Speaker 1:

... [inaudible ] it works while it's indexing, any first thoughts, comments, feedback on the submission [inaudible ] survey?

Speaker 2:

I thought some of the questions were a little difficult to understand, like the one that I mentioned. And then also, another part that was a little confusing was there was some questions that were, it was in the format of a question, but then the answer choices weren't yes or no, it would range from strongly disagree to strongly agree. I was a little confused by that, but I just took strongly agree to be like a yes and a strongly disagree to be like a no to the answer.

Speaker 1:

Yep. That's the intent. Which question are you referring to specifically that was like a yes or no?

Speaker 2:

It was present in multiple. I'm pretty sure it was...

Speaker 1:

Was it: Please pick the option that most accurately describes your knowledge about the [inaudible ]? No, not that.

Speaker 2:

No. It was like right before that, I think.

Speaker 1:

Okay. So the questions like: Do you expect the customer to buy this product?

Speaker 2:

Yeah. And then it's like: Strongly agree or strongly disagree, versus: Yes, I expect them to or no I don't.

Speaker 1:

Gotcha. Okay. Yeah. The reason I ask was just trying to get on a scale rather than just a binary response, because maybe you're not so sure about it.

Speaker 2:

Yeah. Then another, I'm trying to think what else... Yeah.

Speaker 1:

Okay. Yep. Anything else?

Speaker 2:

I don't think so. If I think of anything, I'll let you know though.

Speaker 1:

Sure thing. Yeah. Okay. I can see your responses now. So yeah, I guess, as you would have noticed the pattern, we basically had three sets of emails. The ones talking about the customers and business, and then the ones talking about the party and the loss of [inaudible ]. So, what I'll do is just walk through the questions that were in each sets of emails. I am curious about understanding how you went about answering those questions. So, for the first one, I guess the first would have been randomized, but for me, the first [inaudible ] is about the buying product. So, the first question was: Do you expect the customer to buy this product? Can you walk me through your reasoning behind how [inaudible ] that?

Speaker 2:

Yeah. Depending on the questions that the person asked, for example, one of the specific cases the person asked if they could cancel their order or if they could return their order, something along those lines. It made me feel like they weren't too sure about whether or not they wanted the product, which is why I wasn't too confident that they were actually willing to buy the product. But then, in other cases, I think in almost every other case, I was pretty confident that they were going to buy the product that they were inquiring about.

Speaker 1:

I guess my question is more: How did you decide your response? Does the content look unsure?

Speaker 2:

Oh, okay. Oh, okay. I see what you mean. The actual content that they presented?

Speaker 1:

Yeah. What was the vibe? How were you deciding to answer to a particular question?

Speaker 2:

Oh, okay, okay. I think it depended on the information that the person provided about it. One of them was very detailed. Is this kind of like an answer that you were looking for-

Speaker 1:

[crosstalk ] I'm looking for.

Speaker 2:

Am I answering the question that you're asking?

Speaker 1:

Yeah. Yeah.

Speaker 2:

Okay. Okay. Yeah. Some of them were really detailed. The one about like CRISPR technologies provided information about... the person who was writing it gave a background about themselves and their credentials, which made it more believable that [crosstalk ] looking to buy the certain product, and they were truly interested in getting it.

Speaker 1:

Right. Yeah. The second question in this was: Is the customer concerned that they ask [inaudible ] information from customer support?

Speaker 2:

Wait, sorry.

Speaker 1:

Is the customer concerned that they ask all [inaudible ] information from customer support?

Speaker 2:

Are you asking how I went about answering that?

Speaker 1:

Yeah.

Speaker 2:

Can you repeat that? I'm a little confused [inaudible ].

Speaker 1:

Do you want me to repeat the statement or the question?

Speaker 2:

Both.

Speaker 1:

Okay. So, the question is: Is the customer concerned that they ask all [inaudible ] information from customer support? I guess I can also walk through the email if that's helpful. The question here is: Why did you choose the response that you chose? And can you walk me through your reasoning for that?

Speaker 2:

Okay. Oh, I see. I guess, for certain ones... So, it was: Why did the customer-

Speaker 1:

Like for the tomato question, it was neither agree or disagree or neutral on that, or for the raspberry PI question you were neutral on that.

Speaker 2:

Yeah. I'm sorry. I'm not following.

Speaker 1:

That's okay. That's okay. I don't know. Yeah. It's not a specific answer question thing. When we ask these questions, like what's going on in your mind when you're trying to decide the response to these, because the raw data is not really helpful to us. So, that's the intent behind this.

Speaker 2:

Yeah.

Speaker 1:

This might be more helpful. The last question was: Is the customer hiding any information that they already know? How did you go about choosing a response for that question?

Speaker 2:

Okay. For that one, I didn't see any red flags in the emails that would make me think that they're hiding any information. [crosstalk ].

Speaker 1:

[inaudible ] Red flag like.

Speaker 2:

A red flag would be like... the emails seem genuine in the sense that the questions that were being asked and the business scenario usually had some sort of background. For example, the person who worked at that company that was selling stationary, for example, I don't really see an intent for them to be hiding information. I guess their intent would be their business purposes, which they provided. So, I can't see them hiding information or the purpose of them doing that.

Speaker 1:

Okay. Makes sense. Also, there was a question about are you familiar with the subject discussed in this email? Did that, at any point, shape your response while going through these emails? The question-

Speaker 2:

For example, the first question was about growing tomatoes, like, are you familiar with growing tomatoes? Was that information reshaping your responses there?

Oh yeah. I wasn't familiar with it, so no, but if I had been, maybe.

Speaker 1:

Was there any question, even coming down to the [inaudible ] questions or the loss of [inaudible ] questions, or anything that stood out for you that you were like: It's completely right or completely wrong or something like that?

Speaker 2:

I don't think so.

Speaker 1:

Like, you selected: I sometimes invite people or receive invitations to parties. When you were reading those party emails, was it like: Yeah, that seems reasonable? Or: No, this is not something that makes sense, it's too artificial?

Speaker 2:

Oh, okay. I see. I understand your question now. It was hard to compare, because it's my personal experience, I never really received these kinds of invitations over email. It was more formal than I guess I would have seen in real life. I remember one of the invitations had ha ha ha, which is texting language. Other than that, most of them were pretty formal, which I thought correlated well with the email structure. If I were being invited to a party, it would be more likely over text message. It didn't really correlate to my own experience.

Speaker 1:

Okay. Yeah. That makes sense. Those were the business emails and then coming down to the party emails, which were inviting people to parties. The questions that you were asking there were: Do you think the sender is capable of hosting this party? How did you go about choosing that response? Choosing a response to that question?

Speaker 2:

Yeah. So, I generally did think that they were capable, based off of what the content of the email was. For example, the graduation party, I took it to be a college graduation party, which it could have also been a high school graduation, but either way, based on that information, people are most probably adults who have the capabilities to throw [inaudible ] a party. Another one, somebody said, in the content, one of the people had a beach house. So I was like, "Okay, it's pretty likely that if you have a beach house, you can throw a party at the beach house." Rather than if the content just said, "We're going to be having a party at the beach house, but the person doesn't have one." Then it might've been like: Oh, they're not as capable of throwing it or it might not actually go through. But if they already own it, then I would believe it. I believed it. And then also, the Ponce City Market one, I think I remember reading something fishy about it. I don't remember my response to that.

Speaker 1:

So this was the question, she just like, "Were you able to get a buy in for the [inaudible ]? Super excited to hear more about it. Just wanted to drop you this email to invite you to our fundraising completion party. We have a super exciting announcement to make, and it will be great to have your presence as one of the early investors who believed in us. [inaudible ] prepare for anything, just be ready to casually talk about us. Ha ha ha."

Speaker 2:

Oh, that was the one.

Speaker 1:

Yeah, that's the one with ha ha ha. We'll be hosting it at that Ponce City Market office and have reserved the rooftop as well. It would be nice weather that day, so I hope you'll be able to make it. Please let me know what you think.

Speaker 2:

Oh, okay. I guess that one was fine. I think, since this person is talking about the IPO for their company, I guess they would have the financial capabilities of throwing a party at Ponce City Market. I would believe it.

Speaker 1:

Gotcha. Okay. So, the second question in this was: Do you believe that the sender will actually hold the party? The first one [inaudible ] is capable and the second one was actually hold the party.

Speaker 2:

I definitely think that these people would actually throw it, just because they're inviting me, who's a investor in the company, and I think they would be pretty sure about their party before inviting investors to it. Because it would make their company look bad if it fell through.

Speaker 1:

Right. So, you were basically taking both of the questions kind of similar through these emails.

Speaker 2:

Mm-hmm (affirmative).

Speaker 1:

Gotcha. The last thing was about, I think it's the same thing: Do you think the sender is hiding any information for these party emails?

Speaker 2:

Not hiding information in a bad way, but I remember, in the email, we have some surprise or something. In the email, it said something about a surprise. Was that this one?

Speaker 1:

No, not this one, I think. There's one, in which you said strongly agree, this is the one which is about... What is it about? Hi [inaudible ], how you doing? It's been quite awhile since we met each other, eight months two weeks [inaudible ]. I'm super excited to host your [inaudible ] party this weekend and wanted to check in with you. If you might be able to make it, we plan to start around 9:00 PM, but you can come by late if that works. Yeah. That's about the birthday party thing.

Speaker 2:

Oh, okay. I don't think that they're hiding anything.

Speaker 1:

When you were trying to decide, that it wasn't more just from a gut feeling? It looks like, yeah, sure, it is reasonable. Is that what you're getting at?

Speaker 2:

Yeah. I think it's reasonable. I think it's reasonable. So, this was the situation where they're inviting the party at the beach house? Is this the beach house example?

Speaker 1:

Not the one that I was reading. That's a different one, the beach house one.

Speaker 2:

Oh. Yeah.

Speaker 1:

Right. Where's the beach house one? Okay. I see the beach house one. Okay. Yeah. For that, your first response is capable, and actually holding was strongly agree. And then, for hiding any information, that was strongly disagree.

Speaker 2:

Yeah. Strongly disagree as in: No, I don't think that they're-

Speaker 1:

Okay. Sounds good. The last set of questions was about the loss of pet. First: Was there anything that stood out in those emails for you?

Speaker 2:

I think some of them were more thought out than others. So, I think some of them, if I were thinking about it from my own perspective, some of them would have definitely made me feel better than other ones that I read. One of them said the last week that, I forgot the name of the dog, spent was a really happy life. And things of that sort. I thought those were more sincere than some other ones, that just said, "I'm sorry to hear about your pet's loss." And the ones that shared a personal story, I remember going to the park with your dog or having pictures with your dog, were more personal and made it feel more real, like the intentions of the sender were pure, I guess.

Speaker 1:

Right. Yeah. I think most of these emails in this category were strongly agree on all of the stuff. Okay. Okay. We don't have much time. I'm just going to cut short. There was also a prompt for each of these emails. Did you pay attention to that? Were you thinking about that when you were answering those questions?

Speaker 2:

[inaudible ] was being written with the help of a smart...

Speaker 1:

Yes. Yeah. The following email was written by the sender with the help of a smart auto complete system.

Speaker 2:

Yeah. Yeah. I read that, so I knew it had some relevance, but I didn't think too much about it, because I associated it with what we use, like auto-complete. Is that what it was? An auto-complete type of system?

Speaker 1:

Yep. Kind of like they're writing this email, but they are using an AI to help them-

Speaker 2:

I get it. Yeah. Okay. I guess I didn't really consider that too much when thinking of my responses, just because, whenever I see an email, I don't really think about the computer aspect. I just think of a person sending it, rather than a computer writing or helping somebody write it.

Speaker 1:

I guess, kind of related, but have you seen that auto-complete thing on Gmail or on LinkedIn messaging and stuff where they're automatically suggest you what to say back? Is that something that you would care about if someone was using that to send you back a text message on LinkedIn or was sending an email that was half written by it?

Speaker 2:

No. It depends on what. For the dog example, maybe. It would affect me more than if it was-

Speaker 1:

You wouldn't know, right?

Speaker 2:

I wouldn't know, but I guess... I mean, I already use it, but I don't use it in the sense that these examples where. I use it in the sense of auto responding with thank you or how does this time work tomorrow if it automatically just offers it. So, yeah. I mean, I think it's great.

Speaker 1:

Gotcha. Okay. We also asked you, at the very end, about your opinion of AI. Can you tell me a bit more about it, like why did you choose your response, and can you walk me through your reasoning there?

Speaker 2:

Yeah. Can you like read some of the...

Speaker 1:

I'm doing that, I'm just finding that. There were two statements about it. The first one was: I'm interested in using AI systems in my daily life. To which your response was: Somewhat agree. And: People like me will suffer if AI is used more and more. That was: Somewhat disagree.

Speaker 2:

I think it definitely would make life easier. The only reason I guess I didn't put strongly agree was just because of the things I've heard about the power of AI and where it can take us in the future if we depend too heavily on it.

Speaker 1:

Like what?

Speaker 2:

For example, when it relates to ethical dilemmas. For example, AI being able to... What's a good example? When it comes to autonomous vehicles and stuff like that. If, in the future, there are all autonomous vehicles and there is an accident... The implications that come from relying too heavily on AI and where the blame goes, is why I didn't put strongly agree rather than agree. But I do know that, for example, using AI in a smart home would be very beneficial.

Speaker 1:

Yeah. That's a nice segue to my next question, which is about: Would you find AI tools to help write emails helpful? And if yes, under what circumstances?

Speaker 2:

Yeah. I definitely think they would. In circumstances like, for example, if you get an email trying to schedule a meeting and the AI can help you find a time that you would be free based on your calendar or some other information, like training data, that it has about your schedule. I think that would be helpful. I think, in more professional settings, it would be helpful. I think, in more personal settings, I wouldn't probably really depend too much on AI, if it's just normal conversations. But maybe for scheduling times to meet and things of that sort.

Speaker 1:

Gotcha. Great. So, just expand on the last part about when it will not be AI tools ever inappropriate, what would you say about that? [inaudible ] as it might be?

Speaker 2:

Yeah. When would they be?

Speaker 1:

AI writing tools, yeah.

Speaker 2:

Maybe in the situation of providing condolences. I feel that takes away from the authenticity of the person providing the condolences, if an AI is the one who actually came up with it. I think, in that case, it could be inappropriate.

Speaker 1:

What if you're not good at expressing emotion [crosstalk ] yourself and AI is helping you out and that it's being [crosstalk ] being helpful in that.

Speaker 2:

Yeah. No, that that's a valid thing to think about too. I can also see it from that perspective, that it could help people express their feelings if they're not good at that.

Speaker 1:

Just to flip that, instead of helping people, what if you were on the receiving end? Then you would be bothered by it.

Speaker 2:

Yeah, yeah, yeah. I think that's what I was just trying to say. If I were to receive condolences for any reason, and then later I were to find out that it wasn't really the person who wrote certain things... because I think I would take it to heart, whatever they said in the thing, so I wouldn't know. If I really took one sentence they wrote to heart and that was a sentence that wasn't even written by them or that was provided to them by the AI, I think that would affect me.

Speaker 1:

What about parties? Would you be cool with that, if you ended up getting an AI generated text message or email about a party?

Speaker 2:

Yeah, I think so. Yeah, I can't see why I wouldn't be okay with that.

Speaker 1:

Okay. So, that was all the questions I had. So, just to completely reveal the entire study now, basically we're trying to understand what happens if you get an email and it's like being said that it's written by an AI or not, and is that going to change your perception for different kinds of emails? So like, if an AI is writing [inaudible ] consoling versus for the business stuff, is that going to be changing how you're feeling or not?

Speaker 2:

Oh, I see.

Speaker 1:

Yeah, that's the entire overall idea of the study. So, you were in the condition where it's like: AI and human, both are involved in the writing of the email, at least in the prompt, that's what we're saying. Versus some people receive it just as written by human, some people receive it as like AI was doing all the work for them.

Speaker 2:

Oh, okay. Yeah. I can definitely see if I had gotten the AI condition, how my responses would have differed, like the completely AI condition.

Speaker 1:

That's the perspective I was asking when I asked about the prompt. Were you thinking about the prompt when you were choosing your responses or were you completely ignoring that? Because, if you're completely [inaudible ].

Speaker 2:

I mean, yeah, I was, but I think the fact that... If a human is getting help from the AI, I think that's fine. But, if I had gotten the condition where this is written completely by an AI, then I would've answered a lot differently. But I think just since the human was getting help, it wasn't as controversial in my mind of whether or not these people are authentic.

Speaker 1:

Just to be clear, you actually had that in mind, the smart auto complete system, rather than completely skipping it?

Speaker 2:

Yeah. I definitely read over it, but I guess it didn't really change my responses from whether it would have been just a human writing it.

Speaker 1:

Okay. And that could be either because it was just not useful or it could be because it was not influential. Not really sure about that?

Speaker 2:

Yeah.

Speaker 1:

Gotcha. That's a thing we're trying to understand. Okay. I'll just send the de-briefing doc to you. It's the same thing that I just told you about, like the true purpose of the study. Can you help me confirm an email again? I'll just send you the gift card as well as I'll send you a DocuSign just to confirm [inaudible ] and we should be good to go. I'll stop recording now.