Eliciting complex information needs

Beijing lunch group 1

- Complex tasks
  - Ask Nick
- Focussed on entertain me tasks
  - As opposed to complex needs
- What can we infer and not have to ask
  - Such as mood (remote control tension)
  - 3 levels of context
    - Location – where am I?
    - Personal – who am I?
    - State – what am I doing or about to do?
      - Action context as source of input to understand task
    - Question regarding priors over these
      - Some queries/need more likely than others

- Entertain me needs a dialogue
  - Engagement and selection
  - Not question based
  - Need clear benefit to user

  - Nice discussions on
  -   serendipity
  -   starting points – mood at start
    - "entertain me" = "I'm bored"
    - e.g. celebrity name searches
  -   surfacing facets of a domain vs. use of more personal information

- We don't have a nice model
  - but clear that lots of possibilities
  - question of types of complex needs and how should be supported v. relevant