COMP8420 2024S1 Assignment 1

Part 1

**Q1a. Telephone call to institution that has GILIICAPRA pattern to it.**

* **Who you called and when.**

**I have called on Vodafone Sunday (10th march 2024), at 8PM.**

* **What you said**

**Agent – welcome to Vodafone, please tell us in a sentence how we can help you today**

**Me – I want a new sim card.**

**Agent – if you are after prepaid service press 1, for new mobile device plan press 2, for Indian sales press 3.**

**Me – responded with 2.**

**Agent – Thanks I will put you through someone.**

* **Whether the confirmation matched your intent**

**Yeah, it has responded with required options that I wanted to check.**

* **Think of two other intents that probably exist, and how you would get to them.**
* **I tried requesting bill payment process that are available for the sim card, it replied offering the Vodafone mobile app through which all payments can be handled, or else it suggested to connect to the respective agent for further details.**
* **Requested for plans for the sim card, it replied with if I am existing customer to press 1, else with number 2.**

**Q1b.**

**• What happens if you request something that has nothing to do with what that institution does?**

* **I tried ordering burger in Vodaphone call, it replied “sorry I didn’t get that, can you tell me in few words how I can help you”.**

**• What happens if you repeatedly deny the confirmation? (i.e., you say something clear,**

**it gets it right but you tell it that it’s wrong?)**

* **Me – Where is the nearest Vodaphone stores.**
* **Agent – okay for nearest Vodaphone stores you can go through the Vodaphone.com.au, I can send the link for website in text to your number, would you like to receive this?**
* **Me – No that’s not I asked for.**
* **Agent – Thanks for your call, bye for now**

**• What happens if you mumble, say nonsense syllables or talk in another language?**

* **I spoke in my native language Telugu, it responded with “sorry , I didn’t catch that, can you tell me in few words how can I help you”, after repeating the same sentence, “ sorry I couldn’t get that, if you are existing customer press 1, if you are new customer press 2”**

**Q1c.**

**GILIICAPRA pattern that happened in a face-to-face interaction.**

**• What institution you were interacting with? When did this happen? As best as your**

**memory lets you, what was said in the 5 utterances?**

* **The institution I am interacting with is soul origin food place, this happened few weeks ago, the barista greeted me,**
* **Barista – Good morning how are you?**
* **Me – very good, how are you doing?**
* **Barista – good thank you, so what would you like to have?**
* **Me – I need a hot chocolate.**
* **Barista – sure, we have chicken burger on specials would you like to try them as well?**
* **Me – No, thanks**
* **Barista – okay, do you need anything else?**
* **Me – Nope**
* **Barista – okay, thank you, please wait I will let you know once your hot chocolate is ready.**

**• Could that GILIICAPRA pattern have been handled by a computer instead of a human**

**being? How would have that worked what would have changed?**

* **Yes, it could have been handled by a computer**
* **It would be pretty much same if we rarely visit any store, but in case of regular visit, the barista will know what we like can suggest things in a better way.**

**Q1d.**

**Identifying some other interaction you have had with an institution that could have been handled.**

**better (faster? more cheaply? more conveniently?) by a computer with a GILIICAPRA**

**pattern, but you were forced to use something else. e.g., You completed a form, or you.**

**used an app or website. (If you come up with examples to do with the university, I’ll try to**

**forward them on to the appropriate people.**

* **For instance, I interacted with commonwealth bank agent regarding my statement, which was hard as the call waiting time is so much, and after lot of waiting we must go through different authentications.**
* **But if this is replaced by AI voice bot, with number authentication feature it would be much faster as AI can attend lot more calls than available customer care agents.**
* **It would be cheaper as well, because it might cost less to maintain AI voice bot than lot of customer care agents.**

**Q1e. (1 mark)**

**LLM usage for spell check,**

**I used ollama gemma model, to check the spellings in the document.**