

## Interaction Analysis 6

In this essay I will be examining a system of interaction that I currently use in my working life/studies. The system I chose for today is Google's Gmail, a free email service I use for both work and private communication. The perspective for the analysis was to examine which kind of Interaction model the system represented or was an implementation of. The options or categories for interaction models in this sense are: a tool, a machine, a companion, a game or an artificial intelligence system. The following paragraphs will examine how Gmail either fits or doesn't fit into any or all of these categories.

The distinction between a tool and a machine remains abstract, but in my understanding a machine has "functions" which achieve some goal, whereas tools are defined as things that enable the most fundamental kinds of interaction in the digital realm. In this sense Gmail can be seen as a free and accessible implementation of IMAP, POP, and SMTP protocols.

In the sense of a machine with a set of functional capabilities Gmail contains a graphically pleasing web-GUI where you can move mail from your inbox into different folders or delete it, as well create drafts for emails and upload files from your desktop environment. Messages sent between individuals also show previous messages so it's easier to follow multiple conversations at once. The service also enables sending calendar dates to e.g. co-workers. All of these functionalities make it a powerful office management and communication tool.

As a companion in the sense of a para-social relationship with a human made artefact I do see my Gmail app on my smartphone or the web page on my work laptop or desktop as something with emotional value and something I use for mood regulation. Opening the mail app and the process of deleting spam email as well as reading through and sorting the remaining inbox into archives, ongoing matters or deletion is very satisfying for an organized, goal-oriented personality like me. It's like Gmail has become the official interface for initiating any kind of "official" communication with a new person or organization. Sometimes the web browser version is slow and doesn't save updates immediately, which evolves the familiar sense of anger and disappointment towards the technology. It's interesting how this form of emotional reaction has essentially matured from originally just shouting and being angry at technology, to being instead angry at the developers of technology, to finally just starting to accept the physical and design limitations of technology, which has now led me to not get angry at malfunctions of digital services anymore. The future rise of AGI has my also cautious nowadays about how i treat and interact with technology and machines, since I'm sure they'll remember any unjust mistreatment.

The only model not yet quite visible with Gmail is the Artificial Intelligence system. Google has a number of free and commercially available AI services and tools, but the integration of AI directly into the GUI of Gmail has yet to materialize. I could very well see large language models used to generate responses for emails, or even to draft entire emails based on some instructions. Media creation with generative AI could also be added to Gmail in the future. For junk and spam detection and filtration Gmail already utilizes AI, but at the level of interaction modelling it doesn't.

As we can see the web application known as Gmail can be seen as a very rich tool, machine or companion for interaction that enables new kinds of professional and personal communication.

## Self-assessment

### Structure 2/2

The text has a clear structure with paragraphs for the introduction and conclusion, as well as separate paragraphs for the 4 different models discussed.

### Clarity 2/2

The text consists of grammatically correct, concise and clear English.

### Content 2/2

The content of the text accurately discusses the given topic and provides in-depth and personal analysis of the subject.

### Evaluation 2/2

The given 4 models are explained and evaluated with the chosen application.

### Reality Check 2/2

The chosen application fits well for analysis of how well they implement the given models. Gmail is widely used both within public and private organizations so the reader shouldn't have a hard time relating to the personal details of the analysis.

Total 10/10 = 5