Speaker 1:

I told you we should record the mice moving from the beginning. Oh, you poke them.

Speaker 2:

Yeah, yeah. I should do eye tracking on that. Anyways...

Speaker 1:

You should say the consent now, when it's recording.

Speaker 2:

It's okay.

Speaker 1:

Do you mind?

Speaker 2:

Do you still consent to...

Speaker 1:

I'm consenting, I'm consenting.

Speaker 2:

Okay.

Speaker 1:

All right. Right.

Speaker 2:

The format of this interview is pretty casual, just trying to understand how did you feel about the survey? What your thoughts are, and why did you choose the responses you chose? So yeah, first thoughts... any after you've done it, first feeling thoughts on this?

Speaker 1:

Yeah. It's really, really well. Especially about the condolences. It almost like the AI has an actual path and they say, "Oh, bought the warm heart, let me share photos." As if they actually leave with the [inaudible ] and the path is a real thing, even though there is a disclaimer, it's an advance AI yada-yada-yada. Yeah. It's really great. And in personality even, at least in front of female.

Speaker 2:

Yeah. Okay. I see your response now, one sec. So, you would have noticed that there were different categories of events, the ones about the customers, and then the ones about parking, and the ones about lots of [inaudible ]. So, what I'll do is I'll walk through the questions in each of the category. Say the first one was, for example, the one about growing tomatoes and...

Speaker 1:

That's my lowest score.

Speaker 2:

And the questions we asked them asked, it's the questions we were asking there was like, do you expect the customer to buy this product? And is the customer concerned that they ask all dedicated information from customer support? How did you go about answering those questions? What was the thought process? Like?

Speaker 1:

So first I read the emails and then, after sometimes I kind of know the questions, and for the first part, basically, will they buy the products? It's depending on how needy do they sound in the email? So if they say, it's a huge need, hey, our supplier, just [inaudible ]. I think they'll buy it, but in the tomato bar, they're kind of still not sure, should I use this or should I do that? I think they are less likely. And then from the part that, whether you think it's convincing or not, it follows that, do they hide information? That's a bit hard for me though. So maybe when they are price negotiating, because in those tomato, there is no price at all. But if in the case of price negotiating, my thought process was, if they ask for a price, then they might actually already know a price beforehand. But just to ask in the emails, how was the representatives going to answer. So that's how I think, when the product's questions comes up.

Speaker 2:

Yeah. It makes sense. We wanted to ask you about the subject expectees about our emails? The idea was, did you have any knowledge about any of these emails, which was kind of influential in your... How you were trying to [inaudible ] on them?

Speaker 1:

Do I have to rank them from the paths? I don't have paths. I usually-

Speaker 2:

No [inaudible ], I'm just asking subject, what subject expertise were you taking into account when you were trying to answer these questions?

Speaker 1:

No, I don't think I'm an expert. I don't have subject expertise.

Speaker 2:

For any of them. Like inviting to parties, or lots of that, or-

Speaker 1:

Who am I inviting to parties? That's the question.

Speaker 2:

I guess. Yeah. Go ahead. Covid is a weird thing.

Speaker 1:

[inaudible ] It's true.

Speaker 2:

Yeah. But in general-

Speaker 1:

No pets, no parties, no buying things, have no friends, man. That's sad.

Speaker 2:

Okay. Okay. Fair enough. I guess closest one is maybe about those business emails, about asking things. Yeah. I'm looking through more responses.

So for example, when we were asking, please pick the option that most accurately describes your knowledge about the contents of this email. How are you rating on those replies there? How are you choosing the response to that question?

Speaker 1:

A lot of them I see, have I'm not sure, in it. So I'm not sure because there is a disclaimer that says it's generated by AI, but it's not robotics. So it, it sounds natural. So that's why, how confident are you in this field? In my mind, it was kind of human, but one thing I guess that felt a little bit weird, in the prep I think it's kind of convincing, but when they try to buy products... I think it was, I don't know if... it's not phony, but it's as if there is also a question, but hiding information. If I remember correctly. It's as if they maybe know something about it. I don't know. Will people ask, do I need growing life sample for the tomatoes? Or do you guys have bulk price for the suppliers? Or can I get the quote on the CRISPR? I remember the exact detail, but there was this one hobbyist that is trying to buy things.

Speaker 2:

The bio-hacker one, which was trying to add a

Speaker 1:

Yeah, yeah, yeah. The bio-hacker one. Yeah. That makes me kind of like, not sure about the content of the emails. But it definitely doesn't fall to robotic sites though.

Speaker 2:

Okay, so you're trying to tell-

Speaker 1:

I'm not totally sure what's happening in the email, but it kind of sounds like humans, I'm okay with it. [inaudible ] Yeah. So I'm doing what now?

Speaker 2:

No, I'm just asking. So what you're trying to say is, you're not totally sure about the contents of this email, but you're like, kind of sounds human, so I'm okay with it.

Speaker 1:

Yes. That's why it's like, I'm... I guess my question is, I'm not sure in an app. I don't think I have pick below, I'm not sure. I'm not curious when I was like, there is something phony, as I told you, but usually I think [inaudible ]

Speaker 2:

When there are any emails that stood out to you that you felt were really good or really bad?

Speaker 1:

I think the one that stood out is the paths one, which is really good. The paths, I forget which path, but paths talking about the docs, so good. The worst I get is the tomatoes one. Because if you want to grow potatoes, do you really ask the seller about having the growing light, about having... So that was the worst one.

Speaker 2:

Who would you ask?

Speaker 1:

Internet, of course. You want to grow tomatoes, right. And you want to buy supplies, ask internet.

Speaker 2:

Yeah, but that guy is trying to sell me the tomatoes. So it's his responsibility to tell me what's up with them.

Speaker 1:

Kind of true but, doesn't sound humans.

Speaker 2:

Okay. Okay, good. How would you describe the... Okay, so these are for the buying product stuff. I'm going to go to the next one, which is the... I guess you would have received at randomized, but the next one for me is the party questions. So the statements that we had, or the questions that we had was, do you think the sender is capable of hosting this party? Do you believe that the sender will actually hold this party? Do you think the sender is hiding any information? So again, my question to you is same. Why did you choose the responses that you chose? And can you walk me through your reasoning on that?

Speaker 1:

Okay. So for the ability to host party, if they say they regularly serve, or they already have an advance schedule, then I say, it's mostly strong. If they say, hey, I'm inviting you this Saturday, it's lower. For the question about the capabilities, I guess it depends on how important is the events? So if the event is just friends coming over, I rated lower compared to say hey I have graduation party. Graduation party is important. I do think if the event is important, they're able to host those event, right basis. The third one. Oh, sorry. The third one discussion about hiding any information. Yeah. That is, I'm not really sure. They have been fighting, but why did they hide information? Oh, there is one that I scored a bit lower when they ask don't bring gifts. Maybe it's a euphemism. Maybe I actually want the one that [inaudible ] to bring gifts. But even that, I don't think the inviter is hiding information. I was thinking maybe some forget to put places, because it's still not sure, it's still tentative, but I don't think that is hiding information as well. So I guess for those hiding information in parties, I usually say they don't hide.

Speaker 2:

Yeah. Yeah. I see that your responses are really extreme on them. Strongly agree on both of them. And then hiding is strongly disagree for most of them. All of them actually. Except for one. Okay.

Okay. The last set of last set of questions was about the loss of that. And there, the question was, do you think the sender is capable? No, no. Where is it? Do you believe that the sender actually understands the loss of their friend? Do you believe that the sender is actually concerned for their friend? And do you think the sender actually believed in what they said? So how did you go about answering those responses?

Speaker 1:

Yes, I do think it's really good. I'm repeating myself. But do you think they really care about when they start sharing stories? Hey, I have these photos or I have this interaction in what bar? So on, so forth. That's how I answered about the friends. Second one is how impacted they-

Speaker 2:

The first one was, do actually.. Do you believe that the sender actually understands? Second one is do you believe the sender is actually concerned for their friend?

Speaker 1:

So the first one, do you think they understand

Speaker 2:

The loss of their friends? Yeah.

Speaker 1:

I think the email sounds like they understand, because there is names, there is a location, there is also like, hey, I think life is... Some kind of life goals. And then usually they say something like call me or, I'm here for you. Which is I think make it looks like the AI actually understands, again, my prompt is advanced AI. And the third question is-

Speaker 2:

But like the standard is kind of, yeah... It's kind of a mix of both, right. Sender is saying that AI go write an email for you, but you were just receiving that email, so you were like, yeah...

Speaker 1:

No, no. Understand, or care, or empathize. What is the last-

Speaker 2:

The last one is, do you think the sender actually believed in what they said?

Speaker 1:

Believe in what they say. Oh that as a bit hard, I guess so, I guess so.

Speaker 2:

[crosstalk ] Was it more gut feeling, on that?

Speaker 1:

Yeah. I rely more on gut-feeling on that. I do think, I tend to believe, that they mean what they say.

Speaker 2:

Yeah. I think that was one of the questions we had at the very end, right? Where we were asking, are you generally trusting of people or not? Well actually you actually said neither agree nor disagree on that.

Speaker 1:

Yeah. Mostly just because there is this, I'm not really sure, I'm not really sure.

Speaker 2:

Okay, but for these emails you were like, yeah, they are kind of-

Speaker 1:

No but they are good. They're good. I mean, in the sense that as if they, the [inaudible ], that AI doesn't exist, the path doesn't exist. The AI can't kind of imagine what if, it panics... That's why the other two, I guess, is stronger, but on the last part. It's I guess, I don't really know, whether they believe it or not.

Speaker 2:

Okay. You're leaning too, I guess from your responses, I see that you were leading to somewhat agree or strongly agree on these responses. Do you think the senders actually believed in what they said?

Speaker 1:

Yep. Oh, maybe there's some that I think, I don't agree that they believe it. I forget the emails already. In less than 30 minutes.

Speaker 2:

Yeah, yeah. Okay, okay. That's fine. So yeah. So bending off of that, you got the prompt, which was very bold that said that... First, did you notice the prompt, that was there before the emails?

Speaker 1:

Yep.

Speaker 2:

Of course, because we've talked about it. You saw that prompt which was about the following email was written by the [inaudible ] system on behalf of the sender. Was that influential in any way when you were answering questions?

Speaker 1:

In a sense, yes. Especially about the belief part, about the... What do you think about what's happening?

Speaker 2:

How? How was it influential?

Speaker 1:

I tend to believe less.

Speaker 2:

Okay. [crosstalk ] You just told me that you believe them.

Speaker 1:

They sound really good. That's what I'm saying. They sounds really good, but deep down in my heart is this real?

Speaker 2:

So why did you pick, I believe them, when you were less trusting when you see that?

Speaker 1:

I'd probably say I picked neither agree or disagree. On which question is this?

Speaker 2:

I think just talking in general, most of them you were agreeing, right?

Speaker 1:

Agreeing, because they're good.

Speaker 2:

Okay. So the fact that you got the prompt, that you knew that this was written by an AI was, not really... It didn't matter, it was still really good. So you are still agreeing with that.

Speaker 1:

If that prompt doesn't exist, it might be more extreme. That's what I'm saying.

Speaker 2:

Okay.

Speaker 1:

Already on those sides, that is sometimes [inaudible ].

Speaker 2:

Okay. All right. Yeah. Also was there any difference between... So you know that AI was writing all these emails. Did you, I guess, judge these emails or consider these emails differently across different categories somehow? Or did you not just get about it overall?

Speaker 1:

You mean, do I care about the emails or not?

Speaker 2:

No. I mean, you know that AI was writing this email, and you were presented with a lot of different emails, which were about different topics. Were there certain emails that made you think differently because of the prompt, or was that not the case?

Speaker 1:

The prompts definitely affecting me. [crosstalk ] Because I know that it is AI, if there is no prompt, even though you say I already picked quite extreme cases, if there is no prompt, I might be more extreme.

Speaker 2:

Okay. And is it affecting you differently for different kinds of emails?

Speaker 1:

Does it reflect differently for... I think different kinds of emails doesn't really matter, for me. Okay. I mean whether it's paths, or it's birthday, the topics doesn't matter. But the fact that I know it's AI, makes me kind of like eh.

Speaker 2:

Okay, fair enough.

Speaker 1:

If it's more subtle, I guess it's far... It will sound more sincere.

Speaker 2:

Okay.

Speaker 1:

[crosstalk ] But it might hurt more. So for example, if I don't know, it sounds really sincere, oh, you're really good. But then I send email back, and then I know it's AI, is my friend really contemplating on the loss of my friend?

Speaker 2:

You just said that you really liked the email I got from my friend concerning for the loss of my pet. So you like it?

Speaker 1:

I like the loss of my pet?

Speaker 2:

No, you liked the email that you got about it.

Speaker 1:

What are my thoughts about the loss of my pet? Yeah I think they're good. They sound empathetic.

Speaker 2:

Okay. So you liked the email, but if you knew that your friend was using an AI to send it, then you would not think good about your friend, is what you're saying?

Speaker 1:

Yeah, I would think they're a traitor.

Speaker 2:

Okay. So when you were answering these questions, were you thinking about who sent that email? Or were you thinking more about the content of that email, when you were answering these questions?

Speaker 1:

Who or what? I care more about what? I don't really care who.

Speaker 2:

Why? When you receive an email, do you care about what or who in general?

Speaker 1:

If I receive email, then who first.

Speaker 2:

Okay. Yeah. So there was a bit of a difference between that and this.

Speaker 1:

Yeah, but here I don't care who.

Speaker 2:

Interesting. Okay. Why is that?

Speaker 1:

Because here I was told that email might be fake from the beginning again. So does the prompt change my opinion? Yes.

Speaker 2:

When did we tell you email might be fake? What do you mean by email fake?

Speaker 1:

In general, in email, I sort of base on who sent it, if the sender is not important, I throw them away, because there's usually a lot of spam. That's one thing. But in this prompt, because just, they always say, pretend that you receive an email, hey mom, I'm not a mom. I don't really care who sent it. I care more about the content.

Speaker 2:

Okay. Fair enough. Yeah. I think that makes a lot of sense. So at the very end, on the last page we asked you, what are your opinions of AI? Can you tell me a bit more about why did you choose what you chose? And yeah.

Speaker 1:

I'm the same, on the right side, I'm working on AI, man. I want them to dominate the world. Welcome AI overlord.

Speaker 2:

What are you working on on AI? What are you working on on AI?

Speaker 1:

It's mostly, I guess, closer to the systems side. So using existing models and then make sure they work, and to help analytics and so forth. I'm not generating new models, because I don't really know the math, but yeah.

Speaker 2:

Okay. So you are generally of the belief AI is good? Using AI is good in daily life?

Speaker 1:

It can help optimize your life. But the thing is we cannot really explain it, which is really dangerous. Because the model's predicting really, really well, but how do they predict [inaudible ] is back? So, I do think that's still up for debate. But in general trends, why do I pick what I pick? Because I have interest in it. I want them to succeed.

Speaker 2:

Yep. Okay. Also would you find AI tools to help write emails helpful? [inaudible ] the worst circumstances.

Speaker 1:

Do you find AI helpful?

Speaker 2:

Would you find AI tools to help write emails helpful? And when, if so, when?

Speaker 1:

I don't know if it's AI or not. Spell check are definitely helpful.

Speaker 2:

Yeah, spell check is the most rudimentary form of AI, I guess.

Speaker 1:

Spellchecker is definitely helpful. Maybe more, a little bit of grammar, move your sentences. So that's helpful. For other cases, I don't know. Because writing is an exercise to think actually, right? If you have AI to write, then you don't think.

Speaker 2:

It's thinking, and... Would you say it's just thinking, or thinking and communicating?

Speaker 1:

Thinking and what?

Speaker 2:

Thinking communicating.

Speaker 1:

So writing I guess is different than speaking, in which, speaking you have to speak what comes in your mind, but writing, you can actually really think. Thinking, oh, should I write this, should I not write this? But if you have AI, then this process is bypass, right? You just say, let's say topics, emails, to whom, or essay, or what class, or what is the sub chapters, and AI generates for you, and you got your paper from this AI. It's... The question, is it the question, correct? What is my opinion on AI helping writing, right?

Speaker 2:

Yes, yeah. Writing emails specifically, but sure, also writing in general.

Speaker 1:

Oh, they are helpful, but it's going to backfire. Because writing is one that helps you thinking, and they're helpful, they're helpful, but it skips the part when you actually think, so it's going to backfire. That's at least my personal opinion on that.

Speaker 2:

How do you think it would backfire?

Speaker 1:

I guess the easiest example is in social media, usually the fights is nowadays not humans anymore. They have farm, I guess, in China or in India. Sorry about that. But they do have farms of bots that just [inaudible ], and find topics, and then hit them. Which is I guess not as like email, it's maybe shorter. Even Twitter, usually people don't know they fight bots, but they do.

Speaker 2:

So why do you think that is... Okay, coming back to your... You said that using AI in helping to write is going to backfire and-

Speaker 1:

It's going to be helpful, but for, I guess, the person that is using AI, not beneficial. You're saving time for short term gain, so that you don't have to deal with the shit, but in the long run dealing with the shit actually helps you to think.

Speaker 2:

Right. What about, you talk about using AI in gradation? You mentioned spellchecker and you were like, sure, spellchecker is really helpful to me. What if is take a step up? Are you familiar with smart replies in Gmail? And how LinkedIn auto suggests you what to message back?

Speaker 1:

Yeah.

Speaker 2:

So like, what if stuff like that, would that be helpful in any case?

Speaker 1:

Would that be helpful?

Speaker 2:

Just g-mail auto completing stuff, or auto suggesting-

Speaker 1:

Auto-complete definitely helps, because I can just type two words and then they [crosstalk ] sentence. So it saves time. It definitely moves forward from SMS day. I don't know whether you have been alive yet or not, but during SMS day, we kind of have this coded two words or three words, which just means something, so auto complete helps that. Is it really helpful? Nice to have let's say.

Speaker 2:

Okay. And what if, yeah... And then obviously the level that you got, which was about, what if you are just able to tell AI that I'm hosting a party. These are the details of my party. This is the person I'm inviting. I'm inviting Tio, and Tio likes AI, and we've been talking to each other at the lab and stuff like that. And then it helps me write out the whole email for your graduation party or my graduation party or whatever. And I send it to you. Would that be, yeah... What would your thought be on that?

Speaker 1:

I don't know if it'll be good, if I know it would be really, really bad. Usually what happens, I guess, what I do now is using templates, but I guess it's not as bad as knowing, using AI. Because using templates, it's like, people all know, oh, it's the same in five. So yeah, sure. But if you're using AI, it will be kind of personalized or something, right? So it sounds real. Then it's not from your friend. It's like why are you doing this to me man?

Speaker 2:

Just trying to be friendly with you.

Speaker 1:

There's this, I guess, thin line that I felt, I don't know, maybe it's just me. I felt because you're my friend, you should like spend time, if it sounds sincere right? So that's why I say, oh, it's really good. Because it's not about the writings, but it's about my friends is thinking of me and spending time for me. But then I know [inaudible ] my friend. He's not spending time. I guess it's better for me to get those templates, because since the beginning, I know this is templates. Everybody's getting them.

Speaker 2:

Makes sense. Yeah. Yeah. So last question. Last question and then we'll be done. So coming back to the scenarios that we had, what would you say about using AI to receiving those business, kind of customer kind of emails? Would that be cool?

Speaker 1:

Oh, receiving business emails. I don't have business. I-

Speaker 2:

Just maybe flip it around. Would you be cool with sending emails to, or I guess yeah, inquiring about product and stuff using AI?

Speaker 1:

Inquiring products using AI. You mean like sending email to inquire products?

Speaker 2:

Yeah. Yeah.

Speaker 1:

Who does that nowadays? You open the e-commerce site. You see the price, you see the item, the photos. Oh the price good, price not good. Who sends email?

Speaker 2:

Okay. Okay. Consider, forget about products, consider you have some issue. You're trying to... You have some issue in your diploma, your name is wrong or whatever, and you need to go and you need to email, what do they have, the registrar, or somebody to get it fixed. Some sort of business email of that kind. If you were receiving that, or if you were sending that, do you think in that case it might be helpful or not? We would still prefer it to be just-

Speaker 1:

Honestly, I'm really pleased with the way the call center, or the way the current business email is applied. Usually if you call, you can try even to Georgia Tech, or you send emails, they'll send you this automated reply, which used to be, they say it's automated reply, there is some AI generating this, sounds like bullshit to me. Sorry, not necessarily... Sounds really bad to the customer because I know it saves their time, I know yada yada yada, but. It felt like I spent money on your products, and you're having me to talk this robot? The first reason I'm in customer support, is because I'm pissed. Something is not working as expected. And then please hold, press one, press two, press four, to make those automatic costs. They sound really like human nowadays, but they're not. And they keep talking, and talking, and we have to listen to this, I guess, automated script. But would that be helpful for the company? Yes. So it will piss off customer, but it'll be helpful for company, because usually for customer support, you just need to hold the customer long enough until they say, okay, fuck it, it doesn't work. Sorry. Sorry about that.

Speaker 2:

It's fine. It's just for me, the recording is just for me, not-

Speaker 1:

Okay. So it doesn't spend most of their time, oh this is not worth my ten dollars, take my ten dollars, go away. But if you have person doing that, it will have emotional impact.

Speaker 2:

Okay. Yeah. That's what I was going to say. You just described so many startups trying to use AI, for customer support, and selling stuff. But like-

Speaker 1:

No, no, no. It's good for the company, the company will-

Speaker 2:

Yeah but, it's not good for you, right? It's you, who-

Speaker 1:

Oh the customer? Who cares about the customer? We care about the money. [crosstalk ] trillion dollars company, do you think they care about you? They don't.

Speaker 2:

But customer is the king, no?

Speaker 1:

That's what they say, until their money leave their pockets. So the king is not the customer. The king is the money in the customer pockets.

Speaker 2:

Okay, yeah, yeah. Okay. Yeah. I understand now your perspective on this, and then what if it was about parties or that... Same response for that or would that be-

Speaker 1:

Same response. So I prefer to have templates, or spend time to actually write something.

Speaker 2:

And of course, for the loss of pet, as well, I would imagine?

Speaker 1:

That is the worst one because it's really good. Paradoxical. But hopefully you understand that, because it's really good. And there is those bull tax man. I'm conflicted.

Speaker 2:

Yeah. I'm not good at offering emotional support. But if AI is able to help me say the right things, then is that wrong?

Speaker 1:

Is that wrong? I guess, if the other part doesn't know, it's not wrong. But if they know, it sound really, really wrong.

Speaker 2:

Okay. It's bad to actually know than not know, huh?

Speaker 1:

Yes, yes, yes. In a sense.

Speaker 2:

Yeah. I guess that makes sense. Based on your responses as well, right? So you were just judging it based on content, you didn't care about who was sending it. And so you were like, I'm really pleased with these emails, but then as soon as you start thinking who is sending me, and I guess coming from there, you are like, no, that's I don't like it.

Speaker 1:

But in the future, I do think the sender will be AI. The reply will also be AI.

Speaker 2:

And what are we doing?

Speaker 1:

We're just going to laze around. Oh your pet died? Don't worry. They'll send automated response, they'll send out the meta response, and we'll be like, yeah, Stan-

Speaker 2:

The pet would be AI also. So it's never going to die.

Speaker 1:

You're right. You're right. The pet will be AI as well. So AI die, AI send a response, and send back.

Speaker 2:

Yeah, cool. That was all I had. I'm going to stop recording.