

Workshop on Intervening, Teaming, Delegating Creating Engaging Automation Experiences

April 23rd 2023

co-located with ACM CHI Conference on Human Factors in Computing Systems 2023

Automated systems are becoming common in private, public, and professional life. Given their increasing ubiquity and availability to a growing diversity of users, it is important to explore requirements, design principles, and user experience factors across application sectors and scientific disciplines. This workshop provided a forum for researchers and practitioners active in the field of "Automation Experience". It was held in a hybrid format with a participant group hosted on-site in Hamburg and a remote group connected via Zoom.

In a keynote talk, three paper sessions, discussions, and hands-on sessions, the participants explored and discussed specific opportunities and challenges related to future forms of engagement with an increasing number of automated entities. To this end, the focus topics for the workshop comprised (1) novel ways for monitoring of and intervening with increasingly intelligent agents and artifacts, (2) collaborative interaction to support teaming up and cooperation among humans and automations, and (3) orchestration and delegation of increasingly complex tasks to smart spaces. The results of the workshop included a set of research challenges and ideas and drafts of joint research initiatives to drive further automation experience research in a collaborative and interdisciplinary manner.

May 2023

Peter Fröhlich

Matthias Baldauf

Philippe Palanque

Virpi Roto

Fabio Paternó

Wendy Ju

Manfred Tscheligi