



Is my chat bot
empathic enough?

Humanizing emotionally challenging dialogues with machines

Outline

With machines getting smarter and more present in all areas of today's life, there are increasing possibilities – or needs – to interact with a machine where one used to talk to a fellow human being before.

While many people embrace this development and focus on the new possibilities or the improvements in convenience, often a line is drawn when it comes to critical and emotionally challenging domains.

Challenge

This challenge focuses on the underlying mechanisms and factors that determine the willingness to discuss such issues with a machine. What makes a machine trustworthy for a user? How can a machine build up trust and show respect? What type of HMI would be best? What is the reception in different age groups?

The following situation can serve as an exemplary scenario:

Someone is confronted with the sudden need of care of a relative and needs immediate help. The knowledge is available, for example in websites like [pflege.de](https://www.pflege.de). How can it be brought to the customer without human interaction but with a humanized conversational chatbot?

Possible Deliverables

- Concept and / or prototype for a machine that delivers the needed help and information without human interaction while showing enough empathy for the user.
- Example of a dialog-flow in this area that shows emotional intelligence (no implementation)
- Comparison of different HMI-conventions for the task
- Structured thoughts on criteria to use or not use a machine in emotionally challenging areas
- Structured thoughts on how to design such a machine

Support & Requirements

Pixida will provide help and a location, and of course everything you need for some enjoyable and fruitful working days. Throughout the challenge, we provide test persons to give instant feedback to the concepts and prototypes developed.

We encourage students with different backgrounds to take part in this challenge, since it is a heterogeneous topic to be tackled from a technical as well as from a psychological / behavioral point of view.

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