

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



What can I help you with?



1. 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)

→ The public's expectations

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

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

- Violation of guidelines
- Understanding functionality
- (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