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Altri autori (Persone)	HayesCaroline MillerChristopher Allan
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Nota di contenuto	pt. 1. Etiquette and multicultural collisions -- pt. 2. Introducing etiquette and culture into software -- pt. 3. Etiquette and development of trust -- pt. 4. Anthropomorphism : computer agents that look or act like people -- pt. 5. Understanding humans : physiological and neurological indicators -- pt. 6. The future : polite and rude computers as agents of social change.
Sommario/riassunto	Written by experts from various fields, this edited collection explores a wide range of issues pertaining to how computers evoke human social expectations. The book illustrates how socially acceptable conventions can strongly impact the effectiveness of human-computer interactions and how to consider such norms in the design of human-computer interfaces. Providing a complete introduction to the design of social responses to computers, the text emphasizes the value of social norms in the development of usable and enjoyable technology. It also describes the role of socially correct behavior i

