

Experience design

Assignment 1

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Provide 2 examples of AI in your daily life

What do you like about this technology/product/service?
What do you dislike about this technology/product/service?

Example 1: Planes without pilots

Now that I study abroad, in the Netherlands, each time I have to travel by plane if I want to arrive home faster. The fact that nowadays some planes are almost entirely operated by AI technology having the pilots spend only a few minutes manually flying the plane during a normal flight and this whole idea being considered made me think a little bit about this giant new step in modern aviation.

Positive aspects:

- Avoid problems such as mental illness in crewmembers;
- Save lives if programmed properly in the plane's software;
- Assist human pilots in emergency situations such as military missions;
- It is an innovative and futuristic approach.

Negative aspects:

- Trust your life to some programmed code;
- The lack of the unique skills of a human pilot – to see, hear, feel problems that might occur and act before a computer even indicates them;
- A craft in a craft – if the AI program fails, then someone is still needed to fix it;
- Pilots, co-pilots and maybe the whole crew will lose their jobs if everything in the plane is automated;
- More technology means more fails.

References:

- Planes Without Pilots - https://www.nytimes.com/2015/04/07/science/planes-without-pilots.html?_r=0

Example 2: Chatbots

Everytime I want to connect or report an issue to a support team of a company, I am afraid that behind the scenes there might be a chatbot waiting for my questions. A cold hearted chatbot with its AI and programmed in advance answers.

Positive aspects:

- Solve a customer's problems faster by replying faster and thus improving the user experience;
- Automate simple actions such as making an appointment in the barber shop where it does not matter who or what is making it.

Negative aspects:

- Sometimes the exact needed information is not given and you still need to connect to a real person to explain the problem you are facing;
- As it can sometimes improve the UX, it also makes the user feel like he or she is interacting with a machine and cannot get the needed support. For example if I know that the support is a chatbot, I feel like I cannot express what I am experiencing because there is not somebody that can actually understand me and guide me.