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*
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 as pasta, mozzarella sticks for when a caller tries to order something not on the menu