Meeting Service Robot Experience Questionnaire

Dear respondent,

Thank you for participating in this focus group discussion. This study aims to optimize the service flow design of Temi, a conference service robot, to enhance user experience in academic conferences and daily group meeting scenarios. In the preliminary introduction section, we have provided a detailed explanation of the relevant design concepts and scenario prototypes.

Please evaluate the improvement of each feature module based on the service scenarios demonstrated. Your feedback will provide critical insights for optimizing the research process.

Scenario 1 – Welcome to the Meeting

Q1: At the beginning of the meeting, the voice wake command (Temi) is used to activate the robot service. To what extent do you think this interactive activation method can improve the service experience of the "robot activation" task?

☐Very dissatisfied ☐Dissatisfied ☐Slightly Dissatisfied ☐Neutralt ☐Basically satisfied ☐Satisfied ☐Very satisfied

Q2: After the attendee greetings, the Temi robot takes over from the host to verify identities by scanning QR codes, ensuring the verification process runs smoothly even when the host is busy. To what extent do you think this robot-assisted identity verification solution improves the service experience for 'verifying attendee identity information'?

☐Very dissatisfied ☐Dissatisfied ☐Slightly Dissatisfied ☐Neutralt ☐Basically satisfied ☐Satisfied ☐Very satisfied

Q3: During the process of guiding attendees to the meeting room, the Temi robot dynamically displays the route through its integrated screen. To what extent do you think this visual guidance method can enhance the service experience of 'guiding attendees to the venue'?

☐Very dissatisfied ☐Dissatisfied ☐Slightly Dissatisfied ☐Neutralt ☐Basically satisfied ☐Satisfied ☐Very satisfied

Q4: After attendees are seated, the Temi robot actively monitors and records real-time room temperature through its built-in sensors to generate an environmental temperature

report, thereby preventing discomfort. To what extent do you think this proactive monitoring and feedback mechanism for environmental parameters can enhance the service experience in the task of 'perceiving environmental conditions'?

☐Very dissatisfied ☐Dissatisfied ☐Slightly Dissatisfied ☐Neutralt ☐Basically satisfied ☐Satisfied ☐Very satisfied

Q5: When the system detects environmental temperature discomfort, the Temi robot transmits real-time room temperature data to the host for manual adjustment. To what extent do you believe this robot-assisted decision-making approach enhances the service experience in managing environmental parameters?
☐Very dissatisfied ☐Dissatisfied ☐Slightly Dissatisfied ☐Neutralt ☐Basically satisfied ☐Satisfied ☐Very satisfied

---

Scenario 2-Meeting starts

Q1: To fully document the meeting, the Temi robot uses a microphone array to capture audio from the venue and converts it into text in real time through speech recognition technology. To what extent do you think this meeting recording solution can improve the service experience of the "meeting process recording" task?

☐Very dissatisfied ☐Dissatisfied ☐Slightly Dissatisfied ☐Neutralt ☐Basically satisfied ☐Satisfied ☐Very satisfied

Q2: During the meeting, the Temi robot operates in low-noise mode to provide real-time assistance, moving alongside the host and alerting them with visual signals before the scheduled speaking time ends. To what extent do you think this assistance mechanism improves the service experience of managing meeting time?

☐Very dissatisfied ☐Dissatisfied ☐Slightly Dissatisfied ☐Neutralt ☐Basically satisfied ☐Satisfied ☐Very satisfied

Q3: During the meeting discussion, when the Temi robot detects a participant's questioning gesture, it proactively approaches the individual and displays a detailed explanation of the question on the screen. To what extent do you think this proactive approach to addressing individual needs can enhance the service experience in the task of' actively supporting confused participants'?

☐Very dissatisfied ☐Dissatisfied ☐Slightly Dissatisfied ☐Neutralt ☐Basically satisfied ☐Satisfied ☐Very satisfied

Q4: When the host delivers a speech, the Temi robot displays the full script on its screen in full-screen mode to assist with recall and elaboration. To what extent do you think this full-screen script prompt solution can improve the service experience of the 'script prompt' task?

☐Very dissatisfied ☐Dissatisfied ☐Slightly Dissatisfied ☐Neutralt ☐Basically satisfied ☐Satisfied ☐Very satisfied

Q5: During the open discussion session, when multiple participants require assistance simultaneously, the Temi system deploys multiple Temi robots to provide parallel support. To what extent do you think this multi-robot collaborative service strategy can improve the service experience for the task of 'responding to concurrent service requests'?

☐Very dissatisfied ☐Dissatisfied ☐Slightly Dissatisfied ☐Neutralt ☐Basically satisfied ☐Satisfied ☐Very satisfied

Q6: After each topic presentation, the Temi robot automatically generates and displays key discussion points through AI analysis of the speech-recognized text content. To what extent do you think this intelligent content extraction feature can improve the service experience for the task of 'defining technical terms'?

☐Very dissatisfied ☐Dissatisfied ☐Slightly Dissatisfied ☐Neutralt ☐Basically satisfied ☐Satisfied ☐Very satisfied

Q7: During the technology showcase session, Temi robots were equipped with large display trays and moved at a low, steady pace alongside the host to present the technological achievements. To what extent do you think this product display solution can enhance the service experience of transporting display materials?

☐Very dissatisfied ☐Dissatisfied ☐Slightly Dissatisfied ☐Neutralt ☐Basically satisfied ☐Satisfied ☐Very satisfied

---

Scenario 3 – Break Time

Q1: During the venue cleanup before the break, the Temi robot displays the meeting room's standard layout on screen, visually guiding attendees to return chairs and tables to their designated spots. To what extent do you think this visual guidance system can enhance the service experience for the' assisted venue cleaning' task?

☐Very dissatisfied ☐Dissatisfied ☐Slightly Dissatisfied ☐Neutralt ☐Basically satisfied

☐Satisfied ☐Very satisfied

Q2: During the meeting break's dinner ordering phase, the Temi robot automatically categorizes and delivers meals based on members' dietary preferences. To what extent do you think this personalized meal allocation system can enhance the service experience of 'providing refreshments during tea breaks'?

☐Very dissatisfied ☐Dissatisfied ☐Slightly Dissatisfied ☐Neutralt ☐Basically satisfied ☐Satisfied ☐Very satisfied

Q3: After the meeting break, to ensure uninterrupted energy supply for subsequent services, staff manually shut down the Temi robot and replaced its battery. To what extent do you think this manual replenishment process improves the service experience of the 'energy replenishment' task?

☐Very dissatisfied ☐Dissatisfied ☐Slightly Dissatisfied ☐Neutralt ☐Basically satisfied ☐Satisfied ☐Very satisfied

---

Thank you for your participation! Your feedback will help us improve the Temi Meeting Service bot and deliver a better experience for academic conferences and group meetings.