Appendix A: Experimental Conditions

Table A.1 Experimental Conditions																		
			OR - High								OR - Low							
			RA - P				RA - A				RA - P				RA - A			
			RM - P		RM - A		RM - P		RM - A		RM - P		RM - A		RM - P		RM - A	
		Conversation	EM - P	EM - A	EM - P	EM - A	EM - P	EM - A	EM - P	EM - A	EM - P	EM - A	EM - P	EM - A	EM - P	EM - A	EM - P	EM - A
Introduction	AI	A: Hello, I am Turi. I am an intelligent chatbot from Customer Service and I am here to help you today.																
	Human	A: Hello, I am Turi from Customer Service and I am here to help you today.																
Problem Specification		C: I booked a two-bedroom apartment in The River Club for February and have already paid for it since January. But I just heard from the hotel that they did not have my reservation on record. C: My family are flying in three days. How can I find an alternative hotel in such a peak season! C: Our travel plans are totally ruined! My family would be DEVASTATED if we were to arrive at the hotel and found that we do not have a place to stay after a long flight!																
Problem Verification		A. Thank you for bringing the matter to our attention. Please give me a moment to verify what the issue is. Please wait and I will be back shortly. C. Sure, please help me fix this.																
Customary Response		A. Thank you for waiting. We regret to hear about your problem.																
Expression of Empathy		A. We realize that you are very much looking forward to spending time with your family and that it is extremely frustrating when the hotel	√	×	√	×	√	×	√	×	√	×	√	×	√	×	√	×

	reservation does not come through at the last minute.																
Expression of Remorse	A. We are truly sorry for causing distress to you and your family.	√	√	×	×	√	√	×	×	√	√	×	×	√	√	×	×
Responsibility Admission	A. The problem arises because we failed to transfer information about your reservation to The River Club.	√	√	√	√	×	×	×	×	√	√	√	√	×	×	×	×
Offer of Repair	A: I have located another hotel for your stay in Telluride, The Auberge Residences. It has a bigger room and its rating is similar to The River Club. It is only 100 meters away from The River Club and you can find more details of The Auberge Residences in the following link. A: (a link of The Auberge Residences) A: We can reserve a room at the Auberge Residences for you and your family. There is no additional charge. Alternatively, we can refund you for your previous reservation and you will receive the refund within seven working days. A: Shall I reserve a two-bedroom apartment in The Auberge Residences from February 4 to February 11 based on your previous reservation record with The River Club? C: OK, whatever. A: Okay. I have reserved the room and you will receive a confirmation email in a few minutes.	√	√	√	√	√	√	√	√	×	×	×	×	×	×	×	×
	A: We will refund you for your previous reservation and you will receive the refund within seven working days. C: OK, whatever. A: I have processed the refund and you will receive the refund within seven working days.	×	×	×	×	×	×	×	×	√	√	√	√	√	√	√	√
Customary Response	A. Is there anything else I can help? C: Not at the moment.																

Expression of Remorse	A. Again, we sincerely apologize for any inconvenience it may have caused you and your family.	√	√	×	×	√	√	×	×	√	√	×	×	√	√	×	×
Customary Response	A. Thank you for contacting us.																
Offer of Repair	A. We will continue to improve our services to ensure that such incidents do not happen again.	√	×	√	×	×	×	×	×	√	×	√	×	×	×	×	×

Notes: *RA = Responsibility Admission, OR = Offer of Repair, EM = Empathy, RM = Remorse; A = Absence, P = Presence, L = Low, H = High.*
√ = The dialogue on the left appears in this condition; × = The dialogue on the left does not appear in this condition