



Appropriate and inappropriate topics in vehicle-based interfaces

How effective an *odd* message can be

“This is like a Her moment.”

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“That’s the most bizarre question I’ve ever heard from a car.”

ELICITING DIALOG

Dialog between drivers and speech-based vehicle interfaces can be used as an instrument to find out what drivers might be concerned, confused or curious about during driving simulator studies. Eliciting conversation about topics that go beyond driving-related tasks engages drivers with the activity in an open-ended fashion.

IMPROVISATIONAL STUDY

In a structured improvisational Wizard-of-Oz study in an immersive driving simulator, we engage drivers (N=6) in an autonomous driving course, where the vehicle speaks using computer generated natural language. It is, in some ways, a variant of the think-aloud protocol championed by usability experts such as Jakob Nielsen.

CONVERSATION ANALYSIS

Using microanalysis of driver responses to the car’s utterances, we identify a set of topics treated as appropriate and inappropriate. And, it is just these unexpected, inappropriate utterances that put drivers at ease, increase trust in the system, and raise the system’s acceptability as a communication partner.



We use a 2-Wizard setup to simultaneously interact with drivers and control the car.



The car asks a driver where he is from. He playfully asks the car the same question.