# Audio file

[WhatsApp Audio 2024-03-21 at 18.41.37 (2).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(2).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(2).mp4)

[00:00:01 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(2).mp4)

[Thank you for participating in this interview. Please be assured that your responses will be kept anonymous and confidential. You have the option to withdraw from this interview at any point without your data being saved.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(2).mp4)

[00:00:12 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(2).mp4)

[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(2).mp4)

[00:00:15 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(2).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(2).mp4)

[00:00:17 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(2).mp4)

[OK, so let's start with 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(2).mp4)

[00:00:25 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(2).mp4)

[Abusing it for a whole day. I would say the least thing that I didn't like about it is the fact that the air's kind of like weak, you know, like when I tried to ask some follow up questions, it wasn't really forward to answer, you know, like I didn't like.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(2).mp4)

[00:00:35](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(2).mp4)

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

[00:00:44 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(2).mp4)

[So some some some questions were answered and so in that situations. But so yeah, just a follow up AI technology needs to be stronger.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(2).mp4)

[00:00:53 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(2).mp4)

[OK, OK. OK. So for the second question is what do you like most about Glyco 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(2).mp4)

[00:01:01 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(2).mp4)

[What I like most about it, my opinion was the how simple the UI was and how meaningful the answers were. So like well, when I when I opened the website first what I loved about it was the UI was very simple, straightforward, like even a child.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(2).mp4)

[00:01:20 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(2).mp4)

[And understand what to do. Yeah. So yeah, that's what I loved about right. And the answers were very meaningful and very easy to understand.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(2).mp4)

[00:01:29 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(2).mp4)

[OK, OK. So for the third question is what improvements do you recommend about Glassdoor support pots?](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(2).mp4)

[00:01:38 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(2).mp4)

[The improvements that I would personally add.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(2).mp4)

[00:01:42 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(2).mp4)

[Was is to include like all the data about Glasgow University and not just the support services. You know like add more variety, add more depth about the Glasgow University and to make it like more usable for everyone.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(2).mp4)

[00:02:01 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(2).mp4)

[OK. OK. That's good. Yeah. And for the last question is any do you recommend maybe any design improvements from what you've seen?](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(2).mp4)

[00:02:10 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(2).mp4)

[I have finished improvements like weird improvements like I would love to have like a a night mode design, you know, like a very like a cool night mode design. So I don't like, you know like because I personally prefer night mode like every app that I use like Twitter or anything I would I would love.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(2).mp4)

[00:02:29 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(2).mp4)

[Like a night mode? Yeah, like an option to disable light mode and put light mode on. So yeah.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(2).mp4)

[00:02:35 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(2).mp4)

[All right. Perfect that. That's that. That's that's everything. 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(2).mp4)

[00:02:35 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(2).mp4)

[That's anything else.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37%20(2).mp4)