



StreetWise

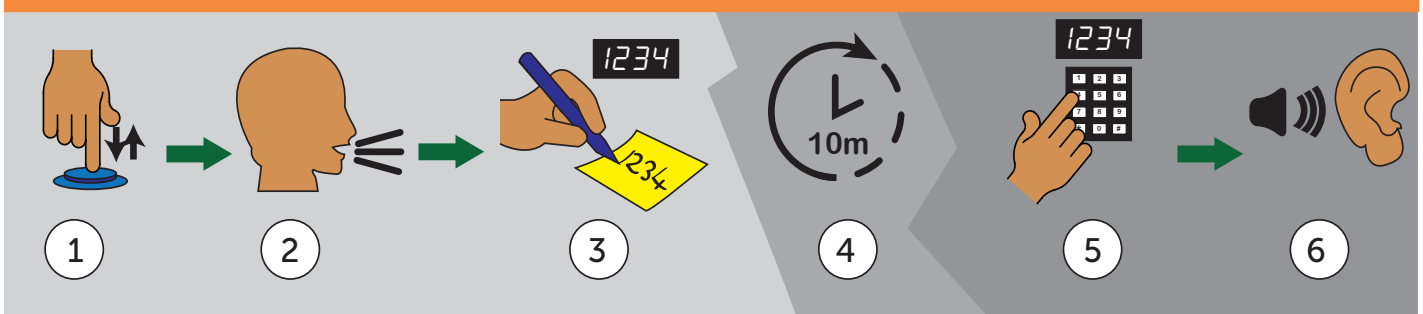
Overview



A human-powered smart speaker for use in public emergent-user environments. After asking a question, the user receives a 4-digit code which can be entered after 10 minutes to receive a human-curated response.

Human-driven question answering systems have been deployed by digital service providers for many years. Take for example, text-based approaches such as online forums or Q&A boards, as well as audio-based services such as Question Box, Google Neighbourly or IVR systems like the Spoken Web. While machine powered smart-speakers are rapidly increasing in popularity and reach, it is the value and richness of human-curated question responses that inspired us to develop StreetWise; a people-powered question and answer system for use in public emergent user settings. There are two elements to the StreetWise design: the local installation (with which the users interact), and the cloud-based back-end (which provides crowd-sourced answers).

User Interaction



The StreetWise human-powered public smart speaker. To use, first push and release the device's button (1), and ask a question (2). The system then speaks to confirm the question and displays a 4-digit code which the user either remembers or writes down (3). After a short delay of 10 minutes (4) the user can return to the machine and enter their 4-digit code (5). The machine then plays the human-curated response to their original question.

This tool is part of the Digital Inclusion and Participation Toolkit. For more information see: digitalinclusiontoolkit.org



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