**EmpaTeX 2014 — workshop results**

Organizers: Jan Van Den Bergh, Mike Matton, Koen Willaert, Kris Luyten
Participants: Alexandre Denis, Paul Marrow, Joël Dumoulin, Calliope Georgousi, Ioan Marius Bilasco, Ian Forrester, Carlos Gomez-Uribe

### WHAT IS AN EMPATHIC EXPERIENCE?

- It captures goals / intentions of the user
- Content adapts itself to your own context and interest
- It has appropriate reactions and includes feedback
- The timing of the actions is utterly important

- It learns by explicit interaction
- Implicit interaction
- Correction feedback
- It understands feelings of the user
- It knows users are human beings
- It helps users achieve their goals

### WHAT INFORMATION IS NEEDED?

#### Information about the user?

- User context
  - User behaviour / habits
  - User history
  - User rating (explicit, implicit, ...)
  - The current “actionable” mood
- Social context
- Generic context
  - Time, location, ...

#### Information about the content?

- Producer information
  - e.g. content structure (stories, ...)
- Affective description
- Difficulty level
- Descriptive metadata

### WHAT TYPE OF TECHNOLOGY IS NEEDED?

Technology should support the user act upon user context know perfect time for specific actions

Start

Sense

Act

Think

### WHAT IS LACKING IN STATE OF THE ART?

- Reliability of technology for emotion detection
- Well working inference systems for this purpose
- Data & ground truth for training Empathic systems
- Paradigms / models upon which you can actuate
- Validation of technology within different application domains
- User centric approach for model generation

### HOW TO COLLECT THE INFORMATION?

- Explicit <-> implicit collection
- Manual <-> automated collection
- Interaction information <-> sensor information
- Inference of information

### ACTUATION

Actuate on:

- content: adapting (stretching, ...), suggesting, recommending, pausing...
- user interaction
- user environment: smart objects

**Requirements for actuation:**

- dealing with errors
- how to cope with feedback on actuation?