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Agric. Econ. – Czech

**Beránková M.,
Dömeová L., Houška
M.:**

User-oriented methodology of communication with expert systems

Agric. Econ. – Czech, 54 (2008): 193-201

The article deals with communication between a user and an expert system, especially from the viewpoint of psychology aspects of the communication process. Psychological factor of the

communication between the user and the expert system seems to be marginal, although it is a necessary part of a final methodology of the expert system development. Domain expert, knowledge engineer as well as IT expert, who takes part in the expert system creation, usually sets up a unified and static communication interface that is identical for all users. The communication process form highly influences user' s satisfaction of working with the expert system and his willingness to reuse that system. User' s satisfaction expressed by some metrics is one of the key indicators of both efficiency and effectiveness of the expert system. If the system is not used because of the user' s discontent, the money spent for its creation cannot be understood as an investment (asset), but as an expense. In the article, there are classified the users from the point of view of their personality type and some recommendations for a communication project development in the frame of the methodology of the expert system creation are suggested.

Keywords:

interface, communication, user, expert

system, Jung's typology of personality,
communication project, scenarios

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