

#WWDC19

Designing Great Shortcuts

Jay Moon, Designer

Choosing features

Discoverability

Siri interactions

Choosing features

Discoverability

Siri interactions

Choosing features

Discoverability

Siri interactions

Choosing features

Discoverability

Siri interactions

9:41



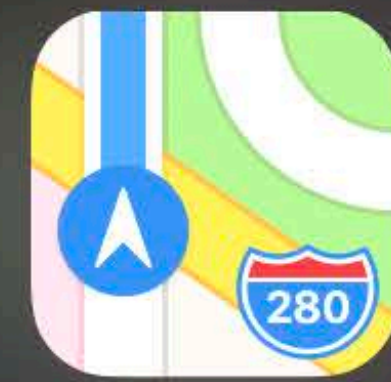
Search  Cancel

SIRI SUGGESTIONS

Show More



Messages



Maps



Music



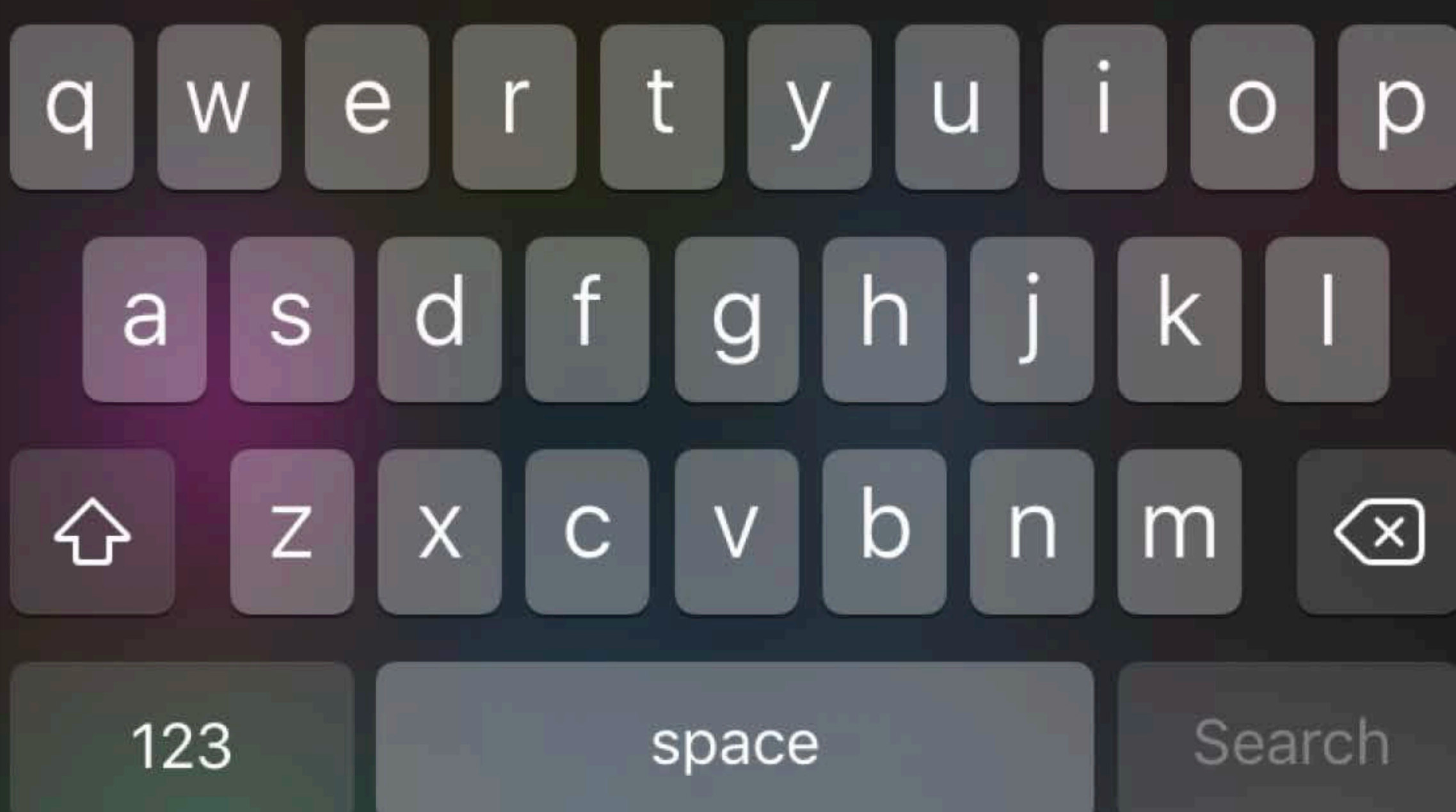
Mail



Play the next workout

Meg has a great workout waiting for you!


Aptiv



9:41



We can deliver from Oren's Hummus in 21 to 36 minutes for \$32.68. Ready to order?

 CAVIAR

DELIVERY IN
21-36 min

PRICE
\$32.68

Delivery Address: 408 Almaden Blvd.



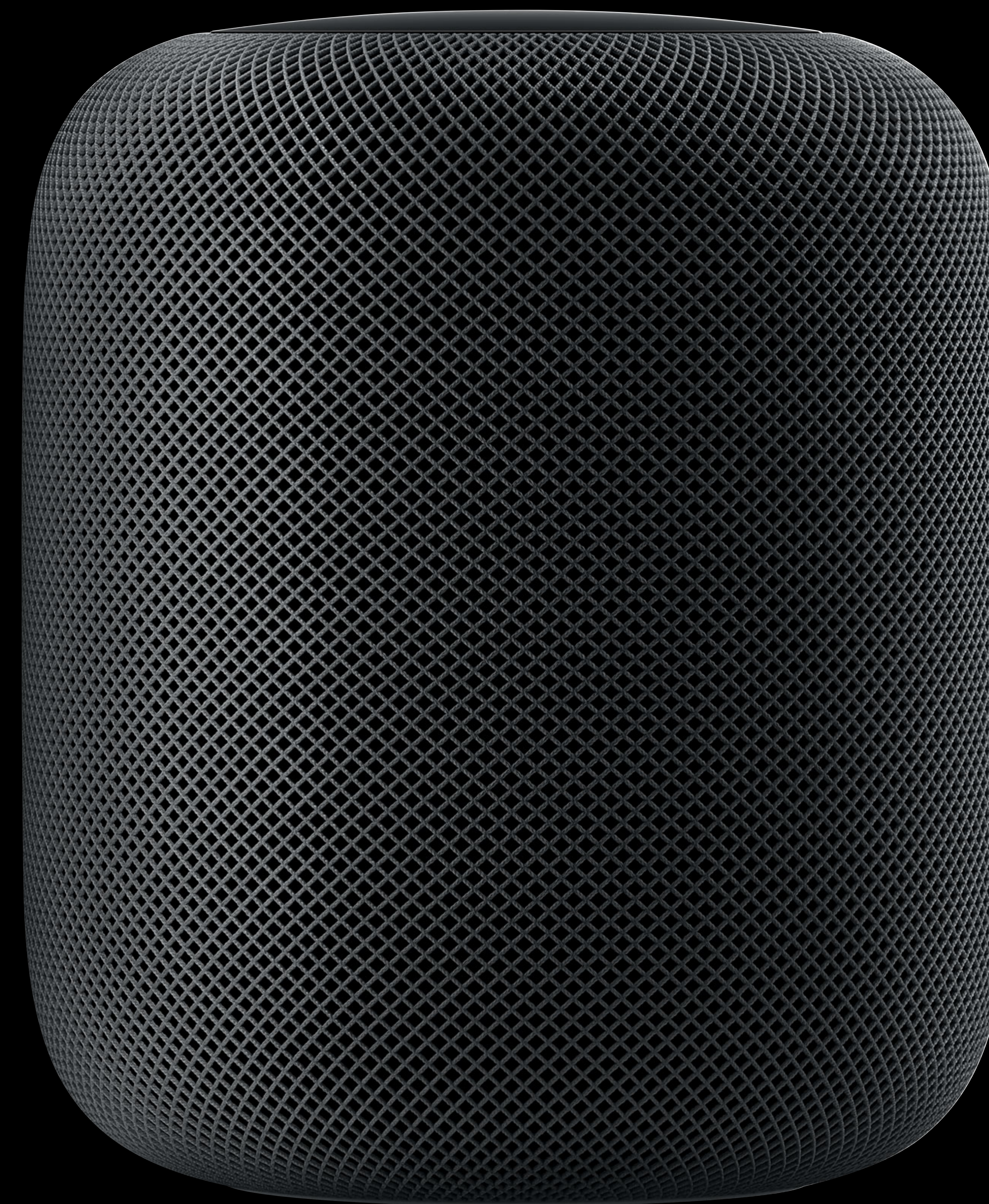
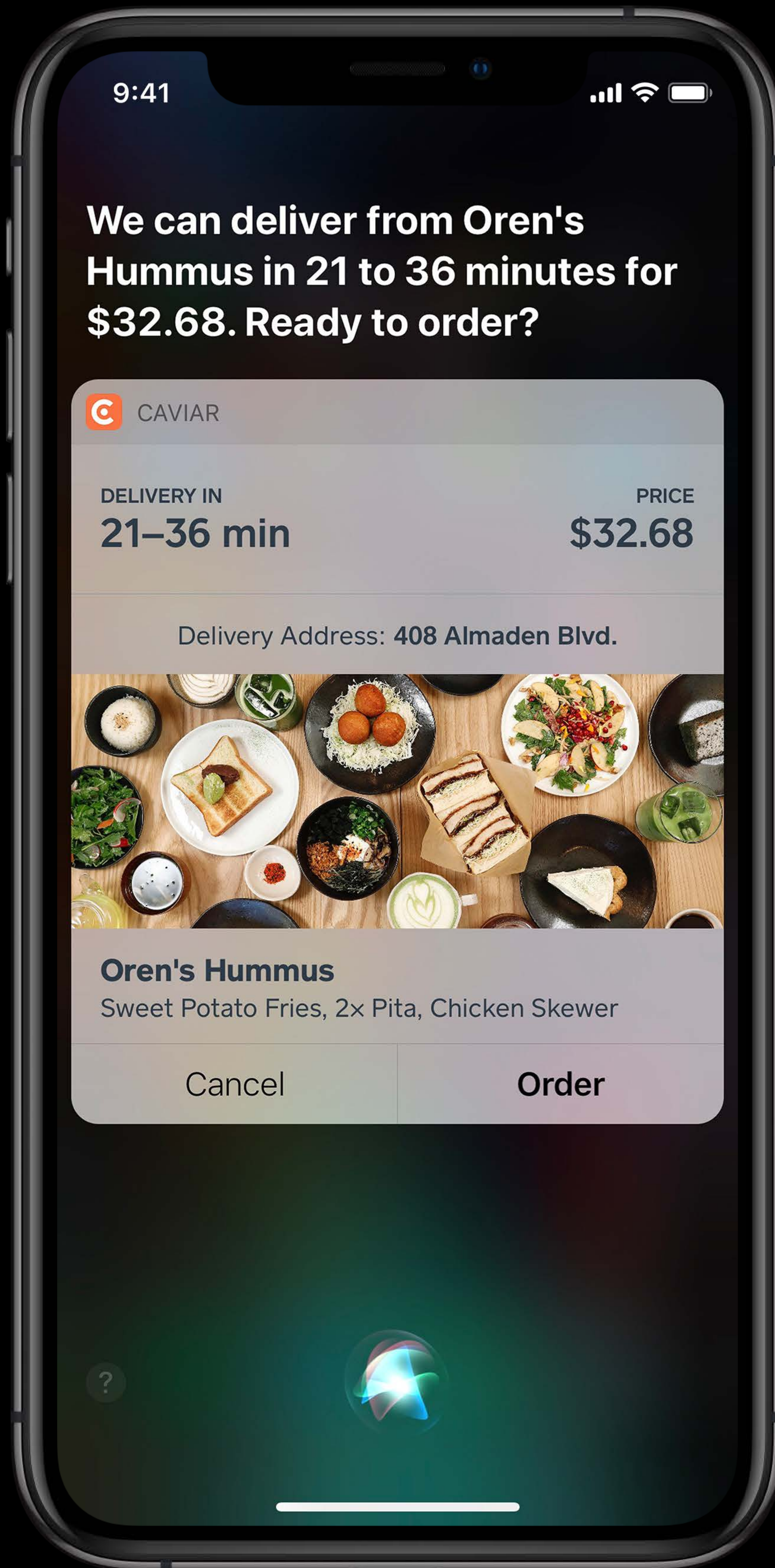
Oren's Hummus

Sweet Potato Fries, 2x Pita, Chicken Skewer

Cancel

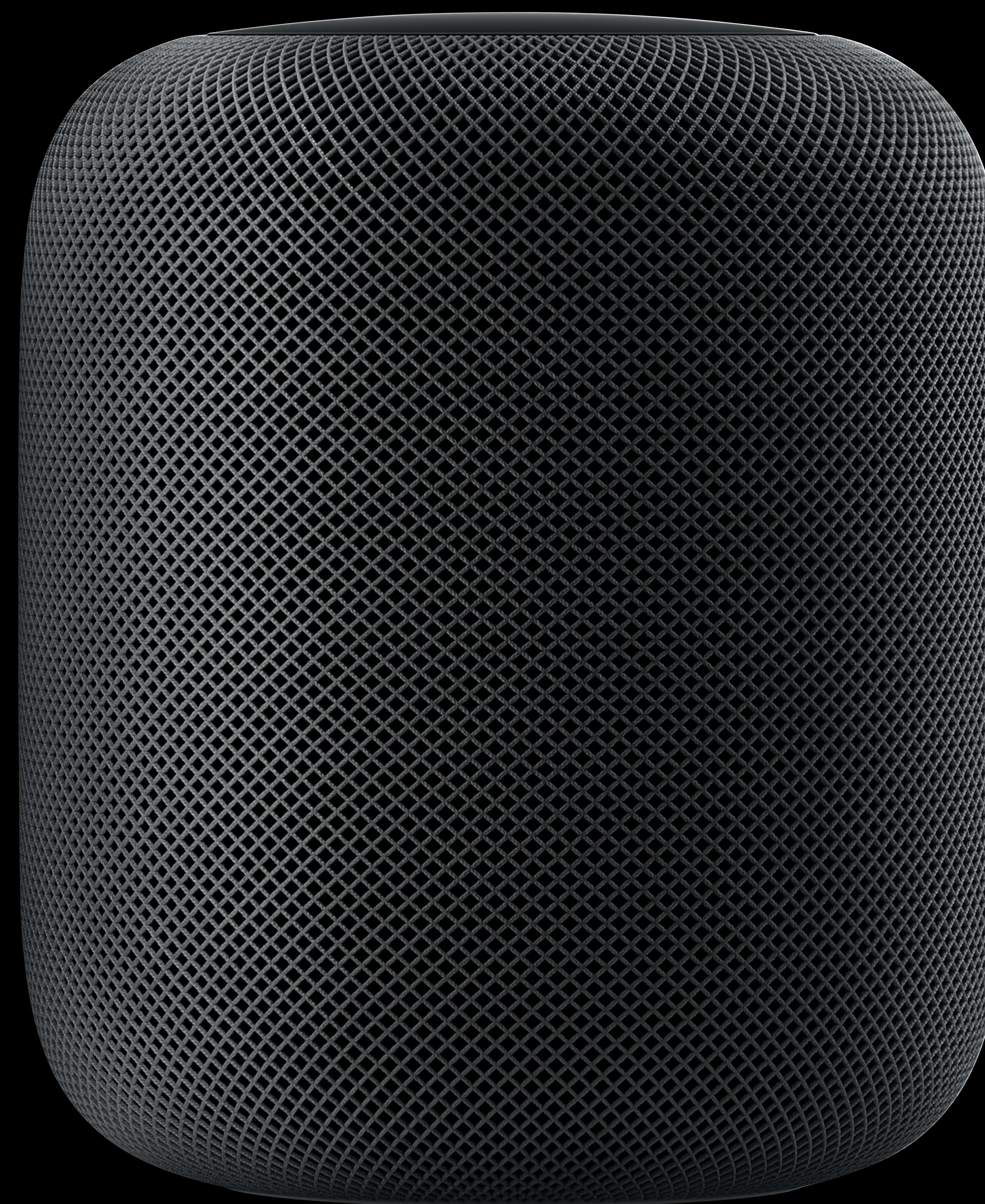
Order







Hey Siri, Bus Schedule
The next buses depart in 10,
25, and 40 minutes.



9:41



Going Home

Done



SOUP CHEF



Order 1 Tomato Soup for
delivery to 59 Alvarado Row

Show More

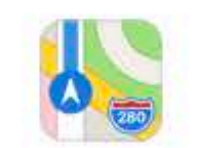


MUSIC



Play Car Tunes

Show More



MAPS



Show Driving directions to 59
Alvarado Row using Maps

Search for apps and actions



Use Cases

Use Cases

Accelerate an action

Use Cases

Accelerate an action

Present concise information

Use Cases

Accelerate an action

Present concise information

Useful in multi-step shortcuts

Siri Suggestions

Introduced in iOS 12

Introduction to Siri Shortcuts

WWDC 2018


Building for Voice with Siri Shortcuts

WWDC 2018

9:41



We can deliver from Oren's Hummus in 21 to 36 minutes for \$32.68. Ready to order?

 CAVIAR

DELIVERY IN
21–36 min

PRICE
\$32.68

Delivery Address: 408 Almaden Blvd.



Oren's Hummus

Sweet Potato Fries, 2x Pita, Chicken Skewer

Cancel

Order





Browse menu

View map of Soup Chef locations

Soup stickers for iMessage

Order soup

Send soup to space

Check order status

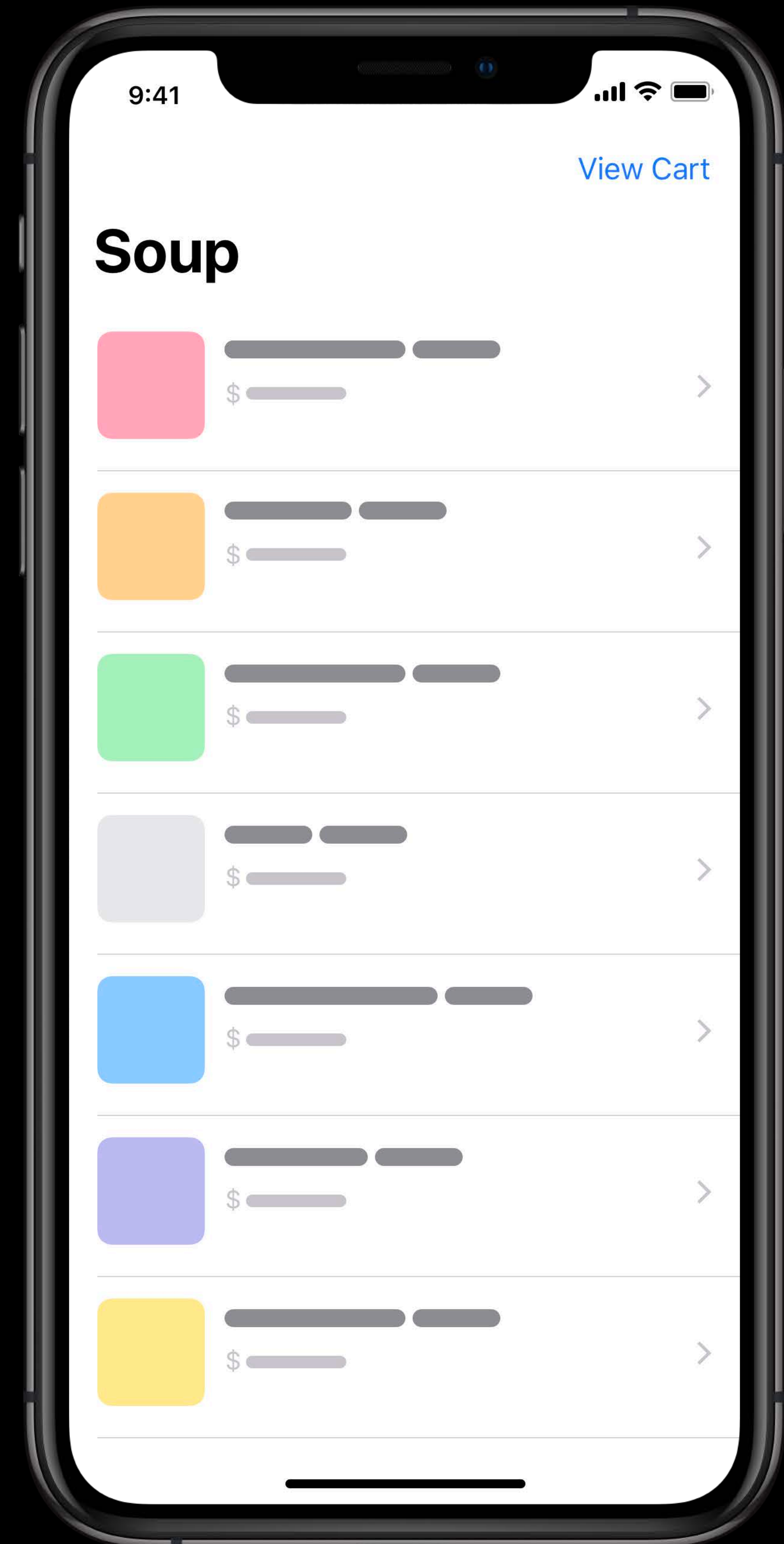
Look up soup facts

Watch live streams of soup making

View past orders

Soup Chef Features

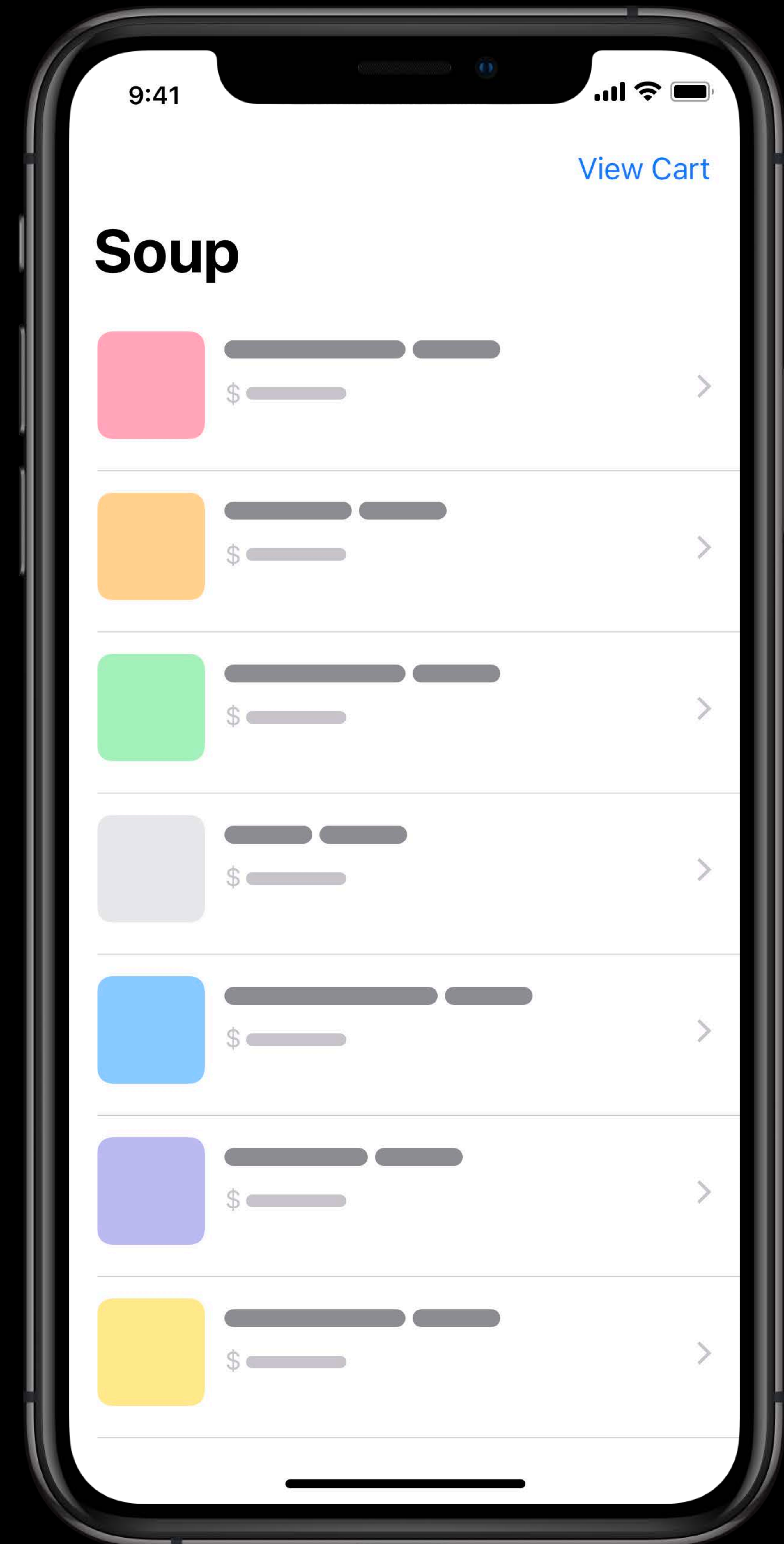
Browse menu



Soup Chef Features

Browse menu

Relies on visual navigation

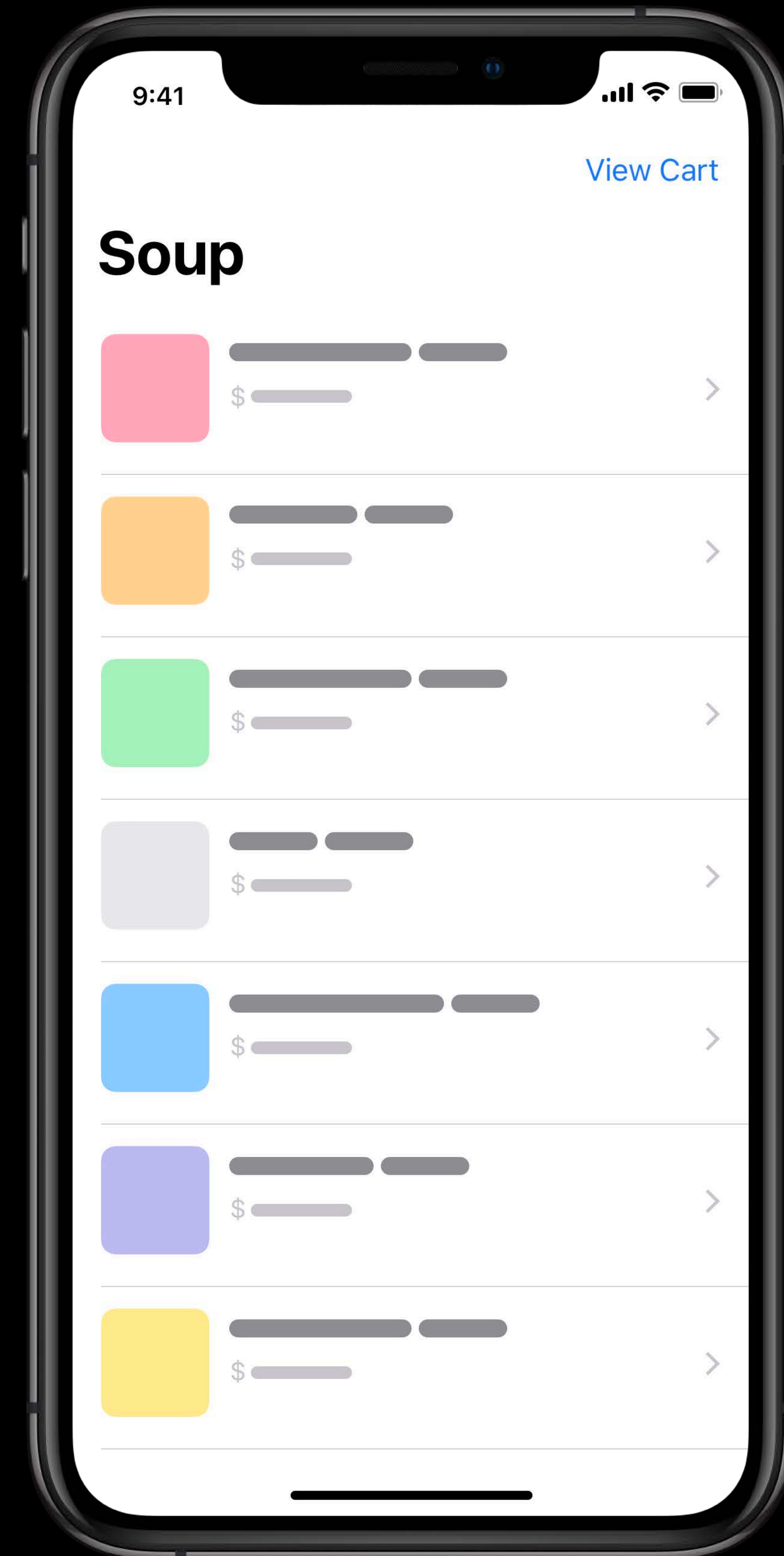


Soup Chef Features

Browse menu

Relies on visual navigation

Static content



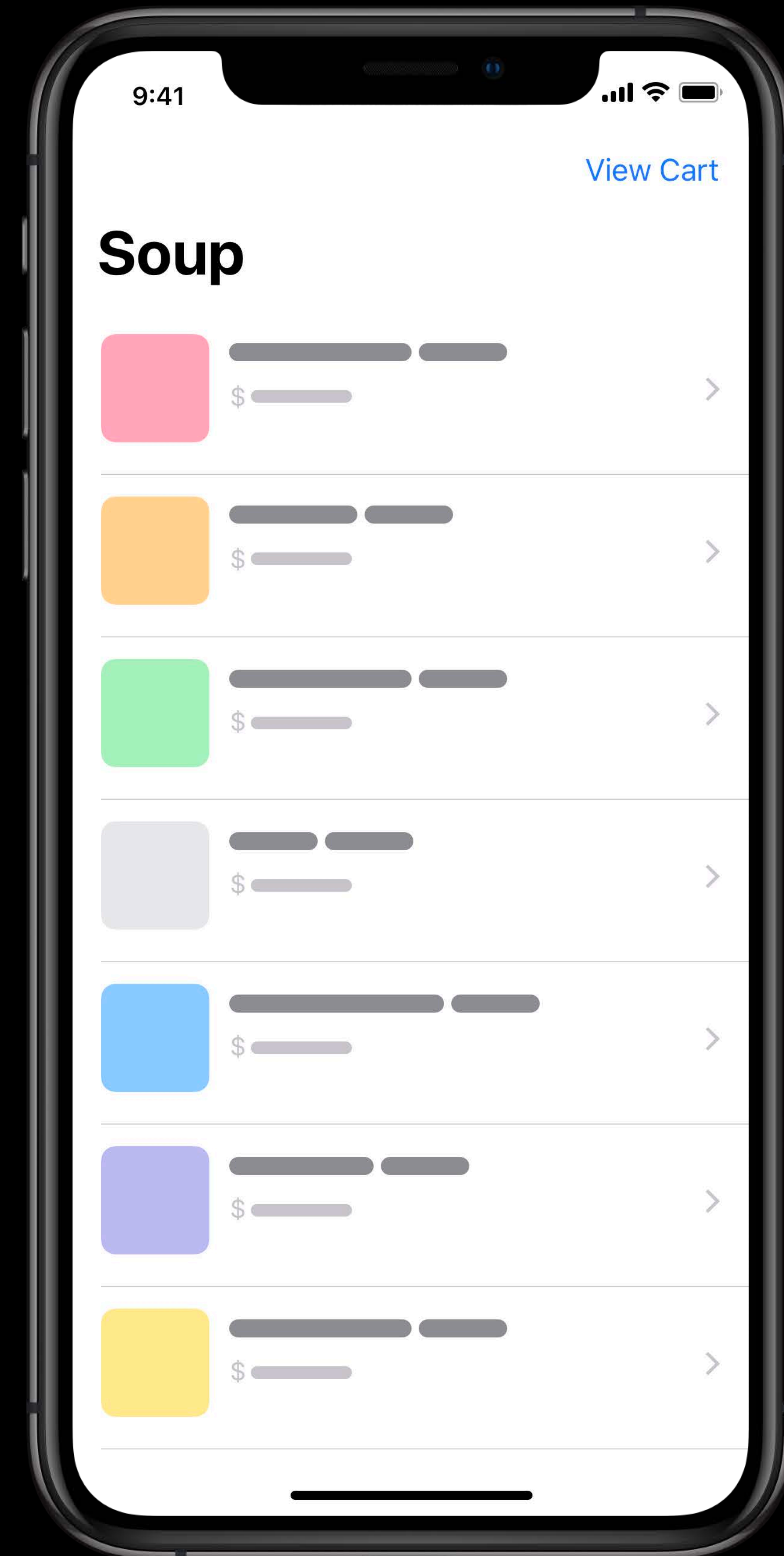
Soup Chef Features

Browse menu

Relies on visual navigation

Static content

Not valuable on its own



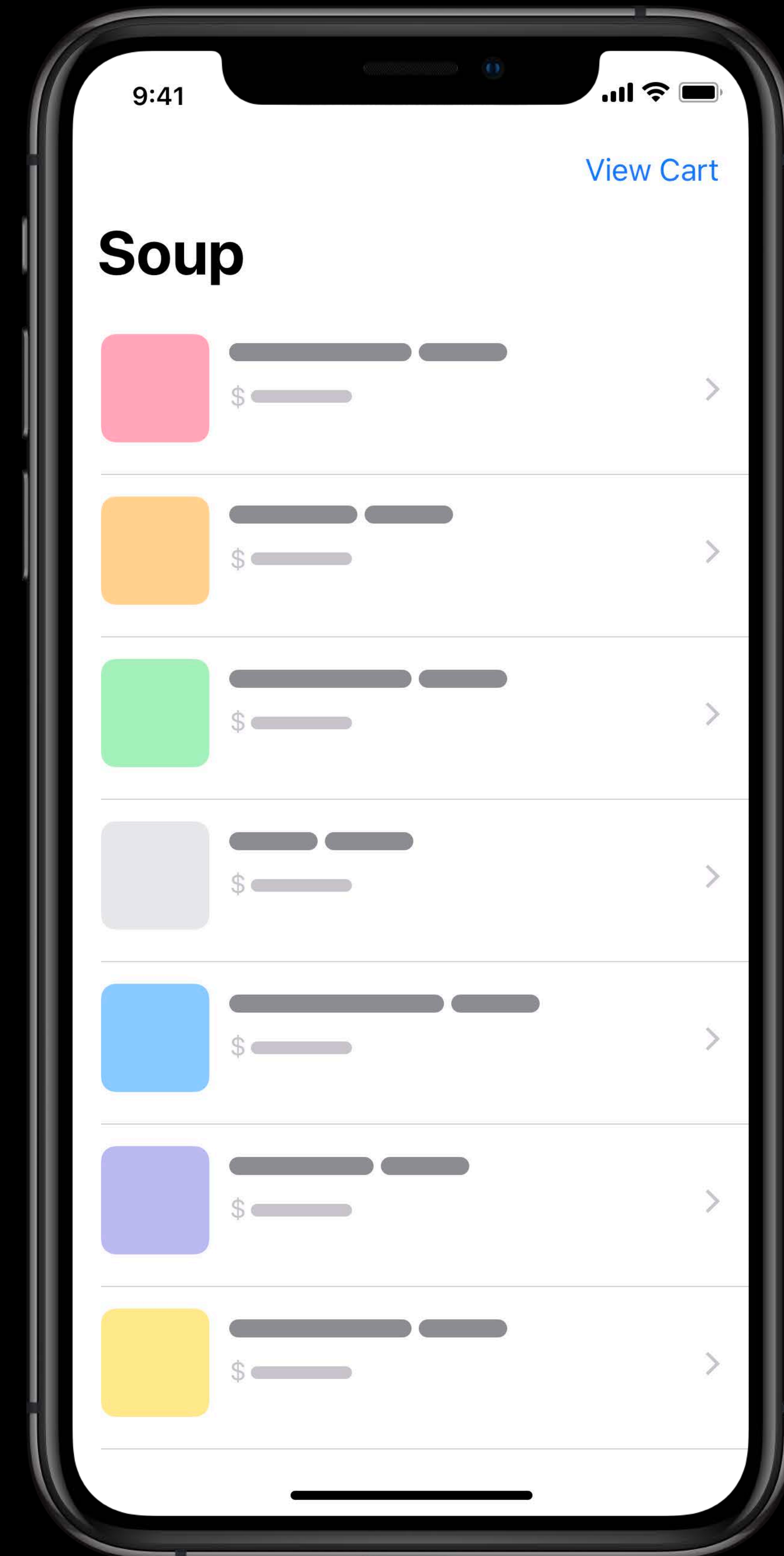
Soup Chef Features

Browse menu

Relies on visual navigation

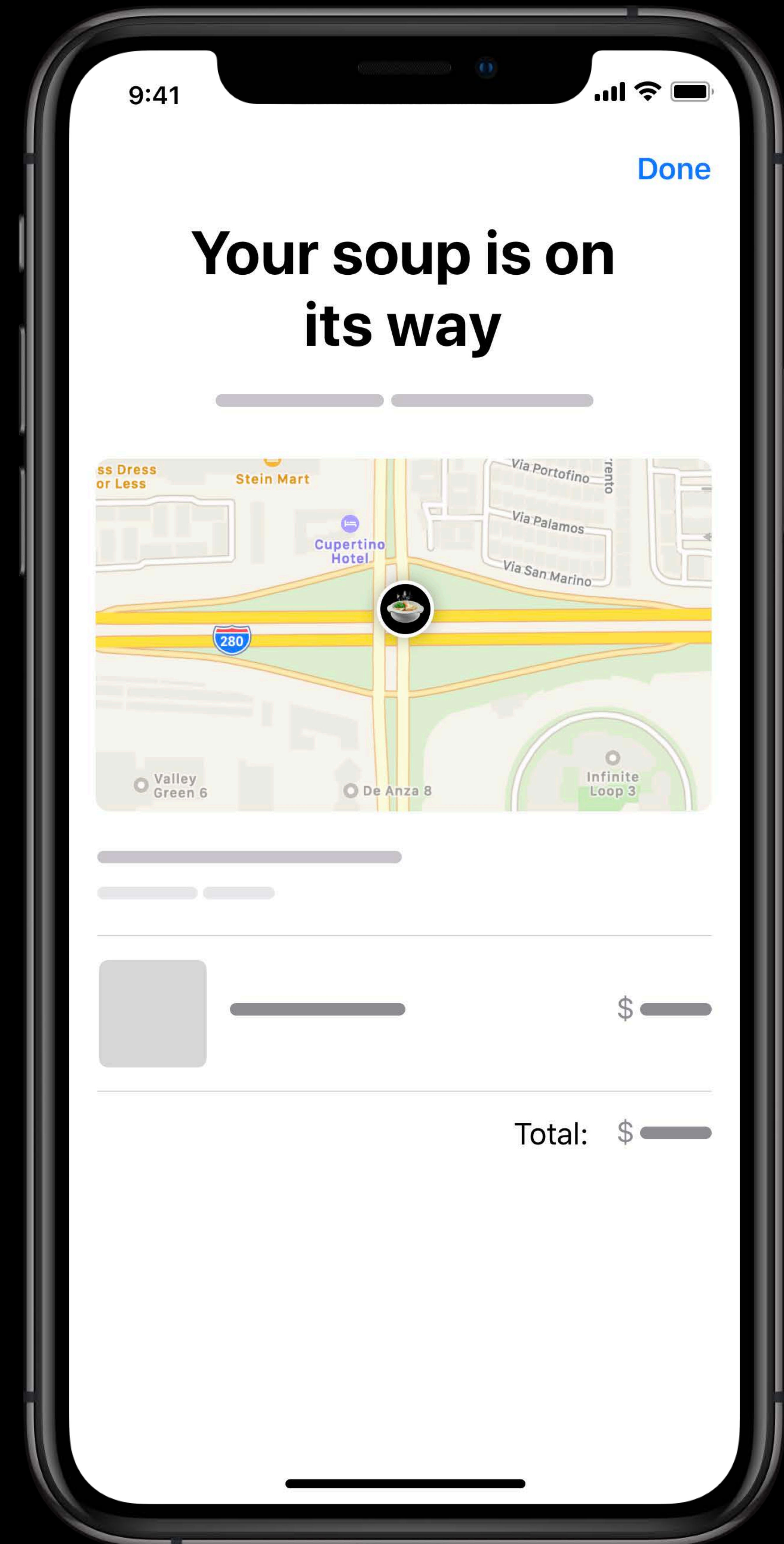
Static content

Not valuable on its own



Soup Chef Features

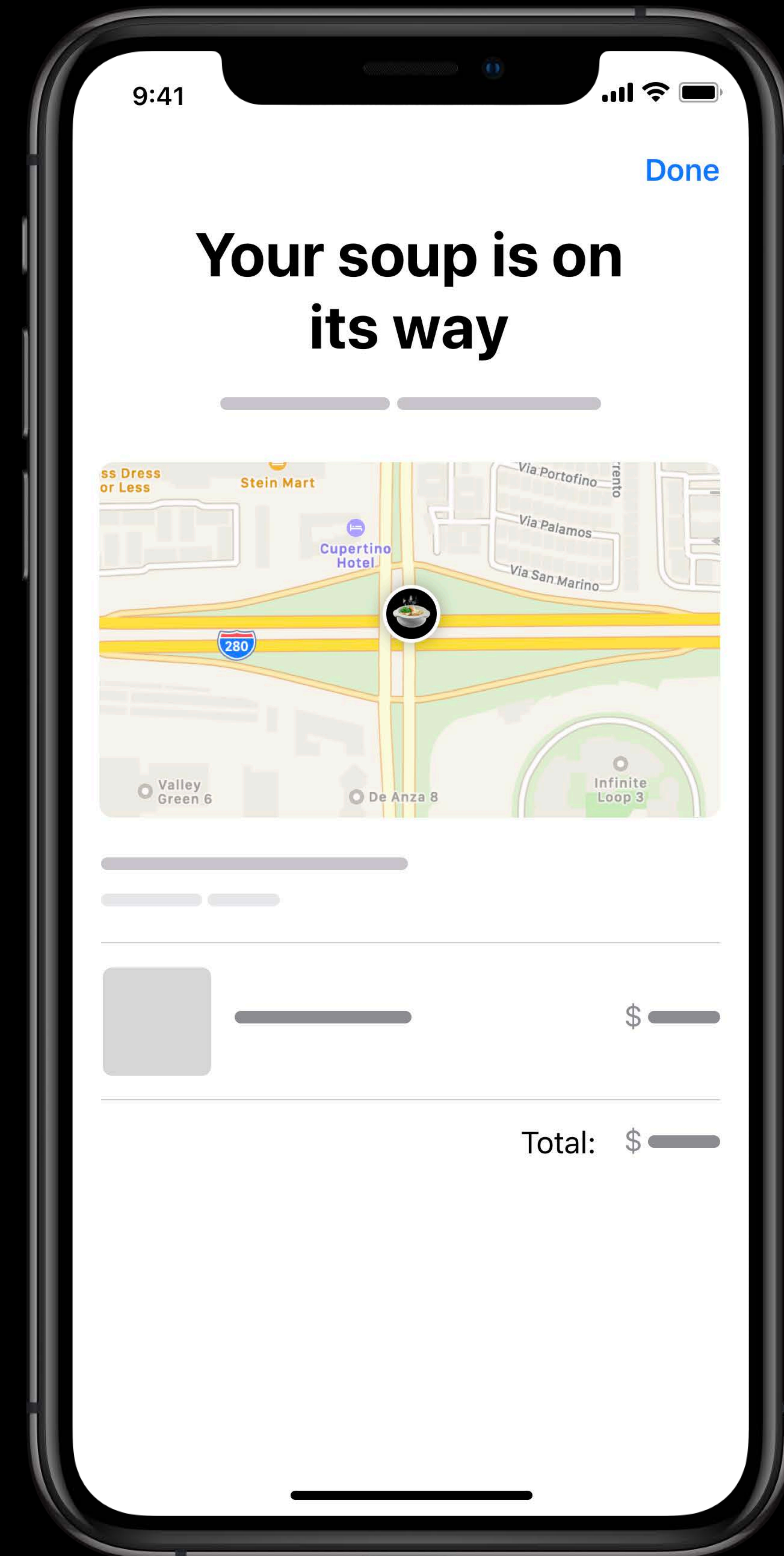
Check order status



Soup Chef Features

Check order status

Summary of useful information

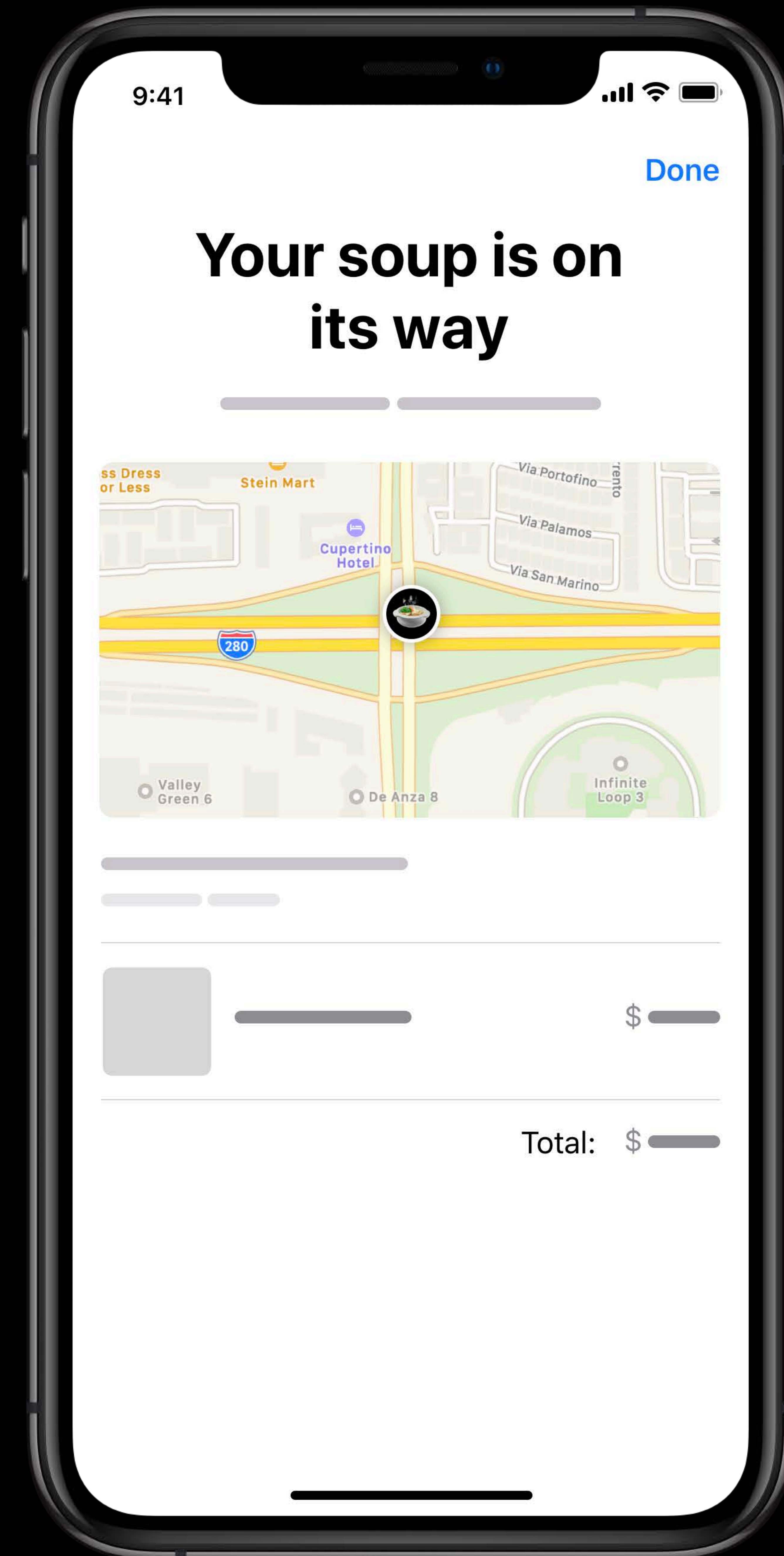


Soup Chef Features

Check order status

Summary of useful information

Useful in specific contexts

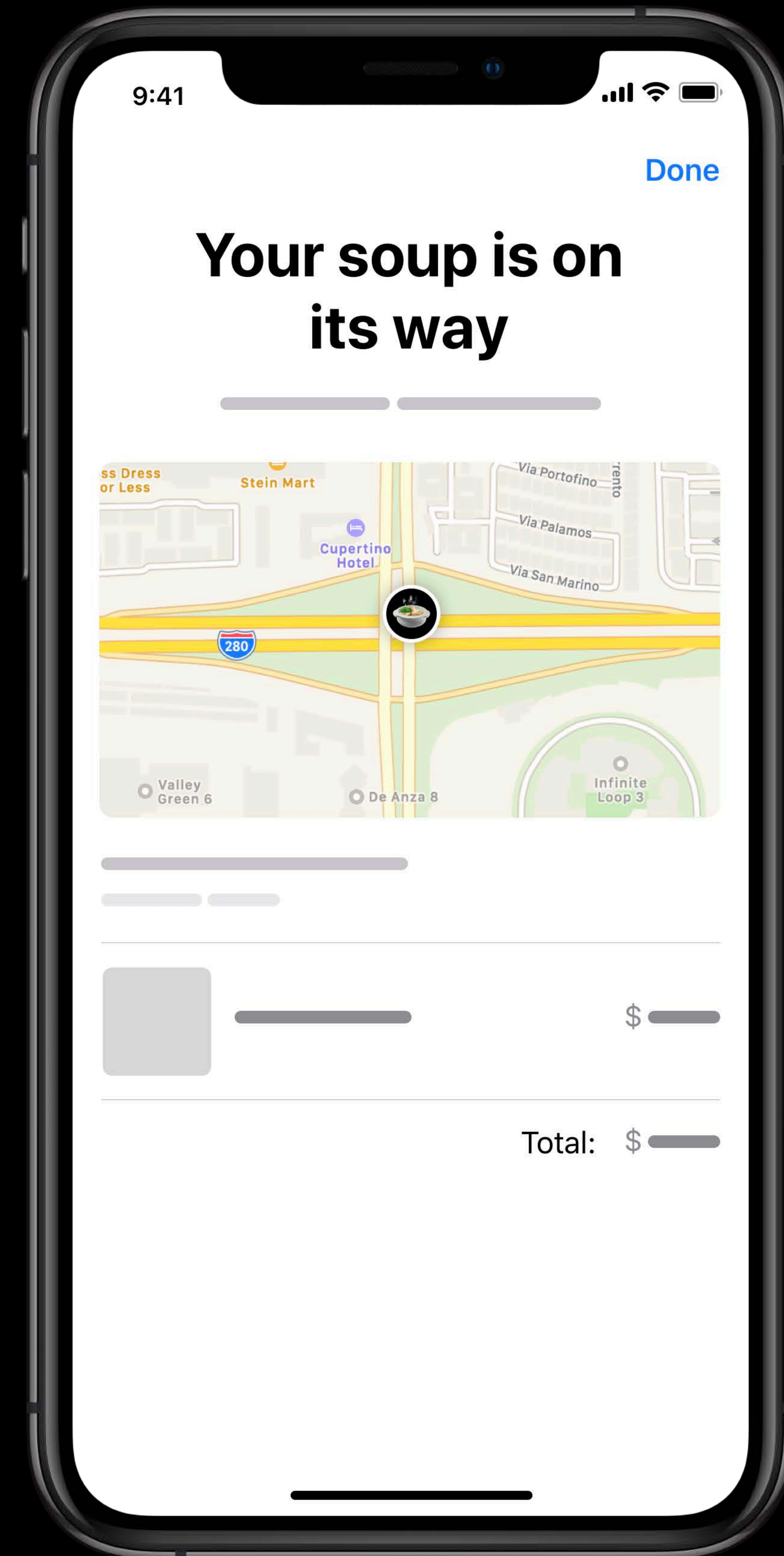


Soup Chef Features

Check order status

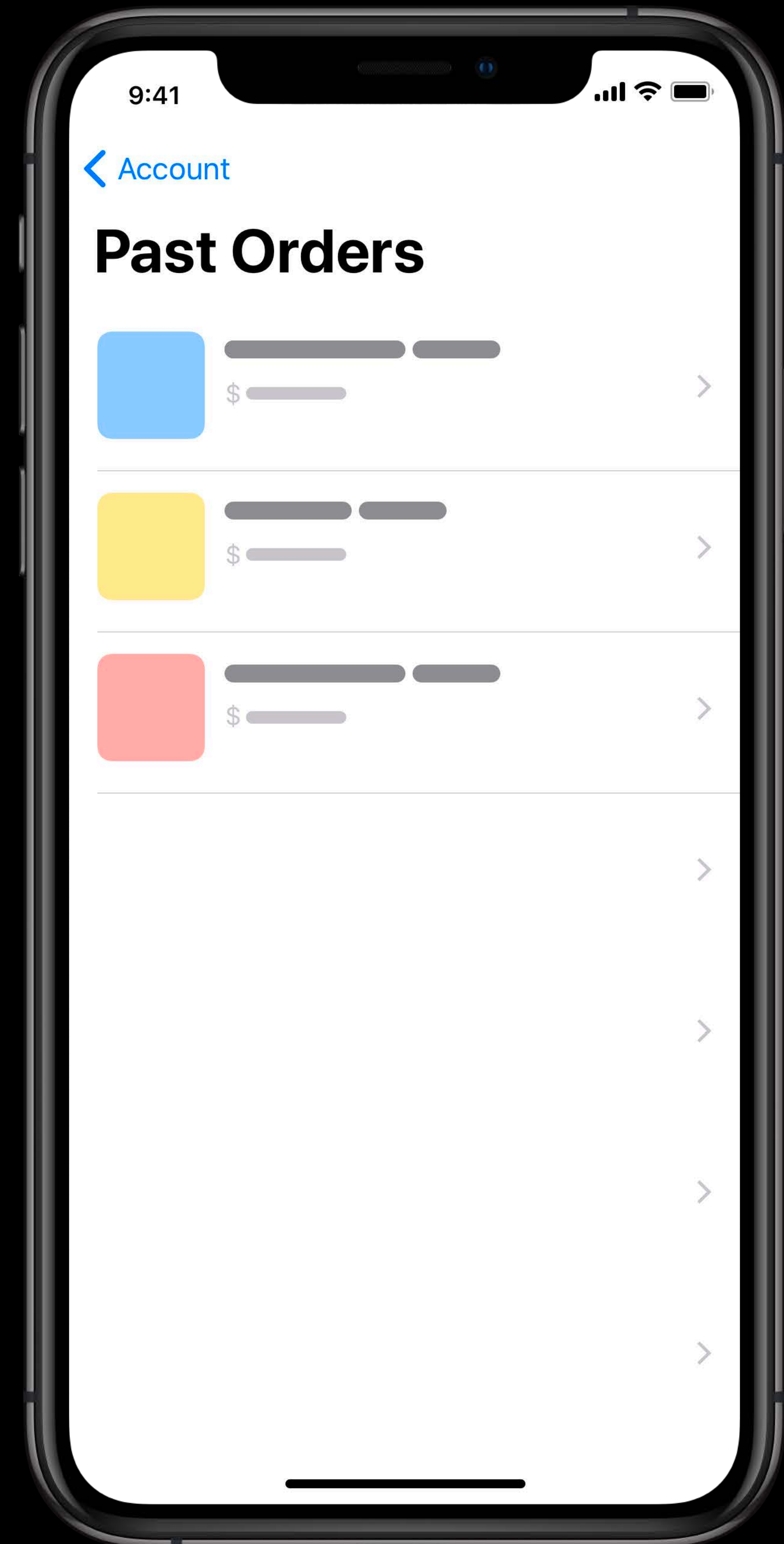
Summary of useful information

Useful in specific contexts



Soup Chef Features

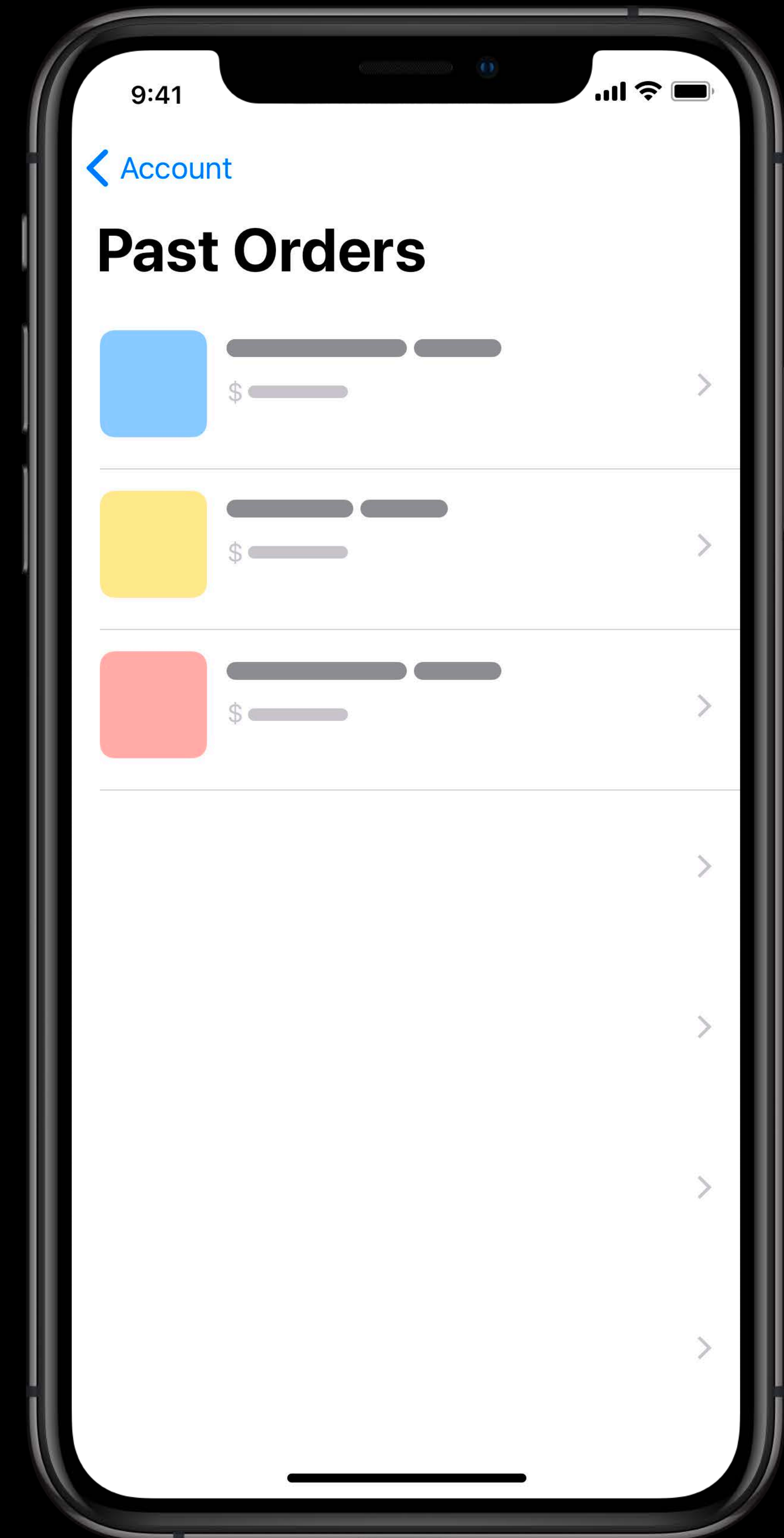
View past orders



Soup Chef Features

View past orders

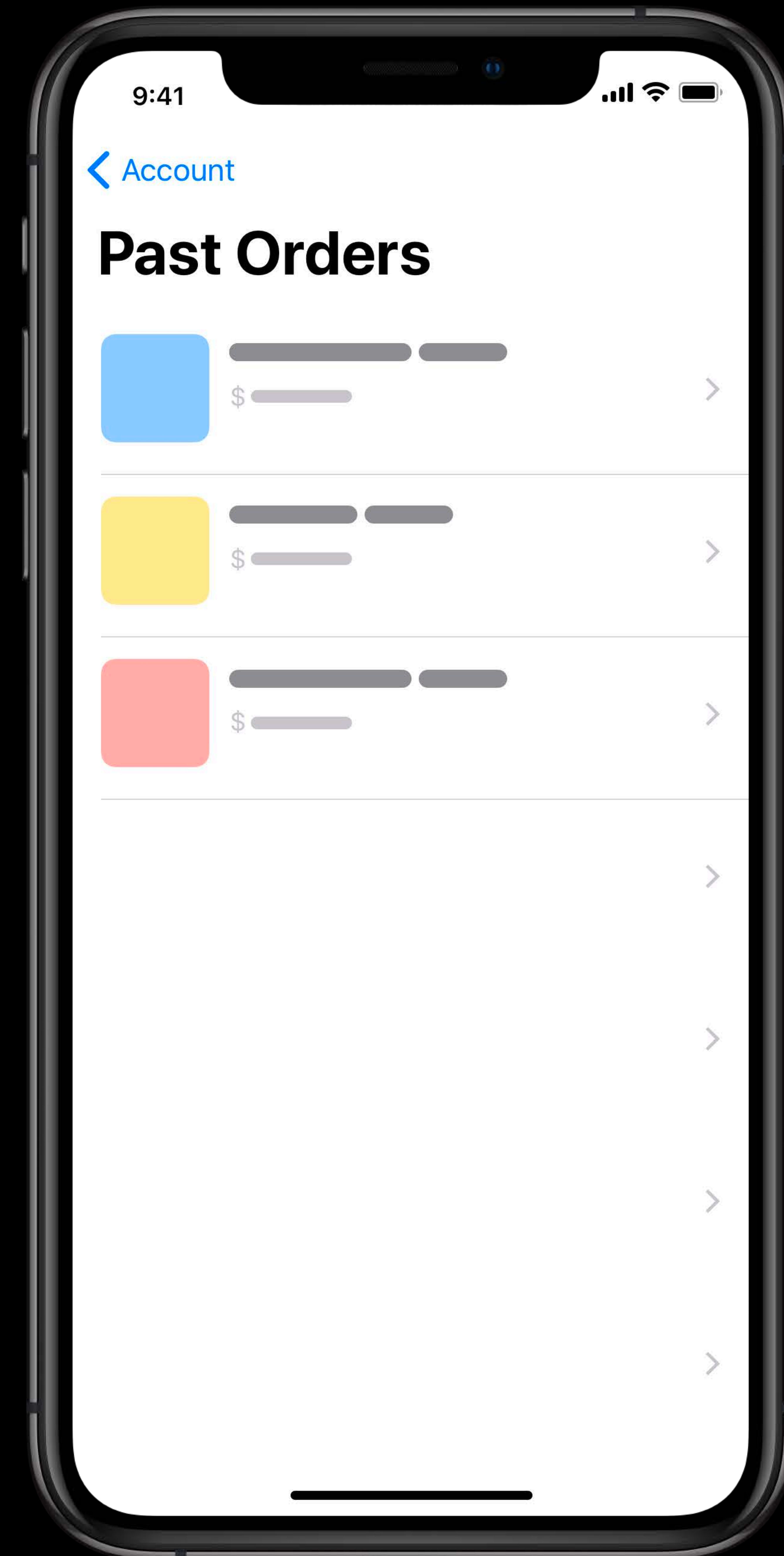
Not generally useful



Soup Chef Features

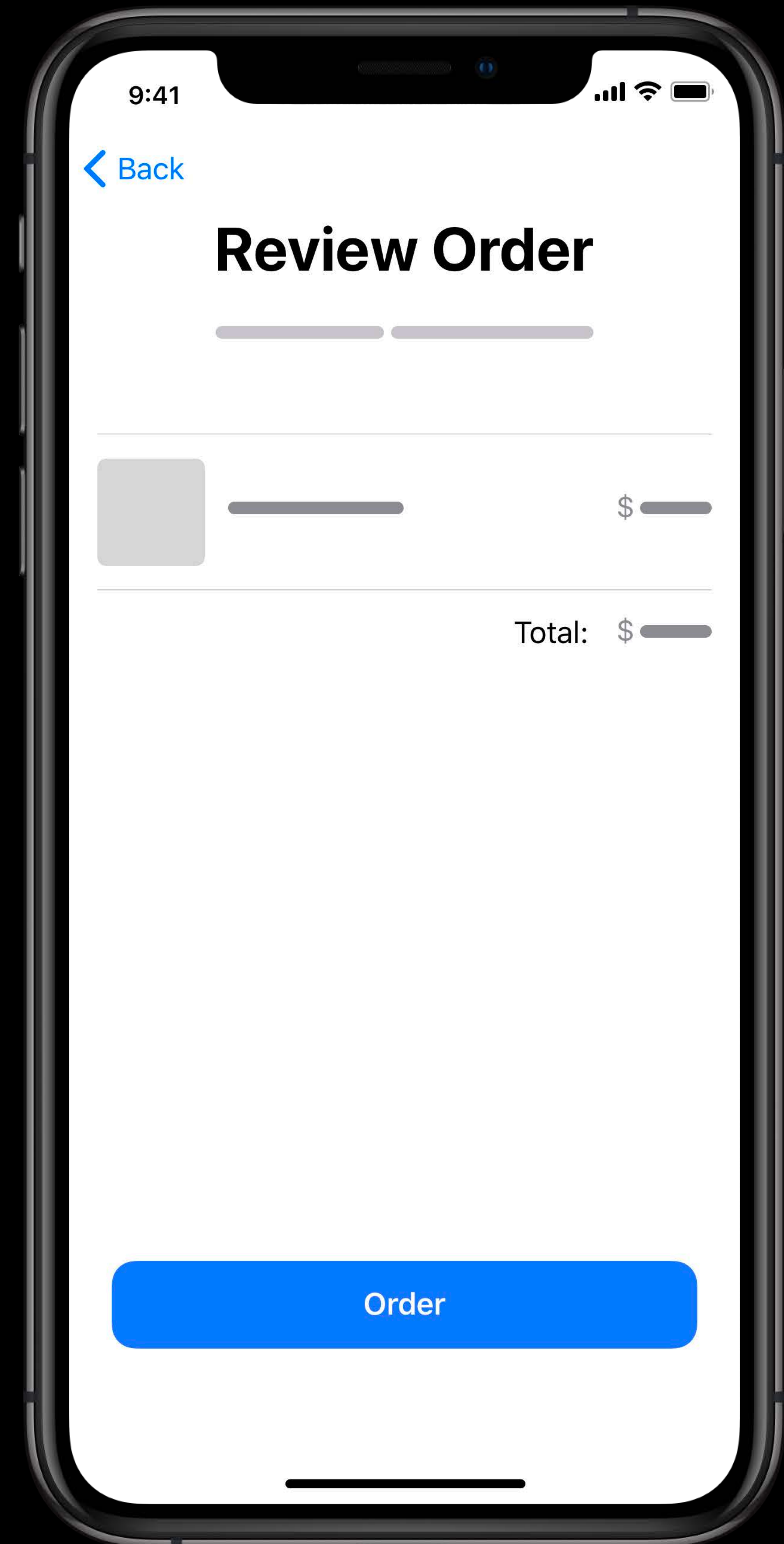
View past orders

Not generally useful



Soup Chef Features

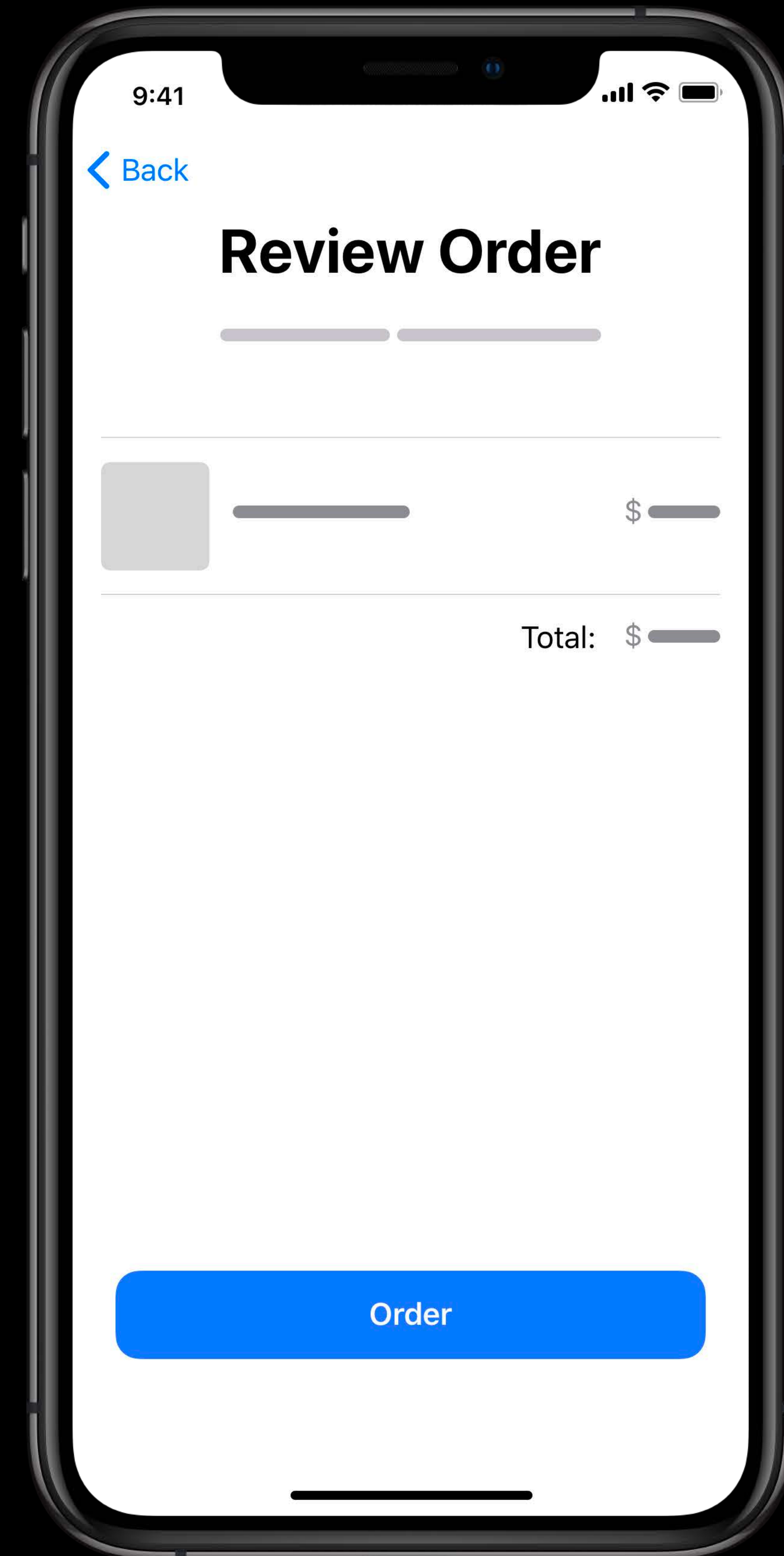
Order soup



Soup Chef Features

Order soup

Valuable on its own

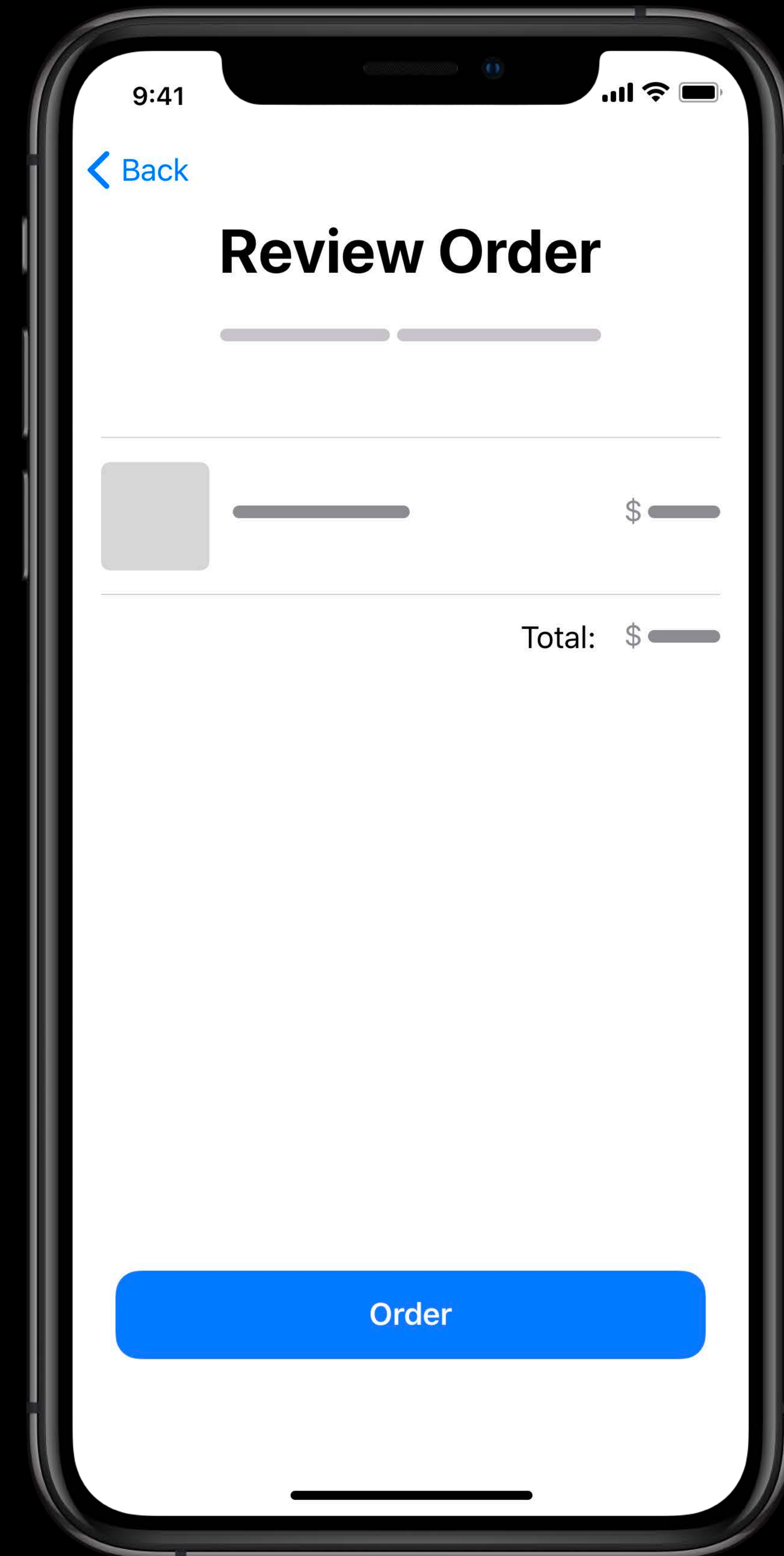


Soup Chef Features

Order soup

Valuable on its own

Repeatable

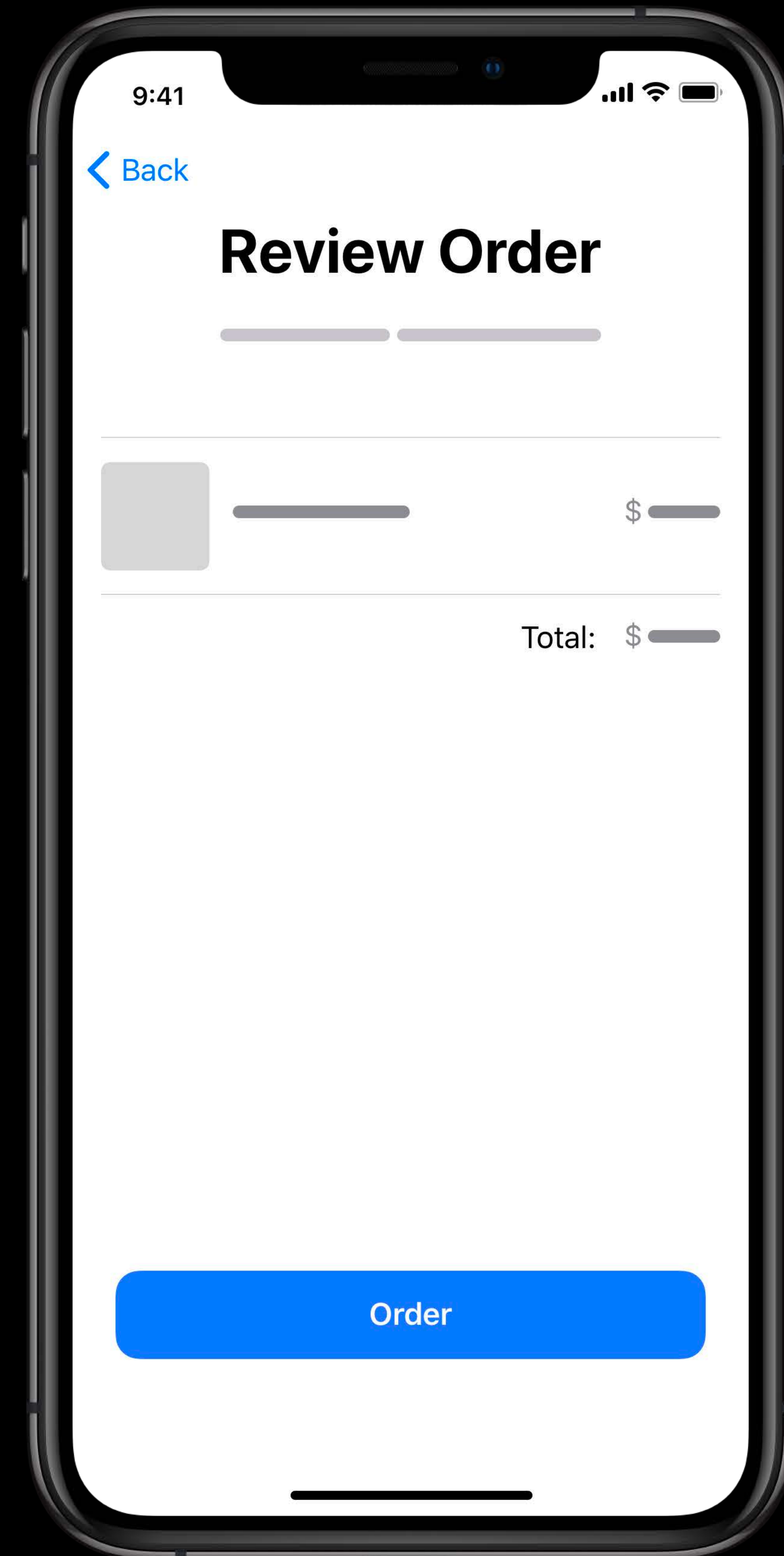


Soup Chef Features

Order soup

Valuable on its own

Repeatable



Good Siri Voice Shortcuts

Repeatable

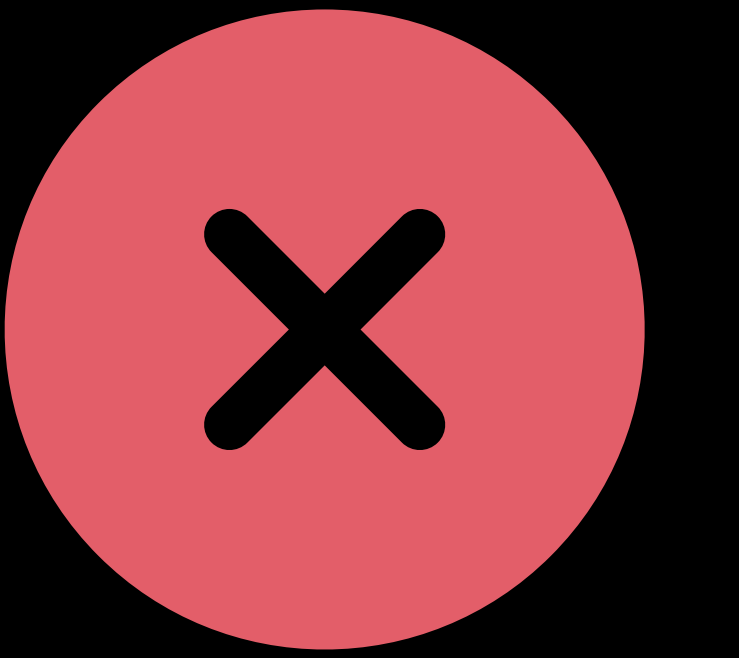
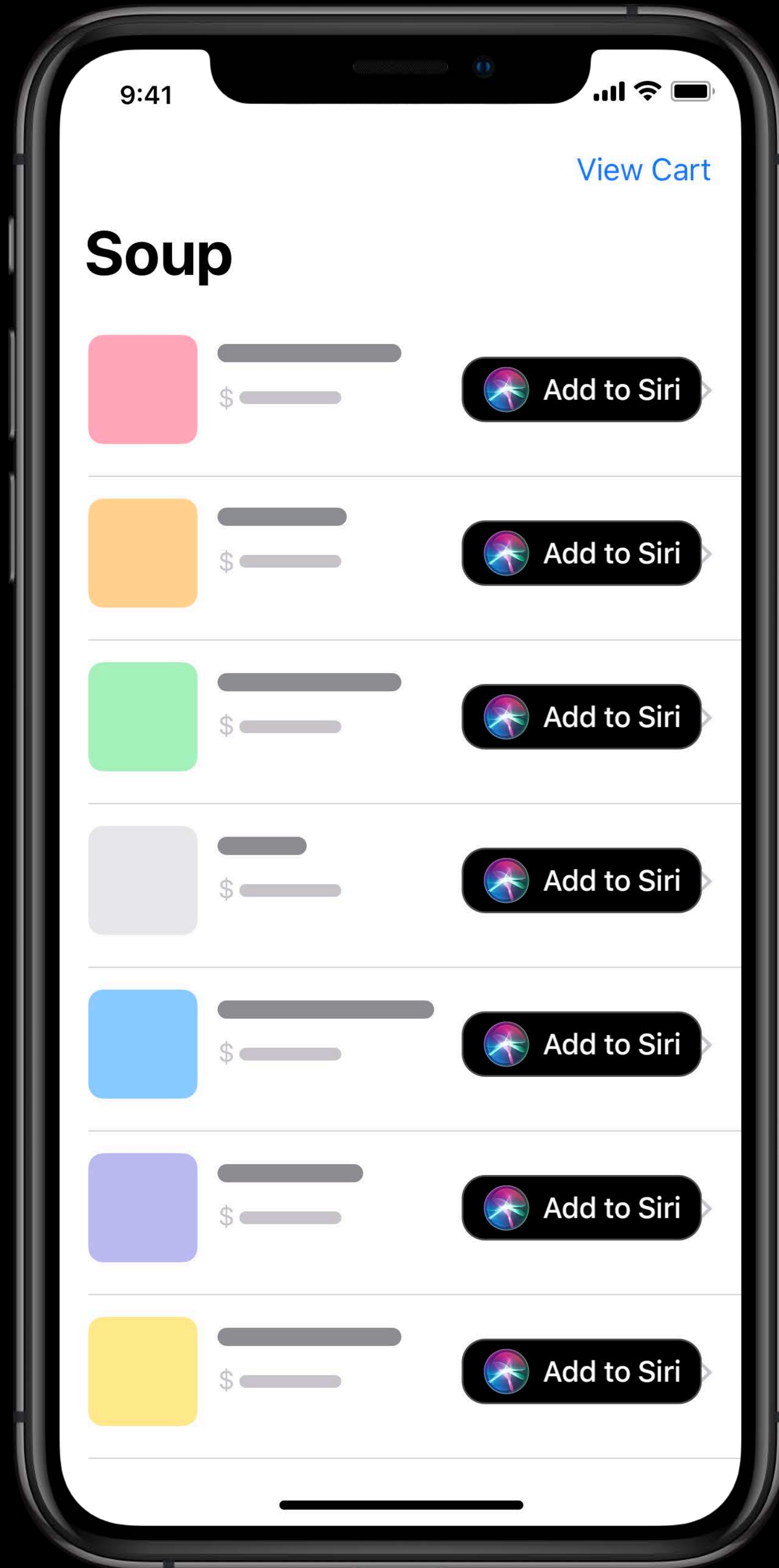
Doesn't rely on visuals or tapping

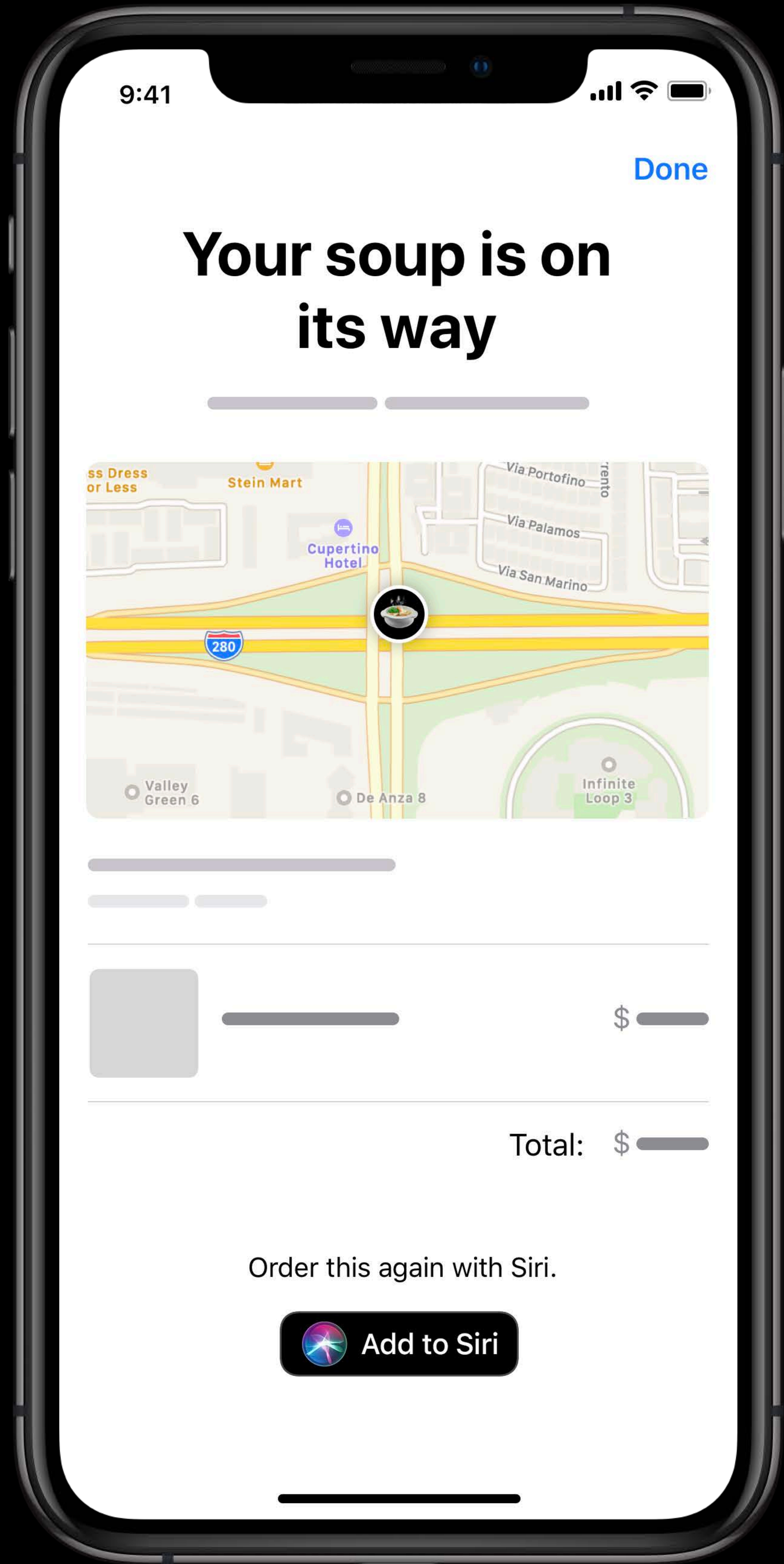
Invocable in most contexts

Discoverability



Add to Siri







Add to Siri



Add to Siri



Add to Siri



Add to Siri



Add to Siri



Add to Siri



Add to Siri



Add to Siri



Added to Siri

"Order Soup"

9:41



Cancel

Edit Shortcut

Done

When I say:

Order Soup



Do:



Order Soup



Delete Shortcut

ORDER AGAIN WITH SIRI

1 x Tomato Soup



1 x Clam Chowder



1 x Lobster Bisque



2 x French Onion



ORDER AGAIN WITH SIRI

1 x Tomato Soup

"Order Tomato Soup"

1 x Clam Chowder



1 x Lobster Bisque



2 x French Onion



9:41



Cancel



Add to Siri

Add a custom phrase Siri can use to tell Soup Chef to run this shortcut.

When I say:

Order Soup



Do:



Order 1 Tomato Soup for delivery



Add to Siri

Check the 35 Bus Schedule

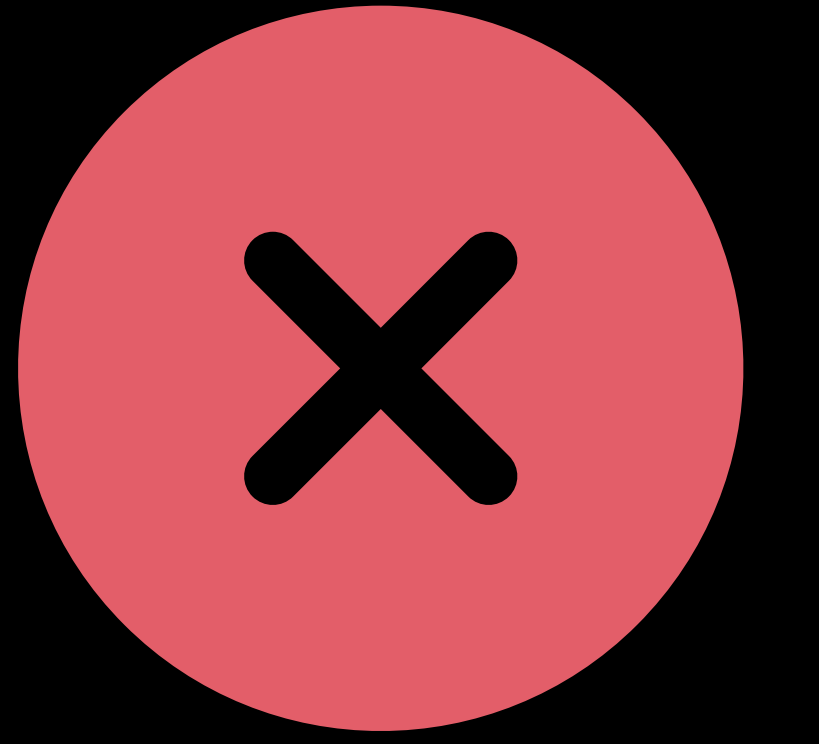
“Check 35 Bus Schedule?”

“Check the Bus Schedule for the 35?”

Check the 35 Bus Schedule

“Look up the 35 Bus Schedule?”

“Get 35 Bus Schedule?”



"Check 35 Bus Schedule?"

"Check the Bus Schedule for the 35?"

Check the 35 Bus Schedule

"Look up the 35 Bus Schedule?"

"Get 35 Bus Schedule?"



“Bus Schedule”

9:41



Cancel



Add to Siri

Add a custom phrase Siri can use to tell Soup Chef to run this shortcut.

When I say:

Order Soup



Do:



Order 1 Tomato Soup for delivery



Add to Siri

9:41



Cancel



Add to Siri

Add a custom phrase Siri can use to tell Soup Chef to run this shortcut.

When I say:

Order Soup



Do:



Order 1 Tomato Soup for delivery



Add to Siri

9:41



[← Back](#)

Edit Action

 SOUP CHEF

Order **1** **Tomato Soup** for
delivery to **1 Apple Park Way**

Show More



9:41



[← Back](#)

Edit Action

 SOUP CHEF

Order **1** **Tomato Soup** for
delivery to **1 Apple Park Way**

Show More



9:41



[← Back](#)

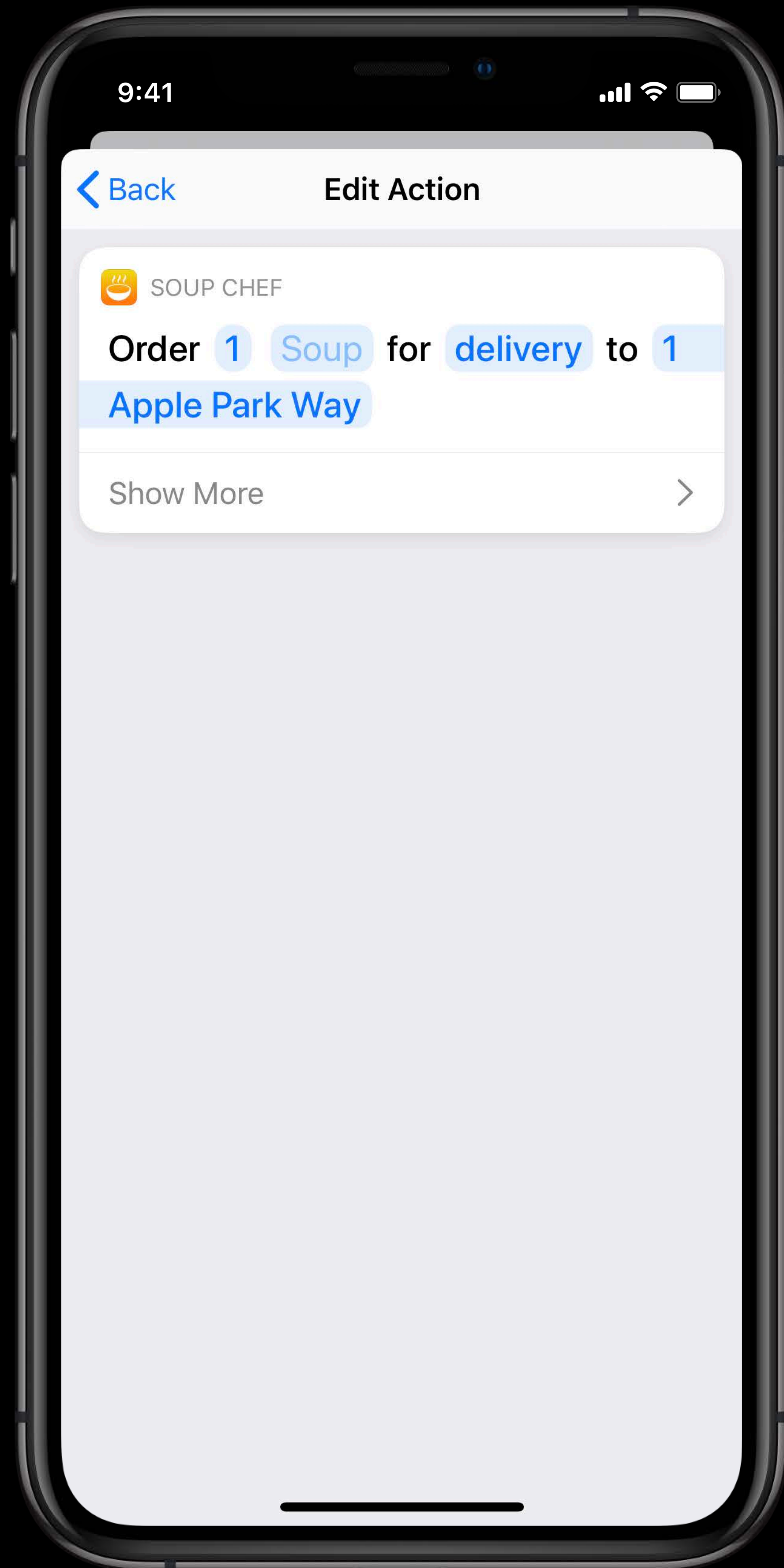
Edit Action

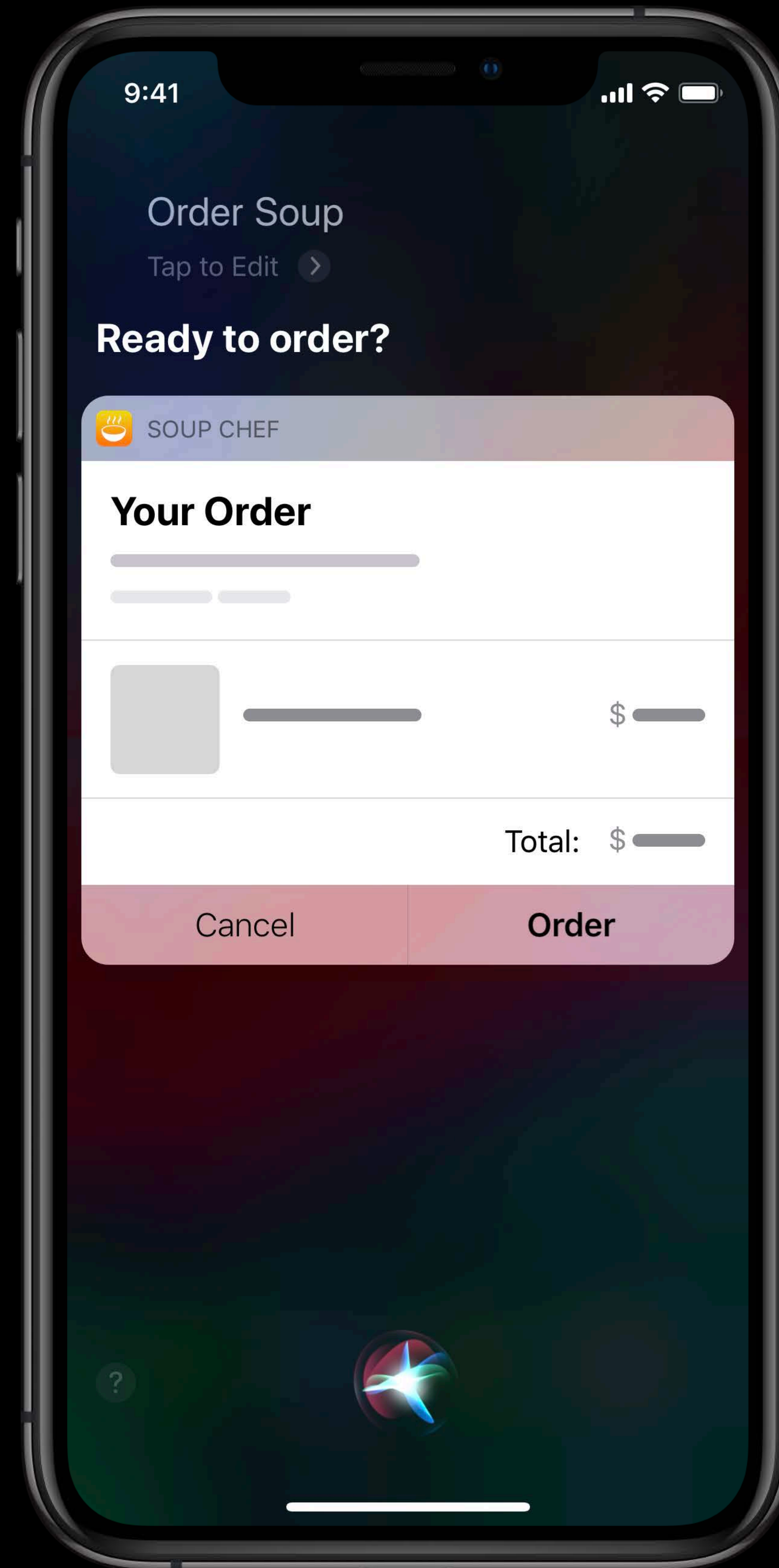
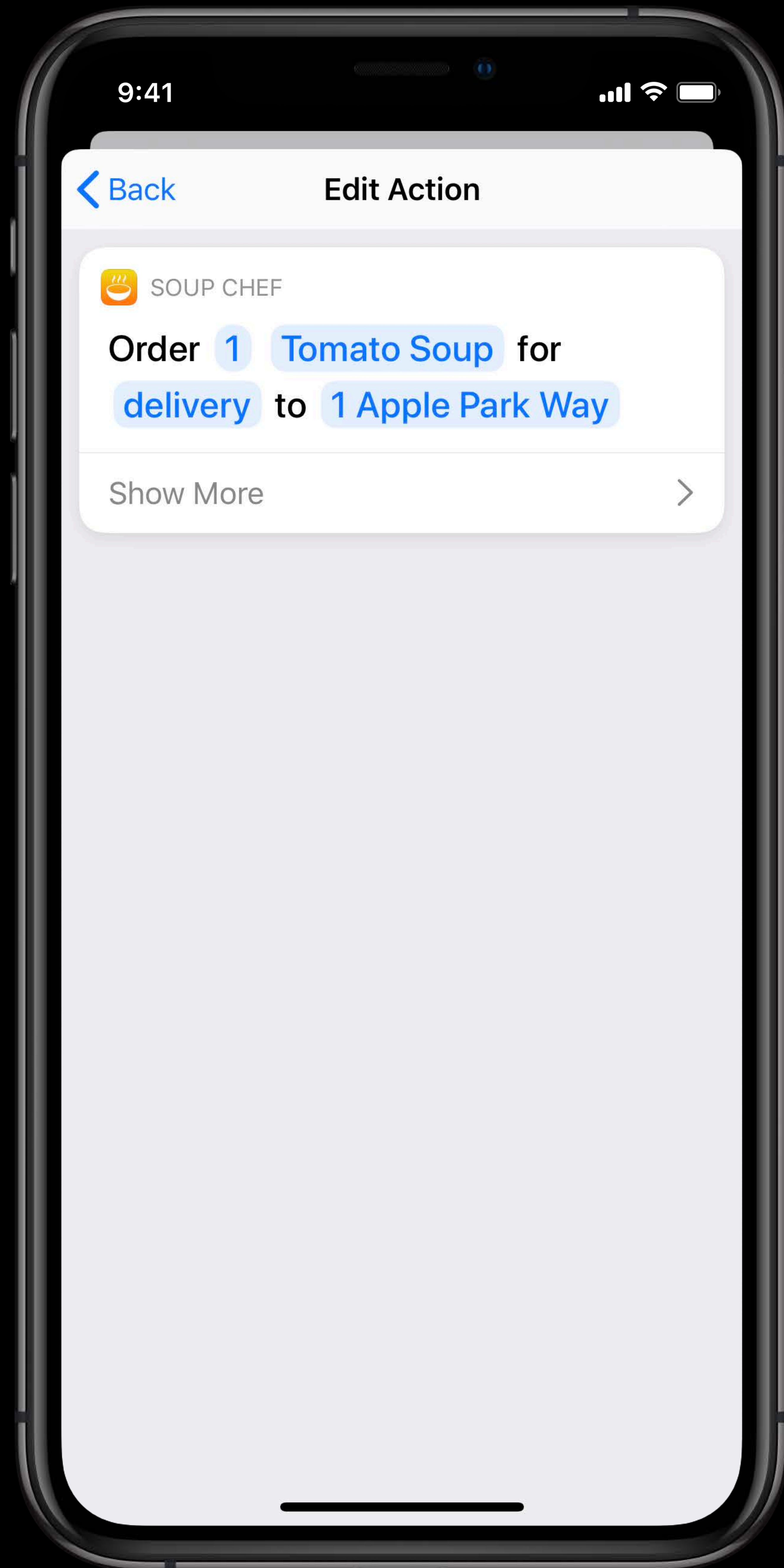
 SOUP CHEF

Order **1** **Soup** for **delivery** to **1**
Apple Park Way

Show More







Designing Siri Interactions

What's Required?

Soup

Delivery or pickup

Location

SIRI
What soup do you want to order?

USER
Tomato.

SIRI
What's this order for? Delivery
or pickup?

USER
Delivery.

SIRI
Where do you want it delivered to?

USER
59 Alvarado Row.

SIRI
Ready to order?

What so

Tomato.

What's
or pic

Delive

Where

59 Al

Ready

SIRI

What soup do you want to order?

USER

Broccoli.

SIRI

Sorry, we don't offer that option.
What soup do you want to order?

USER

Tomato.

SIRI

Where do you want it delivered to?

USER

59 Alvarado Row.

SIRI

Ready to order?

USER

Yes.

What so

Tomato.

What's
or pic

Delive

Where

59 Al

Ready

SIRI

What soup do you want to order?

USER

Broccoli.

SIRI

Sorry, we don't offer that option.
What soup do you want to order?

USER

Tomato.

SIRI

Where do you want it delivered to?

USER

59 Alvarado Row.

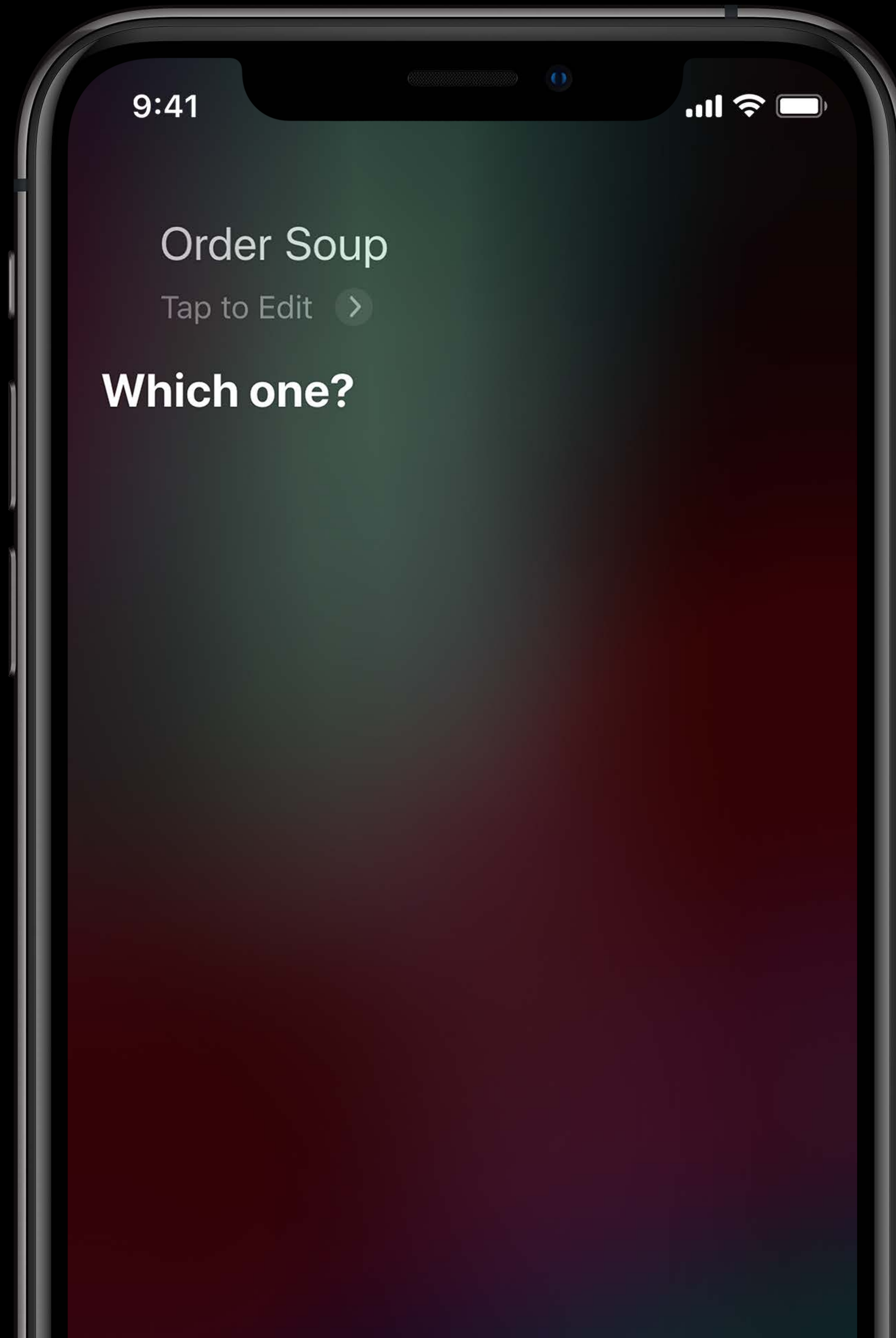
SIRI

Ready to order?

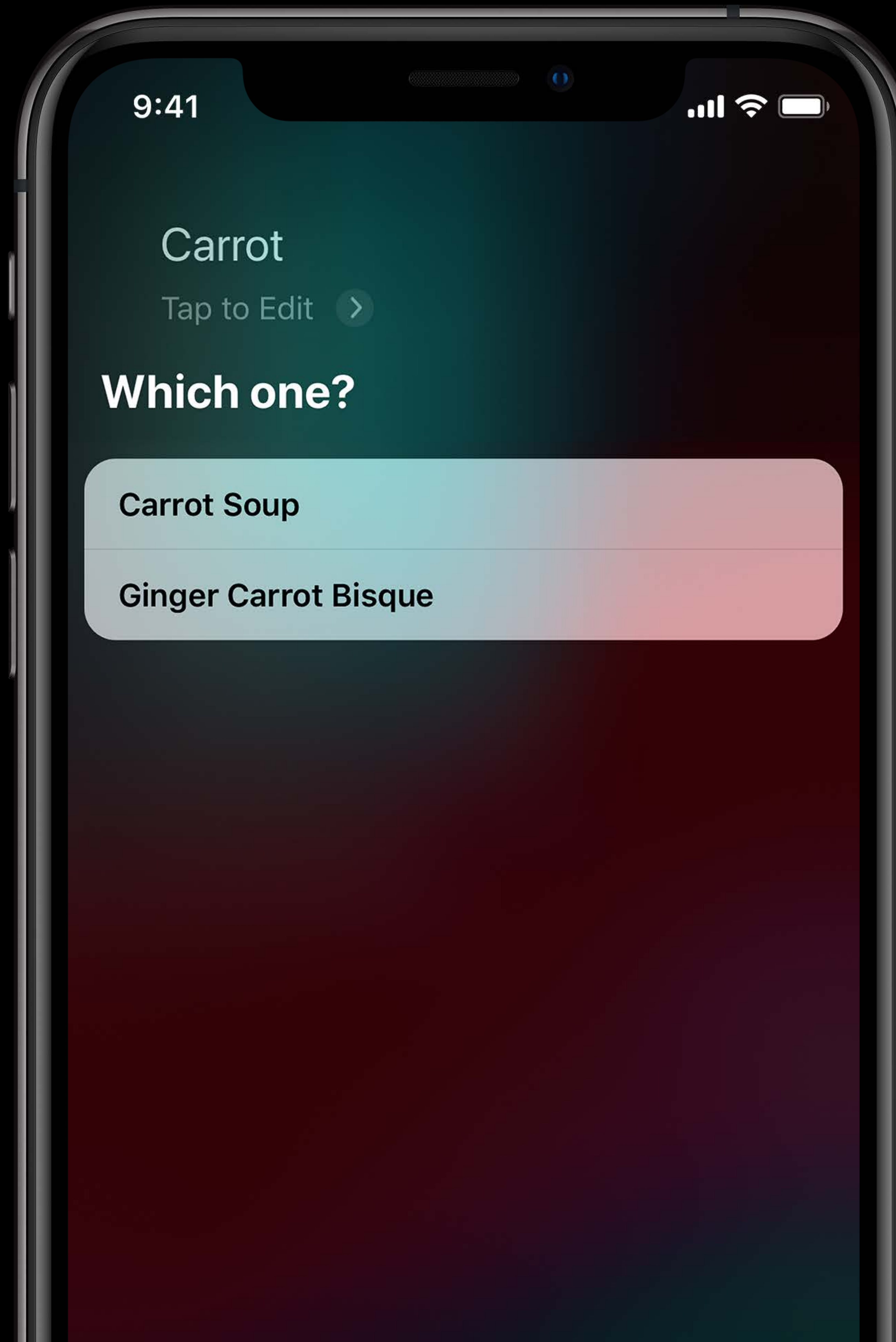
USER

Yes.

Prompt

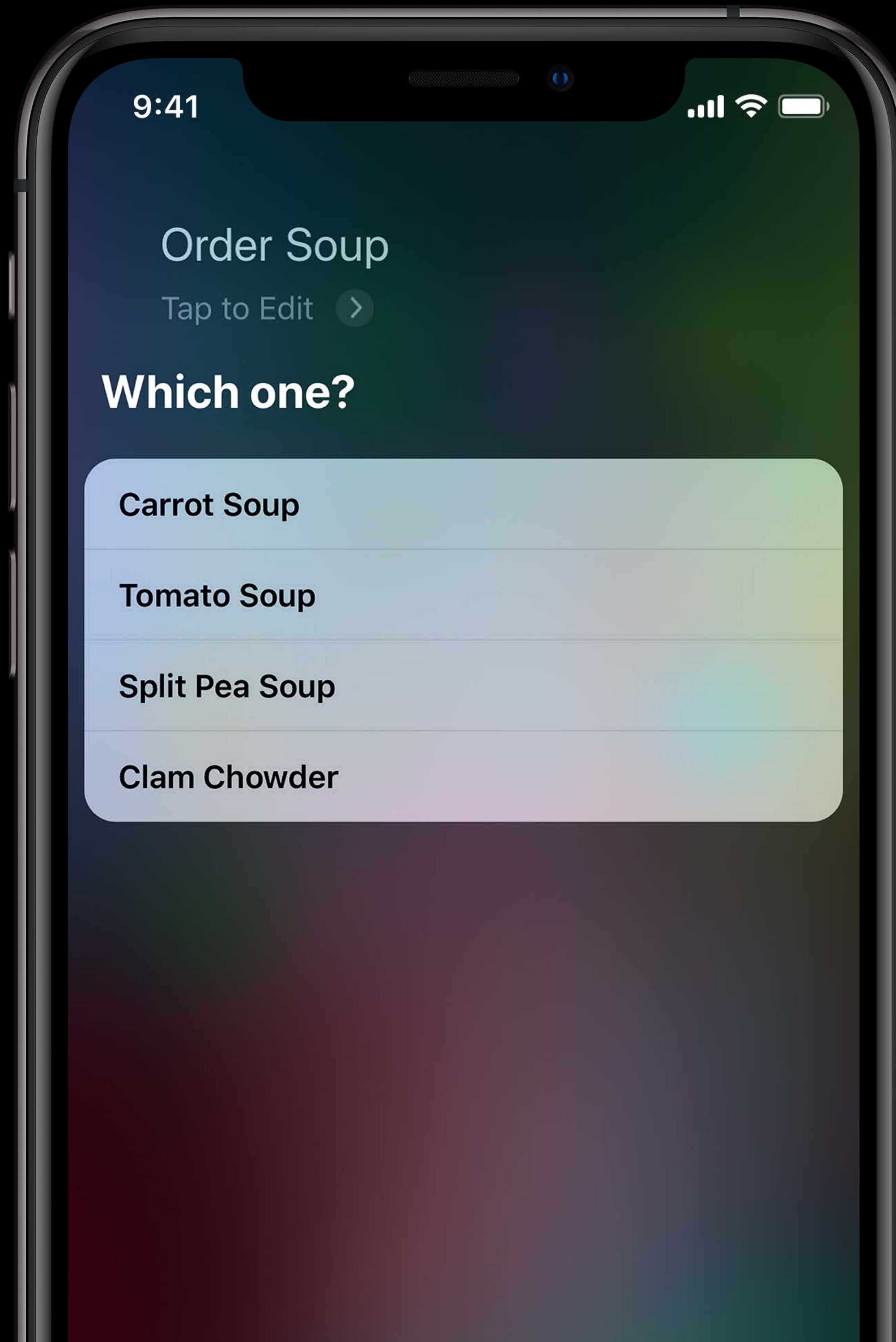


Disambiguation Prompt



Prompt

With option list



Option List

Without a display



Option List

Without a display

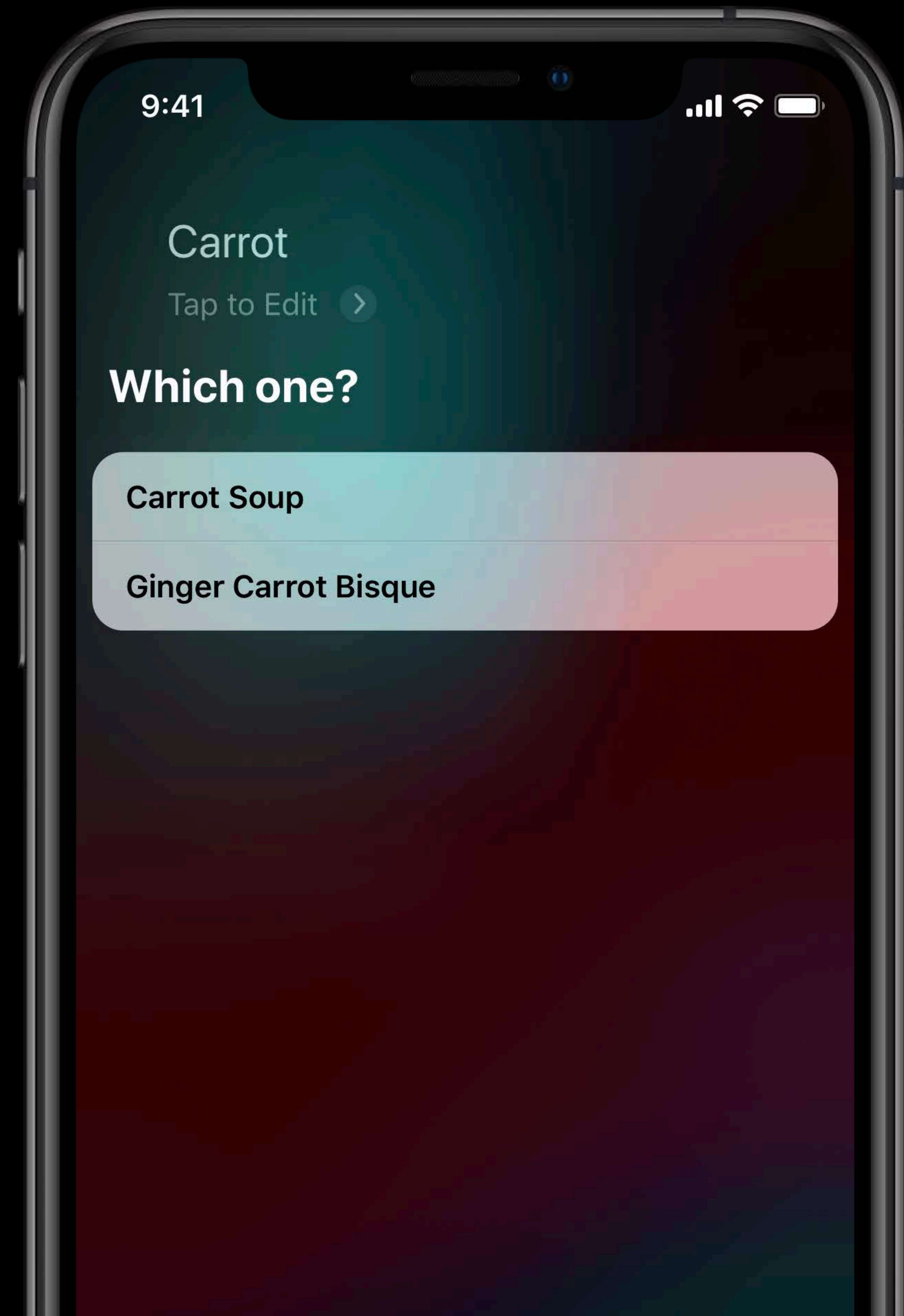
There are two options: Carrot
Soup or Ginger Carrot Bisque.
Which one?



Option List

Without a display

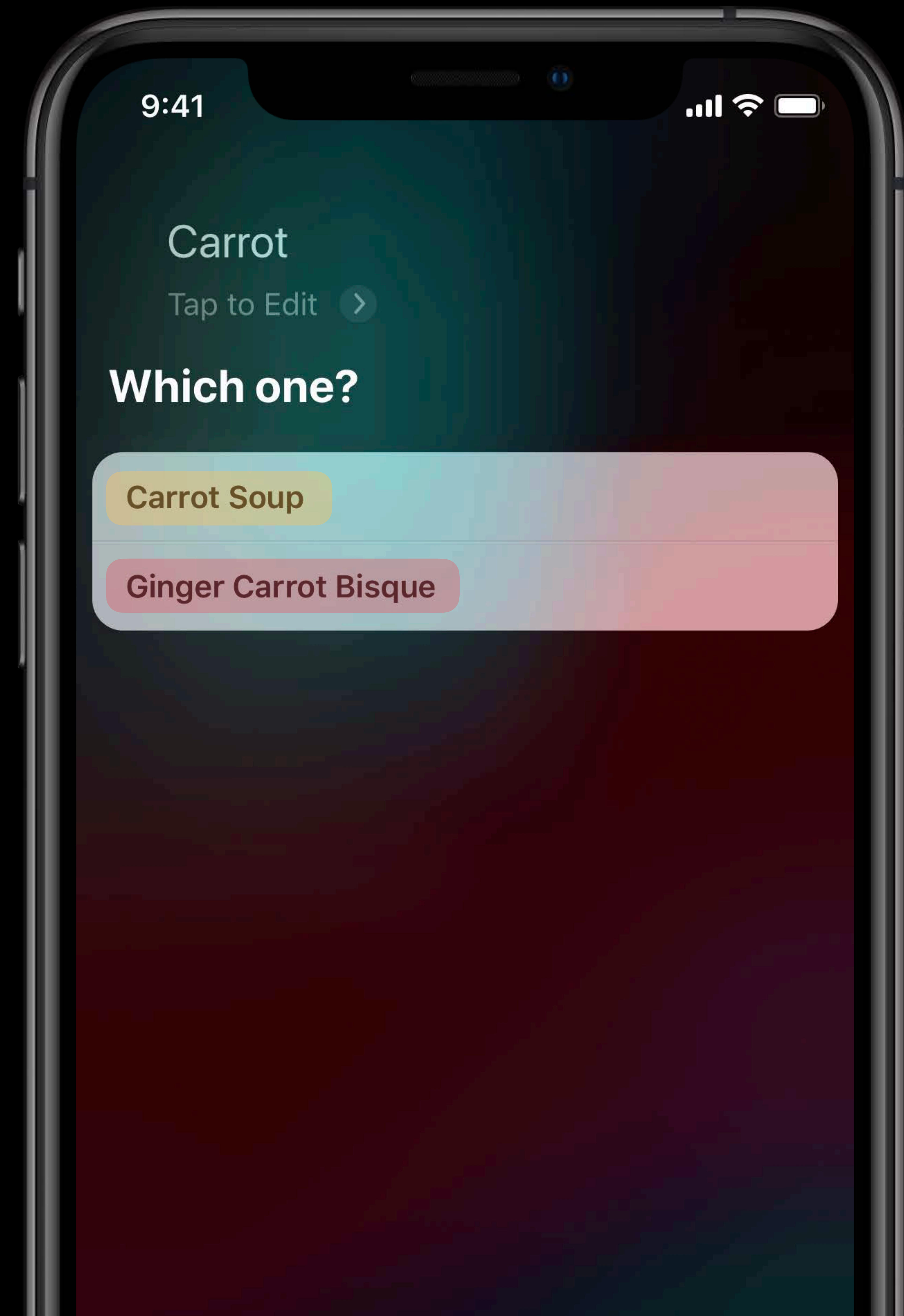
There are two options: **Carrot Soup** or **Ginger Carrot Bisque**.
Which one?



Option List

Without a display

There are two options: **Carrot Soup** or **Ginger Carrot Bisque**.
Which one?



Option List

Using pronunciation hints

There are two options: **Beef** or **veggie**. Which one?



Option List

Synonyms

Beef Noodle Soup

Veggie Noodle Soup



Option List

Synonyms

Beef Noodle Soup

beef, meat, beef soup

Veggie Noodle Soup

veggie, vegetable, vegetarian, veggie soup



Option List

Synonyms

Beef Noodle Soup

beef, meat, beef soup

Veggie Noodle Soup

veggie, vegetable, vegetarian, veggie soup

Option List

Synonyms

There are two options: the one with meat or the vegetarian one. Which one?

Beef Noodle Soup

beef, meat, beef soup

Veggie Noodle Soup

veggie, vegetable, vegetarian, veggie soup

Option List

Synonyms

There are two options: the one with meat or the vegetarian one. Which one?

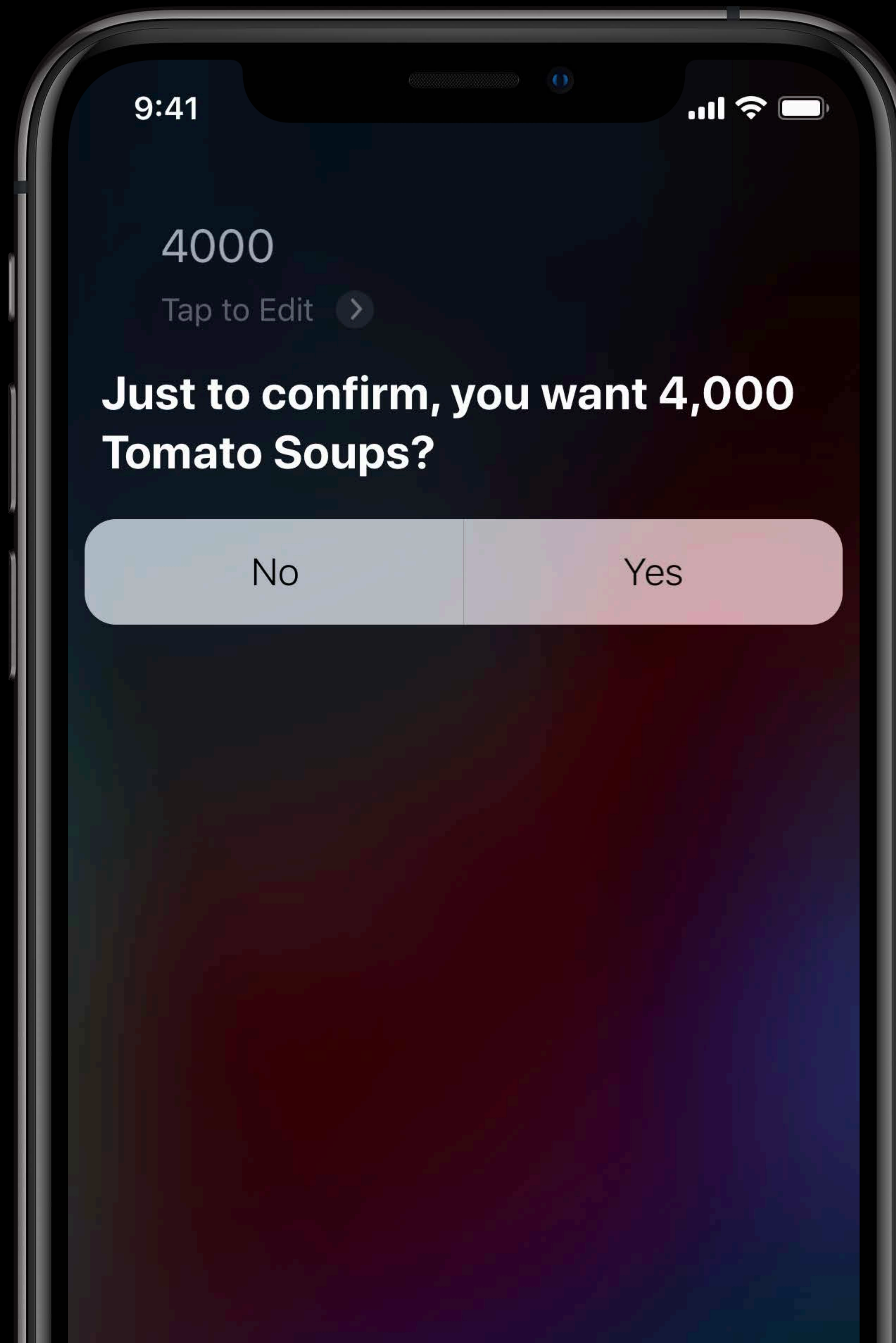
Beef Noodle Soup

beef, meat, beef soup, the one with meat, the meat one

Veggie Noodle Soup

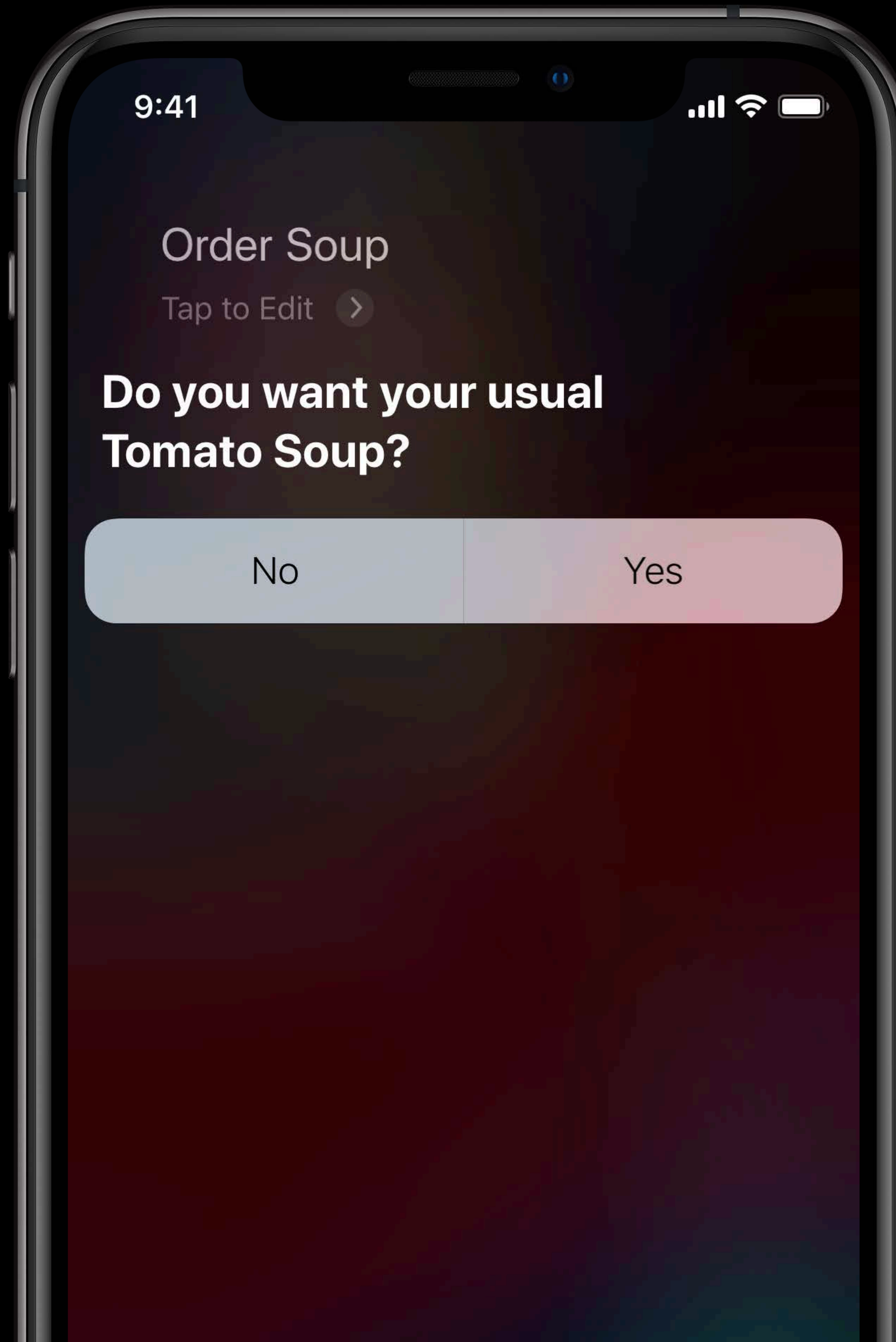
veggie, vegetable, vegetarian, veggie soup, the vegetarian one, the veggie one

Parameter Confirmation

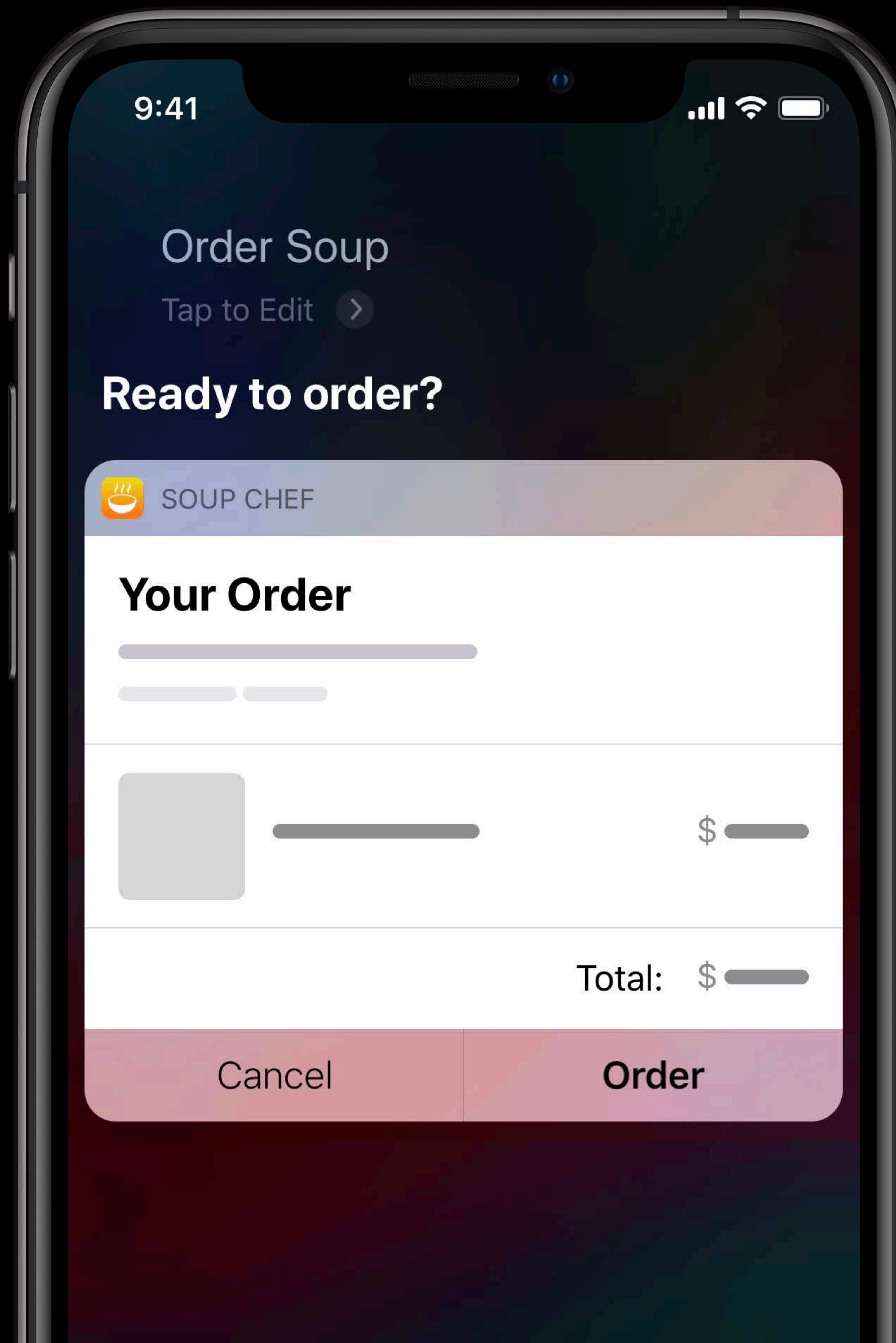


Parameter Confirmation

Advanced



Action Confirmation



Action Confirmation

Without a display



Action Confirmation

Without a display

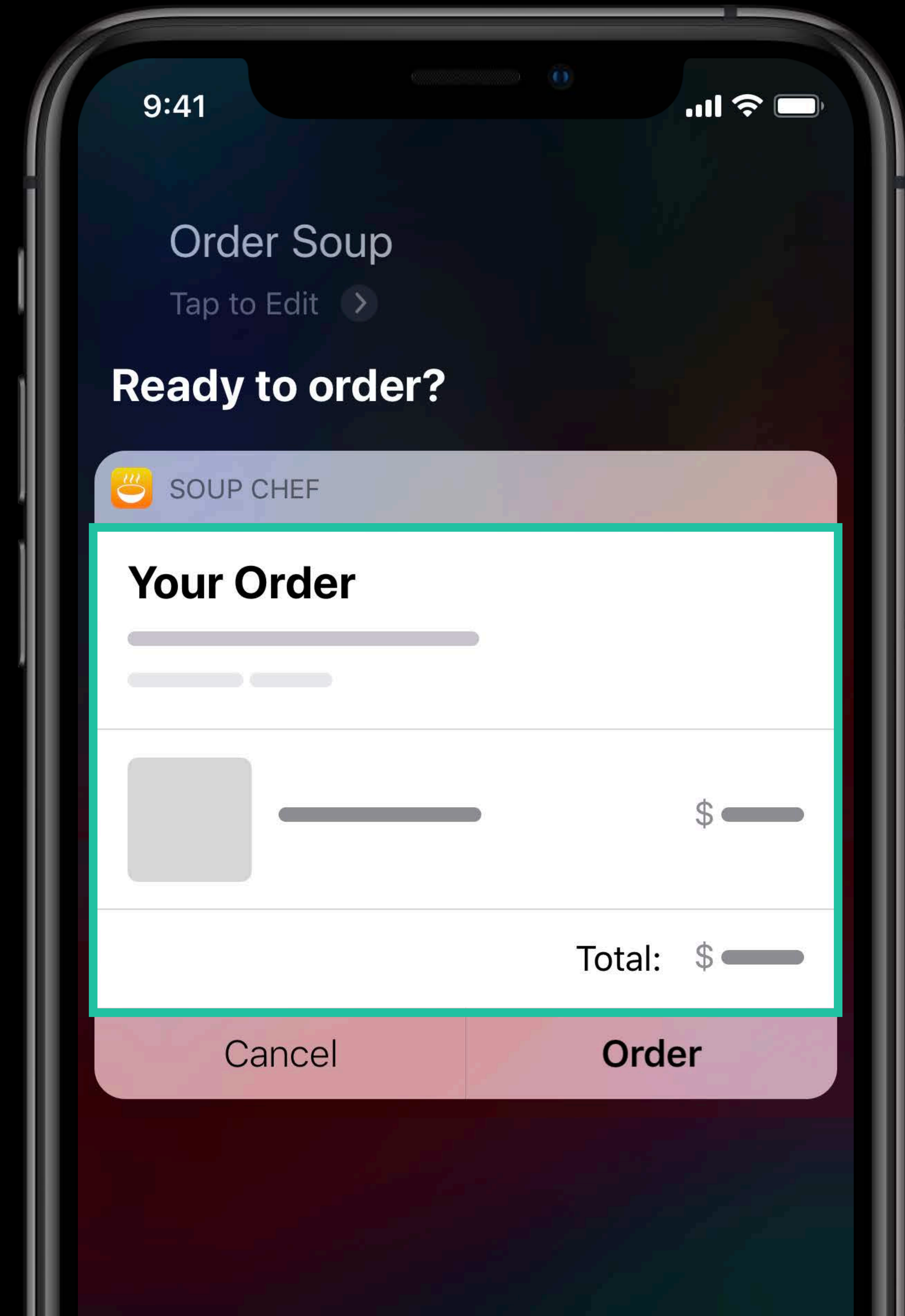
Your order will be delivered in
about 30 minutes. It will cost
\$3.75. Ready to order?



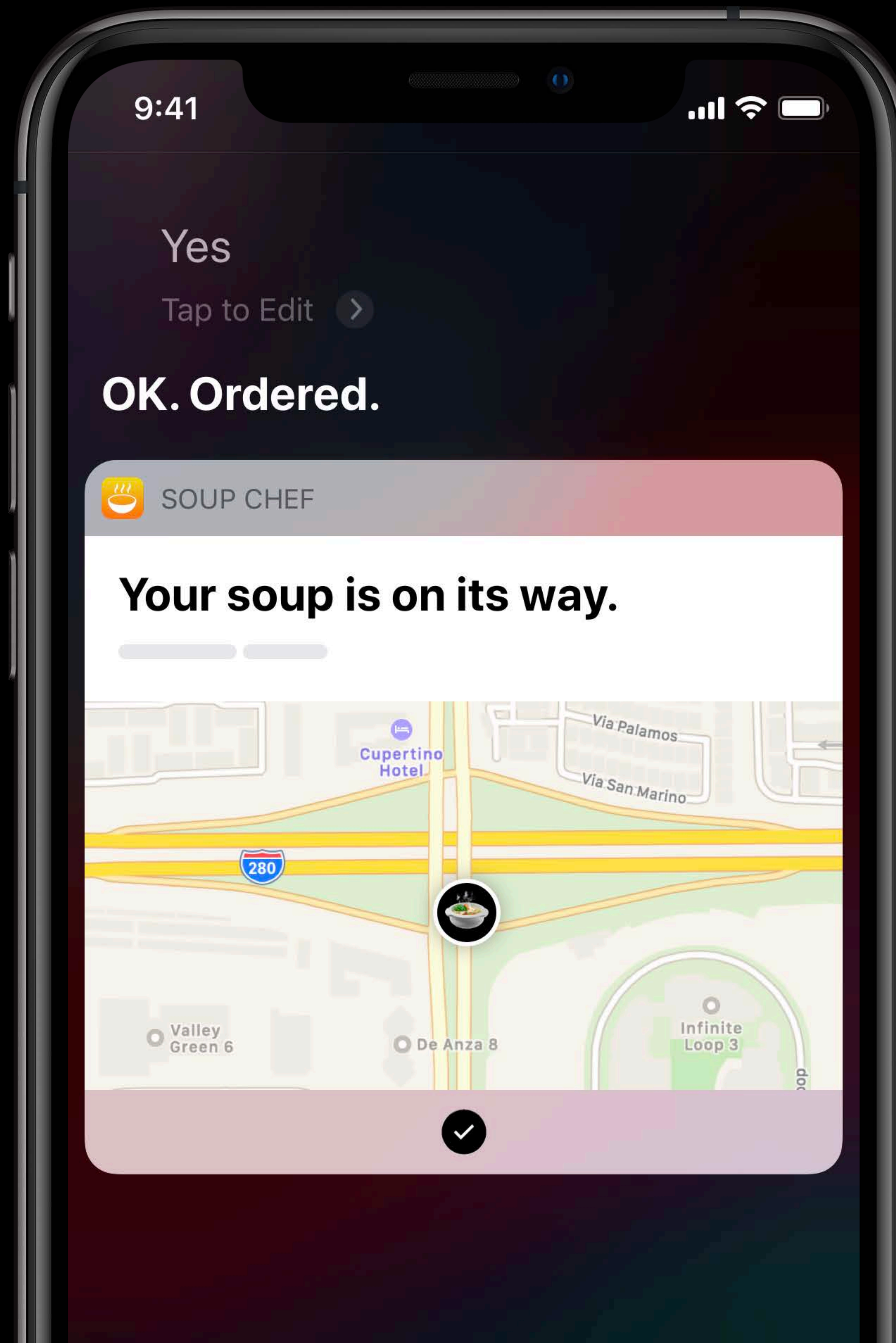
Action Confirmation

Without a display

Your order will be delivered in about 30 minutes. It will cost \$3.75. Ready to order?



Response



Response

Without a display



Response

Without a display

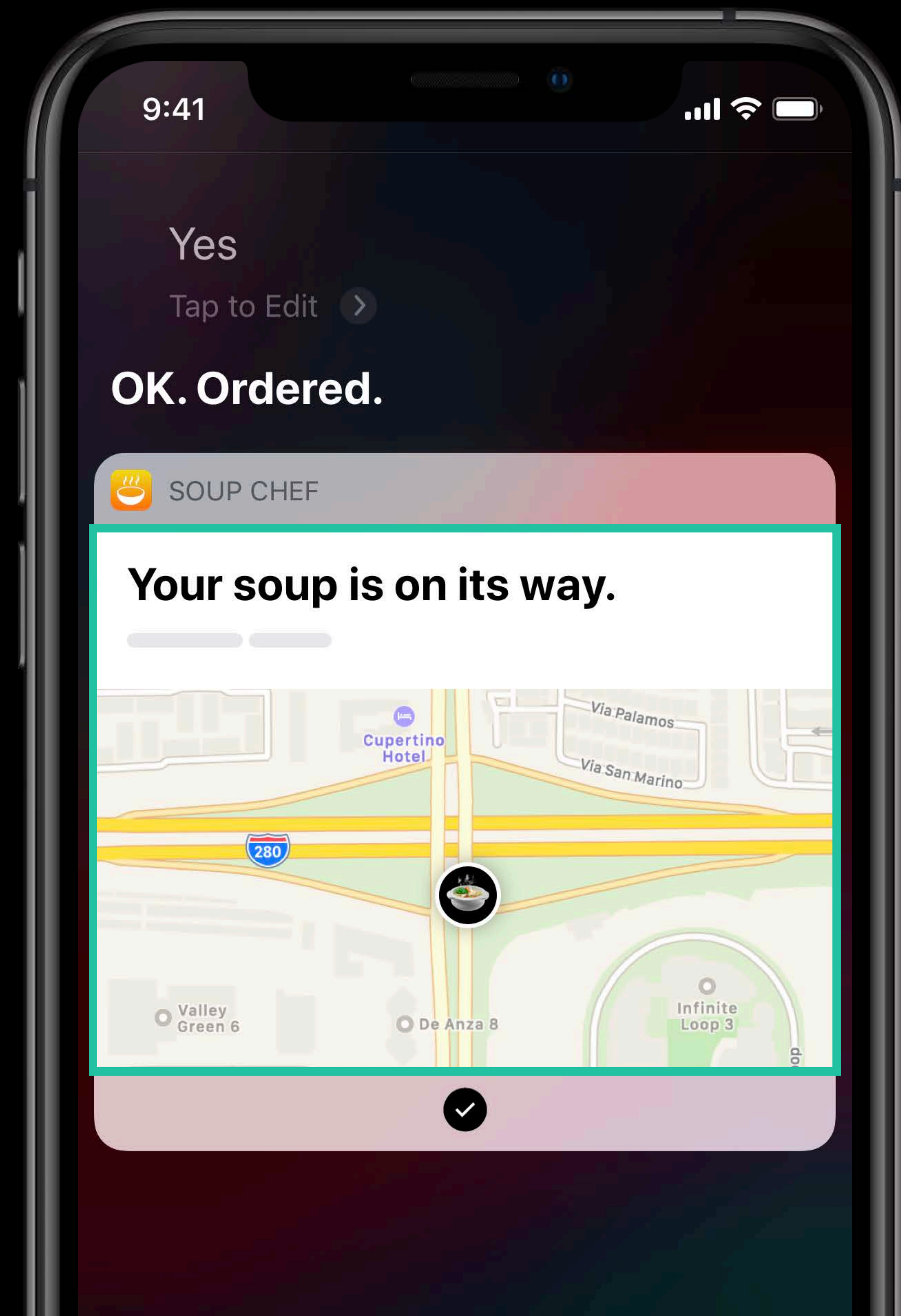
OK. Ordered. Kylie will deliver
your order by 10:24 AM.



Response

Without a display

OK. Ordered. **Kylie will deliver your order by 10:24 AM.**



Categories

Generic

Do

Run

Go

Information

View

Open

Order

✓ Order

Book

Buy

Start

Start

Navigate

Share

Share

Post

Send

Create

Create

Delivery will take about 30
minutes. Ready to order?

You write this!

Delivery will take about 30
minutes. Ready to order?

Determined by category

OK. Ordered. Kylie will deliver
your order by 10:24 AM.

Determined by category

OK. Ordered. Kylie will deliver
your order by 10:24 AM.

You write this!

Errors

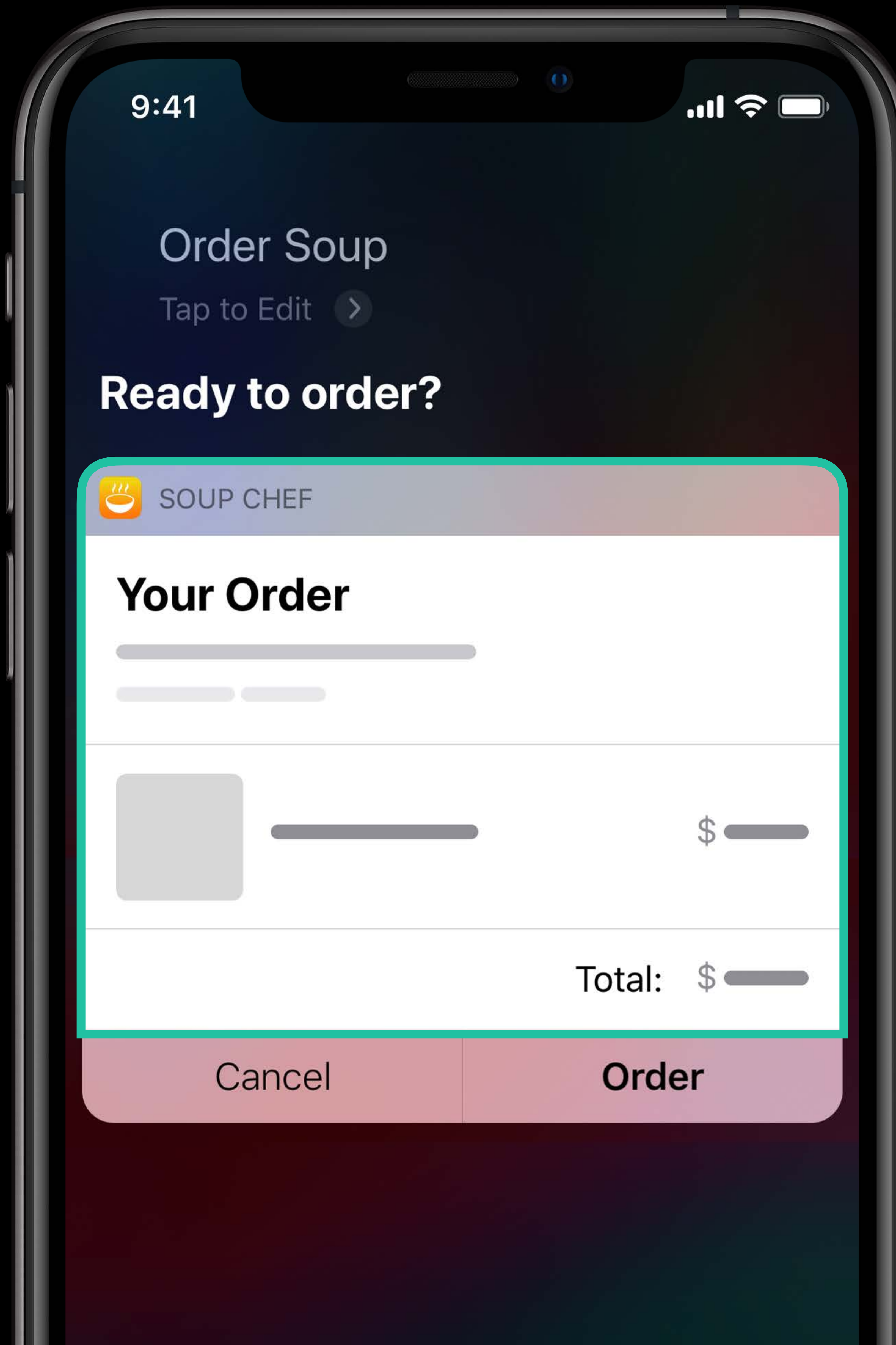


Context

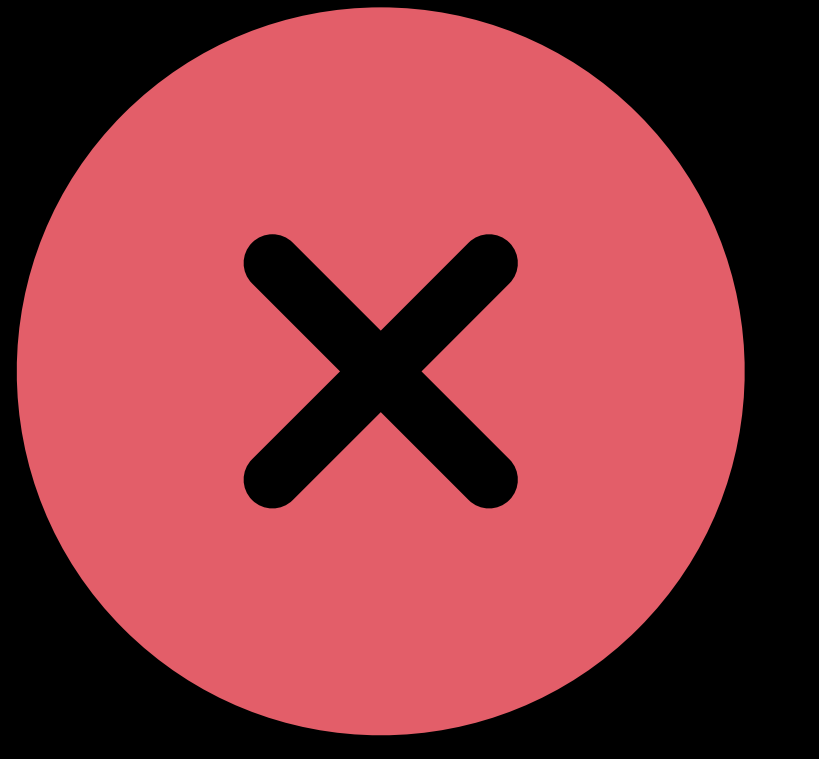


Continuing in App

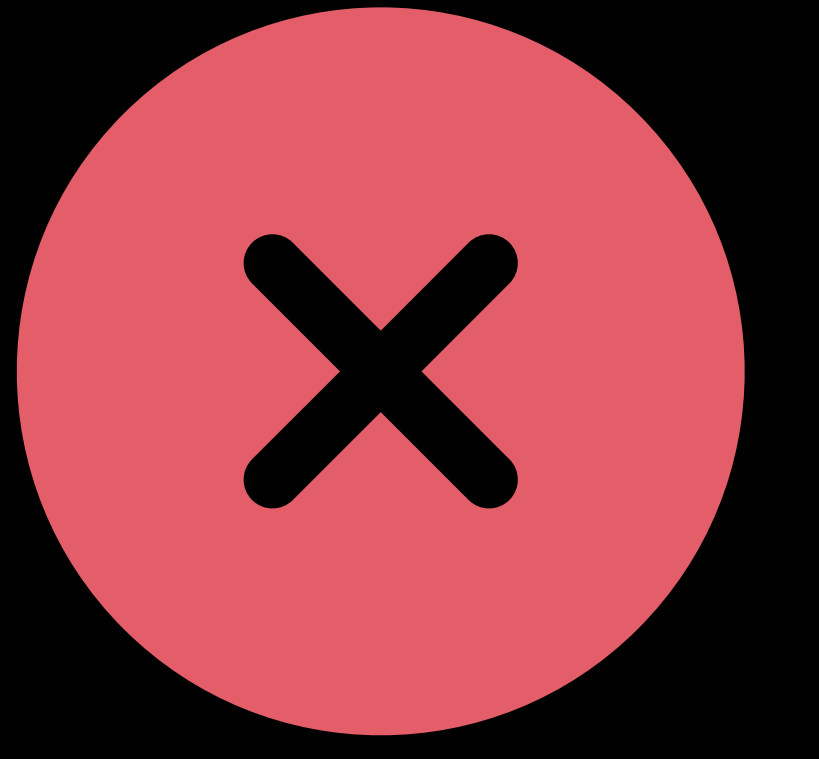
One big button



Language is UI



“Hi there! Which soup would you like to order today?”



Hi there!

Hi there!

Hi there!

“Hi there! Which soup would you like to order today?”

Hi there!

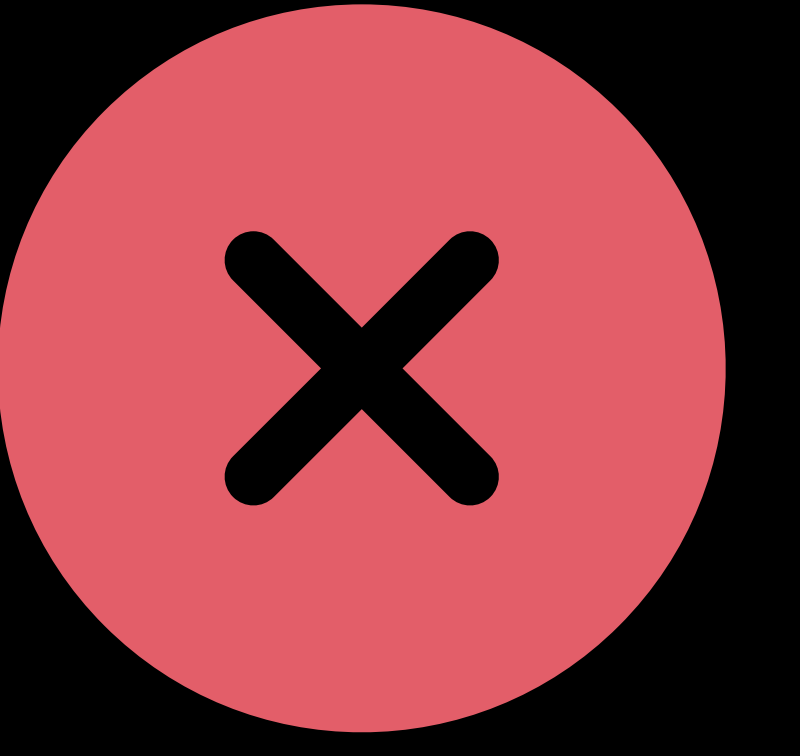
Hi there!

Hi there!

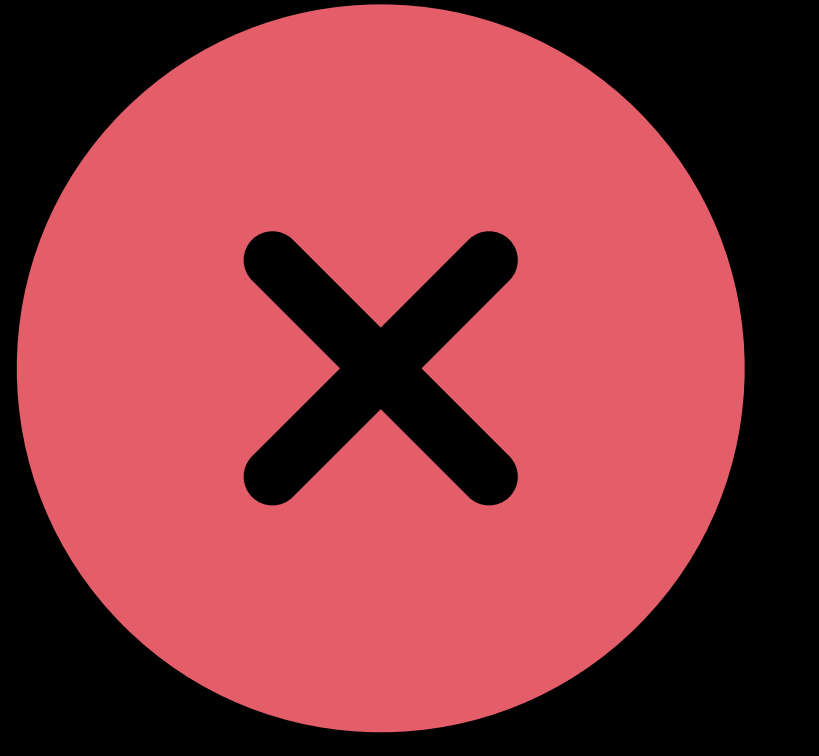
Hi there!



“Which soup?”



“Your SoupChef™ soup will be ready
in 10 minutes.”



Siri adds this.

SoupChef says:

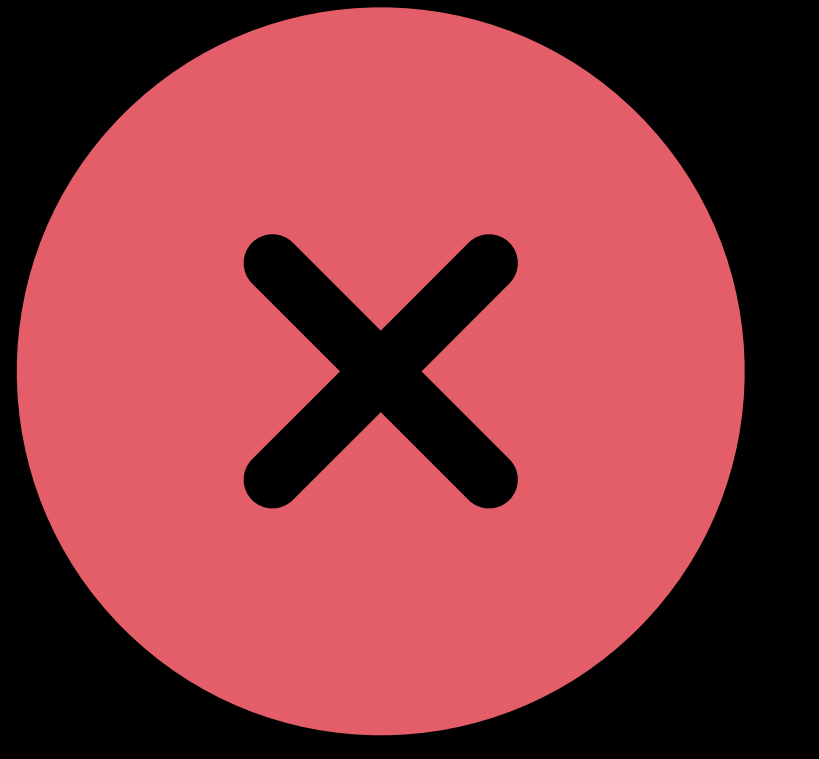
“Your SoupChef™ soup will be ready
in 10 minutes.”



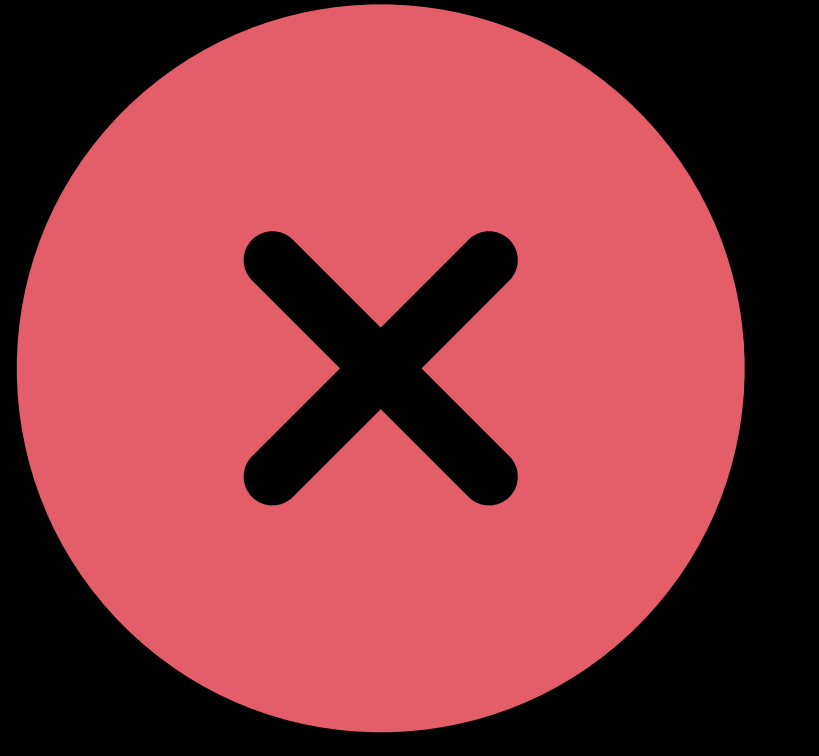
Siri adds this.

SoupChef says:

“Your soup will be ready
in 10 minutes.”



"Jay, your soup will be ready
in 10 minutes."



Siri adds this.

OK Jay,

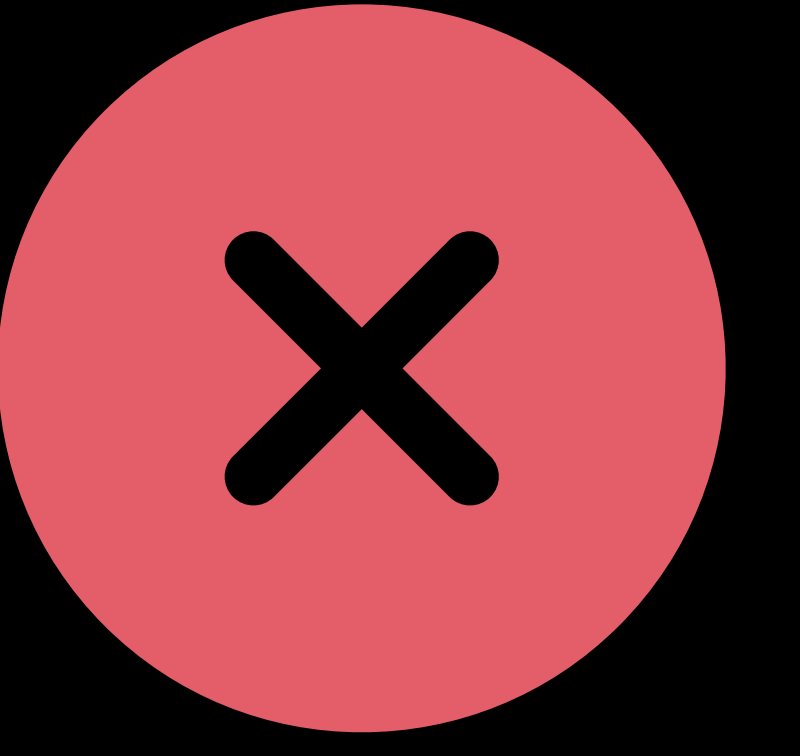
"Jay, your soup will be ready
in 10 minutes."



Siri adds this.

OK Jay,

“Your soup will be ready in 10
minutes.”



"I found 5 options."



“There are 5 options.”

Summary

Summary

Elevate your app's most repeatable features

Summary

Elevate your app's most repeatable features

Use the Add to Siri button to help discovery

Summary

Elevate your app's most repeatable features

Use the Add to Siri button to help discovery

Siri interactions should be logical, concise, and robust

Summary

Elevate your app's most repeatable features

Use the Add to Siri button to help discovery

Siri interactions should be logical, concise, and robust

Write dialog thoughtfully

More Information

developer.apple.com/wwdc19/806

