## Detailed dialog variations for File skill improvement feature –

Overall spec and motivation - [File skill improvements](onenote:https://microsoft.sharepoint.com/teams/TeamsxCortana431/Shared%20Documents/Voice%20Skills/Microsoft%20Assistant%20in%20Teams/Workstream%20status%20and%20details.one#File%20skill%20improvements&section-id={D3FCEC4A-92F6-4E42-B6C9-F1B144677CD8}&page-id={A33A7B74-70AB-408D-B4BB-E256DA6983AB}&end)  ([Web view](https://microsoft.sharepoint.com/teams/TeamsxCortana431/_layouts/OneNote.aspx?id=%2Fteams%2FTeamsxCortana431%2FShared%20Documents%2FVoice%20Skills%2FMicrosoft%20Assistant%20in%20Teams&wd=target%28Workstream%20status%20and%20details.one%7CD3FCEC4A-92F6-4E42-B6C9-F1B144677CD8%2FFile%20skill%20improvements%7CA33A7B74-70AB-408D-B4BB-E256DA6983AB%2F%29))

VSO ID - [Feature 818624](https://domoreexp.visualstudio.com/MSTeams/_workitems/edit/818624): File skill (Open/Share) improvements

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| --- | --- | --- | --- | --- | --- | --- | --- |
| Case | #1 User query | #2 Cortana | #3 User | #4 Cortana | **What change is proposed as part of this work** | **What is needed** | **Notes (Please see)** |
| Open/Share File skill |  |  |  |  |  | **Work needed for both #1 Share file and #2 Open file** |  |
| 1. Common success case | Open/Share a deck OR  Open my recent deck | ~~Here are your recent PowerPoints.~~ Which one do you want?  //Shows a list of N matches | 1st one/2nd one, name or the file | Opens the file | Show turn 0 suggestion from users most recently used files.  Increase the file count shown from 3 to 10 files  //10 is configurable | * VUI dialog update   [Lisa] Add “Recent files” header. Need UX.  [Lisa] TTS change – may not need it. | * Needs adding a new header at the top of file disambig list. The header should say “Recent files”. **Sara** to get the UX for this. * **Lisa** to evaluate if a TTS/GUI Text change is needed. May not be needed given the header work above. |
| 1. Common success case | Open/Share LT review deck | Which PowerPoint should I open?  //Cortana shows the file matches | 1st one/2nd one, name or the file | Opens the file | Increase the file count shown to 5 from 3 today  //5 is configurable | * Nothing needed on this. |  |
| 1. User rejects the matches presented | Open/Share LT review deck | Which Power-point should I open?  //Cortana shows the file matches | None of these,  None,  No  None of these, show me more  No, show me more | Spoken - Ok.  Displayed - Ok. I couldn’t find that file but here are some recent ones.  //Shows next set of matches  //Mic stays idle | Currently, this is a dead-end.  Proposal is to ‘passively’ show fallback results to increase chances of salvaging an abandonment. | * Needs LU work (or review) * Need VUI dialog   [Lisa] Added a “None of these – Offer more” response in LG.  And “None of these – no files”  Will review further within the VUI team and get back. | * **Lisa** to add the following LG response labels and corresponding LG. Needs to be done both for disambig turn and confirmation turn.   + *None of these – Offer more*   + *None of these – No more files* |
| IF there are no more files to show – Then end skill. |
| 1. User explicitly asks for more results | Open/Share LT review deck | Which Power-point should I open?  //Cortana shows the file matches | Show me more  Get more results  Show more files | Ok, here are some more results. Which one do you want?  //Shows the next set of results | Currently if the user doesn’t want any of the files presented in turn 1, it is a dead-end.  Proposal allows user to ask for more results, to potentially get our of the dead end | * Needs LU work (or review) * Need VUI dialog   [Lisa] Do this both for disambig turn and confirmation turn (for share file)  [Lisa] Lisa will create the new dialogs. Where do the devs want to add this – “disambig file to share” state or “get file to share” state? Ask Mohit.  If no files found – can use the same as “None of these – no files” | * **Lisa** to add the following LG response labels and corresponding LG. Needs to be done both for disambig turn and confirmation turn.   + *Show me more – Offer more*   + *Show me more – No more files* * **Mohit** please work with **Lisa** to identify where in the dialog flow this needs to be added. We found the following and weren’t sure   + *Disambig file to share*   + *Get file to share* * **Sara** to provide UX for “*Show me more*” button which will be at the bottom of the file disambig list. * **Mohit,** Lisa suggested we should make this dialog also open with mic idle state, just like none of these. Please take a not of this. |
| IF there are no more files to show  //Sorry there are no more files to show – End skill. |
| 1. User wants to change the file name queried, but doesn’t specify which one in the same turn | Open/Share LT review deck | Which Power-point should I open?  //Cortana shows the file matches | *I want a different file*  *I want a different power point*  *I want a different one*  None of these, I want a different file  No, I want a different file | Ok, do you want any of these? Or just tell me the file name.  //Shows fallback options | Currently, if the user got the name wrong or partially wrong or if speech got it wrong, they cannot correct their query. They must start over.  The proposed change will allow them to correct the file name. In this case, Cortana goes into dialog state asking for the new file name, and at the same time presents some default options. | * Needs LU work (or review) * Need VUI dialog | * Per **Lisa** this should behave the same as “None of these” (as described in row #3 above) from VUI perspective * Mohit, please take a note of the above.   [Mohit]: [@Lisa](mailto:lstifel@microsoft.com) Since, skill implementation is same as suggested by you, will the VUI be also similar as none\_of \_these scenario? If not, then we can ask LU to just map “I want a different file” to “select\_none” intent. [@Akshay](mailto:akshbhat@ntdev.microsoft.com) FYI |
| If there are no fallback options  “Ok, which file do you want?” |
| 1. User wants to change the file name queried and specifies it in the same turn | Open/Share LT review deck | Which Power-point should I open?  //Cortana shows the file matches | *Marketing review deck;*  *I want marketing review deck*  None of these, I want marketing review deck  //Speaks a different file name with the intent to change | Ok, which power-point do you want?  //Presents the disambiguation options with the new file name user provided | Currently, if the user got the name wrong or partially wrong or if speech got it wrong, they cannot correct their query. They must start over.  The proposed change will allow them to correct the file name. | * Needs LU work (or review) * VUI review but may not need any new LG..   {Lisa] Walked me through the current dialogs. Seems like this should already be covered. | * **Mohit** per Lisa the dialogs for this should already work. Let us know if this is not the case. I tried and it seemed to work fine. |
| 1. When no results are found in users turn 0 query | Open/Share LT review deck | I couldn’t find that PowerPoint. Here are your recent power-points  //Cortana shows users recent files matching the type |  |  | Currently, this is a dead-end.  The proposed change will allow the possibility of user finding the right file in their recent files which are presented and increase the likelihood of task completion. | * Need VUI work   Akshay to share the instructions to Lisa on how to get into developer ring. And try these skills out. | * **Lisa**, this may need a new dialog. This is when no results are found in turn 0 and we want to show them recent files. Here we probably want to first acknowledge we couldn’t find the find the exact file they were looking for. |
| 1. User wants to share the file with a person | Share LT review deck with Mohit |  |  |  | The same cases as 1 through #7 will be supported for the “file” part of the dialog.  However, to make sure dialog doesn’t become overly complex, we are **not** proposing any changes to behavior for finding the right contact. For example, there will not an ability to correct the contact name (contact names are much easier to remember and get right, compared to file names) | VUI/LU work needed |  |
| 1. User silence on turn 1 | Open/Share LT review deck | Which PowerPoint should I open?  //Cortana shows the file matches | <Silence> | * The silence timeout is increased to 10 second to give user enough time to make a decision. Files are harder to pick and identify than lets say a contact name. * Once timeout happens – Cortana does NOT reprompt. The results continue to be displayed while Cortana mic turns to idle. | Currently, on silence, skill times out after 5 seconds. This is too short to parse all the file info.  Once timeout happens, UI refreshes and prompts with voice again. This is disruptive since user is expected to be looking at the screen (this is not an eyes off experience)  Proposal puts the user at ease giving them more time. And does not unnecessarily prompt them. | Engineering work to increase timeout already complete.  Needs to be blessed by VUI. | * **Lisa** is onboard with trying this out. * **Mohit**, this should not need any new VUI. By design the timeout should be 15 seconds, but till the plumbing work happens with UXO sending down skill timeout override, its fine to rely on the client default of 7 second timeout. |

**Scratch –**

Confirmation turn behavior – utterances and results

No - This will cancel the skill.

None of these - // Either reject or reprompt or cancel is fine.

Show me more - // Needs work on cortex side or select other. Reprompt.

Speak a different file name - if LU identifies disambig //Leave it as is.

I want a different file - reprompt //Fine for now //Needs cortext work.