

**Tel-Aviv University
The School of Philosophy, Linguistics and Science Studies
Department of Linguistics**

THURSDAY INTERDISCIPLINARY COLLOQUIUM

**Thursday 10.6.2021
15:50**

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Recovery Strategies in Dialogue with Senior Adults

Voice-based assistants, such as Apple's Siri, have become ubiquitous. It is not uncommon for a user to be misunderstood by the machine. When encountering such an error, the machine can try and "rescue" the conversation, invoking a recovery strategy.

In this talk, I'll review past studies (Skantze 2003, Bohus and Rudnicky 2005, Opfermann and Pitsch 2017) in the field of Human-Machine-Interaction and Recovery Strategies, and discuss my research, which follows in their footsteps.

I asked if there's an optimal recovery strategy for senior adults (over 65), and if the optimal strategy will be different for younger and older people. For my experiment, I used two groups from different age groups of native English speakers, one with 12 participants between the ages of 18 and 30, and the other with 12 participants over 65. I requested them to speak with an automated table reservation system on a website, where 2 different recovery strategies were invoked whenever an error occurred.

I'll present my preliminary results and discuss the differences between the age groups.

Bohus, D. and Rudnicky, A.I. 2005. Sorry, I didn't catch that!-An investigation of non-understanding errors and recovery strategies. In *6th SIGdial workshop on discourse and dialogue*.

Opfermann, C. and Pitsch, K. 2017. Reprompts as error handling strategy in human-agent-dialog? User responses to a system's display of non-understanding. In *2017 26th IEEE International Symposium on Robot and Human Interactive Communication (RO-MAN)* (pp. 310-316). IEEE.

Skantze, G. 2003. Exploring human error handling strategies: Implications for spoken dialogue systems. In *ISCA Tutorial and Research Workshop on Error Handling in Spoken Dialogue Systems*.

Click [here](#) to see the colloquium program for the Spring semester

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