NYU

Siri:
UX Design Plan

By: Runze Li
rl5083@nyu.edu

Motivation

Motivation

- **Current Limitation of Siri**
  - Despite being widely used, Siri still faces challenges in user experience, particularly around voice recognition accuracy, user interface complexity, and personalization.
  - Many users find Siri's responses to be inaccurate, especially in noisy environments or with non-native speakers.
- **Increasing Reliance on Voice Assistants**
  - With the growing use of voice assistants in daily life, users expect higher levels of reliability and personalization.
  - People use Siri for various tasks like managing schedules, controlling smart home devices, and getting information hands-free, making it an essential part of many people's routines.

UX Strategy

UX Strategy

- **Focus on Accessibility**
  - Ensure that Siri is accessible to all user groups, including elderly users, users with disabilities, and non-native speakers.
  - Improve voice recognition to accommodate varying speech patterns, accents, and environmental noise, making Siri usable in different settings (e.g., home, car, noisy public spaces).
  - Enhance the clarity and simplicity of voice commands to cater to users with different cognitive and physical abilities.

UX Strategy

- **Streamlined and Simplified Interface**
  - Redesign the user interface to make it more intuitive and easier to navigate, reducing cognitive load.
  - Simplify interaction flows, ensuring users can easily access key features with minimal steps, especially for users who are less familiar with technology.
  - Provide clear, contextually relevant feedback and visual cues to guide users through interactions, making the experience more seamless and less frustrating.

UX Strategy

- **Personalization and Customization**
  - Enable Siri to adapt to individual user preferences and behaviors, offering a more personalized experience.
  - Use machine learning to enhance Siri's ability to predict user needs, such as suggesting reminders, routines, or locations based on user habits and context.
  - Allow users to customize the interaction with Siri, from voice settings to personalized responses, ensuring the assistant feels more natural and aligned with individual user needs.

Prototype Design Approach

Prototype Design Approach

The Feature: “Home Page”

- **Feature**
  - Home page allows users to edit the text that Siri recognizes from their speech.
  - After Siri transcribes the spoken command or query, users can easily modify the text if the transcription contains errors or misinterpretations.
  - This feature is designed to improve the accuracy and flexibility of Siri’s responses, especially in environments where speech recognition might struggle (e.g., noisy environments or with strong accents).
- **User Benefits**
  - Increases control over Siri’s responses by allowing users to manually adjust transcribed text.
  - Provides a more seamless experience for users who encounter frequent transcription errors, especially in complex or specialized queries.

Prototype Design Approach

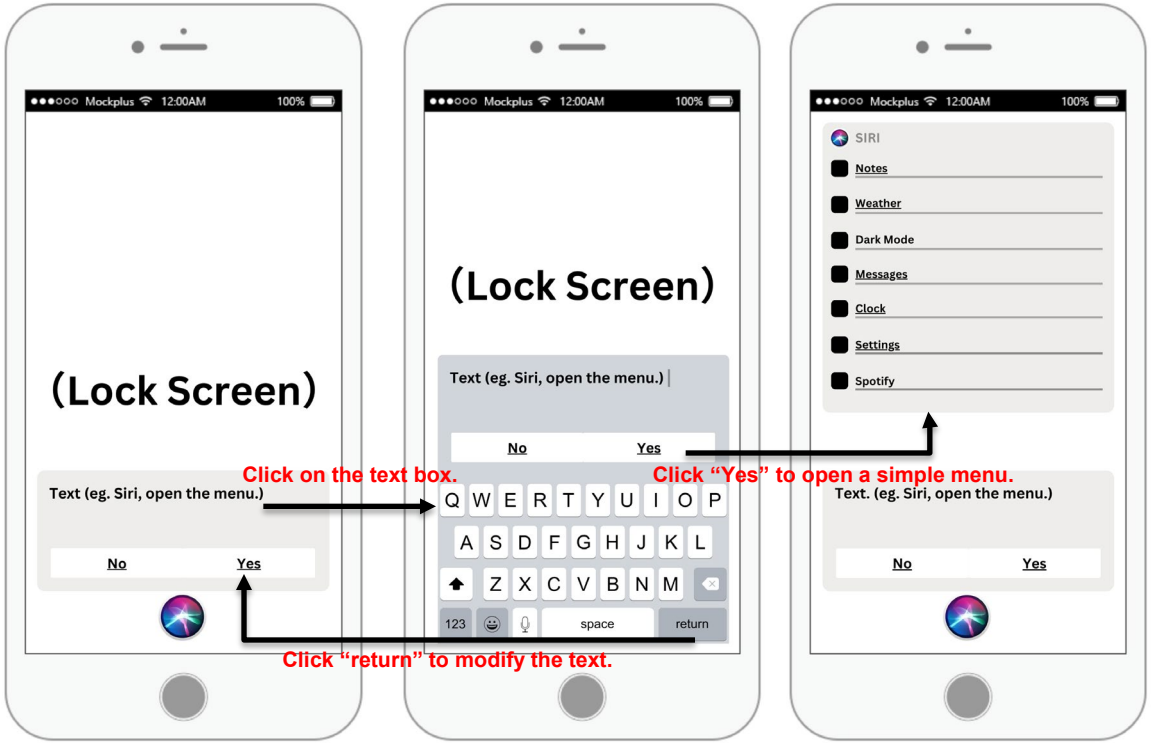
The Issues: “Home Page”

- **Current Problem**
  - Siri's speech recognition is not always accurate, especially in noisy environments, with non-native speakers, or when dealing with technical terms.
  - Users often encounter frustrations when Siri misinterprets commands, leading to incorrect responses or no response at all.
  - In the current system, users cannot easily correct these errors, which hampers the overall usability of the assistant.

Prototype Design Approach

The Solution: “Home Page”

- Add an editable text feature where users can click on or tap the transcribed text after Siri processes their speech.
- The text box can expand, allowing users to make adjustments without disrupting their flow.
- Users can press "Send" or “Return" to finalize the command once they are satisfied with the text.



Prototype Design Approach

The Feature: “Floating Window”

- **Feature**
  - The floating window feature allows Siri to appear as a small, resizable, and movable window on the screen, rather than taking up the full screen.
  - Users can position the window anywhere on their screen, resize it, or minimize it, while still interacting with other applications.
  - Floating window will show Siri’s transcribed text, responses, and buttons for interacting with Siri (e.g., repeat, edit, or send).
- **User Benefits**
  - Multi-tasking: Users can interact with Siri without interrupting their work or primary task.
  - Less Intrusive: The window takes up minimal space, keeping the user’s focus on other tasks.

Prototype Design Approach

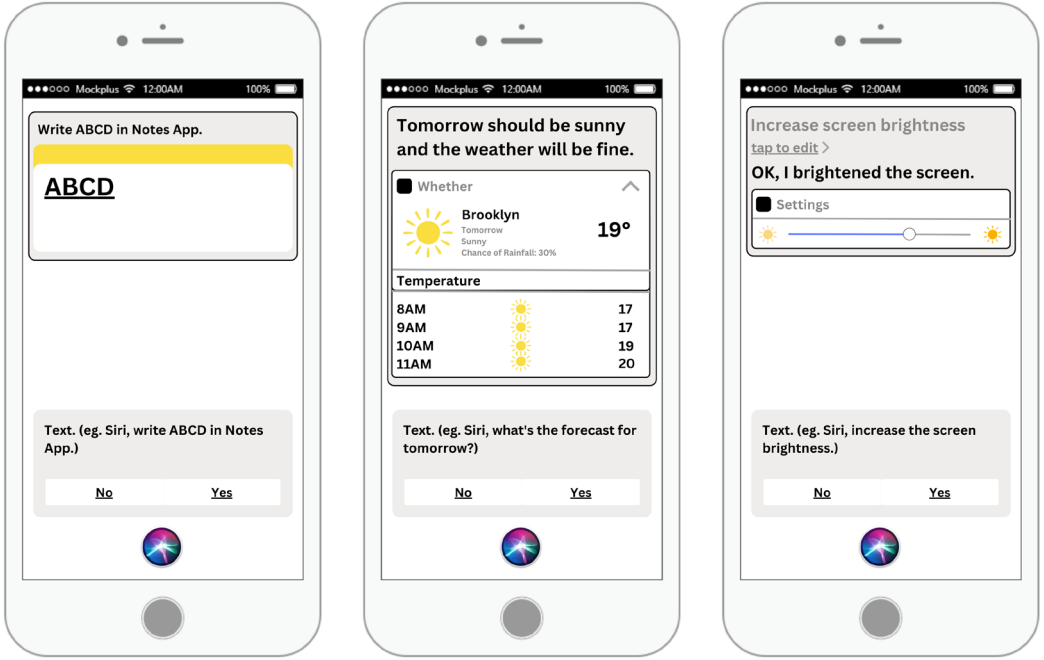
The Issues: “Floating Window”

- **Current Problem**
  - Currently, Siri takes up the full screen during interactions, which can be disruptive, especially when users are performing other tasks.
  - Users may need to switch between apps, resulting in a less fluid and frustrating experience.
  - The full-screen mode can be intrusive, especially for users who prefer to keep their workflow uninterrupted.

Prototype Design Approach

The Solution: “Floating Window”

- Implement the floating window feature to allow Siri to appear as a small, movable window instead of taking over the entire screen.
- Users can adjust the size and position of the window, keeping Siri accessible while they continue with other tasks.
- The floating window will contain essential information such as Siri’s transcription, commands, and user feedback options, but will remain unobtrusive.



Conclusion

- **UX Design Plan**
  - Editable Recognized Text: Allows users to correct Siri's speech recognition in real-time, reducing frustration and improving interaction accuracy.
  - Floating Window: Provides users with the flexibility to continue working while interacting with Siri, reducing the intrusiveness of full-screen mode and enhancing multitasking capabilities.
  - With these changes, Siri will be more adaptable, efficient, and reliable, ultimately fostering a deeper connection between the user and the assistant.
- **Future Directions**
  - Continuous user feedback will be essential to further refine Siri's experience.
  - As technology evolves, further integration with other services and smart devices can continue to improve the assistant's usefulness and effectiveness.

NYU

Thank you!

Siri: UX Design Plan

By: Runze Li - rl5083@nyu.edu