ekhomail

voice based e-mail system

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design directions

efficiency and flexibility

the system says less as user learns more

system tries to learn user's terminology

user can always barge in to correct

use auditory icons to increase speed through program

personality

begins very neutral, then adjusts to user's gender/personality

emotional aspects

reduce system-imposed emotionality

allow user-defined emotional content

reduce user expectation of voice recognition: command-and-control method
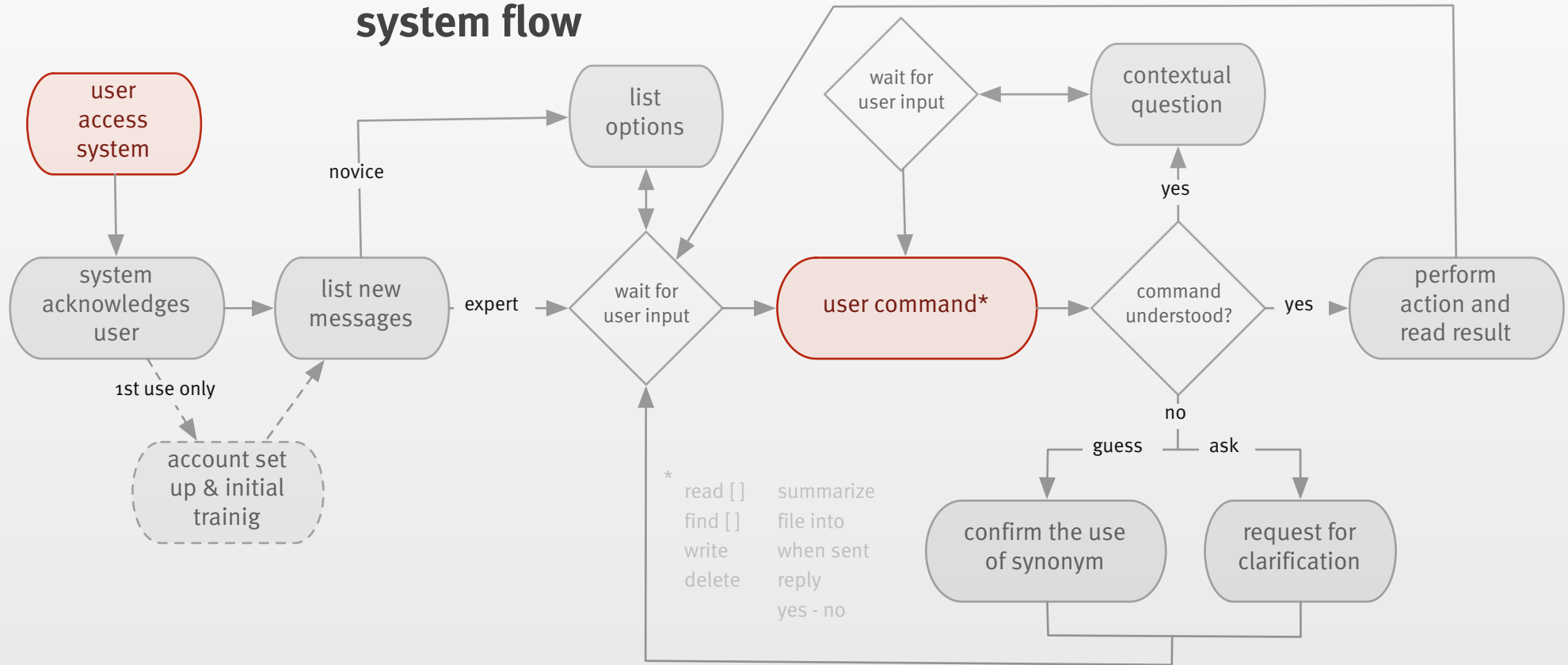
human language

still allow flexibility of terms used

learn new words

library of synonyms

context based commands

system flow

user
access
system

system
acknowledges
user

list new
messages

account set
up & initial
trainig

1st use only

novice

list
options

expert

wait for
user input

wait for
user input

user command*

contextual
question

command
understood?

perform
action and
read result

yes

yes

no

guess

ask

confirm the use
of synonym

request for
clarification

* read [ ]   summarize
   find [ ]   file into
   write   when sent
   delete   reply
              yes - no

Josephine Sterling :: Joe, 32, single

Blind Violinist. She plays the violin since the age of 6.

Used to live with his parents, now she moved to a new place, and she is living alone.

Her parents and friends visit often.

As a professional, she performs with a highly regarded philharmonic and frequently travels with her group all over the world. She uses e-mail to communicate with family while she's not at home and to handle her rehearsal and professional appointments.

a trip to Munich...

The orchestra where Joe plays has been invited to perform at a yearly festival
held in Munich, Germany. After flying from Boston to Munich, she is now at her hotel
room and wants to verify the time and place that she is meeting with the group and
the festival organizers. She also wants to write her parents to let them know she is
doing ok.

Joe dials 1.800.eckomail...

ekhomail

thank you

questions?