Technical Disclosure Commons

June 25, 2019

User interface with preview of response suggestions

Leon Hong

Follow this and additional works at: https://www.tdcommons.org/dpubs_series

User interface with preview of response suggestions

ABSTRACT

Many user interfaces, e.g., conversational assistants, chat bots, email, etc. provide suggestion buttons that can be tapped by the user to provide a response to the chat bot or conversational assistant. However, once the user selects a particular suggestion, the buttons disappear. This requires the user to select a particular button based on the text on the button and provides no option for the user to change his selection of suggestion button. This disclosure describes suggestion buttons that respond to a user action, e.g., scrolling up, by providing a preview of the action that will be performed if the particular button is selected. The user thereby gets an idea of the action that will be performed upon selection of different suggestion buttons.

KEYWORDS

virtual assistant; conversational assistant; chat bot; suggested response; user interface

BACKGROUND
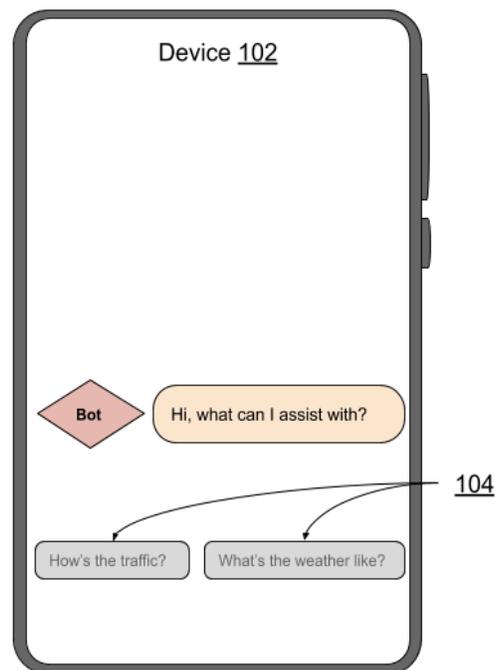
Fig. 1: Suggestion buttons provided by a virtual assistant or chat bot

Fig. 1 illustrates a user interface (102) for a chat bot or a conversational assistant that provides suggestion buttons. Chat bots, virtual assistants, and other products provide suggestion buttons (104) that act as suggestions for the user on how to respond. Suggestion buttons are popular since they use little screen real estate and give the users ideas on how to proceed with the conversation. However, once the user selects a suggestion, the buttons disappear. This is a problem if the user is unsure as to which suggestion button to select, if the user wants to change their selection of suggestion button, or if the user doesn't know if the selected button corresponds to the response the user intended.

DESCRIPTION
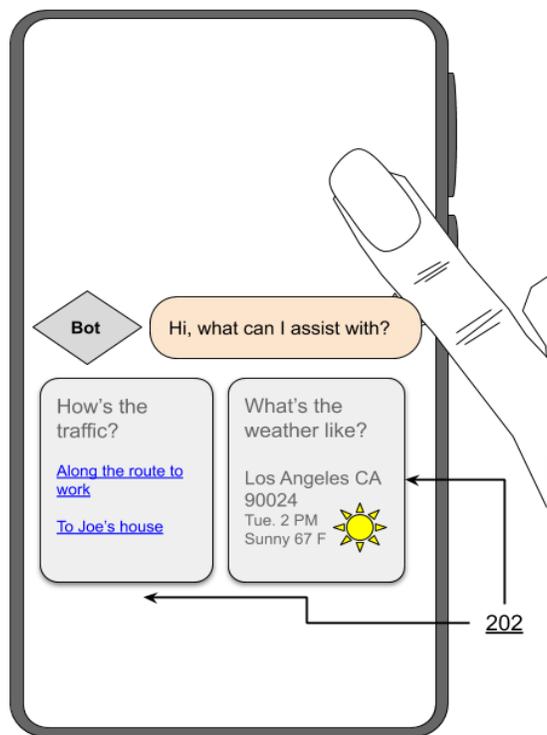
Fig. 2: Previews of responses to suggestion buttons

Fig. 2 illustrates the display of previews that reveal details for suggestion buttons (e.g., corresponding to the suggestion buttons shown in Fig. 1), per techniques of this disclosure. A

user that is presented with suggestion buttons can scroll the screen up, down, left, or right to preview responses that will be inserted upon selection of the suggestion buttons (202). For example, if the user is interested in the result is for multiple suggestion buttons they simply scroll up. In response, the buttons are expanded to show detailed previews.

Where previously the user would have to tap a suggestion button to activate it and see a corresponding response, the disclosed techniques streamline user interaction with lesser tapping and typing. This is especially useful if the user is unsure of the response from the chat bot or conversational assistant upon selection of a suggestion button. The preview thus enables the user to learn more about the suggestion before selecting it, thus avoiding unnecessary or annoying interaction. Since the preview is shown upon specific user input, e.g., scrolling, the techniques preserve the low real estate requirement of suggestion buttons.

While the foregoing discussion refers to suggestion buttons in the context of a conversational assistant or chat bot, previews can be shown in any user interface that includes suggestions, e.g., in applications such as email, messaging, document composition, etc.

CONCLUSION

Many user interfaces, e.g., conversational assistants, chat bots, email, etc. provide suggestion buttons that can be tapped by the user to provide a response to the chat bot or conversational assistant. However, once the user selects a particular suggestion, the buttons disappear. This requires the user to select a particular button based on the text on the button and provides no option for the user to change his selection of suggestion button. This disclosure describes suggestion buttons that respond to a user action, e.g., scrolling up, by providing a preview of the action that will be performed if the particular button is selected. The user thereby gets an idea of the action that will be performed upon selection of different selection buttons.