

# HUMAN CONVERSATIONS WITH GRIDS OF NUMBERS



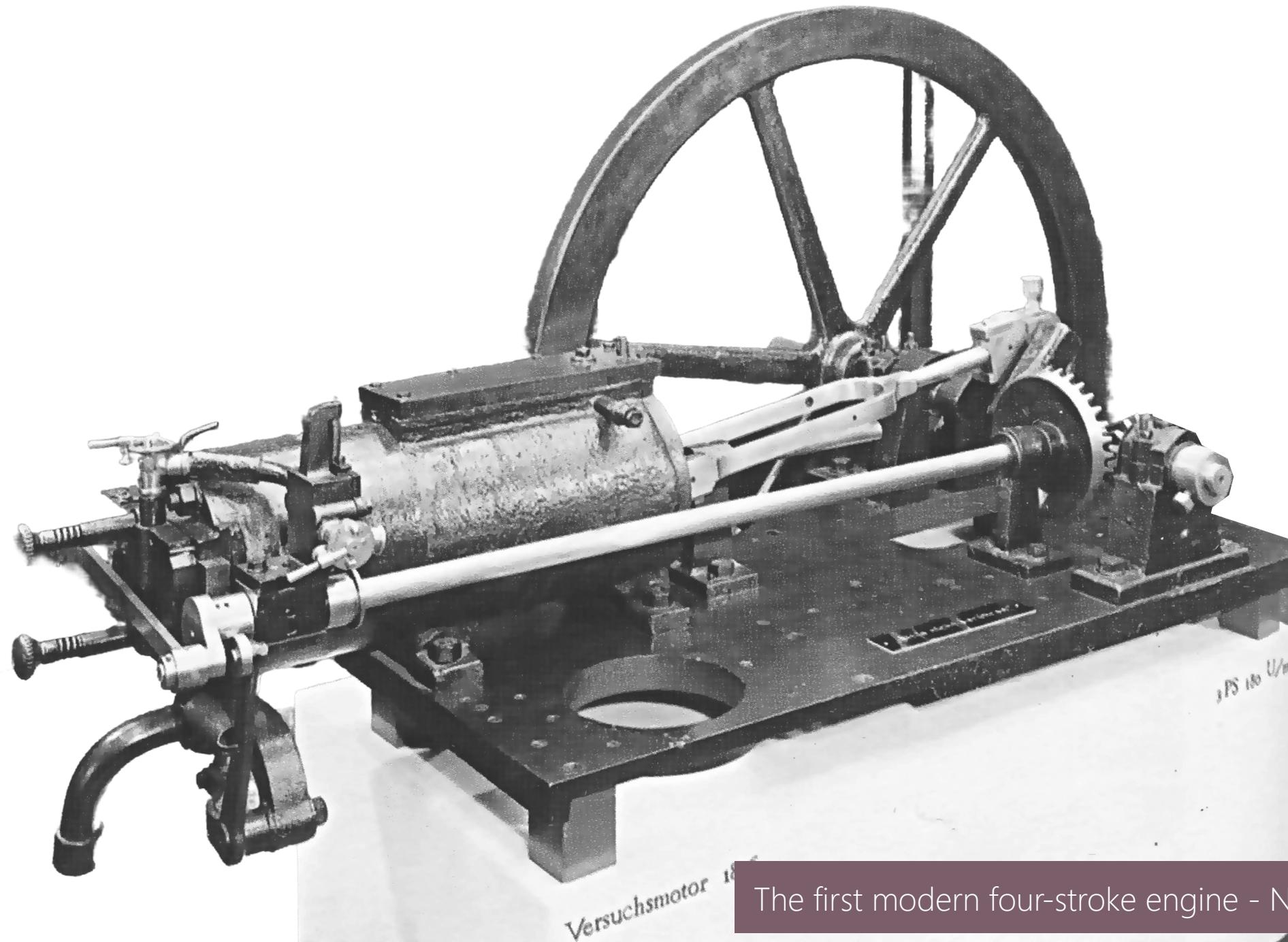
Glenn Jones  
UX Edinburgh October 2024



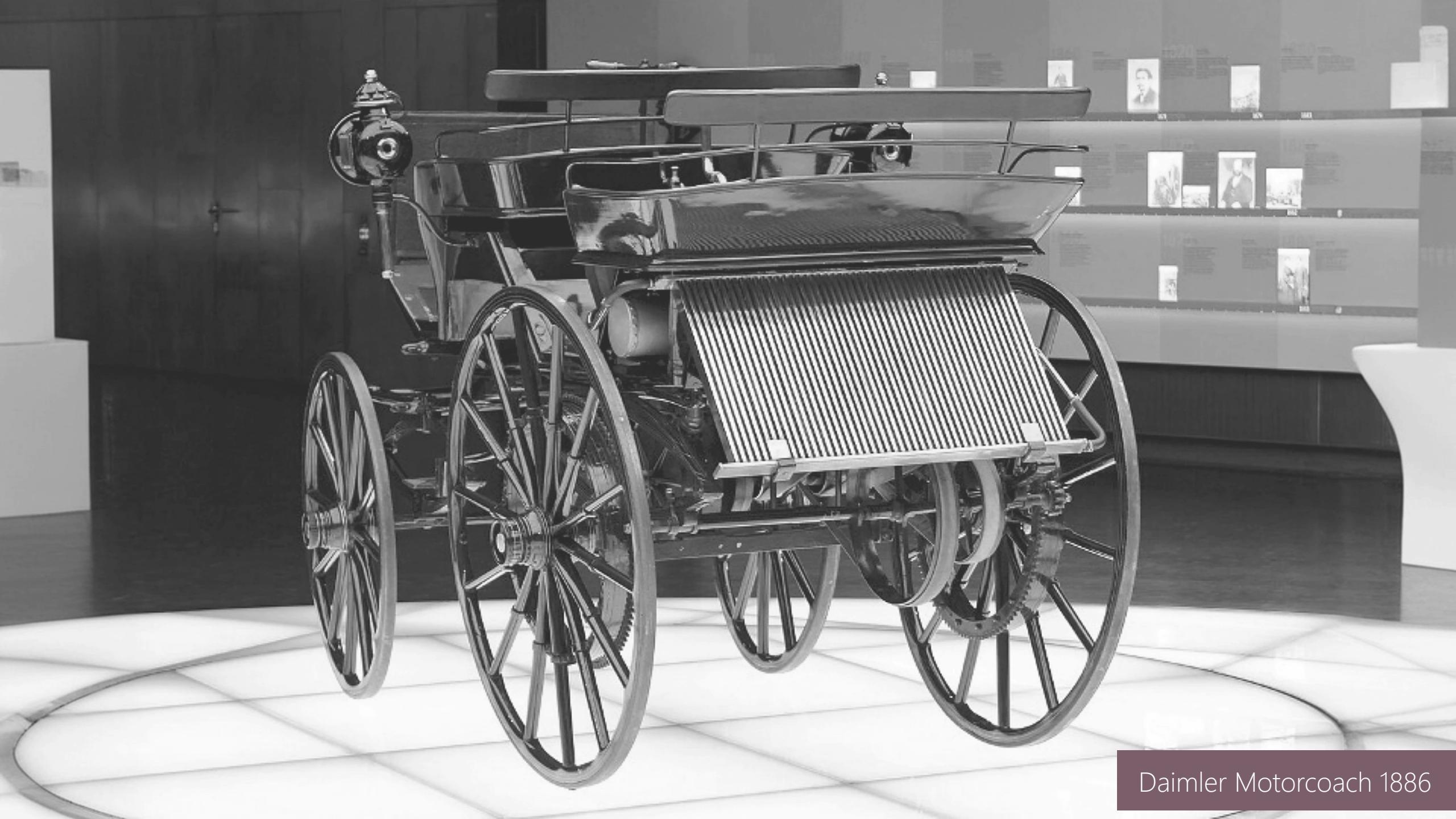
Message ChatGPT



ChatGPT can make mistakes. Check important info.



The first modern four-stroke engine - Nicolaus Otto 1876



Daimler Motorcoach 1886



Message ChatGPT



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



## 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 the (·) full extent ↓'v it.↓  
(0.7)

Dean: °↓Uh:::eh°  
(0.9)

Nixon: °I don'no° 'bout anything else exc<sup>hh</sup>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 e11 ] 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



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# 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”

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**The Guardian Jobs**  
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## 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	Further education 179	Leisure 17	Secretarial 9		
Arts & heritage 286	General 110	Marketing & PR 384	Senior executive 154		
Charities 826	Government & politics 358	Media 244	Skilled trade 4		
Construction 29	Health 300	Recruitment 56	Social care 1177		
Design 45	Higher education 164	Retail & FMCG 19	Social enterprise 12		
Engineering 111	Hospitality 14	Sales 250	Technology 166		
Environment 113	Housing 127	Schools 1185	Travel & transport 31		
Finance & accounting 440	Legal 100	Science 59			

**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.”

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



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# INTERACTION PATTERNS MOVING FORWARD

The screenshot illustrates the integration of Miro AI with the Miro platform. On the left, the Miro AI sidebar is open, showing various features like 'Cluster', 'Document', 'More Objects', 'Translate', 'Sidekicks', and 'Retro'. A blue arrow points from the 'Cluster' section towards a yellow sticky note on the board. The main board area displays a 'Solution Workshop' board titled 'Unclear Value'.

**Solution Workshop**

**Unclear Value**

- Provide more usage data to gauge tool effectiveness.
- Clarify ROI and value proposition during the trial.
- Highlight differences between trial and paid versions.
- Align trial period with real-world usage scenarios.

**Post-Trial Concerns**

- Extend the trial period to allow full feature evaluation.
- Extend the collaboration period for team feedback.
- Reduce pressure on decision-makers by extending the trial period.
- Ensure data security and scalability post-trial.
- Align trial duration with business cycles.

**Support Challenges**

- Ensure complete integration with existing tools.
- Expand user permissions for effective trial evaluation.
- Improve technical support during the trial.
- Enhance onboarding support.
- Develop comprehensive trial guides.

At the top of the board, there are three user avatars: Sofia, Marcus, and Caroline. The 'milo Trial feedback highlights' tab is selected. The bottom right corner shows a zoom control at 100%.

LiveDemo



Canvas Chat Dashboard



## Uplink performance

Show me the performance metrics for my ISP uplinks.  
Add a graph.

## Security appliance overview

Provide an overview of the security appliances in my network.

+

What would you like to see?

-0

## Access point status

What is the status of my access points? Add a table.

## Client connections

How many clients are connected to each access point?  
Add a list.

ANSWER

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

QUESTION

How tall is Ben Nevis?

400 × 200

Pencaitland

15:21

When's the next bus to Edinburgh?

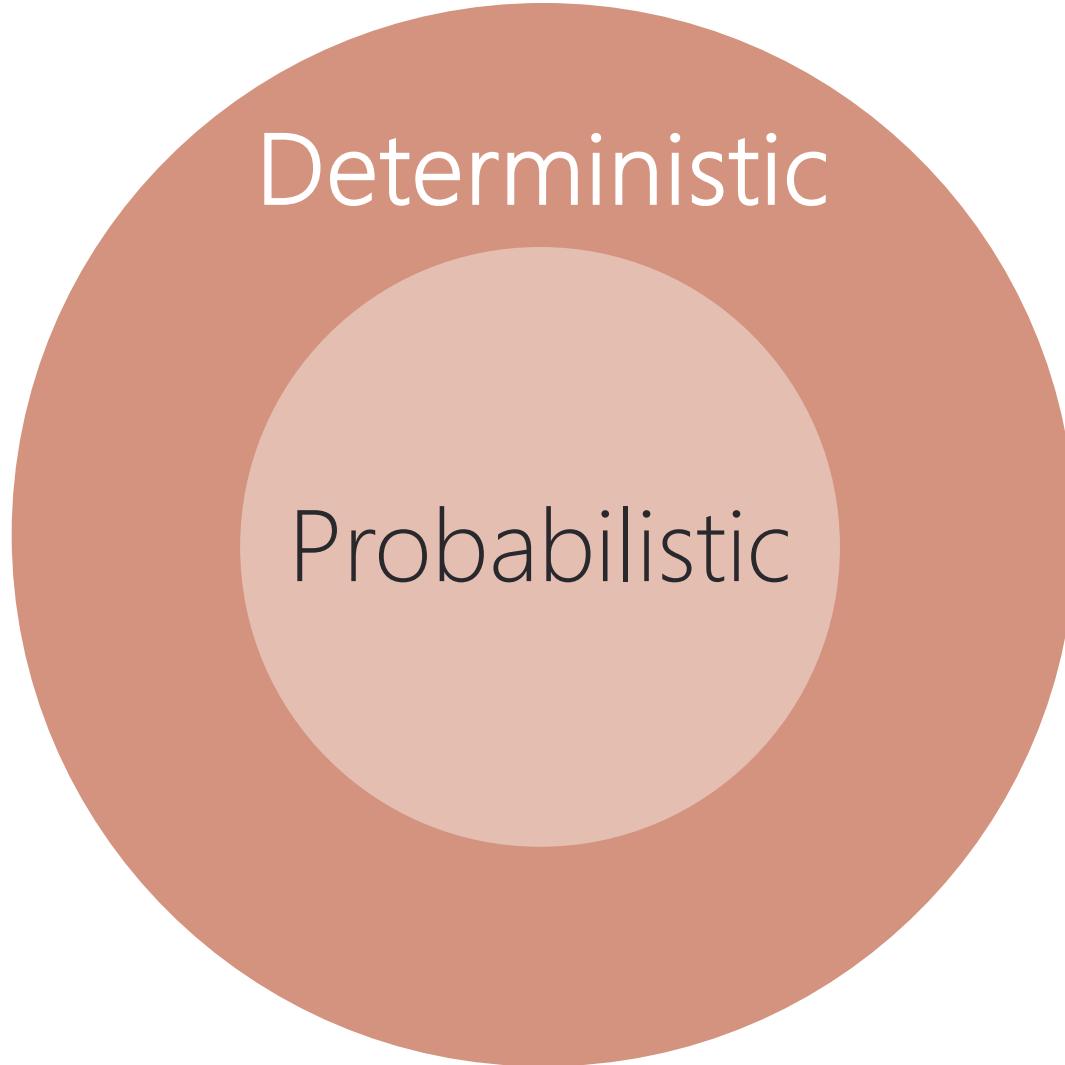
Dave - 19:54 Monday, Oct 21, 2024



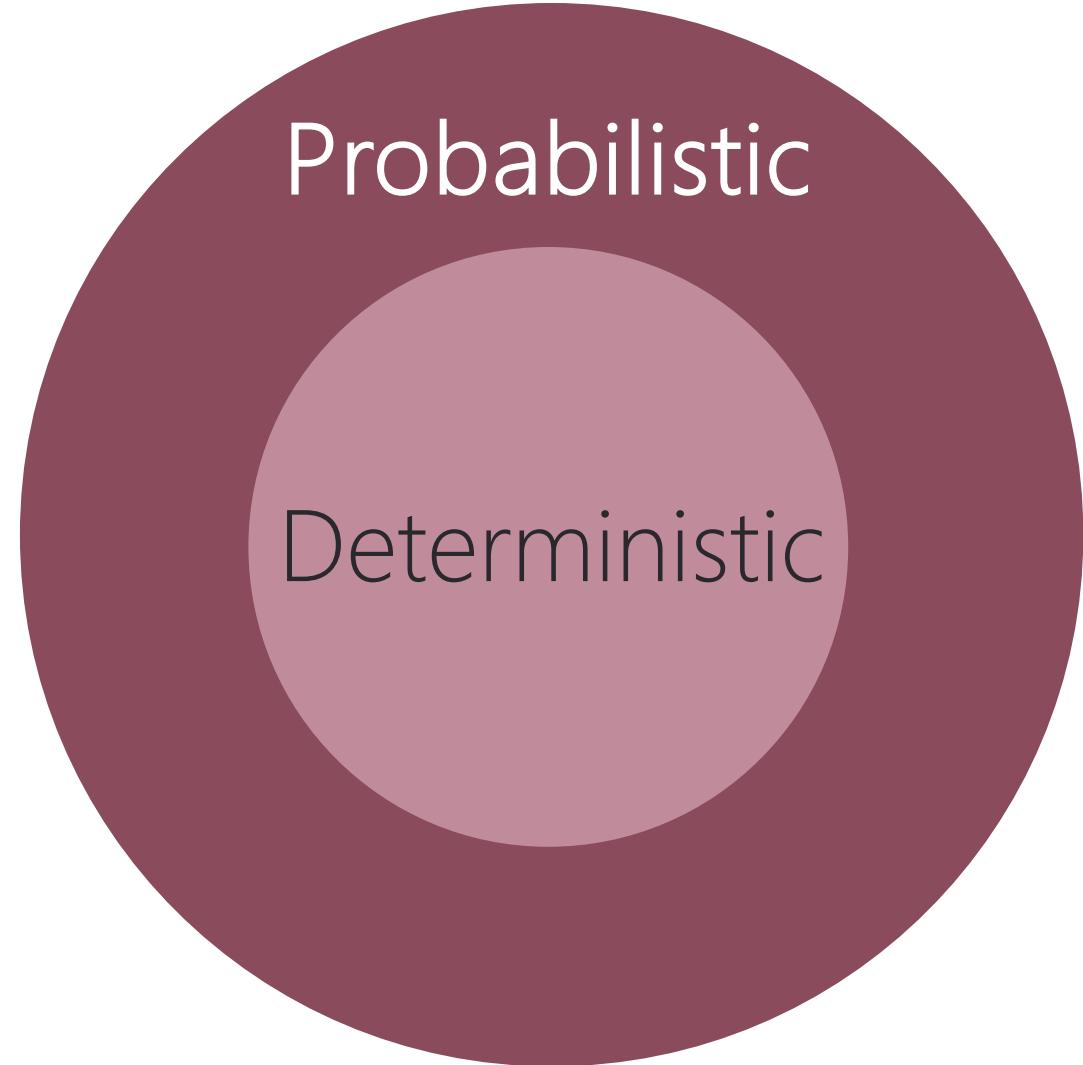
# CONVERSATIONAL UX CAUSES GUI FRAGMENTATION

GUI TURNS INTO SOMETHING MORE  
ETHEREAL, COMPONENTIZED AND FLUID

Deterministic first



Probabilistic first



(Iterative) >

Deterministic

Persistent <> Ethereal

Probabilistic

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.



The background features a subtle, abstract graphic composed of numerous thin, light-grey curved lines. These lines create a sense of depth and motion, resembling waves or a stylized landscape. They are more concentrated in the lower half of the frame, with a dense cluster on the left side and a larger, more prominent one on the right side that rises towards the top.

THANK YOU

GLENN JONES – UX EDINBURGH 2024