Making better decisions with synthetic audiences

Kaveh Waddell & Patrick Swanson, Verso April 16, 2025



What are synthetic audiences, anyway?

Definition Al-powered conversational agents that take the perspective of

specific audience segments

Purpose Help newsrooms make audience-centered decisions throughout

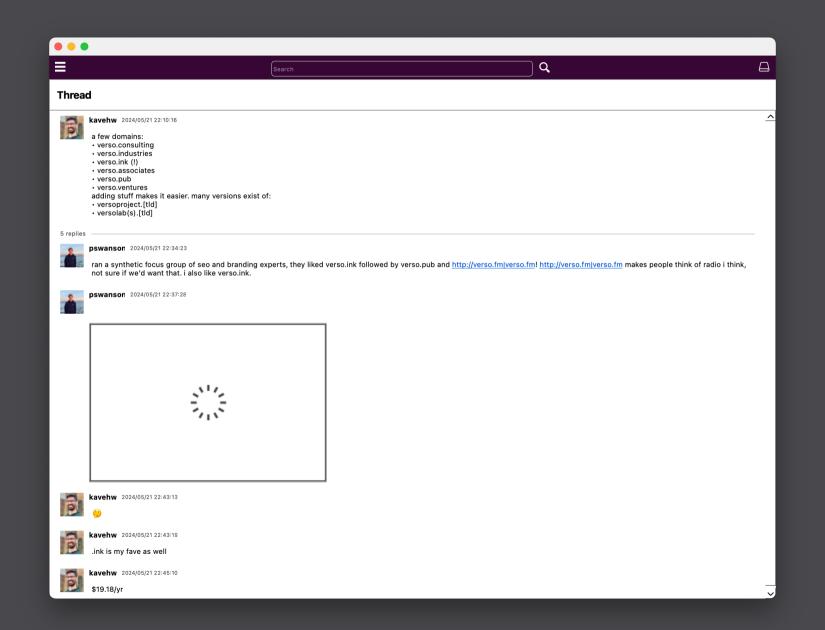
the journalistic process

Key concept "Digital twins" that simulate how real audiences might respond to

content and initiatives

How they're different Dynamic, interactive, based on real data





A method grounded in research

Why does this even work?

- Language models excel at roleplay
- Research shows 85% accuracy →
- Interview-based agents outperform demographic-only models
- Rich qualitative data captures nuance demographics miss

arXiv:2411.10109 (cs)

[Submitted on 15 Nov 2024]

Generative Agent Simulations of 1,000 People

Joon Sung Park, Carolyn Q. Zou, Aaron Shaw, Benjamin Mako Hill, Carrie Cai, Meredith Ringel Morris, Robb Willer, Percy Liang, Michael S. Bernstein

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The promise of human behavioral simulation--generalpurpose computational agents that replicate human behavior across domains--could enable broad applications in policymaking and social science. We present a novel agent architecture that simulates the attitudes and behaviors of

<u>Stanford + University of Washington + Northwestern + DeepMind</u>



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Where do we need to be careful?

- Reflects LLM biases if not carefully designed
- Quality depends on data & prompts
- Risk of hallucinating preferences
- Not a replacement for human engagement



Persona fidelity scale

grounded in interviews

fidelity

built using first-party audience data

created from basic demographics OR reflecting aspirational audiences



demo time!

Toward a more audience-driven future

Everyday operations

- SEO and headline testing
- Story framing and angles
- Newsletter personalization
- Social messaging

Strategic applications

- New product development
- Audience expansion
- Editorial focus
- Data sharing & monetization



What's next

Ethical approach

- Complement, don't replace
- Regularly validate against actual data
- Be transparent
- Diversify panels

You try!

- Start small: Custom GPT/Gem
- Use existing audience data
- Document results and iterate



team@verso.ink