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Creating Polite Agents: 5 Heuristics for User Experience Design
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Abstract

Issues relating to agent/user interaction and usability are important in making agent research a reality. Although often discussed, interaction strategies have rarely been deployed with general users. We present the results of such deployments: a set of heuristics generated by listening to feedback from users of an autonomous information retrieval agent. The lessons learned from this deployment experience can be used to optimize the user experience for systems that require agent-application integration to perform information access or service invocation. Our hope is that these heuristics can be used to accelerate the transition from promising research prototype to usable, polite, and deployable systems.

Keywords: Agents, agent/application interaction, human-computer interaction, information retrieval, mixed-initiative interaction