This is an individual assignment.
Due: Friday, Feb. 25, 2011 by 10:40 am to BB

The purpose of this assignment is to have you consider the issues involved in designing speech interfaces. You will call two different airline flight check systems and perform the following hypothetical task: Suppose that a friend of yours is flying in that day from Chicago to Atlanta on a flight departing around 1 pm. and arriving around 4 pm. Find the flight number and arrival time.

Try this task on two different airline services: Delta Airlines (1-800-325-1999) and American Airlines (1-800-223-5436). As you will see, these are two subtly different speech interface styles.

Call each service twice. On the first time, just perform the task to get a qualitative feel for how the interaction works. On the second time, count the number of responses you provide, errors you make, and total time duration of the call.

Turn in a 3/4 - one page review of the audio interfaces created by the two airlines, critiquing their functionality, and suggesting possible improvements or alternate methods of implementing such a capability. Also report your counts and times.

As an optional extra-credit activity, make a flow-chart for one of the interfaces, showing what happens when you take different paths, such as using flight number vs city names, and when the system does not recognize what you say.