

Check whether each question is true to your feature

Check if these statements are true to answer the bigger question

YES/NO

### 1. Is the task frequently performed by the user?

Conversation can simplify the most repetitive or tasking parts of a goal. This helps the user complete the goal more frequently in less time.

Is the use case performed by 80% of users?

Is the task performed repetitively by the user?

### 2. Can the user's goal be accomplished through a simplified and efficient interaction flow?

Conversation provides a more streamlined workflow by reducing navigation steps. The user's goal is chunked to smaller, simpler tasks, where the user can easily achieve their goal within X steps.

Can the task be accomplished within X number of conversational turns?

If the task is larger than X turns, can it be broken down into smaller, simpler tasks?

Does conversation reduce user effort?

Can conversation help the user find what they need on their own?

Can the user goal be clearly identified, and translated to a clear start and finish with minimal back and forth?

### 3. Can you reduce navigation to various information into a single experience?

Conversation minimizes context switching cost from users which allow them to stay focused on the tasks at hand.

Will the conversation allow users to navigate through fewer apps to achieve their goal?

Can you collect and present hard-to-retrieve information to user during the conversation flow?

### 4. Will the conversation enable the user to complete tasks in a flexible sequence that's natural to them?

Conversation allows users to complete tasks in a natural way. With this flexibility, users gain a sense of ownership by taking the conversation in any direction, and the system adapts to user preferences, reducing redundancy.

Can the conversation be interrupted and resumed later?

Can you provide the user with options to backtrack, jump ahead, or combine steps in the conversation flow?

Will the user be able to know their progress in the conversation and at what point in the conversation they are currently?