



GOOGLE



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Google

Situation

Google DeepMind was designing and redesigning products for Gemini including Samsung, Auto and wearables like Fitbit. This technology is advancing rapidly as they develop Gemini to interact with users and assist with daily tasks.

Solution

I was chosen to be the UX content designer with a deep understanding of conversational design and user experience best practices to write the user interface for the products. I worked with extensive teams in the fast-paced environment to create flows and dialog that matched business objective, increased user engagement, followed best practices and

Result:

The results were increased user satisfaction in test and users better understanding the capabilities and limitations of the Gemini tool that they were using.

Achievements | Lessons learned

Achievements:

- Delivered conversational designs and consent messaging for Gemini Extensions notices on Gemini Watch, and Gemini Auto that improved user experience and streamlined flows that increased user experience by 20% in testing.
- Developed error Messaging on Samsung Extension for Gemini on S25, Apollo Error Messages, and GoWatch error string punts that improved user satisfaction and experience by 30% in testing.
- Greatly improved messaging and flows for Gemini Processing Indicator Strings for finished state, and Confirmation in Workspace Extensions framework that aligned with business objectives.
- Partnered with designers, researchers, and developers to create intuitive user flows and compelling microcopy.

Lessons Learned:

- An expert team will challenge you to work harder and be better than you thought you could be.
- Gemini technology applications are extensive and practically never ending.

Wireframes:

Due to NDA, no screenshots or wireframes can be shared.

Extensions page and prompts cross app actions

Calendar

Prompt/action: Find the next 3 Blue Stars FC games, and put them in my calendar.

Supported capabilities:

- Create, edit, or delete an event
- Capture info from images to create events
- List events for a date range and create repeating events

Unsupported use cases:

- Create, update, delete or search events on secondary or shared calendars
- Find available time slots from your calendar or other calendars
- Accept or decline events on your calendar
- Schedule events with other people
- Detect conflicting event schedules

Prompts to try

- Create an event called “Make mom’s birthday cake” for 5pm tonight
- Create an event on my calendar every January 15th called Mom's birthday.
- What’s my schedule look like for this weekend?

Samsung Notes

Prompt/action: List up the places in this article and save them to my note.

Supported capabilities:

- Create and summarize notes
- Delete notes
- Retrieve your notes based on descriptions and titles

Unsupported use cases:

- Create or delete folder
- Add tag
- Invite collaborator of shared notes
- Create note cover
- Adjust notes settings

Prompts to try

- Create a Note called To Do List
- Delete note called Grocery list
- Read the note called To Do list

Utilities (Camera, Clock, Settings)

Supported capabilities:

- Create, edit, delete alarms
- Start, pause, resume timer
- Take a photo in selfie mode
- Adjust volume
- Take screenshot
- Power on/off and restart device
- Open specific setting screen

Unsupported use cases:

- Apply certain camera filters
- Take a video
- Adjust brightness
- Turn on/off Wi-fi
- Adjust camera, clock settings

Prompts to try (Full prompts)

- Create alarm
Set an alarm an hour before the nearest cafe opens tomorrow morning
- Take a selfie

Take a selfie in 3 seconds

- Set timer

I'm going to boil pasta, set a proper timer for boiling pasta.

Error Handling

There are multiple states where users encounter an unexpected outcome when trying to use App Functions due to the following:

- Gemini model errors
- App Function errors
- Feature limitations (by design or previously unknown to Gemini)

This section will look to cover these states, the levers used to communicate these states, and UX.

“Error” States

In addition to known error states, we will need to cover limitations regarding errors from App Functions, intentional limits to product functionality (ex. set a timer for 300 years), and model misbehavior (model encounters an error or incorrectly interfaces with the App Function)

1. Product feature limitations/intentional boundaries
 - a. Model is aware (punt)
 - b. Model is unaware (and hallucinates)
2. App Function returns an error
3. Model errors/incorrect AppFunction commands

Levers

1. Model punt - for known limitations and error states, requires model training
2. Snackbar error - for known error states and unknown errors and limitations

		Lever	UX
1	[Known] Product Feature limitations/intentional boundaries Ex.	If known: model punt If unknown: snackbar error	“Sorry, I’m not able to <do that>.” I’m not able to <do that>. Ask something else. I’m not able to <do that>. Ask me something else.
2	[Unknown] Product Feature limitations/intentional boundaries	Snackbar error	

	Ex. Samsung Calendar does not support creating events on a Thursday but we did not know about it		
3	App Function returns an error,	Snackbar error	“Something went wrong with <app name>.”
4	Model errors or interfaces incorrectly with App Function	TBD	

Prompting options:

Flights	Explore based on budget	Sort by price	Find me round trip flights to Singapore and show me the cheapest ones first
	Comparison shop	Sort by passengers, fan out	Show me flights to Tokyo for 2 adults and 2 kids, and give me ideas of things to do. How about Seoul too?
	Plan a trip to europe	Minimum maximum length of trip	Show me flights for a 7 day trip to visit my aunt in Madrid. I'm willing to leave anytime between September 15-18. Also give me some gift ideas, she loves dolphins and playing cards
	Plan by time and length	Sort by duration	What is the shortest flight to get anywhere over 500 miles away that leave between 5-8 pm today
	Plan a trip to europe	Fanout	Find me a round trip flight that includes the UK, Ireland and Denmark for sometime next month
Hotels	Find a house for 14 people	Fanout	Find me a house for 14 people near Los Cabos Mexico
	Find hotels in Phuket in Euros	Currency	Find hotels for me in Phuket for a week in march and show me the prices in Euros. Also suggest a packing list
	See the sights	Fanout	Can you find me some hotels in the Recoleta area of Buenos Aires and suggest things to see while there?
	Special long weekend	Number of nights, Amenities	Find a hotel in Reykjavik for 2 people for August 22-26. It should have a spa and fitness center. My budget is 300 dollars per night
	Show me hotels within (walking distance of the Denver office)	Fanout	Show me hotels within walking distance to the Denver office
Maps	Show me all the vets in my area	Fanout	Show me all the vets in my area and give me their opening hours