

Measuring and Improving User Satisfaction with Voice-based Conversational Systems

EUGENE AGICHTein, Winship Associate Professor at Emory University, USA

As spoken conversational assistants operate in increasingly complex domains, predicting user satisfaction in conversational systems has become critical. In particular, online satisfaction prediction (i.e., predicting satisfaction of the user with the system after each turn) could be used as a new proxy for implicit user feedback, and offers promising opportunities to create more responsive and effective conversational agents, which adapt to the user's engagement with the agent. Measuring immediate changes in user satisfaction also enables for natural user studies without explicit disruptions to user experience. I will discuss our progress on conversational satisfaction modeling, and applications to automatically evaluating the effects new agent features, e.g., conversation topic suggestion, design choices, e.g., new recommendation phrasing, and subtle VUI features, e.g., prosody modulation for agent responses.

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1 SPEAKER BIO

Dr. Eugene Agichtein is a Winship Associate Professor of Computer Science at Emory University in Atlanta, USA, where he leads the Intelligent Information Access Laboratory (IR Lab). Since January 2019, he has been an "Amazon Scholar" at Amazon Alexa. Eugene's research spans the areas of information retrieval, natural language processing, data mining, and human computer interaction, most recently focusing on conversational search and recommendation. Together with colleagues and students, Eugene published over 100 papers, and has been recognized by multiple awards, including A.P. Sloan Fellow and the 2013 Karen Spark Jones Award from the British Computer Society, and "test of time" and best paper awards from the SIGIR and WSDM conference. He was Program Co-Chair of the WSDM 2012 and WWW 2017 conferences. Website: <http://www.cs.emory.edu/~eugene/>.

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