

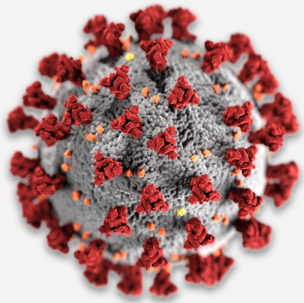
Remote Work Aided by Conversational Agents

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Background

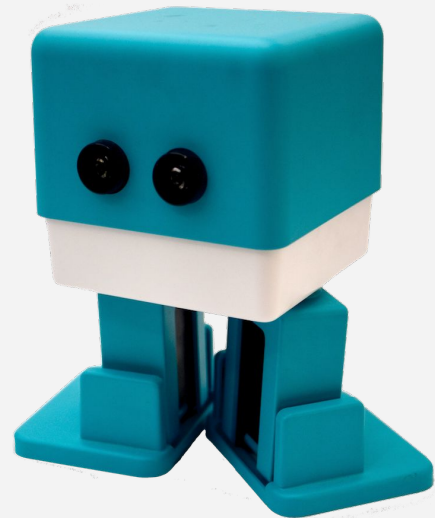
- Outbreak of COVID-19
- Remote work rapidly became common globally
- Crowdsourcing has emerged as a viable means of carrying out remote online work to earn one's living
- There is likely to be an increase in people who need to work from home



Related Work

Conversational agents: conversational agents can improve user experiences.

Conversational agents for crowdsourcing: conversational agents can give users higher satisfaction, while not negatively affect quality-related outcomes in microtask crowdsourcing.

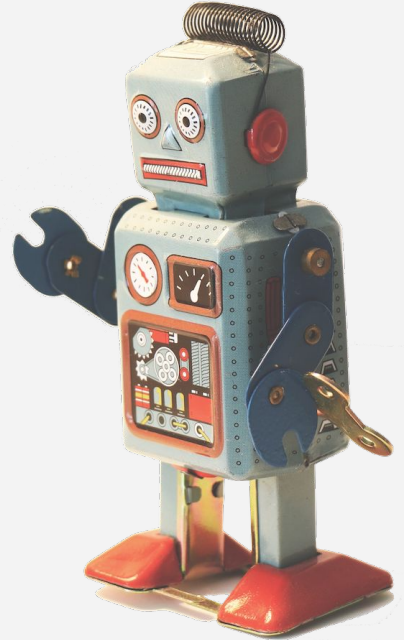


Our Research Progress

1. Conversational Microtasking [1];
2. Improving worker engagement [2];
3. Analyzing conversational styles [3].

Main Findings:

- The workers aided by conversational agents are significantly more engaged compared to traditional workers.
- The performance of workers with different conversational styles can be effectively predicted.



[1] Chatterbox: Conversational Interfaces for Microtask Crowdsourcing. *UMAP 2019*

[2] Improving Worker Engagement Through Conversational Microtask Crowdsourcing. *CHI 2020*.

[3] Estimating Conversational Styles in Conversational Microtask Crowdsourcing. *CSCW 2020*.

The Future of Remote Work

Challenges we will face: the lack of social activities and the overlap with living space can lead to problems such as mental well-being, boredom, fatigue, distraction, etc.

The future of conversational agents: our studies have proved that chatbots are capable of better engaging workers and effectively predicting worker performance. We believe that conversational agents have an important role to play in overcoming the challenges that remote work will face in the imminent future.

Thank you!

We look forward to your feedback and collaboration! Please Contact:

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