


# HUMAN CONVERSATIONS WITH GRIDS OF NUMBERS



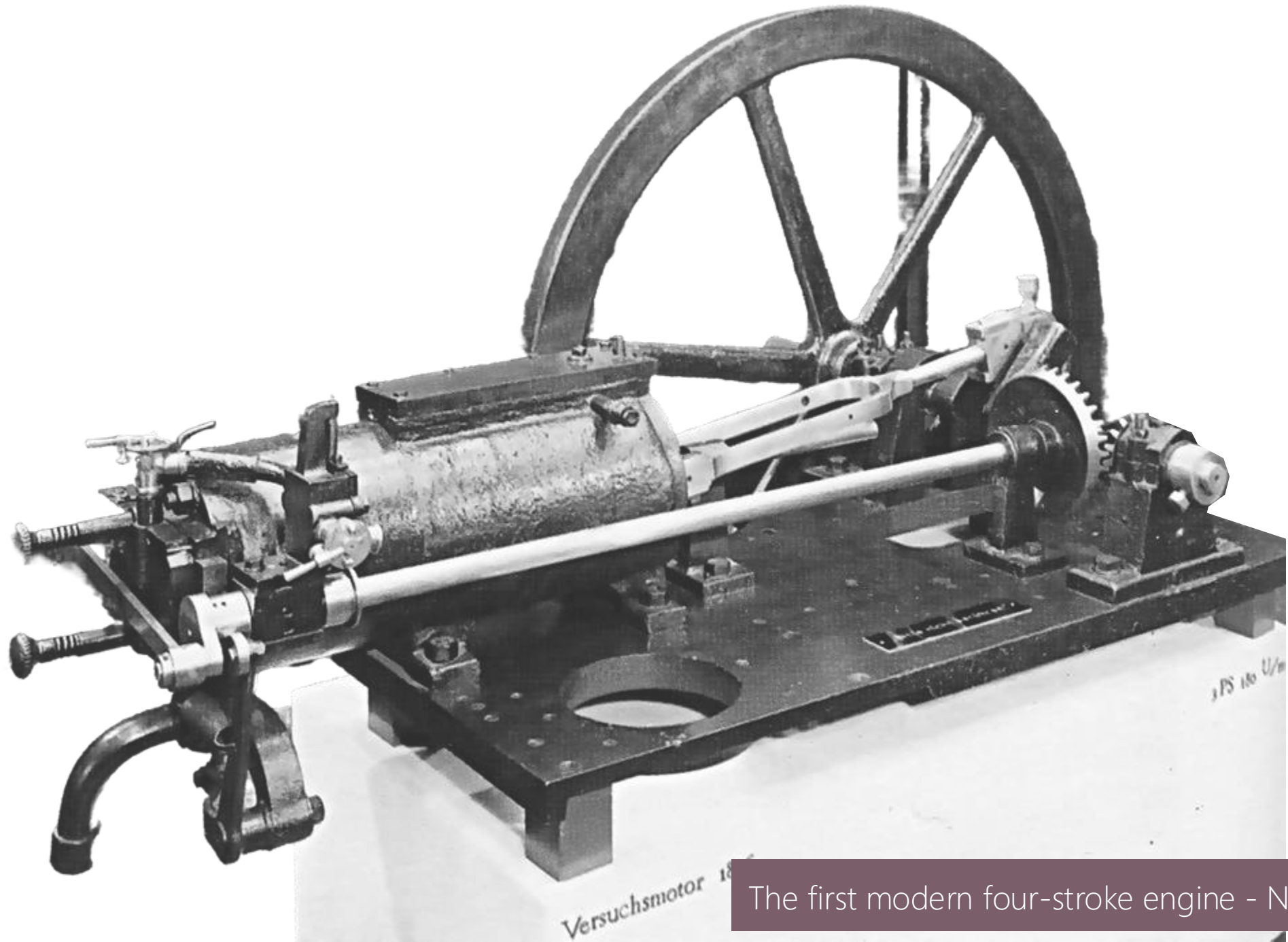
Glenn Jones  
UX Brighton November 2024



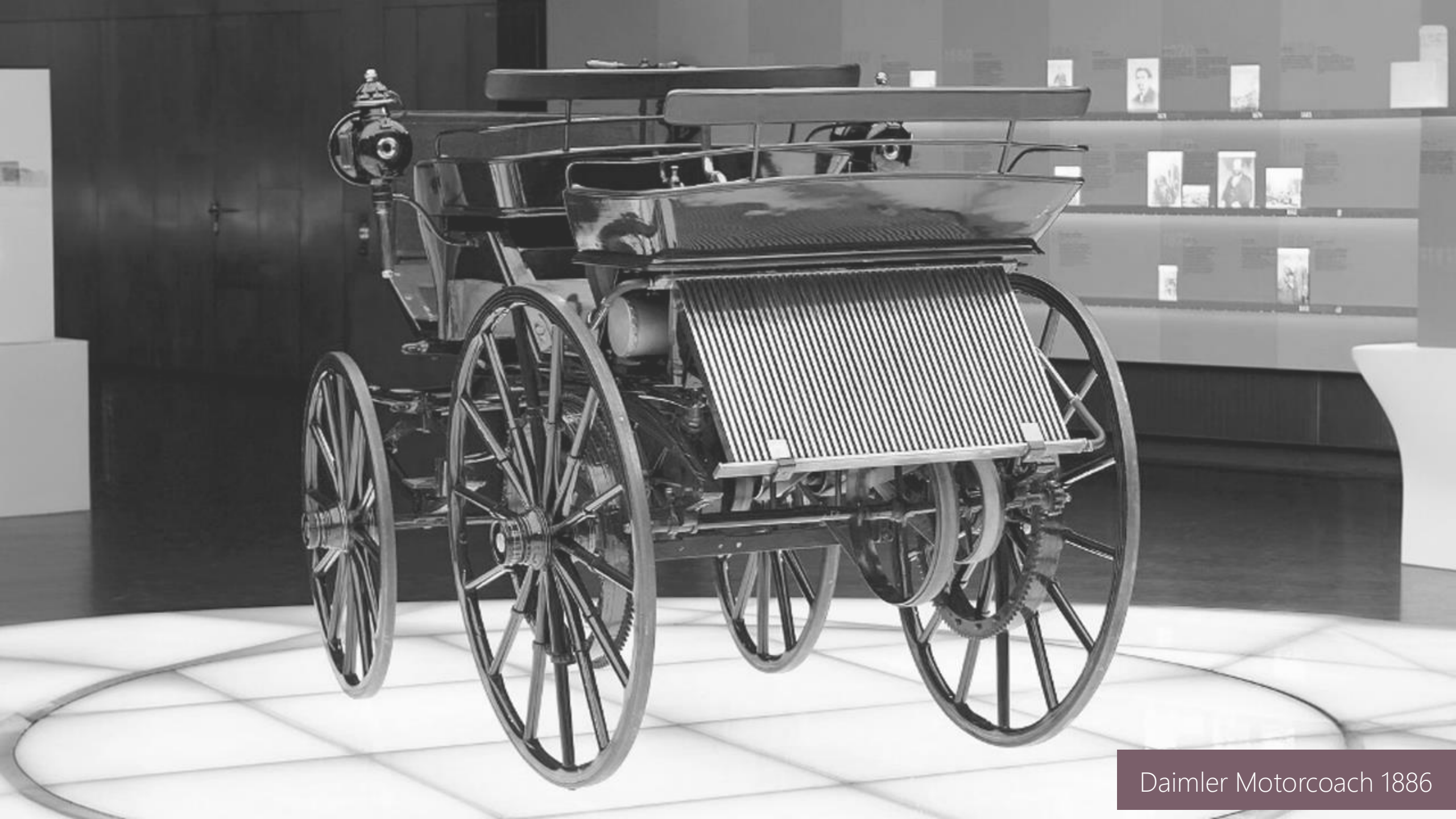
Message ChatGPT



ChatGPT can make mistakes. Check important info.



The first modern four-stroke engine - Nicolaus Otto 1876



Daimler Motorcoach 1886



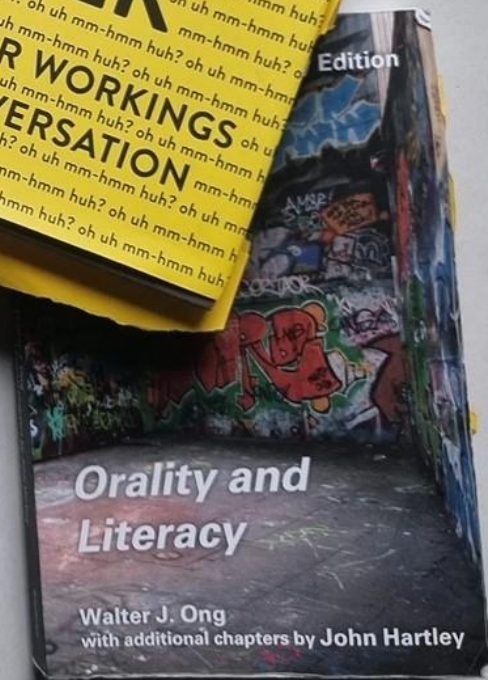
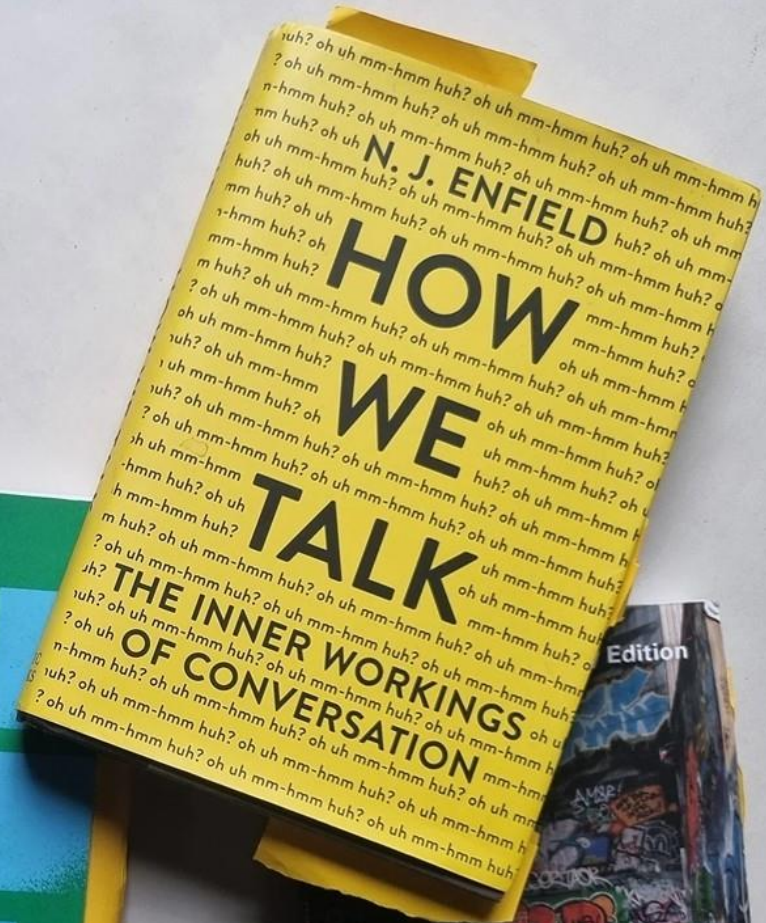
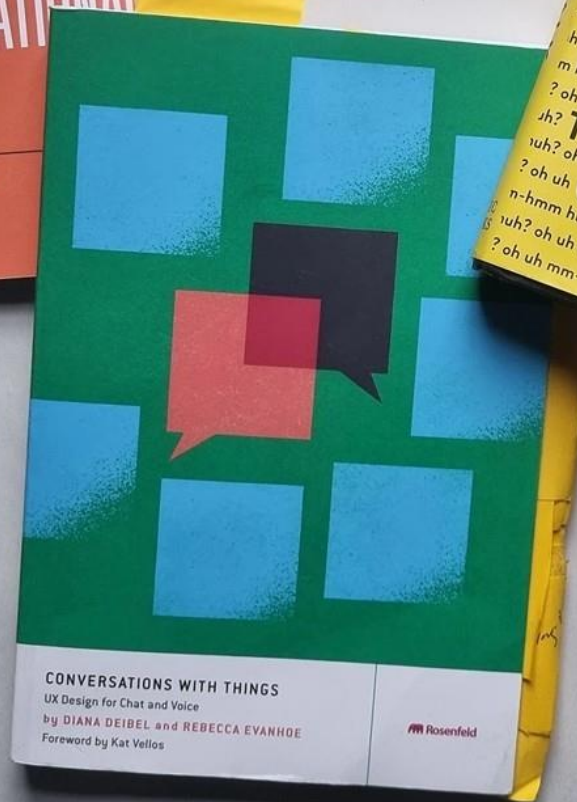
Message ChatGPT



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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 thè (-) full ext<sub>nt</sub> ↓'v it.↓  
(0.7)

Dean: °↓Uh:::eh°  
(0.9)

Nixon: °I don'noo° '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 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



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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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# There's life within the 9-5

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Sector	Location	Trending	Part-time	Graduate	Job titles
Administration 124	Further education 179	Leisure 17	Secretarial 9		
Arts & heritage 286	General 1110	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 shows the Miro AI menu on the left, which is open. The menu is divided into three sections: 'Create', 'Adjust', and 'Sidekicks'. The 'Create' section includes 'Cluster', 'Document', and 'More Objects'. The 'Adjust' section includes 'Translate' (marked as BETA). The 'Sidekicks' section includes 'Get feedback & suggestions', 'Generate ideas of solutions', 'Identify retro key themes', and 'Suggest next steps from retro'. A sticky note is attached to the menu, showing two options: 'By keywords' and 'By sentiment'. The sticky note is labeled 'Marcus'.

Miro AI

Create

- Cluster
- Document
- More Objects

Adjust

- Translate BETA

Sidekicks BETA

- Get feedback & suggestions
- Generate ideas of solutions
- Identify retro key themes
- Suggest next steps from retro

By keywords

By sentiment

Hand it off for other teams so each person can say

The screenshot shows a Miro board titled 'Solution Workshop'. The board is divided into three main sections: 'Unclear Value', 'Post-Trial Concerns', and 'Support Challenges'. Each section contains several sticky notes with text. The board is labeled 'Trial feedback highlights' and 'Share'. A sticky note is attached to the board, showing two options: 'By keywords' and 'By sentiment'. The sticky note is labeled 'Caroline'.

miro Trial feedback highlights

Share

## 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.

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?



📶 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?

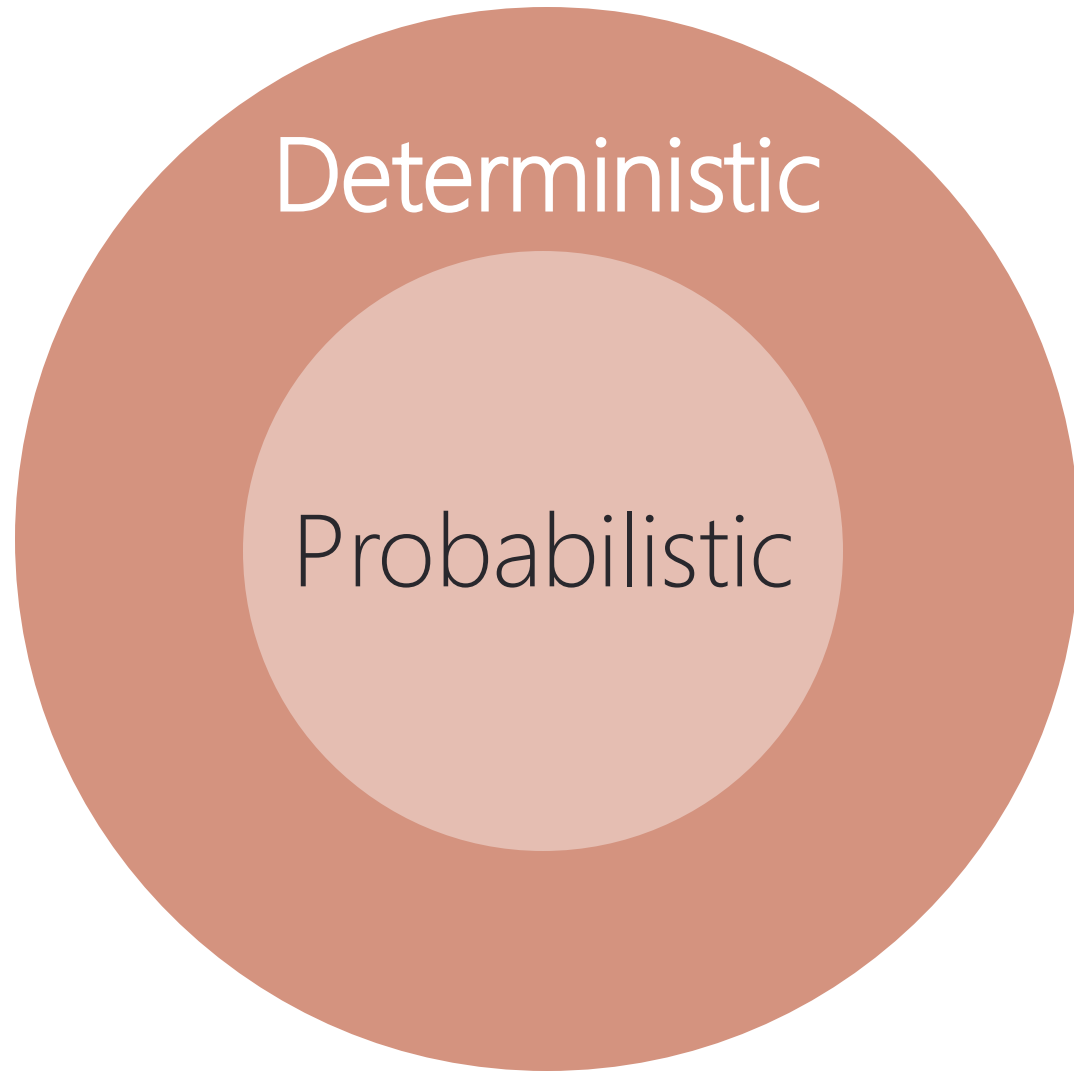
Dave - 19:54 Monday, Oct 21, 2024



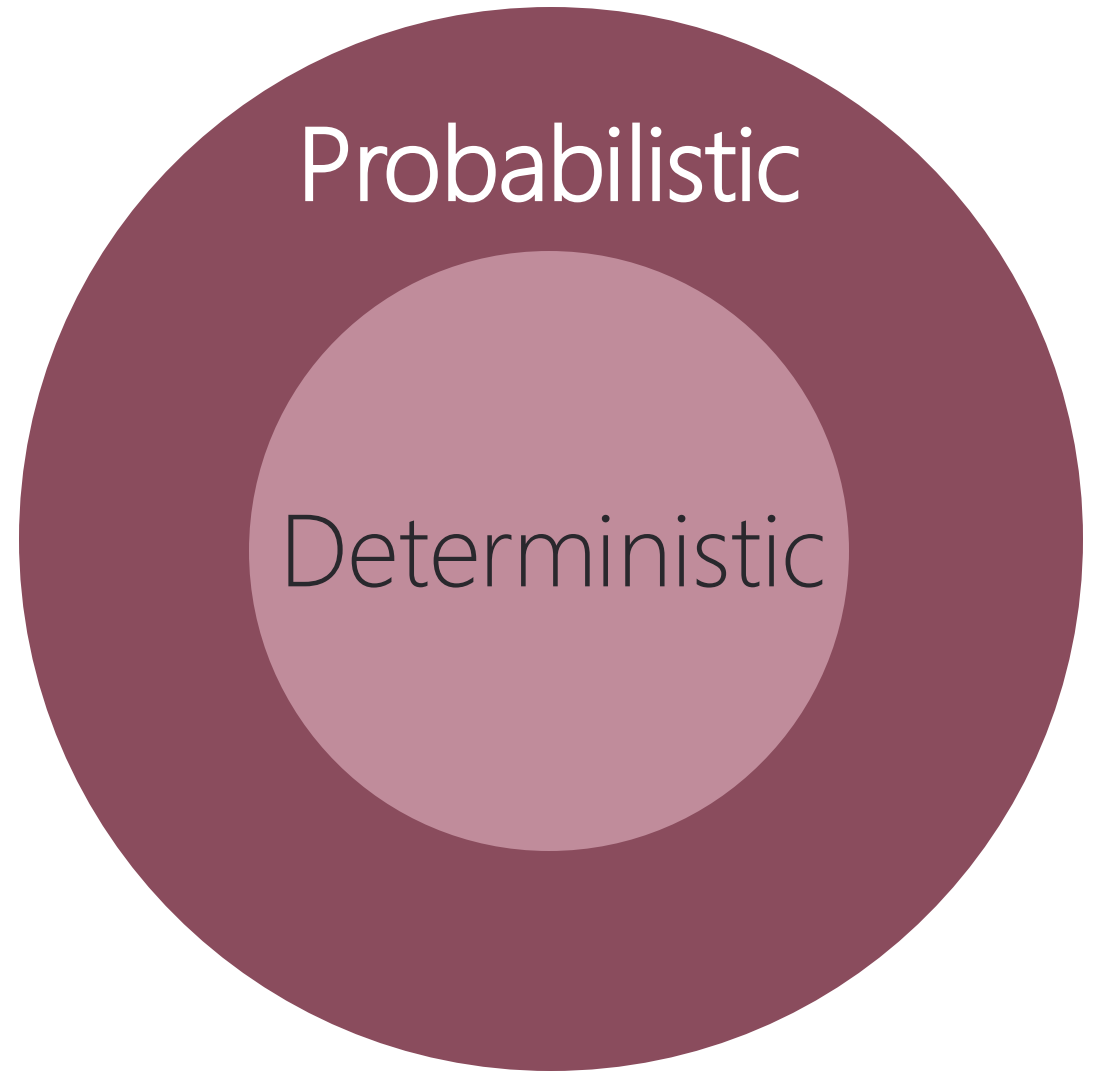
# CONVERSATIONAL UX CAUSES GUI FRAGMENTATION

GUI TURNS INTO SOMETHING MORE  
ETHEREAL, COMPONENTIZED AND FLUID

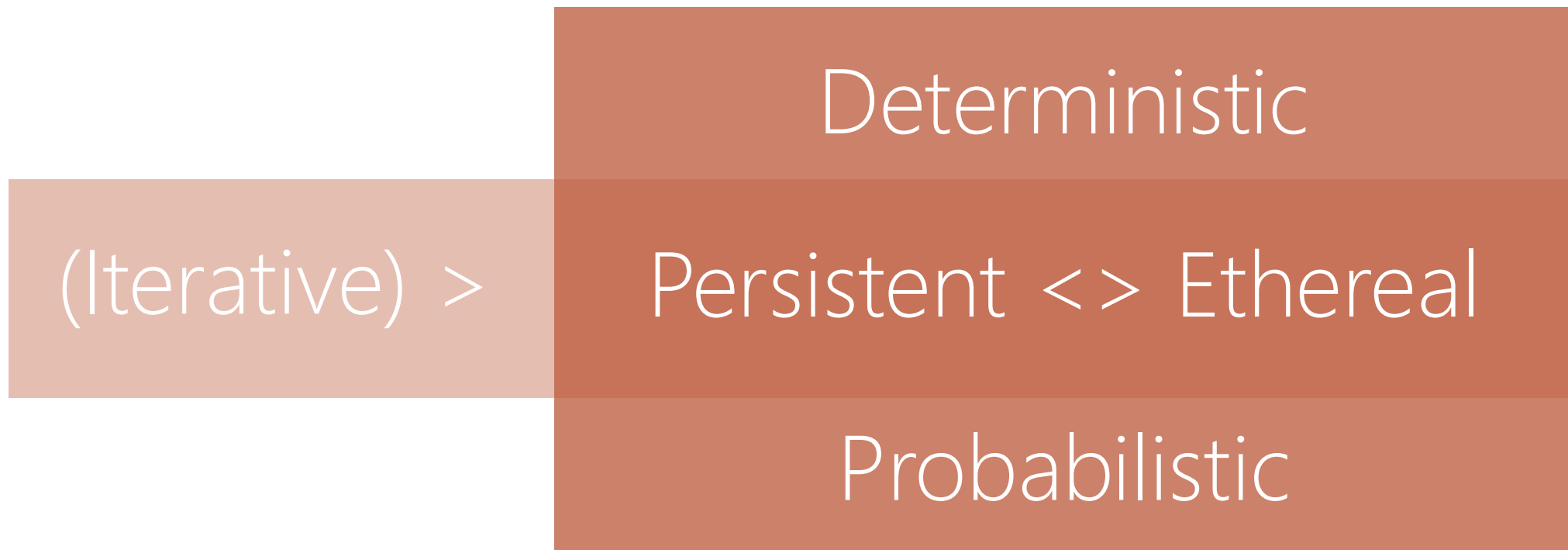
Deterministic first



Probabilistic first







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 is a solid blue gradient. Overlaid on this are numerous thin, white, curved lines that flow from the left side towards the right, creating a sense of movement and depth. These lines are more densely packed in some areas, forming a wave-like shape that peaks towards the right side of the frame.

THANK YOU

GLENN JONES – UX BRIGHTON 2024