Speaker 1: Okay, so we will move on to the second part of our interview. Where I will ask you some questions about why you picked what you picked. And I need a verbal confirmation that you know this is recorded and your response will be used for our study.

Speaker 2: Okay. Yeah. Sure.

Speaker 1: All right. Thank you. The first email that I see is this email about growing tomatoes. Do you remember this email?

Speaker 2: Yes.

Speaker 1: Okay. So you choose these three answers. Let's maybe go through them one by one. Why did you pick this answer for the first question?

Speaker 2: Because I felt like the person that wrote the email wasn't entirely sure whether they wanted to go ahead or not with growing tomatoes. They did not have enough information about what it would take to either grow or not grow tomatoes. And they were just trying to find out. So I was unsure if they'd actually go through with it or not.

Speaker 1: I see. And what makes you unsure?

Speaker 2: Because this person doesn't even know if it's possible to grow tomatoes indoors, and it looks that they are only looking to grow them indoors during the winter. So if it's possible, they might go ahead and buy the product. But if it's not possible, it would be too inconvenient and they would not buy the product.

Speaker 1: I see. Okay. Now the second question, why did you choose somewhat disagree?

Speaker 2: Because they don't provide all the information. The email is very short, and [inaudible 00:01:50. They're asking only two or three questions that concern them, nothing about price or anything that they could have been asking.

Speaker 1: I see. And you wish it to be more detailed?

Speaker 2: Yes.

Speaker 1: I see. Okay. Now for the hiding information question, why did you choose neither agree or disagree?

Speaker 2: Because it's not that this person doesn't have anything to hide, it's just that they're asking only some questions that concern them and that doesn't require them to provide their background or anything in this particular scenario. But it's not that they've formally introduced themselves or provided it to you though.

Speaker 1: I see. Okay. Have you noticed that this question is almost the same for every email?

Speaker 2: Yeah.

Speaker 1: Or actually all three of them are, right? So how do you approach this question in general? Like, what are the signs you look for that people are hiding information?

Speaker 2: So, mainly they're hiding information, I'm thinking about whether they're introducing themselves well or describing for what purpose they're buying the product. Some also have a lot of information and detail while other emails are not describing an event or particular purpose properly. That's what I look at when I answer this question.

Speaker 1: I see. Does this prompt affect your response at all?

Speaker 2: I don't think it does for me because it is still on behalf of this person called Joe. And it represents the same intentions that we wanted to get through. So whether it's written by an advanced AI or not, the intent was the same.

Speaker 1: Oh, I see. Okay. That's a interesting viewpoint of the prompt. So let's go onto the second email. So for this email, it was neither, somewhat disagree and neither. So the second email is about raspberry pies. Do you still remember the information of this email?

Speaker 2: I do.

Speaker 1: Okay. Okay. So just a little bit of a change here. I see you moved one disagree to somewhat agree. Can you maybe explain this change?

Speaker 2: Because I feel like the person who's asking for a raspberry pie is in need of the product. Like whether there is a discount or not, the person still needs it for their class. So, they don't have too much of an option to not buy the product. So I think that they will be buying the product irrespective, because of their necessity.

Speaker 1: I see. And when you are reading these emails, are you pretending to be the recipient of the email?

Speaker 2: Yes.

Speaker 1: I see. And when you see that this person inquiring about raspberry pies is using an AI to write the email, how does that make you feel?

Speaker 2: It doesn't really bother me that they haven't done it themselves. If they're using a tool to help them out, it's the same thought or completion offered, like not the same [inaudible 00:05:26] gets offered by so many email clients. So I don't mind them using any kind of AI system.

Speaker 1: I see. That's cool. So do you think there's any difference between written by an AI system on behalf of Charlie, versus, written by Charlie with an auto-complete system, do you think these two prompts at different or the same?

Speaker 2: They are different because a lot auto-completion is a little bit of help. More of Charlie's personnel enrollment, but the thing about an advanced AI system, it is very much more involved by the AI System than Charlie.

Speaker 1: Yeah.

Speaker 2: There is a difference, but I'm not affected by it as a recipient.

Speaker 1: I see. Okay. So this is the second email, as you may notice, there's three types of emails. The first type is what we are looking at now, which is inquiring about a product. The second part is a party invitation. And then the third part is about the loss of a pet. So let's maybe move on to the second category.

Second category is this one? Yeah. About a college graduation. Could you maybe explain your choices?

Speaker 2: My choice for neither agree or not disagree for the first question is based off the beach house part of it. This person has just graduated college and I'm not entirely sure they actually own the beach house and will go through with it. Usually looking at the person being a college person who is just graduating, sometimes they're unreliable. Things change at the last minute.

Speaker 1: Yeah. Okay. So just based on the content, are you making your choices based on the content of the email?

Speaker 2: I think I got cut out for a minute.

Speaker 1: Oh, sorry. I say, do you mainly base your answers on the content of the email?

Speaker 2: Yes.

Speaker 1: I see. Okay. [crosstalk 00:08:05].

Sorry. Did you say something?

Speaker 2: I was just explaining the second and third choices if you needed that.

Speaker 1: Oh yeah. Yeah, of course. The second and third choice.

Speaker 2: Yeah. So, I also neither agree nor disagree for the center who will actually hold this party for the almost same reasons as above. I'm not sure if they're capable of it, being a college graduate. Things change. Sometimes things don't change. It's not a very formal event that they have to stick to.

So I'm not like... Sometimes I think things are possible that things will change. So I would neither agree or disagree. I don't think this situation or say lad who has anything to hide. This person is providing all the details about the party, but... And it's a very informal email, so it's not necessary to provide more information. So they're not particularly hiding anything, but they're not giving all the information either.

Speaker 1: I see. What about this last question? So you often invite people to parties? Is it by email or some other form?

Speaker 2: Never by email, usually just over text or I send a graphic image of the... Like a image made out that describes the event.

Speaker 1: And maybe in the previous email, are you familiar with growing potatoes?

Speaker 2: No.

Speaker 1: No? I See. So for this email, you're very familiar with this topic. And then for the tomato one, you are not so familiar with the topic. Do you think that affect your response at all?

Speaker 2: That actually might, because I might perceive, if I'm unsure about a topic, I might perceive the person who's writing the email also to be more unsure of the topic than [inaudible 00:10:07].

Speaker 1: I see. Okay. Now let's maybe move on to the last category, which is the loss of a pet.

Let's see. All right. This is the email about Spot dying. Do you remember this email?

Speaker 2: Yeah.

Speaker 1: Okay. And then I see your said somewhat agree for all of them. Can maybe tell me a little bit about this email. How do you feel about this email?

Speaker 2: So, only thing I feel differently about this email is that when you're paying respects about someone's loss, then you want to make it more personal. Though, the email itself is very personnel, it might not be comforting to the recipient that the person did not write it themselves. That is my view on the email.

Speaker 1: I see. Did you say that the recipient might feel uncomfortable with knowing it's written by AI?

Speaker 2: Yeah. Only because it's about a very personal loss in a time when you expect people to put in kind of a more personal touch or more effort when they're conveying their respects and feeling sorry for the loss.

Speaker 1: I see. So since you said you are also pretending to be the recipient and you say the recipient might be annoyed by the fact that it's AI written. So are you also feeling a little bit unsure because it's AI written?

Speaker 2: I'm not [inaudible 00:11:53].

Speaker 1: Or should I say, this is a very emotional email, but then the emotional words are written by AI. So, does that kind of make your distrust, the sender? Like distrust Quinn in this situation?

Speaker 2: Yeah. And a little bit, because I would expect Quinn, in such a emotional situation do be more involved and actually put in the effort to write their thoughts and feelings instead of having...

Speaker 1: Is this the same situation for the other categories?

Speaker 2: I don't think so. Because invitations are something you want to send to sometimes many people and it's more convenient for someone else to draft an invitation giving the details. It's just easier. It's not personal. Even when you're asking questions about a product, I don't think it matters because these topics are very informal and either providing information and asking for information. That's very general.

However, in this case scenario is different because it's a very personal and emotional thing. And if someone is paying their respects, like I would expect them to write their feelings on their own and not have something else or some other system, write their feelings for them.

Speaker 1: I see. I have one question based on your response. So since the loss of a pet, isn't something that we want AI to write about, wouldn't the answers be like somewhat towards negative? Because it's written by AI, but why did you still pick somewhat positively about this email?

Speaker 2: So for me, I am not too happy about the fact that the person used AI to write the email. I would expect them to be definitely more involved. I would be happier if things are more like raw and real.

Speaker 1: I see. So if it's not written by AI, would your response be more positive?

Speaker 2: Yes, definitely.

Speaker 1: Oh, I see. So that's the reason it's strong, somewhat agree instead of strongly agree?

Speaker 2: Yeah.

Speaker 1: Okay. That makes sense. Yes. But just comparing this category to the other category. So this one is somewhat positive, but for the previous categories, for example, the party invitation. It's a little bit less certain, or it's like, if that's the way you quote to the loss of pet one, do you think, just facing the categories, do you think there's some change? Or what do you think is special for AI to write about the boss of a pet? Than the same AI written about business? I know it's a hard question, but that's what we are trying to figure out. Yeah.

Speaker 2: I think there's still conveying the point. Well, really well, it's not like if I did know that email wasn't [inaudible 00:15:55], I did not have the information I would be though. I would be really touched to get this email. There's nothing in it that indicates to me that it's. [inaudible 00:16:04], the concern is [inaudible 00:16:06] or that they didn't mean it. Like I did absolutely [inaudible 00:16:09] permission. I would be really touched for the overall email.

Speaker 1: I see. So would you say that since this email is more emotional, would you say that AI doing a good job equals to the person doing a good job? You know, are those things the same or it's kind of different?

Speaker 2: I think it's kind of different.

Speaker 1: Kind of different. Okay. And then lastly. It's last part of the interview, which is just ask you some feelings, general feelings about AI. So how do you feel about AI in general?

Speaker 2: So I definitely do not feel negatively about it. I think I'm definitely working towards making things a lot easier and more convenient.

Speaker 1: Okay. What about AI that writes AI writing tools? How do you feel about those?

Speaker 2: I feel like they would definitely make a lot of things more convenient, especially in today's world. A lot of people spend a lot of time writing and replying to emails, that is still a big part of communication. If this could happen in a lesser than amount of time with the point conveyed properly, I feel like it would really be helpful.

Speaker 1: I see. And if you receive an email from an AI, maybe about the loss of a pet, would you like this email or somewhat feel negative towards this email?

Speaker 2: I would somewhat feel a little bit negative towards that email, but it does not mean that I'm not open to the idea of AI systems adding emails, because apart from a very niche, a scenario with [inaudible 00:18:07].

Hello?

Speaker 1: Oh, hi. I think the connection broke for us. I missed your last sentence.

Speaker 2: I was just saying that apart from a very niche set of scenarios where it's meant to be very personal and emotional, I feel like in all other businesses scenarios [inaudible 00:18:37].

Speaker 1: Oh, wow.

Speaker 2: The connection. Can you hear me now?

Speaker 1: Yeah, it broke again. Sorry, could you repeat that response one last time?

Speaker 2: Sorry about that. I was just saying, except for very small scenarios where you're talking about something very deep and personal and emotional. I feel like in most [inaudible 00:19:11].

Speaker 1: Oh.

Speaker 2: That makes things easier.

Speaker 1: Okay. The connection seems to be unstable in this hour, but luckily we are almost done. So I guess the last question is, in the previous question you answered how you will feel when you receive it, how would you feel when you use it? Or if you imagine someone who is having trouble conveying his or her emotions, would you think he or her would like to use this kind of tool?

Speaker 2: I'm still not entirely sure. Because I feel like especially when it comes to something that involves emotions, it's more important that it's written by you, even if it's not the best depiction of... Or even if you're not able to convey properly by your words, it's more important that it's written by you. And it's [inaudible 00:20:25] you than having better words than the email.

Speaker 1: That makes sense. Yeah. And then for the very last part is a debriefing part. So these emails are written by a human, but we are using the Wizard of Oz approach, which is changing the prompt, to see if it affect anything.

So you see it's written by Advanced AI, someone else will see it's written by autocomplete system and then the other will see it's just written by human. Or they won't say anything because they would assume it's written by a human.

So your response is actually what we are getting the majority of the time, which is, on one hand, the participants didn't like that the emotional emails are written by AI, but also since the content is still good. And also perhaps, the person would review the email before sending it. So they still think, "okay, the loss of the pet email is more emotional and trustworthy than the other type of emails."

That's what we are getting. And I will stop recording now. And then I will ask you... Confirm with you, the Amazon gift card.