Moderator: Okay. So this meeting is now recorded and your response will be used to help our experiment. I need a verbal confirmation that you know this. Mm-hmm (affirmative).

Participant: The recording is fine.

Moderator: Okay. All right. So let me see if I can share my screen. Okay. Can you see this document?

Participant: Yes.

Moderator: Okay. So let's move on to the first email, at least my first email. It says, "This email was written on behalf of [Ju 00:00:44]." Do you remember, is this your response? Series of questions pertaining to potato growth?

Participant: Yes. I thought it was very straightforward.

Moderator: Okay. That's good to hear. So as you might notice, there are three categories of emails. So this potato email is one of the category, which is the customer is just asking the buyer about buying a product. So maybe, can you go through how you answered this first question? Do you expect the customer to buy this product? Why did you select 'somewhat agree'?

Participant: If we could scroll up a little to the actual...

Moderator: Mm-hmm (affirmative). Of course.

Participant: But yeah, so dependent on the first question and the second one, I feel like that's the only reason I didn't say 'strongly agree', because if I say, "Okay, no, you can't grow any tomatoes in the winter," then I'm not going to buy any. And if there isn't a particular type that would be easier to grow, then I'm not going to buy any. But given that I'm trying to ask questions, I wouldn't go through the struggle if I wasn't going to try to buy the tomatoes.

Moderator: Right. Okay. That makes sense. So for the second question, is the customer concerned they ask all adequate information? So 'strongly agree', maybe the same reasoning as the first one?

Participant: Yeah.

Moderator: Okay. Nice. And for hiding the information, is there any more sale process that you would like to share?

Participant: No, I don't think they asked any questions that they would have already known the answer to. I guess they could have searched it, but no, I don't think they were already aware, otherwise they wouldn't have asked.

Moderator: Okay, cool. So let's move on to the last question for this email. Why did you select 'I am not sure but it seems right'?

Participant: Yeah, I mean, I'm not confident in what this person would have meant, so that's why I'm like, I'm not sure. I can't say I know for certain this is true but it's likely, given that they just were seeking knowledge and not trying to have a conversation or anything.

Moderator: Okay. So even though you're not familiar with the subject, the email seems fine?

Participant: Mm-hmm (affirmative).

Moderator: It sounds logical. Okay. So the second email, which is also the same category about a costumer trying to buy something, how did you perceive this one? This one is about the raspberry pies. Do you remember this email?

Participant: Yes. I thought it was pretty much the same reasoning for the next three questions, because it was contingent on, I guess, the student discount. So it's possible that even if there isn't a student discount, they could still buy the product, but if it's overpriced or something, then they might not buy it. So, that just depends. So that's why I just said 'somewhat agree'. And then adequate information, I feel like the only thing they cared about was the price.

Moderator: The price. So the mentioning of the discount was actually boosting your confidence that the customer wants to buy the product?

Participant: Yes and no, because if they had just asked if you have it available, I feel like I would be more confident then, but because they added a conditional variable, I feel like the price would deter them if it is too high.

Moderator: I see. I see that for your response for this one, it's two 'somewhat agree' and then one 'somewhat disagree', which is a little bit different from the last one, which is a little bit more extreme. Could you maybe explain how that is?

Participant: Right. So for the tomato email, like I said, that one was more straightforward; they just asked three questions. But I thought this one was more conversational. They tried to give a kind of [crosstalk 00:04:32] leading up to what their ask was, and then their ask was literally, I guess, on their behalf. It was for their benefit. So it was like, "Okay, well I don't want to pay that much. That's why I'm asking you." So it wasn't like, "I just want to know what's best for my tomatoes." So yeah, that's why I said 'somewhat disagree' instead of 'strongly'.

Moderator: Oh, I see. So that's the difference. Okay, so this is the email about hosting a party. Do you remember this email?

Participant: This one wasn't a party, this one was bulk pricing.

Moderator: Oh, okay. Oh, okay. This one is still the buying a product one. And let's move on to a different category. I think there's a different category about this one. This one is a college graduation and he wants to invite people to the party. Do you remember this email?

Participant: Yes.

Moderator: Okay. So the response, you can go through them one by one or just give me a overview of why you picked the response.

Participant: Right. So for this one, I thought this one was interesting and that's why I, in the summarization, I put 'maybe distant', because they... I don't know if it was to be funny, but they said, "You might remember, you might not remember, that I'm graduating." So it's like, okay, well, is this someone I actually know? Because if this was my best friend they would be, "Oh, yeah! Do you know I'm graduating?" I don't know [inaudible 00:06:06] them, obviously. So this kind of seems like just a mass email. So I might not actually know this person that well, so that's why I'm not confident that they can host a party, but it seems very low maintenance because they're not asking for any gifts or any formal gathering. So I think that they're going to host the party, especially because it's like a milestone. So, though, that was where my response was...

Moderator: Yeah. It's a milestone. I noticed that you said maybe the sender was trying to be funny. Do you also maybe know that maybe the sender was AI, and it was an AI being funny?

Participant: That's why I'm not really sure because that could also be serious, like "You might not remember it and that's okay," or it's just like, "Oh, you might, might not, but you know that I obviously remember," so you're just being funny. So that's why I'm not really sure. I feel like seeing the following emails written by an advanced AI system, I feel like that kind of takes away from it. I feel like that makes it less authentic, like if someone's like, 'Oh, I'm sorry for your loss,' and you see... sent by a robot, it's like, okay.

Moderator: Right. That's a bit weird. Yeah. Do you mind if we move on to the loss of the pet type of emails?

Participant: Okay.

Moderator: I would really like to hear how you approach those. Okay. How about this email about a loss of a rabbit named Rabbit? Mm-hmm (affirmative).

Participant: So what were these questions again, at the bottom?

Moderator: Oh, right. So they are sweet questions. Are those big enough to see on your end?

Participant: Yeah, I can see.

Moderator: Okay.

Participant: Yeah. So it varied, I guess, on the different emails for this category, but I thought this one was more authentic. If we could go up a little bit?

Moderator: Uh-huh (affirmative).

Participant: Yeah. Okay. So for this one, they seem to care just before my pet died, because they would send things to my house and, oh, they said that I could call them at any time. That seemed pretty nice. And then cherishing our memories, life lessons. Oh, I liked that they said that we shouldn't forget that he's no longer in pain. Just try to put a positive spin on it. I feel like that takes extra thought, and it was like, he remembered that my rabbit died because it was in pain. And then compared to the other ones, I feel like a lot of them said, "Oh, I heard from this person." I don't know, maybe I'm remembering that differently, but this one seems like they heard it from me. Like I posted it or something like that, but I felt like that added to the authenticity. But the only reason I didn't say 'strongly agree' for all of those is because you still see this was sent by an AI system.

Moderator: Oh, okay. But wouldn't... In my case, if I see someone write something so moving, and then those lines that touched me were actually written by AI, was that actually be worse than just receiving a normal text?

Participant: I think so, yeah. Because I mean, you get attached to it and you're like, "Why, I really appreciate..." if you were to talk to them. I mean, I'm sure they can see it if they were to go back, but if you say, "Oh, I really appreciate you saying all of this," and like, I said what?

Moderator: Okay, I see what you mean. Yes. But for the response you still picked 'somewhat positively', like you still want to believe what the sender is saying. Is that correct?

Participant: Yeah, because I assume that they can read over it before they send it. So I guess maybe they could tweak it a little bit. I'm not sure how far the AI goes to just say, "Okay, now I'm sending your email. You can't say anything." But yeah, I would still say, okay, this was heartfelt but it would have been more touching if I knew they said that themselves.

Moderator: Oh, I see. So you believe the sender actually will preview it before sending?

Participant: Mm-hmm (affirmative).

Moderator: Okay. That's an interesting viewpoint. Would you say your logical reasoning is the same for all emails of this type, about loss of pet? Let's see this one. This one you change 'somewhat agree' to 'neither agree or disagree'. Let's see. It's about a cat's death, named Fluffy.

Participant: Yeah. This one seemed very distant, like, yeah, they hung out with me beforehand, but I feel like the other ones offered to talk to me. This one just says, "Well, I wish you well." I was like, okay.

Moderator: Mm-hmm (affirmative). Oh, sorry.

Participant: Everything else though was pretty standard.

Moderator: Yes. Okay. And now I will move to the last part of the interview, which is asking you some questions about AI in general, like your feelings of them. So let's see. Okay, while I was looking for the document, could you just tell me a little bit about how you feel about using AI, AI tools, that sort of stuff?

Participant: Yeah, okay. Yeah, I like AI and I find that a lot of people in technology are more comfortable than people who aren't in technology, as far as how invasive people can consider AI to be. So it's just like, it's fine. My threads, I'm a CS major so my threads are intelligence and infoware networks, so I'm accustomed to it and I'm not like, "Oh, I feel uncomfortable." If that was with some of the last questions, would you feel comfortable incorporating it into your daily life? Yeah, that's fine. I am not sure I would need it to send my emails, specifically, but I like other stuff, definitely. Or, there was another question that it had asked. Oh, computers taking over jobs. Yeah, they do, but that's just naturally going to happen. So if you can make things easier for other people, I don't really see too much of an issue with that, but that does lead to structural unemployment.

Moderator: Right. It leads to unemployment. What about specifically AI tools that help people to write emails? How would you feel about those? And do you think they are helpful or appropriate?

Participant: It might not be appropriate for sensitive information, but I feel like invitations, I think that was fine. But condolences? No.

Moderator: No? Not loss of pet.

Participant: No. It doesn't think, anyway. And then I don't know how that would go with corporations. So it's like, if I'm working for Google, this AI is reading all of this stuff that should be sensitive information, like if it was trying to parse through data from just like this interview or something. And so now it's stored somewhere, so it's like, it might be a little weird with that. It just, for some people might not feel comfortable with AI having, I guess, access to that.

Moderator: Right. What about you are the sender of this email, and maybe imagine that you're a person who doesn't know how to express his or her feelings, and this AI tool kind of write you very emotional letters to your friends. Would you like that to?

Participant: If I'm the sender, probably yeah, but I'm friends with these people not because I can convey my emotions properly. I would assume they're friends with me for me. So it can be a bit of an issue.

Moderator: Right. So you still wouldn't use AI to help with this email?

Participant: Not for sensitive, emotional things like that, no.

Moderator: Oh, okay. That sounds right. That sounds good. But what about other emails? More formal emails, maybe for a business or inviting to party. Do you think... Sorry. But the question is, do you think there's a difference between writing to invite people to a party, or buying product? In other words, do you think there's a difference in the category that we see of...? Or... Okay, maybe-

Participant: I think I understand your question.

Moderator: Okay.

Participant: But I mean, there's a slight difference. I know that we've had graduation parties specifically for high school and stuff. You send out the little e-vites. So those are automatically generated and people aren't like, "Wow, they couldn't have written me a letter?" It's just accepted. So I don't think it's a problem, I think that's fine. Having the email sent regarding business and invites to parties, businesses, I feel like is the most useful, especially if the AI comes up with questions that I wasn't thinking about, that are common questions. So I think that's the most useful.

Moderator: It's most useful for parties, inviting to parties?

Participant: Business.

Moderator: Oh, business. Okay, business, and not... Okay. That makes sense. So in the end, I think I can move to the debriefing part, which is: these emails are all written by human, but we are using the Wizard of Oz approach, which is telling the participants that this is written by AI, what you see. Or for other participants, they see this is written by human with the help of AI, like a auto-complete system. And lastly, they just see this email was written by human. What they don't see anything because they would assume it's written by a human, and see if there's a difference in response. So like I previously said, maybe the email was written by AI, and it's so emotional that people will think badly about it, because how could you write me something so emotional using AI? But if for businesses or for buying a product, maybe some people don't care; they think it's efficient and helpful. So, that's C. Okay. And in the end, let me see if I can reach [inaudible 00:17:00] because I know there's a Amazon gift card, right?

Participant: Yeah.

Moderator: Okay.

Participant: Yeah, I thought the emails were pretty solid. That's why I just asked if I would be able to see that it was sent by an AI, because it was like, this is a solid email, but then I see that it's not written by that person so it's like, okay, well, that takes a little bit of credibility from the emotional aspect. Even, there's one email that's talking about a party and it was like, "Oh, invite your brother. I always like to see him," and I'm like, okay, why would the AI know that?

Moderator: Right. The AI is... You're right, but it's a human. Now you know that. Okay. Okay, let me stop recording and we'll move on to the Amazon gift card.

Participant: Okay.

Moderator: Stop.