

Usability evaluation checklist for voice interaction systems

This brief checklist is an aid to evaluating usability of voice interaction systems. It may be freely used and distributed, provided the copyright information is retained.

Navigation

Compliance

	Always	Sometimes	Never	Notes
Current location clearly stated at the beginning of each prompt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
There is a clear way to return to a starting point or main menu	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Categorisation of content is clear and unambiguous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
There are no more than five options in any menu	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Menu structure is simple, with no unnecessary levels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Functionality

Compliance

	Always	Sometimes	Never	Notes
All functions are clearly identified	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
All necessary functionality is available without leaving the system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Control

Compliance

	Always	Sometimes	Never	Notes
The user can interrupt at any time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The user can access human (or other alternative) assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
System recognises male, female and child voices equally well	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
System is tolerant of differences in accent and speech patterns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The system supports the user's workflow	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
The system is tolerant of noise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Language

Compliance

	Always	Sometimes	Never	Notes
The language used is simple and clear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Jargon is avoided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sentences are short	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
All words are enunciated clearly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Alternative options are clearly delineated by clear pauses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Assembled phrases are clear and sound natural	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Instructions are clearly identifiable as such	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Feedback

Compliance

	Always	Sometimes	Never	Notes
It is always clear what is happening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Users can receive a call-back if necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
All feedback is prompt; system responds quickly to user input	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Users can give feedback by leaving a message	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Consistency

Compliance

	Always	Sometimes	Never	Notes
Only one word or term is used to describe any item	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Menu option titles match item to which they refer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Syntactical conventions are applied consistently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Error prevention and correction

Compliance

	Always	Sometimes	Never	Notes
Errors do not occur unnecessarily	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Error messages are in plain language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Error messages describe what action is necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Error messages provide a clear exit point with no dead ends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	