

Wired For Speech How Voice Activates And Advances The Human Computer Relationship

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Wired for Speech demonstrates that people are "voice-activated": we respond to voice technologies as we respond to actual people and behave as we would in any social situation. By leveraging this powerful finding, voice interfaces can truly emerge as the next frontier for efficient, user-friendly technology.

Wired for Speech: How Voice Activates and Advances the ...

In Wired for Speech, Clifford Nass and Scott Brave reveal how. How interactive voice-based technology can tap into the automatic and powerful responses all speech--whether from human or machine--evokes. Interfaces that talk and listen are populating computers, cars, call centers, and even home appliances and toys, but voice interfaces invariably frustrate rather than help.

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Wired for Speech | The MIT Press

Spoken dialogue systems have received increased interest because they are potentially much more natural and powerful methods of communicating with machines than are current graphics-based interfaces. Wired for Speech presents basic research in the psychological and sociological aspects of voice synthesis and recognition. Its major lesson is that people attribute human characteristics to spoken ...

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Wired for Speech presents new theories and experiments and applies them to critical issues concerning how people interact with technology-based voices. It considers how people respond to a female voice in e-commerce (does stereotyping matter?), how a car's voice can promote safer driving (are happy cars better cars?), whether synthetic voices have personality and emotion (is sounding like a person always good?), whether an automated call center should apologize when it cannot understand a ...

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A New York Times bestselling writer explores what our unique sonic signature reveals about our species, our culture, and each one of us. Finally, a vital topic that has never had its own book gets its due. There's no shortage of books about public speaking or language or song. But until now, there has been no book about the miracle that underlies them all--the human voice itself. And there are few writers who could take on this surprisingly vast topic with more artistry and expertise than John Colapinto. Beginning with the novel--and compelling--argument that our ability to speak is what made us the planet's dominant species, he guides us from the voice's beginnings in lungfish millions of years ago to its culmination in the talent of Pavoratti,

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Martin Luther King Jr., and Beyoncé—and each of us, every day. Along the way, he shows us why the voice is the most efficient, effective means of communication ever devised: it works in all directions, in all weathers, even in the dark, and it can be calibrated to reach one other person or thousands. He reveals why speech is the single most complex and intricate activity humans can perform. He travels up the Amazon to meet the Piraha, a reclusive tribe whose singular language, more musical than any other, can help us hear how melodic principles underpin every word we utter. He heads up to Harvard to see how professional voices are helped and healed, and he ventures out on the campaign trail to see how demagogues wield their voices as weapons. As far-reaching as this book is, much of the delight of reading it lies in how intimate it feels. Everything Colapinto tells us can be tested by our own lungs and mouths and ears and brains. He shows us that, for those who pay attention, the voice is an eloquent means of communicating not only what the speaker means, but also their mood, sexual preference, age, income, even psychological and physical illness. It overstates the case only slightly to say that anyone who talks, or sings, or listens will find a rich trove of thrills in *This Is the Voice*.

From the voice on the phone, to the voice on the computer, to the voice from the toaster, speech user interfaces are coming into the mainstream and are here to stay forever. Soundly anchored in HCI, cognitive psychology, linguistics, and social psychology, this supremely practical book is loaded with examples, how-to advice, and design templates. Drawing widely on decades of research—in lexicography, conversation analysis, computational linguistics, and social psychology—author Randy Allen Harris outlines the principles of how people use language interactively, and illustrates every aspect of design work. In the first part of the book, Harris provides a thorough conceptual basis of language in all its relevant aspects, from speech sounds to conversational principles. The second part takes you patiently through the entire process of designing an interactive speech system: from team building to user profiles, to agent design, scripting, and evaluation. This book provides interaction designers with the knowledge and strategies to craft language-based applications the way users will expect them to behave. *Loaded with examples and practical synopses of the best practice. *An ideal combination of conceptual base, practical illustrations, and "how-to" advice—for design and for the entire design process. *Will bring novice voice designers fully up to speed, and give experienced designers a new understanding of the principles underlying human speech interaction, principles from which to improve voice interaction design.

Stanley Kubrick's 1968 film *2001: A Space Odyssey* famously featured HAL, a computer with the ability to hold lengthy conversations with his fellow space travelers. More than forty years later, we have advanced computer technology that Kubrick never imagined, but we do not have computers that talk and understand speech as HAL did. Is it a failure of our technology that we have not gotten much further than an automated voice that tells us to "say or press 1"? Or is there something fundamental in human language and speech that we do not yet understand deeply enough to be able to replicate in a computer? In *The Voice in the Machine*, Roberto Pieraccini examines six decades of work in science and technology to develop computers that can interact with humans using speech and the industry that has arisen around the quest for these technologies. He shows that although the computers today that understand speech may not have HAL's capacity for conversation, they have capabilities that make them usable in many applications today and are on a fast track of improvement and innovation. Pieraccini describes the evolution of speech recognition and speech understanding processes from waveform methods to artificial intelligence approaches to statistical learning and modeling of human speech based on a rigorous mathematical model -- specifically, Hidden Markov Models (HMM). He details the development of dialog systems, the ability to produce speech, and the process of bringing talking machines to the market. Finally, he asks a question that only the future can answer: will we end up with HAL-like computers or something completely unexpected?

We spend much of our days talking. Yet we know little about the conversational engine that drives our everyday lives. We are pushed and pulled around by language far more than we realize, yet are seduced by stereotypes and myths about communication. This book will change the way you think about talk. It will explain the big pay-offs to understanding conversation scientifically. Elizabeth Stokoe, a social psychologist, has spent over twenty years collecting and analysing real conversations across settings as varied as first dates, crisis negotiation, sales encounters and medical communication. This book describes some of the findings of her own research, and that of other conversation analysts around the world. Through numerous examples from real interactions between friends, partners, colleagues, police officers, mediators, doctors and many others, you will learn that some of what you think you know about talk is wrong. But you will also uncover fresh insights about how to have better conversations - using the evidence from fifty years of research about the science of talk.

Counterintuitive insights about building successful relationships- based on research into human-computer interaction. Books like *Predictably Irrational* and *Sway* have revolutionized how we view human behavior. Now, Stanford professor Clifford Nass has discovered a set of rules for effective human relationships, drawn from an unlikely source: his study of our interactions with computers. Based on his decades of research, Nass demonstrates that- although we might deny it- we treat computers and other devices like people: we empathize with them, argue with them, form bonds with them. We even lie to them to protect their feelings. This fundamental revelation has led to groundbreaking research on how people should behave with one another. Nass's research shows that: Mixing criticism and praise is a wildly ineffective method of evaluation Flattery works-even when the recipient knows it's fake

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Introverts and extroverts are each best at selling to one of their own Nass's discoveries provide nothing less than a new blueprint for successful human relationships.

Voice user interfaces (VUIs) are becoming all the rage today. But how do you build one that people can actually converse with? Whether you're designing a mobile app, a toy, or a device such as a home assistant, this practical book guides you through basic VUI design principles, helps you choose the right speech recognition engine, and shows you how to measure your VUI's performance and improve upon it. Author Cathy Pearl also takes product managers, UX designers, and VUI designers into advanced design topics that will help make your VUI not just functional, but great. Understand key VUI design concepts, including command-and-control and conversational systems Decide if you should use an avatar or other visual representation with your VUI Explore speech recognition technology and its impact on your design Take your VUI above and beyond the basic exchange of information Learn practical ways to test your VUI application with users Monitor your app and learn how to quickly improve performance Get real-world examples of VUIs for home assistants, smartwatches, and car systems

This book is a comprehensive and authoritative guide to voice user interface (VUI) design. The VUI is perhaps the most critical factor in the success of any automated speech recognition (ASR) system, determining whether the user experience will be satisfying or frustrating, or even whether the customer will remain one. This book describes a practical methodology for creating an effective VUI design. The methodology is scientifically based on principles in linguistics, psychology, and language technology, and is illustrated here by examples drawn from the authors' work at Nuance Communications, the market leader in ASR development and deployment. The book begins with an overview of VUI design issues and a description of the technology. The authors then introduce the major phases of their methodology. They first show how to specify requirements and make high-level design decisions during the definition phase. They next cover, in great detail, the design phase, with clear explanations and demonstrations of each design principle and its real-world applications. Finally, they examine problems unique to VUI design in system development, testing, and tuning. Key principles are illustrated with a running sample application. A companion Web site provides audio clips for each example: www.VUIDesign.org The cover photograph depicts the first ASR system, Radio Rex: a toy dog who sits in his house until the sound of his name calls him out. Produced in 1911, Rex was among the few commercial successes in earlier days of speech recognition. Voice User Interface Design reveals the design principles and practices that produce commercial success in an era when effective ASRs are not toys but competitive necessities.

This work combines interdisciplinary knowledge and experience from research fields of psychology, linguistics, audio-processing, machine learning, and computer science. The work systematically explores a novel research topic devoted to automated modeling of personality expression from speech. For this aim, it introduces a novel personality assessment questionnaire and presents the results of extensive labeling sessions to annotate the speech data with personality assessments. It provides estimates of the Big 5 personality traits, i.e. openness, conscientiousness, extroversion, agreeableness, and neuroticism. Based on a database built on the questionnaire, the book presents models to tell apart different personality types or classes from speech automatically.

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