AWS re:Invent

ALX303-R

Learn situational design with Cake Walk

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AWS re:Invent

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aws

Agenda

Flowcharts don’t work (for conversation)

What’s situational design?

Situational design example: Cake Walk

Situational design example: Nomads

Test-drive situational design

Q&A

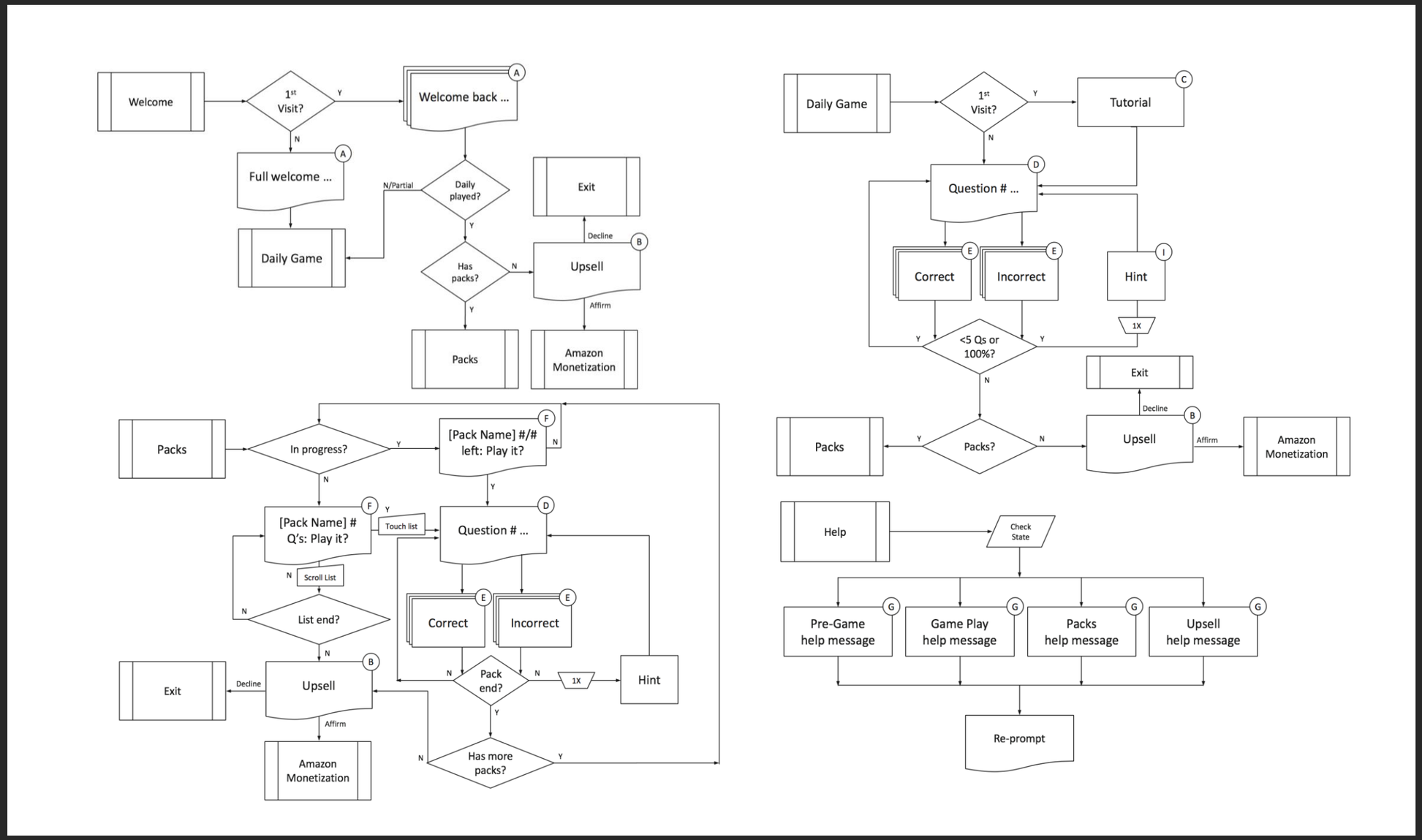
Related breakouts

ALX302-R – Build an engaging Alexa skill with Cake Walk

Flowcharts don’t work (for conversation)

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Can you find the conversation?



Differences in design principles

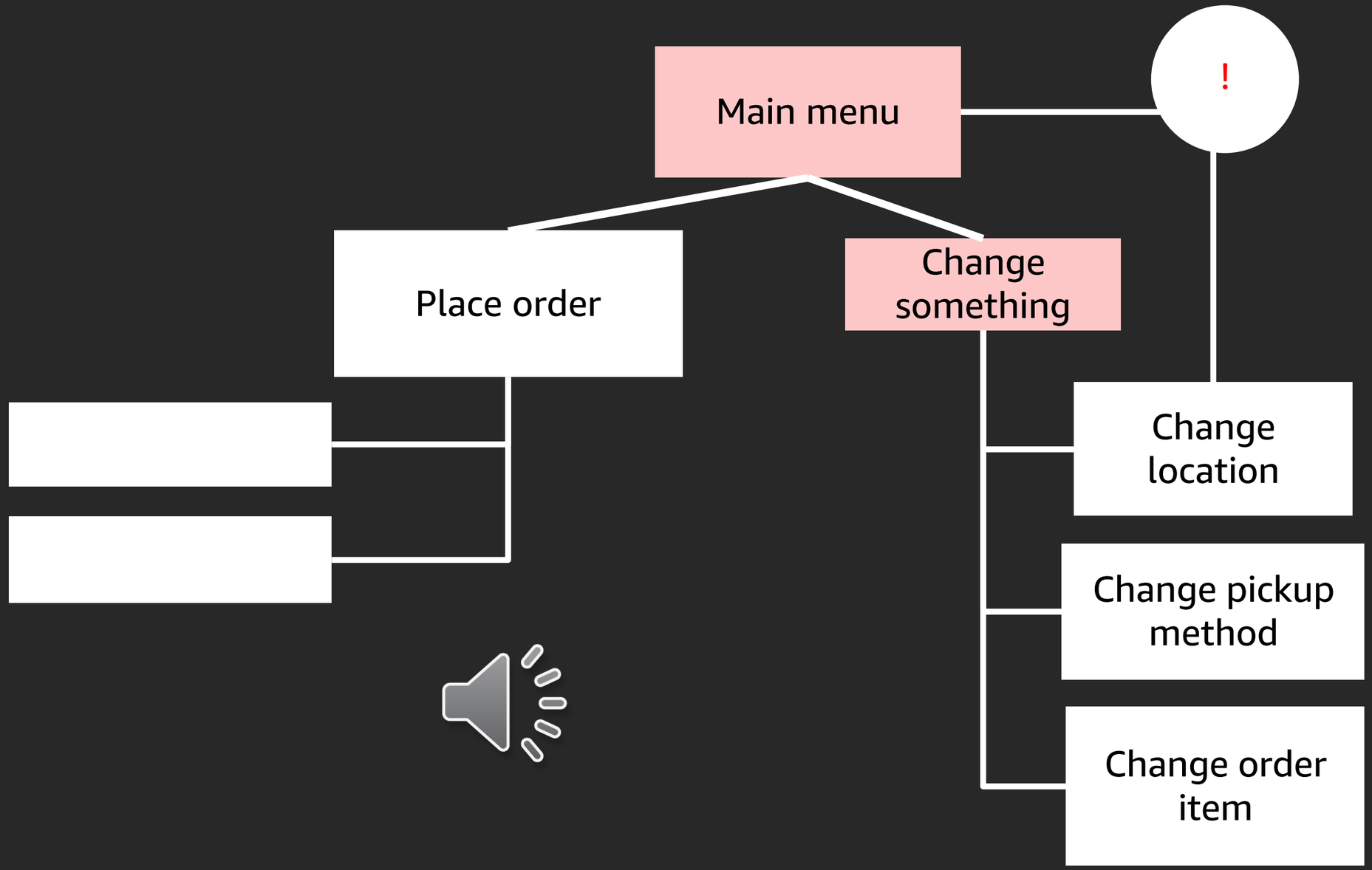
Web

- Vertical menus
- Build for quick searching by eye
- Nested subject matter
- Reliance on visual aids
- Learned behaviors

Voice

- Horizontal “menus”
- All options must be available to users at all times
- Quick context switching
- Natural form of communication

Flowcharts aren’t conversational



What's situational design?

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Situational design is …

A design artifact that outlines the conversational turns between the user and Alexa



How does it work?

A set of scripted conversations are made into turns, which get set into storyboards outlining likely conversational paths between the user and Alexa

Method:

- Create your skill’s mission statement
- Script the conversation
- Test it (with a human)
- Create storyboards
- Convert turns into handlers, intents, and slots

Design example: Cake Walk

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Start with your skill’s mission statement

Cake Walk

- Celebrates the user’s birthday

How does it work?

- Tell it your birthday and have it count down the days
- On the day of, it’ll wish you happy birthday

Optional features:

- Premium birthday messages
- Birthday horoscopes
- Celebrity birthdays

Let’s start scripting the conversation

BIRTHDAY UNKNOWN

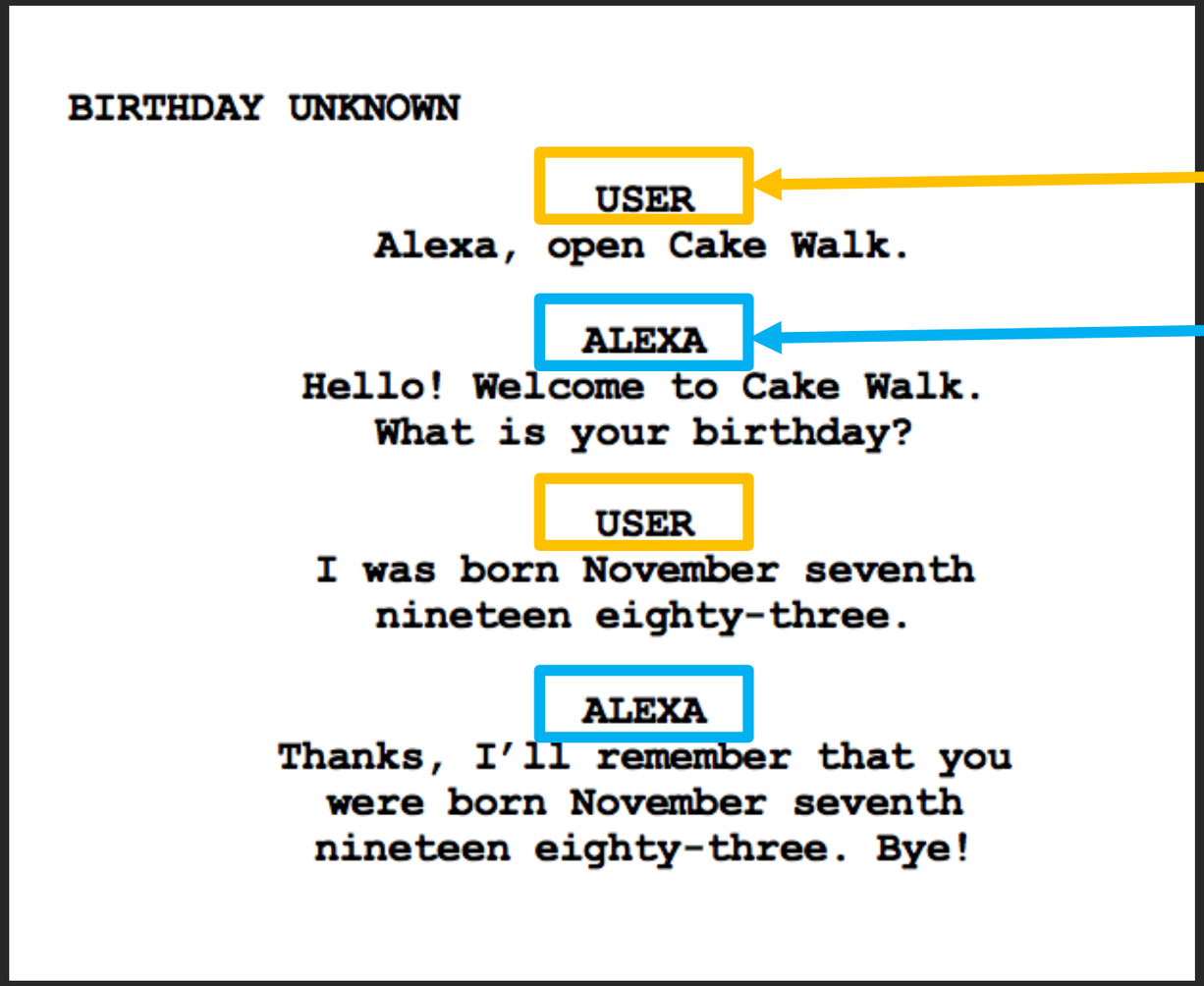
USER
Alexa, open Cake Walk.

ALEXA
Hello! Welcome to Cake Walk.
What is your birthday?

USER
I was born November seventh
nineteen eighty-three.

ALEXA
Thanks, I’ll remember that you
were born November seventh
nineteen eighty-three. Bye!

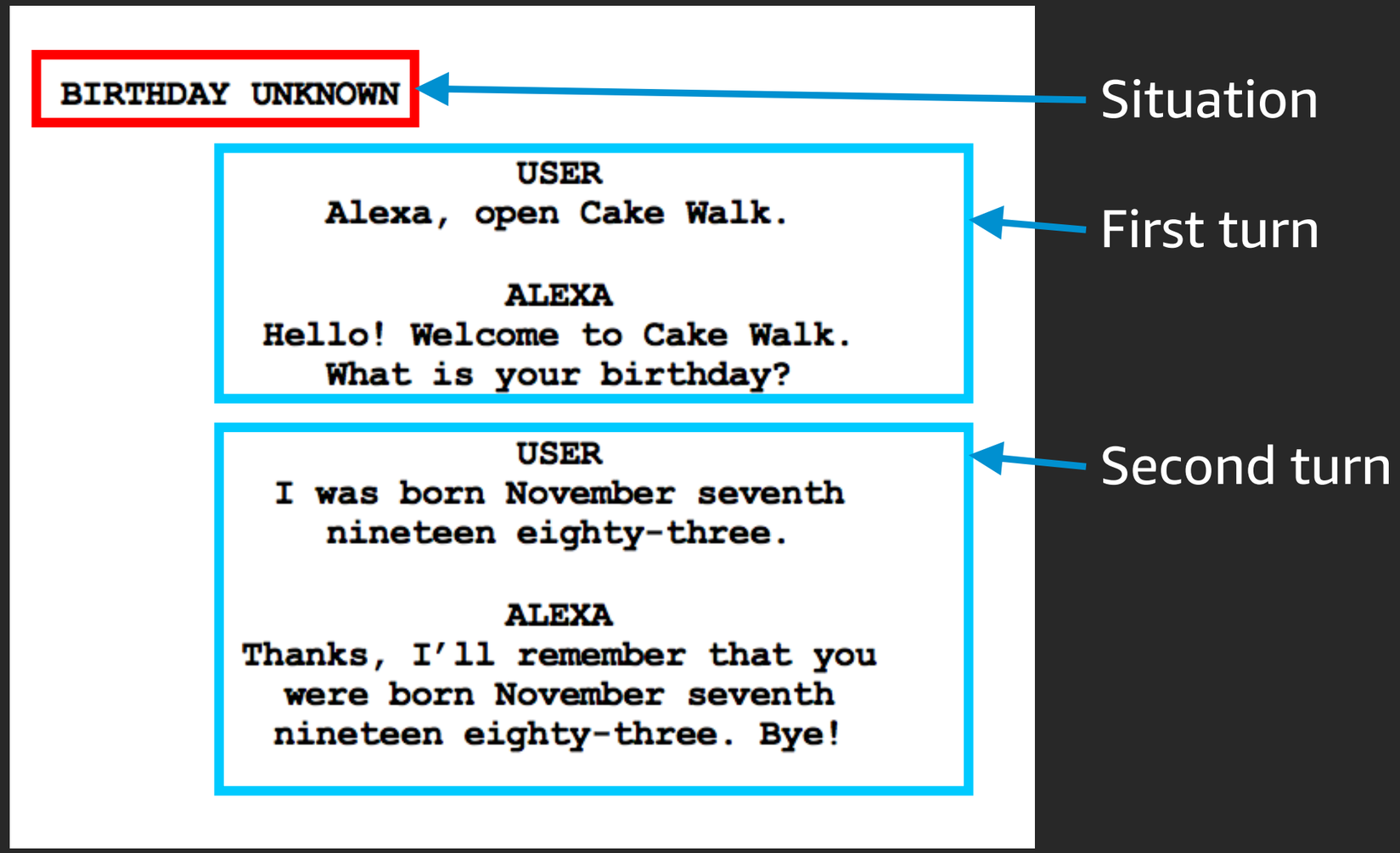
Find a friend to test it!



One person plays the user

The other person plays Alexa

Elements of a conversational “turn”



Turns become cards

BIRTHDAY UNKNOWN

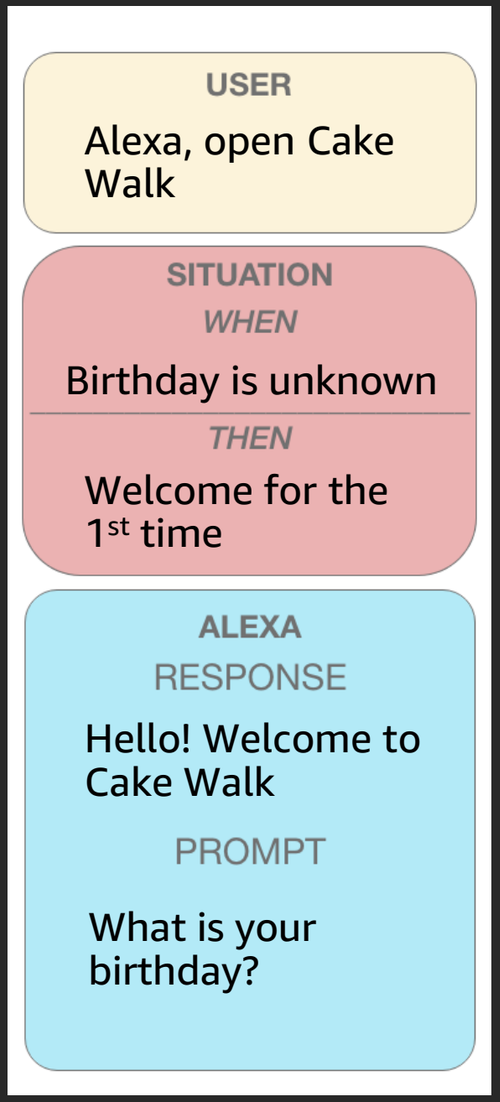
USER
Alexa, open Cake Walk.

ALEXA
Hello! Welcome to Cake Walk. What is your birthday?

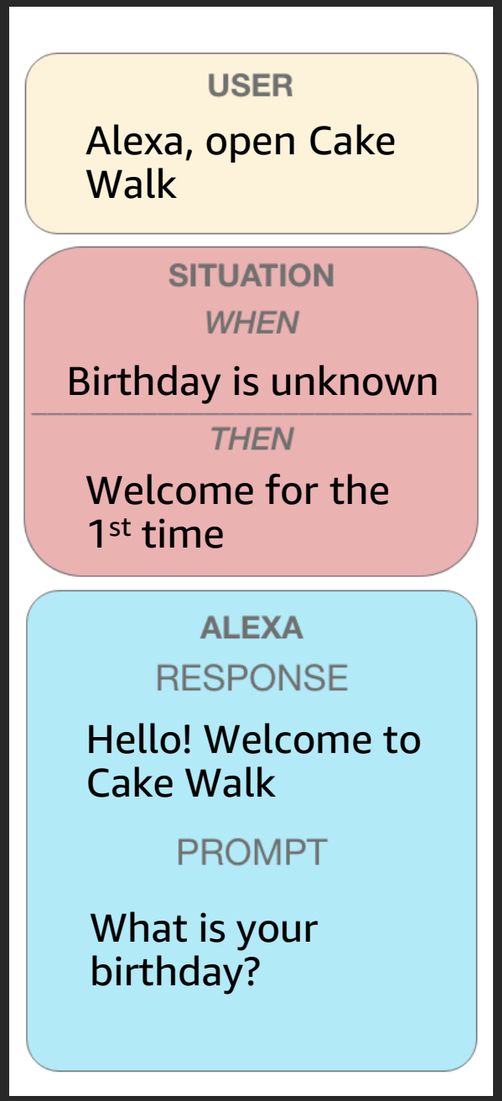
USER
I was born November seventh nineteen eighty-three.

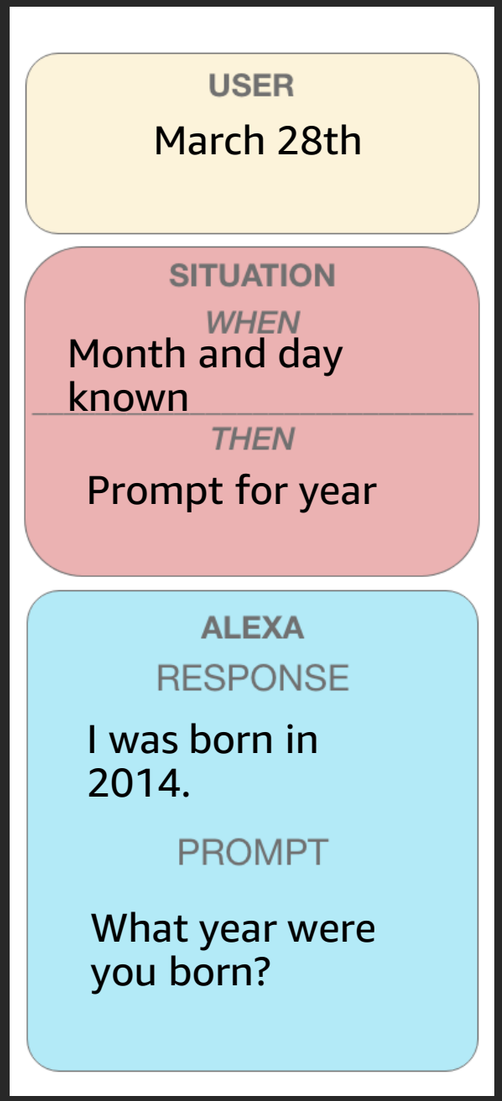
ALEXA
Thanks, I'll remember that you were born November seventh nineteen eighty-three. Bye!

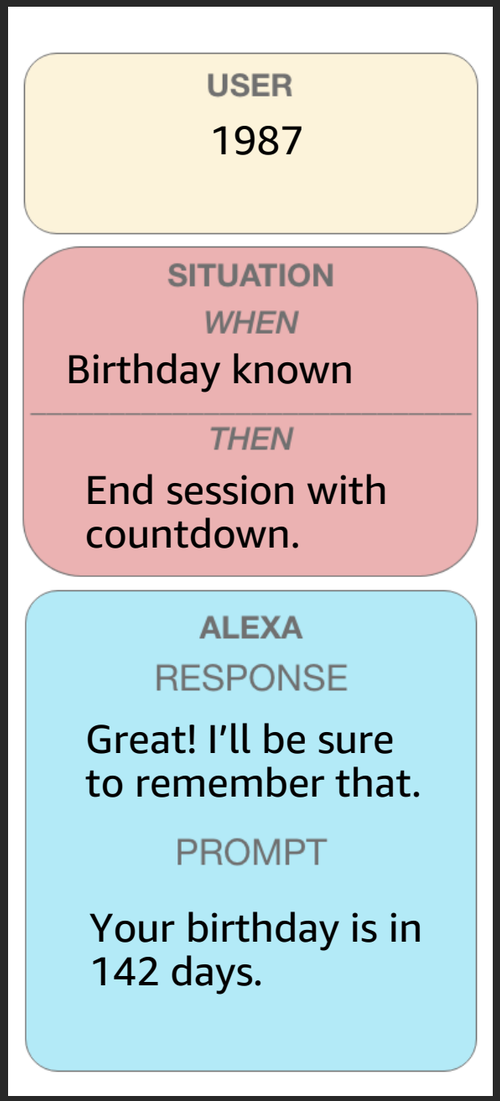
N/A



Cards combine into storyboards







Design example: Nomads

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Nomads: Mission statement

- Learn survival skills while uncovering mysteries about the previous civilization as you work your way through the woods
- Actions: hunt, fish, build, farm, bake, trade
- Character choices: meet characters and choose to team up and form a village or go it alone

Nomads cards



Introduction

PLAYER
Alexa, play Nomads

CONDITION
Player has never invoked skill before;

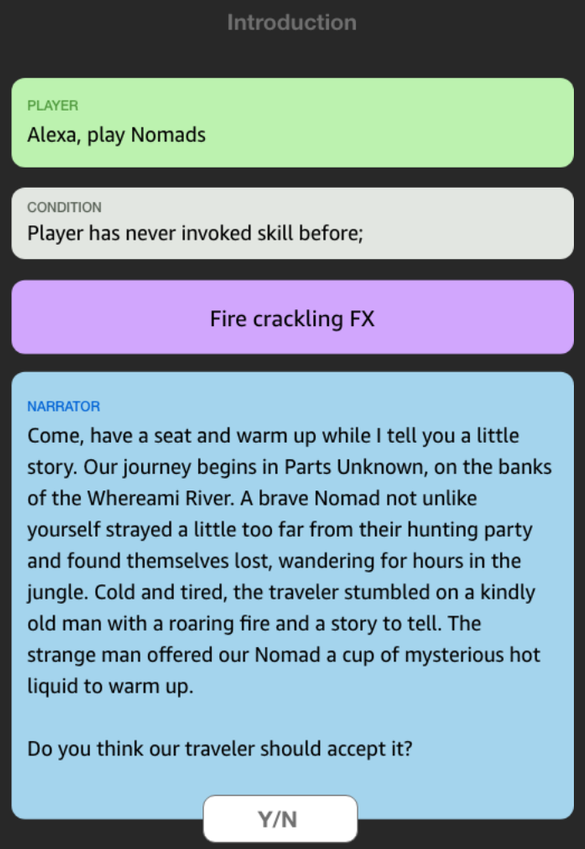
Fire crackling FX

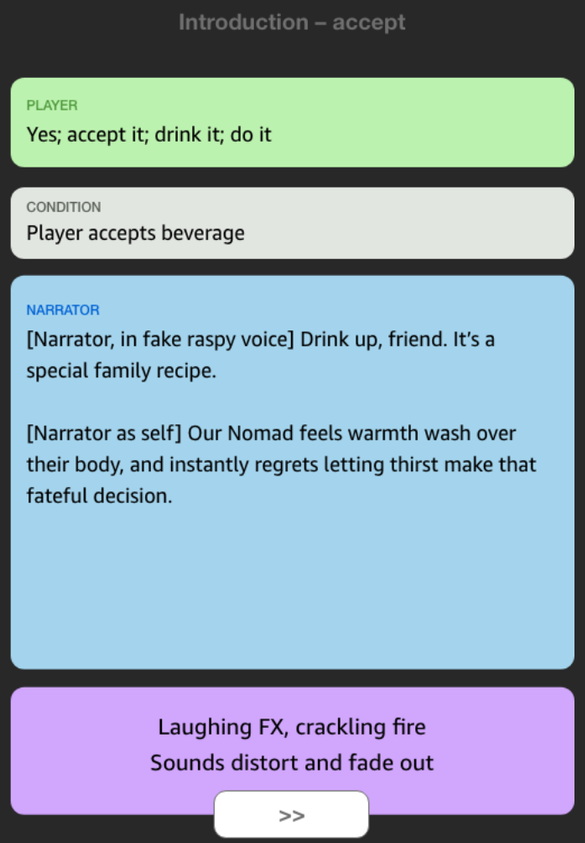
NARRATOR
Come, have a seat and warm up while I tell you a little story. Our journey begins in Parts Unknown, on the banks of the Whereami River. A brave Nomad not unlike yourself strayed a little too far from their hunting party and found themselves lost, wandering for hours in the jungle. Cold and tired, the traveler stumbled on a kindly old man with a roaring fire and a story to tell. The strange man offered our Nomad a cup of mysterious hot liquid to warm up.

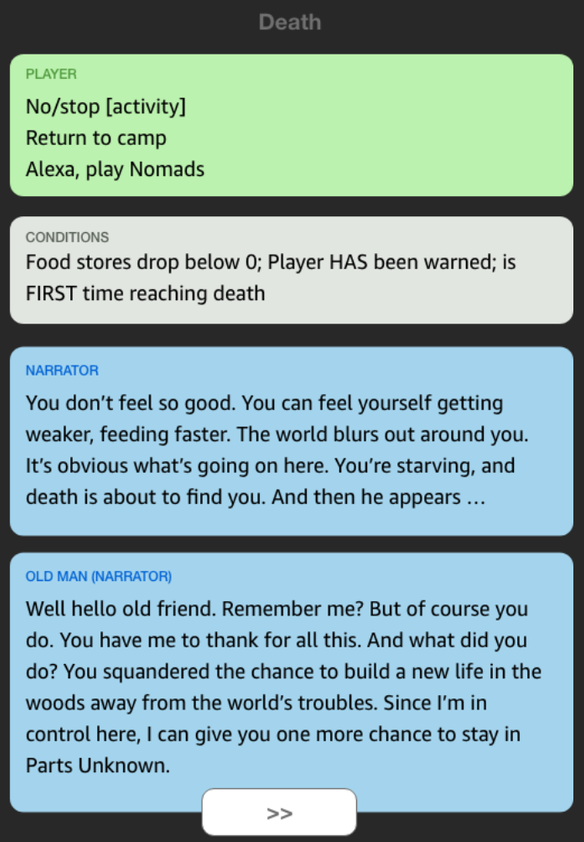
Do you think our traveler should accept it?

Y/N

Welcome storyboard



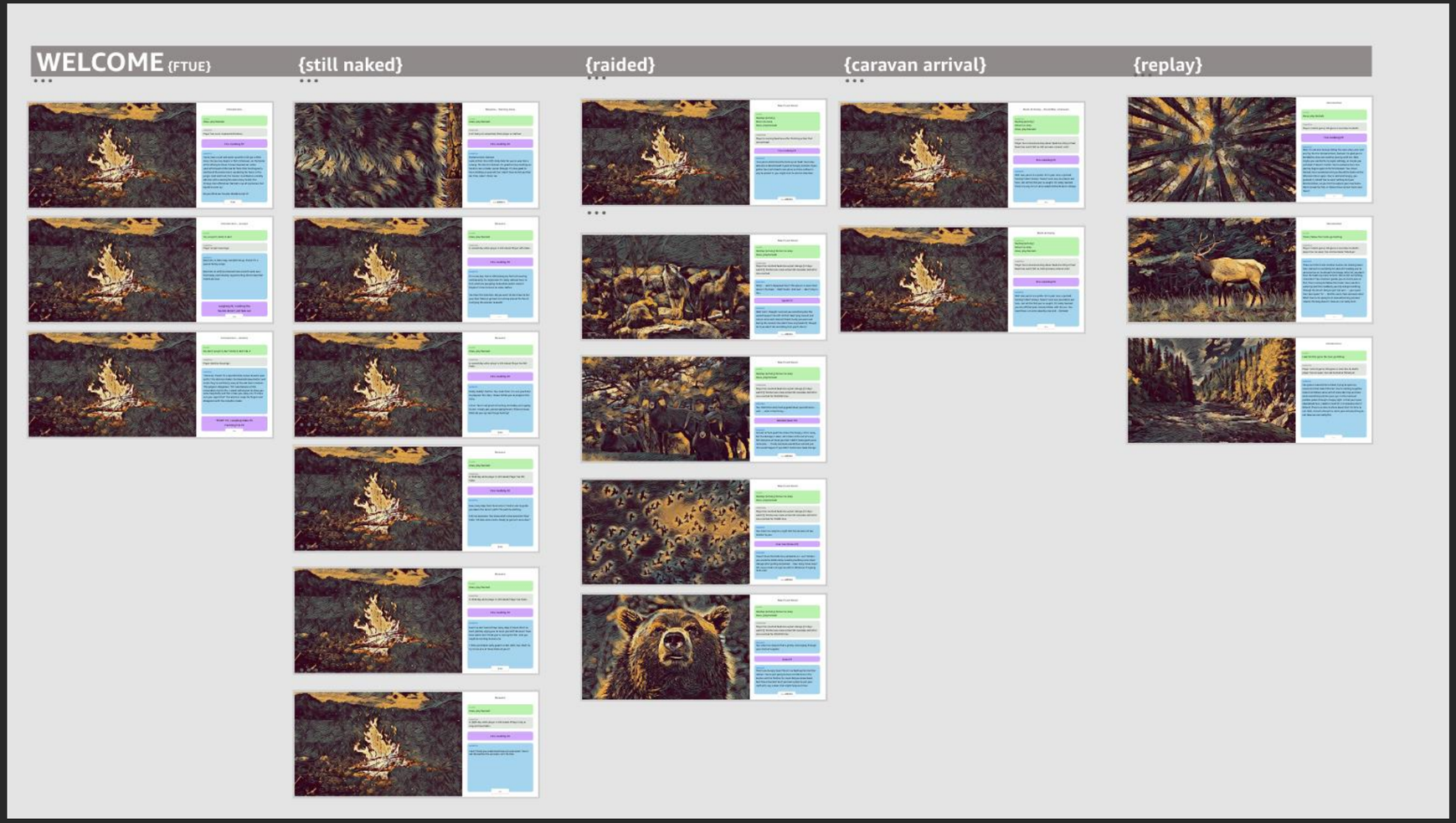




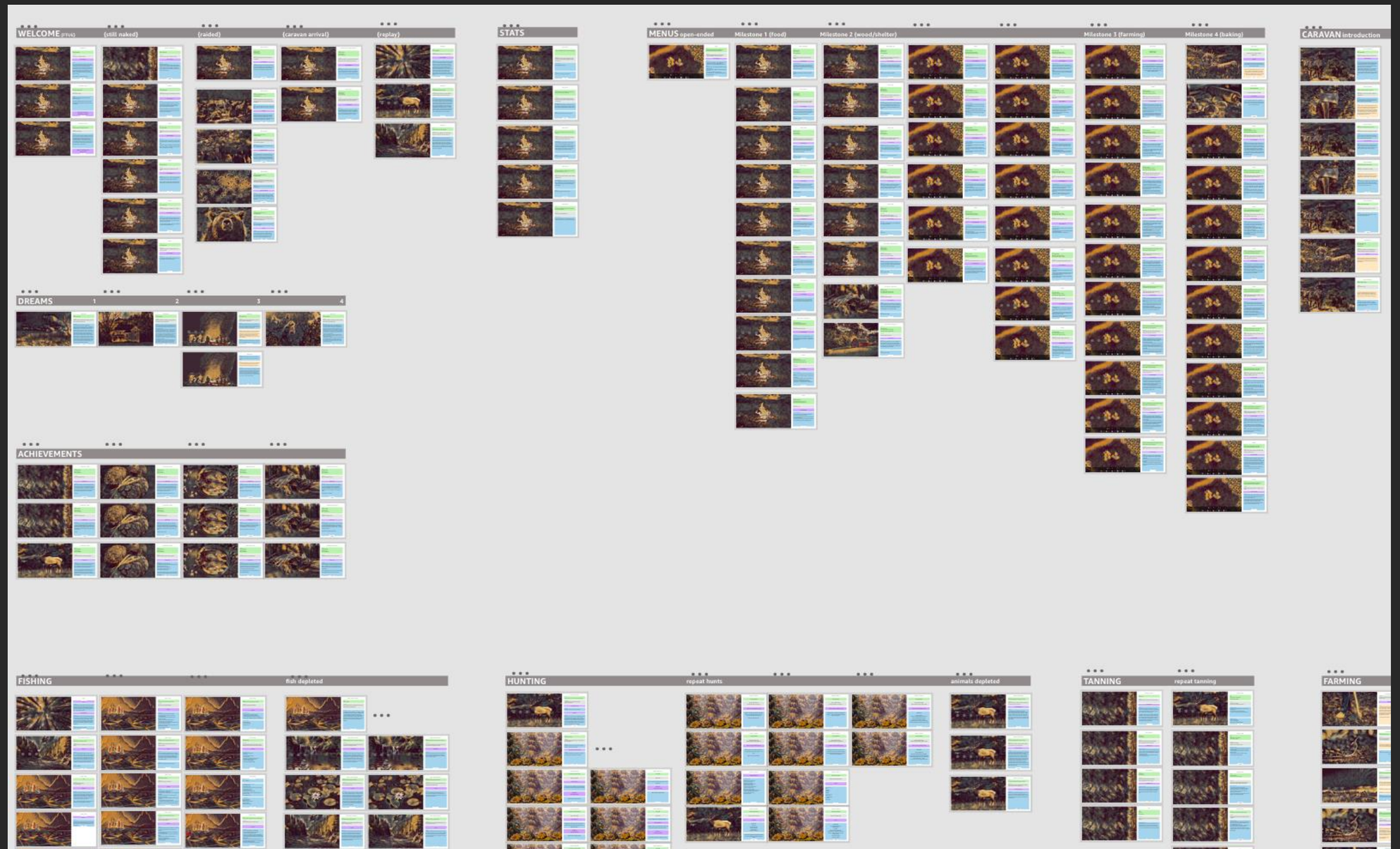
Nomads welcome storyboards

Options →

Variation by category ↓



Expand as much as you like!

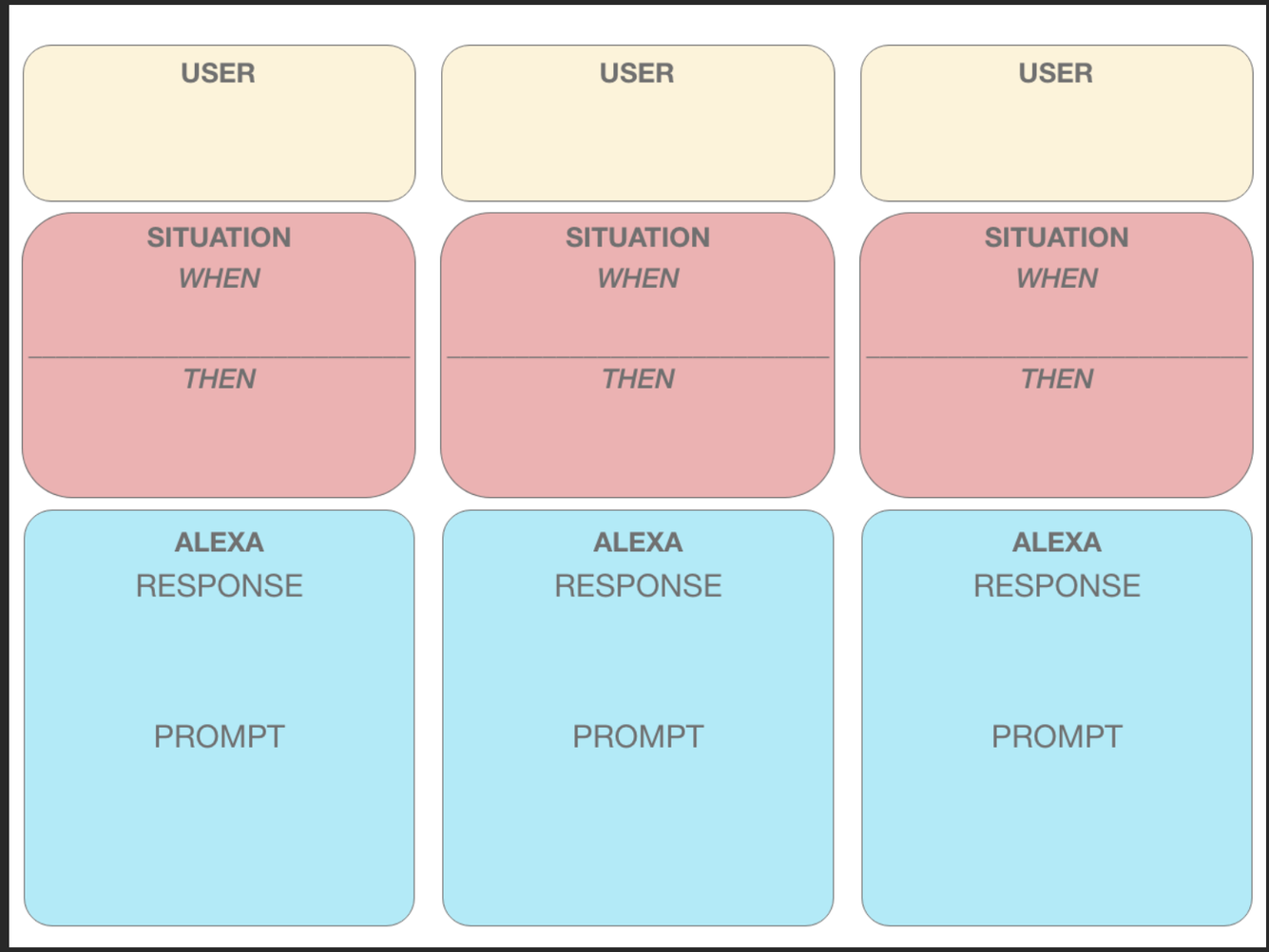


Test-drive situational design

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Class exercise

- Try out situational design!
  - Write in your own skill ideas that we can discuss at the end of this session
- Worksheets:
  - Mission statement
  - Storyboard cards



Questions?

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Thank you!

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