Explainable AI survey (December 2024)

Participate to the trial and help us influence the research with your feedbacks.

We would like to ask your help on testing the tool that we built in Explainable AI project called iSee. This will help us understanding how interactions improve human perception of machine-generated explanations. Below you will find 4 cases (invite links) and some guidelines. We really appreciate your participation!

There are increasing legal and social pressures for businesses to be able to explain the outcomes of complex systems. The iSee project was launched with the aim at recommending explanation strategies that suit the needs of users and evaluating their quality from human perspective.

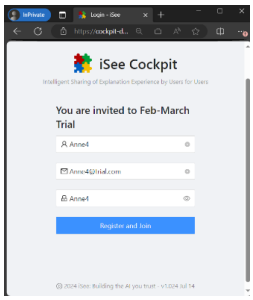
We launched the iSee evaluation toolkit (Explanation user intent- driven platform embedding a conversational Dialog Manager) early 2024. Feedbacks from previous experiments highlighted the need for more human readable explanation. To improve the user experience, we introduced into the iSee Dialog Manager a new Clarification step which empowers the user to ask for alternative information (watch this 1minute video).

- When the iSee dialog manager asks "Did you understand the previous explanation?", you have the opportunity to respond with a free text query for alternative or complementary information.
- At the end of the conversation, you will be asked a few evaluation questions to help us understand what went well, not well and room for improvements.

We would be grateful to volunteers to take a few minutes to try this new version of the explanation experience tool. *You do not need to be an expert at all to participate*

To participate:

1. Create an end user account using the invite link to the use case below
2. Try the conversation using the “evaluate case” button or the login page (try as many as you can and you can try each one multiple times)
3. Once completed please mind filling in the questionnaire (here).
4. Provide your name and email to receive a Thank You card.



Open the invite link in incognito mode (available from 3 dots menu of Edge browser). Register with a user id of your choice and email and password (remember them).
In case you want to test the use case later, you can login back to iSee by using this link https://cockpit-llm-dev.isee4xai.com and log in with the same user/password that you entered to register at the invite link.

Then **start interacting** with the Dialog Manager. You can try it with multiple personas by clicking on the ”Restart” button on the top left corner.

Please make sure you follow the conversation until the end of the session (the chatbot reaches the end of the interactions after asking some evaluation questions), otherwise your session won't be saved. When evaluating the utility of explanation, please imagine you in the persona you selected.

Answer the questionnaire link to the Explanation Experience Survey

We estimate it would take 10 minutes overall.

Design User accounts

In case you wish to play the role of a Use Case Designer, you can connect using the following Design User account of iSee Toolkit, set up with prebuilt 4 real world use cases.

URL : https://cockpit-llm-dev.isee4xai.com

Username : designer1@isee4xai.com Password : BT_Design1

Username : designer2@isee4xai.com Password : BT_Design2

End User accounts, dedicated to each use case : **copy the link and open the invite link in incognito mode**

1. Telecom notes diagnosis (BT) :

goal : Recommend field engineering activities from textual notes about past tasks

link to the dialog manager = http://cockpit-llm-dev.isee4xai.com/invite/9f4855f7-2063-482e-9917-76ffc7aaebb1

2. Sensor Anomaly Detection :

goal : Sensor Anomaly detection with Bosch Data

link to the dialog manager = http://cockpit-llm-dev.isee4xai.com/invite/ca989820-534a-4ccb-92ad-e5960f7e0494

http://cockpit-llm-dev.isee4xai.com/invite/76a722dc-67fd-4f00-92b6-6a962f4a5dd7

3. Radiograph Fracture Detection :

goal : Predicting Fractures in Radiographs

link to the dialog manager = http://cockpit-llm-dev.isee4xai.com/invite/0e673ffa-5726-4833-978a-363cd255fbbe

4. Loan Approval System :

goal : System predicts if the given loan is approved or not

link to the dialog manager = http://cockpit-llm-dev.isee4xai.com/invite/fa9da2c8-f0e8-43bd-8f81-bf09c38eb47e

Thank you very much!

iSee team