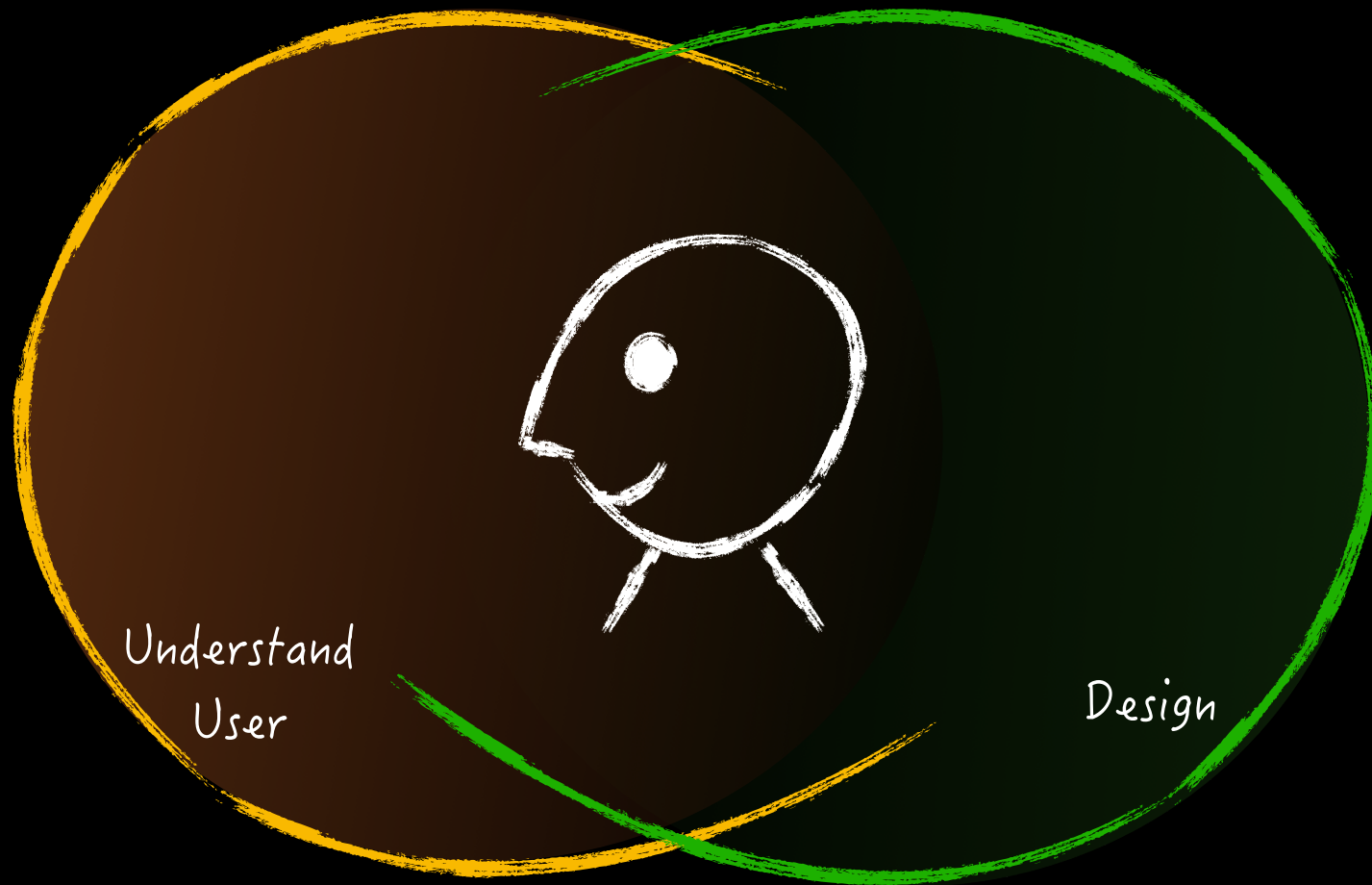


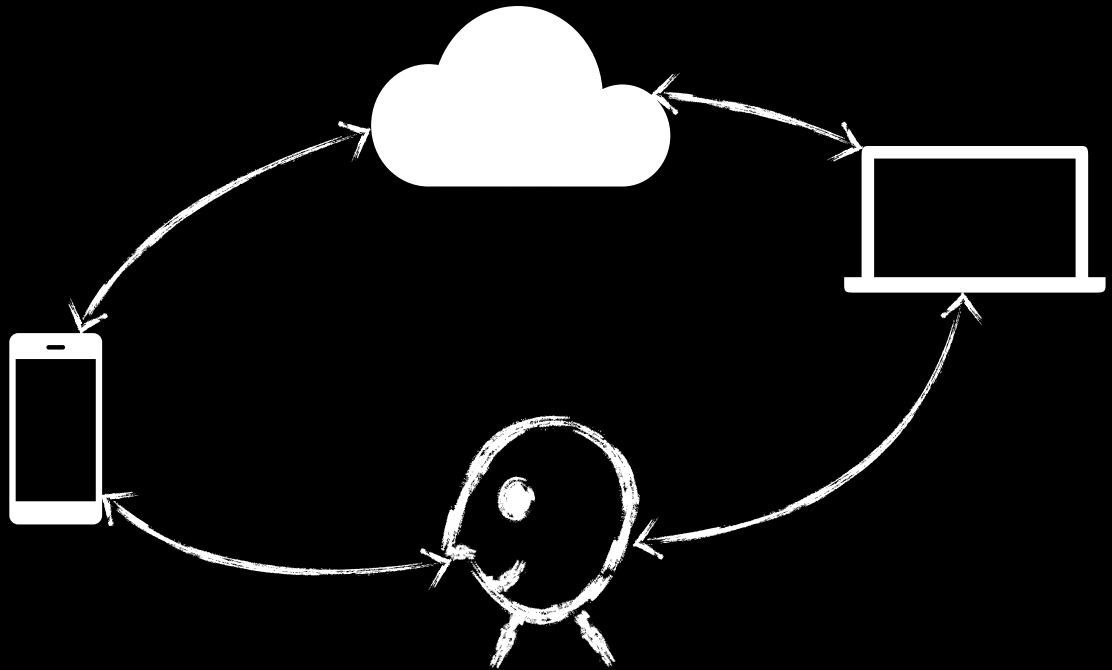
Human - AI Interaction Design

Jin Guo Oct 15th, 2020



WHAT do designers design?

- Interaction
- Information flow



WHAT should designers design?

Design for Feedback loop

- Design the onboarding stages

*This is { your product or feature },
and it'll help you by { core benefits }.
Right now, it's not able to { primary limitations of AI }.
Over time, it'll change to become more relevant to you.
You can help it get better by { user actions to teach the system }.*

WHAT should designers design?

Design for Feedback loop

- Collect feedback
- Product log about user behaviour and interaction

Let the user know you are collecting it, and get permission

- User intentional specified preferences or comments on the output from the product

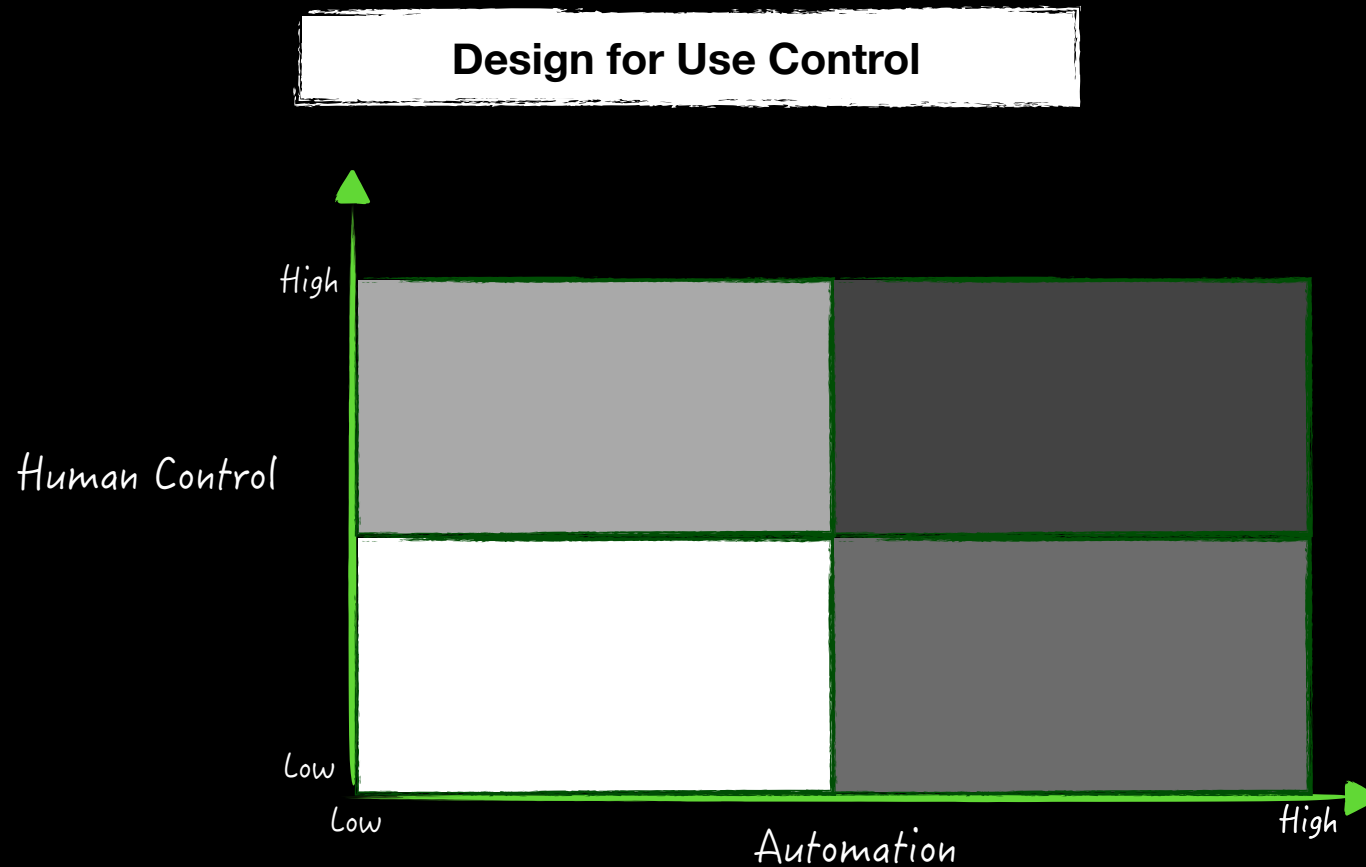
Thank you for your feedback!

OK

Problems?

Communicate scope & time to impact

WHAT should designers design?

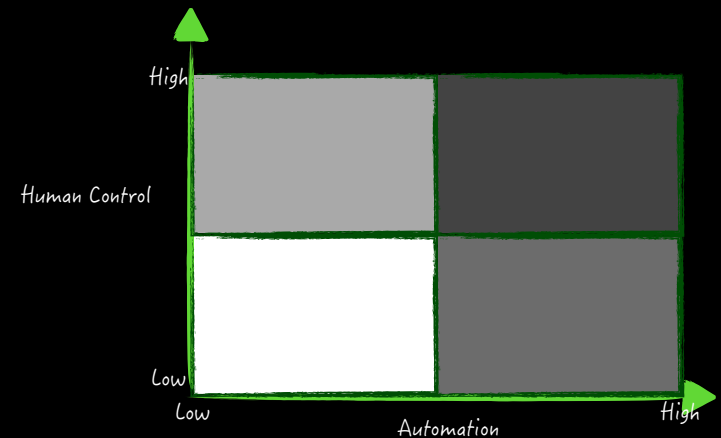


Shneiderman, B., 2020. Human-Centered Artificial Intelligence: Three Fresh Ideas.
AIS Transactions on Human-Computer Interaction, 12(3), pp.109-124.

WHAT should designers design?

Design for Use Control

- Decide on level of Control and Automation
- Allow for opting out
- Allow for user adjustment



WHAT should designers design?

Design for Error and Failure

- Differentiate
 - **Input error:** user provides unexpected input due to misunderstanding of what the system is capable of doing, or breaking habitual interaction.
 - **System limitation.** Your system can't provide the right answer, or any answer at all, due to inherent limitations to the system.
 - **Context.** The system is “working as intended,” but the user perceives an error because the context mismatch the assumptions made by the system.

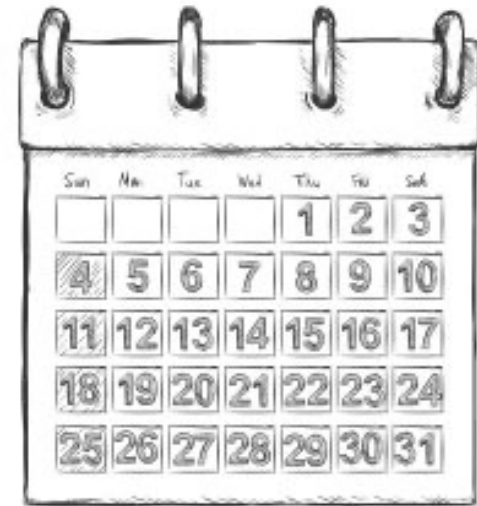
WHAT should designers design?

Design for Error and Failure

- Provide informative and actionable error message
- Create opportunities for feedback
- Return control to the user
- Be careful with subversive uses

Activity

- Redesign a schedule management experience for **Your Partner**



Step1: Interview

8 mins (4 mins each)

Notes from the first interview

Step2: Dig Deeper

6 mins (3 mins each)

Notes from the second interview

Step3: Capture Findings

3 mins

Goals and Wishes

What is your partner trying to achieve through interaction with scheduling tool?

User verbs

Insights

New learnings about your partner's feelings and motivations. what's something you see about your partner's experience that maybe s/he doesn't see?*

Make inferences from what you heard

Step4: Taking a stand with a point-of-view

3 mins

partner's name

needs a way to _____

user's need

because / but / surprisingly [circle one]

insights

Step5: Make a case for or against AI feature

3 mins

I think AI can / cannot [circle one] help solve

user's need

because

Step6: Designing the reward function for the new feature

5 mins

Our AI model will be optimized for

_____ related to user's need

because _____

Step7: Map a user's need for control

3 mins

The level of user control needed for this feature
is low / medium / high / unsure

because _____
