WORKSHOP 08 / FACILITATOR GUIDE

Touchpoint and voice experience

From a work moment to a testable prototype

Select a primary entry point, design wording and states, and test a saved prototype on mobile and desktop. The launch plan identifies limits, measures and separate approvals.

Duration

Half day · 240 minutes including 20 minutes of breaks

Participants

3-6 representatives of marketing or brand, product, sales or service and the web team; involve target users and privacy/legal specialists for relevant decisions.

Outputs

• Touchpoint map with audience, work moment, primary entry and fallback.

• Page profile and complete visual state model including microphone denial, text fallback, correction, pause, failures before/after sending, limit and human contact.

• Saved clickable prototype with recorded mobile and desktop review; simulation and unconnected functions are visible.

• Draft wording, limits and measurement plan with separate status: illustrated in the model, technically evidenced or open requirement, plus an owned launch checklist.

Format and learning evidence

The session designs entry, visible state and conversation experience. Sources, system access and actions belong to formats 4 and 5. Environment detection alone grants no access to app content or personal data. Publication requires a separate assignment and approvals.

Prerequisites

• A specific use case, audience and approved or to-be-confirmed functional scope.

• Agreed access to a confirmed prototyping environment, or a clickable draft explicitly labelled as a simulation.

• Brand assets with usage rights, named approvers and an available human fallback.

Observable completion criteria

• A target user can find the entry without explanation and recognise what has been captured and what remains open.

• Record the six required paths on both mobile and desktop against expected responses 8.T01/02/04/06/07/08. Untested additional cases and unimplemented project functions remain explicitly open.

• Environment context, content access and personal identity are described and evidenced separately.

• Internal launch, fixed design version and guest access receive separate decisions. Passing a prototype test publishes nothing.

• Each metric identifies event, denominator, source and owner. The simulated transmission count serves only the duplicate-send test. Dialogue close, sending, acceptance and actual completion remain distinct.

• During a pause or connection failure, captured information, processing status, open point and transmission count stay visible. Resuming or checking status creates no second request.

Three parts of the kit

This guide contains the agenda, facilitation instructions, exercise debrief, sources and slide notes. Slides support the group session. Print the separate worksheets or use the editable HTML workbook.

Preparation

Before the session

• Beforehand, spend 30-45 minutes confirming context, location, device, users, main task, existing website/app and desired result. Collect real questions and abandonment cases.

• Before the session, confirm the page or application and available states. Verify product limits, access method, expiry and limits for the specific deployment; do not copy historical defaults.

• Prepare draft wording, privacy and contact destinations and both target devices. Open the supplied simulation on each device beforehand. If local HTML execution is blocked, provide an approved test entry without weakening security settings. All simulations are visibly labelled and request neither microphone nor camera.

• One person facilitates and another observes and records. One fictional normal case links the exercises: order A-17, gasket kit D-24, one unit for assembly station 17. Use A-18 for correction. A reference or dialogue close must never imply confirmed delivery.

• Before each delivery, check source currency and current availability. The latest publicly available Overmind articles through 17 November 2026 are incorporated; illustrative scenarios are not feature commitments.

Materials and access

• Worksheets 8.1-8.7, slides, brand guidance and cleared images.

• Confirmed Frontend Workbench or approved alternative, mobile and desktop devices, and Material/08_Prototype_EN.html. The local simulation needs JavaScript but no microphone or network.

• The nine written reference cases 8.T01 to 8.T09 with expected response and review evidence in the guide; approved examples from Culture, Code and Compliance where available.

Agenda and materials

Time	Block	Sheet	Slides
00:00-00:10	Goal and safe simulation (10 min)	8.1	1-3
00:10-00:40	Touchpoints and environment context (30 min)	8.1	4-5
00:40-01:10	Entry result and resumption (30 min)	8.2	6-7
01:10-01:20	Break (10 min)		
01:20-02:10	Build page profile and prototype (50 min)	8.3	8-9
02:10-02:35	Disclosures and separate approvals (25 min)	8.4	10-11
02:35-02:45	Break (10 min)		
02:45-03:10	Limits and measurement plan (25 min)	8.5	12-13
03:10-03:50	Check mobile and desktop against fixed cases (40 min)	8.7	14-15
03:50-04:00	Launch checklist and close (10 min)	8.6	16

Times are elapsed from the start of each session and include scheduled breaks. A practice or testing phase between sessions is additional.

Facilitation script

01 Goal and safe simulation / 10 min

Goal

Distinguish prototype from live operation.

Method

Explain goals and approval boundaries. Show an explicitly labelled simulation on mobile and desktop. Confirm that it starts no live conversation and publishes nothing.

Facilitator prompt

Which single task should a person accomplish through this entry point?

Debrief

Which functions are shown only as a design?

Output

Confirmed main task and prototype status.

Materials: sheet 8.1; slides 1-3

02 Touchpoints and environment context / 30 min

Goal

Choose one primary entry with a bounded context.

Method

Collect entry points for 8 minutes. Describe audience, work moment, device and task for 12. Choose primary entry and fallback for 10; separate evidenced environment context from additional data access. Compare website, app and embedded-system entry for the same request.

Facilitator prompt

The same “What happens next?” question arises on a website and in a work app. Which clarification fits each?

Debrief

Which context is evidenced, and which access still needs integration and permission?

Output

Touchpoint map and context boundaries.

Materials: sheet 8.1; slides 4-5

03 Entry result and resumption / 30 min

Goal

Design a clear conversation journey.

Method

Write visible entry and spoken AI introduction for 8 minutes. Define result, open point and next step for 8. For 14 minutes, role-play correction, interruption and resumption: retain the same information and processing status; resuming sends nothing again. Label text, scan and human entry as confirmed or planned.

Facilitator prompt

What must be visible or audible after interruption so nobody acts twice?

Debrief

Does the close distinguish captured, prepared and actually completed?

Output

Wording and state transitions.

Materials: sheet 8.2; slides 6-7

04 Break / 10 min

Goal

Rest.

Method

Pause work.

Facilitator prompt

We build the draft in ten minutes.

Debrief

Functional scope stays bounded.

Output

Break taken.

Materials: sheet ; slides

05 Build page profile and prototype / 50 min

Goal

Produce a saved clickable draft.

Method

Set the page profile and specific task for 15 minutes. For 25, transfer or adapt the supplied learning prototype in the confirmed workbench or an approved alternative: start, microphone decision, capture, correction, confirmation, sending, acceptance, interruption, failure, limit and human contact. Save the draft and state evidence with a version for 10 minutes. The prototype is a shared case example, not evidence of available product functions.

Facilitator prompt

Can someone uninvolved tell what the page is doing and what they can do next?

Debrief

Which states were clicked through, and which are only described?

Output

Saved prototype with version and state list.

Materials: sheet 8.3; slides 8-9

06 Disclosures and separate approvals / 25 min

Goal

Assign ownership of wording and approvals.

Method

Check AI disclosure, privacy information, contact and required details in both layouts for 8 minutes. Assign open specialist questions for 7. Record internal launch, fixed design version and guest access separately for 10. Facilitation prepares decisions and provides no legal assessment.

Facilitator prompt

Which information is actually accessible on the finished small screen?

Debrief

Who approves which exact version for which audience?

Output

Wording and approval register.

Materials: sheet 8.4; slides 10-11

07 Break / 10 min

Goal

Rest.

Method

Pause work.

Facilitator prompt

Limits and launch review follow.

Debrief

Save the prototype version.

Output

Break taken.

Materials: sheet ; slides

08 Limits and measurement plan / 25 min

Goal

Specify cost controls and measurable value.

Method

Record load assumptions, duration, frequency, pause control and hard limits in the confirmed system for 10 minutes. Define event, source, denominator, privacy review and owner for each metric for 15. Mark missing measurement as a requirement.

Facilitator prompt

What does someone see when a limit is reached, and which alternative remains?

Debrief

Does the measure represent a start, an understood result or a completed task?

Output

Confirmed limits and an explicit measurement plan.

Materials: sheet 8.5; slides 12-13

09 Check mobile and desktop against fixed cases / 40 min

Goal

Observe interaction, visible status and safe alternatives on both devices.

Method

Brief one target user and give only the tasks for 5 minutes. Test the same six required cases on mobile for 15 minutes, then desktop for 15: 8.T01 normal path, 8.T02 denied microphone with text fallback, 8.T04 pause and resumption, 8.T06 disconnect after sending, 8.T07 limit and 8.T08 human contact. Record one short expected/observed line per case on worksheet 8.7. Prioritise defects for 5 minutes. Correction 8.T03 and disconnect before sending 8.T05 are prepared additional cases; retest if needed and leave them open until then. The 40 minutes include both devices and provide no technical acceptance.

Facilitator prompt

Where would you continue now, and how can you tell what has already been captured?

Debrief

Which expected response was visibly met, which remains open, and is it equally clear on the second device?

Output

Two device records with six required cases, evidence, deviations and open additional cases.

Materials: sheet 8.7; slides 14-15

10 Launch checklist and close / 10 min

Goal

Separate prototype acceptance from live launch.

Method

Prioritise open items. Assign owner and date to every launch prerequisite. Read the saved version, findings and separate approvals aloud. Schedule the first measurement review.

Facilitator prompt

What remains before a test with real conversations?

Debrief

Is every unmet condition visible?

Output

Launch plan with specific blockers and tasks.

Materials: sheet 8.6; slides 16

Close and follow-up

Next steps

• Save draft, both device records, state screenshots and open additional cases on the day. Within five working days, provide page profile, prototype reference, case findings, wording and separate approval states.

• Before live use, apply approved wording and fixed design version, configure access and limits, and retest on real devices at the use location.

• To format 7: open disclosure, processing and identity questions. To format 5: context interfaces, actions and status. To format 6: conversation logic. To format 12: measures and first review date.

Pitfalls

• The learning prototype shows visible responses and safe next steps. It tests no actual microphone permission, network connection, server limit, identity or integration. Those require separate technical tests before live use.

• A permanent printed QR code must not silently depend on expiring access. Agree a renewal path.

• Websites, apps and embedded systems provide different starting points; the actual request still needs clarification.

• Design text, scanning and manual help as suitable alternatives; mark only confirmed available options as implemented.

Terms

Touchpoint

The specific encounter point, including location, device, work moment and access.

Visible state

People can distinguish listening, processing, responding, interruption and close; business processing status remains separately accurate.

Environment context

Information about a website, app or embedded system; no automatic permission to access data.

Worksheet debrief

8.1 Touchpoint and context map

Complete for each entry point. Select a primary entry and a human or manual fallback.

Illustrative example

Fictional example: a product QR code opens approved product questions. It reveals neither identity nor purchase history.

Review criterion

Context and permission are separate, and a fallback exists.

8.2 Conversation journey and resumption

Record exact visible and spoken wording separately. Do not promise unconfirmed functionality.

Illustrative example

Fictional resumption: “Order A-17, gasket kit D-24, one unit, assembly station 17 are captured. The draft is prepared but not sent.” This information and the open next step remain visible during the pause.

Review criterion

The user can distinguish captured information from open and completed steps.

8.3 Page profile and prototype brief

Implement with approved tools. Confirm field limits in the current workbench. Make simulation and unconnected functions visible.

Illustrative example

Fictional start text: “AI support for approved service questions. Start the conversation or use the contact option.” Prototype controls only change visible states.

Review criterion

All agreed states are clickable or explicitly marked as open requirements.

8.4 Disclosures wording and approvals

Use one card per text, link or approval. Facilitation does not replace legal review.

Illustrative example

Fictional example: design version D3 accepted. Guest access stays open pending disclosure and limit review.

Review criterion

Accepted design is not equated with permitted public access.

8.5 Limits and measurement points

Use one card per limit or metric. Distinguish implemented, manually checked and new requirements.

Illustrative example

Fictional example: a conversation limit blocks every new voice and text dialogue in the model; human contact stays available. The real service limit requires separate technical evidence. For 12 successes out of 20 attempts with four technical failures, also report 12/16 valid attempts and the four failures.

Review criterion

No metric without meaning, source and owner; no limit without confirmed effect.

8.6 Launch checklist and tasks

For each item, mark done, open or not applicable with a reason.

Illustrative example

Fictional example: prototype accepted; live conversation start open until device and technical limit tests are documented.

Review criterion

No unmet launch prerequisite is hidden behind a general approval tick.

8.7 Mobile desktop and failure scenarios

Keep one record per device for 8.T01/02/04/06/07/08. For the combined run, choose “Disconnect after sending” before starting. Deny microphone permission yourself and pause in the text path. Resume and transmit exactly once. Record the count, reference and outstanding outcome before and after checking status. Mark 8.T03/05/09 as tested or open.

Illustrative example

Fictional example, 8.T06: after disconnect, A-17 and “acceptance unknown” remain visible, count 1. “Simulate checking existing status” yields DEMO-001, count stays 1. Passed in the model; actual network and server checks remain open.

Review criterion

All six required cases have expected/observed evidence on each device. Model review and technical evidence are separate; untested cases do not count as passed.

Acceptance cases and expected responses

Normal path with an accurate close

Question

In the normal case, simulate voice entry and microphone permission, load the example, review, confirm, send and simulate target-system acceptance. Then close the dialogue.

Expected response

A-17/D-24/1/17 remain visible. The draft is sent exactly once. DEMO-001 confirms acceptance. After the dialogue closes, material fulfilment stays open; do not claim delivery or completion.

Evidence

Screenshots before confirmation and after close; transmission count 1, accepted status, fulfilment open.

Denied microphone with text fallback

Question

Choose microphone denied and start voice entry. Continue through text without a microphone, load the example and reach the reviewed proposal.

Expected response

No microphone is actually requested. The visible failure offers text and human contact. Text captures the same required fields; it does not imply granted microphone permission.

Evidence

Denied-microphone view followed by text entry; complete information, no transmission yet.

Correction requires a new proposal

Question

Reach the proposal in a normal case. Choose correct information and change A-17 to A-18, or use the scan example. Review again and confirm only the corrected proposal.

Expected response

Editing invalidates the old proposal. Only A-18 appears in the new confirmation and transmitted record. The scan is explicitly fictional and requests no camera.

Evidence

Proposal before/after; count 0 before confirmation and 1 after one transmission.

Pause preserves business status

Question

Pause and resume before sending. Then send once, pause again while acceptance is pending and resume.

Expected response

Order, part, quantity, location, business status and open point stay visible in both pauses. Resume returns to the same dialogue step. Count stays 0 first and 1 afterwards; there is no automatic second transmission.

Evidence

Screenshots before/during/after each pause; compare count and open point.

Disconnect before sending

Question

Choose disconnect before sending and confirm the proposal. Reconnect, review the information again and confirm a new proposal.

Expected response

At disconnect, count is 0 and no reference is confirmed. Information is retained. Reconnecting does not send. Only a new explicit confirmation produces one transmission.

Evidence

Failure view with count 0, then new confirmation and count 1.

Disconnect after sending without duplicate call

Question

Before voice or text entry, choose “Disconnect after sending”. For the combined run, deny the microphone, enter details by text, pause and resume. Review the proposal and transmit it once. On disconnection, choose “Simulate checking existing status”. What is confirmed and what remains open?

Expected response

Acceptance is initially unknown. A-17 and the open point remain visible, count 1. The simulated status check returns DEMO-001 without increasing the count. Another send attempt does not transmit again.

Evidence

Show the same case and count 1 before/after status check; fulfilment remains open.

Limit with an available fallback

Question

Choose conversation limit reached and attempt a new voice dialogue. Then prepare human contact. Text must not bypass the limit.

Expected response

No new voice or text case starts; count 0. The message provides a useful next step. Human contact stays available. The model does not prove a technical server limit.

Evidence

Limit view and contact draft; no increase in transmission count.

Human handover without a false promise

Question

Open human contact from a prepared or unresolved case. Identify the information and open point intended for handover, then return to the previous status.

Expected response

A readable draft contains only captured information and true status. It is not sent automatically and makes no callback promise. Returning changes neither business status nor count.

Evidence

Contact draft marked not sent; compare status and count.

Environment creates no data rights

Question

Before a new exercise, select website, app and embedded system in turn. Compare the opening question for the same request.

Expected response

Orientation changes with the environment. No personal or internal data is loaded, no order is recognised automatically and no extra permissions are granted. Once started, environment stays fixed for that case.

Evidence

Three opening texts and unchanged empty capture before starting; no network request.

Slide facilitation notes

01 Touchpoint and voice experience

Do not presume publication during the session.

02 Half-day outputs

Separate the draft from available functionality.

03 Simulation and live operation

Check the mode at the start.

04 Touchpoint and work moment

Begin with one encounter point.

05 The same question in three environments

Environment detection grants no access to content or personal data.

06 Entry and result

Design visible text and spoken greeting separately.

07 Interruption and resumption

Use 8.T04 to pause before and after sending. Order, processing status and open point stay visible. Resuming does not increase the transmission count.

08 Page profile

Verify current field limits; do not copy old defaults.

09 Prototype states

Build visible feedback and a permitted next action for every state.

10 Information on every device

Have the responsible specialists assess legal adequacy.

11 Three separate approvals

One approval does not replace the others.

12 Limits with confirmed effect

8.T07 blocks new voice and text dialogues in the model; human contact stays available. This is not technical proof of a real cost limit.

13 Meaningful measurement

Measuring understanding needs an appropriate observation.

14 Check mobile and desktop

One target user works on both devices in turn. 8.T01/02/04/06/07/08 are required. 8.T03/05 are prepared additional cases. Observe without coaching; do not count untested cases as passed.

15 Failures and alternative entry

The local simulation demonstrates all three responses. Actual permissions, network failures and server limits require separate technical tests. The selected case stays fixed throughout the dialogue. Use “Open another case in a new tab” to keep the first record for comparison. Leave a required value blank and check that only the fields needing attention are named, with focus on the first one.

16 Launch plan and next steps

Keep unmet launch prerequisites visible.

Sources and revision status

Materials for 2027, reviewed on 17 November 2026. Exercises and proposed criteria are newly authored facilitation materials. They do not establish technical availability or client approval.

Voice Operating Layer

https://overmind.one/en/voice-operating-layer

VOP components, ownership and separate approvals

The 4Cs of Voice Intelligence

https://overmind.one/en/the-4cs-of-voice-intelligence-effective-profitable-workflows

The four Cs as an integrated workflow to review rather than isolated technology components

Project scoping workbook

https://overmind.one/wp-content/uploads/2026/10/Scoping_EN.html

Task, workplace testing, roles, stop/fallback, integration register and Go/Hold review

Voice recognises its digital environment

https://overmind.one/en/voice-recognises-its-digital-environment

Website/app/system context without automatic access to content or personal data

Why Social Coding Helps Your Voice Intelligence Break Through

https://overmind.one/en/why-social-coding-helps-your-voice-intelligence-break-through

Business target dialogue, required fields, correction, interruption and sample boundaries

Local baseline

The inventory review used the October 2026 catalogues and kits 1 to 10. Current materials are in DE and EN. Product lists and interface terminology differ between the former catalogues, strategy and scoping. The review records these differences; the updated catalogue guides selection by task.

Before a client session

The facilitator checks current access, confirmed scope, language, sources, roles and approvals. Test demo limits and interfaces in the actual setting. Exact pricing and outcome commitments follow the approved quotation.