

## Lesson 2

(5 min)

Announcements / Logistics:

- Make sure you have completed Lab 0
- Staying on top of work is imperative

(5 min)

Comments from HW Reading:

- “a device that speaks to us is tapping into a deep river of psychological adaptations, and subject to a set of assumptions a pixel-based UI will never encounter.”
- These devices are all specialized for allowing customers to complete TASKS using their voice.
- Natural Language Understanding is an AI hard problem (the most difficult AI problems — the difficulty of solving these problems is equivalent to the difficulty of solving the central AI problem: making computers as intelligent as people)

(10-15 min)

Student Discussion:

**Prompt: Voice interfaces don't replace graphical ones.**

- Think about when to use voice over visual. What use cases does voice appeal to?
- Come up with one example / instance and be prepared to present it to the class

(20 min)

Design Principles 101 – Instructor Presentation

Talking Points inspired from:

- [Alexa Voice Design Best Practices](#)
- [Most Important Design Principles of Voice UX](#)
- [6 Principles for Designing Voice Interfaces](#)

(10 min)

Discussion - Questions to Ponder

- Voice interfaces don't replace graphical ones. Think about when to use voice over visual. Find the moments in life that can be made faster, easier, or more fun when voice is used.
- How do you program your skill in a way that is most natural language wise?
- We went from writing letters (text) to talking on the phone (voice), to email / text messages (text), to voice notes (voice) & voice assisted services. Why the back and forth? Do we need a change every few years, or is voice here to stay this time?

(5 min)

Debrief & Closing