
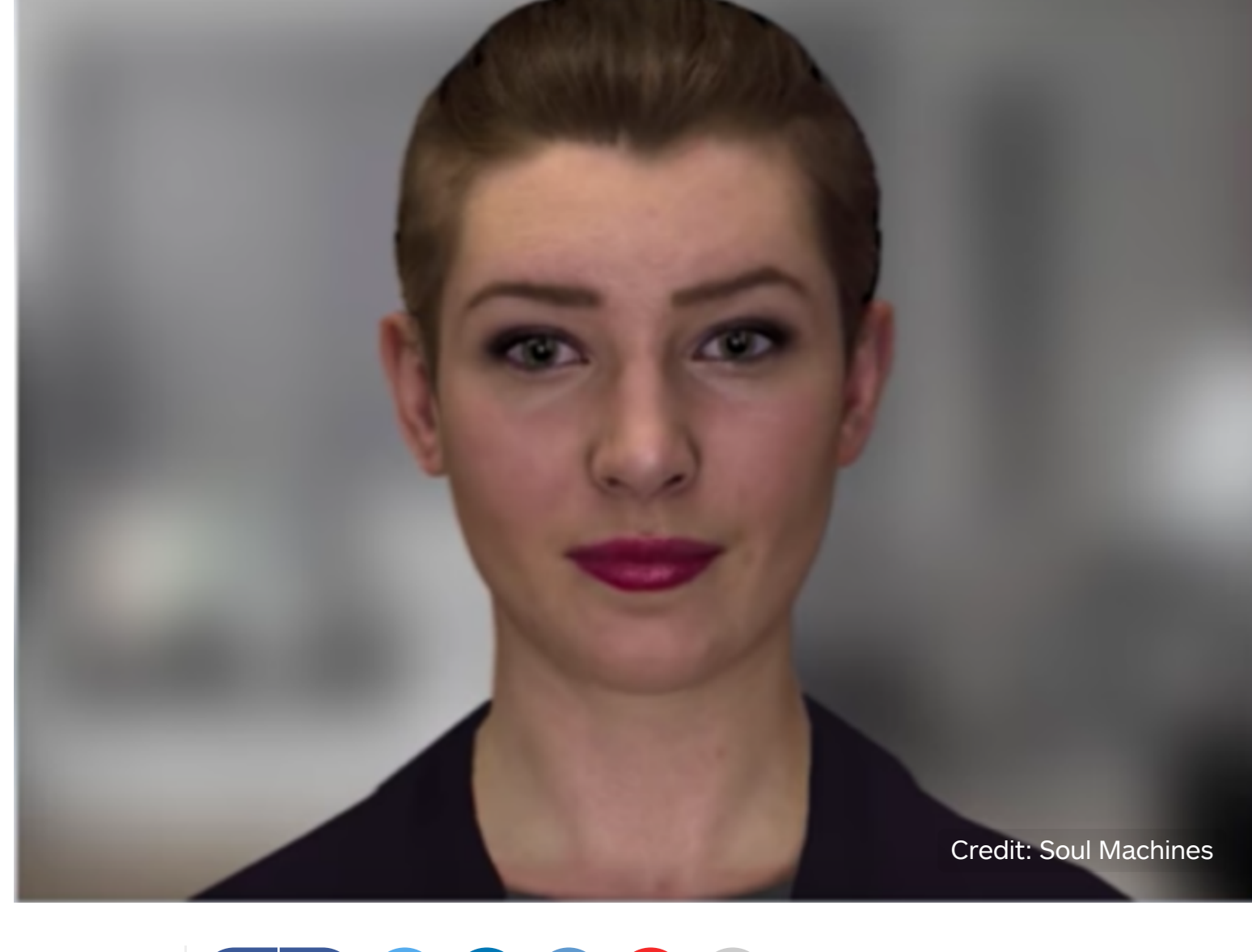


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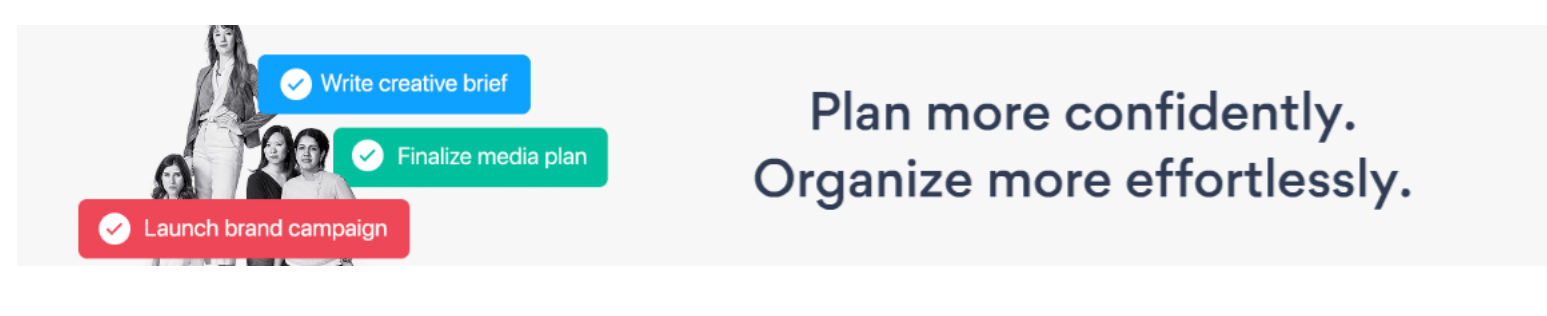
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Meet Nadia, the scarily 'human' chatbot who can read your emotions

by  **MAR MASSON MAACK** — Mar 25, 2017 in **ARTIFICIAL INTELLIGENCE**



1,795 SHARES  <https://tnw.to/2ocVJJa>



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Have you ever dreamt of gazing into the eyes of chatbot while explaining your frustration with a service? If so, that would be oddly specific, but you'd also be in luck, thanks to an ambitious New Zealand startup.

The company, which has the eerie name of [Soul Machines](#), has created a virtual chatbot that can not only portray human emotion, but also read human facial expressions. The aim is to take chatbot service to the next level by humanizing the interaction between man and machine, basically by making them more like us.

The chatbot, or Nadia as it (she?) prefers to be called, can 'see' users through webcams and get a better sense of users' emotions. Soul Machines call this the avatar's 'emotional intelligence' or EI, which allows bots like Nadia to connect with people on a more subtle emotional level.



Just like AI, EI can learn through experience. The more Nadia interacts with real people, the better she will get at reading people's emotions. If a user changes his tone or facial expression, Nadia will be able to pick up on that and adjust her answers to better fit the user's emotional state.

The brain behind Nadia is Mark Sagar, professor at the University of Auckland and CEO of Soul Machines. Sagar is no novice when it comes to realistic facial animations and has even won [academy awards](#) for his work on facial motion capture techniques in *Avatar* and *King Kong*.

Sagar's expertise makes Nadia incredibly life-like, almost to the point where it gets kind of creepy. But fear not, Nadia is actually pretty nice. She doesn't want to start a robot rebellion or kill all humans. Instead, she has dedicated her 'life' to helping people with disabilities.

Nadia, who is voiced by none other than the amazingly talented [Cate Blanchett](#), was developed for the Australian government to improve services for people with disabilities. Nadia helps users access the [National Disability Insurance Scheme](#) (NDIS) and find the information they need as well as improving their experience of the system.



People with disabilities often have a hard time dealing with the bureaucracy of NDIS due to its complexity and slowness. Nadia was created to fix all that and make a more human service available anytime and anywhere.

The possibilities of a project of this nature are relatively endless. In fact, Soul Machines is currently working on similar chatbots for other industries. It wouldn't be a surprise if companies soon make the move to avatar customer service.



> **Customer Service Chatbots Are About to Become Frighteningly Realistic** on MIT Technology Review

Read next: [Samsung will remotely kill all unreturned Galaxy Note 7 units this month](#)

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TECH

Dear Twitter, can we get encrypted DMs already?

by  **ABHIMANYU GHOSHAL** — 40 minutes ago in **TWITTER**



31 SHARES  <https://tnw.to/mJURs>

Following [the Twitter breach](#) that [allowed attackers to access internal admin tools](#) and [take over several prominent accounts last week](#), the company has now revealed that [the attackers also accessed DMs belonging 36 out of the 130 affected users](#) — including one elected official in the Netherlands.

This simply won't do, at a time when Twitter is a trusted communication platform for hundreds of millions of people around the world, as well as for global leaders. The debate around what sort of damage hackers could do by tweeting incendiary messages from the verified accounts of powerful people rages on, but it's clear that they could do more harm by snooping on private correspondence.

US Senator [Ron Wyden raised this concern last week](#) in a statement, noting that he'd discussed the issue back in September 2018 with Twitter CEO Jack Dorsey. The company is said to have been working on end-to-end encryption (E2EE) for DMs [as far back as May 2018](#), but there's still no sign of that feature on the horizon.

[Read: [Everything we know about how Twitter's biggest hack went down](#)]

In a post this week, the tech policy-focused nonprofit [Electronic Freedom Foundation](#) (EFF) [highlighted the dangers of unsecured DMs](#) in its call for E2EE to be implemented on Twitter's messaging service:



... because they are not end-to-end encrypted, so Twitter itself has access to them. That means Twitter can hand them over in response to law enforcement requests, they can be leaked, and — in the case of this week's attack — internal access can be abused by malicious hackers and Twitter employees themselves.

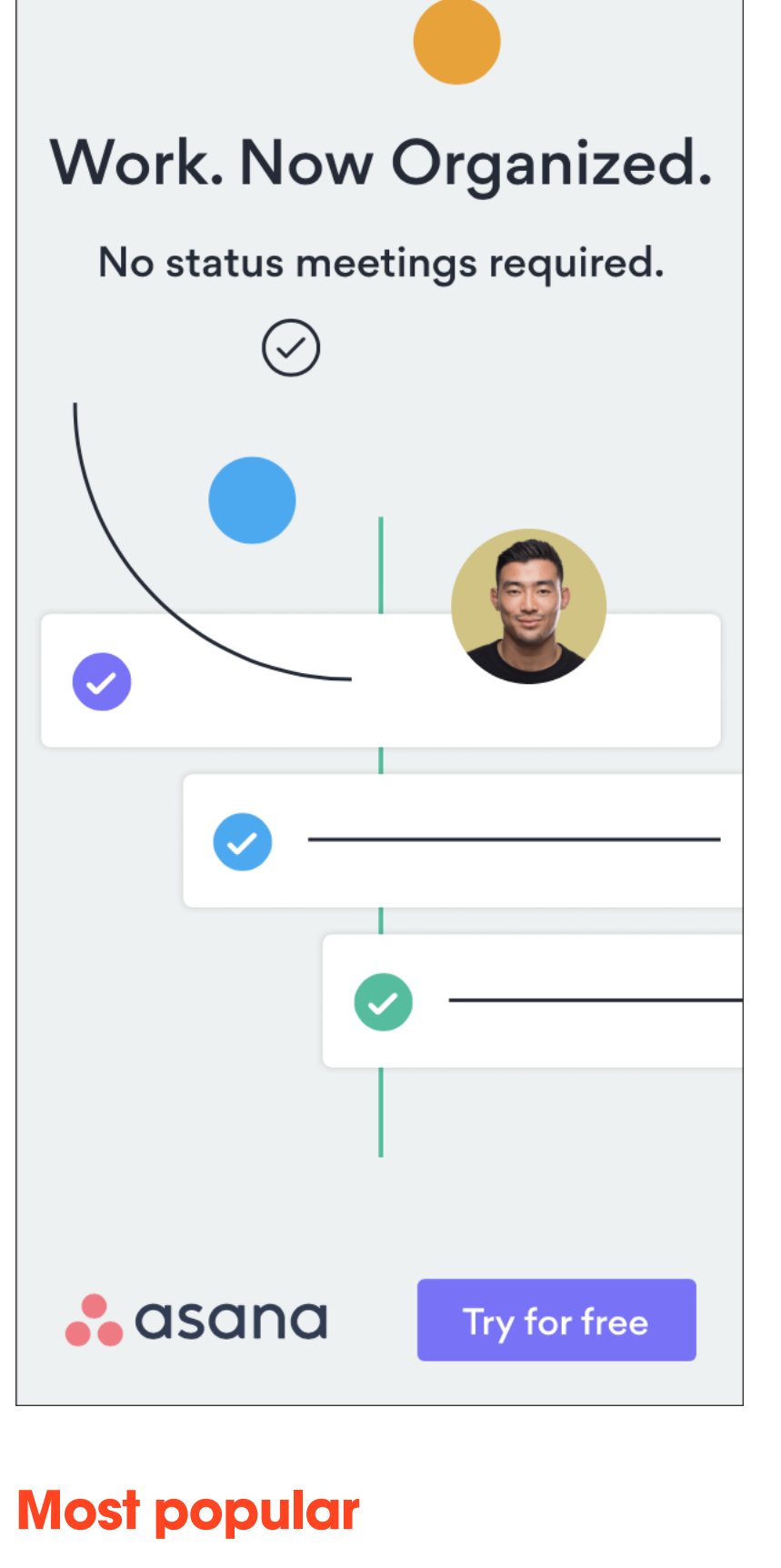
We don't need any more signals that this is the logical next step for Twitter in the evolution of its product. As the tool of choice for so many voices, both in power and those fighting the abuse of power, it's now obliged to secure their communications just as so many other companies have.

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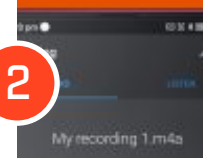



 



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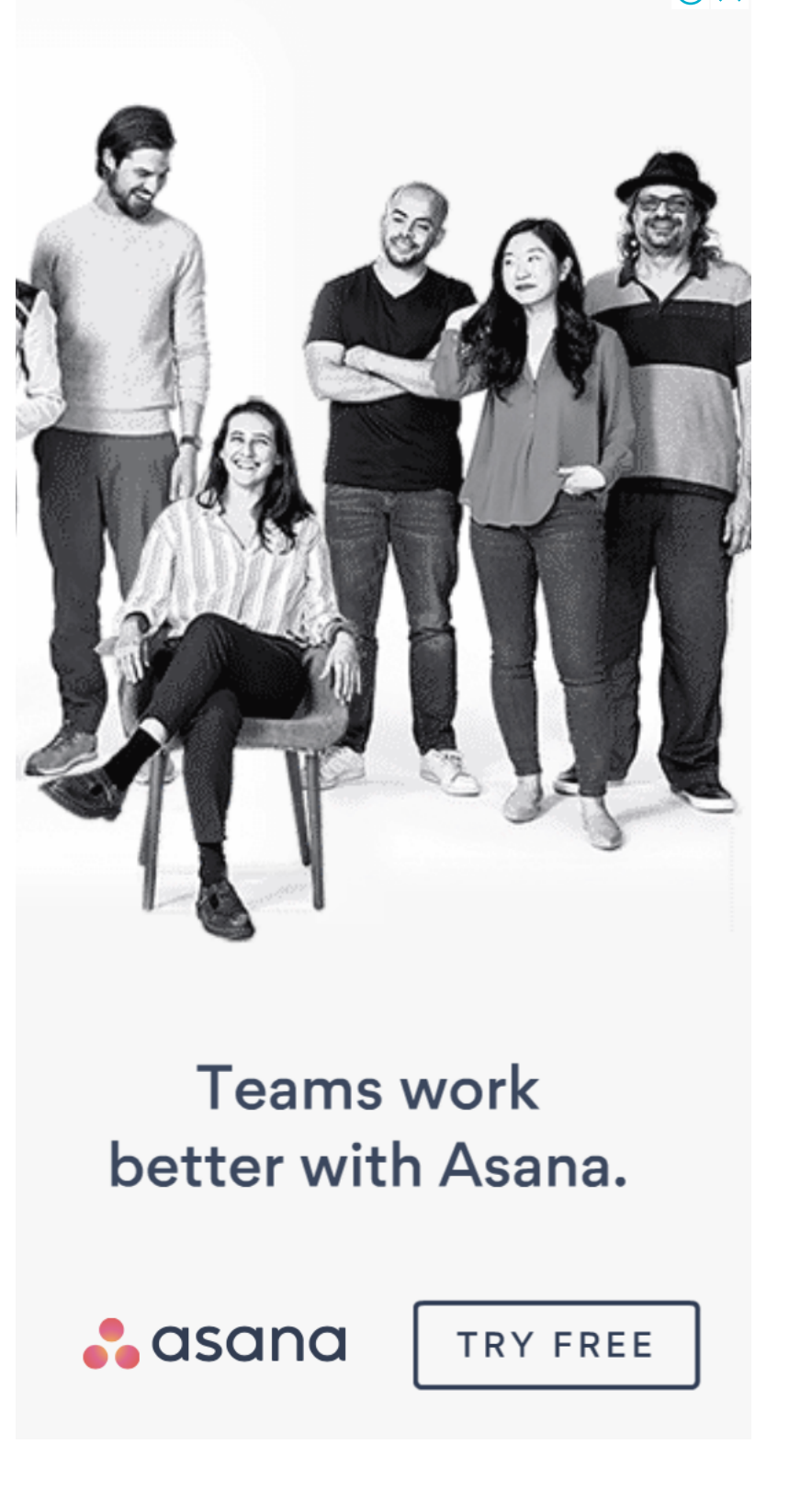
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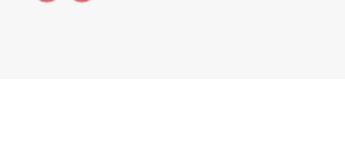
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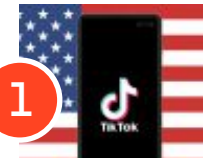
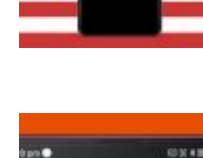
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