

# Task 2: Analyzing Spoken Dialogue Systems (15 points)

I confirm that I have not used any GPT-generated responses for any part of this assignment.

I choose Siri and Google Assistant

My queries are:

1. Can you recommend some Thai restaurants in Upper West Side?
2. What is the phone number of [restaurant name]?
3. What are the opening hours for [restaurant name]?

## 1. Siri Experience

### a. Queries and responses

I used the following queries:

1. "Can you recommend some Thai restaurants near Upper West Side?"

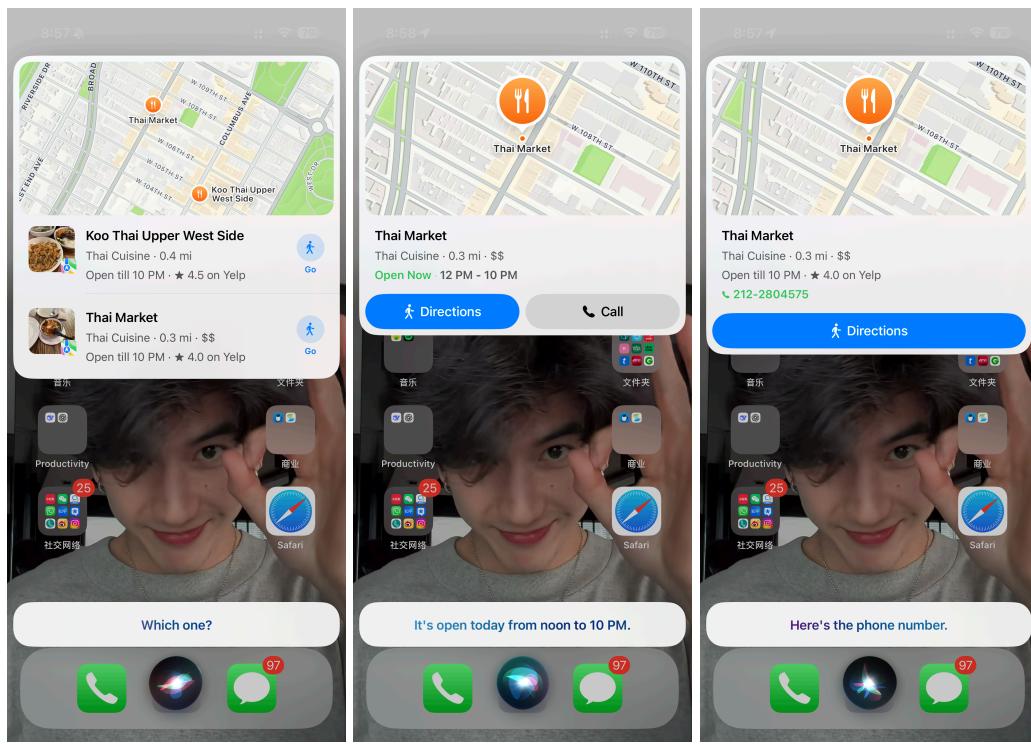
Siri returned two nearby restaurants — Koo Thai Upper West Side and Thai Market — and then asked "Which one?" before proceeding.

2. "What is the phone number of Thai Market?"

After I selected the restaurant, Siri displayed the business card and verbally provided the phone number: (212) 280-4575.

3. "What are the opening hours of Thai Market?"

Siri responded with "It's open today from noon to 10 PM." and showed the hours on screen.



## b. Ability to complete the task / dialogue efficiency

Siri successfully completed all tasks (restaurant suggestions, phone number, hours). The dialogue was mostly efficient, but it required an extra clarification turn ("Which one?") before retrieving business details. Aside from that additional step, the flow was smooth and easy to follow.

## c. Errors and recovery / potential improvements

No errors occurred during the interaction. However, Siri could be improved in the following ways:

- Provide richer information (e.g., popularity, reviews, price comparison) proactively.
- Allow users to continue the conversation without referencing the restaurant again.

## d. Overall impression

Siri provided clear answers and accurate information. The only inefficiency was the required selection step, but otherwise the interaction was reliable and straightforward.

# 2. Google Assistant Experience

## a. Queries and responses

- “Can you recommend some Thai restaurants near Upper West Side?”

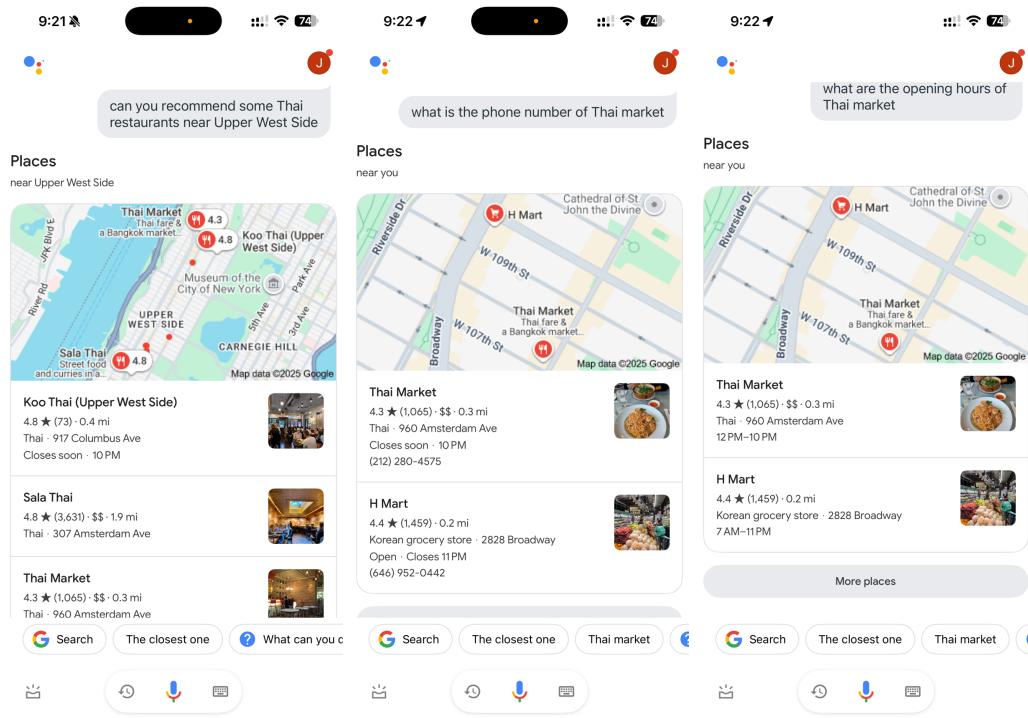
Google Assistant immediately displayed several options: Koo Thai, Sala Thai, Thai Market and more. It did not ask for clarification.

- “What is the phone number of Thai Market?”

Google Assistant showed the business card and directly listed the phone number (212) 280-4575, although it also included nearby Market in the results.

- “What are the opening hours of Thai Market?”

Google Assistant provided the hours “12 PM–10 PM”, again displaying nearby places in the same list.



## b. Ability to complete the task / dialogue efficiency

Google Assistant completed all tasks successfully. It did not ask follow-up questions and provided information more directly than Siri.

However, the responses sometimes included extra, irrelevant results (e.g., other grocery stores), which adds minor noise.

Overall, the dialogue required fewer conversational turns than Siri.

## c. Errors and recovery / potential improvements

No errors occurred during the interaction. Possible improvements:

- Reduce irrelevant results when the user asks about a specific business.
- Prioritize the exact restaurant in the response rather than mixing it with nearby locations.
- Provide a verbal confirmation in addition to the on-screen card for better multimodal interaction.

## d. Overall impression

Google Assistant was fast, direct, and required fewer steps, although it occasionally included unnecessary results.

## Which system did you prefer using, and why?

I preferred Siri for this task.

Although it adds a brief clarification turn ("Which one?"), that step functions as explicit slot-filling and prevents downstream errors. After I selected the restaurant, Siri focused strictly on the chosen entity and avoided mixing in nearby places. The results card was concise and actionable, so I could complete the task (find, call , navigate) with minimal friction. Siri's multimodal feedback (spoken confirmation plus a clean on-screen card) also made the dialogue feel more controlled and reliable, even if it took one extra turn up front.