Speaker 1:

Because I'm interested in buying it and might buy it, but most of the time, I don't end up buying it. So, that's why when I saw those emails, I said "Okay they're just asking for information."

Speaker 2:

Great. So, asking for information is, probably a good sign that they might be interested?

Speaker 1:

Yeah. They're interested, but it doesn't mean that they'll buy it.

Speaker 2:

Makes sense. Okay. So, the second ... Yeah. I guess that will be fine, just go through the categories together. So, the second question was, is the customer concerned that they ask all adequate information from customer support? To this [inaudible 00:00:40] so your answer was somewhat agree.

Speaker 1:

Yeah. It's ... And this is for the raspberry Pi one or ...

Speaker 2:

Yeah.

Speaker 1:

Okay. Yeah. From what I remember, it wasn't too long. And I think when people are in professional settings, they're more concerned about making sure all necessary information is asked in one go, as opposed to more personal and shorter emails or someone's "Hey, can you answer this question?" Then once they get a response, then they keep the conversation going until they get all the information they want.

Speaker 2:

Okay. And the last question in these categories was about, is the customer hiding any information that they already know?

Speaker 1:

Man. Yeah. I said "They ... I don't remember exactly what I said" but my reasoning [up 00:01:35] for that one ... My reasoning was that they might be because I mean, no one's "Hi. I want discounts because I only have $50 in my bank account and this cost $60. And if you could do this, I need it by a certain date." It's ... You just give as much as need to. Yes, so you can make a decision, but the person on the receiving end doesn't have to know every single detail.

Speaker 2:

Great. It makes sense, and that's why you chose somewhat disagree here.

Speaker 1:

Yeah.

Speaker 2:

The interestingly, the next email was ... I don't know, would it be helpful if I share my screen? Just so you can also see it or that's fine?

Speaker 1:

Yeah. That works. However, you want.

Speaker 2:

Sure. I can share my screen. Okay. Can you see it?

Speaker 1:

Yes. [Of course. 00:02:35]

Speaker 2:

Yeah. I guess for the second email, it was a bit different. This is the one about asking for stationary products and bulk offers. So, here your reply was about somewhat agree on ... Is the customer hiding any information that they already know? Which is I guess, going through your reasoning. But then when we talked about the last three Pi's, that was a bit different about somewhat disagree. Was there any particular reason or just?

Speaker 1:

Yeah. I mean, so for businesses and then I guess it's more of a thing when I was talking about this person might be hiding something because it's, they're not telling why they want to discount and things like that. For business, businesses usually have a lot of information to hide. From this email, I didn't necessarily get why exactly they want the products, what products they want? It was kind of just like you saw some products we were interested in, do you have both pricing on it? So, I mean, they haven't hidden any information necessary to get an answer for that, unless the company needs to follow up and say, "Yeah. We have bulk pricing, but it depends on the product and things like that."

Speaker 2:

Okay. So, would you say coming back to the ... For example, the raspberry Pi email, would you say that you ... Sorry, what am I trying to ask? How familiar are you with the subject discussed in this email? [Did that 00:04:10] shape your response?

Speaker 1:

Yeah. With raspberry? How familiar am I with raspberry Pi's?

Speaker 2:

[inaudible 00:04:17] I guess does the subject of the email about that when the email was about buying raspberry Pi's for a research project?

Speaker 1:

Oh. Specifically that, I haven't had to buy anything for a research project. I've done ... I'm doing research currently and I've worked with microcontrollers, like raspberry Pi's and Arduinos, but yeah, having to buy them for a research project? No, I just use them or bought them personally.

Speaker 2:

Was there any email that particularly stood out for you, which was, "Yeah. I'm very familiar with this subject?" I like with [crosstalk 00:04:59] what I'm talking about in this email.

Speaker 1:

Right. I feel like that one, even though I kind of just said "When it comes to buying them, no, because I feel it was from a Georgia tech student and I felt that was the one I could most relate to." Like the other ones, I haven't had a pet that died on me. I haven't had ... I haven't really written invitations. It's like parties and things like that. So, that's why I feel, out of all these emails, I might write one, maybe a text rather, about someone's pet dying, but in terms of emails, that's probably one that I'd be most likely to send. [inaudible 00:05:39]

Speaker 2:

Okay. So, reading this through this a sponsor, which was about the email was about CRISPR-cas9? Hobbyist biohacker trying to explore CRISPR-cas9 gene editing and asking some specific questions about buying a kit? In that basically your responses were, do you expect the customer to buy this product, or are they asking, are concern they're asking already get information was needed, agree or disagree? Can you walk me through why you chose data spons?

Speaker 1:

For, which one for neither disagree or agree?

Speaker 2:

It was like for the hobbyist biohacker, the question was, do you expect the customer to buy this product? And next question was, is the customer concerned that they ask all adequate information about from customer support and both of them were, you're neutral on both of them?

Speaker 1:

[inaudible 00:06:42] It might've been a bit of, when I got the question, because for some of them, I didn't know exactly what it meant by asking customer support about all the adequate. But then, once I saw the question again, I was. Oh. Okay. Now I see what this question is. So, it could have been the timing of it, but to just be more clear on it and asking. I think the person in that, if I said neither disagree or agree, that one was pretty long from what I remember.

Speaker 1:

So, I think it is ... It was important for that person to make sure that we put all the adequate information or ask customer support for all that information that they needed. If they're interested on buying it, that was probably ... That was just something subjective [inaudible 00:07:32]. That was ... I don't know. They just asked a lot of information, but I don't know if they're asking a lot of information doesn't necessarily equate the interest and yeah, it was something about that email [inaudible 00:07:46]. Yeah. If I read it, it would just be up in the air. They might buy it, they might not.

Speaker 2:

Makes sense. So, it's like a neutral signal rather than a positive or a negative signal, if there's a lot of information in the email? I was ... I'm just thinking on the spot, but also thinking a corollary line. And then sometimes the [inaudible 00:08:10] they can to be really specific and with details. So, here we're going into ... You're trying to be more convincing?

Speaker 1:

Right. This one put me in the mind of a kid, a 13 year old who just knows a lot about something and is writing to some company. That [tiny work 00:08:33] put me in the mindset of, and I'm, oh, it's a 13 year old being ... Have some money or get some money from somewhere and be able to buy it but, maybe they're just asking and want to know there's something like that. Because, I feel if I were to write an email like that, I don't know, I might write it the same way. I have to see it exactly, to determine. Yeah. Because, that's just how it came off to me.

Speaker 2:

Yeah. Oh, while we're at it. Was there any email, while you were going through them ... were emails just stood out to you any or all of them, weirdly phrased or just artificial or not sure?

Speaker 1:

Yeah. I looked past there ... Some grammar things, that I saw in just about all of them. I looked past. I don't know if that was part of it or not, but just saying things I noticed. One that stood out to me though, that I did ... Well kind of two. The first one where I asked you the question, on if ... Well, I didn't say which one it was. That was the one where the girl was "Yeah. Invite your brother, you can kind of come late." Because, at first when I read straight through it, I was "Okay. This is party invitation." But, then once I saw the questions, I thought, and I looked back at it, I was ... Oh. Wait. This sounds kind of strange talking about, "The party starts at this time, but you can come late, but then invite your brother." It is fun.

Speaker 1:

Something just seemed off there. And another one too, that stood out to me. It was one about the death of ... I think it was someone's dog. But the person's attitude in it, was a bit kind of just ... "Oh. Yeah." [inaudible 00:10:25] they didn't seem to care. But it was some animal. I don't remember exactly which one it was, but in my response, I put, "I don't think this person" ... I rated it lower than the other animals.

Speaker 2:

[inaudible 00:10:38] Yeah. Oh. Yeah. I see it. Okay. So, generally speaking, how was there any difference in between how you were rating the emails that were asking about products versus the emails that you were asking about or the ones that are inviting to you for parties versus the ones that were about loss of pets and the more emotional stuff? Was [there any 00:11:21] different way in which you were judging those questions or?

Speaker 1:

Yeah. I guess the way I saw myself, when it was about buying products, I saw myself as an employee kind of to be given, to be in a position to give someone a product and how I'd read an email like that. But when it came to the ones about parties and pets, I thought, why not one random saying? With the party ones, sometimes it was, "Oh. No," someone is inviting me to a party, I don't know how I feel about that. But that's just because of coronavirus and stuff right now. But I still answered it pandemic [agnostically 00:12:05]. And then, for the pet ones, I imagine those, again personally. But, if someone kind of said something, "Yeah. I'll" ... They wanted them. It was just, I can't imagine what it's going to be to go to your house and not have this pet jump up on my lap or, oh yeah but just remember that the pet's not suffering now and stuff like that.

Speaker 1:

And that should make you feel better. It's like the first response was kind of ... That doesn't make me feel better, you saying even more of what you miss about my pet is now gone. And then the second one [seemed 00:12:51], the person just really doesn't understand what it's like to have a loss from some animal to be ... Because when someone's going through a loss, you don't say like, "Oh. But they're fine now. They're not hurting." That's not necessarily a comforting thought to people. It's better to empathize with them.

Speaker 2:

Okay. And there are familiarity with those emails, as I see as you're a long time pet owner? So, that's the perspective you're coming from trying to see is that person actually sincere or not? [Guess 00:13:29]. How do we think about so, one of the questions and just going through those emails, the pet emails? So, one of the questions is, do you think the sender actually believed in what they said? How do you go about answering, choosing that response?

Speaker 1:

Yeah. That's kind of tough. For ones where it did seem like the person wasn't empathizing as much, it was based on how I felt. I was ... Do I feel this email was just really trash? And they're just, "Oh. I need to send something." Whether or not they're saying "Oh, I'm going to miss your dog jumping on my lap, or, oh, your dogs better." And they're not. I mean, when people say stuff like that, I feel it's ... I don't know.

Speaker 1:

Those are kind of just empty words. But, for the ones that were a bit more caring and if you need me [inaudible 00:14:38] me and just kind of trying to understand what, where the person was, I was able to say more. Okay. I believe this person means what they are saying. Because, at least that's how I'd write an email about that, the death or loss of a pet. So, I can ... And if I were to write it that way, I would mean what I'm saying. If I'd to write one of the other ones, I wouldn't mean it. So, yeah. That's how I based those answers.

Speaker 2:

Yep. Okay. Few more questions just to then we'll be done. So, these make sense. The bad questions, as well as I understand your perspective on the customer questions, just thinking more about the party questions now. So, the party questions, had the core of the questions were, do you think the sender is capable of hosting this party? Do you believe that the sender will actually hold this party? And do you think the sender is hiding any information? How do you go about answering those questions?

Speaker 1:

Right. So, again with partying information, maybe I took it too literally again, but that's just ... I felt like in one particularly, there might've been some partying information going on, because he was saying, "Hey. You might remember my graduation or not. It's coming up soon." And she said, something at the end of it, that was "You don't have to worry about bringing gifts or you don't have to worry about being formal. I just want to invite people and have a good time." I thought that was kind of weird because for most graduation parties, that's usually what people do, give gifts and stuff like that.

Speaker 1:

So, is there another purpose? Is this a surprise party for the person and discovered that's kind of that ... The conspiracy there, but that conspiracy, but just weird hypothetical situation. But, I thought that was kind of weird, or maybe the person just meant, I really don't want this to be a formal or I don't want you to have to worry about doing [guests 00:16:46]. It should've said that's not typical for graduation parties. And, I believe everyone was capable of holding a party. It's not hard to, if by party, you just need to get together. People laugh, eat, drink, talk, dance, stuff like that. And that's not colored.

Speaker 1:

Do I believe they would? So far, I haven't gotten any invitations so far in my life. I haven't gotten any invitation to a party that didn't happen. So, I don't have any reason not to, believe there'll be a party, excepting the one with the lady or woman who invited the guy and his brother. That sounds kind of weird. It sounded weird once I read over it again.

Speaker 2:

Yeah. Yeah. We wrote the survey last year with wishful thinking that by now it would be normal. So, these questions wouldn't stand out ... What party in COVID? What are you doing? But, I guess that's what it ends up being, [inaudible 00:17:54] weird. Right. Okay. We can still imagine the good times [then 00:18:00].

Speaker 1:

Yeah.

Speaker 2:

You might be invited to parties. Okay. So when, you talking about ... Okay. Do you expect that? Of course, every, anyone is capable of holding parties. So, the content of the email is not really valuable at that point to answer this question.

Speaker 1:

I mean, content as in?

Speaker 2:

As in what they wrote in their party invitation? That doesn't really matter because it's just ... Yeah. Sure. You can't really butcher the email and invite someone that I believe you cannot really hold it. Is that where you're getting at?

Speaker 1:

Yeah. Yeah. I mean, if someone says I'm having a party and they don't do something stupid in the email, like saying, "But you know, I'm not too sure if I want to have it because X, Y, and Z." As long as they don't give me any reason, do I doubt it? Yeah. Why not? So, Yeah. The content, I guess didn't matter too much.

Speaker 2:

Right. Understand. Good. So, just the last questions [inaudible 00:18:58] at the very end there was some questions about just the personality stuff? One of them was, we asked you about your opinion of AI. So can you tell me a bit more about it? Why did you choose the response that you didn't like? Can you walk me through your reasoning?

Speaker 1:

Right. With ... There are few, just in general or on one of the questions? [crosstalk 00:19:18]

Speaker 2:

At the very ... I guess I'm just talking about ... Sorry, one sec. Okay. Yeah. I guess I'm talking about the very end where we asked you. So, one statement was, 'I'm interested in using artificial intelligence systems in my daily life' to that your response was somewhat agree. And then, people like me will suffer if artificial intelligence is used more and more to that your responsible was neither agree nor disagree.

Speaker 1:

Yeah. So, for the first one, I said, "I somewhat agree to using it in my daily life," because I believe it can help society. I guess one strong area I think about it, is like self-driving cars and things like that. I think if we really work on computer vision and everything like that in artificial intelligence, so cars can correctly identify objects and oh, this is a ball in the street. It's going to move out the way soon, or, oh, this is a squirrel in the street. It's better to just slow down because we don't know what they're going to be just to know how different objects interact. I think that would be good. And then artificial intelligence, or just like self-driving cars in general. If there a lot of them, then that could lead to less accidents, which I find cool.

Speaker 1:

And that I'm for that. But, in things like smart assistants, things like that and looking through my emails and really coming up with complex conclusions that I'm ... How did the computer even know about this and predicting things for me? That I'm not too sure if I want that in my life. So, and then for the second question, I don't feel like AI would really hurt me, specifically because I'm at Georgia Tech. My major is Computer Science. I feel like I'm in a decent place, in terms of where things are going in the future. And I don't feel like I couldn't get a job, as opposed to other people, I feel like it would hurt them if they work in simpler jobs because AI could replace those.

Speaker 2:

Right. Okay. So. Yeah. I want to talk more about the smart assistant replies. So, you are saying that "Smart assistants with AI is kind of weird. You're not really into that." Why?

Speaker 1:

I don't know. There's some things I want to feel in control of, and especially for smart replies even. I have them on my phone. So, if someone sends me a message, it gives me suggestions. And even if I like a smart suggestion, I just don't click it. It feels inauthentic, because I'm ... Okay. If I click this and send it to the person, they're going to think that this is me responding to them when ... And that I'm actually putting up an effort to hold a conversation with them. When in reality, I'm just clicking the button to say, 'Okay, check. I responded to this person. Now they're out of my notifications. [crosstalk 00:22:30] Yeah.

Speaker 2:

Is there any case you would say, an AI tool might be helpful in writing your text message or an email or whatever?

Speaker 1:

For emails, I'm more okay with it. Because emails, aren't just like personal communication, emails are more business and formal and they're more fabricated anyway. So, the suggestions I've seen in email sometimes, when I type something like ... I hope, then it's, ... you're having a good day. I was going say that. That's okay. But yeah, in personal communication I had. [crosstalk 00:23:03]

Speaker 2:

Okay. So, going through the email that we had, for example, the ones where you're talking about raspberry Pi's or stuff like that? That you would be okay if you were using a personal assistant to help you write those out?

Speaker 1:

Right. That would be okay.

Speaker 2:

Okay. But, not the ones where you're trying to invite the parties, or what about if you are for the loss of bed? [crosstalk 00:23:29]

Speaker 1:

For the party? Maybe, if it says something really nice. Okay. And then that's still an invitation. Which is kind of still a bit formal, but for the loss of a pet? No. No. [crosstalk 00:23:46]

Speaker 2:

[crosstalk 00:23:46] What if it were you directing it to write it somehow. You're telling what you ... I guess, just go for parties for now, you've decided the theme of the party, you've decided the logistics of the party and then the email and then the assistant is just kind of, I guess, trying to just put it together into a cohesive fashion. And it's more of a collaborative experience rather than just using code. Go send an email to my friend about coming to this party.

Speaker 1:

Right. No, I'm not talking about it, writing the entire thing. If I'm writing, the party will be held at, and then it's 10:00 PM as a suggestion, I just take that. That's what I was going to say. Or if I type the party will, and then it'll say take place at, that's fine too. But so, I mean, with that, I mean, that's probably a situation where I might use it as well, but yeah, yeah.

Speaker 2:

Yeah. What if the assistant is reading your messages with your friend and then suggesting really specific stuff to say that's going to entice them to come to your party?

Speaker 1:

Oh. No. That's weird. NO.

Speaker 2:

Okay. Yeah. That's interesting. Yeah. So, here I think tools would be appropriate during sort of business communications or when it's really logistically supporting is where you at. Right?

Speaker 1:

I think so. Yeah. Because, sorry if this is like going too long or whatever, but just to give a better understanding. I don't like fabrication of things or when the person doesn't know, that they're not talking with the person. So, when people text me on my phone, I want them to know that they are communicating with me, not with the robot, not with anything else. I am me. So, that's why I don't like things. And I don't like deep fates and stuff or apps like Lombo AI, [crosstalk 00:25:42] just little picture of someone and it starts ... Because that's fabrication of reality and that I don't like that.

Speaker 2:

Yeah. [Lombo AI 00:25:52] is like a funny fabrication of reality. That's ...

Speaker 1:

I don't like it.

Speaker 2:

Okay. Yeah. So, I guess this was all the questions I had. We won't run away, we'll end up in four minutes. This is all the questions I had. So this was really helpful. Again, just to reveal the ... I should share. Let me share the debriefing document with you, but just to reveal the whole purpose. We're trying to understand ... Also, are you familiar with GPD three, because it was in the title?

Speaker 1:

With what? [crosstalk 00:26:18].

Speaker 2:

GPD three is like the title of the study, had that name. [inaudible 00:26:22] Okay, cool. Just wanted to make sure. So basically we're trying to understand ... The purpose of this study is to understand, in what circumstances can we use AI to help in writing emails? Because now with this AI stuff and NLP stuff, you can literally have just AI go. I'm trying to buy this product, write me an email.

Speaker 2:

All right, I'm trying to organize this party. And this is a theme of the party, write me an email. It will write with the whole thing ... Okay. Is that a good thing to do or not? Or what is it that you could actually want to do? So that was our purpose of this study for you. You just got the normal emails written by people and exchanges between people, just to try to understand that. In other surveys, we are also doing AI priming and AI and human priming, which we are saying this email was written by an AI assistant with the help of a human or the human just said, "Go AI, write this thing." And it wrote it for you. We're trying to see how do people like differently perceive the same questions based on if they knew that this was coming from AI or coming from a person.

Speaker 1:

Yeah. That's interesting. Is this an ethical study?

Speaker 2:

More like a social implications. Yeah. It's kind of ethical study, social implications, trying to get more empirical data on this, just so we know. Okay. This is how people's perception is changing based on, if they know something is coming by AI or not. Like you said, "I don't like AI" ... Stuff written by AI or if I like to have one-on-one communication, maybe if you've got the same email, the exact same email, but it says coming by AI, then that's going to completely screw your perception of how you judge these questions. That's what you're trying to understand.

Speaker 1:

Okay. Okay.

Speaker 2:

So, I'm to send you ... I'll do two things, I guess three things. I'm sending you the debriefing document we have. And then I'm also sending you the Amazon gift card. Also, we need to have ... I also send you a DocuSign just after you get the Amazon gift card. You can sign it just to certify that you got the gift card, so Georgia Tech can reimburse me back on that. [crosstalk 00:28:20] Yeah. Okay. I'm going end the recording, I forgot to do that.