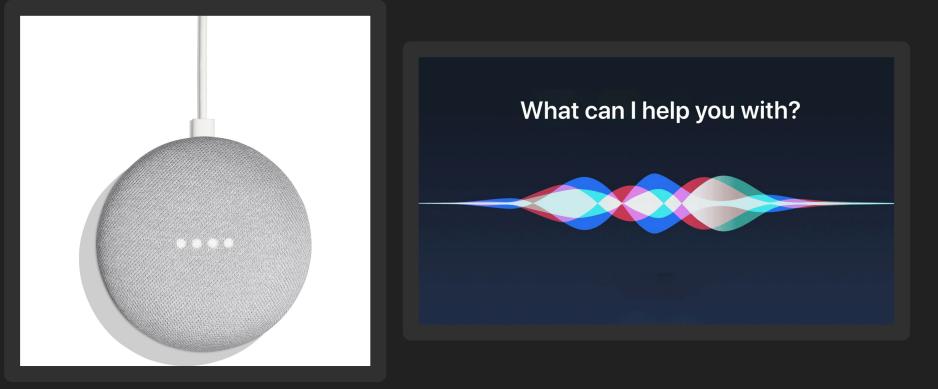
What is the impact of AI on people's life?

With a focus on conversational agents

Area of interest

What impact does AI have on people's life?

Conversational agents



 How does conversational agents impact people's everyday lives?

2. How does people's expectations of AI affect how they interact with AI?

Methods

Interviews

Literature study

Findings - Interview

→ Use

- → Expectations
- → Challenges
- → Impact on everyday life

Findings - Literature study

→ CA's in everyday life

Condliffe (2017), Følstad & Brandtzæg (2017), Amershi et. al. (2019)

 \rightarrow The public's expectations

Luger & Sellen (2019), Kocielnik et. al. (2019)

Discussion - How does AI impact people's everyday lives?

 \rightarrow Violation of guidelines

→ Understanding functionality

 \rightarrow (Dis)Continued use

Discussion - How does people's expectations of AI affect how they interact with AI?

→ Expectations leading to disappointment

→ Understanding the system

→ Bridging the gap

Lessons learnt

→ Recruiting participants that use conversational agents were more difficult than we thought

→ The articles we found had quite specific contexts, and did not discuss much about everyday use