

Accessibility

challenges with

natural

language

features

Agenda

1. Advantages
2. Challenges
3. Guidelines

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- If technology is **intimidating**, a patient tone might reassure

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- Hands-free, eyes-free does not mean no **cognitive load** or distraction

3. Guidelines

1. Standards: [Natural Language Interface Accessibility User Requirements](#)
2. Collaborate with people from different communities

Examples

- Ensure compatibility with existing assistive technologies or
- Provide multi-modal options
- Enable customization
- Build-in learning from the user