Big Three (Estimated)

Time Cost (sec.) _____

User Stress Impact (circle one):
          none
          weak
          strong
          severe

Task-Completion Impact (circle one:
          none
          weak
          strong
          severe

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Factors Involved, User's Perspective

[ ] Error (handled)
[ ] Error (not realized)
[ ] Violating expectation
[ ] Unpredictable
     [ ] what does it want?
     [ ] what can it do?
[ ] Cognitive load
     [ ] memory
     [ ] reasoning / planning utterances
     [ ] attention / concentration
[ ] Slow
     [ ] long prompts
     [ ] slow speaking rate
     [ ] slow turn-taking
     [ ] other (specify)
[ ] Bad Turn-Taking (specify)
[ ] impolite (specify)
[ ] not trustworthy
[ ] rigid /failing to adapt (specify)
[ ] unfriendly / cold (specify)
[ ] inadequate feedback
[ ] Other (specify)

Special Interest Checkboxes (check those involved):

[ ] user prosody (pitch, timing, volume)
[ ] other aspect of how it was said
[ ] attitudes/feelings/emotions (specify)
[ ] interpersonal approval, distance, control
[ ] conversation control (yield, turn-grab, filler ...)
[ ] back-channels or acknowledgements
[ ] non-lexical sounds (uh-huh, hmm, tongue-click ...)

User Behaviors (from Walker 2000):

[ ] false acceptance of a wrong system action
[ ] scenario switch (change of plans during dialog)
[ ] wrong information (departing from instructions)
[ ] inattentive
[ ] under-estimating system abilities
      [ ] speaking slowly
      [ ] simple sentences/words
      [ ] failing to barge-in

Fixability (check one)
◯ oversight or silly error
◯ fixable in Nuance
◯ requires advanced techniques
◯ impossible with today's technology

Components/Capabilities Involved
(things you'd have to change to fix it)
[ ] Speech Recognition
      [ ] grammar / language model * [ ]
      [ ] acoustic model
      [ ] decoder (speed)
[ ] User Modeling
[ ] Careful Listening to User (specify)
[ ] Semantic Reasoning / Common Sense
[ ] Dialog Mangagement * [ ]
      [ ] choosing next utterance (mixed initiative, etc)
      [ ] error prevention
      [ ] error detection (confidence score, etc)
      [ ] error recovery
      [ ] modeling of task achievement status
      [ ] system utterance subtly inappropriate (specify) * [ ]
[ ] Speech Synthesis
      [ ] intelligibility
      [ ] word choice
      [ ] pace
      [ ] delay
[ ] Turn-Taking (awkward or slow) * [ ]
      [ ] Endpointing
      [ ] Time-outs
      [ ] Barge-in

* indicate if partially attributable to
state-based dialog modeling