

Choosing pain points to address with **natural language features**

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Google

Second Hary Potter movie

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Showing results for **Second *Harry* Potter movie**
Search instead for [Second Hary Potter movie](#)

Harry Potter and the Chamber of Secrets

Harry Potter and the Chamber of Secrets


is a 2002 fantasy film directed by Chris Columbus from a screenplay by Steve Kloves, based on the 1998 novel of the same name by J. K. Rowling.

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Wikipedia

https://en.wikipedia.org › wiki › Harry_Potter_and_the...

Harry Potter and the Chamber of Secrets (film) - Wikipedia



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Feedback

Considerations

What are the properties of NL interfaces?

How can that help you decide when to apply NL features?

Considerations 1

Flexible

If you want an interface to be useful to a wide variety of users with different levels of experience, different use of language, an NL interface might be able to handle that lack of standard input.

Ambiguous

If the interface requires precision or a complex format on the first try, maybe NL is not a good choice.

Considerations 2

Robust

- NL search when people don't know the jargon
- When asking for help is difficult to describe
- Spelling, grammar errors

Error-prone

LLMs make mistakes. If the use case has a safety aspect to it, NL interfaces might be high risk.

Considerations 3

Efficient

Speaking or typing a question or command might be **more efficient** than a series of button clicks and mouse moves

Verbose

Speaking or typing a question or command might be **less efficient** than a series of button clicks and mouse moves

Considerations 3

Dialog

- Creative use cases
- Exploration use cases
- Clarify information, ask follow-up questions

Emotionality

Much research is focused on the impact of the “personality” or “voice” of NL interaction on how much users trust NL output and how satisfied they are with the experience. **Results are mixed.**

Tips

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- Map new NL features to existing GUI elements...
- Then consider what tasks could be performed beyond what's possible with the current GUI
- Think of personal experiences
- An NL interface might not fix a confusing UX
- An NL interface for an expert system might be counterproductive for a layperson user