Workshop 8

Touchpoint and voice experience

One primary entry and a testable prototype

Mobile, desktop and a real next step

Goal

Half-day outputs

Touchpoint map and page profile

Saved clickable draft

Tests, limits, measurement and separate approvals

Working method

Simulation and live operation

Label simulation visibly

Trigger no live conversations or actions

Testing publishes nothing

Worksheet 8.1

Touchpoint and work moment

Who needs which support here?

Location, device, trigger and request

Primary entry and available fallback

Context exercise

The same question in three environments

Website: orientation or a specific use case?

App: which step in your process?

Embedded system: is this about the current step?

Worksheet 8.2

Entry and result

Explain AI role and purpose clearly

Show available help and limits

State true result status and next step

Worksheet 8.2

Interruption and resumption

Keep captured information recognisable

State the open point and permit correction

Resume without duplicating an action

Worksheet 8.3

Page profile

Name, context, purpose and design

Wording, contact and next step

Version and image rights

Worksheet 8.3

Prototype states

Start, microphone decision and text fallback

Capture, correction, confirmation and acceptance

Pause, failure before/after sending, limit and contact

Worksheet 8.4

Information on every device

AI disclosure and full privacy information

Contact and other required details

Actual accessibility on a small screen

Worksheet 8.4

Three separate approvals

Internal launch

Fixed design version

Guest access

Worksheet 8.5

Limits with confirmed effect

Duration and use in the specific system

Pause control and responsible person

Clear message and fallback

Worksheet 8.5

Meaningful measurement

A start is not automatically task completion

Numerator, denominator, source and owner

Implemented, manual or new requirement

Worksheet 8.7 · 40 minutes

Check mobile and desktop

5 minutes briefing, 15 mobile, 15 desktop, 5 debrief

Check six identical required cases against expected responses

One record per device, with open cases visible

Worksheet 8.7

Failures and alternative entry

Combined case: choose “Disconnect after sending” before starting. Deny microphone permission, continue with text and pause.

After resuming, transmit once. Compare the status and count before and after checking the existing request.

For a separate limit test, open another case in a new tab and demonstrate the human fallback.

Worksheet 8.6

Launch plan and next steps

Save prototype version and findings

Assign open conditions with owners and dates

Schedule real-device tests and first measurement review