Investment Scenario

**Anthropomorphized Chatbot:**

1. Demographic Info:

Fill in demographic information (age, gender, work status, marriage status, personal/family income, etc.)

1. Scenario Introduction:

This task is to make a financial investment decision.

Suppose you have some extra money on hand and intend to invest it in the financial market. You can use the money to purchase bonds, stock, or both. In the next few minutes, an expert in finance will talk to you and learn about your current financial status, financial goal, and investment preferences, etc. Afterwards, the expert will give you a personalized investment recommendation. In the end, you can decide whether to follow the expert’s recommendation and how to invest your money.

1. Tasks:

Task0:

Instruction: None

Chatbot --- “Hi, \name of the participant\. I am Tom Miller, a professional financial analyst. I have been working in this industry for more than 8 years. It’s my pleasure to serve you today!”

Task1:

Instruction: Say hi to Tom

User-key --- “Hi”, ‘Hello”, “Good”, “Great”

Chatbot-answer --- “Good! Let’s get started. I heard that you have some extra money to invest. I could offer you some investment suggestions. Could you tell me how much money do you want to invest?”

Task2:

Instruction: Please input the number based on your real income. If you don't have stable income, please assume you have a disposable saving of \20% of personal or family income\ USD. The input number should be a positive integer.

User-key --- input number

Chatbot-answer --- “Got it! then, \name of the participant\, I would like to know more about your risk preferences. What’s the level of risk you are willing to take for this investment? High, medium, or low?”

Task3:

Instruction: Please enter “high”, “medium”, or “low”.

User-key --- “high”, “medium”, “low”

Chatbot-answer --- “Good to know! Generally, the more investment risks you are willing to take, the higher the investment return you can obtain.

For instance:

Investment risks: governmental bonds < corporate bonds < stocks

Investment return: governmental bonds < corporate bonds < stocks

Based on my professional experiences, I would recommend you to have a diversified investment portfolio to spread your assets among different investment options. More specifically, since you have indicated that you are willing to take a \low, medium, high\ level of investment risks, I would suggest you investing \A%\*investment\ in government bond, \B%\*investment\ in corporate bonds, and \C%\*investment\ in stocks.”

If input is “high”, high risk category;

If input is “Medium”, medium risk category;

If input is “low”, low risk category;

Investment Portfolio

|  |  |  |  |
| --- | --- | --- | --- |
|  | Government Bonds (A%) | Corporate Bonds (B%) | Stocks (C%) |
| Low risk category | 50% | 30% | 20% |
| Medium risk category | 30% | 40% | 30% |
| High risk category | 20% | 30% | 50% |

Chatbot --- “Thank you very much for listening to my suggestions. Hope my advice could be of some help. Now it is time for you to decide how to allocate your money. Good luck and have a nice day!”

Task 4:

Instruction: Please enter the amount of money you are going to invest in each of the three investment options.

Government bonds: \_\_\_

Corporate bonds: \_\_\_

Stocks: \_\_\_

**Mechanical Chatbot:**

1. Demographic Info:

Fill in demographic information (age, gender, work status, marriage status, personal/family income, etc.)

1. Scenario Introduction:

This task is to make a financial investment decision.

Suppose you have some extra money on hand and intend to invest it in the financial market. You can use the money to purchase bonds, stock, or both. In the next few minutes, an expert in finance will talk to you and learn about your current financial status, financial goal, and investment preferences, etc. Afterwards, the expert will give you a personalized investment recommendation. In the end, you can decide whether to follow the expert’s recommendation and how to invest your money.

1. Tasks:

Task0:

Instruction: None

Chatbot --- “Hi, I am Chatbot#101. I am happy to help you.”

Task1:

Instruction: Say hi to the chatbot

User-key --- “Hi”, ‘Hello”, “Good”, “Great”

Chatbot-answer --- “OK. How much money do you want to invest?”

Task2:

Instruction: Please input the number based on your real income. If you don't have stable income, please assume you have a disposable saving of \20% of personal or family income\ USD. The input number should be a positive integer.

User-key --- input number

Chatbot-answer --- “OK. What’s the level of risk you are willing to take for this investment? High, medium, or low?”

Task3:

Instruction: Please enter “high”, “medium”, or “low”.

User-key --- “high”, “medium”, “low”

Chatbot-answer --- “OK. Generally, the more investment risks you are willing to take, the higher the investment return you can obtain.

For instance:

Investment risks: governmental bonds < corporate bonds < stocks

Investment return: governmental bonds < corporate bonds < stocks

Having a diversified investment portfolio by spreading your assets among different investment options is highly recommended. More specifically, based on your risk preferences, I would suggest you investing \A%\*investment\ in government bond, \B%\*investment\ in corporate bonds, and \C%\*investment\ in stocks.”

If input is “high”, high risk category;

If input is “Medium”, medium risk category;

If input is “low”, low risk category;

Investment Portfolio

|  |  |  |  |
| --- | --- | --- | --- |
|  | Government Bonds | Corporate Bonds | Stocks |
| Low risk category | 50% | 30% | 20% |
| Medium risk category | 30% | 40% | 30% |
| High risk category | 20% | 30% | 50% |

Chatbot --- “Thank you for listening. Now it is time for you to decide how to allocate your money.”

Task 4:

Instruction: Please enter the amount of money you are going to invest in each of the three investment options.

Government bonds: \_\_\_

Corporate bonds: \_\_\_

Stocks: \_\_\_