# Audio file

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

[00:00:00 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.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 moment 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.mp4)

[00:00:12 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.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.mp4)

[00:00:14 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.mp4)

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

[OK, so for the first question is 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.mp4)

[00:00:22 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.mp4)

[I feel like the thing that I like the least about it is the design. The way the pages the page is laid out, it just seems like way too simple and way too like unorganised, sometimes simple can be useful. But I feel like it's simple in a in a bad way. I feel like the the layout of the text how it's displayed.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37.mp4)

[00:00:42 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.mp4)

[Like the fact that it's centred, it doesn't show you like what chat GT it puts you. It shows you which side you're talking just like it's like a text message. But with this it doesn't feel like it's text message. You have to look to the left.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37.mp4)

[00:00:55 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.mp4)

[To know who's talking and who isn't.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37.mp4)

[00:00:57 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.mp4)

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

[00:01:04 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.mp4)

[Uh, what I like most is that it doesn't ramble on. Like if I ask any question, it's straight to the point. It's not saying any unnecessary information and like I can easily find what I want in that answer. OK.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37.mp4)

[00:01:19 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.mp4)

[And the third question is what improvements do you recommend 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.mp4)

[00:01:25 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.mp4)

[Improvements I would say the even though the answers are straight to the point, but also I feel like they could be structured a little differently, like when it's an entire paragraph, it can be a little complicated to kind of digest that information. And what it's saying. So I feel like if it was in the in the in a way of like bullet points.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37.mp4)

[00:01:45 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.mp4)

[Or if there is some indentations or spacing between some of the sentences or paragraphs, I think it would be much much better and easier to read it and more user friendly.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37.mp4)

[00:01:56 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.mp4)

[OK. And for the last question, any design improvements in your mind?](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37.mp4)

[00:02:01](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37.mp4)

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

[00:02:02 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.mp4)

[Design, like I said, the the main. I feel like the two main ones is 1 the page layout. The way that it looks it does like it's that. It seems too simple like it seems a little outdated too. Another thing I would say is like I said, if it can put my for example my whatever I ask in a certain like.](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37.mp4)

[00:02:22 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.mp4)

[For example, it can do it, put my what I'm asking in a certain colour and put it on the right side, and then what the bot is answering on the left side and a different colour or something like that so it can be more easily distinguishable. Who's like who's asking the question and what the bot?](https://gla-my.sharepoint.com/personal/2581031a_student_gla_ac_uk/Documents/Transcribed%20Files/WhatsApp%20Audio%202024-03-21%20at%2018.41.37.mp4)

[00:02:38 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.mp4)

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

[00:02:39 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.mp4)

[All right. 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.mp4)

[00:02:43 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.mp4)

[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.mp4)