

# System to access knowledge using Machine Learning and SMS - Usability and Usefulness Study – Instructions

## Introduction

This study aims to investigate the usability and usefulness of a system developed to provide access to knowledge using machine learning and SMS. The system aims to provide high quality answers to questions asked of it, where the questions relate to either a description or property of a geographical entity (for example, a city, river or mountain). The system aims to learn where mistakes have been made and improve by receiving feedback from the user on the previous answer.

## Your Task

With consideration to the goals of this study in mind, you should attempt to locate specified information using this tool. You should ask questions in natural language form as you would a friend, for example:

“How tall is the Eiffel Tower?”.

“What’s the population of Mexico city?”

You will either be asked to locate a specific property of information (such as the height of a monument), or to locate general information. You should note that if the primary method of finding information (that of asking a question) should fail, you can always ask for a general description of the entity using the syntax:

describe X

The system should learn which answers are of a particularly high or low quality. To allow it to do so **please rate every answer you receive** with a star rating between 1 and 5 by replying with a message such as:

rate 1	(for a poor quality answer)
rate 3	(for a neutral quality answer)
rate 5	(for a high quality answer)

After the experiment you will be asked to fill in a survey about your experience using this application.

## Questions to Ask

Please locate the following information using the application. You are encouraged to construct your questions using a variety of terms, not just those provided below. You are not required to write down or record the information you find. If no answer is returned, you may ask again in a different way, however if an answer is returned you should not ask again, even if the answer is obviously incorrect. Please remember to rate every answer you receive.

Please identify:

1. the height of the Eiffel Tower
2. the height of another monument of your choice
3. the number of people living in London.
4. the depth of the English channel
5. the year that the Eiffel tower was built
6. general information on Paris
7. the elevation of mount Everest
8. the currency that we use in England
9. The height of the Leaning Tower Of Pisa
10. the length of the amazon river
11. a general description of Snowdon mountain.
12. the population of a country of your choice?
13. the GDP of Russia
14. the country in which Barcelona is a city
15. the area of a country of your choice
16. the discharge of a river of your choice