

# **DISCOVERbot edits**

## **Onboarding flow:**

- Can we change the default character to the red face rather than the dark face?
- 3<sup>rd</sup> sentence, change DISCOVERbot to one word
- First button option: change DISCOVER bot to one word
- Privacy policy:
  - o Change 'DiscoverBOT' to 'DISCOVERbot'
  - o Can you change the colour of the font that is the questions in the privacy policy? As all the titles and subtitles are the same colour and it's a bit confusing
  - o Delete "Work well may use this information to..." and the subtitle 'communicate with you' and 'improvement and development'. As we won't use info from the app for these purposes
  - o Change DiscoverBOT to DISCOVERbot in the sentence under the question 'how long do we retain your personal data for?'
  - o Final paragraph change 'Discover team' to DISCOVER team
  - o Can we make it that when you press backspace after reading the privacy policy, that the whole conversation doesn't start again?
- Can you change the words "life ring icon" to a picture of the icon?
- Remove the full stop in this sentence, as it's not consistent (other text doesn't have full stops)
- Change 'thanks DISCOVER bot!' to making DISCOVERbot one word
- Example goal – procrastination is spelt wrong. Can you also add 'time management tips' to the goal as a technique
- Please capitalise the W in 'What's your name my friend?'
- Avatar's: could we make them look more teenage?
- On Android phones when you select on which days and how long you'll be working on your goal, you can't read the bottom options (1 month/2/3) or scroll down
- Goal summary page:

- Change “Ok, Doky!” to “Great!”
- If you select an option for *when* you’re doing your goal i.e ‘in the afternoon’ but don’t select a time. Is it possible for that to come up and it not read “00:00” (which is the default time)?
- Also could we add an option “all day”
- Add a comma at the end of the summary in the “COOL, LET’S GO!” button

#### Main bot flow:

- Please change ‘human’ to non-capitalised for “I need to talk to a human”

#### “I need to talk to a human”:

- Change “Do you have a trusted adult...” to “Do you have a trusted adult or friend you could talk to right now? This could be in person or on the phone”
- Change the reference to the “life ring icon below” as I’m not sure it’s entirely clear what the life ring is.

#### “I can’t stop worrying” flow:

- Remove full stop at end of the second sentence of ‘Worrying can be really draining. It sounds like it might be making things difficult for you’
- Change “Too Right” to “Too right” (no capital letter on right)
- Change “ Let’s see if I can help!” to “Hopefully I can help you”
- Change “Yes, Please!” to “Yes, please!” (remove the capital letter)
- Remove the full stop at the end of “Worries are.... thinking of us”
- Change the text after ‘could you remind me of the difference between a worry and a problem?’ to:
  - “A worry is usually something personal to you”
  - “Worries are often “what if” thoughts that go round in our minds in a negative, uncontrollable manner”
  - “Lots of worrying...”
  - “Problems, however, tend to be more practical real-life issues.”

- “And problems can be solved!”
- The options after this don't make sense, I think it's as it's missing some text first which says “Do you want to play a worry vs problem game?” Please add this
- After the first option in this game it says “good work! Let's try another” and there's an emoji at the end but it doesn't show- can we remove it? It might have been one I got from the internet which isn't one of the standard ones!
- At the end of the worry flow, when users select that worrying is getting them down, could you please add one more option “Thought switching” and link to that flow
- Where the option says “thought switching/distraction” in the worry flow, change this to “thought switching”
- When selecting the flow that ‘worries are distracting me from sleeping’
  - Remove full stop (not consistent) at the end of the bot's chat saying “for example, count backwards in 7s from 100, or try to think of an animal beginning with each letter of the alphabet”
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“Thought challenging” flow:

- Typo ‘occur’, change to “Many of these thoughts occur automatically, and may be negative or unhelpful”
- Remove the full stop at the end of the text saying “Even though we believe a lot of....”
- Capitalise ‘Ok’ in ‘OK, with your negative thought in mind...”
- After selecting “fact” option, “OK, so this thought feels like a fact...” box, there is a typo in the last sentence, thought doesn't have a ‘t’
- When the user selects ‘I can't think of any evidence against that thought’. Change the answer to “It can be really hard to consider the evidence against negative thoughts, especially when they feel true. Perhaps the next question may be easier to do”
- Add comma and remove ‘that’ in “OK, let me try”
- Change next sentence to “Now take a moment to consider what you might say to a friend who was in the same situation as you, or struggling the same negative thought”. Remove question mark at the end

- Re-order the next options so it makes sense, and make 'ok' in **capital** letters so it's consistent, so it's:
  - "Thanks. That's all for today"
  - "OK, Are there any other thought challenges I can ask?"
  - "I want advice on something else"
- Change the tense, to "Hopefully you have been able to re-frame your initial negative thought into a more helpful, balanced one." Then new text box "I hope you are feeling a bit better now"
- At the end "Remember you can restart the chat...." It ends in an emoji that does not show up (comes up as boxes), please remove it

### Mindfulness flow

- Remove exclamation mark after "take me to the summary!" and from "tell me about the apps!"
- Can we link to the app store Smiling Mind, rather than their website? It also opens the website in the app, so you can't get back to the chat
- Change "take me to mindfulness summary" to "take me to the mindfulness summary"
- At the end of the flow, 'Thanks, but I'd like to try another technique!', the app gets stuck and doesn't continue to the next flow

### "I'm feeling sad or lonely" flow:

- Change DISCOVERbot to one word- 'thank you DISCOVERbot'
- "I feel lonely" flow:
  - Remove full stop at the end of "However, if you are feeling lonely..... feel misunderstood"
  - Option "I'll give it a think. Thanks DISCOVER bot" – change DISCOVERbot to one word
  - Change DISCOVERbot to one word in "I'll give both of these ideas a think. Thanks DISCOVER bot"
- "I've lost motivation" flow:
  - Change one of the main options, selftalk to two words, so it reads: "some positive self talk"

- Make DISCOVERbot one word in “Remember, DISCOVERbot also has a daily motivational tip..”
- After “take me back to other ways to inspire myself” can the next text go straight to “How would you like to be inspired?” (rather than ‘great choice’)
- The options are in the wrong order after the user selects they want to see inspirational videos, please change it to:
  - “Take me to a list of speeches to choose from”
  - “Take me to a Jeremy Anderson video (my fave)”
  - “Take me to Michelle Obama’s speech on success”
  - “Thank you, that’s all for today!”
- After the ‘role models’ option, the bot says “how can I help you next?” the only option that comes up is “I’m not sure.....”
  - This is meant to link to:
    - Take me to a list of motivational quotes!
    - Take me back to other ways to inspire myself
    - I want other motivation tips
    - I want to learn about something else
    - Thank you, that’s all for today
- After selecting “how to get energised”, please edit the bot’s second response to “Here are some ways to get energised. Which would you like to learn more about?”
- Freezes after pressing ‘music’
- After clicking ‘eating well’, in that flow the option for the user to click “Oh yeah? Tell me more...” please capitalise the T in tell
- When you select “sleeping well”, the bot replies “good choice...”, then the user clicks “You’re right” --> then the bot’s replies don’t make sense. Please remove the three text boxes that come up (poor you/ being tired... / and when we’re stressed...), so that the option that comes up is:
  - “I think you should take a look at my sleep tips”
  - “They’ve been tried and tested”
- At the end of the sleep flow, boxes appear in the place of emojis for the “no thanks. That’s all for today” option, please remove.

- When the user selects other options which can help with sleep, and selects the relaxed breathing technique, I think we need some text before the options, can we add:
- X
- Change the options to, in this order (REMOVE 'take me to the Flowy app')
  - Show me the summary page on relaxed breathing
  - Help me do a relaxed breathing exercise right now
    - At the end of this flow, capitalise the first option 'ok' so "OK, I'm done. Thank you!"
- In the "lost motivation for my work" flow, for 'procrastination':
  - Link the Forest app to the app store not website?
  - After the description of the second app, Flipd. The options are in the wrong order, change to:
    - Sounds ideal! Take me there now
    - I want to learn about something else
    - Thank you, that's all for today
- In the 'lost motivation' work flow, for the "I've got so much to do that I don't know where to start" option
  - Change DISCOVERbot to one word in "OK DISCOVERbot, I trust you..."
- In the 'lost motivation for everything' flow:
  - Change DISCOVERbot to one word, in the option "OK, thanks DISCOVERbot"

"I'm feeling panicky" flow:

- Change the options to, in this order (REMOVE 'take me to the Flowy app')
  - Show me the summary page on relaxed breathing
  - Help me do a relaxed breathing exercise right now
    - At the end of this flow, capitalise the first option 'ok' so "OK, I'm done. Thank you!"

- When the users select to do a breathing exercise right now, that the bot talks them through, is there any way to slow down the speed at which the text comes through?
- 'Other calming techniques' option:
  - Change 'muscle relaxation' option first text box slightly, to read "We often hold tension in our muscles. This exercise can help us release muscle tension, which can have a calming effect on our mind too"
  - Remove full stop at the end of the next sentence "For this exercise..."
  - Change 'ok' to capital letters, so it's consistent, in "OK, sure! Which of these would you like to try?"
  - For 'visualising a calm place'
    - Again, remove full stop at the end of text, e.g "Notice what you can..."

"I'm exhausted" flow:

- When the user selects "I'm exhausted", please add an 'on' in the next sentence so it reads: "Being tired can have a big impact on our stress levels and **on** our motivation to do things"
- Change next sentence to "And when we're stressed out, getting a good night's sleep **is** more difficult"
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Relaxed breathing flow:

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Tip summaries:

- Change wording to "THANKS, GOT IT!" at the end, rather than THANX
- We are not sure about the images for the tips, as they don't quite fit with our style. Could we remove them and just have the text, and smaller boxes?
- Text:

- Mindfulness. Change 'breathe' to 'Smiling Mind' (and link to it in the app store)
  - Relaxed breathing. On the final page remove the reference to Breathe app
  - Sleep tips, page 3: typo – change 'thorough' to 'through' (3<sup>rd</sup> bullet point)
- On some of the pages where the text fills the whole page (e.g. page 1 of procrastination tips, page 1 of time management tips, page 2 & 3 of sleeping tips), then 'tap anywhere to continue' appears over the other text. Please change this so the 'tap anywhere' is clearly visible somewhere on the screen. Similarly on the 4<sup>th</sup> page of procrastination tips

#### Other:

- When the BOT says a few things in a row, i.e. several text boxes, can these come up slowly rather than all at once? This happens sometimes, just not every time!
- We need to add the daily motivational tips!!! That were meant to be at the top of the bot. I'll send a list of them.
  - If for whatever reason this isn't possible, we need to remove the text at the end of the motivation flow which says ""Remember, DISCOVERbot also has a daily motivational tip at the top of the screen"
- Freezes quite a few times and you have to re-start the chat
- Ensure the options that come up are in the right order – that's all for today should always be last, and the response to the question first