Cultural + Racial Biases

voice technology doesn't understand accents

- Alexa will not understand when p6 speaks in deep southern accent and speaking too fast, or names of places that don't have conventional spelling or pronunciations
- stopped using Alexa bc it couldn't understand her accent, compared to boyfriend who has American accent who was understood by Alexa much more quickly
- in general, thinks it's frustrating that there are accent issues with the systems
- hypothesizes reason why Alexa may not understand her is because Italian in US is different from the Italian she speaks
- roommate is usually understood well, has a British accent, p9 does not (Chinese)
- parents don't use because of slight accent
- sometimes Alexa doesn't understand words in English because of stronger accent
- when roommate (from China) tries to use Alexa, doesn't recognize her at all despite her speaking English well
- Google home would pick up p10's accent better than friend's strong British accent, "terrible when it comes to Portuguese speech detection"

doesn't understand non-English songs/names

- relatives in India have problems getting Alexa to play correct music; would have problems finding playlist that's not in native English
- Alexa has difficult with understanding names… tends to assume American artists when requesting European artists
- Alexa has difficult with understanding names… tends to assume American artists when requesting European artists
- Alexa can't recognize last names, doesn't know difference between first and last for non-English names
- when saying Chinese name, might link to a random English name in the contacts
- hard to get a song spelled in English but different phonetically
- Siri can't recognize name if not from English
- Siri has multi-language issues: when pronouncing something "that is not in English in English", like asking for a song in foreign language, it would not understand her.
- hard to request non English music with Alexa
- when trying to play a Japanese song in non English, request song title translation in English and it can somehow recognize and play that Japanese song, but if there is no English title for that song then can't play that song
- when Google home is reading out calendar it mispronounces non-English names
- Alexa keeps mispronouncing names even if corrected
- when asking Alexa to play song that's not a common English word/name, it will completely misunderstand, more biased to American artists
- doesn't really pronounce name correctly

has issues with pitch of voice

- boyfriend has lower voice, participant has higher, also pitch of voice changes, Alexa might not catch that
- tone of voice can play a role, lower voice would be more likely to trigger voice assistant

solutions to challenges with voice technology

- stopped using Alexa because it never understood her accent
- will remember the way Alexa pronounced a song or artist and then repeat it back later, sometimes works if more data on song
- will try to speak again and slowly
- will manually turn off light if Google home cannot understand, frequency is once or twice a week
- "wouldn't do anything" when asked about solutions, or would wait for her bf or his sister to fix it
- solution to not being understood: will have to speak very slowly in order to be understood, will try again
- will try to encourage Google home to turn on both lights if only one is turned on by asking another one
- goes directly to the source (turning off light directly), hasn't replaced Alexa with phone
- will alter requests or get louder and clearer for Alexa, won't go to phone
- solutions to being misunderstood: stopped using functionality involving names, so very basic functionality like packages
- gets 7/10 times, but will repeat request and if it doesn't work, might use phone and play directly
- if person is trying to say a word that is not in English or the set language, then it will not be detected
- tries to make different requests ("find me the song that was featuring Drake and Jhene Aiko"), or change what he's looking for
- helps by specifying artist when requesting song or from movie, names sound different so easier for requests?
- older relatives will try 3-4 times, whereas p8 tries with more intonation, but relatives will just give up and "reduces amount of use they get out of it"
- had to pronounce words very slowly and clearly in order to be heard, sometimes if pronounced too slow then device won't recognize, "disturb dynamics of interaction"

voice technology being culturally insensitive (historically)

- chatgpt brings up Armenian genocide denial rhetoric, Alexa might also have lack of understanding of similar themes, and she reads off Wikipedia
- when asking Alexa to play Armenian music, sometimes brings up Turkish music, culturally insensitive as Armenia/Turkey is conflict ridden region and feels like confusing cultures
- when asked to play music based on language command "Indian music", then it'll be biased to certain genres of music

voice technology has issues with very specific words

- Alexa will not understand when p6 speaks in deep southern accent and speaking too fast, or names of places that don't have conventional spelling or pronunciations
- when ask Alexa to play music or music from movies, Alexa can't understand
- won't necessarily always pick up on nuances of specific words like "Baroque"
- Alexa has trouble parsing very specific requests (French new wave), etc.
- Alexa tends to favor one location's names more than others… socioeconomic barriers, like knowing more New York locations than Texas ones
- Alexa will have trouble getting results for specific requests (songs, recipes) that aren't as popular

general ways in which voice technology can't understand requests

- cannot clearly recognize command, like turning off both lights
- parents have difficulty--if devices trained in the States and move elsewhere it wouldn't work as well

trouble with bilingual situations

- Google home can't recognize sometimes if participant is speaking Eng or Chinese, does this with speaker and her friend
- thinks it's frustrating that you can only use one version (language) of Siri at a time, limitation for bilingual people
- issue because voice technology isn't super bilingual

reasons why voice technology might have difficulties

- causes of Alexa issues: could be because of the way English is taught
- thinks the cause is computer or AI responsible for smart device, hasn't been trained on variations of English
- causes of issues: training models on accessible data, also tolerance to failure (much less forgiving of home assistants' errors
- cause [for locations in NYC being known compared to locations in Texas] is that Silicon Valley, investors from East Coast… so Midwest and South forgotten
- "machine learning problem" where diversity isn't recognized by companies, because it isn't going to generate profit
- issue could be caused by voice they use to train Alexa, also hard to identify changes in written script vs spoken
- root cause is lack of data in specific cultures, creators should reach out to users from lesser known backgrounds and gather data

improving voice technology's capabilities

- could ask people to label words and how they are pronounced
- could find more authentic samples for accents/dialects to help Alexa
- solution: record people having conversations at universities in different states, more up to date words and more diversity
- to have a better experience with Alexa, just keep the function simple
- don't know if just adding more data would solve issue
- smart speakers should start with better understanding of different pronunciations in English, then can build off of that
- solution to improve: option to guarantee privacy… also having option of model being pre-trained or on user

hopes for voice technology

- if voice technology is able to understand older people with physical impairments it might help them feel more welcomed
- model being capable of simulating human conversation can combat isolation in aging population
- one vision for Alexa would be Alexa being less invasive, and therefore more trustworthy. also more understanding of speech

Developer + Users

Resources during development

Like with his personal skill, he used free resources online to answer questions during the development process.

with the use of Amazon's documentation, LinkedIn Learning courses, and other free online courses/tutorials

He had never written code before but used YouTube, Reddit, Stackoverflow, and developer forums to problem solve.

Gabriel got into skill development through his full time job and via his own interest in learning new development environments during the pandemic.

He wrote the skill front scratch, rather than using a template.

This skill was built from scratch.

Resources:
- use online resources
- platforms / communities
↓
informal learning
sense of belonging
mutual help

UX testing thru Pilot & beta

UX testing:
- mainly trials & errors
- less design → develop loop

UX design": worked through a plan in a word document and thought through what users might want to ask Alexa, when using his skill.

He found beta testers through Reddit (which is how I found him).

They did beta testing with 20 users and tested it on his coworkers as well. They discovered bugs and got feedback as they went.

There was no real formal planning before beginning to develop the skill but as he tested, he learned of an odd UX/trust issue.

Difficulties during development

Difficulties:
- complex inquiry
- connect info: OAUTH & HIPAA
- Develop tools

The most difficult challenges that he ran into were (A) connecting with a users official overwatch account to get their stats in real time and (B) finding the right audio files to be able to create the experience he wanted.

He told me that "O-AUTH" was the biggest reason that it took him a year to develop.

The biggest challenge they ran into was HIPAA compliance.

Currently developing a recommendation screen for the show using the Alexa programming language developer tool
Thinks this tool is absolutely horrible and hard to use
Thinks it would be better to use a more common programming language

Post development

Post Dev

He never published this skill because he didn't want to have to pay a monthly cloud fee to Amazon.

He ended up taking the skill down because this promotion ended and he felt that "...I was paying and spending my time to make Alexa better for Amazon.. For free".

he continues to promote it to friends and the community on Reddit.

- took skills off due to monetary con $ $$
- promote thru communities

comparing to siri/ google

google siri

use both alexa and google home for different stuffs

Google is the very best for finding info you need. He instead asks Alexa specific things and specific commands. he didn't like it because he would ask Google on his phone better

Alexa is more personable, tries to start conversations more,, Pretty smooth, better dialogue flow than Google (sounds robotic/choppier)
Likes more curt, to the point aspect of Home
Skill could be to make Alexa shut up faster (

Alexa has a narrow scope of what u can talk about.ill ask a question about a celebrities life, wont know the answer - i can help you google that. If theres a way where alexa can google it and paraphrase it and say i will send u info to your phone.

"It's like siri but it's separate from your phone....you can ask for the weather or other things verbally

A lot of these philips hue are compatible with smart homes, so with google and alexa. They're not compatible with apple.

He views Alexa similarly to Siri as a helpful voice assistant to create reminders/play music/send messages, but he doesn't want it to do most things that Siri can do since it's not constantly with him

I use siri mostly for texting in the car because i dont know if amazon has power like that i dont know if u can do that on amazon tablet.

Not playing favorites, never use siri

He has disabled Siri on his devices because "it's useless"

Doesn't use Siri - bothers her when phone or computer accidentally picks it up Which is annoying

Homepod mini, ask it to play apple music, spotify, i feel it has better integrations with iphones its like having airpods u can switch between phone and laptop - when u get a phone call its better u can switch from home pod.

Apple set up is nice - beauty of everything inside one ecosystem. The app was kinda goofy. There were a lot of places to go inside it and its like man i dont need to learn a new app. This funny effect happens. We install the models in our mind - mental models. Alexa mentals model is idk wtf this does. Bunch of weird experimental things. I dont feel like im looking at the future of a voice assistant in my hand

Siri is getting worse. Personalized request - deeper access to your stuff by using voice fingerprint. Ill ask her whats on my calendar - and shell say i dont recognize your voice, whats your name.

uses Siri exclusively for timers, likes that siri more directly connects to phone/more integrated

Alexa is wider reaching due to 3rd party support, Siri is much more of a closed network for the apple ecosystem

trust/ intrusiveness

knowledge ↑

Alexa has a narrow scope of what u can talk about.ill ask a question about a celebrities life, wont know the answer - i can help you google that. If theres a way where alexa can google it and paraphrase it and say i will send u info to your phone.

not confident:
↓ high-stake stuff

Worries if asks alexa to look up a product and then alexa asks her if she wants to buy it she would Too easy to accidentally buy something

Would not trust Alexa to order an Amazon product for you: Wants to browse various options, and not sure if would Trust alexa to place an order on my credit card
Lack of visual interface/small size of echo decreases trust

"If I had children, I wouldn't trust my children to interact with it" - parental controls, buy things accidentally
No medical/ssn/banking information

Trusts Alexa less in general, hurts that there's no visual interface for confirmation

"I know what I would not trust it with!"
"I would not trust it to drop of my packages in my garage"

He doesn't trust that Alexa understands him accurately enough and consistently enough - he's in room A but the echo in room B answers him.

privacy & intrusive

ut of nowhere alexa would be like alexa come dinner. I find that scary. I dont like you can have this - i feel like alexa is always listening - i dont care. But other people care.

Mom was against it because she was against having a microphone & camera in her house

Alexas always listening. I think people know that and are freaked out by it, they live w their knowledge and do nothing.

A lot of the parents would use the drop in feature. If youre not home, you can drop in to another alexa so it would be a green ring circling around alexa.

unprepared conversation by Alexa: she said google set a timer for 5 mins, normally dad uses it, asked her if you were greg, and it said are you beth or are you jill, and that was just creepy, that he had 2 daughters called beth and jill

Theres 500 ways your privacy ca be invaded. You can never avoi being tracked. At a certain point, ok for me to be tracked by the go its ok for them to have means to privacy

Difference between that and alexa is you can see yourself get recorded but for alexa you cant see whats being recorded or you're not fully in control. Its invisible.
its not responding is making me feel more secure

Alexa is always listening, Parents are freaked out: So much of my data is already out there in the world so I don't really care about it

advice for developers

- "You need to know your audience well" and ask users questions.
- Map out a workflow before you start so that you don't get lost

"Make it as simple as possible, using short sentences."

"The more functionality you have, the more people have to learn"

"Be aware of language barriers for users"

comparing to laptops/ phones

Everything her phone does except that it's voice controlled

something easier than a phone if you dont have access to your phone - convenience.

I was a bit resistant to it, i felt there was no big need for it. Its a good speaker but i wasnt like suffering without it - if ur laptop breaks its an impediment.

"Everything I use alexa for I could also do on my phone""It hasn't really replaced my computer or phone. It doesn't add anything that I couldn't have done before

I know what my computer can do. Alexa is for minimal convenience. I could do the same things with my phone, they are just slightly faster with Alexa"

My phone doesnt have a centralized way to accessing all the settings, if so, i could use that

I feel she is just an encyclopedia. There for peoples convenience. But ultimately the biggest turn off is the fact that it doesn integrate well with an iphone

Like an extension of your phone, an object

Time

Time
- non-highstake conversations
- speak so slow
- multiple back and forth, many steps
- hints (follow-up questions)

challenges in using Alexa (time)

I used to get annoyed idk if my device is old or i positioned it wrong i would have to say something a few times and frustrated saying it a few times but i did have an older device i would have to repeat over and over again and just give up in the end and do it myself.

"In general I don't really like to have multiple back and forth's with Alexa. At some point she misunderstands, there's no point to easily go back. There's no, let me go back and clarify.

ask her to play a song and she won't recohgnize it. Thats why i just do it from my phone.

The routine thing, but because Alexa spoke so slowly, gets bit frustrating

Always felt it slowed me down. With texting people i know you can ask siri to text for you but i dont like doing it. I would not use siri. I dont get it. I feel i can do anything in seconds.

And sometimes, i know im being impatient, and it takes time to take in what i said.

played wrong version, played volumn super high
"At this point, I could've just played it from my phone"

many steps

When she does that I'm already busy and then I forget to do that"

"By the way" hints are kind of annoying

hardship in using alexa:
It was more than one step and I didn't have time to figure that out

"Wouldn't trust her to do a very complex search. She would misunderstand something along the way. She would interpret something else, or would get the words wrong"

"News gets annoying after so many ads, then I played spotify"

Will try to offer to set up another feature, goes on a tangent, has to say Alexa stop!

After every command, Alexa will prompt you to set up more features (ask for weather temperature, then asks if would like to set up another voice interaction feature)

about alexa

'it's like a person talking to you"

He did refer to Alexa as "her and she"

solid companion + An external accountability friend

Has mentality of why not automate everything to make his life easier

"It's a robot, we shouldn't be able to give it a human voice"
"Go ask Alexa -- seems like it's a person"

One of the things that Eric most uses Alexa for is to set a timer. He didn't realize, 2 times at a same time

Says absurd statement, Alexa responds in random way
Fascinating how it interprets more figurative/less literal linguistic interactions

Very basic tasks, can definitely do more with phone, only things that it's done before, not looking for new use cases (predetermined and works)

Alexas primary function is the speaker system. 85% of the time its used as a speaker.

Alexa and Echo are two different things" -

Alexa is an efficient speaker/alarm system

i think its really about creating your perfect and most comfortable home and it all came after the pandemic when ppl were staying at home and wanted everything like gym equipment wanted their house to be exactly what they need

no personification of google home due to lack of name

4

motivation to develop & use skills/alexa

Very deep sleeper. Alarm on phone isnt sufficient.

Got one because there was a deal for an echo dot.

His motivation for the overwatch skill was that he wanted to be able to ask about his characters stats in real time.

Uses it in the morning to listen to news while tidying up apartment

At someones apartment. I work in tech.

Eric created the skill because he loves his Alexa and thought that it would be fun.

It's like an apple app, but you can talk to the echo dot to do this stuff for you, rather than going on your phone and download the app"

Didnt want to spend too much money - otis very affordable. Quality and affordability

live by myself-> want an assistant to help me track stuff, tell me the weather, music

use Alexa hands free while playing instruments and already had them through his house.

Saw bigger device at friend's house, echo dot on sale

Likes to listen to music over speakers because it's more conventient

Just seeing how other people had it and i was in the dorm. So i thought it would be nice to have it to play music out loud.

advice for alexa

search history: I wanted to find a specific article that I read, I didn't find if through alexa

He likes Alexa but he hopes that its overall intelligence expands

- More visual design templates! He said that there aren't very many that you can work off of to map out your conversation logic then to create multimodal skills.

handle more complex questions.

Old ppl, ppl with disabilities, certain functionalities, if we had a smart home, turning on the tv, using alexa to control other technologies would be interesting

track if the phone is with you

He wants the intents/utterance recognition to improve so that the skills become more valuable

"More natural, less explanations needed"

increased connectivity to other devices and apps

The voice assistant foundation could be instrumental in therapists and medical counselers. Like doctors could really use that kind of interface. To have reali time interactions with patients to see how they're doing.

Keep track of a routine, remind you to drink a cup of water or something

challenges in using Alexa (recognition/ culture specific)

Sucks with arabic music names
Has to manually select them

We'd ask for a bollywood song and alexa wouldnt have any idea what we were talking about.

won't be understood, have to repeat himself louder, gets kinda aggressive

my parents they have an indian accent so its annoying to hear them have to repeat themselves.

worried about sending message: accidentally sent to her friends father who had a similar name to her friend.

Definitely if she couldnt understand me in the first time, non-american/english songs. Bollywood music, latinx, afrobeats, difficult to communicate that w alexa

Some artist or concept and she'll be like, sorry i dont know what u mean. And i feel ambivalent like i have my own means of knowledge.

"Alexa is very bad at understanding the difference between the word 'see' and the letter 'C'. This happened for every letter that I wanted her to recognize."

Asks it a query, if doesn't know answer, doesn't say anything No feedback

say word similar to an Alexa trigger word/skill and Alexa unexpectedly activates

Whenever someone says Alexa/or something that sounds like it and she lights up and starts talking, mistaken interaction

say word similar to an Alexa trigger word/skill and Alexa unexpectedly activates

Issues with talking to one and then the other gets activated

He doesn't trust that Alexa understands him accurately enough and consistently enough - he's in room A but the echo in room B answers him.

Recognitions:
- accent
- cultural-specific knowledge
→ non-us
→ non-mainstream
- unintentional waking Alexa

challenges in using Alexa (Affective)

Affective
Alexa
- cannot understand mood
- can't express emotions

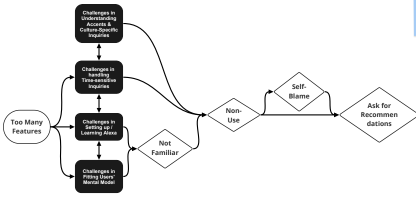
no understanding of what mood youre in. it feels like a tool rather than a being. Thats why its hard to emotionally connect. I dont think they prioritze emotion anyways.

Humans have to be more autistic-y to interact with these computers. Who have challenges reading the emotional qualities.

alexa developers should collaborate w ppl who are not good at programming but doing the human shit.

U cant have an emotional or adult conversaton with it. Although it cosplays as that. U dont form a relationship w it as u do with a person, dog, cat. Its just a voice API into amazon. Feels like ur using a computer rather than ur talking to a person

Alexa is more personable, tries to start conversations more,, Pretty smooth, better dialogue flow than Google (sounds robotic/choppier)
Likes more curt, to the point aspect of Home
Skill could be to make Alexa shut up faster (


Challenges in Understanding Accents & Culture-Specific Inquiries
Challenges in handling Time-sensitive Inquiries
Challenges in Setting up / Learning Alexa
Challenges in Fitting Users' Mental Model
Too Many Features
Non-Use
Not Familiar
Self-Blame
Ask for Recommendations

challenges in learning Alexa

There's not enough information when you set up the device

Sometimes I get too busy to do all the steps, Followed steps by Amazon

No one really tells you as a user what other existing skills there are in Alexa out of the box

for old people. They dont know how to operate the internet they're asking something.

hardship in using alexa:
It was more than one step and I didn't have time to figure that out

Opened app to see what skills are Hasn't enabled any of the skills (dont know what are skills)

"I try to format the phrase to fit Alexa, if she doesn't get it the first time, I adjust my sentence"

Not very good - so much friction to get it installed they dont feel ppl are investing time in it, the ui still feels ur operating a command line where u have to use syntax You're making it behave like a computer to speak to it. The whole point was conversational and natural letting it be unhinged - closer to messy humans.

learning
- too complex
- not enough info (skills, systems "syntax")

so many features

so many features
→ out of habit
→ time
→ X motivated

feel like i havent used all of the functions. Im sure it would streamline some of my calendar/event setting.

"If I knew other things I could use it with....maybe I would use it more.

Doesn't use a lot of skills, but 'should' because it's convenient
Doesn't use it mostly out of habit

As user doesn't feel like pressured/motivated to look for new skills with current app, not that compelling

"I only use it for the most basic functions, it can do all these things and I use it for the most basic things"

Extra features are cool "scrolling through all the skills my mom has enabled....it just seems like a toy. Why do I need this? It seems fun but I'm not really interested in it"

Doesn't look up skills frequently, she knows it's convenient and there must be similar skills

challenges in using Alexa (self-blame)

"why didn't I ask her to do this for me?" "Why am I not asking alexa to see what the weather is?

time ↑

Maybe that ignorant and there are ways that i can be more efficient

rude ↑

Dad always says "please" -- it does feel rude to just say "alexa do this for me"

Doesn't use a lot of skills, but 'should' because it's convenient
Doesn't use it mostly out of habit

I feel im very mean to alexa. It - id rather use it - if its giving some long response id tell it to shut up.

feel like i havent used all of the functions. Im sure it would streamline some of my calendar/event setting.

"I only use it for the most basic functions, it can do all these things and I use it for the most basic things"

Wants to become a better user, doesn't get to that part

"If I knew other things I could use it with....maybe I would use it more.

friends set her stuff up cuz she anticipated frustration

. Ive never looked into im too lazy but ive always wonder that- ppl dont pay attention allow location services

"There might be something about Alexa that I don't know that might be useful for me, but I already have a lot of systems in place"

I feel im the wrong person to ask about alexa but i just dont see the appeal. Im sure theyre gonna come out with amazing cool features but i dont have any problems that can be solved.

self-blame due to
- X time to use more features
- rude
- X mental habit of using it

compatibility

My dad made an amazon account and that was when the alexa first dropped, its like an apple thing u have one thing so u get everything from the brand, but he didnt use it in the end. I dont think the connectivity stuff was that accessible at the time

. I think its bc my parents dont care to be that tech savvy. They dont have a lot of compatible devices.

If plays music, you have to ask Alexa to connect to phone on bluetooth, and then open spotify, multi-task process Amazon music is only way to avoid that

Have it at dorm but doesn't connect to school wifi

Didn't bring Google Home from Thailand (doesn't work with columbia wifi),

increased connectivity to other devices and apps

Uses google home for same stuff, but linked to spotify which is even better (play this song and it's done)

Went with Google Home since google products are more internationally supported (no Amazon services in Thailand)

Set up 3rd party IOT things is frustrating (dealing with applications of other IOT devices and trying to connect those to Alexa)

challenges in using Alexa (mental model)

mental model
- Alexa App
- no mental habits
- dependencies on visuals
- high-stake stuff: ordering from Amazon

Alexa App ↑

I dont think i have the app anymore but i remember u can set default music player,

for music: it feels easier on my phone, i like the experience of scrolling through the playlists on my phone.

I never use the alexa app. Its only for setup. Once you have setup u dont want to change it.

I have the alexa app on the phone. Sometimes i wonder if speaking to her is needed because i have the app.

sometimes i dont ask Alexa because its more easy to google that on my phone.

Im a very visual person i hate audiobooks and podcasts. I prefer to look at something and see the sunny and cloudy. My mind drifts i get distracted.

Screen > no screen; Visual interface good for confirmation after voice command

Interaction is mostly verbal News stories revolving on screen

Theres something weird about speaking alone in your bedroom, speaking to a machine or speaking when no ones there is weird and uncomfortable

unprepared conversation by Alexa: she said google set a timer for 5 mins, normally dad uses it, asked her if you were greg, and it said are you beth or are you jill, and that was just creepy, that he had 2 daughters called beth and jill

No Alexa for ordering amazon; Alexa doesn;t know what price, what color. I have to give her so many specifications about what I want. It's easier to go on the website and

Alexa has a narrow scope of what u can talk about.ill ask a question about a celebrities life, wont know the answer - i can help you google that. If theres a way where alexa can google it and paraphrase it and say i will send u info to your phone.

Worries if asks alexa to look up a product and then alexa asks her if she wants to buy it she would Too easy to accidentally buy something

Would not trust Alexa to order an Amazon product for you: Wants to browse various options, and not sure if would Trust alexa to place an order on my credit card
Lack of visual interface/small size of echo decreases trust

↑ ordering

not familiar with Alexa

Ive heard of alexa skills , but havent used it.

I think some ppl use it to check the weather and whatever else but especially older ppl dont know how compatible it is, so the marketing aspect of so they dont know which products are compatible

"I only use it for the most basic functions, it can do all these things and I use it for the most basic things"

I use siri mostly for texting in the car because i dont know if amazon has power like that i dont know if u can do that on amazon tablet.

Not familiar with Alexa skills
Feels like probably wouldn't use this feature
Wouldn't trust it to detect home invasion for ex.

Ask for skill recommendations

Would explore what you would use it for Handbook or article that would pop up "5 most used skills"

Would use discover more section or reddit otherwise
Better advertising of skills and better transparency regarding teaching Alexa skills would be of great benefit