# Audio file

[WhatsApp Audio 2024-03-21 at 18.41.37 (1).mp4](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(1).mp4)

# [Transcript](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(1).mp4)

[00:00:00 Speaker 1](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(1).mp4)

[Thank you very much for participating in this interview. Please be assured that your responses will be kept anonymous and confidential.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(1).mp4)

[00:00:07 Speaker 1](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(1).mp4)

[You have the option to withdraw from this interview at any moment without your data being saved. Are you ready to start?](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(1).mp4)

[00:00:13 Speaker 2](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(1).mp4)

[Yes, I'm ready.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(1).mp4)

[00:00:15 Speaker 1](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(1).mp4)

[OK. For the first question. So what do you like least about Glasgow support bot?](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(1).mp4)

[00:00:22 Speaker 2](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(1).mp4)

[UM, after using this bot for a while now. Uh, I realised that when you ask it a follow up question.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(1).mp4)

[00:00:30 Speaker 2](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(1).mp4)

[From my previous chat, it doesn't really know that I'm doing that it it just has trouble finding a response, so I'd like it to be able to do some follow up questions.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(1).mp4)

[00:00:39 Speaker 1](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(1).mp4)

[OK. OK. For the second question is what do you like most about classical support?](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(1).mp4)

[00:00:45 Speaker 2](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(1).mp4)

[It was honestly very easy to use and the budgets always gave me precise and direct answers and.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(1).mp4)

[00:00:53 Speaker 2](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(1).mp4)

[Most of what importantly, was easy to use for anyone basic.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(1).mp4)

[00:00:56 Speaker 1](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(1).mp4)

[OK, OK. And what improvements do you recommend?](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(1).mp4)

[00:01:00 Speaker 1](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(1).mp4)

[For class of support bot.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(1).mp4)

[00:01:03 Speaker 2](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(1).mp4)

[Uh. At the beginning, when I opened the website, I couldn't tell what that bottom right icon was. I didn't know it was for feedback, so maybe that could it could be done in a better style to let people know that's for feedback.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(1).mp4)

[00:01:17 Speaker 1](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(1).mp4)

[OK. And any design improvements that you have in mind?](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(1).mp4)

[00:01:23 Speaker 2](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(1).mp4)

[Uh, this is just a personal thing for me. It might not be an issue for anyone else, but I would like it for the chat with the bot to be like in a in a WhatsApp text file, maybe for like my chat to be on the left side and the bot to be on the right side. This is going to be clearer for me.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(1).mp4)

[00:01:39 Speaker 1](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(1).mp4)

[OK. OK. Thank you very much for participating in this interview.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(1).mp4)

[00:01:43 Speaker 2](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(1).mp4)

[You're welcome. Thank you.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(1).mp4)