

Pilot Study for a Cooking Assistant Conversational Agent (VINCENZO)

The aim of this

pilot user is to inform and validate the design of PIRA, a task-oriented conversational agent deployed for efficient recipes retrieval and planning. The desired outcome of the user study involves: 1) the understanding of the drawbacks and shortcomings of PIRA's task-oriented capabilities and its overall user experience. In particular, there are two central capabilities: the ability of retrieve a desired recipe for the user from its knowledge base and the possibility of using the bot for efficiently planning user's food related ability (assist the user in planning a weekly diet and in getting a list of the ingredients that have to be bought in the grocery store). With regards to the user experience, three features are explored: the ability of understanding the user (NLU) , the conversation naturality (patterns), and the visual interface.

TASK-ORIENTED CAPABILITIES

EFFICIENCY OF SEARCHING: I believe that the CA allows me to find recipes that fits my criteria quicker than if I would have manually searched.

- ☐ 1 (totally disagree)
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 (totally agree)

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EFFICIENCY OF PLANNING 1: I believe that if I have to plan my weekly diet, the CA is an efficient tool to do so.

- ☐ 1 (totally disagree)
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 (totally agree)

EFFICIENCY OF PLANNING 2: I believe that if I have to get a grocery list for my weekly diet, the CA is an efficient tool to do so.

- ☐ 1 (totally disagree)
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 (totally agree)

UTILITY 1: the chatbot allows me to find several recipes that fits my interest (question regarding the completeness of the database).

- ☐ 1 (totally disagree)
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 (totally agree)

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UTILITY 2: I would actually use the chatbot to find recipe when I need to do so.

- ☐ 1 (totally disagree)
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 (totally agree)

UTILITY 3: I would actually use the chatbot to plan my weekly diet.

- ☐ 1 (totally disagree)
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 (totally agree)

UTILITY 4: I would actually use the chatbot to prepare my grocery list.

- ☐ 1 (totally disagree)
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 (totally agree)

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COMPLETENESS OF SEARCHING 1: the chatbot does not need to further approaches to get recipes (query the database).

- ☐ 1 (totally disagree)
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 (totally agree)

COMPLETENESS OF PLANNING 2: the chatbot does not need to further approaches to support the user in the planning of its weekly diet and related activities

- ☐ 1 (totally disagree)
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 (totally agree)

USER EXPERIENCE

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ROBUSTNESS 1: the chatbot had no problem my utterances

- ☐ 1 (totally disagree)
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 (totally agree)

UNDERSTANDING 1: the chatbot always understood the intent behind my utterances.

- ☐ 1 (totally disagree)
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 (totally agree)

DESIGN LEARNABILITY 1: the first time I used the chatbot, it was easy to understand how to deploy its features

- ☐ 1 (totally disagree)
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 (totally agree)

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VISUAL DESIGN USABILITY 1: the visual design supported my dialog with the chatbot, and it has never been intrusive.

- ☐ 1 (totally disagree)
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 (totally agree)

VISUAL DESIGN USABILITY 2: the visual design facilitated my recipe decision.

- ☐ 1 (totally disagree)
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 (totally agree)

VISUAL DESIGN USABILITY 3: the visual design allow me to plan my week and get my recipe in an efficient way

- ☐ 1 (totally disagree)
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 (totally agree)

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VISUAL DESIGN LIKEABILITY 1: I really liked the aesthetic of the chatbot

- ☐ 1 (totally disagree)
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 (totally agree)

VISUAL DESIGN CONSISTENCE 2: each page of the chatbot had a consistent aesthetic with all the others

- ☐ 1 (totally disagree)
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 (totally agree)

INTERVIEW

Q1: What other searching capabilities would you like to have in the application?

La tua risposta

Q1: What other planning capabilities would you like to have in the application?

La tua risposta

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How would you change the aesthetic of the UI?

La tua risposta

How would you re-design the interfaces to gain a UI more consistent with the idea of an efficient CA?

La tua risposta

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