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Information technology — User interfaces — Framework of voice user interfaces for personal mobility services

Technologies de l'information — Interfaces utilisateur — Cadre pour les interfaces utilisateur vocales pour les services dans le domaine de la mobilité personnelle

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Foreword

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This document was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 35, *User interfaces*.

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Introduction

Personal mobility (PM) devices such as e-bikes, e-scooters and e-kickboards are becoming popular. A PM device is operated by a single driver at a low speed (i.e. less than 25 km/h). It is mainly used to transport short-distance commuters in cities. It is regarded as a part of environmentally friendly and integrated transportation systems in the cities.

Many PM services such as navigation and guidance are provided to the PM device users in the cities. The PM service can be used to support safety and convenience of the users during their driving PM devices. The PM services can provide information of traffic, parking, environment, tourism, etc.

The users can safely control and interact with the PM services through voice user interfaces (VUI). Since the users drive their PM devices using their hands, the VUI can be used to assure their safe driving. It follows that voice commands are main tools to communicate with the PM services while the users are driving their PM devices.

Information technology — User interfaces — Framework of voice user interfaces for personal mobility services

1 Scope

This document provides a framework of voice user interfaces (VUI) for personal mobility services (PMS).

The users of PMS ride personal mobility devices (PMD), which are empowered by electricity or a human, and interact with the PMS through the VUI (see Annex A) attached to the PMD.

This document describes the functional requirements, the performance requirements and the procedure of the VUI. This document is applicable to a VUI attached to a PMD, which can be used for interaction between users and the PMD.

2 Normative references

The following document is referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 30122-1, *Information technology — User interfaces — Voice commands — Part 1: Framework and general guidance*