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Establish the purpose and user stories

Start with what people want to accomplish, and determine the capabilities of your skill and the benefits of using it. Then, identify stories that describe what people need to and can do. Later, use scripts and flows to identify details and variations for the interactions.

Identify the purpose and capabilities

Describe one or more scenarios in which people will find your skill useful and desirable. Determine the capabilities of the skill by asking the following questions:

- What is the purpose of the skill? Why will people want to use it?
- What will the person be doing before, during, and after interacting with the skill?
- What will people get from the skill that they cannot get another way?

Identify the user stories

Based on the purpose and capabilities of the skill, identify individual steps and actions.

- What can a user do, or not do, with the skill?
- What information is the person expected to have available?
- What are the ways a user can invoke the skill?
- What features directly support the purpose?
- Is there information that you need from other experiences, for example from a website or from a mobile app?

VUI UX Challenges

Alexa isn't context aware. So it was essential to break up the task in order to make the interaction as natural and intuitive as possible.