

## Audio

State name

Start

Barge-in

N/A

Time out

N/A

Responses

Hey Hugo

Hey Mya

Destinations

[H>Welcome](#)

[M>Welcome](#)

Notes

xxx

## Visual

Screen name

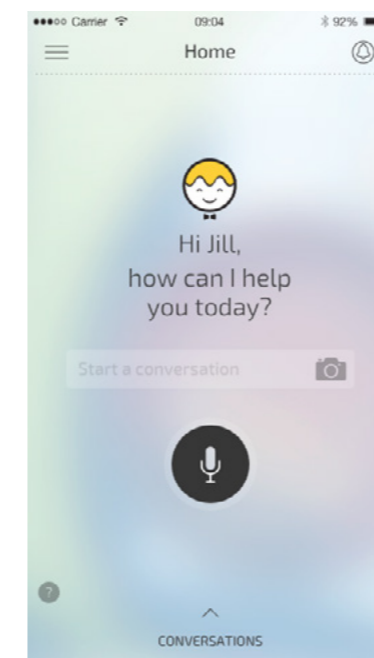
Screen name

Barge-in

On

Time out

3–5 seconds



Notes

xxx

## Contents

Start

### Mya

- M>Welcome
- M/Confirm Size
- M/Get Correct Size
- M/Anything In Mind
- M/Other Anything In Mind
- M/What In Mind
- M/Get Size
- M/Searching
- M/Results
- M/Just Show Me
- M/Confirm Purchase
- M>Welcome Ret
- M/You Like
- M/You Need
- M/Confirm Req
- M/Server Down
- M/No Results
- M/Meanwhile Welcome Ret

### Hugo

- H>Welcome\_Ini
- H/Anything\_In\_Mind\_Ini
- H/Searching\_Ini
- H/Results\_Ini

Mya

Page No.

3

## Contents

Start\_Ini

### Mya

MWelcome\_Ini

MConfirm\_Size\_Ini

MCorrect\_Size\_Ini

MAnything\_In\_Mind\_Ini

MGet\_Size\_Ini

MSearching\_Ini

MResults\_Ini

MConfirm\_Purchase\_Ini

MWelcomeRet\_Ini

MYouNeed\_Ini

MConfirmEstimateReq\_Ini

### Hugo

HWelcome\_Ini

HAnything\_In\_Mind\_Ini


HSearching\_Ini

HResults\_Ini


State name  
M Welcome

Barge-in      Time out  
On              5 seconds


Initial prompt

- MWelcome\_Ini    **Yes [name]**      

---

- MWelcomeIni\_Alt    **Yes?**      


---

- MHowCanIHelp\_Ini    **How can I help you today?**      


Coaching notes

If no name used "Yes" has rising intonation. If name used it's up and down for the name.


No input

- MWelcome\_NI1    Go ahead, I'm listening...      


---

- MWelcome\_NI2    Sorry. Can I help?      


---

- MWelcome\_NI3    How can I help you? Just say or enter it now.      


No match

- MWelcome\_NM1    Sorry. What was that?      

---

- MWelcome\_NM2    Sorry. I didn't quite understand. How can I help you?      

---

- MWelcome\_NM3    I'm not sure what you said. Here are some things I can help you with. Have a look.      

Responses

Destinations

Notes

- I'd like [a skirt for my daughter]      [M Confirm Size](#)

---

- I'd like [jeans for my son, Connor]      [M Anything In Mind](#)

---

- I'd like a [pair of jeans]      [M Anything In Mind](#)

---

- We need a new [dishwasher]      [M Anything In Mind](#)

---

- I want [item]      [M Anything In Mind](#)

---

- I'd like [item]      [M Anything In Mind](#)

If a relevant size is already saved in the cloud go to [M Confirm Size](#).

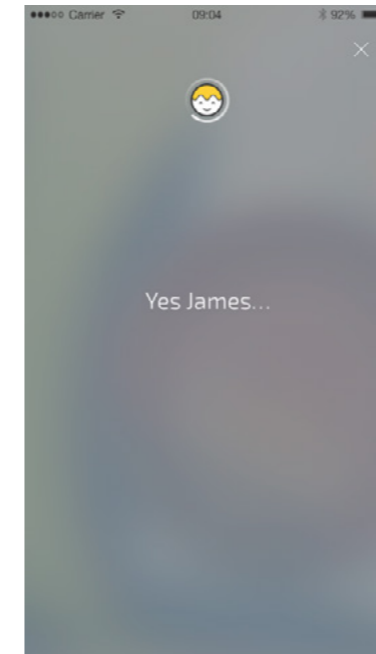
If the user is a frequent purchaser of the same size there should be no need to confirm the size.

If there is no size saved in the cloud go to [M Anything In Mind](#).

Screen name  
Screen name

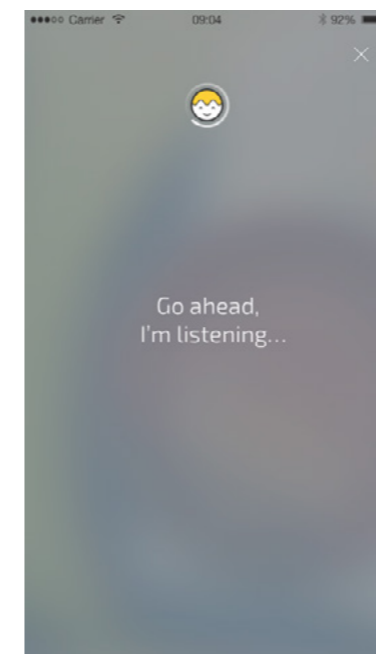
Barge-in      Time out  
On              3-5 seconds

Initial prompt

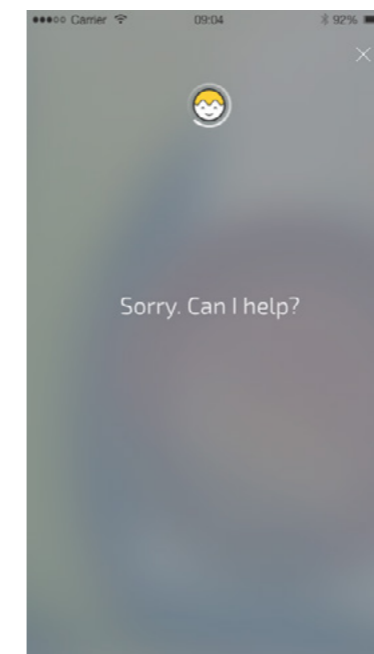


MWelcome\_Ini

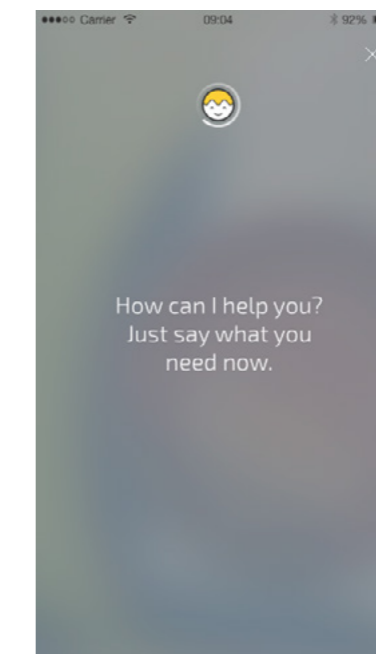
No input



MWelcome\_NI1

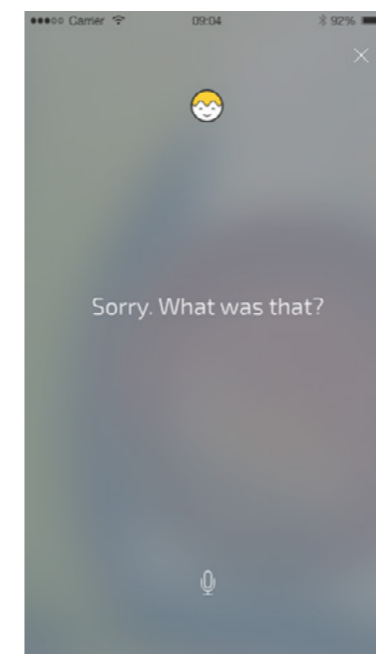


MWelcome\_NI2

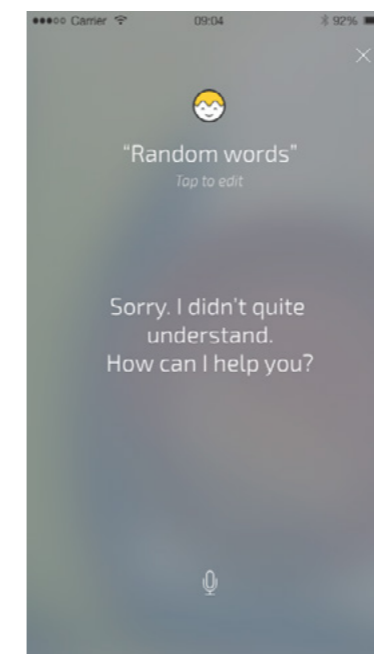


MWelcome\_NI3

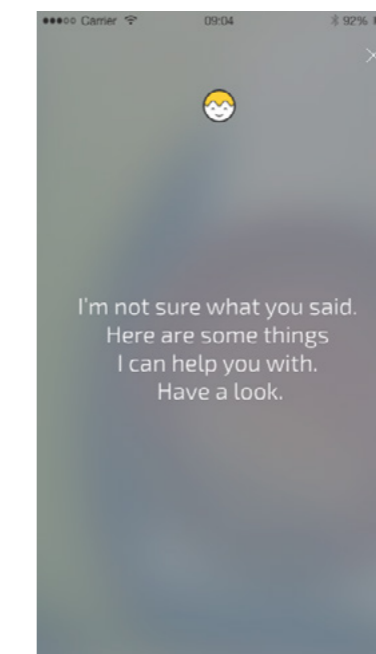
No match



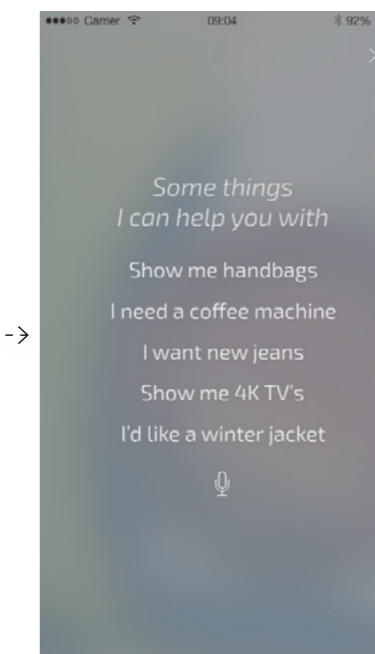
MWelcome\_NM1



MWelcome\_NM2



MWelcome\_NM3



MWelcome\_NM3 message should hold for approximately 1.5 seconds and then transition into 'some things I can help you with'.

Contents

- Start
- Mya
  - M Welcome
  - M Confirm Size
  - M Get Correct Size
  - M Anything In Mind
  - M Other Anything In Mind
  - M What In Mind
  - M Get Size
  - M Searching
  - M Results
  - M Just Show Me
  - M Confirm Purchase
  - M Welcome Ret
  - M You Like
  - M You Need
  - M Confirm Req
  - M Server Down
  - M No Results
  - M Meanwhile Welcome Ret

Hugo








- HWelcome\_Ini
- HAnything\_In\_Mind\_Ini
- HSearching\_Ini
- HResults\_Ini

State name

M Confirm Size

Barge-in	Time out
On	3–5 seconds


Initial prompt

	<b>Last time [name] bought a size [size]. Is that what you need?</b>	
MConfirmSizeA_Ini	<b>Last time</b>	
MConfirmSizeB_Ini	<b>[name]</b>	
MConfirmSizeC_Ini	<b>bought a size</b>	
MConfirmSizeD_Ini	<b>[size]</b>	
MConfirmSizeE_Ini	<b>is that what you need?</b>	
	<b>She's a size 10 right?</b>	
MConfirmSizeAIni_Alt	<b>She's a size ...</b>	
MConfirmSizeBI-ni_Alt	<b>[size]</b>	
MConfirmSizeCI-ni_Alt	<b>...Right?</b>	


Notes

This prompt is likely only appropriate for demo purposes. For Go Live, "You're after a size [size] right?" (or something along these lines) will be more flexible and appropriate.

No input

MConfirmSize_NI1	Go ahead, I'm listening...	
MConfirmSize_NI2	Sorry. Was that a size [size]?	
MConfirmSize_NI3	Was a that a size [size]? Just say 'yes' or 'no'.	

No match

MConfirmSize_NM1	Sorry. What was that?	
MConfirmSize_NM2	Sorry. I didn't quite understand. Was it a size [size]?	
MConfirmSize_NM3	I'm not sure what you said. Just say 'yes' or 'no', or enter the size now.	

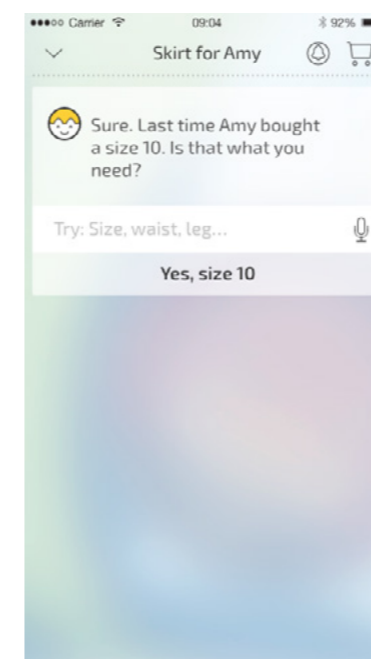
Responses	Destinations	Notes
Yes	<a href="#">M Anything In Mind</a>	XXX
No	<a href="#">M Get Correct Size</a>	
She's a size [size]	<a href="#">M Anything In Mind</a>	
I need a size [size]	<a href="#">M Anything In Mind</a>	
size [size]	<a href="#">M Anything In Mind</a>	
[size]	<a href="#">M Anything In Mind</a>	

Screen name

Screen name

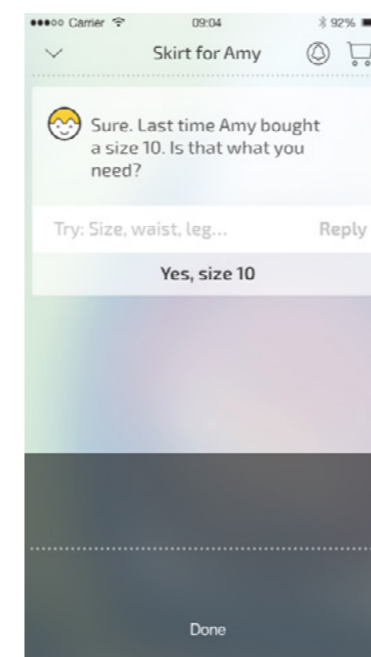
Barge-in	Time out
On	3–5 seconds

Initial prompt



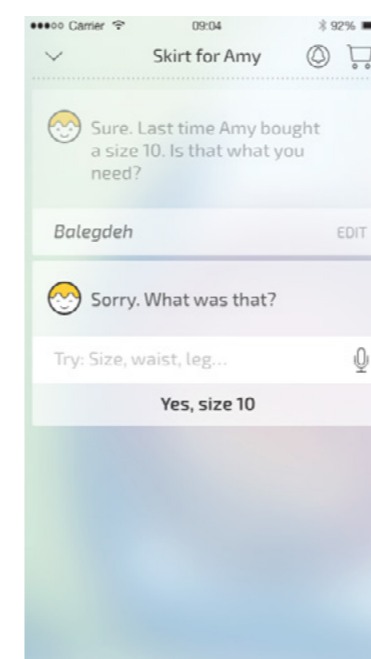
MConfirmSize\_Ini

No input

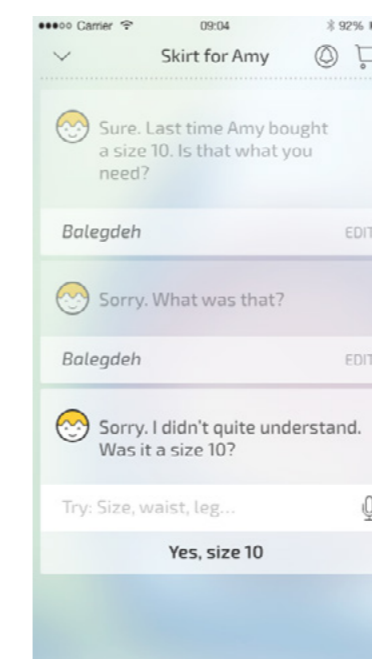


ConfirmSize\_NI1 - 3

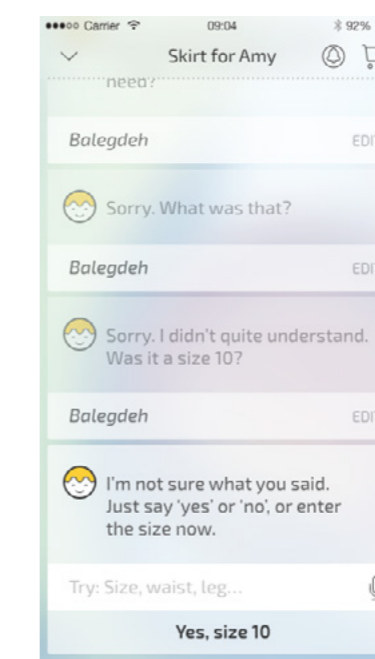
No match



MConfirmSize\_NM1



MConfirmSize\_NM2



MConfirmSize\_NM3

When the User taps the microphone in the input field, the UI will transition into the listening state as pictured.

If the User says nothing, there will be a Time Out (3–5 secs). Then the first No Input prompt will play. If a further (3–5 secs) passes where the user says nothing the second No Input prompt will play. This will continue for the third time if the users still says nothing, and the third No Input prompt will play.

Myia will continue listening, and the UI will remain in the listening state during this process.

(3–5 secs) after the third No Input prompt has played, Myia will stop listening and the UI will transition back to the default state.



Contents

- Start
- Mya
  - M Welcome
  - M Confirm Size
  - M Get Correct Size
  - M Anything In Mind
  - M Other Anything In Mind
  - M What In Mind
  - M Get Size
  - M Searching
  - M Results
  - M Just Show Me
  - M Confirm Purchase
  - M Welcome Ret
  - M You Like
  - M You Need
  - M Confirm Req
  - M Server Down
  - M No Results
  - M Meanwhile Welcome Ret

Hugo

- HWelcome\_Ini
- HAnything\_In\_Mind\_Ini
- HSearching\_Ini
- HResults\_Ini

State name

M Get Correct Size

Barge-in Time out  
On 3-5 seconds

Initial prompt	Notes
MGetCorrectSize_Ini <b>Okay, what size do you need?</b>	xxx
<b>No input</b>	<b>No match</b>
MGetCorrectSize_NI1 What size was that?	MGetCorrectSize_NM1 Sorry. What size was that?
MGetCorrectSize_NI2 Once again. What size was that?	MGetCorrectSize_NM2 Sorry. I didn't quite understand. What size did you need?
MGetCorrectSize_NI3 What size do you need? Just say or enter it now.	MGetCorrectSize_NM3 I need to know what size you're looking for. Just say or enter it now.

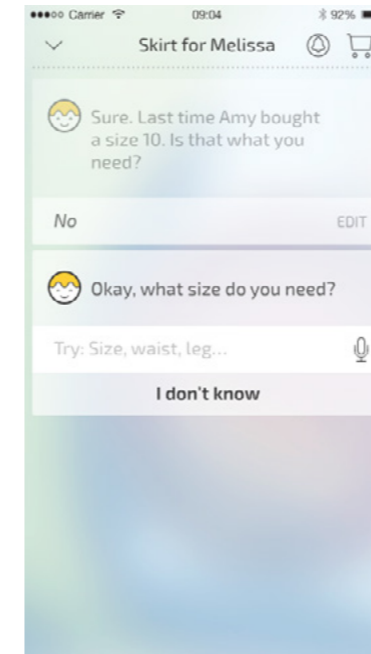
Responses	Destinations	Notes
[Size]	<a href="#">M Anything In Mind</a>	xxx
I don't know	<a href="#">M Other Anything In Mind</a>	

Screen name

Screen name

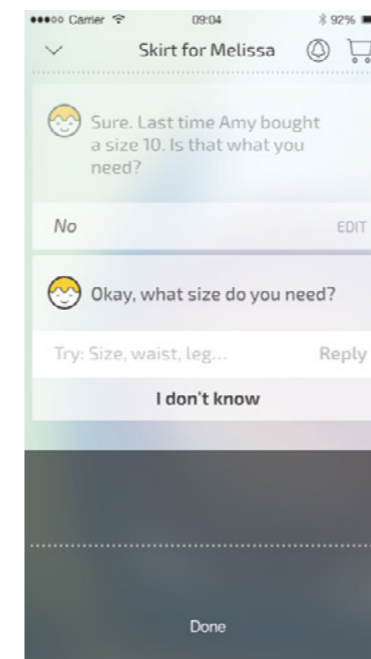
Barge-in Time out  
On 3-5 seconds

Initial prompt



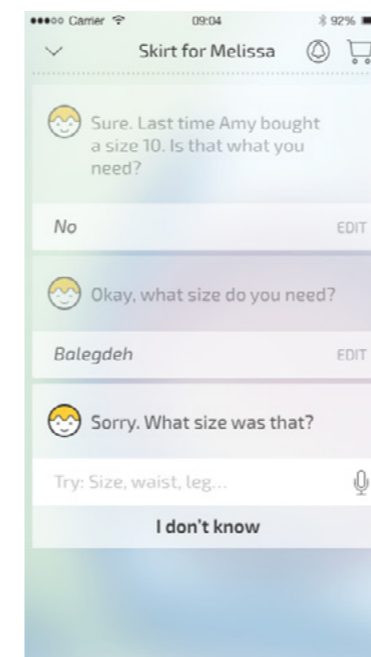
MGetCorrectSize\_Ini

No input

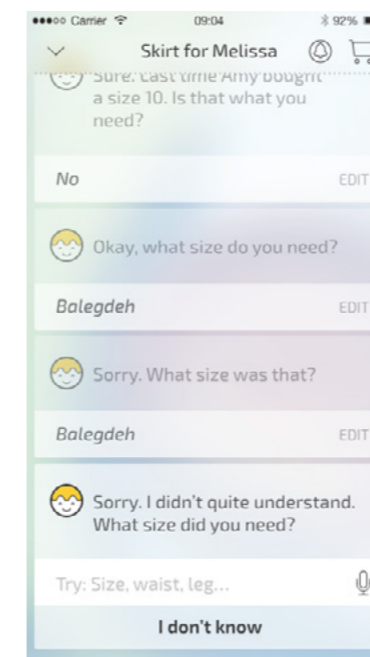


MGetCorrectSize\_NI1 - 3

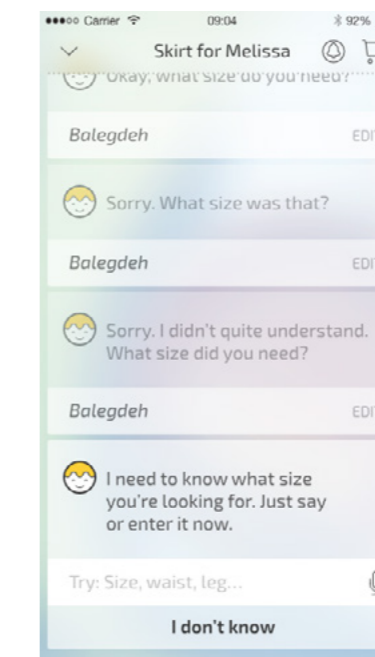
No match



MGetCorrectSize\_NM1



MGetCorrectSize\_NM2



MGetCorrectSize\_NM3

When the User taps the microphone in the input field, the UI will transition into the listening state as pictured.

If the User says nothing, there will be a Time Out (3-5 secs). Then the first No Input prompt will play. If a further (3-5 secs) passes where the user says nothing the second No Input prompt will play. This will continue for the third time if the users still says nothing, and the third No Input prompt will play.

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Contents

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  - M Get Correct Size
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  - M Other Anything In Mind
  - M What In Mind
  - M Get Size
  - M Searching
  - M Results
  - M Just Show Me
  - M Confirm Purchase
  - M Welcome Ret
  - M You Like
  - M You Need
  - M Confirm Req
  - M Server Down
  - M No Results
  - M Meanwhile Welcome Ret

Hugo

- HWelcome\_Ini
- HAnything\_In\_Mind\_Ini
- HSearching\_Ini
- HResults\_Ini

State name

M Anything In Mind

Barge-in Time out  
On 3-5 seconds

Initial prompt

Initial prompt	Notes
MAnythingInMind_Ini <b>and do you have anything in mind?</b>	xxx
<b>No input</b>	<b>No match</b>
MRetail_NI1 Go ahead, I'm listening...	MRetail_NM1 Sorry. What was that?
MRetail_NI2 What did you have in mind?	MRetail_NM2 Sorry. I didn't quite understand. What did you have in mind?
MRetail_NI3 Let me show you some options. Have a look.	I'm not quite sure what you want. Can you tell me what kind of [thing] you're looking for.
	MRetail_NM3A I'm not quite sure what you want. Can you tell me what kind of
	MRetail_NM3B [thing]
	MRetail_NM3C you're looking for.
	MRetail_NM3 I'm not quite sure what you want. Could you say or enter what you're looking for.

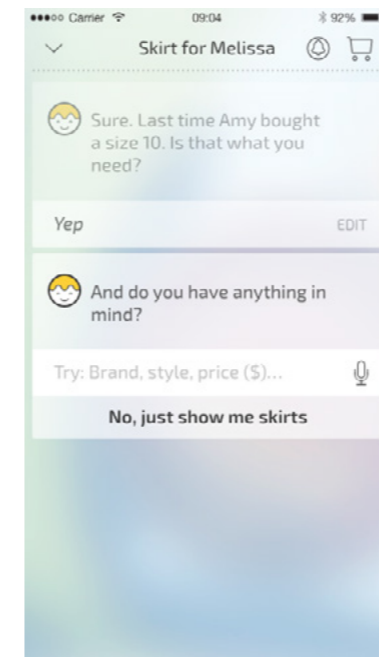
Responses	Destinations	Notes
Show me [something in Black, up to two hundred dollars].	<a href="#">M_Searching</a>	xxx
Show me [Diesels up to eighty dollars].	<a href="#">M_Get Size</a>	
[Black Levi's up to a hundred bucks.]	<a href="#">M_Searching</a>	
[LG stainless up to a thousand bucks]	<a href="#">M_Searching</a>	
No	<a href="#">M_Just Show Me</a>	
Yes	<a href="#">M_What In Mind</a>	

Screen name

Screen name

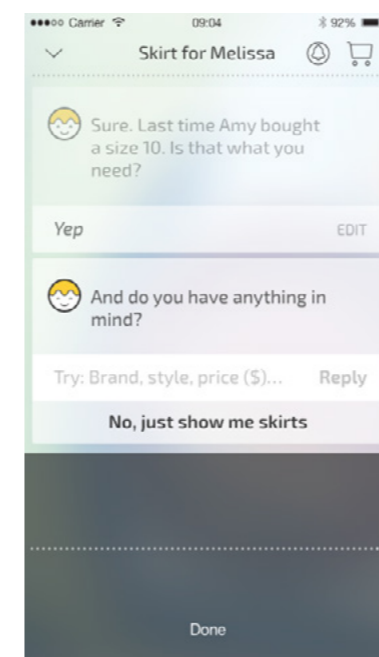
Barge-in Time out  
On 3-5 seconds

Initial prompt

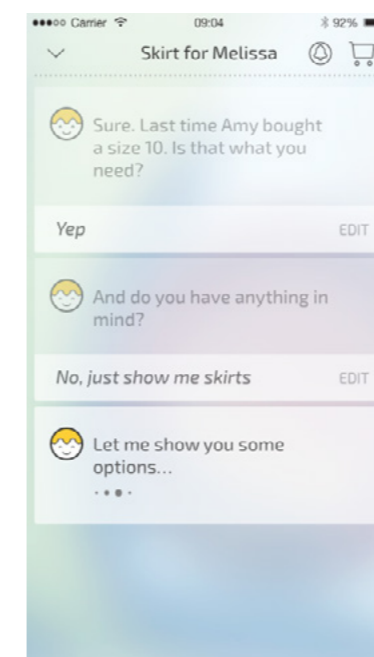


MAnythingInMind\_Ini

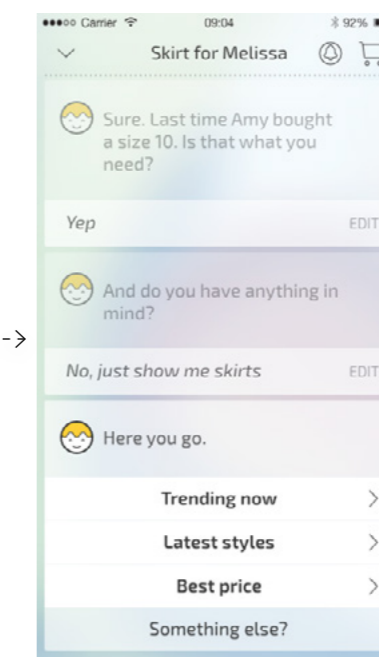
No input



MRetail\_NI1 - 2



MRetail\_NI3



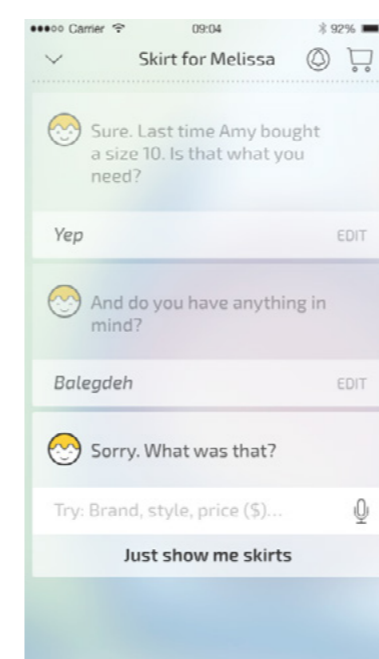
When the User taps the microphone in the input field, the UI will transition into the listening state as pictured.

If the User says nothing, there will be a Time Out (3-5 secs). Then the first No Input prompt will play. If a further (3-5 secs) passes where the user says nothing the second No Input prompt will play.

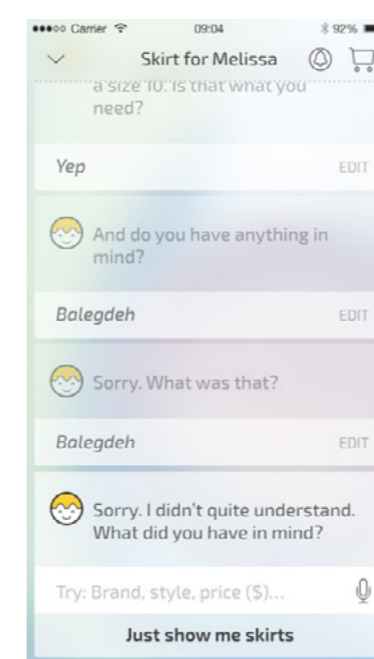
Myia will continue listening, and the UI will remain in the listening state during this process.

This will continue for the third time if the users still says nothing, Myia will stop listening, the UI will transition to the Searching state and the third No Input prompt will play. Then Myia will present offers as per the 'Just Show Me' flow.

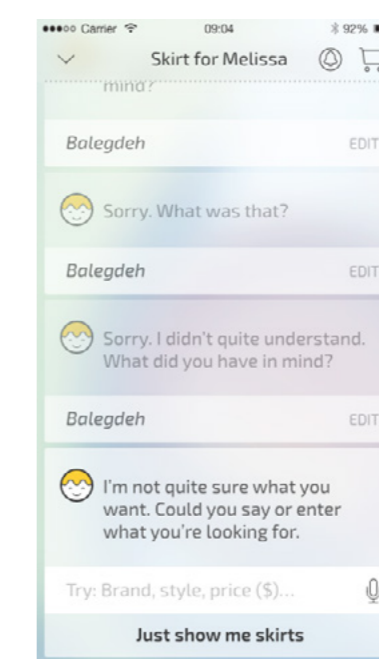
No match



MRetail\_NM1



MRetail\_NM2



MRetail\_NM3

Contents

- Start
- Mya
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  - M Other Anything In Mind
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  - M Get Size
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  - M Just Show Me
  - M Confirm Purchase
  - M Welcome Ret
  - M You Like
  - M You Need
  - M Confirm Req
  - M Server Down
  - M No Results
  - M Meanwhile Welcome Ret

Hugo

- HWelcome\_Ini
- HAnything\_In\_Mind\_Ini
- HSearching\_Ini
- HResults\_Ini

State name  
M Other Anything In Mind

Barge-in Time out  
On 3-5 seconds

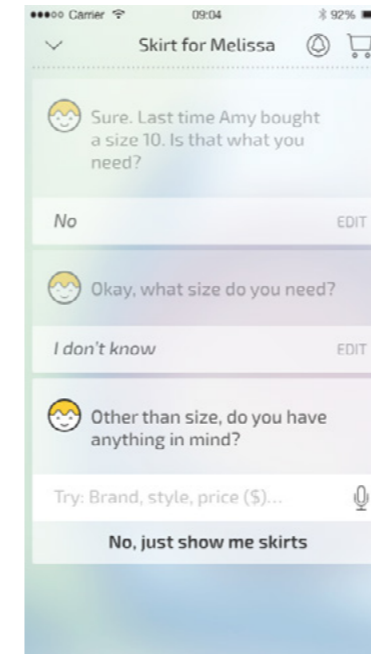
Initial prompt	Notes
<p><i>MOtherAnythingInMind_Ini</i> <b>Other than the size, do you have anything in mind?</b></p>	<p>It may be worth adding in 'You can say things like {brand, colour, price}' if we believe the user may not be looking at the device.</p>
<p><b>No input</b></p>	<p><b>No match</b></p>
<p><i>MRetail_NI1</i> Go ahead, I'm listening...</p>	<p><i>MRetail_NM1</i> Sorry. What was that?</p>
<p><i>MRetail_NI2</i> What did you have in mind?</p>	<p><i>MRetail_NM2</i> Sorry. I didn't quite understand. What did you have in mind?</p>
<p><i>MRetail_NI3</i> Let me show you some options. Have a look.</p>	<p>I'm not quite sure what you want. Can you tell me what kind of [thing] you're looking for.</p>
	<p><i>MRetail_NM3A</i> I'm not quite sure what you want. Can you tell me what kind of</p>
	<p><i>MRetail_NM3B</i> [thing]</p>
	<p><i>MRetail_NM3C</i> you're looking for.</p>
	<p><i>MRetail_NM3</i> I'm not quite sure what you want. Could you say or enter what you're looking for.</p>

Responses	Destinations	Notes
Show me [item].	<a href="#">M_Searching</a>	xxx
[item]	<a href="#">M_Searching</a>	
No	<a href="#">MJustShowMe_Ini</a>	
Yes	<a href="#">MWhatInMind_Ini</a>	

Screen name  
Screen name

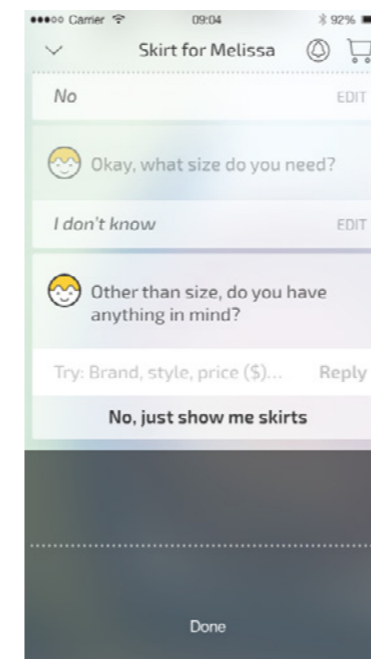
Barge-in Time out  
On 3-5 seconds

Initial prompt

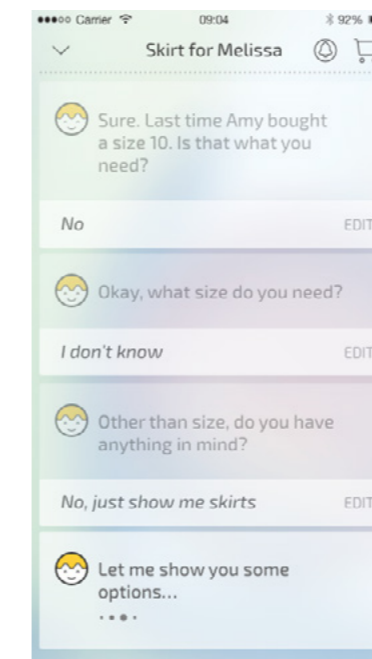


*MOtherAnythingInMind\_Ini*

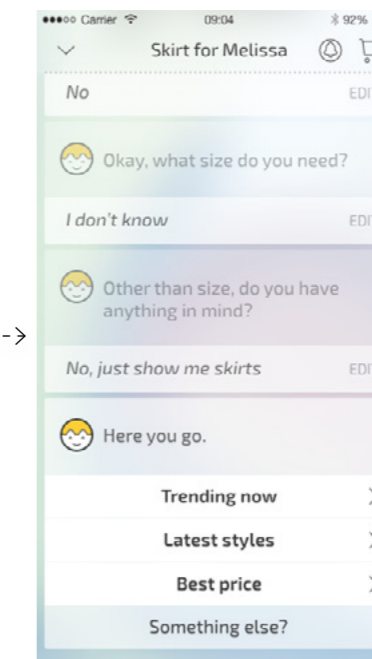
No input



*MRetail\_NI1 - 2*



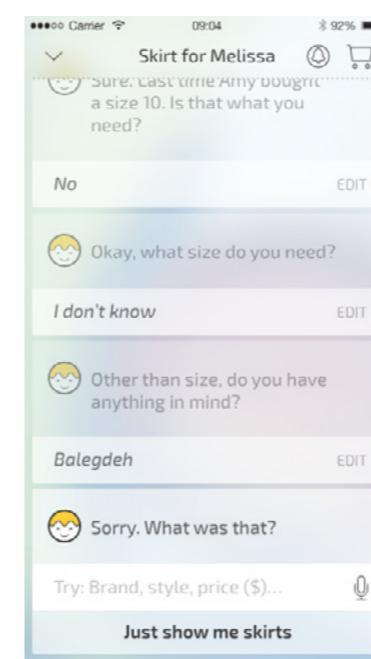
*MRetail\_NI3*



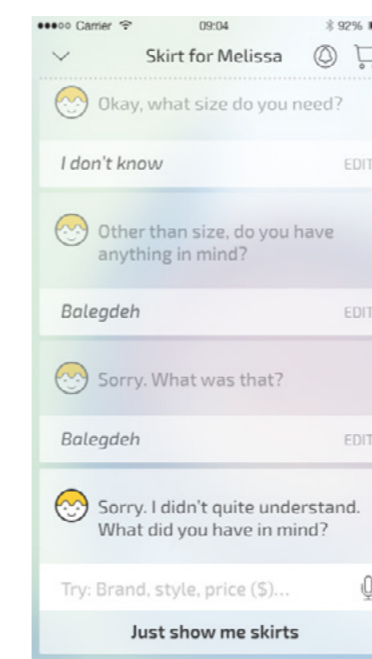
When the User taps the microphone in the input field, the UI will transition into the listening state as pictured.

If the User says nothing, there will be a Time Out (3-5 secs). Then the first No Input prompt will play. If a further (3-5 secs) passes where the user says nothing the second No Input prompt will play.

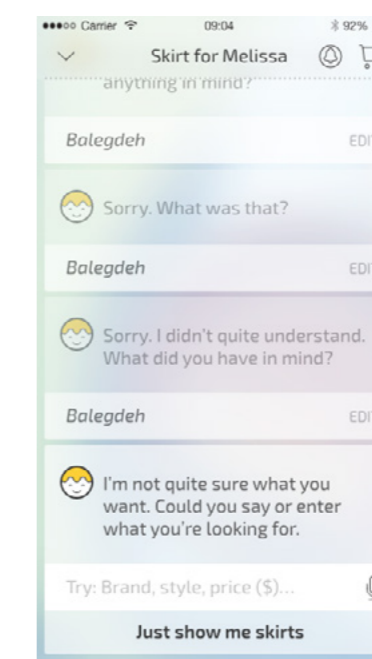
No match



*MRetail\_NM1*



*MRetail\_NM2*



*MRetail\_NM3*

Myia will continue listening, and the UI will remain in the listening state during this process.

This will continue for the third time if the users still says nothing, Myia will stop listening, the UI will transition to the Searching state and the third No Input prompt will play. Then Myia will present offers as per the 'Just Show Me' flow.

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Hugo

- HWelcome\_Ini
- HAnything\_In\_Mind\_Ini
- HSearching\_Ini
- HResults\_Ini

State name

M What In Mind

Barge-in: On  
Time out: 3-5 seconds

Initial prompt	Notes
MWhatInMind_Ini <b>Okay, like what?</b>	xxx
<b>No input</b>	
MRetail_NI1 Go ahead, I'm listening...	MRetail_NM1 Sorry. What was that?
MRetail_NI2A What did you have in mind? You can say things like	MRetail_NM2 Sorry. I didn't quite understand. What did you have in mind?
MRetail_NI2B [brand, size, price, colour]	I'm not quite sure what you want. Can you tell me what kind of [thing] you're looking for.
MRetail_NI3 Let me show you some options. Have a look.	MRetail_NM3A I'm not quite sure what you want. Can you tell me what kind of
	MRetail_NM3B [thing]
	MRetail_NM3C you're looking for.
	MRetail_NM3 I'm not quite sure what you want. Could you say or enter what you're looking for.

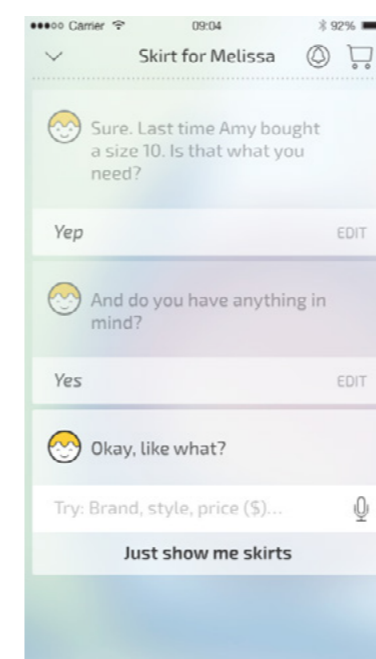
Responses	Destinations	Notes
Show me [item].	MSearching_Ini	xxx
[item]	MSearching_Ini	

Screen name

Screen name

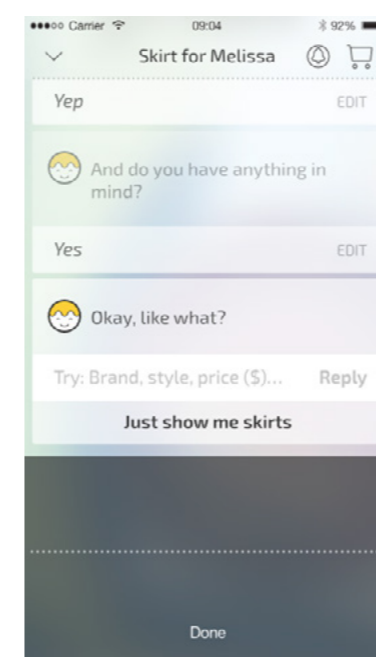
Barge-in: On  
Time out: 3-5 seconds

Initial prompt

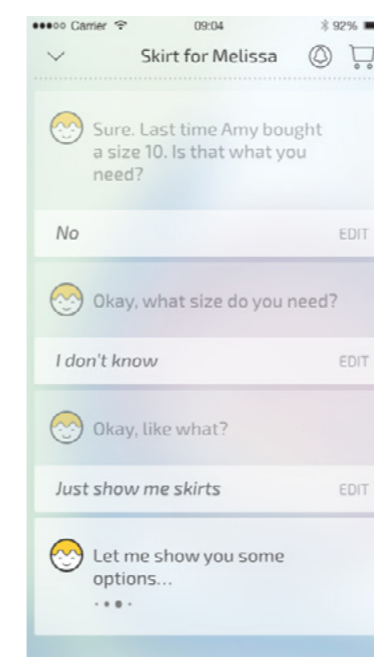


MWhatInMind\_Ini

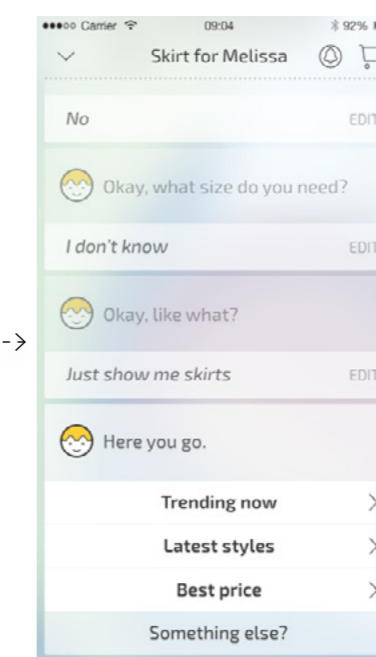
No input



MRetail\_NI1 - 2



MRetail\_NI3



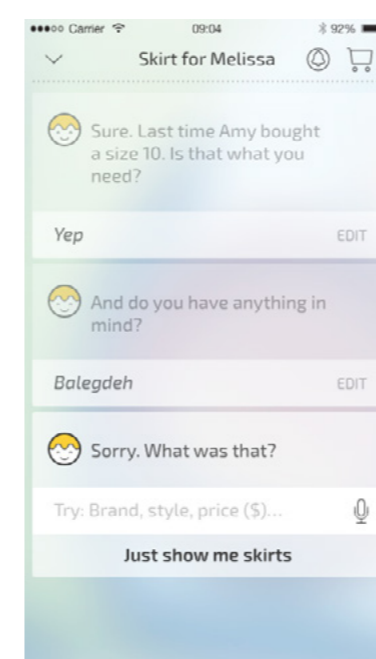
When the User taps the microphone in the input field, the UI will transition into the listening state as pictured.

If the User says nothing, there will be a Time Out (3-5 secs). Then the first No Input prompt will play. If a further (3-5 secs) passes where the user says nothing the second No Input prompt will play.

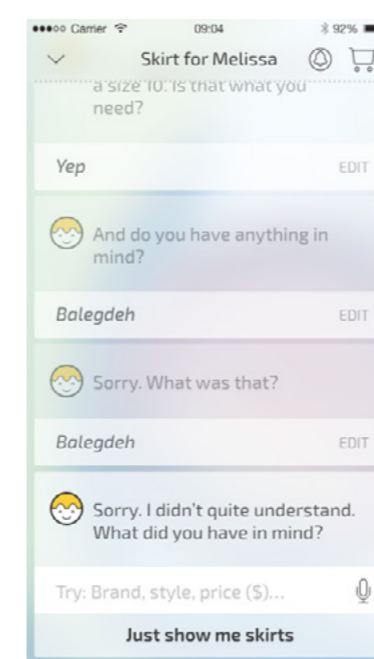
Myia will continue listening, and the UI will remain in the listening state during this process.

This will continue for the third time if the users still says nothing, Myia will stop listening, the UI will transition to the Searching state and the third No Input prompt will play. Then Myia will present offers as per the 'Just Show Me' flow.

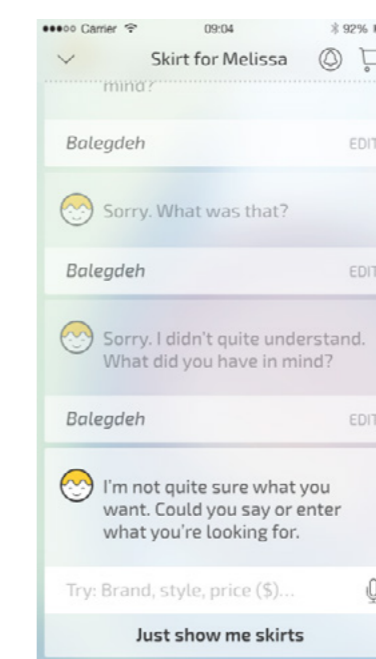
No match



MRetail\_NM1



MRetail\_NM2



MRetail\_NM3

Contents

- Start
- Mya
  - M Welcome
  - M Confirm Size
  - M Get Correct Size
  - M Anything In Mind
  - M Other Anything In Mind
  - M What In Mind
  - M Get Size
  - M Searching
  - M Results
  - M Just Show Me
  - M Confirm Purchase
  - M Welcome Ret
  - M You Like
  - M You Need
  - M Confirm Req
  - M Server Down
  - M No Results
  - M Meanwhile Welcome Ret

Hugo

- HWelcome\_Ini
- HAnything\_In\_Mind\_Ini
- HSearching\_Ini
- HResults\_Ini



State name  
M Get Size

Barge-in Time out  
On 3-5 seconds

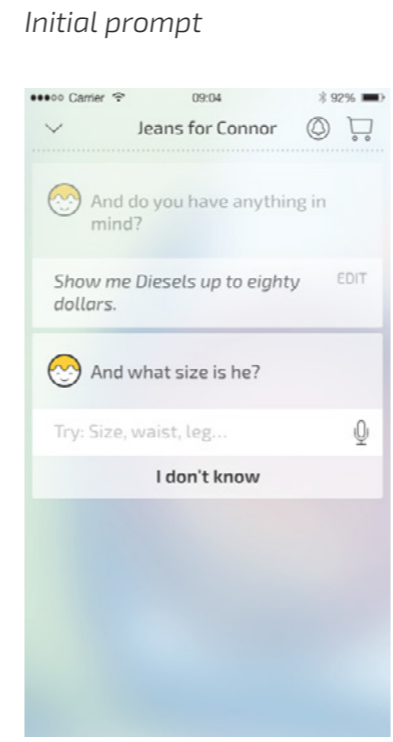
Initial prompt	Notes
<b>What size is [name]?</b>	xxx
MGetSizeA_Ini <b>What size is</b>	
MGetSizeB_Ini <b>[name]?</b>	
MGetSizeIni_Alt <b>What size would you like?</b>	

No input	No match
MGetSize_NI1 What size was that?	MGetCorrectSize_NM1 Sorry. What size was that?
MGetCorrectSize_NI2 Once again. What size was that?	MGetCorrectSize_NM2 Sorry. I didn't quite understand. What size would you like?
MGetCorrectSize_NI3 Why don't we look at size later. Let me see what I can find. Have a look.	MGetCorrectSize_NM3 Why don't we look at size later. Let me see what I can find. Have a look.

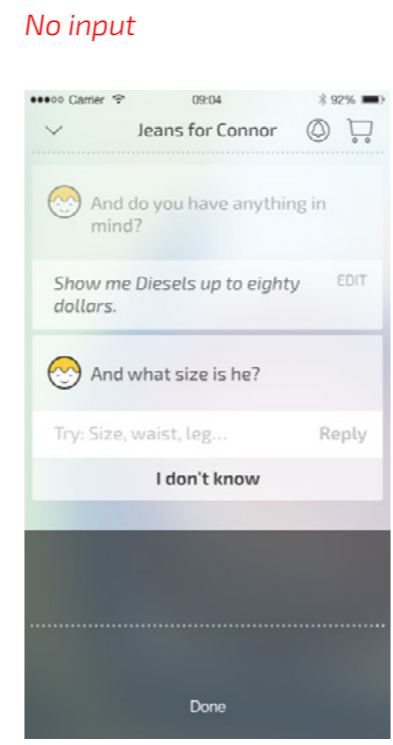
Responses	Destinations	Notes
[Size]	<a href="#">M_Searching</a>	xxx
I don't know	<a href="#">M_Searching</a>	

Screen name  
Screen name

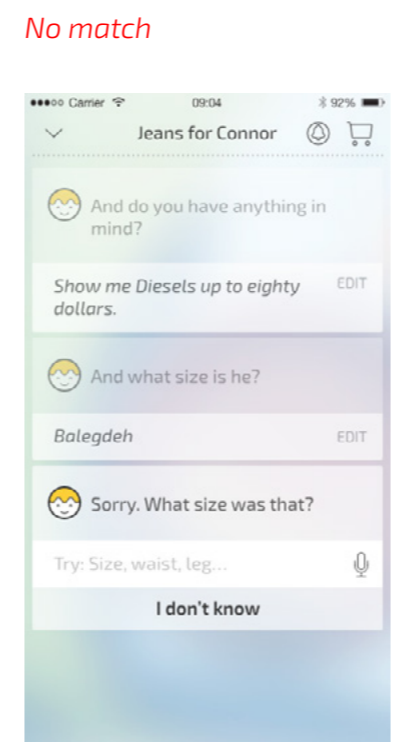
Barge-in Time out  
On 3-5 seconds



MGetSize



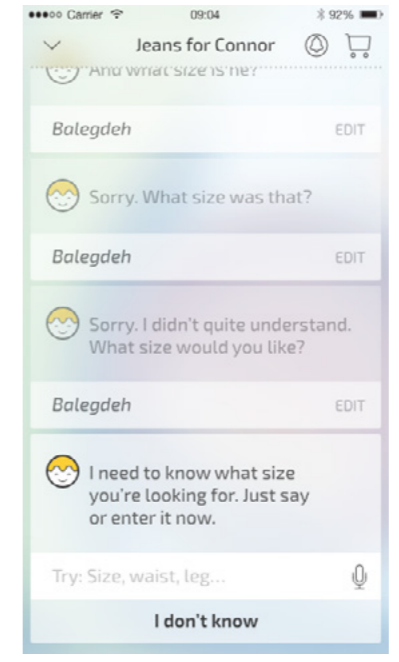
MGetSize\_NI1 - 3



MGetCorrectSize\_NM1



MGetCorrectSize\_NM2



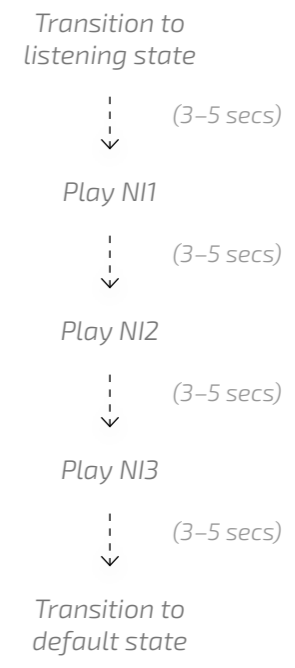
MGetCorrectSize\_NM3

When the User taps the microphone in the input field, the UI will transition into the listening state as pictured.

If the User says nothing, there will be a Time Out (3-5 secs). Then the first No Input prompt will play. If a further (3-5 secs) passes where the user says nothing the second No Input prompt will play. This will continue for the third time if the users still says nothing, and the third No Input prompt will play.

Myia will continue listening, and the UI will remain in the listening state during this process.

(3-5 secs) after the third No Input prompt has played, Myia will stop listening and the UI will transition back to the default state.



Contents

- Start
- Mya
  - M Welcome
  - M Confirm Size
  - M Get Correct Size
  - M Anything In Mind
  - M Other Anything In Mind
  - M What In Mind
  - M Get Size
  - M Searching
  - M Results
  - M Just Show Me
  - M Confirm Purchase
  - M Welcome Ret
  - M You Like
  - M You Need
  - M Confirm Req
  - M Server Down
  - M No Results
  - M Meanwhile Welcome Ret

Hugo

- HWelcome\_Ini
- HAnything\_In\_Mind\_Ini
- HSearching\_Ini
- HResults\_Ini

State name

M Searching

Barge-in	Time out
Off	N/A

Initial prompt

*MSearching\_Ini* **Let me see what I can find** 

*MJustChecking\_Ini* **Just checking...** 

*MSearching\_IniAlt* **Okay, let me see what I can find...**

Notes

*MJustChecking\_Ini* – LATENCY, only play after 2 seconds.

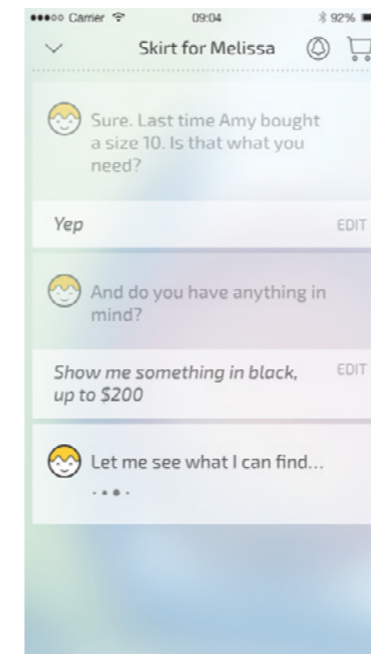
Responses	Destinations	Notes
[System returns results]	<a href="#">M Results</a>	xxx
[No results found]	<a href="#">M No Results</a>	
[System down]	<a href="#">M Server Down</a>	

Screen name

Screen name

Barge-in	Time out
On	3–5 seconds

Initial prompt



*MSearching\_Ini*

## Contents

Start

### Mya

- M Welcome
- M Confirm Size
- M Get Correct Size
- M Anything In Mind
- M Other Anything In Mind
- M What In Mind
- M Get Size
- M Searching
- M Results
- M Just Show Me
- M Confirm Purchase
- M Welcome Ret
- M You Like
- M You Need
- M Confirm Req
- M Server Down
- M No Results
- M Meanwhile Welcome Ret

### Hugo

- HWelcome\_Ini
- HAnything\_In\_Mind\_Ini
- HSearching\_Ini
- HResults\_Ini

State name

M Results

Barge-in

Time out

Off

N/A

Initial prompt

MResults\_Ini

Here you go. Take a look



Notes

XXX

Responses

Destinations

Notes

Enter 'offers list'

[Offers\\_List\\_Ini](#)

XXX

Something else?

[MYouLike\\_Ini](#)

Screen name

Screen name

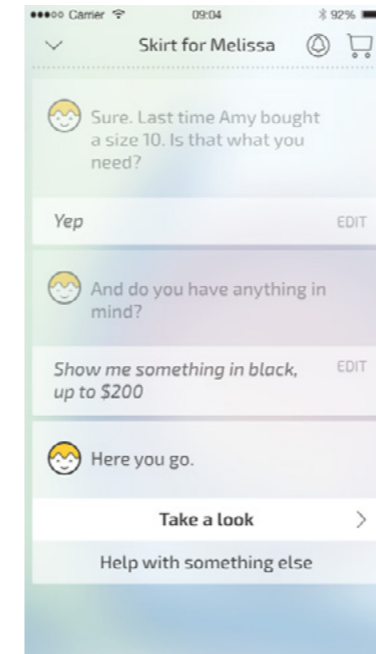
Barge-in

Time out

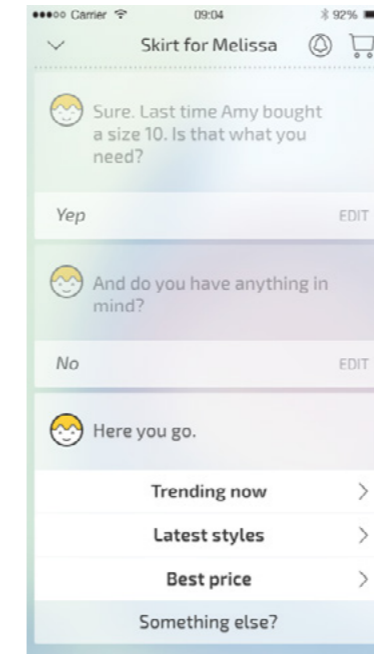
On

3-5 seconds

Initial prompt



MResults\_Ini



Contents

Start

Mya

- M Welcome
- M Confirm Size
- M Get Correct Size
- M Anything In Mind
- M Other Anything In Mind
- M What In Mind
- M Get Size
- M Searching
- M Results
- M Just Show Me
- M Confirm Purchase
- M Welcome Ret
- M You Like
- M You Need
- M Confirm Req
- M Server Down
- M No Results
- M Meanwhile Welcome Ret

Hugo

- HWelcome\_Ini
- HAnything\_In\_Mind\_Ini
- HSearching\_Ini
- HResults\_Ini

State name

M Just Show Me

Barge-in

Time out

Off

N/A

Initial prompt

*MJustShowMe\_Ini* **Let me show you some options.**



Notes

*MJustChecking\_Ini* – LATENCY, only play after 2 seconds.

*MLatency\_Ini* **Just checking...**



Responses

Destinations

Notes

[System loads results]

[M Results](#)

xxx

[No results found]

[M No Results](#)

Screen name

Screen name

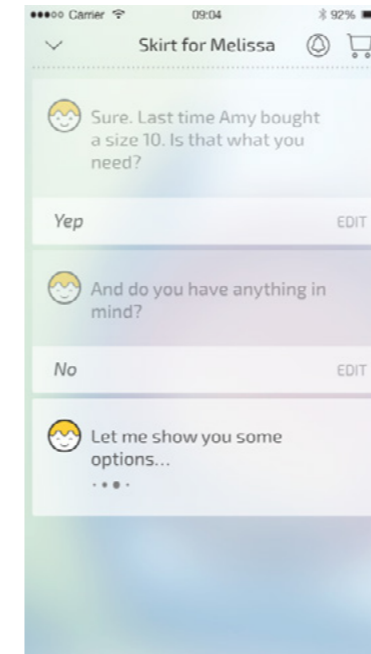
Barge-in

Time out

On

3–5 seconds

Initial prompt



*MJustShowMe\_Ini*

Contents

Start

Mya

- M Welcome
- M Confirm Size
- M Get Correct Size
- M Anything In Mind
- M Other Anything In Mind
- M What In Mind
- M Get Size
- M Searching
- M Results
- M Just Show Me
- M Confirm Purchase
- M Welcome Ret
- M You Like
- M You Need
- M Confirm Req
- M Server Down
- M No Results
- M Meanwhile Welcome Ret

Hugo

- HWelcome\_Ini
- HAnything\_In\_Mind\_Ini
- HSearching\_Ini
- HResults\_Ini

State name

M Confirm Purchase

Barge-in

Time out

Off

N/A

Initial prompt

MConfirmPurchase\_Ini

Okay that's done, and I've put the receipt in your cloud.



Notes

xxx

Responses

Destinations

Notes

[Return to conversation]

[M Welcome Ret](#)

xxx

Screen name

Screen name

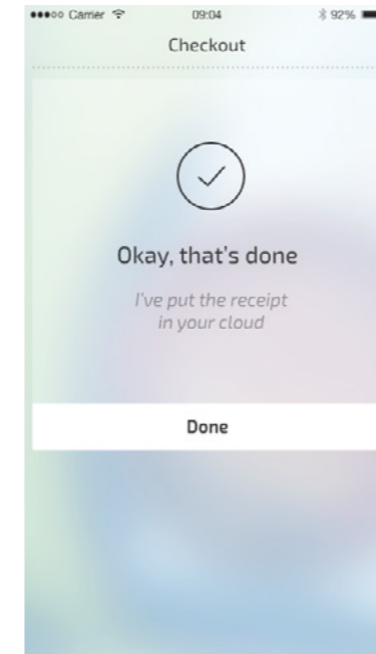
Barge-in

Time out

On

3-5 seconds

Initial prompt



MConfirmPurchase\_Ini

Contents

Start

Mya

- M Welcome
- M Confirm Size
- M Get Correct Size
- M Anything In Mind
- M Other Anything In Mind
- M What In Mind
- M Get Size
- M Searching
- M Results
- M Just Show Me
- M Confirm Purchase
- M Welcome Ret
- M You Like
- M You Need
- M Confirm Req
- M Server Down
- M No Results
- M Meanwhile Welcome Ret

Hugo

- HWelcome\_Ini
- HAnything\_In\_Mind\_Ini
- HSearching\_Ini
- HResults\_Ini

State name

M Welcome Ret

Barge-in      Time out  
On              3–5 seconds

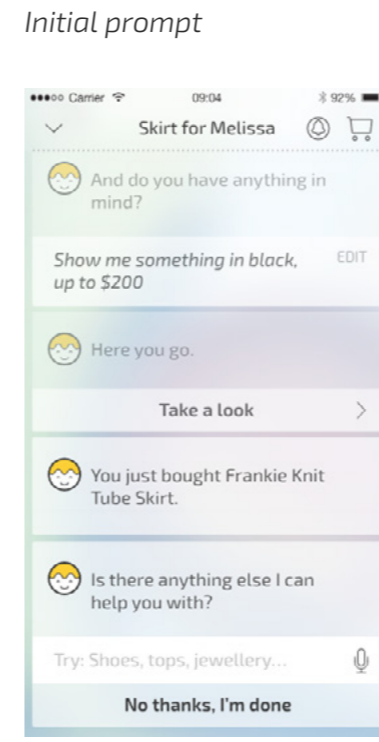
Initial prompt	Notes
<p><i>MAnythingElseAlt_Ini</i> <b>Now is there anything else I can help you with?</b></p>	xxx
<p><i>WelcomeRet_Ini</i> <b>Is there anything else I can help you with?</b></p>	
<b>No input</b>	
<p><i>MWelcomeRet_NI1</i> Go ahead, I'm listening...</p>	<p><b>No match</b></p> <p><i>MWelcomeRet_NM1</i> Sorry. What was that?</p>
<p><i>MWelcomeRet_NI2</i> Sorry. Can I help?</p>	<p><i>MWelcomeRet_NM2</i> Sorry. I didn't quite understand. How can I help you?</p>
<p><i>MWelcomeRet_NI3</i> How can I help you? Just say or enter it now.</p>	<p><i>MWelcomeRet_NM3</i> <b>I'm not sure what you said. Here are some things I can help you with. Have a look.</b></p>

Responses	Destinations	Notes
Yeah, I'll need [it installed]	<a href="#">MYouNeed_Ini</a>	xxx
Yes	<a href="#">MYouLike_Ini</a>	
No	<a href="#">Start_Ini</a>	
[item]	<a href="#">MAnything_In_Mind_Ini</a>	

Screen name

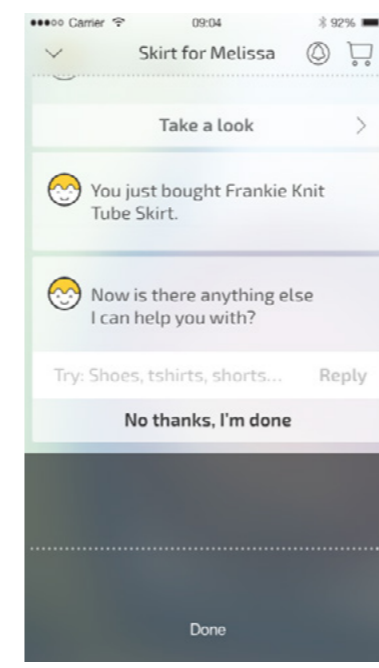
Screen name

Barge-in      Time out  
On              3–5 seconds



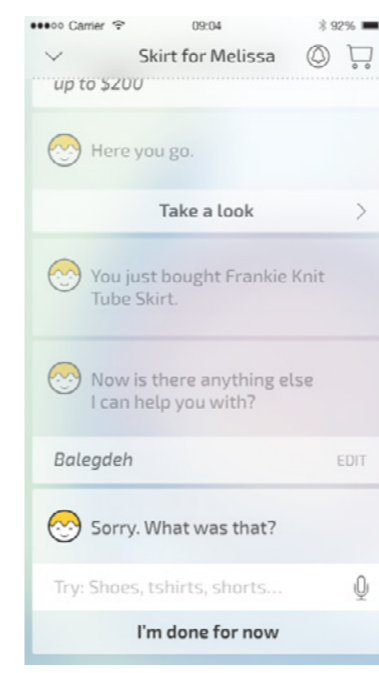
WelcomeRet\_Ini

No input

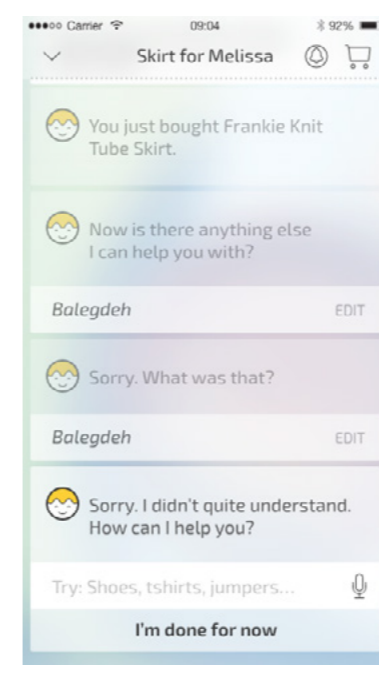


MWelcomeRet\_NI1 – 3

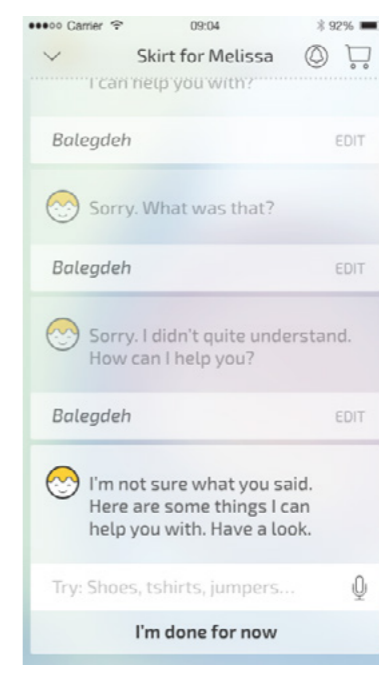
No match



MWelcomeRet\_NM1



MWelcomeRet\_NM2



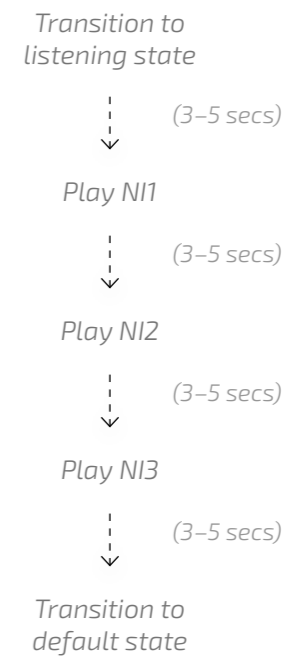
MWelcomeRet\_NM3

When the User taps the microphone in the input field, the UI will transition into the listening state as pictured.

If the User says nothing, there will be a Time Out (3–5 secs). Then the first No Input prompt will play. If a further (3–5 secs) passes where the user says nothing the second No Input prompt will play. This will continue for the third time if the users still says nothing, and the third No Input prompt will play.

Myia will continue listening, and the UI will remain in the listening state during this process.

(3–5 secs) after the third No Input prompt has played, Myia will stop listening and the UI will transition back to the default state.



Contents

- Start
- Mya
  - M Welcome
  - M Confirm Size
  - M Get Correct Size
  - M Anything In Mind
  - M Other Anything In Mind
  - M What In Mind
  - M Get Size
  - M Searching
  - M Results
  - M Just Show Me
  - M Confirm Purchase
  - M Welcome Ret
  - M You Like
  - M You Need
  - M Confirm Req
  - M Server Down
  - M No Results
  - M Meanwhile Welcome Ret

Hugo

- HWelcome\_Ini
- HAnything\_In\_Mind\_Ini
- HSearching\_Ini
- HResults\_Ini

State name  
M You Like

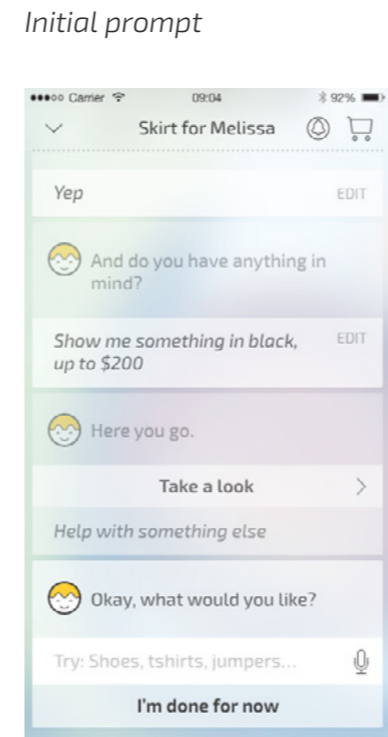
Barge-in Time out  
On 3-5 seconds

Initial prompt	Notes
MYouLike_Ini <b>Okay, what would you like?</b>	xxx
<b>No input</b>	
MWelcome_NI1 Go ahead, I'm listening...	MWelcome_NM1 Sorry. What was that?
MWelcome_NI2 Sorry. Can I help?	MWelcome_NM2 Sorry. I didn't quite understand. How can I help you?
MWelcome_NI3 How can I help you? Just say or enter it now.	MWelcome_NM3 <b>I'm not sure what you said. Here are some things I can help you with. Have a look.</b>

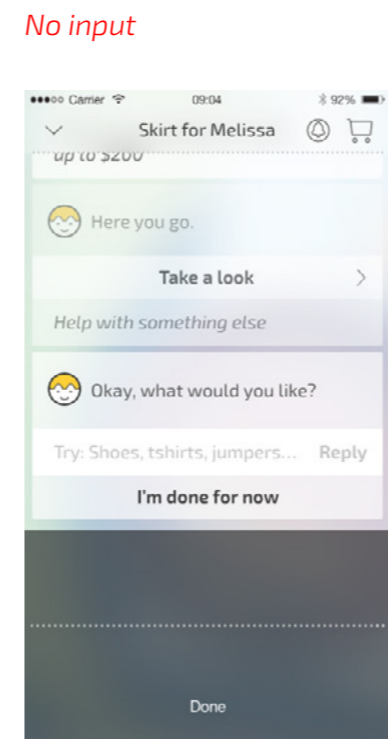
Responses	Destinations	Notes
I'd like [item]	<a href="#">MAnythingInMind_Ini</a>	xxx
[item]	<a href="#">MAnythingInMind_Ini</a>	
We need a new [dishwasher]	<a href="#">MAnythingInMind_Ini</a>	
I want [item]	<a href="#">MAnythingInMind_Ini</a>	
I'd like [item]	<a href="#">MAnythingInMind_Ini</a>	

Screen name  
Screen name

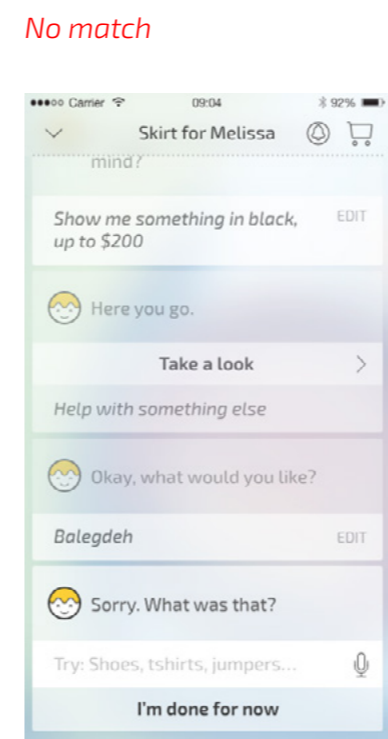
Barge-in Time out  
On 3-5 seconds



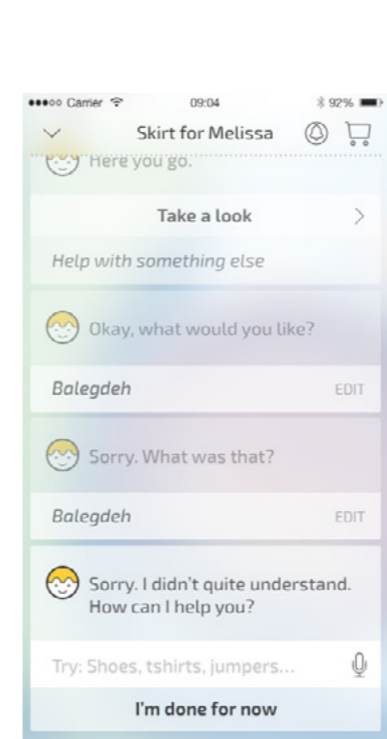
MYouLike\_Ini



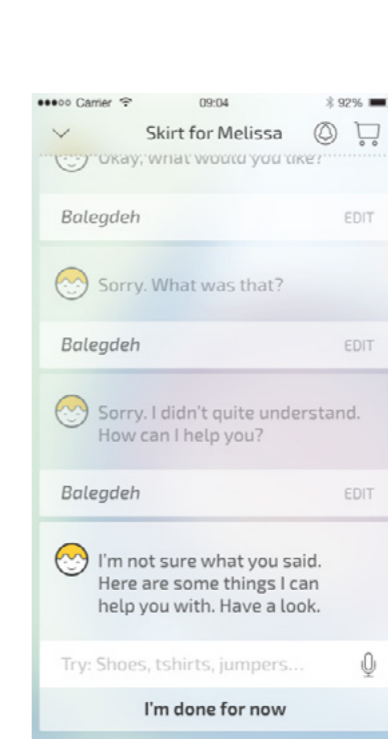
MWelcome\_NI1 - 3



MWelcome\_NM1



MWelcome\_NM2



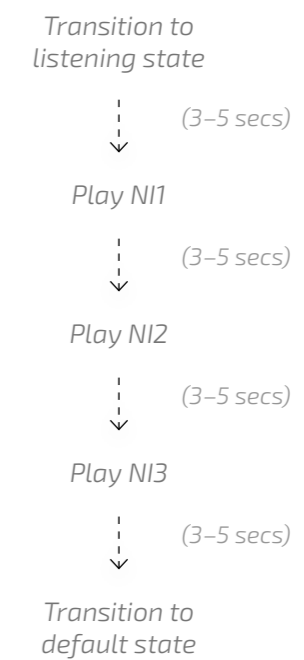
MWelcome\_NM3

When the User taps the microphone in the input field, the UI will transition into the listening state as pictured.

If the User says nothing, there will be a Time Out (3-5 secs). Then the first No Input prompt will play. If a further (3-5 secs) passes where the user says nothing the second No Input prompt will play. This will continue for the third time if the users still says nothing, and the third No Input prompt will play.

Myia will continue listening, and the UI will remain in the listening state during this process.

(3-5 secs) after the third No Input prompt has played, Myia will stop listening and the UI will transition back to the default state.



Contents

- Start
- Mya
  - M Welcome
  - M Confirm Size
  - M Get Correct Size
  - M Anything In Mind
  - M Other Anything In Mind
  - M What In Mind
  - M Get Size
  - M Searching
  - M Results
  - M Just Show Me
  - M Confirm Purchase
  - M Welcome Ret
  - M You Like
  - M You Need
  - M Confirm Req
  - M Server Down
  - M No Results
  - M Meanwhile Welcome Ret

Hugo

- HWelcome\_Ini
- HAnything\_In\_Mind\_Ini
- HSearching\_Ini
- HResults\_Ini

State name

M You Need


Barge-in

Time out

Off

N/A

Initial prompt

**You'll need [service/item] for that** 

*MYouNeed\_IniA* **Right, you'll need** 

*MYouNeed\_IniB* **[service/item]** 

*MYouNeed\_IniC* **for that** 

Notes

xxx

Responses

Destinations

Notes

[System loads]

[MSearching\\_Ini](#)

xxx

Screen name

Screen name

Barge-in

Time out

On

3-5 seconds

Initial prompt

Prompt name

No input

Prompt name

No match

Prompt name

Prompt name

Prompt name

Prompt name

Prompt name

Contents

Start

Mya

- M Welcome
- M Confirm Size
- M Get Correct Size
- M Anything In Mind
- M Other Anything In Mind
- M What In Mind
- M Get Size
- M Searching
- M Results
- M Just Show Me
- M Confirm Purchase
- M Welcome Ret
- M You Like
- M You Need
- M Confirm Req
- M Server Down
- M No Results
- M Meanwhile Welcome Ret

Hugo

- HWelcome\_Ini
- HAnything\_In\_Mind\_Ini
- HSearching\_Ini
- HResults\_Ini



State name

M Confirm Req

Barge-in

Time out

On

3-5 seconds

Initial prompt

**Sure, I've contacted them and I'll let you know [when the estimate comes in.]**



Notes

xxx

MConfirmReqA\_Ini

**Sure, I've contacted them and I'll let you know**



MConfirmReqB\_Ini

**[when the estimate comes in.]**



Responses

Destinations

Notes

[System loads]

[M Welcome Ret](#)

xxx

Screen name

Screen name

Barge-in

Time out

On

3-5 seconds

Initial prompt

Prompt name

No input

Prompt name

No match

Prompt name

Prompt name

Prompt name

Prompt name

Prompt name

Contents

Start

Mya

- M Welcome
- M Confirm Size
- M Get Correct Size
- M Anything In Mind
- M Other Anything In Mind
- M What In Mind
- M Get Size
- M Searching
- M Results
- M Just Show Me
- M Confirm Purchase
- M Welcome Ret
- M You Like
- M You Need
- M Confirm Req
- M Server Down
- M No Results
- M Meanwhile Welcome Ret

Hugo

- HWelcome\_Ini
- HAnything\_In\_Mind\_Ini
- HSearching\_Ini
- HResults\_Ini

State name

M Server Down

Barge-in

Time out

On

3-5 seconds

Initial prompt

Prompt name

Sorry, something's gone wrong. But don't worry, I'm sorting it out. Let's try again later.



Notes

xxx

Responses

Destinations

Notes

[System loads]

[M Meanwhile Welcome Ret](#)

xxx

Screen name

Screen name

Barge-in

Time out

On

3-5 seconds

Initial prompt

Prompt name

No input

Prompt name

No match

Prompt name

Prompt name

Prompt name

Prompt name

Prompt name

Contents

Start

Mya

- M Welcome
- M Confirm Size
- M Get Correct Size
- M Anything In Mind
- M Other Anything In Mind
- M What In Mind
- M Get Size
- M Searching
- M Results
- M Just Show Me
- M Confirm Purchase
- M Welcome Ret
- M You Like
- M You Need
- M Confirm Req
- M Server Down
- M No Results
- M Meanwhile Welcome Ret

Hugo

- HWelcome\_Ini
- HAnything\_In\_Mind\_Ini
- HSearching\_Ini
- HResults\_Ini

State name

M No Results

Barge-in

Time out

Off

N/A

Initial prompt

Prompt name

Sorry, I can't find anything right now. Would you like me to keep checking?



Notes

xxx

Responses

Destinations

Notes

Yes please

[M Searching Ret](#)

xxx

No thanks

[M Welcome Ret](#)

Screen name

Screen name

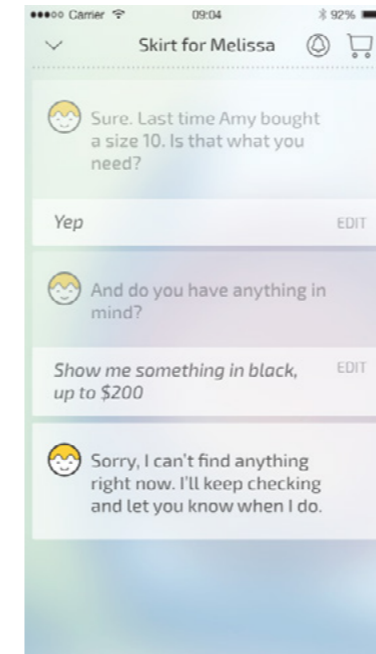
Barge-in

Time out

On

3-5 seconds

Initial prompt



MNoResults\_Ini

Contents

Start

Mya

- M Welcome
- M Confirm Size
- M Get Correct Size
- M Anything In Mind
- M Other Anything In Mind
- M What In Mind
- M Get Size
- M Searching
- M Results
- M Just Show Me
- M Confirm Purchase
- M Welcome Ret
- M You Like
- M You Need
- M Confirm Req
- M Server Down
- M No Results
- M Meanwhile Welcome Ret

Hugo

- HWelcome\_Ini
- HAnything\_In\_Mind\_Ini
- HSearching\_Ini
- HResults\_Ini

State name

M Searching Ret

Barge-in	Time out
Off	N/A

Initial prompt

MSearching\_Ini **Okay, let me have another look**

Notes

MJustChecking\_Ini – LATENCY, only play after 2 seconds.

MJustChecking\_Ini **Just checking...** 

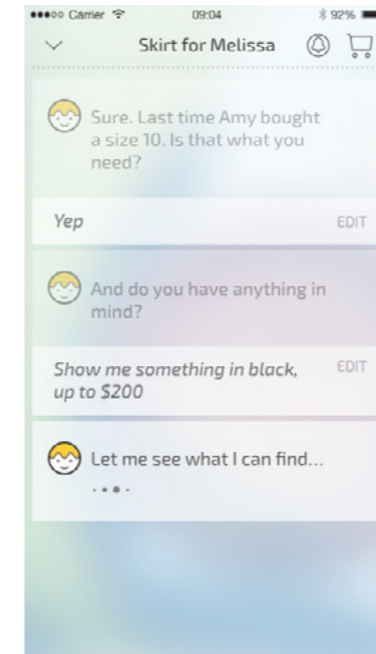
Responses	Destinations	Notes
[System returns results]	<a href="#">M Results</a>	xxx
[No results found]	<a href="#">M No Result Ret</a>	
[System down]	<a href="#">M Server Down</a>	

Screen name

Screen name

Barge-in	Time out
On	3–5 seconds

Initial prompt



MSearching\_Ini

Contents

Start

Mya

- M Welcome
- M Confirm Size
- M Get Correct Size
- M Anything In Mind
- M Other Anything In Mind
- M What In Mind
- M Get Size
- M Searching
- M Results
- M Just Show Me
- M Confirm Purchase
- M Welcome Ret
- M You Like
- M You Need
- M Confirm Req
- M Server Down
- M No Results
- M Meanwhile Welcome Ret

Hugo

- HWelcome\_Ini
- HAnything\_In\_Mind\_Ini
- HSearching\_Ini
- HResults\_Ini

State name

M No Results Ret

Barge-in

Time out

Off

N/A

Initial prompt

MNoResults-  
Ret\_Ini

Sorry, I still can't find anything.



Notes

xxx

Responses

Destinations

Notes

[System loads]

[M Welcome Ret](#)

xxx

Screen name

Screen name

Barge-in

Time out

On

3-5 seconds

Initial prompt

MNoResultsRet\_Ini

Contents

Start

Mya

- M Welcome
- M Confirm Size
- M Get Correct Size
- M Anything In Mind
- M Other Anything In Mind
- M What In Mind
- M Get Size
- M Searching
- M Results
- M Just Show Me
- M Confirm Purchase
- M Welcome Ret
- M You Like
- M You Need
- M Confirm Req
- M Server Down
- M No Results
- M Meanwhile Welcome Ret

Hugo

- HWelcome\_Ini
- HAnything\_In\_Mind\_Ini
- HSearching\_Ini
- HResults\_Ini

5 seconds

Initial prompt

HWelcome\_Ini **Yes [name]** 


HWelcomeIni\_Alt **Yes?** 


HWelcomeName\_Ini **How can I help you today?** 


Coaching notes

If no name used "Yes" has rising intonation. If name used it's up and down for the name.


No input


HWelcome\_NI1 Go ahead, I'm listening... 


HWelcome\_NI2 Sorry. Can I help? 

HWelcome\_NI3 How can I help you? Just say or enter it now. 

No match

HWelcome\_NM1 Sorry. What was that? 

HWelcome\_NM2 Sorry. I didn't quite understand. How can I help you? 

HWelcome\_NM3 I'm not sure what you said. Here are some things I can help you with. Have a look. 

Responses

I'd like [a skirt for my wife]

Destinations

[HConfirmSize\\_Ini](#)

I want [item]

[HAnythingInMind\\_ini](#)

I'd like [item]

[HAnythingInMind\\_ini](#)

I'm looking for [item]

[HAnythingInMind\\_ini](#)

I'd like a [item]

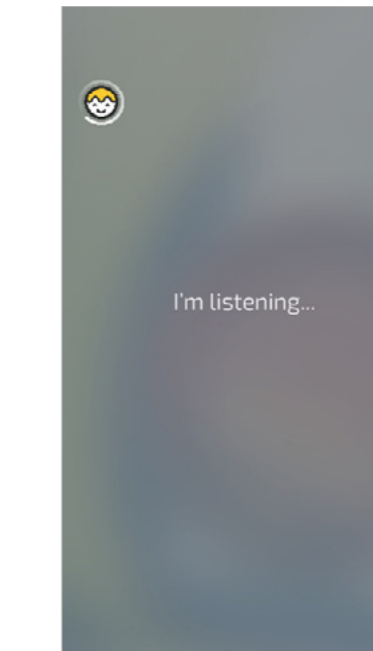
[HAnythingInMind\\_ini](#)

xxx

[link](#)

Notes

If clothing... confirm size or get size. If no history go to Anything\_In\_Mind\_Ini



HAnything\_In\_Mind\_Ini

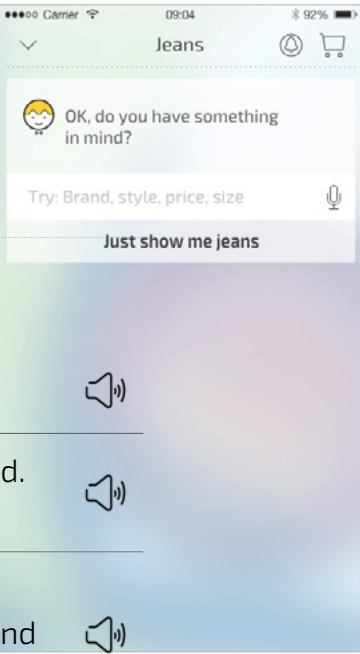
Initial prompt

HAnythingIn-Mind\_ini

**and do you have anything in mind?**

Notes

xxx



No input

No match

HRetail\_NI1 Go ahead, I'm listening...

HRetail\_NM1 Sorry. What was that?

HRetail\_NI2 What did you have in mind?

HRetail\_NM2 Sorry. I didn't quite understand. What did you have in mind?

HMRetail\_NI3 Let me show you some options. Have a look.

HRetail\_NM3A I'm not quite sure what you want. Can you tell me what kind of

HRetail\_NM3B [thing]

HRetail\_NM3C you're looking for.

Responses	Destinations	Notes
Show me [something in Black, up to two hundred dollars].	<a href="#">HSearching_Ini</a>	xxx
Show me [Diesels up to eighty dollars].	<a href="#">HSearching_Ini</a>	
[Black Levi's up to a hundred bucks.]	<a href="#">HSearching_Ini</a>	
No	<a href="#">link</a>	
Yes	<a href="#">link</a>	

HSearching\_Ini

Off N/A

Initial prompt

HSearching\_Ini

**Let me see what I can find**

HJustChecking\_Ini

**Just checking...**

Responses	Destinations	Notes
[System returns results]	<a href="#">HResults_Ini</a>	xxx
[No results found]	<a href="#">link</a>	

HResults\_Ini

Off N/A

*Initial prompt*

*HResults\_Ini*

**Here you go. Take a look**



*Notes*

xxx

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*Responses*

*Destinations*

*Notes*

Enter 'offers list'

[Offers\\_List\\_Ini](#)

xxx

Something else?

[link](#)



## Layout to be confirmed

<i>Responses</i>	<i>Destinations</i>
[Complete purchase transation]	<a href="#">MConfirmEstimateReq_Ini</a>
[Return to offers list–no interaction]	<a href="#">link</a>
[Return to offers list–added item to Watch List]	<a href="#">link</a>
[Return to offers list–added item to Cart]	<a href="#">link</a>

## Layout to be confirmed

<i>Responses</i>	<i>Destinations</i>
[Complete purchase transation]	<a href="#">MConfirmPurchase_Ini</a>
[Return to offers list–no interaction]	<a href="#">link</a>
[Return to offers list–added item to Watch List]	<a href="#">link</a>
[Return to offers list–added item to Cart]	<a href="#">link</a>