

Interview

1. What is your age?

I am currently 30 years old.

2. Who do you live with?

I live with my wife and dog.

3. What voice assistant device do you own and what led you to acquiring it?

I have a Google Home at home. I was excited by its personal assistant capabilities – setting alarms, making calendar appointments, calling people – and its ability to act as a stereo.

4. When did you acquire the device?

September 2017.

5. How often do you use your device?

I use it on a daily basis to check the weather, check the time, and set quick alarms whilst getting ready to leave home.

6. Would you say you use your device's functionality to its fullest? What is your favourite feature?

I don't think I do. I would have to expand on my smart home devices (e.g. Nest, smart bulbs, etc.) to make use of it the fullest. My favourite feature is its language translation.

7. Tell me about any inconveniences in using the device. Is there a feature you find the most irritating?

For me, the most irritating thing is not a feature, but rather gaps in its knowledge base. Whenever you ask something that is rather straight forward, yet it cannot find the answer, you immediately assume it did not understand the question. However, rephrasing it would lead to the same outcome if the answer is not in the knowledge base. Another irritating thing is how there is only a global volume setting, so listening to music in low volume will result in the assistant speaking quietly. Finally, since this device is geared towards non-technical people too, it offers poor diagnostics (i.e. sometimes it will tell me there is an issue, but won't reveal what it is).

8. When you interact with your voice assistant, does it feel like you're interacting with a human?

Not really because of the need to use the hotword to talk.

9. Do you have any semblance of connectedness with the device?

I do respect our Google Home, but I do not feel connected to it.

10. Do you feel safe when using the device?

Yes. It is not like I have dark secrets and I do not care about Google knowing some stuff about me.

11. Has privacy ever been a concern since acquiring the device?

No since Google already knows loads about me through Gmail and Android. Once again, no dark secrets that I am trying to hide.

12. Do any of your privacy concerns affect what information you share with your device?

I try to keep questions PG rated. If I need to look for an obscure fact, I'll use incognito or private browsing modes.

13. Since the acquisition of the device, has there been a significant change in your prior hobbies or social life?

Given that I am a 30 year old working student with a wife and a dog to take care of, there was not much of a social life to disrupt. Regardless, I do not see how it might have an impact on these besides us using the Google Home games when having people over (just to show off some of the things it can do / party trick).

14. Are you satisfied with the device?

Overall, yes. I believe it has a lot of potential and look forward to it becoming even more useful in the coming years.