WORKSHEET 8.1

Touchpoint and context map

Define entry and work moment.

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

Person moment task

Audience, location, device, trigger, request, before and after.

Access and context

Website, app, embedded system, QR or phone; evidenced environment context; additional data requested and required rights.

Decision and fallback

Primary entry and reason; access management, available alternative and owner.

REVIEW CRITERION

Context and permission are separate, and a fallback exists.

WORKSHEET 8.2

Conversation journey and resumption

Provide orientation before, during and after the conversation.

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

Entry and greeting

Pre-start text, AI role, purpose, microphone notice and required information.

Interruption and correction

What is captured, what is open, how to continue or correct; text/scan/manual alternative as implemented or required.

Close and next step

True result status, open task, one primary next step and human contact.

REVIEW CRITERION

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

WORKSHEET 8.3

Page profile and prototype brief

Build a concrete draft.

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

Content and design

Name, context, short purpose, image rights, colour, visible start wording and contact destination.

States and controls

Start, microphone decision, capture, confirmation, sending/acceptance, pause, failure before/after sending, limit and contact; visible status and permitted next action for each.

Saved version

File/draft name, version, author, reference, date and unimplemented states.

REVIEW CRITERION

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

WORKSHEET 8.4

Disclosures wording and approvals

Assign information and publication responsibility.

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

Text or link

AI disclosure, privacy information, contact and other required information; exact location in small and large layouts.

Review and version

Draft, specialist checked or open; responsible person, destination, evidence and date.

Separate approval

Internal launch, fixed design version or guest access; permitted audience, conditions and decision maker.

REVIEW CRITERION

Accepted design is not equated with permitted public access.

WORKSHEET 8.5

Limits and measurement points

Define owned limits and measurable outcomes.

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

Limit and enforcement

Duration, frequency, total use, pause; selected value, enforcement, owner and visitor message.

Event and source

Conversation start, understood result or completed task; numerator, denominator, source and privacy review.

Review and response

Limit test; measurement status; who reviews when, and what triggers a change or pause?

REVIEW CRITERION

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

WORKSHEET 8.6

Launch checklist and tasks

Decide on prototype and live launch separately.

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

Version and launch prerequisites

Saved design; approved wording/links; permitted access; real devices; context and permission checks.

Operations and evidence

Limits, states, fallback, support, test matrix, measurement source and stop owner.

Decision and next review

Prototype accepted or open; live launch separate; task, owner, date and first measurement review.

REVIEW CRITERION

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

WORKSHEET 8.7

Mobile desktop and failure scenarios

Test the actual interaction path.

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.

Device and test version

Mobile or desktop, device/browser, date, prototype version and user role. Do not record unnecessary personal data.

Six required cases with expected and observed result

Per case ID, record a short observation, expected response met/open/failed and evidence. Check pause/failure status, transmission count, fallback and next step.

Result and retest

Passed, open, unimplemented or defect; priority, owner, version and retest.

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.