

Penelope's Pizza Voice UX

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## Dialog #1 Full Transaction

**Penelope:** Hello, you've reached Penelope's Pizza. How can I assist you? You can say things like "Place an order" or "Check order status?"

**User:** Place an order

**Penelope:** What would you like to order? You can say things like "Pizza," "Calzone," "Breadsticks."

**User:** Pizza

**Penelope:** <Prepares pizza option grammar>

What kind of pizza would you like to order? You can create your own or say "Menu" for a list of pizzas.

**User:** Cheese pizza

**Penelope:** What size cheese pizza would like? Small, Medium, or Large?

**User:** Medium

**Penelope:** A medium cheese pizza has been added to your order. Would like to add to your order?

**User:** No

**Penelope:** <calculates prices of items in the order>

Your total is \$10.99. Carry out or Delivery?

**User:** Delivery

<prompts delivery grammar>

**Penelope:** What is your street address and zip code?

**User:** 1349 August Way 22445

**Penelope:** <checks to see if address is within delivery radius. If yes, proceeds. If no, tells caller they are out of delivery range.>

There is a delivery fee of \$3. Would you still like your order delivered?

**User:** Yes

**Penelope:** <calculates updated price>

Your total is \$14.46 with tax for a medium cheese pizza. Would like to pay now or at the time of delivery?

**User:** At the time of delivery

**Penelope:** <Checks the activity of the kitchen to give an estimate wait time>.

Your estimated delivery time is 7:35. Goodbye.

## Dialog #2 Check an order status

**Penelope:** Hello, you've reached Penelope's Pizza. How can I assist you? You can say things like "Place an order" or "Check order status?"

**User:** Check Order Status

**Penelope:** Please say or type your order number. If you do not know your order name please say your name.

**User:** 387401

**Penelope:** <looks up order details associated with the number. Assess order stage>  
Your delivery order with a small pepperoni pizza and a medium hawaiian pizza has left the restaurant. May I assist you with anything else?

**User:** No

**Penelope:** Goodbye

### Dialog #3 Custom Pizza

**Penelope:** Hello, you've reached Penelope's Pizza. How can I assist you? You can say things like "Place an order" or "Check order status?"

**User:** Place an order

**Penelope:** What would you like to order? You can say things like "Pizza," "Calzone," "Breadsticks."

**User:** Large Custom Pizza

**Penelope:** <skips Type of Pizza Step>

What would you like on your pizza? You can see what toppings are available by saying "Toppings"

**User:** Cheese, pepperoni, green peppers, and mushrooms

**Penelope:** <skips Pizza Size Step>

A large cheese pizza with cheese, pepperoni, green peppers, and mushrooms has been added to your order. Would like to add to your order?

**User:** No

**Penelope:** <calculates prices of items in the order>

Your total is \$15.53 with tax. Carry out or Delivery?

**User:** Carry out

**Penelope:** <prompts carry out grammar>

When would you like to pick up this order? You can say things like 6pm, tomorrow at 3pm, Friday at 8pm.

**User:** 7pm

**Penelope:** Would like to pay now or at the time of pick up?

**User:** Now

**Penelope:** <prompts secure payment portal>

How are you paying? You can say things like Credit or Debit

**User:** Credit

**Penelope:** Please say to type your credit card number.

**User:** 5432 6789 0123 876.

**Penelope:** <processes type of card (e.g. Visa or Mastercard)>

Please read or enter expiration date and the security code.

**User:** 08/2020 234

Penelope: Your total is \$15.53 for a large pizza with pepperoni, green peppers, and mushrooms. Would you like to submit your order?

**User:** Yes.

**Penelope:** <submits payment methods. Payment is successful. Checks the activity of the kitchen to give an estimate wait time>.

Your order will be ready in 25 minutes. Goodbye.

#### **Dialog #4 Experienced User**

**Penelope:** Hello, you've reached Penelope's Pizza. How can I assist you? You can say things like "Place an order" or "Ch-

**User:** I would like to order a pepperoni calzone and a cheese pizza.

**Penelope:** <Identifies the word "order." Skips What Would Like to Order Step. Identifies words and phrases in the sentence that match with items on the menu.>

What size cheese pizza would you like?

**User:** Small

**Penelope:** One pepperoni calzone and one small cheese pizza have been added to your order. Would you like to-

**User:** No

**Penelope:** <calculates prices of items in the order>

Your total is \$13.09 with tax for a pepperoni calzone and small cheese pizza. Is this for-

**User:** Carry Out

**Penelope:** <prompts carry out grammar>

When would you like to pick up this order? You can say things like 6pm, tomorrow at 3pm, Friday at 8pm.

**User:** ASAP

**Penelope:** <defines ASAP. "as soon as possible." Determines average order making time based on how many orders there are in the system right now.>

Would like to pay now or at the time of pick up?

**User:** At pick up

**Penelope:**

Your order will be ready in 25 minutes. Goodbye.

## Dialog #5 User Tries to Order an Item Not on the Menu (Unhappy Path)

**Penelope:** Hello, you've reached Penelope's Pizza. How can I assist you? You can say things like "Place an order" or "Check order status?"

**User:** Place an order

**Penelope:** What would you like to order? You can say things like "Pizza," "Calzone," "Breadsticks."

**User:** Pasta

**Penelope:** <refers to menu grammar and does not see "pasta" Prompts help message>  
I'm sorry, I didn't understand you, could you please try again?

**User:** \*A little frustrated\*

PA-STA:

**Penelope:** I'm sorry we don't seem to have that on the menu. Would you like to order something else?

**User:** \*Thinks maybe they have to be specific with pasta\*

Yes, I would like like to spaghetti and meatballs.

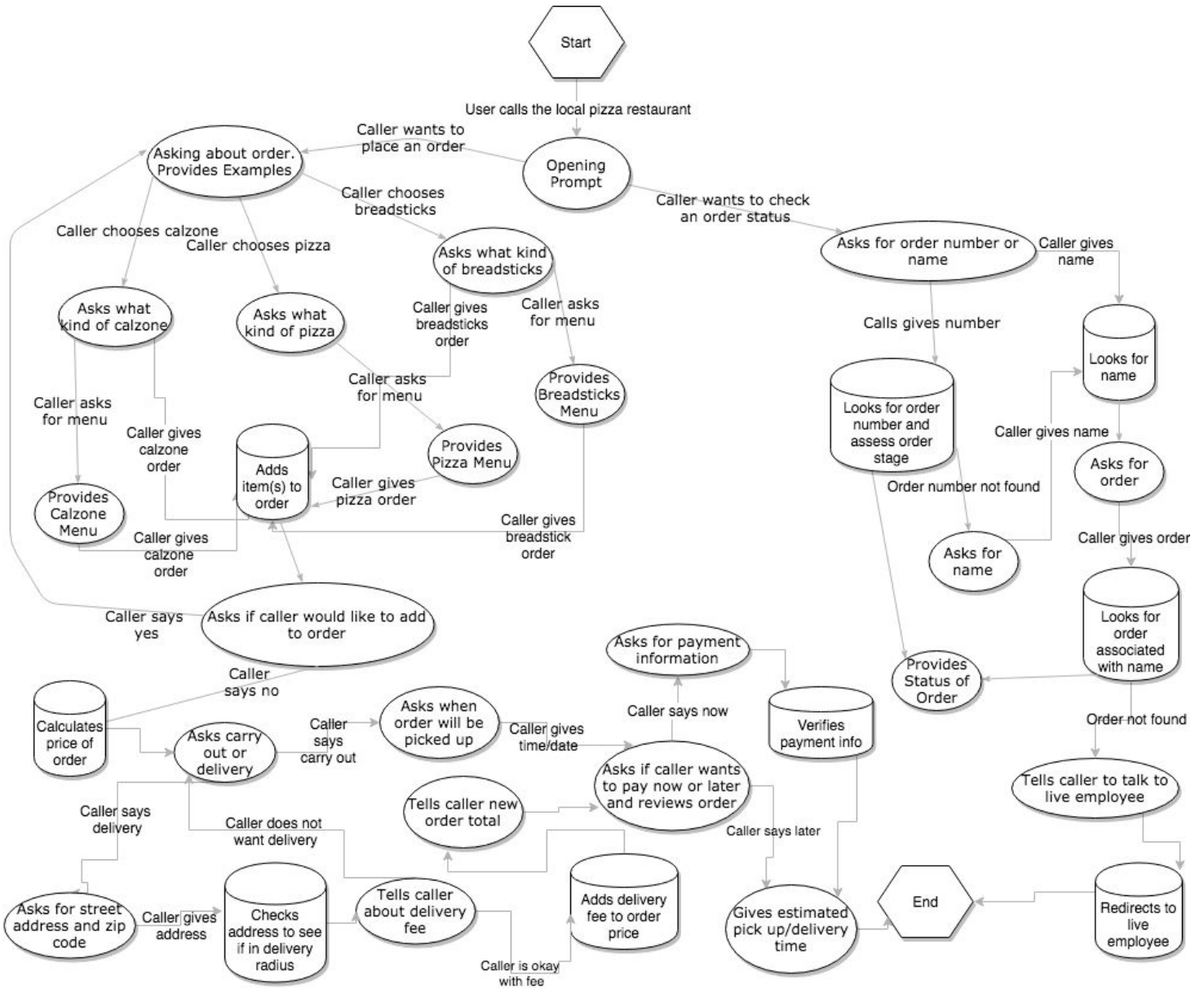
**Penelope:**

<tries to process words that turn out to not be in the grammar>

I'm sorry, I didn't understand you, could you please try again

**User:** \*sighs and hangs up\*

# Flow Diagram



## Basic Grammars

- Yes
  - Yeah, yup, correct
- No
  - Nope, nah, no thanks, nevermind
- Delivery
- Carry out
  - Pick up
- Cheese (Pizza/Calzone)
  - Plain
- [Date]
  - Tomorrow
  - Next week
  - Monday, Tuesday, Wednesday, Thursday, Friday, Saturday and Sunday.
  - 2, 3, 4, 5, 6, 7 days from now
- [Time]
  - Military Time
- [Payment card]
  - Credit card
  - Debit card
  - Bank card
- [Placing an order]
  - I would like
  - I want
- [Checking order status]
  - Check order status
  - Check order
  - Order update
  - Order information
  - Where is my order
  - Where is my pizza (calzone/breadsticks)
  - When will my order arrive
  - When will be pizza (calzone/breadsticks) arrive
  - When will my order be ready
  - When will my pizza (calzone/breadsticks) be ready
- [Type of Pizza]
  - Pizza with (insert toppings here)
  - A (insert toppings) pizza
  - (Common speciality pizza, e.g., Hawaiian pizza, Veggie Pizza)
- Repeat
  - What?
  - Say that again

- Repeat please
  - Start over
- Have words that are broad common staples at italian restaurants such such as pasta, mozzarella sticks for when a caller tries to order something not on the menu