

# Ethnography Report

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## RESEARCH QUESTION

Recent advances in artificial intelligence have given rise to a new class of software programs, known as intelligent systems/IS or bots. Humans are starting to rely on such systems on a daily basis to perform various tasks for them. However, such systems are Existing research focuses on IS functionality in very specific settings. However, there are no well-defined frameworks for how IS should interact with different categories of users. More recently, a Microsoft twitter-bot became racist just by learning from the conversations it had with it's users. The general goal of this study is to explore effectiveness/usefulness of modern IS for different user categories. In particular, the focus on popular voice-based systems, that are available is most of the modern smart-phones *Siri, Cortana and Google Voice*. In particular I seek to answer the following questions through my study:

- What features do categories of users seek in IS?
- What are the gaps/strengths in existing IS across categories of users?

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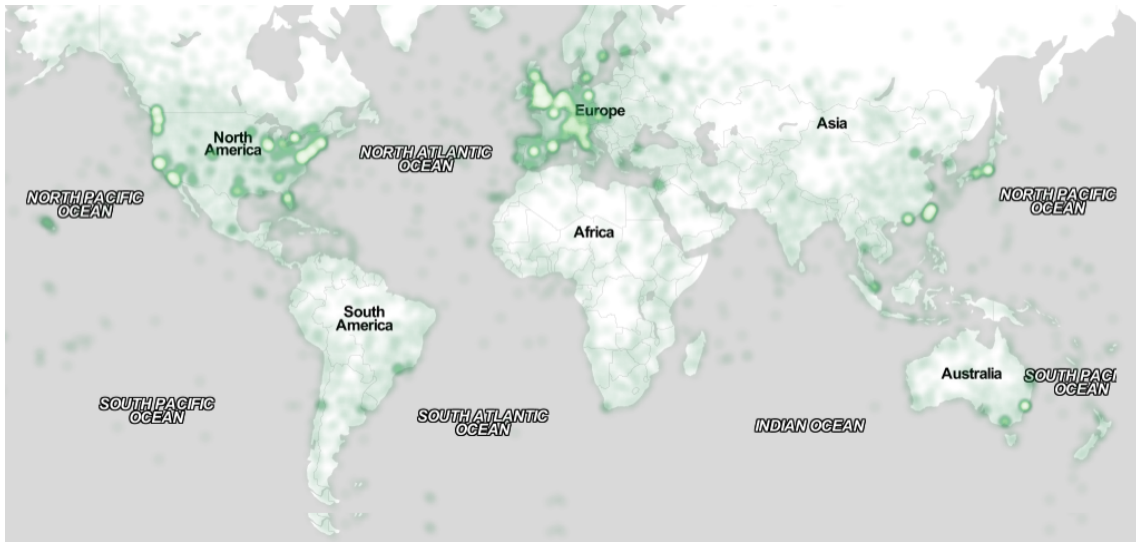


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## ACKNOWLEDGMENTS

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