

Interacting with Recommender Systems

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ABSTRACT

Even though one of the roots of recommender systems lies in the field of human computer interaction, most of today's academic research focuses on algorithmic aspects of such systems, for example, on predicting the relevance of items for individual users. At the same time, also in many practical applications only limited means are provided for users to interact with the recommendation system, e.g., to provide feedback on the system-generated suggestions.

The chosen user interface of a recommender can however have a significant impact on its effectiveness and success in practice. Research on how to build more interactive, intelligent user interfaces for recommenders, while not sparse, is somewhat scattered across different research subfields. Based on a recent survey work [2], this talk¹ aims to provide an overview of existing works on user interaction aspects of recommender systems. The talk covers both aspects of how user preferences can be acquired and how recommendation results can be presented and explained to users, with the goal of increasing the acceptance and effectiveness of such systems. Furthermore, various examples of real-world systems that implement advanced interaction mechanisms are discussed in the talk.

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REFERENCES

- [1] Dietmar Jannach, Ingrid Nunes, and Michael Jugovac. 2017. Interacting with Recommender Systems (Extended Abstract). In *Proceedings of the 22nd International Conference on Intelligent User Interfaces (IUI 2017 Companion Volume)*. Limassol, Cyprus, 25–27. DOI: <https://doi.org/10.1145/3030024.3030027>
- [2] Michael Jugovac and Dietmar Jannach. forthcoming. Interacting with Recommenders - Overview and Research Directions. *ACM Transactions on Intelligent Interactive Systems (ACM TiiS)* (forthcoming).

BIO

Dietmar Jannach is a full professor of Computer Science at TU Dortmund, Germany, where he heads the e-service research group of the department. His research focus is on applying artificial intelligence technology to practical application with a special focus on recommender systems. In 2003, he co-founded a technology startup company that focused on adaptive interactive selling solutions. Dietmar Jannach is the author of numerous scientific publications in different fields of AI and one of the authors of the textbook "Recommender Systems - An Introduction".



¹The presentation is based on a tutorial on the topic presented at ACM IUI '17 [1]