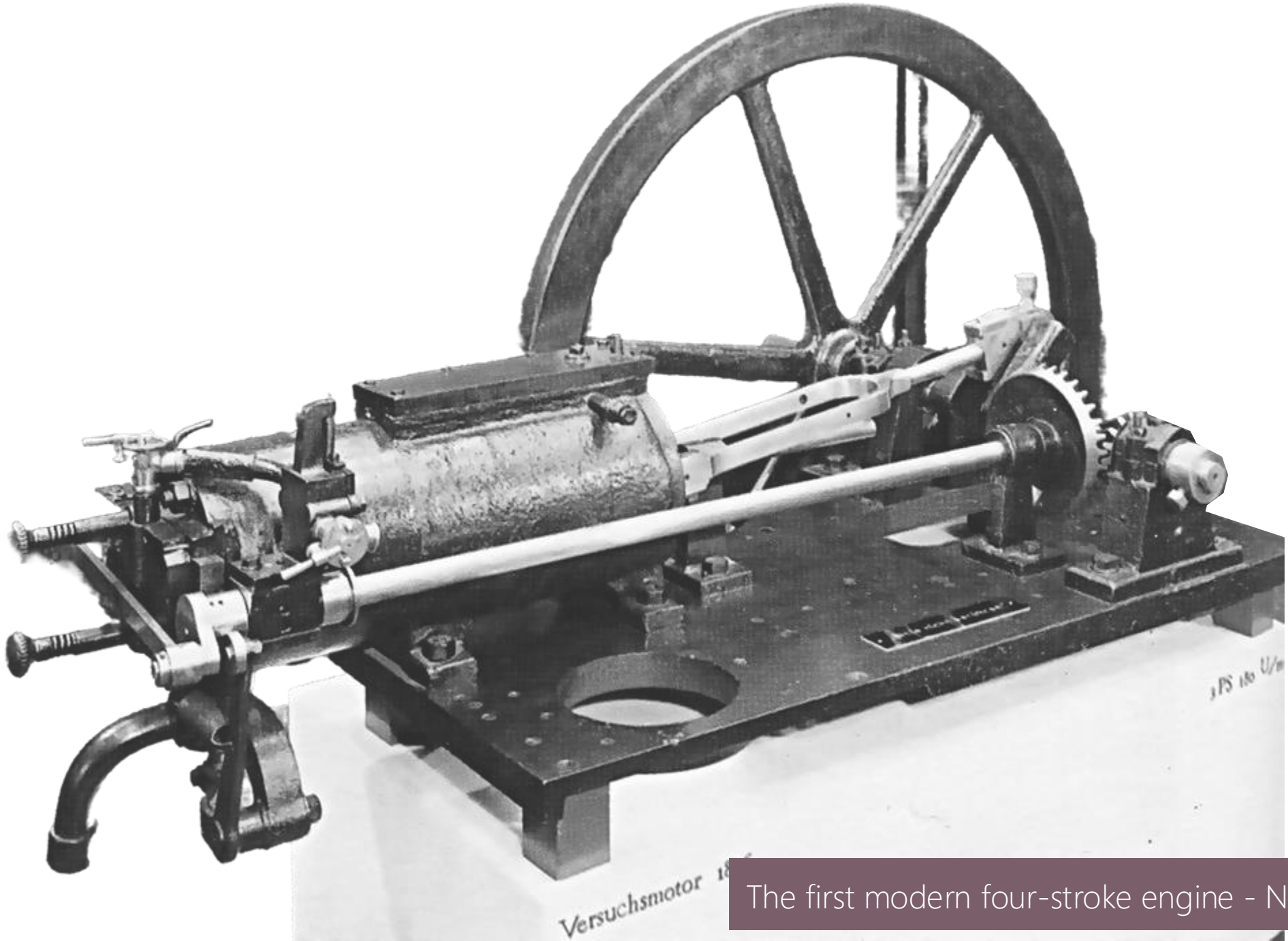
HUMAN CONVERSATIONS WITH GRIDS OF NUMBERS

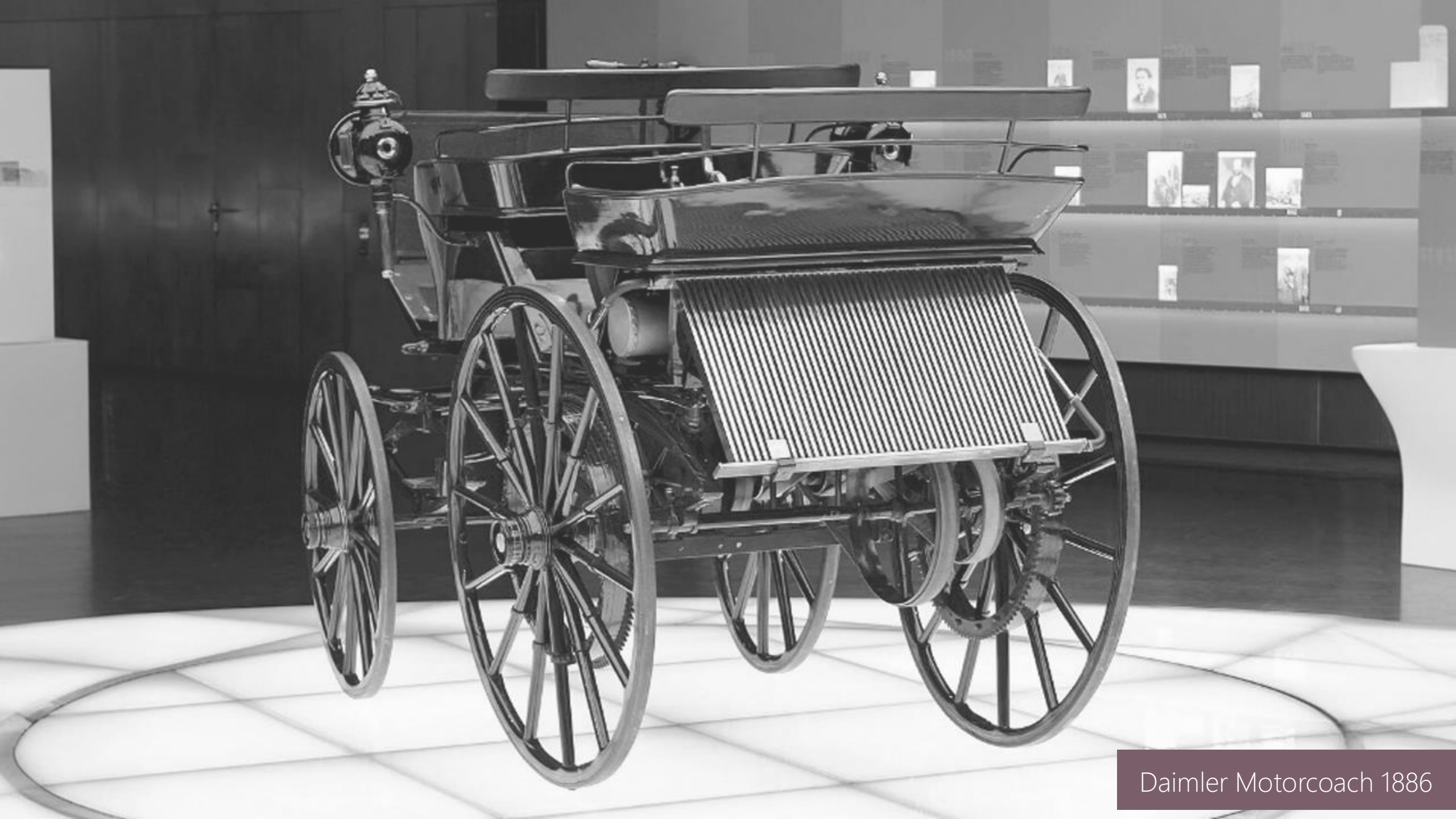
Glenn Jones
UX Brighton November 2024

Message ChatGPT

ChatGPT can make mistakes. Check important info.



The first modern four-stroke engine - Nicolaus Otto 1876



Daimler Motorcoach 1886

THE CHAT INTERFACE IS NOT THE SAME THING AS HUMAN CONSERVATION!

A BOOK APART
№ 25
Erika Hall
CONVERSATIONAL DESIGN
FOREWORD BY John Maeda
CONVERSATIONS WITH THINGS
UX Design for Chat and Voice
by DIANA DEIBEL and REBECCA EVANHOE
Foreword by Kat Vellos
Rosenfeld
N. J. ENFIELD
HOW WE TALK
THE INNER WORKINGS OF CONVERSATION
Edition
Orality and Literacy
Walter J. Ong
with additional chapters by John Hartley

2. QUALITY MAXIM:

1. Do not say what you believe to be false

2. Do not say that for which you lack adequate evidence.

PAUL GRICE'S "**CONVERSATIONAL MAXIMS**"
REFERRED TO AS THE **"CO-OPERATIVE PRINCIPLES"**

Dean: I ↑don't kno:w thė (·) full extent ↓'v it.↓

(0.7)

Dean: °↓Uh:::eh°

(0.9)

Nixon: °I don'noo° 'bout anything else exc^{hh}*e*[pt

Dean: → [I don't either in I: °w'd (h)als(h)o

→ hhate tuh learn [some a'] these thi]ngs. ·hh·hh·hh·hh

Nixon: [W e l l] y a : h]

(0.2)

Dean: So ↑That's,hhhh that's that situation.

When was the wheel invented?

No one knows when the wheel was first made. Archaeological evidence seems to show that the wheel was first used to make pottery in Mesopotamia about 7,000 years ago, during the Neolithic period.<|endoftext|>

LLM'S DON'T **YET** KNOW:
HOW TO EXPRESS UNCERTAINTY,
WHEN TO STOP TALKING,
AND HOW TO TAKE TURNS

THE EVERYTHING MACHINE!

Boundary setting – Information architecture
Expectation setting – User experience design
Categories - Product positioning
Anchoring – Behavioural economics

As UX, design, product, whatever people

"WE MEDIATE EXPERIENCES BY FRAMING CONTEXT"

Jobseekers: Sign in | Saved jobs

Recruiters: Sign in | Post a job →

theguardian.com

The Guardian Jobs
Find good company

Home | Find a job | Get job alerts | Search recruiters | Careers advice | Career Planner

There's life within the 9-5

e.g. Web Designer | e.g. Manchester, Homeworking | Within 30 miles | Search Jobs →

Browse for jobs by

View all 5,374 jobs

Sector | Location | Trending | Part-time | Graduate | Job titles

- Administration 124
- Arts & heritage 286
- Charities 826
- Construction 29
- Design 45
- Engineering 111
- Environment 113
- Finance & accounting 440
- Further education 179
- General 1110
- Government & politics 358
- Health 300
- Higher education 164
- Hospitality 14
- Housing 127
- Legal 100
- Leisure 17
- Marketing & PR 384
- Media 244
- Recruitment 56
- Retail & FMCG 19
- Sales 250
- Schools 1185
- Science 59
- Secretarial 9
- Senior executive 154
- Skilled trade 4
- Social care 1177
- Social enterprise 12
- Technology 166
- Travel & transport 31

Recruiting on The Guardian

Are you a recruiter? X

I DON’T THINK I BELIEVE IN THE “EVERYTHING MACHINE”

-0.0191687 0.0219593 -0.0061396 0.1271394 -
0.2129235 -0.1548932 0.0696605 0.1827091
0.1240791 -0.0008808 -0.0539129 -0.1724733
0.0095614 -0.0653815 0.0088777 0.1028249
0.0496231 0.0272358 0.0653307 -0.071948 -
0.0504057 0.0143735 0.1174242 0.0987082 -
0.0566115 0.177207 -0.0155515

Bent Wood Armchair - Gerald Summers 1933

DETERMINISTIC

simplicity, certainty, trust, rigid, brittle, restrictive - with consistent and repeatable results

PROBABILISTIC (PREDICTIVE)
generalization, adaptive, flexible, expansive, inference, uncertainty and repeatable

PROBABILISTIC (GENERATIVE)
creative, instructional, never fully repeatable and adapts with context - iterative

We need to focus on the transition points to help reset user expectations

A JOURNEY MOVING BETWEEN DIFFERENTLY TEXTURED EXPERIENCES

You cannot prototype an inbox…

“Get something crappy working and **live in it**, until you figure it out.”

Henry Modisett - Head of Design at Perplexity AI

FOR DATA FOCUSED PRODUCTS, PROTOTYPING NAVIGATION FIRST AND USING MOCK CONTENT IS A DEADEND

Uber

AI/ML – INFRASTRUCTURE AND USAGE PRE-GENERATIVE AI

5.3k

Models in production

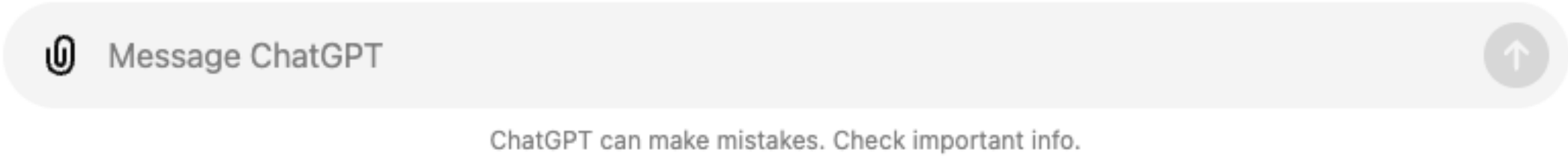
10M

Peak predictions per a second

20k

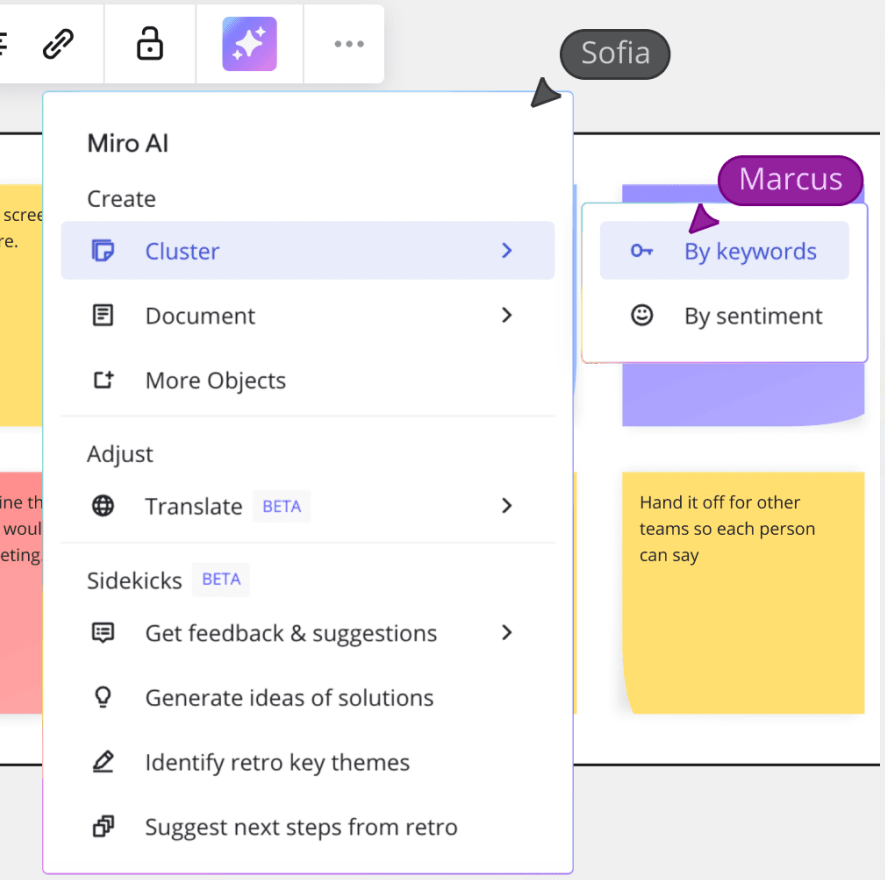
Models trained a month

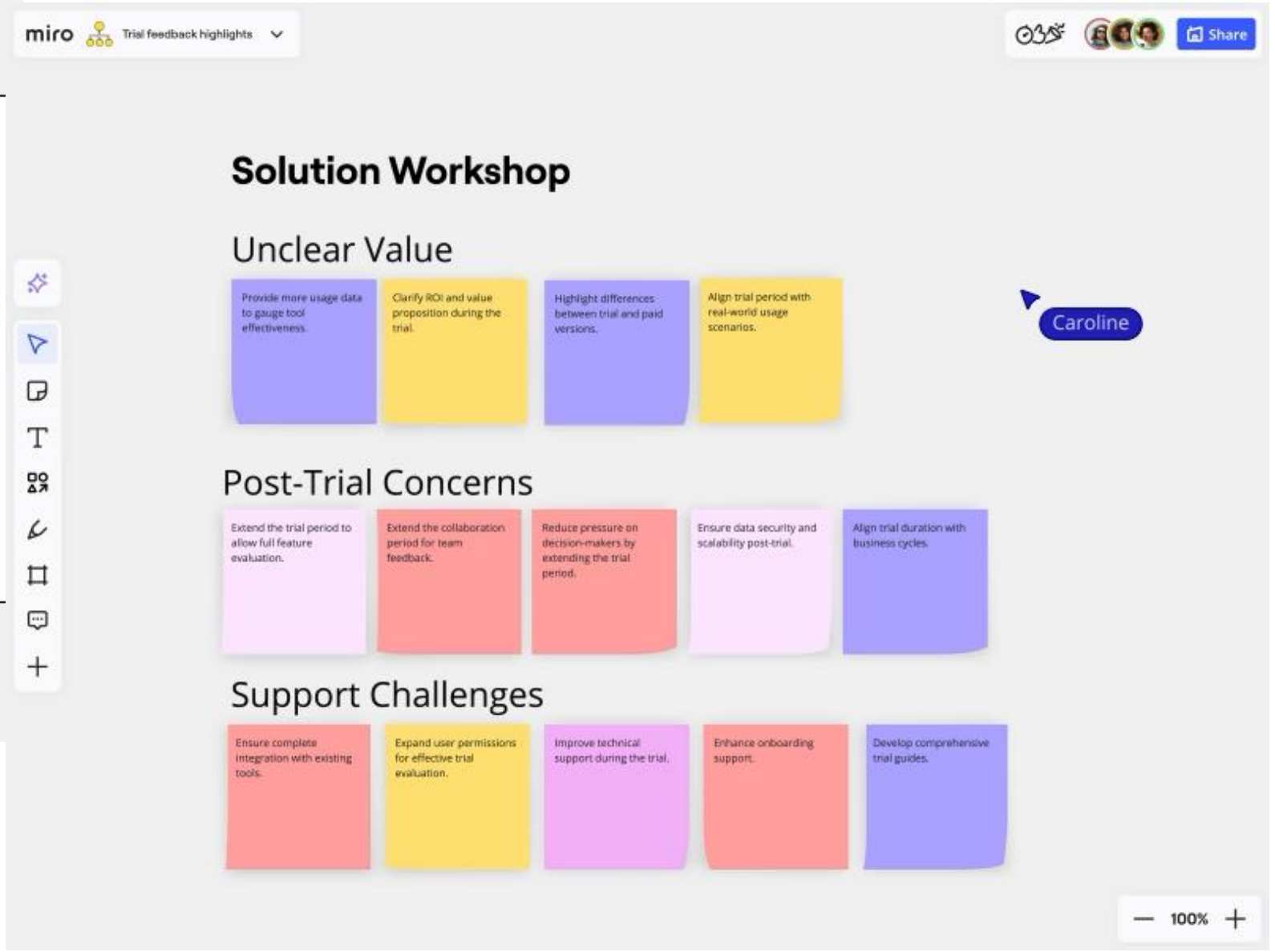
Kai Wang - Lead Product Manager - AI Platform Uber

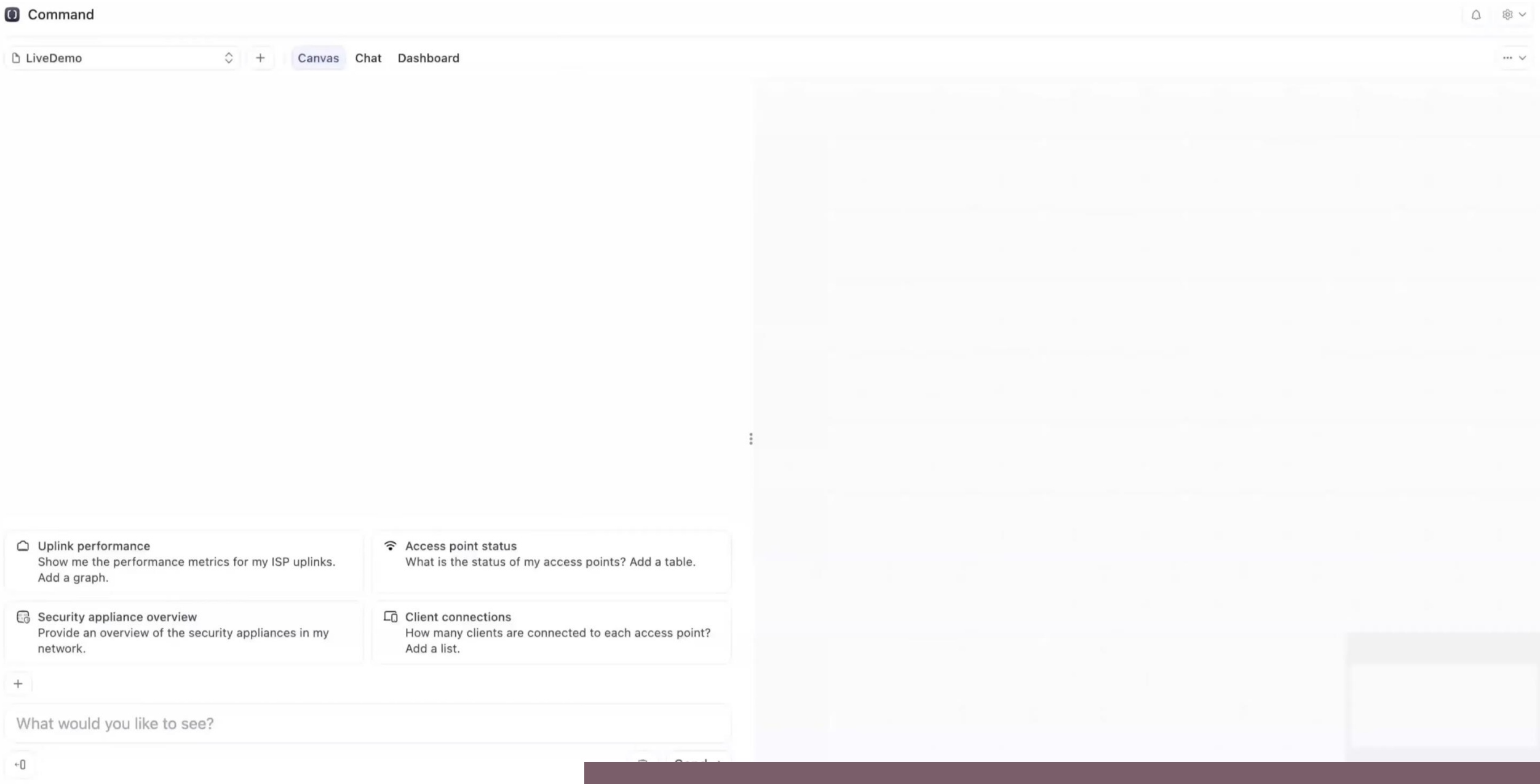


INTERACTION PATTERNS MOVING FORWARD

Generative content and tasks, driven from deterministic context - miro.com/ai/







Conversation lead, generative UI, canvas dashboard - command.meter.com

Dave - 14:59 Wednesday, Oct 23, 2024

ANSWER

Ben Nevis is 1,345 meters (4,413 feet) tall.

QUESTION

How tall is Ben Nevis?

Pencaitland **15:21**

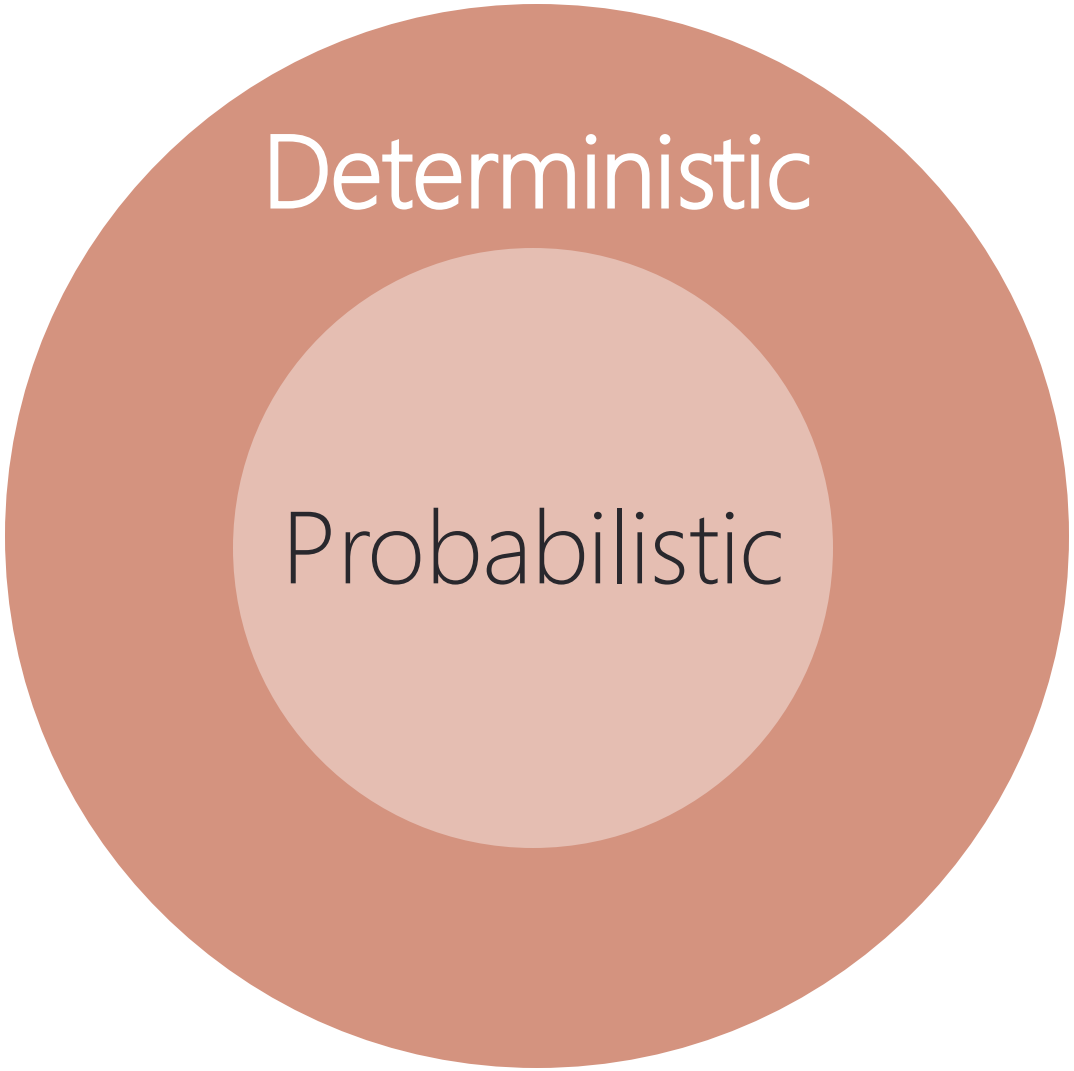
When's the next bus to Edinburgh?

Dave - 19:54 Monday, Oct 21, 2024

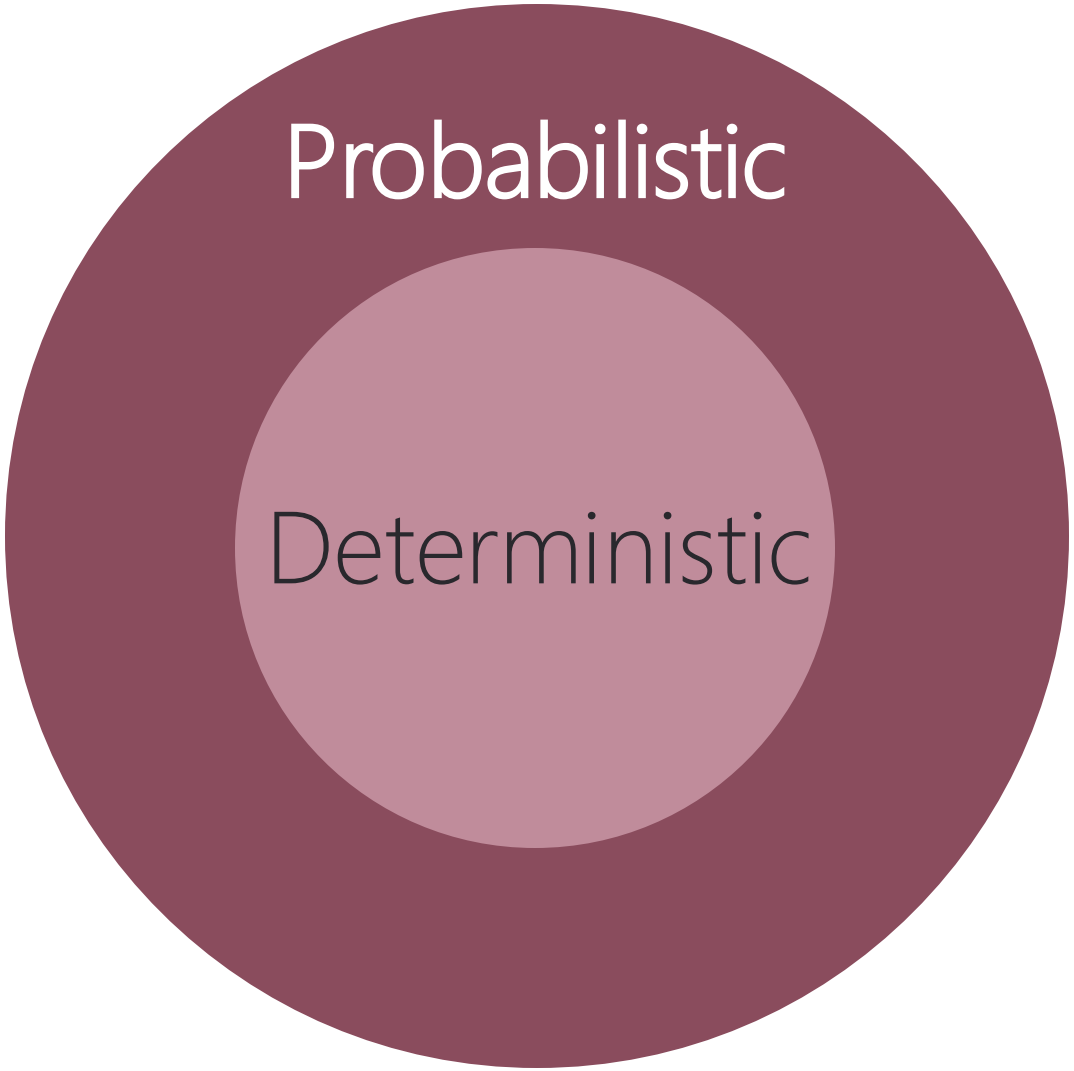
CONVERSATIONAL UX CAUSES GUI FRAGMENTATION

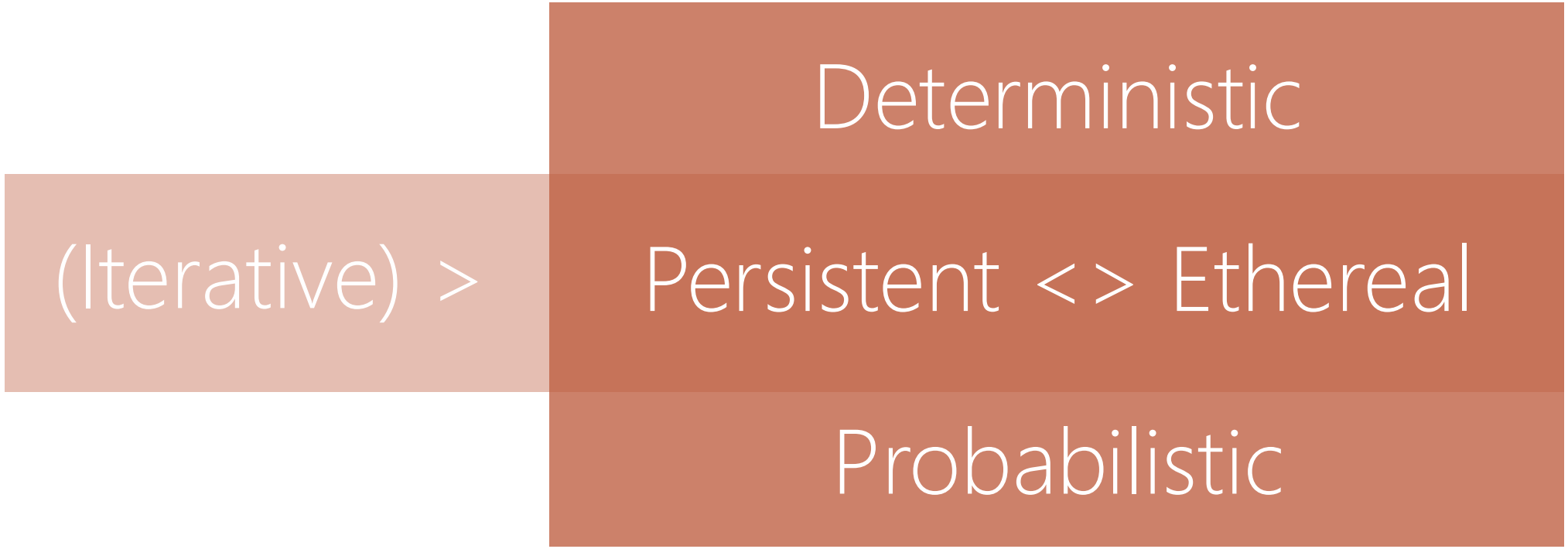
GUI TURNS INTO SOMETHING MORE ETHEREAL, COMPONENTIZED AND FLUID

Deterministic first



Probabilistic first





Discovery (socialized input/output patterns)

RESPONSIVE UX

GUI/CUI - non-deterministic navigation,
generative UI for persistence.
Socialized discovery of examples
to provide a guide to use.

THANK YOU
GLENN JONES – UX BRIGHTON 2024