Speaker 1:

Okay. So [inaudible ] what's your... Sorry. One sec.

Speaker 2:

No problem.

Speaker 1:

Yeah. While it loads for me, do you have any first thoughts, comments, feedback on the survey?

Speaker 2:

Yeah. I thought that was interesting because in the messages, they always say that it's written by someone was the help of that auto completion system. So I wonder if that system actually exists, and then if it has capability to do certain types of emails. Because I see a lot of emails and this survey of someone losing their path, and then the person writes an email using that system to their friends.

Speaker 1:

Right. Yeah.

Speaker 2:

Yeah.

Speaker 1:

When you read the prompt, how do you imagine the system to be looking like? How are you envisioning the collaboration between the system and the person here?

Speaker 2:

So my first thought is that it didn't read that much, very machine-ish. So, my first guess was that maybe some person writes the draft, and then puts it into the system. And then the system might be able to render the contents a little bit better in terms of the choice of words and then maybe sentences, or some common words to add into the invitation, or they're like, send this to emails. Or maybe possibly it could be the person picks a topic first in their system. For example, pets, [inaudible ], or inviting, invitation party. And then they choose their audience in terms of maybe their family members or close friends, or someone they not so familiar with or business partners. And then just putting some key words, maybe that machine is smart enough to generate the whole content.

Speaker 1:

Okay. Yeah that was kind of the intent here, just like AI and the person together working on crafting the email, rather than just the person writing it themselves, or rather that just the AI writing it themselves.

Speaker 2:

I see.

Speaker 1:

Why is it not [inaudible ]?

Speaker 2:

Huh?

Speaker 1:

Okay I can see your responses now. So what we'll do is we'll go through... There's not a lot of emails and you would have realized that they're in categories, like some of them are about the business and the customers, some of about the party and lots of that. So let's quickly go through the different categories and the questions we had. I'm just interested in knowing what was your thought process behind choosing the responses that you did.

Speaker 2:

Right. Okay.

Speaker 1:

So these will be randomized... Yeah. The first set of emails were about emailing to a business inquiring about a product. The first one was about growing tomatoes. So in that we had these statements or questions like, "do you expect the customer to buy this product? Is the customer concerned if they ask all adequate information from customer support?" So my question to you is, can you tell me a bit more about how did you choose the response? And can you walk me through your reasoning there?

Speaker 2:

Yeah, so in terms of if they will buy the products, I think for tomatoes. I just feel like it gives me the impression that the customer is asking some question that's not within the common Q&A. So it's more challenging for them to do so. So they actually needed more information or guidance to know about the possibility of getting this done, so maybe they will not buy it at the end of the day.

Speaker 1:

Sorry, just to understand. You're thinking they might not be buying because they're just asking simple questions?

Speaker 2:

Not because they're asking simple questions, but I think they're a little bit unsure about how this will turn out to be.

Speaker 1:

I see. Okay.

Speaker 2:

Yeah. And then for if they're asking adequate questions, I think all of them were asking really specific questions and not just a general question. I think they are asking pretty much all the information needed and they shouldn't be too worried about that.

Speaker 1:

Great. So I'm reading this. This email was about, "I'm a student at Georgia Tech looking to buy a few raspberry pies for a research project." In that, when we asked the question like, "Is the customer concerned that they ask all adequate information from customer support?" You chose "strongly disagree."

Speaker 2:

Let me rethink what I was thinking during that time. Yeah, so students asking raspberry pie-

Speaker 1:

I can share my screen if that's easier to just see the email again.

Speaker 2:

Okay, yeah that'll be great.

Speaker 1:

Yup. Can you see it?

Speaker 2:

Yup. Okay, let me read it. You're asking... So the question was that they were asking adequate... oh, okay. I can see nothing else. I thought they were not concerned because that question was kind of general, but I think it gives the context. So the customer's support, might be kind of familiar with these type of questions. Because I think a raspberry pie is often used for educational purposes. So I think in this sense, maybe being a little bit more general could make sense.

Speaker 1:

Got you, okay. And for the last statement, how do you go about answering that? Is the customer hiding any information if the already know?

Speaker 2:

Yes. So my thought process is that if they know something, they will write it. And in fact, they're asking these questions as part of, they couldn't find this information online, so that's why they're asking.

Speaker 1:

Got you, great. Yeah, that makes sense to me.

Speaker 2:

Because all that's how probably my personality built, I'm the kind of person that resolve formation before I write to someone for a question.

Speaker 1:

Yeah. But I'm curious about this one. So this email was about writing to the branch manager of Velocity Inc, about stationary products and buying stuff.

Speaker 2:

Yeah.

Speaker 1:

And in that you chose, "Is the customer hiding any information?" As, "somewhat agree."

Speaker 2:

Yeah, that one, because they're asking them to be their supplier or vendors, I do think in this sense, if they're seeking a business partnership, they should provide more contacts information, more specific items, and then maybe a little bit more formally. So I think they might be hiding if they're... something happened between they and them and their current vendors and why they're trying to find a new vendor and how they came across the information for this website in particularly or if someone recommend them this website.

Speaker 1:

Okay, yeah. And for the same email, for the statement, "Are they concerned that they ask already good information?" To that, your response was "strongly disagree."

Speaker 2:

Yeah, I thought they provided the information. So if the potential vendor is interested, maybe they will get back to this company. Well, I don't know if that makes sense.

Speaker 1:

I'm still trying to understand. So the statement being that, I'm trying to ask you here that, the question was that, do you think that the person who wrote this email, are they concerned that they're asking all the relevant information from the customer support or not? And the response being, strongly disagree, means that the person who wrote the email or whoever sent the email is not really concerned about if they ask all the questions or not.

Speaker 2:

I think I got the message wrong. I was more thinking about, if the person writing the email are concerned that if they have asked all the necessary information.

Speaker 1:

Right. And you think that they're not concerned if they've asked all the necessary information or not?

Speaker 2:

Right. Because I think from being someone seeking a supplier or vendor, they're probably in a higher position. So that's the reason for me to give that, strongly disagree.

Speaker 1:

Okay. And that was the correct intent, that's fine. So they're in a higher position, so they don't really care much. Is that what you're getting at?

Speaker 2:

Yeah, I think maybe they could be after seeking some business partnership for someone to join their vendors, they probably talk to a lot of people. And then this might be just one among the many options. So maybe they're not that concerned since they might have a lot of other choices as well.

Speaker 1:

Got you, okay. These were the questions for the first category. And then moving on to the next category, which is about inviting people. Oh, yeah. Before I wrap up this category, was there any email that particularly stood out to you here that was in a good sense, or in a bad sense and, yeah.

Speaker 2:

So I remember the first email about someone being on file [inaudible ] enthusiast, or are gene editing stuff, I can't remember who was that person, but I wasn't sure what their intention was until halfway through the email when they started. Because they first started talking about, I'm this type of person, and then I knew about your company from this documentary. And to me, that felt like some irrelevant messages. And I wasn't sure what their intent was, until I saw that they're asking about their products that they wanted to buy, and then asking about, how long the delivery might take, and cancellation and stuff. So that may get a bit confusing at the first couple of minutes.

Speaker 1:

Got you. Yeah, maybe they're just trying to butter up their company. So different ways for good discount.

Speaker 2:

I know. It's just a little bit weird.

Speaker 1:

Yeah, that totally makes sense, yeah. Thanks for sharing. Okay, so for the party emails, first the general question was more about your subject expertise or how familiar are you with these kinds of emails? Was that kind of influential in your understanding of those emails and how you responded back?

Speaker 2:

Yeah, so I don't personally have a pet right now but I really, really want to adopt a dog. And I'm probably going to do this, this year. Main reason is because I want it to be responsible for my path. And the past few years, I was moving to quite a couple of different places. And I thought, I only want to adopt a pet after I have kind of a stable life. So I don't have a pet?, but I really love animals. I love dogs. So I think that is pretty influential on my answers. And I do have a really close friend back in college, she lost her dog. One of her dogs, so I can emphasize a little bit, with those kinds of messages.

Speaker 1:

For sure, okay. So the first question we asked here was about, do you believe that the sender actually understands the loss of their friend? How did you go about choosing your responses there?

Speaker 2:

Yeah, so if they actually understand, I think, I remember some of the emails talk about, they remember spending really good times with the friend's pet. I think that's something really sweet to talk to the person. Not just talking about always your pet, but also talking about that I had this great memory with your pet as well and in that sense it makes me feel like this sender actually is someone that's kind of related to their pet as well, and not just reviewing their pet as a string here. And then I think if they really understand, I think some of the... One of the email made me really uncomfortable, I think is that, we should do something blah, blah, blah. I think it's the last one for the pets or the second last one.

So I think this kind of tones make me really uncomfortable because I think, they probably don't understand the pain for their friends and it's not their right to say that we should feel this way or let's feel this way. So I think in that sense they might be just saying things from their perspective and not really thinking about what that means to their friends.

Speaker 1:

Great, yeah. I see some of your responses are "strongly disagree" on this for the one with the rabbit. It's "strongly disagree."

Speaker 2:

Yeah. The rabbit one is, I think the second paragraph, it's maybe we should do something, blah, blah, blah. We should feel this way.

Speaker 1:

Oh yeah, this is the one, right? "We shouldn't forget he is no longer in pain, we will cherish the memories and..." Okay.

Speaker 2:

Yeah. I think it's fine to say that I will do this or I will feel this way, but it's not right to say that we should, you and me should both be like this.

Speaker 1:

Right, yeah. So the second statement here was about, "Do you believe that the sender is actually concerned for their friend?"

Speaker 2:

Yeah. For this one I know, I look for [inaudible ] or traces for if you want any help, feel free to reach out to me anytime or give me a call, things like that. Remember, some of the emails didn't have that kind of content. It's just like, I'm feeling sorry for your loss. So that's my criteria, mostly.

Speaker 1:

I see.

Speaker 2:

I think I did have one exception maybe.

Speaker 1:

I think the rabbit one is the exception because he does [inaudible ] but you wrote, strongly disagree, because understand your... Okay, I see. And the last statement here was about, "Do you think that the sender actually believed in what they said?"

Speaker 2:

Mm-hmm (affirmative). I think most of them. It feels to me that most of them believe in what they said and especially the ones that have fond memories with their friend's pets. I think that really like talks about their feelings and the connections.

Speaker 1:

Okay. There's one email, apart from the rabbit, of course. There is one email which is about, "Hi Mary, I'm sorry to hear about the loss of your dog. This year has been so terrible, you didn't need this [inaudible ] blah, blah, blah. This one was the one where you also chose, strongly disagree on the statement. Do you think that the sender actually believed in what they said? Actually for all the three statements was there something that stood out for you for this email?

Speaker 2:

Yeah, this one I felt like the sender wasn't really necessary caring for their friends or concerned about their loss of the pet because it just seemed very, overreacting and acting in a not sincere way. Like what about you? And then it didn't necessarily really talk about their dog. It's just like, "I feel bad for you. I think you had about your... I hope things will get better." But I think this kind of information doesn't go into dog's in any ways. It's just everyone can write that and it could apply not to your dog but anything. If you lost your, even if you're lost your favorite headphones, you could say that to your friend. It's been a really bad year. I know it's rough, you lost your favorite headphone. Yeah, it just feels to me because I feel like the pet is something very important to the owner. There should be probably be more feelings attached to that.

Speaker 1:

I see. So probably, if I'm understanding correctly, emails of these kinds are therefore more detailed, more specific, those would make you trust the sender more and that they're understanding what you're doing through.

Speaker 2:

Right. Yeah, because the ones talk about their episodes with their pets, that means they actually remember the pet. Not just like, I know you lost your dog, but they actually don't quite remember. So I'm just saying, I feel sorry, but I don't know what I'm really feeling.

Speaker 1:

Yeah, I see, okay. And the last set of questions is about inviting to a party. First of all, any first general impressions, and coming from your familiarity with this subject, yeah.

Speaker 2:

It's going to surprise I think two of the emails, the recipients or someone, the senders are not very familiar with. One of them I think he was saying that, I don't know if you remember or not, but I'm graduating. It looks like they don't really have a close relationship with that person that they are inviting them to the party. But they're inviting them to a party of smaller size with their close friends. That's something that's surprising to me. One of them was like, "Feel free to come to the party and at a later time and bring your brother." That was quite funny.

Speaker 1:

I see. Okay, great. So the questions in these were about, the first question was, "Do you think the sender is capable of hosting this party?" And I guess both of them are related. The second one was, "Do you think the sender will actually hold this party?" How did you go about choosing those responses?

Speaker 2:

Well, so my thought process goes like, "If they're sending out invitations already, they probably are going to hold it and especially if they're saying the types of person that will be invited." Remember for the boat party when they said their Catherine's parents will be there and some other friends will be there. So there's a set of number of attendees already so I think they will hold the party regardless. But I do have doubt for some of them, ability to hold the party just because maybe their choice of words like "hahaha." And then I can't remember. I think for the boat party one, I also didn't give a really high rating because they are scheduling, sending out this email really late. It's for something happening next week. And then it's ask me, let me know if any time doesn't work on Friday I think. That really doesn't give the recipient much time to reschedule their stuff.

Speaker 1:

Do you think that for the beach house?

Speaker 2:

I know that's where the boat party, the first anniversary boat party.

Speaker 1:

All right. Okay.

Speaker 2:

Catherine and someone I think.

Speaker 1:

Yeah, I see it okay.

Speaker 2:

I guess that's their parents so is like you can't ask them last minute. I always do you prefer to ask people early enough.

Speaker 1:

And then the other one which was "somewhat disagree" in your answer was about the snowflake IPO and inviting and upon City Market.

Speaker 2:

Oh yeah, I think I didn't like that one because I felt like this sender was quite casual in a way in their tone talking to their early investors. And maybe they're trying to talk in a fun way and then to make it seem more relaxed environment. But I just feel like I remember this sender, that says like, you don't need to prepare anything just good stuff about us always. That just doesn't sound proper.

Speaker 1:

Okay, great. So you chose, somewhat disagree, on the, sender is capable of hosting the party. But then, will sender actually hold a party for that? You said, "somewhat agree." How did you go about that? Actually being capable and doing it?

Speaker 2:

Well, I think most of them aren't doing it if they made the action to send out the invitations. But in terms of capability, I think that probably relates to how well the party is held or how messed up it is.

Speaker 1:

Okay. I see what you mean, right? How good the party is going to be, somewhere around that. How actually going to be. Are they actually going to be pull it off or not? Okay, and the last statement on this was about, "Do you think the sender is hiding any information?"

Speaker 2:

Hiding information. I think most of them are pretty straightforward. They're not hiding information because they're specifying the place, the time and then the people that will be attending the party, even though they didn't specifically state the name, again that's unnecessary for most of the cases. I remember I made a couple exceptions, but I can't remember which ones were-

Speaker 1:

There's the-

Speaker 2:

I think the brothers.

Speaker 1:

Yes.

Speaker 2:

That's hiding. Yeah, I just so there's dot, dot, dot. I think this, feel free to bring your brother, dot, dot, dot, that this makes me feel weird.

Speaker 1:

I see. And then beach I was wondering is that... Yeah.

Speaker 2:

Yeah, I was like, if they actually wants to see the friend or their brother? Maybe they're hiding their intention to actually invite the brother rather than the friend.

Speaker 1:

Okay, interesting. I did not think of it that way. Right. This was there and then the boat one was there, yeah. Is it the boat one?

Speaker 2:

The beat one hiding information?

Speaker 1:

Oh, yeah.

Speaker 2:

Oh, that one hiding information. Oh, I actually don't remember why I chose that.

Speaker 1:

It's okay. How are you genuinely going about picking no, as a response? Was it more like a gut feeling? Or was there specific things that you were looking at which made you uncomfortable or?

Speaker 2:

Just yes or no, in general. I think it's more about my gut feeling. But I also, look at the terms of the message. And their usage of words and punctuation like, dot, dot, dot, haha. And then exclamation mark, some of them made me feel like it's inappropriate or not very professional to use in the context. So this will probably make me choose no, to certain questions that maybe like relating to their capabilities of doing some stuff. And I usually for the ones that are really specific, ask a lot of questions. I will lead application for those questions or messages.

Speaker 1:

You're right. Sorry, we're running a bit late. Is it okay if we just-

Speaker 2:

Oh, no problem, yeah.

Speaker 1:

Like five or 10 more minutes?

Speaker 2:

Yeah, sure.

Speaker 1:

Cool. All right. So these are the questions I had for the different emails. And I'm also curious. So there was this prompt that you mentioned as well in the beginning, which was like, the following email was written by this person with the help of a smart auto compute system. Was that something that influenced the way you were choosing these responses or like reading on these different scales?

Speaker 2:

Oh, that's an interesting question. I guess it didn't.

Speaker 1:

Why?

Speaker 2:

If it made an impact I would say maybe like, 10%. Oh well, maybe 20%. I will personally be more lenient about those messages, I think they're quite bad about the messages, about their friends loss of their pets. If I knew this is something written by the machine, on one side, I feel like if they really care about their friend, they should write it from their heart, not using the machine. But on the other hand, I feel like, if this is something written by the machine, I can see that maybe that explains why some of the contents are not that detailed or not evoke some feelings in particular.

Speaker 1:

Okay, so just I understand, did you take these into account or not while you were answering those questions?

Speaker 2:

I think that actually influenced my answers to the pets questions a little bit. But when I was looking at the invitations, and then the costumer ones, I think that I actually forgot about the fact that was written by... Not written by but was the help of the machine, because most of them felt quite natural to me.

Speaker 1:

Got you. Okay. And I see, okay. And would you be willing to use such a system if you were... I remember, I didn't ask it before these questions. But would you be willing to use such a system, like you were describing about? This is probably what AI is helping out with these emails, will you be willing to use something like that?

Speaker 2:

Yeah, I think that might be helpful in some cases, maybe in terms of recruiting participants, if you just have that system, and it can write a perfect email for me, using much less time, I would totally love to do it. I just wanted to take a final check of the before I send it out. But I think it does depends on what type of email I'm writing. So if the email is more factual, I would prefer to use the machine or get the help from the AI system. But if that's something very personal or emotional, I would still prefer to write it myself. Or someone's that has special meanings. Like if you graduated from college, and you want to say thank you to your professors, I really won't use the AI machine for writing those.

Speaker 1:

Okay. But if we flip the question around, you're not using it to write but you're getting an email from a friend or whoever, who actually use something like that. They wrote, would you be okay with that?

Speaker 2:

I think that will be fun. If I knew they were using it, I really like ask them about their experience. And I would be interested to try it myself as well.

Speaker 1:

Yeah, okay. I guess that's understandable. Like, with whatever they were talking to you about, something more emotional or personal. And they end up using an AI to write you that email. But you're like really into the email itself, but not into the novelty of it. So you forget about that. But then what happens? Then how do you go about? Yeah, how do you feel about that?

Speaker 2:

If I lost my pet and then my friend used that system to send me an email, I'll probably be really mad at them.

Speaker 1:

Why?

Speaker 2:

Because I feel like this is something that's like very personal, only you can write your true failings. If you use the machine that's like, to some degrees biased by the system I will say.

Speaker 1:

But you just read those emails and you highly rated some of those emails at the very end, which were written with the help of an AI. So you thought those emails were good as a recipient?

Speaker 2:

Yeah. Well, that I kind of forgot the fact that they were using AI, yeah. That's a tricky question.

Speaker 1:

If your friend used an AI but you didn't know they used an AI then.

Speaker 2:

If I didn't know they used AI, I'll probably feel pretty happy.

Speaker 1:

Okay. I guess somewhat kind of related. You also asked you about your opinion of AI? Can you tell me a bit more about it? So I think you chose, "I'm interested in using AI systems in my daily life" was "strongly agree." And "If it was for people like me" was "strongly disagree." So, yeah. How's your opinion on AI? Can you walk me through that?

Speaker 2:

Yeah, so I'm actually a master's student in human computer interaction. So we do to hear a lot about those ethical issues and developments of machine learning AI. And in general, I think those are great technologies if used in the right ways, it can largely improve efficiency and equality of life. So I think and this sense, it's really good thing. And I personally, because I'm also working, in the tech industry, so I generally have a positive opinion about how this is going to go in the future. I know that there are a lot of ethical issues, not like... well, this is something like facial recognition. Is it ethical to do it if you cut the camera at the entrance of each supermarket, and then you just scan the faces of customers and make predictions based on that and see if they're your loyal customers, or this person has some crime histories or might be dangerous?

So I think those ways it might be a little bit ethically debatable, but I think in general, it provides a lot of new opportunities. And Alexa, the home devices, and then just AI used by different products, I think that's pretty helpful in daily life.

Speaker 1:

Yeah. Awesome, okay. Those were all the questions I have before I go through the debriefing stuff. Do you have any final thoughts or comments, anything else you wanted to share?

Speaker 2:

If only in the survey there are also questions about, "Are you concerned about like AI replacing the importance of jobs?" I just don't know if you wanted to ask questions on those.

Speaker 1:

It was just like your general opinion on AI, which I guess-

Speaker 2:

Oh, okay. Yeah, that's all.

Speaker 1:

Okay, cool. So, I'm going to share the debriefing talk as well as, so basically what we're trying to study here. So this were all the questions and this is what we had, but what we're trying to study here is how do people react when they get... Oh, also, one more thing, in the title of the study, it's mentioned GPD3, are you familiar with that?

Speaker 2:

No, I'm not.

Speaker 1:

Okay, that's good. I just wanted to make sure because that's not biasing your stuff. So we are basically into understand, if you receive emails by AI or by a person, are you going to react differently based on different kinds of emails? Just based on that stuff. If an AI is writing email about the loss of your pet, are you going to react differently when you know that this is by an AI versus when you know that this is a person. That's like-

Speaker 2:

Oh, I see.

Speaker 1:

And GPD3 is like this, so NLP has had a lot of advances in recent time. And GPD3 is this model which is, basically you can go tell it, "Hey, I'm doing this party and this is the details of the party. And this is my friend, this is what I know about this friend." It will spit out an entire email for you and just a really personalized email, which you can just send away. So that happens when this is in the wild, and people are just using it everywhere.

Speaker 2:

Oh, that's very interesting.

Speaker 1:

That's the motivating case. This is the study we had about understanding how do people react differently.

Speaker 2:

I see that's really interesting, I totally didn't know about that.

Speaker 1:

Yeah.

Speaker 2:

Okay.

Speaker 1:

Okay. So now you know the entire study, anything else? What do you think of it now? Anything you want to add now?

Speaker 2:

I find this really interesting. I just forgot I have the impression in my mind that those messages are written with the help of the system that I just found forgot about them while I was reading the messages because it felt quite natural. And they use this word like ‘haha.’ I thought that was quite funny. And the one talking about their past or, ‘I remember I was visiting your place,’ and then ‘Your pet was on my lap’... I just felt like that just felt written by a real person. I couldn't think of other possibilities. Yeah, so I totally forgot that was the help of the system. It's quite amazing.

Speaker 1:

Yeah.

Speaker 2:

I hope I was helpful.

Speaker 1:

No, you are right. This was very helpful. I'm also going to stop recording now because we're done.

Speaker 2:

Okay.