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**title** Gracefully mitigating breakdowns in robotic services

**year** 2010 **id** 147

**abstract** Robots that operate in the real world will make mistakes. Thus, those who design and build systems will need to understand how best to provide ways for robots to mitigate those mistakes. Building on diverse research literatures, we consider how to mitigate breakdowns in services provided by robots.

**keywords** robot error; robot breakdown; error recovery; services; service recovery; social robot; human-robot interaction

**collaboration**  local  domestic  international

**topic** perception of robots

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