



Authentic Messaging Agents

5 responses

In your opinion, what characterizes an authentic messaging agent?

5 responses

It should come close to passing the turing test, at least in the given domain. It should also report negative facts.

I have no idea what an authentic messaging agent is - it's a term I've not come across before. Is a messaging agent a chat bot, or conversational AI?

nothing specific, the whole process

Flexible, but targetful for actual task using natural language

an agent that acts nearly as authentic as a person

Transparency

From your point of view, is it important for an authentic messaging agent to behave transparent; i.e. justified and predictable? Please explain your answer.

5 responses

Yes to justified. Predictable only in terms of statements not in terms of conversational flow.

Hard to say since I am only guessing about what an AMA is, but in general I believe very strongly that AIs must be transparent, i.e. make decisions that are explainable. Opaque AIs are in my view unethical (and seriously problematical if their decisions cause harm).

no

Depends on the perspective and on the specific task. Transparency and predictive behavior is advantageous for development purposes and for usability in strictly restricted tasks. For more agi like behavior the importance and implementability decreases.

yes, in a certain matter. It should behave justified but not necessarily completely predictable for so it is too easy to identify as an agent. A certain kind of intelligent structure is helpful, I think.

In your opinion, what characterizes transparent agent behavior?

5 responses

Data provenance is known. The algorithms are known.

Transparency means several things. First, explainability - i.e. when an AI makes a decisions (especially a bad decision) it should always be possible to find out why it made that decision. And second, transparent in the sense that it's machine nature should always be evident to the human user. In other words an AI should never deceive by giving a false impression that it is a real person.

depends on definition of transparent

Possibility to control the conversation based on the answers/ questions of the user

specially in cases that are in relation with opinions, a transparent behavior is characterized by changing the opinion only by arguments, not by other stuff.

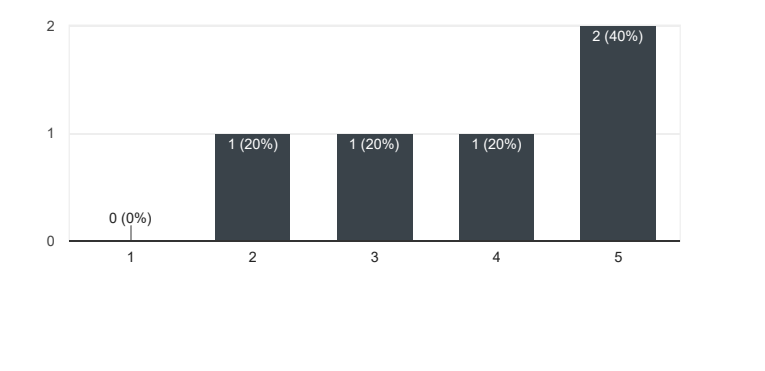
In your opinion, should an authentic agent mimic the behavior of its creator (i.e. the company it represents) or should it rather develop its own 'personality'? Please explain your answer.

5 responses

- In order to be authentic, it should not mimic the creator's behavior. It should, however, operate in a set of guidelines defined by the creator.
- I have a serious problem with the word 'authentic'. If it means mimicking a human then I would regard that as a deception and therefore unethical (see #4 of the EPSRC Principles of Robotics).
- both is possible, depends on circumstance
- Again dependent on its purpose. If it is primary used to respresent a company, also the agent should behave aproprate (corporate design).
- very specially depeding on the purpose of the agent.

Please rate your level of expertise with respect to answering the above three questions on transparency:

5 responses



Learning

Do you believe that a messaging agent has to learn in a similar fashion as humans do in order to be perceived authentic? Please explain your answer.

5 responses

- In terms of learning interaction, a learning method that mimics human learning is to be desired. In terms of learning from data (e.g. for predictions) other method should have less influence on perceived authenticity.
- Given that I regard an AMA (if I have understood it correctly) to be profoundly unethical then I would regard one that learns like a human to be even more ethically unacceptable. A learning AMA would have an even greater capacity to cause harm by deception.
- no, we dont even know how humans learn
- To simply give specific answers, no. To act more in general (agi) without specific purpose definitely yes.
- yes, but it depends on the system, database and perception of learning. Otherwise it is only an "robot" like a specialized answering machine. Example for first: IBM Watson, example for second Telephone robot system of Deutsche Telekom. very different ;-)

In your opinion, what characterizes an agent’s learning capabilities?

5 responses

- It should be able to adapt it's conversational behavior and it should be able to draw conclusions from a changing pool of data.
- The ability to learn from experience? Note, I am not an expert on machine learning.
- generalizing learned stuff to new situations
- Ability to change its behavior and increase its knowledge base based on the absolved conversation(s)
- It's a point of the next question: a kind of context awareness.

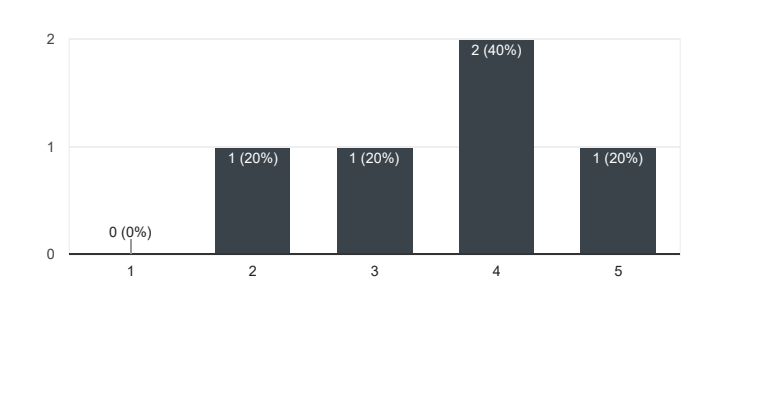
From your point of view, is context awareness an important feature of authenticity? Please explain your answer.

5 responses

- Yes, otherwise the agent could not "pass" the turing test.
- Given that I am only guessing what you mean by authenticity then I really can't answer this question.
- sure, otherwise random
- Definitiv yes, because it is a basic prerequisite for NLP.
- yes, sure. Especially when it comes to communication that not only beses on facts but on emotions.

Please rate your level of expertise with respect to answering the above three questions on Learning:

5 responses



Anthropomorphizing

Do you believe that a messaging agent has to anthropomorphize in order to be perceived authentic (note: to anthropomorphize = resemble human form)? Please explain your answer.

5 responses

- Not in the physical sense. Humans already communicate via various media like chats and voice-only so these media can be used as interfaces.
- No. I think an AMA does not have to resemble a human. Indeed I argue that android (human like robots or AIs) are unethical, as are gendered AIs, because they create the false impression that robots or AIs are people. Real humans will always anthropomorphise (we are pathological anthropomorphisers) and so will attribute animal or human like characteristics to none anthropic robots/AIs.

probably, depending on audience

Dependent on its purpose, in general not, if it has an specific aim, but it is more satisfying to use it, as service in general...

yes, in situations that need a kind of "real" interaction, a messaging agent can only be perceived authentic when it anthropomorphizes. Messaging is not only sending messages but also "seeing" the reception of Messages by each other. See Watzlawick, the principles of sender and receptor "Menschliche Kommunikation"

In your opinion, what characterizes anthropomorphic behavior in a messaging agent?

5 responses

In a wider sence adaptation to user mood.

Pretending to be a human, i.e. pretending to care or pretending to having feelings.

understanding jokes

Especial natural language and logical reasoning.

contextual sensitivity, a kind of emotional background, a kind of emotional intelligence

In your opinon, what type of 'social' relationship should a messaging agent aim to build up in order to be perceived authentic?

5 responses

Connection via social media would help in determining user background and in keeping a connection to the user.

Given my ethical objections I don't think we should be building AMAs at all. Any 'social' relationship that an AMA built up with a human would be fake.

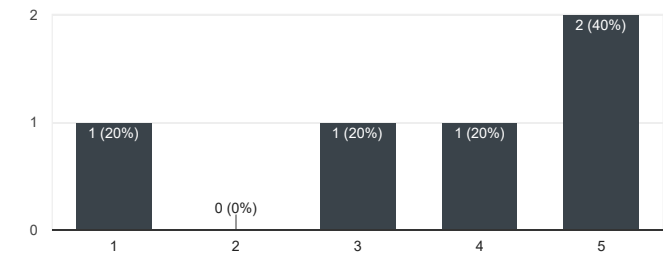
not important

Depends on the main and eventhough the subtasks of the agent. To simply answer questions without the intense to build up customer loyability nearly none/ only behave friendly (e.g.), but changes in other cases.

depending on the purpose of the agent, none up to very empathic

Please rate your level of expertise with respect to answering the above three questions on anthropomorphizing:

5 responses



In your opinion, how 'conversational' does a messaging agent need to be in order to be perceived authentic? Please explain your answer.

5 responses

- A natural language interface definitely helps.
- Given that I am only guessing what you mean by authenticity then I really can't answer this question.
- very conversational, basic feature
- As told before, depends on its task.
- it needs to be more conversational as a "robot" or a "bot". If it is too conversational, it could be perceived not authentic, but annoying

In your opinion, what are the conversational skills you would expect from an authentic messaging agent?

5 responses

- Understanding and asking questions. Identifying topics.
- Given that I am only guessing what you mean by an AMA then I really can't answer this question.
- understanding a conversation
- From nothing up to the ability to lead the conversation. More context required.
- contextual sensitivity, emotional intelligence

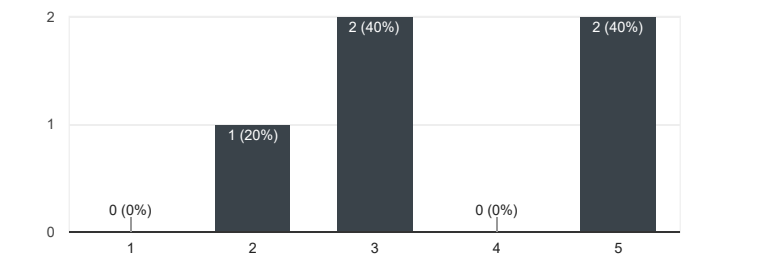
In your opinion, what are conversational rules and values an authentic agent would need to adhere to?

5 responses

- Truth (best knowledge, i.e. evidence based statements) and admitting the difference between truths and guesses.
- Honesty and transparency. I.e. always explaining that it is a machine and therefore cannot really understand or care for humans.
- see Gordon Pask Conversation Theory
- Depends on the task...
- politeness, common rules of peaceful human interaction

Please rate your level of expertise with respect to answering the above three questions on conversing:

5 responses



Coherency

From your point of view, what describes coherent agent behavior?

5 responses

Statements are based on facts known to the agent and a reasoning strategy.

I have no idea. What do you mean by coherent?

difficult

Use of the coherent language, same level of abstraction in answers, same kind of answers in the same situations, ...

dependign on the purpose of the agent it should have implemented certain values, opinions and arguments to make the opinions clear e.g. in a discussion

In your opinion, what is required of an authentic messaging agent in order to establish common ground?

5 responses

Adapting conversational style to user group. E.g. using twitter for some user groups and chats for others. Relating to the user's assumptions and priorities.

How can a human and an AI have common ground? This questions implies a cultural, social and conversational equivalency that doesn't exist.

understanding conversations

Dependent on the task and the issue of the user.

common values for peaceful human interaction and communication, ability to de-escalate

From your point of view, what is required of an authentic messaging agent to generate reproducible streams of argumentation?

5 responses

A coherent reasoning strategy.

I have mentioned before the importance of transparency and explainability. I guess that a transparent AMA would generate reproducible conversations (or, if it didn't) then it should be clear why. But I have no idea how this could be achieved.

understanding conversations + flexibility in applying logic

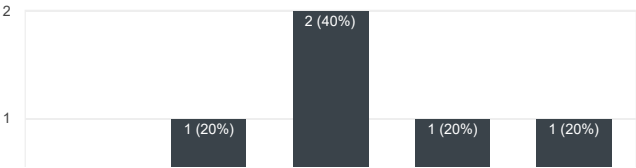
Reprducible algorithms/approachs as decision trees and the same input.

conclusive arguments based on a large amount of common and valuable facts

Please rate your level of expertise with respect to answering the above three questions on coherency:

5 responses

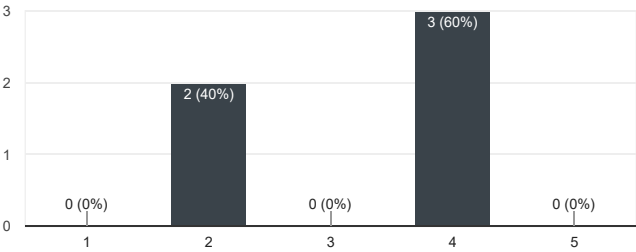
Authentic Messaging Agents



Relevance in your field

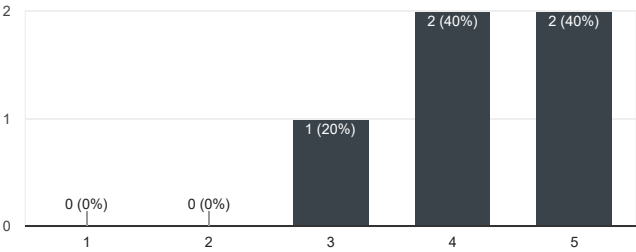
Linguistics

5 responses



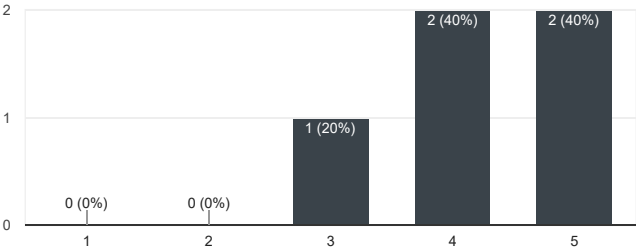
Artificial Intelligence

5 responses



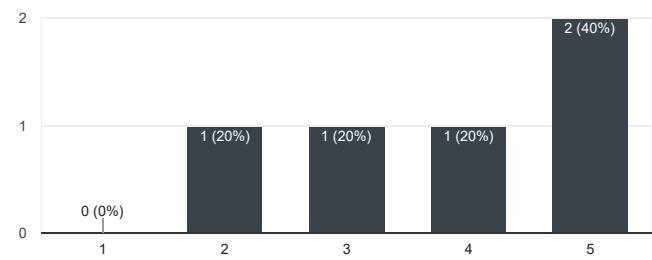
Software Engineering

5 responses



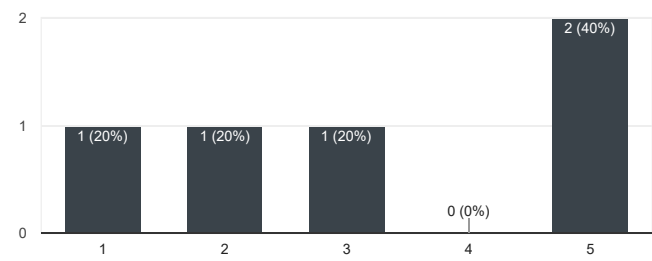
Psychology

5 responses



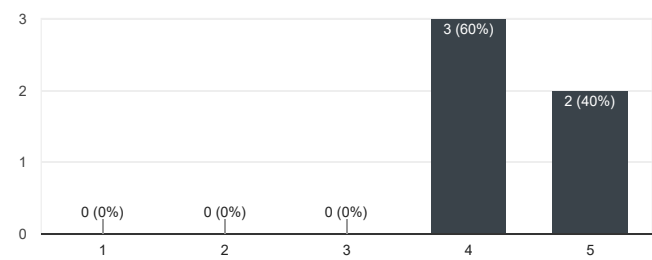
Social Science

5 responses



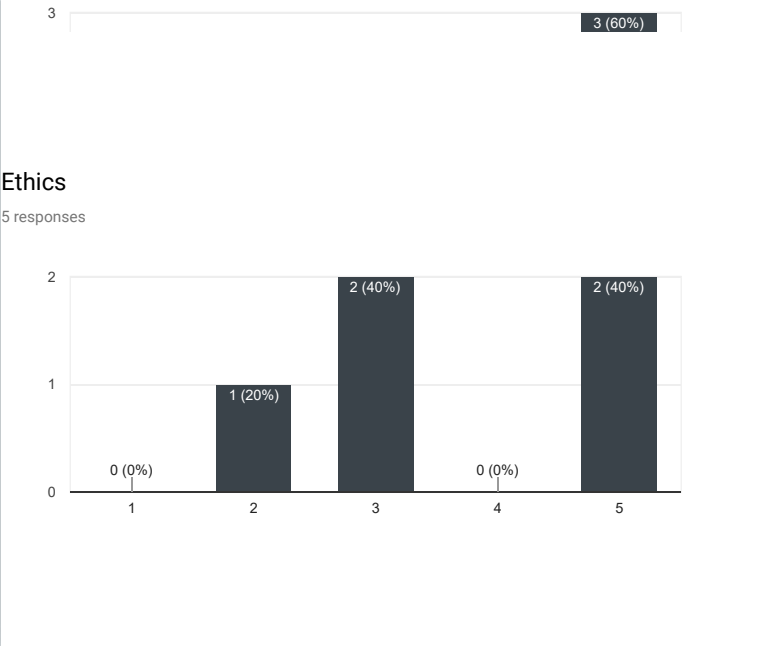
Human-Computer Interaction

5 responses



Philosophy

5 responses



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