

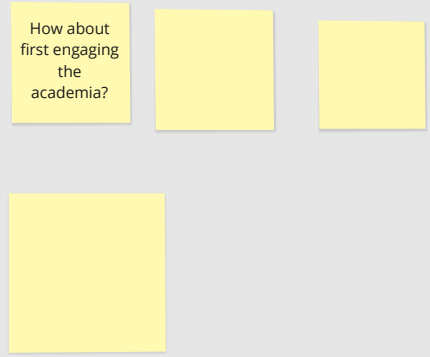
What could a **framework** for engagement in automation look like?

- How could we **measure** engagement?

Conceptual aspects around automation and engagement



How to enable industries to **utilize the benefits of social-technical thinking** in their strive to evolve human-automation engagement?



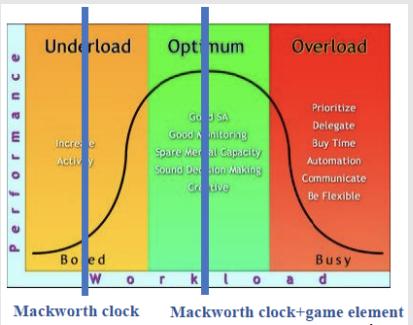
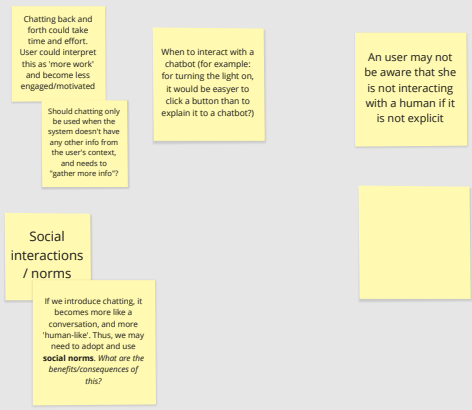
How to **use our proposed EIA scale** (Wiberg & Stolterman, arrows below) in interaction design processes?

- Ways of identifying **"best practice" / "leading design exemplars"** along this scale to support automation of interaction, and automation experience



Figure 2: The Engaging Interaction Through Automation (EIA) – scale.

Challenges of using **chatbots** in automated decision-making systems?



Trust and engagement in human-automation collaboration

How to move system goals
Systems to individual
intentions?

How to reach
0 min. onboarding
time?

Learning

How Do Trust & Engage
change over time?

Reaction
on failures

Expectations
of automation
behaviour
and how to shape
them

Individual expectations
of AI will probably
never align

Communication

Personality (?)
of Automated
Systems
(Bulky vs. Friendly)

Touchpad
vs
Biological
Interactions

How to project
perception &
future actions?

Visual Grounding
in direct
interaction

Transparency

Transparency of
automation agents
towards users

Transparency
of automated
Systems

Defn of
Trust
(competence/
social)

Single
Systems
vs.
System of
Systems

Automation
Trust when automation
can't govern the system

Automation XP
may be ~~the~~
UI to System of
Systems

Collaboration

Human-automation
collaboration
→ find cases w/
collaboration is a
→ specific cases
collaboration

is there a
common
classification
of systems
w.r.t. collaboration

Collaboration
Human & Automation
coordination refers
How human or AI
→ How do humans interact
AI?
→ How do humans give
feedback
AI?

Attention-
Dependent
Task
Executor

level of
Task
Allocation
(how or digital)

Automation
Capabilities
& who
controls them
(who's in charge?)

How does an algorithm
decide who gets
preference?
Eg. → cases being assigned
to workers

local & cultural
differences in
autoXP
→ common
guidelines?

Auto XP is
highly contextual

Methods.

There are limits
to Ecological
validity of
the research
we can actually
do

Tensions
between H and
AI objectives
(especially with
regards to the method)

Interfaces to support engagement & automation

