

# Preface

Although the advantages of multimodal interactive systems have been much discussed and many projects have evolved around this topic, the evaluation of such systems remains a mostly unaddressed issue. Furthermore, no clear agreement exists concerning the constructs used and aspects examined.

This book summarizes and concludes the work of 4 years of research on the evaluation of interactive multimodal dialog systems at Deutsche Telekom Laboratories. Although the development of a multimodal system is described, the work concentrates mainly on the quantification of quality aspects of multimodal interaction.

It is the aim of this book to give an overview of work already conducted in the domain of multimodal dialog systems and to contribute to this by systematically analyzing user perception of multimodal interaction, output, and input. To this end, each chapter starts with a short introduction, states the research questions addressed, and concludes with a summary of the results found.

Although this book has been written from the perspective of an engineer it is intended for researchers and developers in human–computer interaction—by tradition an interdisciplinary field.

Berlin, Germany, January 2012

Christine Kühnel



<http://www.springer.com/978-3-642-29601-7>

Quantifying Quality Aspects of Multimodal Interactive  
Systems

Kühnel, C.

2012, XVI, 188 p., Hardcover

ISBN: 978-3-642-29601-7