

alan@clippy@interact

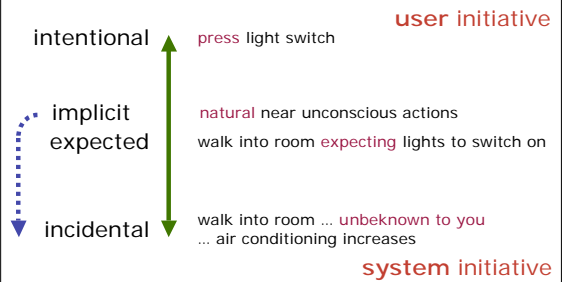
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EQUATOR

the intentional spectrum



radical change

- Stephen Pemberton said Mac sparked the HCI revolution
- incidental / zero-intention interaction **far more radical**
- need new models, architecture, design

models

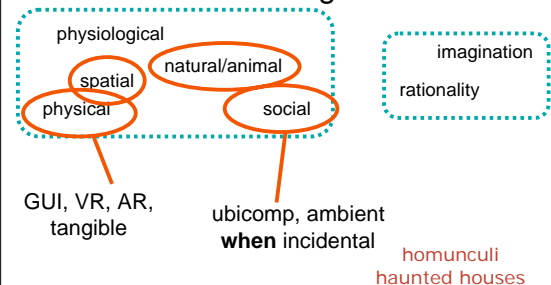
interaction models

- intentional cycle
 - Norman execution/evaluation loop
- some exceptions
 - multiple goals, displays, opportunistic
- guidelines
 - feedback, transparency



cognition

natural intelligences



design

designing incidental interaction

- need richer representations
 - of the world, of devices, of artefacts
 - wider ecological concerns
- two tasks
 - purposeful task – for interpretation
 - supported task – for actions
- uncertainty
 - In sending and in application

intelligent interfaces

20 years plus ...



appropriate intelligence

- often simple heuristics
- combined with the right interaction

rules of standard AI interfaces

1. it should be right as often as possible
2. when it is right it should be good

good for demos
look how clever it is!

rules of appropriate intelligence

1. it should be right as often as possible
2. when it is right it should be good
3. when it isn't right ...
it shouldn't mess you up

} what makes
a system
really work!

Hit or a Miss?

- ✗ paper clip
 - can be good when it works
 - but interrupts you if it is wrong

NOT appropriate intelligence!



- ✓ Excel 'Σ' button
 - guesses range to add up
 - very simple rules (contiguous numbers above/to left)
 - if it is wrong ... simply select what you would have anyway

YES appropriate intelligence!

