

# Natural Search User Interfaces

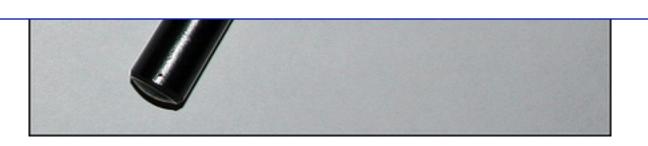
Prof. Marti Hearst UC Berkeley

March/April, 2012

Book full text freely available at: http://searchuserinterfaces.com



### What works well in search now?



### **Faceted Navigation**

### Flamenco Fine Arts Search

Images from the Collections of the Fine Arts Museums of San Francisco; Legion of Honor and de Young Museums, http://www.thinker.org

Save Search

History and Settings Return to Search

401

New Search

Powered by Flamenco

search 

Refine your search within these categories:

These terms define your current search. Click the  $|\mathbf{x}|$  to remove a term.

LOCATION: Asia > Japan | >

121

#### Items 1 to 40 of 538 results

Group by: Location

MEDIA (group results)

Objects (8) Ceramic (1) Print (508) Drawing (22)

**OBJECTS** (group results)

LOCATION: all > Asia > Japan

Clothing (112) Instruments (11)

Containers (48) Food and Meals (64)

Fuel (1) Lighting (22) Musical

Vehicles (105)

Weapons (47)

Writing Tools (93)

Hakone, no. 11 f... 1804



201

241

Kneeling Woman Sho... circa 1794 - 1796



The Courtesan Tsum... circa 1815 - 1825



The New Yosihiwara... 1815 - 1825

BUILT\_PLACES (group results)

Bridge (17) Building (82) Dwelling (42) f Building Subcategories:

Built Open Space (14) Road (21)

ANIMALS AND PLANTS (group results)

Birds (61) Creatures and Beasts m

palace Mammals, Ho

residence. Mammals, Oth villa Parts of Plants (24)

castle cottage house



Woman Writing a Le... circa 1810 - 1815

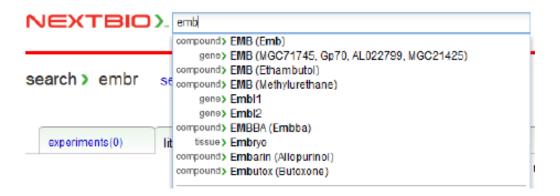


Women in Boats nea... circa 1790



Children's Pastime... circa 1820

# Real-Time Suggestions





http://netflix.com



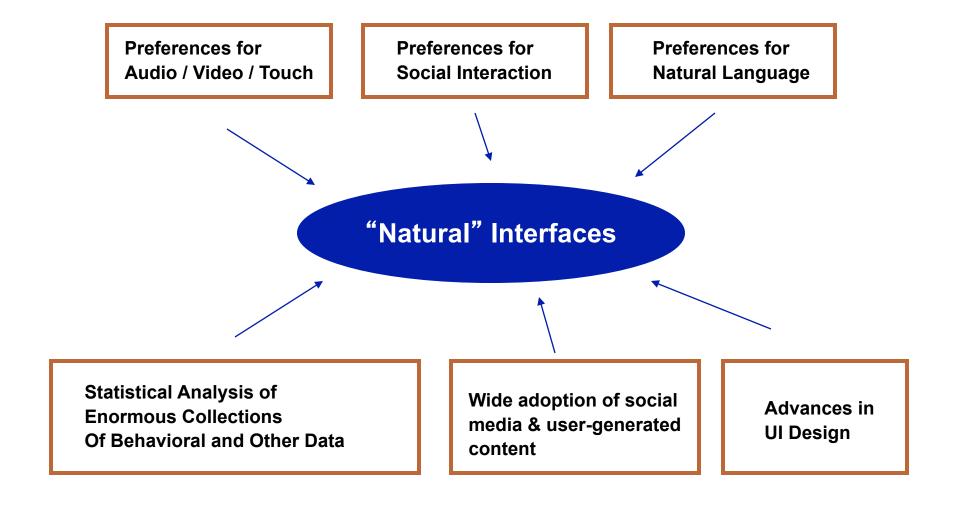
http://www.imamuseum.org/

# Forecasting the Future

First: What are the larger trends?

In technology?
In society?

Next: Project out from these.





# **Trend: More Natural Queries**



### Trend: Longer, more natural queries

- The research suggests people prefer to state their information need rather than use keywords.
  - But after first using a search engine they quickly learned that full questions resulted in failure.



### Trend: Longer, more natural queries

- The research suggests people prefer to state their information need rather than use keywords.
  - But after first using a search engine they quickly learned that full questions resulted in failure.
- Average query length continues to increase
  - In 2010 vs 2009, searches of 5-8 words were up 10%, while 1-2 word searches were down.



Subject	9/5/2009	9/4/2010	Year-over-Year percent change
1 word	24.21%	22.72%	-6%
2 words	23.77%	23.83%	0%
3 words	20.76%	20.24%	-3%
4 words	13.76%	13.97%	2%
5 words	7.88%	8.40%	7%
6 words	4.20%	4.60%	10%
7 words	2.25%	2.56%	14%
8+ words	3.16%	3.68%	16%
5 to 8+ words	4.37%	4.81%	10%
1 to 4 words	20.63%	20.19%	-2%

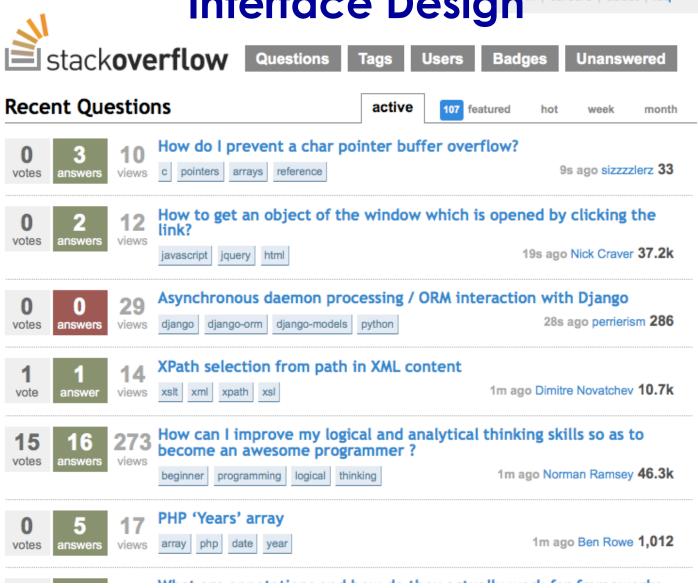
Note: data is based on all searches conducted on all search engines on a four week rolling period from the Experian Hitwise sample of 10 million US Internet users.

Source: Experian Hitwise

### Trend: Longer, more natural queries

- Social Question Answering Sites:
  - Information worded as questions increasing available
    - with the questions that the audience really wants the answers to, and
    - written in the language the audience wants to use.
  - AND with advanced user interface design.

# Long Queries Aided by Advanced User Interface Designin careers about faq



# A recent example: keywords failed

#### rca-3 male two female

Search

About 649,000 results (0.25 seconds)

Advanced search

#### Amazon.com: "2 x RCA Male / 1 x 3.5mm Stereo Female, Y-Cable, 6 ...

2 x RCA "Y" Audio Cable connects PC Sound Cards, portable CD players, MP-3 players or any mini-home stereo audio source with 3.5mm jacks to a stereo ...

www.amazon.com > ... > Cables > Cables & Interconnects - Cached - Similar

#### Amazon.com: RiteAV - 3.5mm to RCA Stereo Female Cable - 6 inch ...

Splits a 3.5mm jack into **two RCA** jacks; Connectors: 3.5mm Stereo **Male** to 2-**RCA Female** .... I use it to listen to my Playstation 3 through my speakers. ... www.amazon.com > ... > Audio Cables > RCA Cables - Cached - Similar

■ Show more results from www.amazon.com

#### Shopping results for rca-3 male two female



Rca 3" Rca Y-adapter - Male To Female

\$6.99 new - eBay

RCA 3"" RCA Y-Adapter - Male To Female

\$6.99 new - mysavingshop.com

Rca Rca 3" Mini Stereo Headphone Adapter (ah202) (ah202)

\$7.69 new - CompUPlus.com

#### Audio Cables - RCA / 3.5mm

Product image for PREMIUM 3.5mm Stereo **Male** to (2) 3.5mm Stereo **Female** · Product ID: 5614 .... Product image for **RCA** Plug/2 **RCA** Jack cable - 6 inches ... www.monoprice.com › CABLES - Cached - Similar

#### 3.5mm Male to 2 RCA Jacks

... 3.5mm Male Stereo Audio to 2 Female RCA Connect two stereo audio cables to the ... Connect the adapter to our "3 RCA to 3 RCA" cable - see link below. ... www.svideo.com/rcastereoplug.html - Cached - Similar

### Reworded as I would have said it:

### how do I connect wii and dvd to my tv

Search

About 1,650,000 results (0.22 seconds)

Advanced search

#### Nintendo - Customer Service | Wii - Connecting to the TV or VCR

**Connecting** to a VCR, **DVD**-R, Cable Box, etc. In order to **connect** a video game ... Once the cables are inserted and the **Wii** is powered on, put your **TV** on the ... www.nintendo.com/consumer/systems/wii/en.../setupAV.jsp - Cached - Similar

#### How do you Connect your Wii to HDMI Input on LCD TV?

Jul 16, 2010 ... A Review of **My DVDs**. Related Links ... I too wanted to **connect my Wii** to **my** HD **TV** with somthing better than the standard cable. ... www.brighthub.com/electronics/home-theater/.../35555.aspx - Cached - Similar

#### How can I connect my DirecTv, DVD player & WII to the same flat TV ...

Mar 16, 2009 ... that did not work. It has several holes for me to **connect**, yet it does not read. It can either do the **DVD** or the **Wii**. Hence I need to keep moving ... www.answerbag.com/q\_view/1124602 - Cached - Similar

#### Zolved - Connecting the Wii console to a TV or VCR

You are supplied with an AV Multi Out plug with the **Wii** console. This cable allows you to **connect** to a **TV**/VCR/Cable Box/**DVD** player etc. ... www.zolved.com/synapse/view content/19706 - Cached

#### Nintendo Wii: Connecting to a TV, VCR, HiFi

Connecting to a Television. Insert the AV Multi Out plug on the Wii AV ... to connect a video game system through a device such as a VCR, DVD recorder, ...

wii.nintendo-europe com/57.html - Cached - Similar

#### How can i connect both my wii and a dvd player to my tv? - Yahoo ...

May 1, 2010 ... the comcast cable box. i finally got the **dvd** player to work by ... While we are doing this, let's learn some of the right terminology. ... answers.yahoo.com/guestion/index?qid... - Cached

### Got an answer!



#### **Resolved Question**

Show me another »

### How can i connect both my wii and a dvd player to my tv?

the comcast cable box.

i finally got the dvd player to work by putting it into the tv holes and setting the tv to aux. where can i put the wii to make that work too (i really don't want to switch the wii with the dvd player every time i wanna use it)? can i plug it into the cable box? and then what would i set the cable box to? or the dvd player...?

4 months ago

#### **Additional Details**

sorry the first part is supposed to say:

i have the three holes (red white and yellow) on the tv, the dvd player, and the comcast cable box

4 months ago





Stephen M

#### Best Answer - Chosen by Asker

While we are doing this, let's learn some of the right terminology. The yellow, red, and white colored jacks are called composite video. On the back of your TV they would be composite video inputs while on the back of your DVD player, Wii, and cable box, they would be outputs.

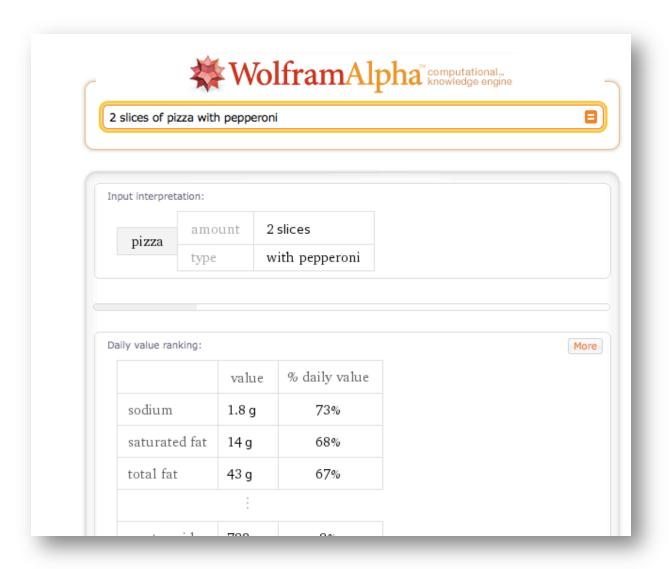
So, no, you can not plug the Wii into the cable box because the cable box has the same color "holes" because what you would be doing is plugging the Wii output into a cable box output.

What you need to plug everything in to your TV is a composite video switch... one with at least 3 inputs. You then take the output of the switch to the TV's input.

### **Trend: More Natural Queries**

- Blend two ideas:
  - "sloppy commands"
  - predictions based on user behavior data
- This is subtly and steadily increasing in sophistication across many interfaces

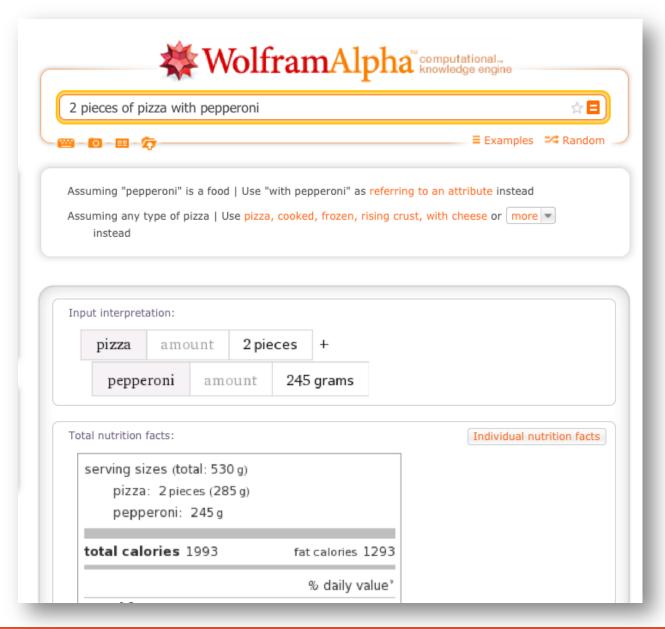
# Sloppy Commands + Rich Data



# Sloppy Commands + Rich Data



# Sloppy Commands + Rich Data







# Trend: Spoken Input

## Why Spoken Input?

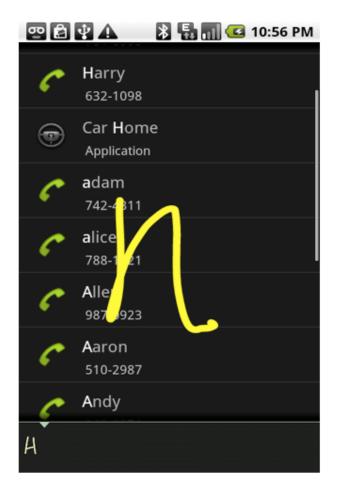
- Phone-based devices widely used
  - Naturally accepts spoken input
  - Difficult to type on
- Touch screen interaction increasingly popular
  - Also difficult to type on
- Speech recognition technology is improving
  - Huge volumes of training data is now available
- What are the impediments?

### We need a "cone of silence"

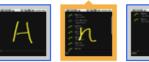


### Alternative text entry





Search as your write.



swype.com

Gesture search, Li 2010

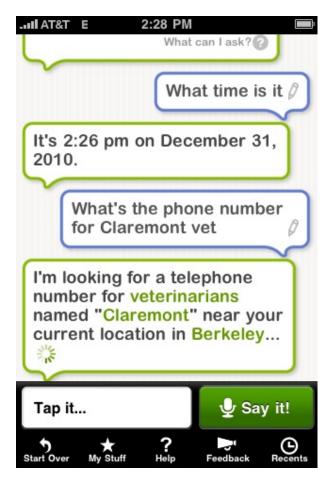
### Speaking leads to conversation

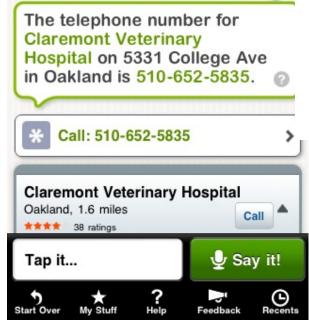
- Dialogue is a long-time dream of Al
- We're getting closer with a combination of
  - Massive behavioral data
  - Intense machine learning research
  - Advanced user interface design
  - Real-time contextual information

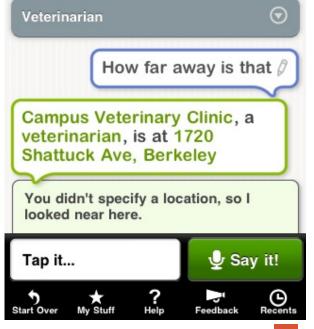
## No Longer a Future Trend: Dialogue

 SIRI came out of the DARPA CALO project









### **Cultural Preferences**

Novels



**Marketing text** 

**Marketing podcosts** 

**Textbooks** 

Video lectures

Web news text

Web news videos

Screenshot tutorials

**Video tutorials** 

gettyimages®

▼ Keywords

▼ Concept

Sign in | Register

Video (RR)

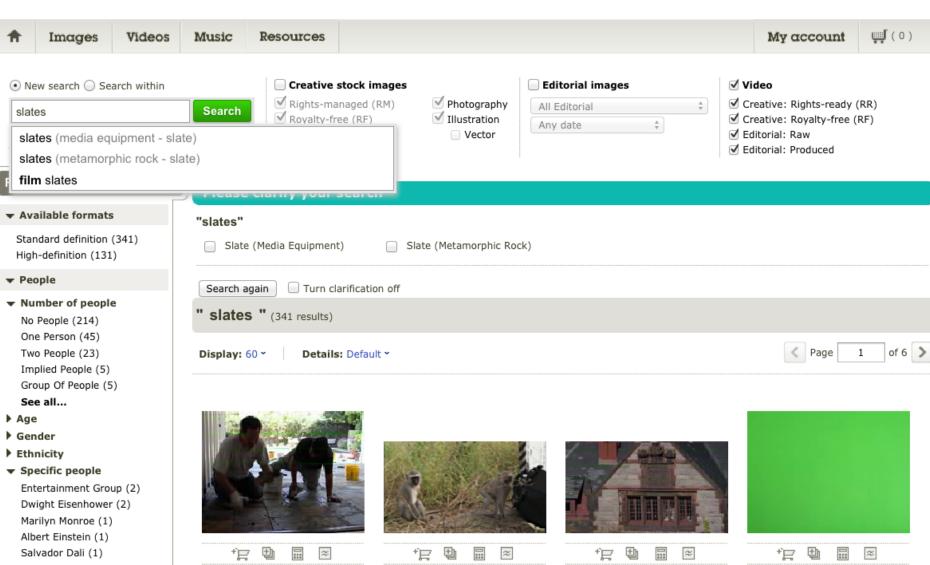
#99817757

HD

Video (RR)

#129935416





HD

Video (RR)

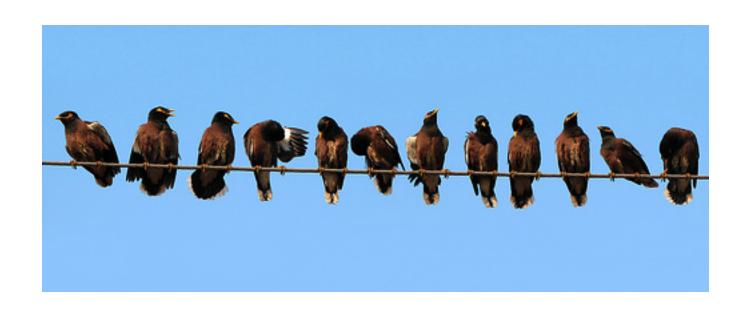
#mr\_00078183

HD

Video (RF)

#92518663

### Trend: Social Search



### Social Search

**Implicit**: Suggestions generated as a side-effect of search activity.

**Explicit**: knowledge accumulating via the deliberate contributions of many.

**Collaborative**: Working with other people on a search task.

**Asking**: Communicating directly with others.

### Social Search: Explicit Recommendations

- "Crowdsourcing" for explicit recommendations
  - Previous generation
    - Digg, StumbleUpon
    - Delicious, Furl
    - Google's SearchWiki (now defunct)
    - Open Directory
  - Current happenings
    - Blekko
    - Localmind
    - Google Social



dog pacing

search Q

filter by slashtags

/likes 🔣

/reviews

/movie-reviews

/videogames

/shop

/date

/flickr

/youtube

find slashtags



🍖 create a slashtag



### bring blekko with you



file bugs here

Did you mean dog racing?

1 to 20 of 315K web results for dog pacing

/relevance | /date

Establishment of a canine model of cardiac memory using endocardial

like I seo links cache ip info I spam

Establishment of a canine model of cardiac memory using endocardial pacing via internal jugular vein. Other articles by authors. Li Yue-chun, Ge Li-sha, Guang Xue-Qiang, Chen biomedcentral.com/1471-2261/10/30/abstract Jun 2010

### Left ventricular septal and apex pacing for optimal pump function in canine

like I seo links cache ip adsense info I spam

Sign in free and see. Sign-in for full Details. Sign-in free and Explore the Exciting World of BiomedExperts. More than 3,500 Organizations worldwide. State of the Art Network blomedexperts.com/.../Left\_ventricular\_septal\_and\_apex\_pacin...

#### **Bloat Article**

like I seo links cache ip I spam

Helpful hints in deciding the bloat phase of a dog (Practice the following three actions on a well **dog** beforehand). To do this, stand over the **dog** facing the same direction as the **dog**. canadasquidetodogs.com/health/healtharticle6.htm Nov 2003

#### BEHAVIOR PROBLEMS IN GERIATRIC DOGS by Wayne Hunthausen

like I seo links cache ip I spam

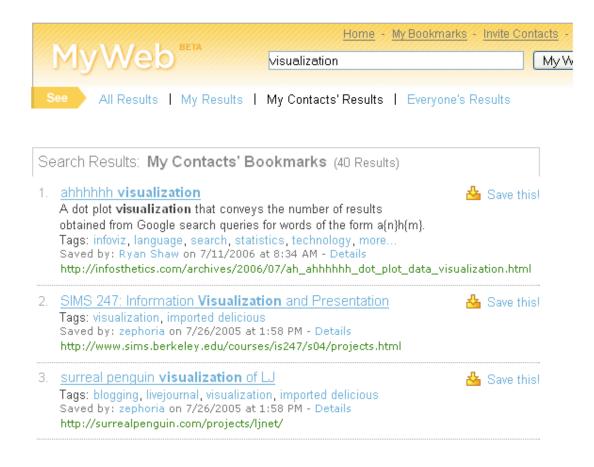
Physical and Physiological Changes in the Older Dog. Behavior Problems of the Geriatric Dog. Pacing - seizures - restlessness - decreased mental alertness - geriatric onset westwoodanimalhospital.com/BhvArticles/GeriatDogBhvProb.htm

#### Understanding Canine Dementia

like I see links cache in I snam

# Social Search: Seeing what people you know have seen

Yahoo MyWeb, circa 2006



### Google's Social Search, 2012



### obama daily show

Search

About 49,400,000 results (0.66 seconds)

Advanced search

### Everything











#### Any time

Latest

Past 24 hours

Past week

Past month

Past year

Custom range...

#### All results

Social

More search tools

### October 27, 2010 - Barack Obama - The Daily Show With Jon Stewart ... 🕸 🔍

Oct 27, 2010 ... Barack **Obama** talks about the recovering economy, health care reform, and bringing change to Washington.

www.thedailyshow.com/full.../wed-october-27-2010-barack-obama - Cached

Nundu Janakiram shared this on Twitter - Oct 29, 2010

### The Daily Show with Jon Stewart Official Website | Current Events ... :

Feb 8, 2011 ... Jon Stewart and The **Daily Show** writers present the ... www.thedailyshow.com/ - Cached - Similar

♣ Show more results from thedailyshow.com

### On the Daily Show, Obama is the last laugh the Quantum Control of the Daily Show, Obama is the last laugh the Quantum Control of the Daily Show, Obama is the last laugh the Quantum Control of the Daily Show, Obama is the last laugh the Quantum Control of the Daily Show, Obama is the last laugh the Quantum Control of the Daily Show, Obama is the last laugh the Quantum Control of the Daily Show, Obama is the last laugh the Quantum Control of the Daily Show, Obama is the last laugh the Quantum Control of the Daily Show, Obama is the last laugh the Quantum Control of the Daily Show, Obama is the last laugh the Quantum Control of the Daily Show, Obama is the last laugh the Quantum Control of the Daily Show, Obama is the last laugh the Quantum Control of the Obama is the Daily Show, Obama is

Oct 27, 2010 ... On Comedy Central, the joke was on President **Obama** Wednesday night. www.washingtonpost.com > Opinions

#### Videos for obama daily show



Obama On 'Daily Show':
Stewart Presses ...
Oct 28, 2010
huffingtonpost.com



The Daily Show - 10/27/2010 Barack Obama Pt ...
4 min - Oct 27, 2010
thedailyshow.com

### Barack Obama's dumb 'Daily Show' Jon Stewart appearance and the ... 🕾 🔍

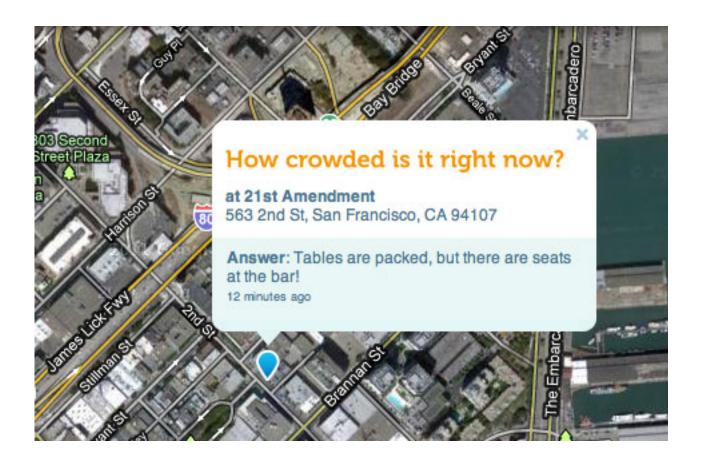
Oct 27, 2010 ... President **Obama's** handlers have been indiscriminate, carpet-bombing Americans with the man they elected rather than launching communications ... www.nydailynews.com/.../2010-10-27\_obamas\_dumb\_daily\_show\_appearance and the presidents diminishing brand.html

# Social Search: Asking for Answers

### What do people ask of their social networks?

Туре	%	Example
Recommendation	29 %	Building a new playlist – any ideas for good running songs?
Opinion	22 %	I am wondering if I should buy the Kitchen-Aid ice cream maker?
Factual	17 %	Anyone know a way to put Excel charts into LaTeX?
Rhetorical	14 %	Why are men so stupid?
Invitation	9%	Who wants to go to Navya Lounge this evening?
Favor	4%	Need a babysitter in a big way tonight anyone??
Social connection Morris et al., CHI 2010	3%	I am hiring in my team. Do you know anyone who would be interested?

### **Context-Aware Mobile Search**



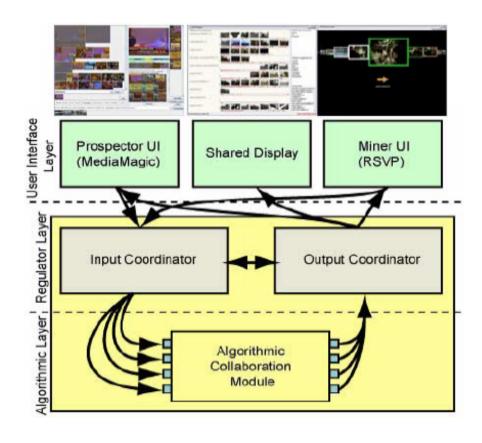
http://www.localmind.com/

# Social Search: People Collaborating



Pickens et al., SIGIR 2008

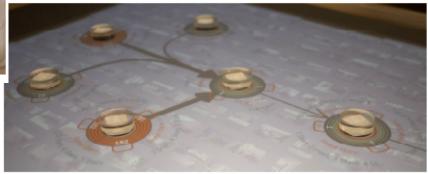
# Social Search: People Collaborating

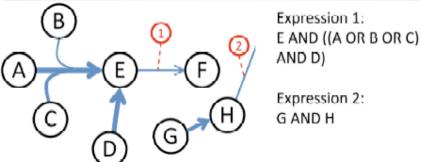


Pickens et al., SIGIR 2008

# Social Search: People Collaborating



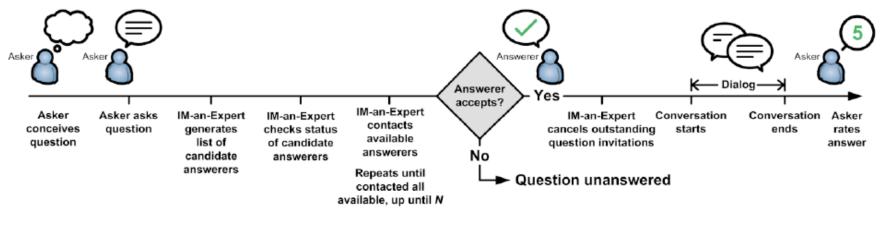


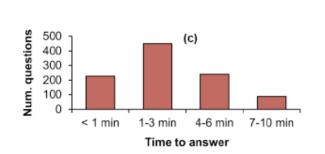


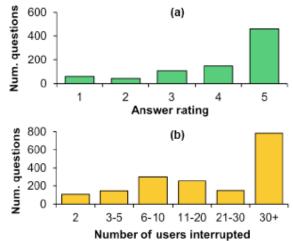
Jetter et al., CHI 2011

## Social Search: Asking for Answers

### Asking experts in a social network







# Summary

- As CS gets more sophisticated, we can build search interfaces that allow people to interact more naturally:
  - More language-like queries
  - Speaking & viewing rather than typing & reading
  - More able to interact with other people while doing search tasks
  - More able to use the knowledge in peoples' heads.