

ARTIF

ICIAL

artifacts

SPRING

2018

chris

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Research Methods

Observation

Interview

Digital ethnography: web
scraper

Research Tools

Gather

iPhone camera

iPhone voice recorder

Pen

Notepad

Ears

Subconscious

Process

Microsoft Excel

Microsoft Word

python

Visual studio code

Windows power shell

Subconscious

Time

Report

Adobe InDesign

Adobe Acrobat

Secondary Research

Digital Ethnography Toward Augmented Empiricism

Wendy F. Hsu

City of Los Angeles Department of Cultural Affairs

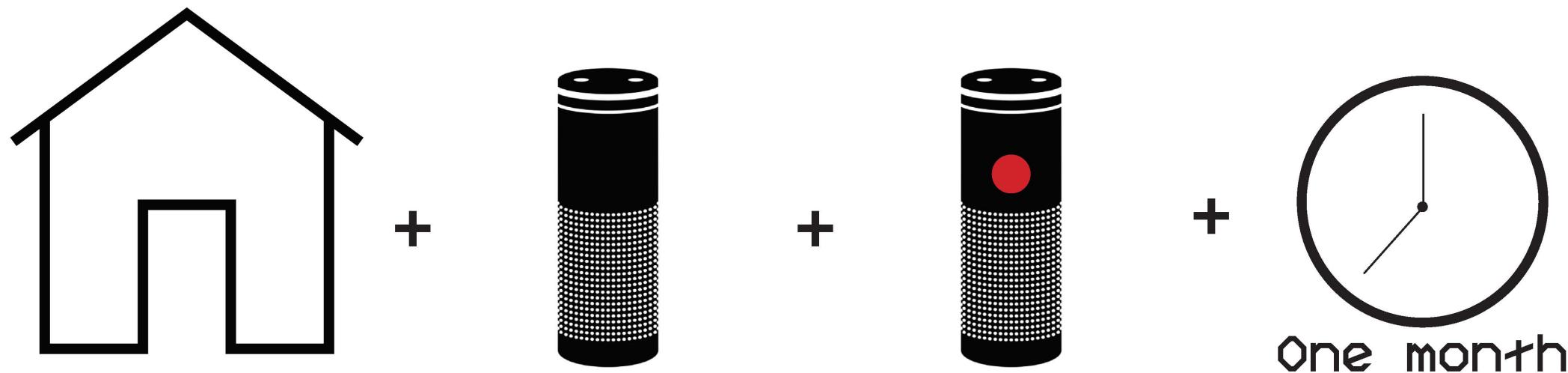
Software not only mediates, but also
reconfigures embodiments and interactions in a
digital environment.

This reconfiguration goes beyond just how the
interface – in the case of a web site, the
graphically organized wireframes and links –
shapes our interactions.

“Voice Interfaces in Everyday Life”

Martin Porcheron and Joel E. Fischer

School of Computer Science University of Nottingham, UK



“Voice Interfaces in Everyday Life”

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“Our findings reveal how the use of the Echo is made ‘at home’, as **situated actions**, and becomes **embedded** in the life of the home rather than that of a discrete singular isolatable event.”

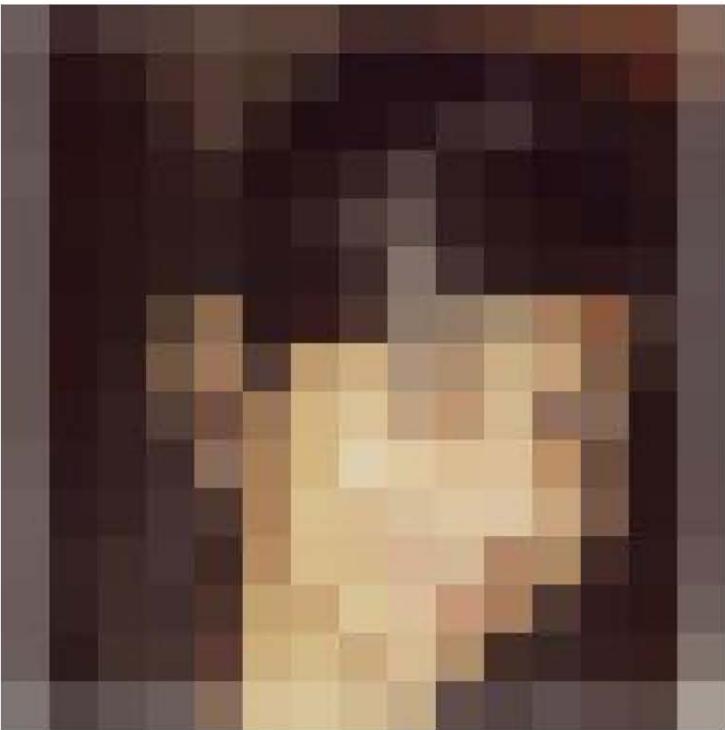
“The User as Network”

**Karen E.C. Levy Cornell Information Science
Actor Network Theory**

Users as networks: as constellations of power relations and institutional entanglements, mediated through technologies.

People and technologies are best understood as networks of mutually constitutive relations with one another, and that non-human objects, as well as humans and organizations, can be interpreted as actants with equivalent degrees of agency.

Observations / Interviews



Observation / Interview: Katie

Gender: F

Age: 23

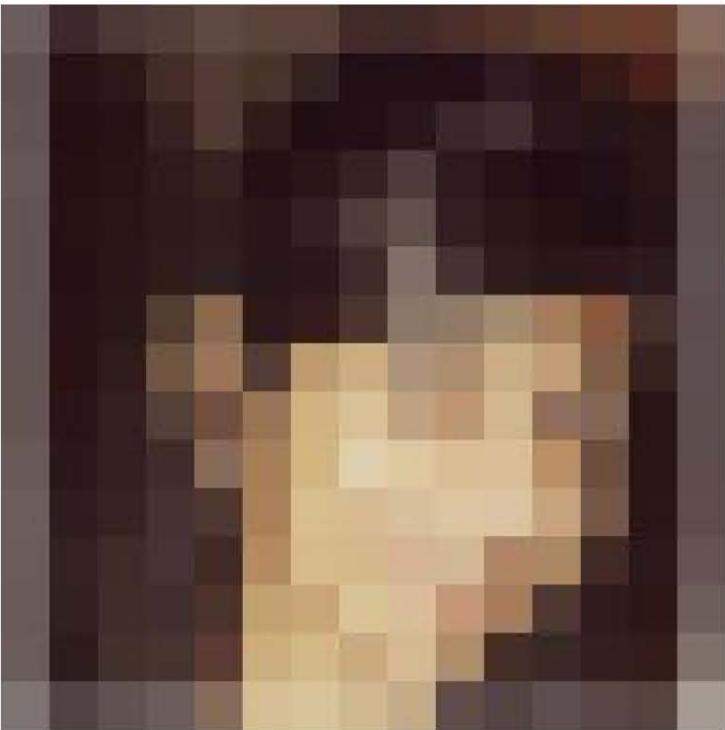
User type: Light

Device type: Amazon Echo Dot

"I am going to get this new device that is going to be there with me all the time and answer all of my questions. Eventually I realized, no, I must know her first and after that I can ask her questions."

Accidentally ordered another Amazon Echo with an Amazon Echo while talking to her cousin on the phone.





Katie's experience elicits important failures both in the objects ability to function and remain desirable to the user.

High hopes for Alexa.

Feels let down.

Feels the cold, hard reality of programmatic limitations.

Hasn't even downloaded the app since she got a new phone.



Observation / Interview: Harold

Gender: M

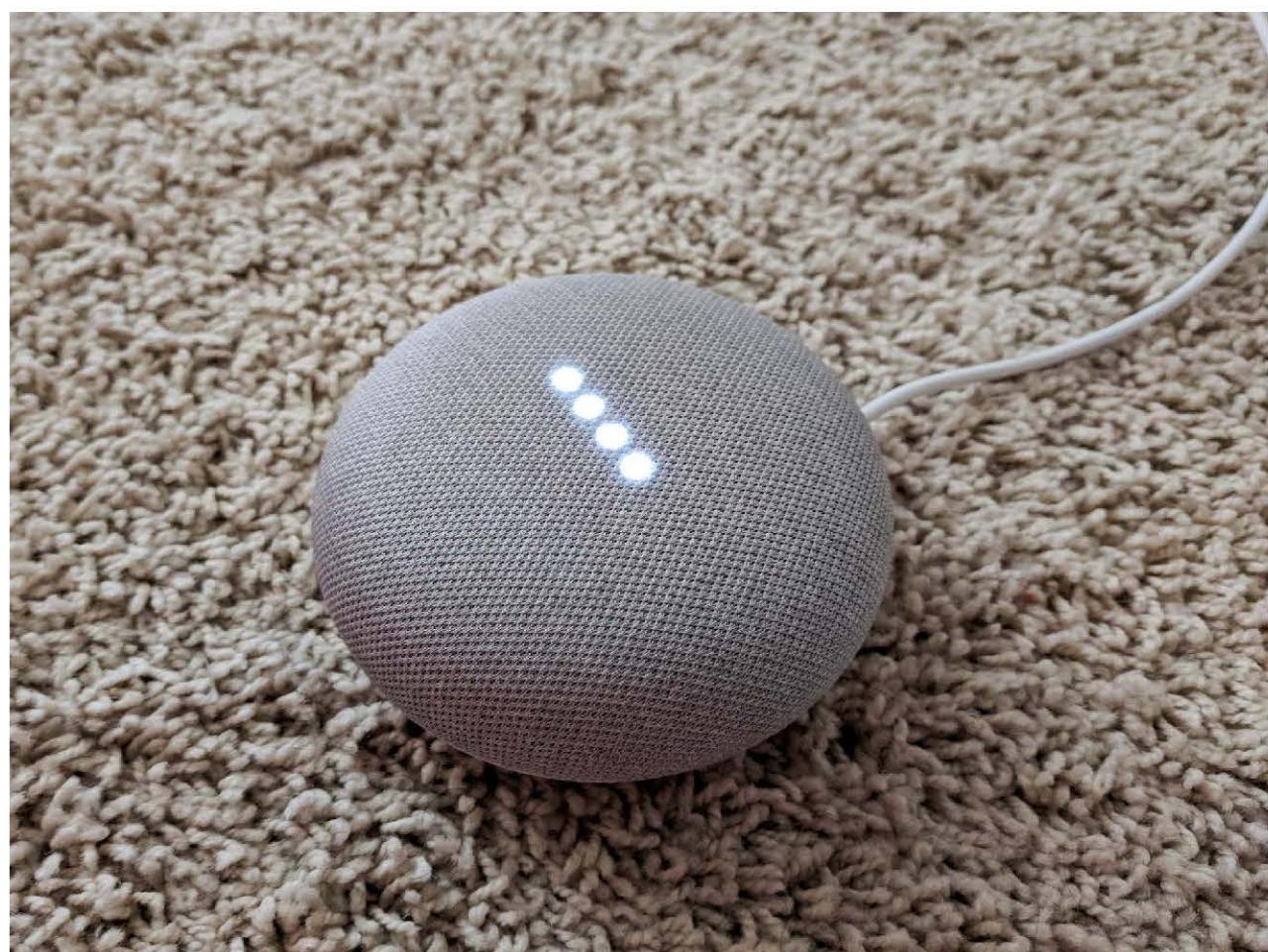
Age: 26

User type: Moderate

Device type: Google Home

One night, while Harold and his wife were home, their device turned itself on by itself.

“It was really creepy. How are we to know if they really aren’t listening.”





Harold: Hey Google, tell me about Osho.

Google: Gives intro Wikipedia report on Osho.

User: Hey Google, tell me more about Osho.

Google: [Gives another description of Osho] -- not a continuation



Harold's experiences show the device to be a useful asset to his life, but not without effort and very specific contexts of use.

Has a positive outlook.

He is engaged with the device and excited about its future.

Acknowledges limitations of the tech.

Raises security concern in a new way.

Open sourcin'

Open sourced data

How can data that is publicly available on the internet be leveraged to understand what people want and how they feel?

How can this be applied to qualitative research?

Are the ethical considerations?

Oh, hey Reddit ;)

ALEXA, TELL REDDIT I NEED MORE CONTENT

amazonecho

COMMENTS

Feature Request Most Requested Echo Features self.amazonecho

125 Submitted 2 months ago by syzmcs Moderator - announcement

Just a bit of a change, I'm not going to try and keep this post updated with your suggestions because there are so many of them I can barely keep up!
Instead, upvote your favorite feature suggestions and lets see what this sub wants the most.
This isn't a megathread to discourage you from posting your ideas as a separate discussion post if you wish.

231 comments share save hide give gold report crosspost

What do you think?
Remember the human.

SAVE content policy formatting help

top 200 comments show all 231
sorted by: best (suggested) ▾

[+] RoachRage • 141 points 2 months ago
I would reeeeaaally love to chain commands with "and".
permalink embed save report give gold reply

tv2.jpg tv.jpg universal remotes.jpg

Amazon Echo 64,387 readers

Search

Submit Link

This post was sul
125 points (98%)

<https://redd.it>

Reddit web scraper: Step 1

Write program:
python



Pull Data



Export



Reddit web scraper: Step 2

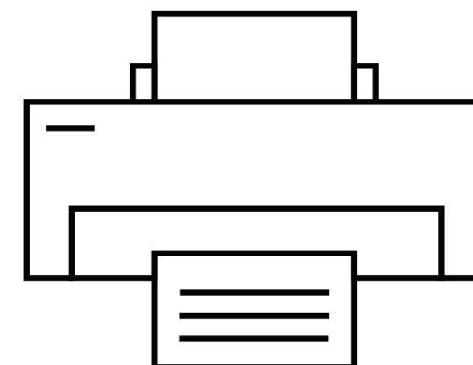
Parse



Code



Analyze



AutoSave Off Christo

File Home Insert Draw Page Layout Formulas Data Review View Help Tell me what you want to do

Cut Copy Format Painter Paste

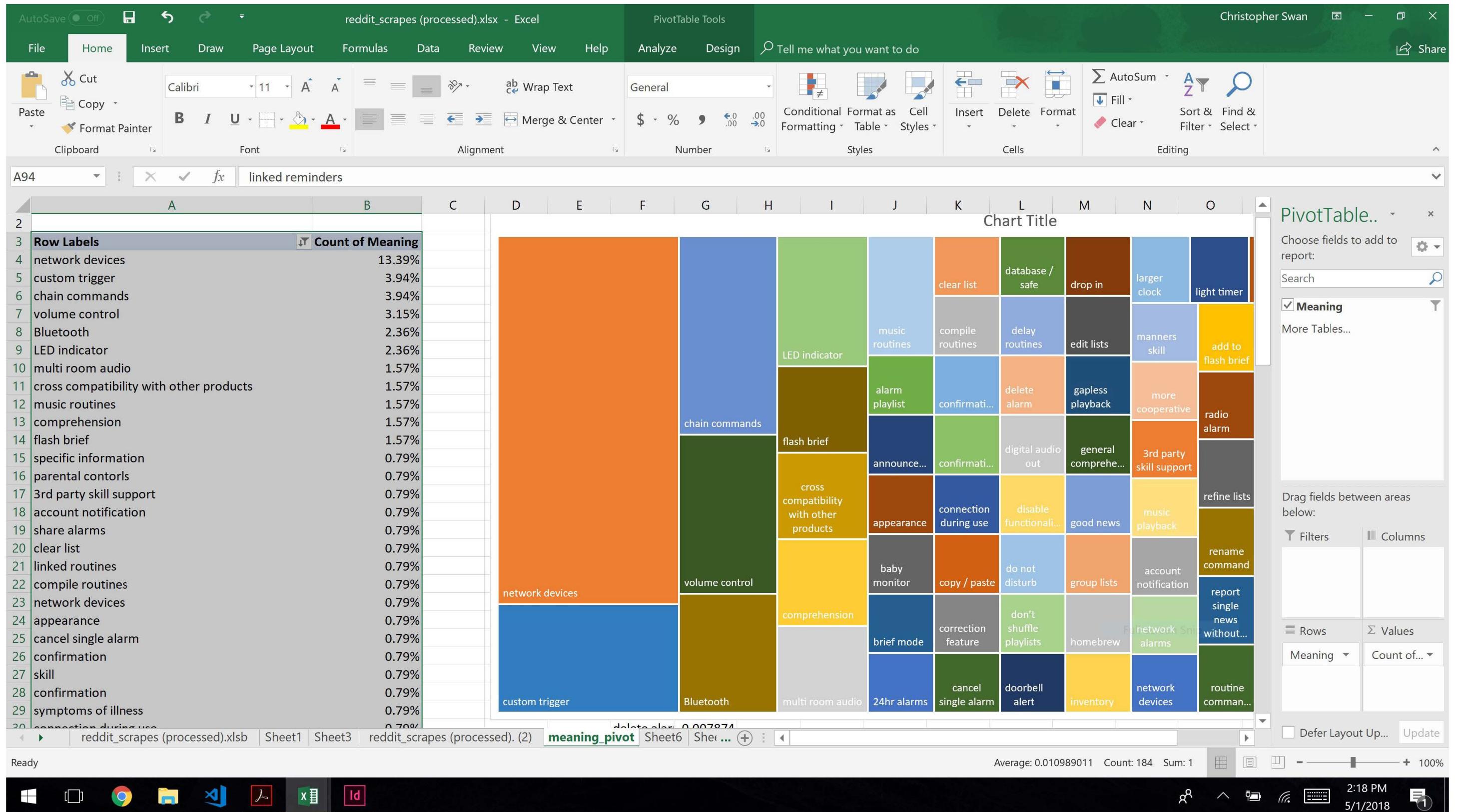
Font Alignment Number Styles Cells Editing

C3 dtqq2yb

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	
1	Pare	Comment	Score	Created	Body		Ups	Downs		Meaning													
2	0 <bou	dtqeqwz	134	1517802883	I would reeeeaaally love to chain commands with "and".		134	0	2/5/2018	chain commands													
3	1 <bou	dtqq2yb	56	1517815651	I would love it if the volume was steady throughout the flash briefing.		56	0	2/5/2018	volume control													
4	2 <bou	dtqlktc	29	1517810392	Add Fire TV to music group		29	0	2/5/2018														
5	3 <bou	dtqr6hl	27	1517816933	Disable "Ok" after turning a light on or off		27	0	2/5/2018	3rd party skill													
6	4 <bou	dtr7mij	25	1517833802	I'd love the ability to "drop-in" on all the echos in my house to tell the kids dinner is ready or something similar.		25	0	2/5/2018	drop in													
7	5 <bou	dtrcqoe	23	1517841082	I would like to have a correction feature. So that I can say "correction" and then she listens again to something. It happens very often that I say "alexa, switch the kitchen lights uuuuh, i meant bedroom lights on."																		
8	6 <bou	dtxn9sr	23	1518133609	I would like to say "correction" or "I meant" to correct myself. I'd love to the ability to move/copy timers: "Alexa, move timer to kitchen" "Alexa, move bedroom timer to kitchen" "Alexa, copy living room timer to bedroom" "Alexa, copy turkey timer from kitchen to living room" This would move the timer with the exact time remaining to that device. Could also use the same scheme for music.		23	0	2/5/2018	correction feature													
9	7 <bou	dtqr9kb	47	1517817031	A general broadcast: "Alexa tell bedroom 'dinner is ready!'. This would be like drop-in but one-way so you can be more liberal with security.																		
10	8 <bou	dtqdpiy	21	1517801795	When events happen, allow response without wake word. For example a timer goes off, since it's very likely the next things I say is to turn it off, let me just say "stop" and not "Alexa, stop". How come I always see threads like this with fantastic ideas but my weekly "Whats New with Alexa?" email always has dumb shit like "Ask Alexa to tell you a limerick" like what the fuck did we buy, Bezos?		23	0	2/8/2018	copy / paste													
					I think volume control as a whole is woefully limited. Aside from dynamic control, the ability to set the volume within routines and scenes would be nice and even to set default volumes for specific skills.		47	0	2/5/2018														
					Alexa, Play **My Shot** on **Volume 8**																		

reddit_scrapes (processed).xlsx Sheet1 Sheet3 reddit_scrapes (processed). (2) meaning_pivot Sheet6 Sheet7 +

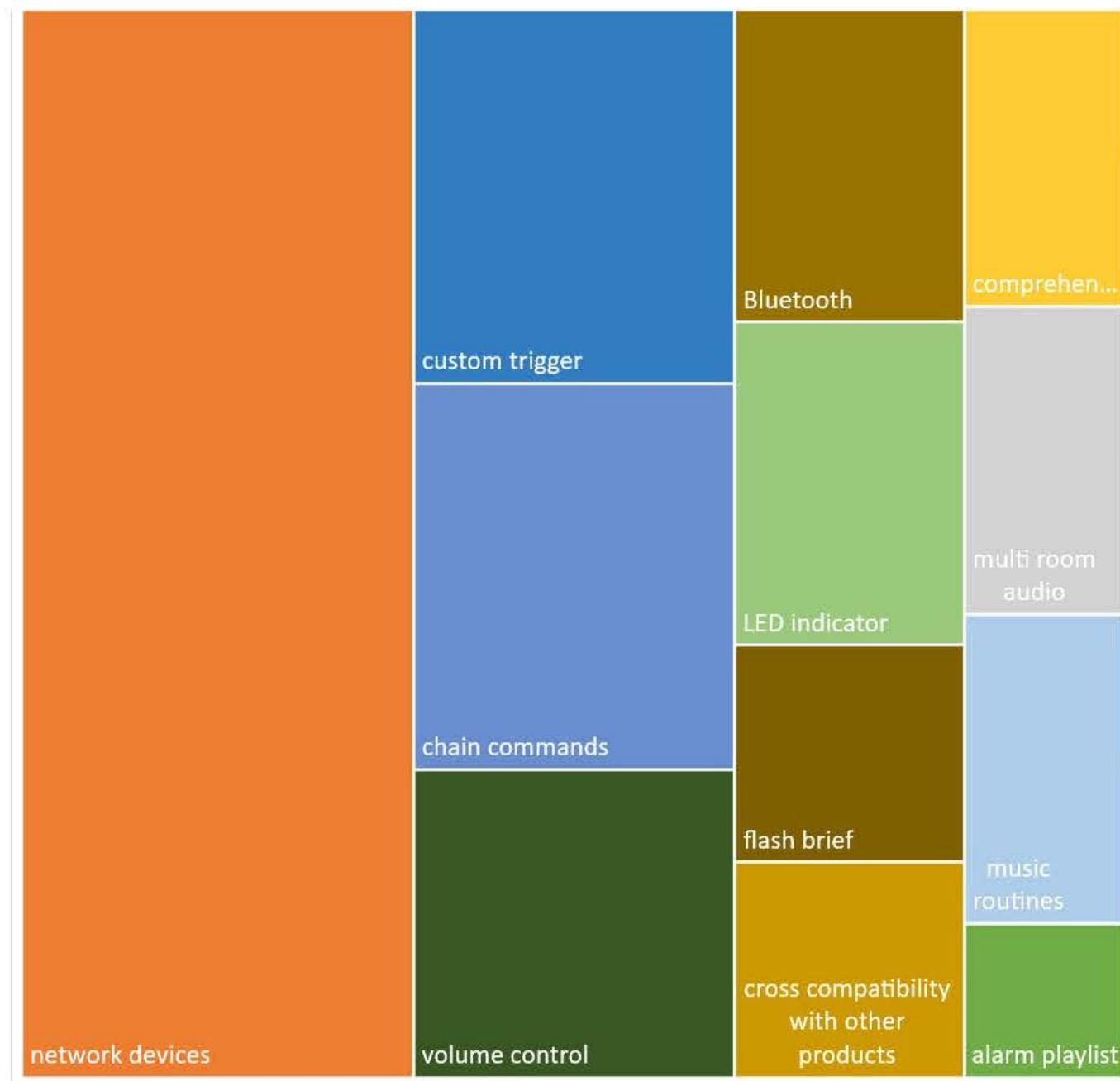
Ready



Analysis level 1: Sentiment cluster (112 comments)

				announce...	confirmation	delay routines	drop in	inventory	listen to podcasts	manners skill	more cooperative	3rd party skill support	music playback	account notification	
			Bluetooth	comprehen...	appearance	confirmation	delete alarm	edit lists	larger clock	network alarms	photos	play audiobook	radio alarm	refine lists	rename command
	custom trigger			baby monitor	connection during use	digital audio out	gapless playback	light timer	network devices	report single news without briefing	search without skill	separate calendars	share alarms	shortcut to skills	
		LED indicator	multi room audio	brief mode	copy / paste	disable functionality	general comprehen...	link routine to sunrise/sunset (lights turn-on,dim)	add to flash brief	routine commands	shortcuts to skills	smart routines	specific commands	specific information	split channel audio
	chain commands			24hr alarms	correction feature	do not disturb	good news	link routines	nighttime voice	routine delays	shuffle shuffle	spotify	temperature sensor	toggle readback speed	US features in UK
		flash brief	music routines	clear list	cancel single alarm	don't shuffle playlists	group lists	linked reminders	notifications	save recipe	skill	switch device	voice recognition security	add to playlist while playing music	
network devices	volume control		cross compatibility with other products	alarm playlist	compile routines	database / safe	doorbell alert	homebrew	linked routines	parental controls	search	slow down	symptoms of illness	volume control	whisper

Analysis level 2: Sentiment cluster (112 comments)



Network Device = isolation

Custom Trigger = uncooperative

Chain Commands = assume needs

Volume control = context ambivalent

Putting it all together:

Isolation = users desire connectivity

Uncooperative = personalize

Assume needs = customizable

Context ambivalent = adaptable

Meaning of things

If the relationships being programmed into these devices are by definition and experience highly prescriptive, then the emergent quality of the users behavior must conform to that of the devices.

Tremendous power for the powerful companies behind these implementations.

“Objects are not innocent but fraught with significance for the relations that they materialize.”

-Lucy Suchman