## **Table of Contents**

Ideating XAI: An Exploration of User's Mental Models of an AI-Driven Recruitment System Using a Design Thinking Approach  Helen Sheridan, Dympna O'Sullivan, and Emma Murphy	1
Systems and Productivity Metrics – a Review  Mauro Almeida, Filipe Fidalgo, and Angela Oliveira	8
Emergency Phone Call Alternatives: a Review  Joao Mendes, Filipe Fidalgo, and Angela Oliveira	14
A Systematic Literature Review on Technology Acceptance Research on Augmented Reality in the Field of Training and Education  Stefan Graser and Stephan Bohm	20