Key points from this think aloud test:

The good:

Personal information form was easy to follow and use

About and home offer great information

The symptoms form was intuitive to use

The visual designs made talking to the chatbot feel realistic

The bad:

The realism made users want to type full sentences but cannot be recognised by web API

Restart is not in an obvious place

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| Category | Description | Transcript |
| Home, About page | Getting to know the chatbot and who made it | “I’m going to click ‘about’ to see how it works.”  The participant pressed about |
| Home page, start | Starting the chatbot by pressing start | “I will click start now and see what happens”  The participant pressed start |
| Form page 1 | Filling the first page of the personal information form, this includes age, height etc. | “I’m going to see what happens if I put invalid inputs”  The participant puts negative numbers  “Oh right, there’s validation going on here, I cannot go through”  The participant puts some numbers with decimals for height & weight  “So decimals are allowed, makes sense”  The participant pressed continued |
| Form page 2 | Filling second page of personal information form, this includes existing conditions information | The participant chose no for all except hypertension.  “Hypertension? I don’t know what that is”  The participant tried to submit without choosing an answer for hypertension.  “Oh so I have to choose yes/no, ok I don’t think I have it”  The participant chose no.  “Collect my data, maybe I try to see if that can go through”  The participant unticked data collection consent  “Oh so I have to allow that”  The participant ticked it and submitted |
| Chatbot initial message | Sending the most severe symptom to the chatbot | “This is like Facebook messenger, I can talk to it!”  The participant said and typed “I have a headache, and my stomach hurts a lot” and sent to chatbot  “Ummm, a symptom?”  The participant sent “vertigo” to chatbot  The participant sent “dizziness” to chatbot  The participant sent “headache” to chatbot  “Interesting… Do I have a fever? Yes, I will put yes”  The participant clicked yes and confirm  The participant tries to type below  “Oh I cannot type anymore”  The participant the same for other symptom forms. |
| Chatbot results | Opening, interpreting result diagnosis after chatting with it | The participant clicks the result button  “I most likely have bacterial infection. And this is like a virtual check, I should go see a doctor about this.”  The participant clicks the cross  “This is nice, I can close it and see the history” |
| Dropdown menu | Can restart chatbot or the whole webpage | “Actually, I want to try another thing with the chatbot, how should I restart it”  The participant moves the mouse around and clicks on the dropdown menu after finding it  “Restart chatbot or restart? I will try restart”  The participant clicks restart  The participant fills the form |
| Chatbot initial message | Sending the most severe symptom to the chatbot | “What if I send corrupted messages?”  The participant sends “/fever” and it didn’t work  “Oh, that’s kind of expected” |