.

Image credit: <https://pixabay.com/en/document-graph-report-approval-2034326/>