

Quizlet Skill Learn Scripts

Learn Happy Path

Speaker	User utterance / Spoken prompt	Notes
User	Hey Google, open Quizlet	Explicit invocation.
Google	Opening Quizlet Tutor...	I focused on three of Quizlets features that would work well voice first.
	[Quizlet Persona] Hi, I'm your Quizlet tutor! I can help you learn a new subject, practice your flashcards, or test you on your spelling. What do you want to do?	Using an overview of just three, I reduce cognitive load on the user.
User	Learn a new topic	
Quizlet	Do you want to study for the US Citizenship test? Or English Vocabulary?	The prompts bring up available Quizlet decks. Maxim of Relevance
User	US Citizenship test.	
Quizlet	Ok, based on your recent study sessions, understanding the branches of government seem like a great focus for today. Sound good?	Quizlet can measure the progress of someone using machine learning. This way they can serve up a relevant suggestion to the user.
User	Sure	
Quizlet	Ok, I'm going to play a quick lecture about [checks and balances] and we will review the topic at the end.	After the MP3 recording, I give two prompts, one being the ready to review prompt, but I also wanted to leave an affordance just in case the user wasn't paying attention to the lecture.
	plays MP3 on checks and balances	
	Alright, are you ready to review? Or do you want to replay the lecture?	
User	Ready to review.	
Quizlet	Who is in charge of the executive branch?	

User	The president	
Quizlet	Nailed it! Who is part of the legislative branch?	
User	The house of representatives	
Quizlet	That's right, who else is in the house of representatives?	If they only give a partial answer I can re-prompt for the second half of the answer and vice versa.
User	Oh, the Senate!	
Quizlet	You know this! Who is part of the judicial branch?	
User	The supreme court	
Quizlet	Good, you learned 3 new terms! Do you want to continue learning?	I keep the learning and reviews short based on their short-term memory of what they listened to.
User	No thanks.	
Quizlet	Sounds good, see you next time!	

First Time Diagnostic

Speaker	User utterance / Spoken prompt	Notes
User	Hey Google, open Quizlet	
Quizlet	Opening Quizlet Tutor... [Quizlet Persona] Hi, I'm your Quizlet tutor! I can help you learn a new subject, practice your flashcards, or test you on your spelling. What do you want to do?	
User	Learn a new subject	

Quizlet	The only deck you have is for the US Citizenship test, want to study this?	No matter what, the user needs an accounting of what they have. This follows the maxim of manner, leaving out ambiguity.
User	Yes.	
Quizlet	Since this is your first time, I want to run you through a quick test to see what you already know. Ready?	To taper to a first timer in the Quizlet deck, diagnostic plays on the first run.
User	Yes	
Quizlet	What does the DC stand for in "Washington DC?"	
User	I don't know.	
Quizlet	Ok, What branch of government is the president in?	The system notes the lack of knowledge and moves on, it doesn't linger.
User	The executive branch.	
Quizlet	Good job! What is the economic system of the united states?	
User	Capitalism	
Quizlet	That's right! Based on your answers, I have made a lesson plan for you. Do you want to get started?	The system is smart, so it implicitly moves forward and makes the place, it then explicitly confirms if the user wants to continue learning.
User	Yes [go to script 3]	

Post-diagnostic flow.

Speaker	User utterance / Spoken prompt	Notes
Quizlet	That's right! Based on your answers, I have made a lesson plan for you. Do you want to get started?	The key when including commands is to focus on what the user can do rather than what they can say.
User	Yes	

Quizlet	Here is an audio lecture on Washinton DC, *plays lecture on Washinton DC* Alright, are you ready to review? Or do you want to replay the lecture?	
User	Ready to review	
Quizlet	Is Washington DC a state?	
User	No	
Quizlet	Nailed it! Why is DC not a state?	Implicit confirmation followed by the next questions should sound more natural than asking if they are ready to move on every time. There is almost no overt confirmation in this situation. The reason I am fine with moving on is that the user will make Quizlet Tutor smarter with every use, They can always work on their weaker subjects next time.
User	As a compromise.	
Quizlet	You understood that lecture! Ready to keep learning?	Implicitly confirm to the user that they are making progress.
User	No.	
Quizlet	Great job, your progress is saved for next time.	

Alternate Flow User Doesn't Understand Revolutionary War

Speaker	User utterance / Spoken prompt	Notes
Quizlet	That's right! Based on your answers, I have made a lesson plan for you. Do you want to get started?	
User	Yes	
Quizlet	I am going to play a lecture on the revolutionary war. When it's done I'll ask you some questions to review the topic.	

	plays mp3 of Revolutionary war lecture Alright, are you ready to review? Or do you want to replay the lecture?	
User	Ready to review.	
Quizlet	Why did the colonists fight the British?	
User	The Boston tea party	
Quizlet	Not quite, remember, it had to do with taxes without representation. Next question: There were 13 original states. Name three.	If there is an incorrect answer, there should a discovery hint to jog the memory of the user. We don't review the same question right away however, the error is recorded so the same question is served up in the following session.
User	Carolina, Rhode Island, New York	We only need three parameters that can be confirmed here.
Quizlet	Excellent. Great Review, ready to move on?	
User	Yes.	
Quizlet	Heres another lecture clip: *plays another revolutionary war MP3* Are you ready to review? Or do you want to listen to the lecture again?	
User	Listen again	
Quizlet	Ok, here it goes... *Plays lecture on revolutionary war MP3* Are you ready to review? Or do you want to play another lecture?	
User	No	
Quizlet	Good, job today, your progress is saved for next time!	

Alternate Flow: Error State Doesn't know the answer

Speaker	User utterance / Spoken prompt	Notes
Quizlet	How many senators are there?	
User	Uhhh. I don't know...	
Quizlet	That's ok, how many states are there?	Throw this whenever there is an error. To help a person wrap their head around a concept, we provide a discovery hint to help them construct a heuristic on the topic.
User	50	
Quizlet	Good, now times that by 2 and you have the right amount of senators! What's 50 times 2?	
User	uhhh	
Quizlet	What is 50 times 2?	Reprompt
User	100	
Quizlet	Good, that's how many senators there are. That's because there are two senators per state. Does that make sense?	To solidify the concept, we will repeat the initial misunderstood concept and confirm with a wide focus question if they feel comfortable with it.
User	I still don't understand.	
Quizlet	I have a lecture on senators that you can listen to. Do you want to do that and review afterward?	Another discovery hint shows the feature of another lecture to give them the chance to keep learning.
User	Yes	
Quizlet	Ok, here it is: *plays MP3 lecture on senators* Are you ready to review? Or do you want to listen to the lecture again?	
User	Review	
Quizlet	How many senators are there?	Repeat the initial question.

User	100!	
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Quizlet	That's right, who else is in the house of representatives?	If they only give a partial answer I can re-prompt for the second half of the answer and vice versa.
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User	No thanks.	
Quizlet	Sounds good, see you next time!	