**Introduction:**

Suppose that you received an email saying that your iCloud account has been disabled for security reasons and a link is provided to solve the issue. You decide to click the link and check out what happened. After you open that link, an online Customer Service Agent waiting for you.

**Human-like**

**------------------------------------------------**

**Task0:**

Instruction: None

Bot --- Hi this is [name] from Apple Support. It’s my pleasure to serve you today!

**Task1:**

Instruction: Please say hi to the agent in response.

User-Key --- ‘Hi’, ‘How are you’, *‘*what do you do’ ...

Bot-Ans --- ‘Hi, [name]. Thank you for asking. How can I help you?’

**Task2:**

Instruction: Please tell the agent that you received an email that said your iCloud account has been disabled for security reasons and ask for help.

User-Key --- ‘email’, ‘iCloud account’, ‘security reasons’, ‘help’, ‘what to do’, ‘how to’

Bot-Ans --- ‘Sorry to hear that [emoji]! Did the email mention any specific reasons?’

**Task3:**

Instruction: Please tell the agent you didn’t see any specific reasons.

User-Key --- ‘didn’t see’, ‘no’, ‘specific reasons’, ‘don’t know’

Bot-Ans --- ‘Usually, if you violate the Terms of Use or log in with someone else's devices, it may cause this problem. But I’m not so sure [emoji].’

**Task4:**

Instruction: You have the impression that you've logged into your Apple account on someone else's device, but you can't remember exactly when. Please tell this to the agent.

User-Key --- ‘log in’, ‘other one’, ‘account’, ‘device’, ‘Apple account’

Bot-Ans --- ‘Emmm, then it’s possible this is the reason [emoji]! Are there any other hints presented in the email? ’

**Task5:**

Instruction: Please tell the agent you didn’t find other hints.

User-key --- ‘didn’t’, ‘not find’, ‘no’, ‘hints’

Bot-Ans --- ‘Ok. Anyway, did you try to log in to your account?’

**Task6:**

Instruction: Please tell the agent you didn’t try to log in.

User-Key --- ‘didn’t’, ‘not’, ‘try’, ‘log in’

Bot-Ans --- ‘I see ...... Is this the first time you've received an email like this [emoji]?’

**Task7:**

Instruction: Please tell the agent it is truly the first time you received this email

User-Key --- ‘yes’, ‘truly’, ‘received’, ‘email’

Bot-Ans --- ‘It makes sense. Usually, the detection mechanism generally becomes more relaxed as the number of error-detected abnormal operations increases.’

Bot-Ans --- ‘And this time it is possible the detecting system has locked your account by mistake in a very strict mode [emoji].’

**Task8:**

Instruction: Say something about the detection system. Anything good or bad.

User-Key --- ‘.\*’(Any word)

Bot-Ans --- Yes, it may be true. Anyway, do you mind if I look it up in our user system? Maybe I could find out why your account has been disabled.

**Task9:**

Instruction: Please say yes letting the agent help you solve this problem.

User-Key --- ‘yes’, ‘sure’, ‘of course’

Bot-Ans --- ‘Alright, this process may take a while [emoji]. So you may need to leave your contact information so that I can inform you of the result. Would you prefer to email or phone?’

**Task10:**

Instruction: Please input ‘phone’ or ‘email’

User-Key --- ‘phone’, ‘email’

Bot-Ans --- ‘Great! Now please let me know your Apple ID and [phone / email]. I will inform you as soon as possible. It's my pleasure to help you.’

**Task11:**

**Instruction: From 1 to 10, please indicate how much you are willing to give your Apple ID and [phone / email]**

**Chose: 1-10**

**Bot-like**

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**Task0:**

Instruction: None

Bot --- Hi, I’m bot [name] from Apple Support. It’s my pleasure to serve you.

**Task1:**

Instruction: Please say hi to the bot in response.

User-Key --- ‘Hi’, ‘How are you’, *‘*what do you do’ ...

Bot-Ans --- ‘Hi, [name]. How can I help you?’

**Task2:**

Instruction: Please tell the bot that you received an email that said your iCloud account has been disabled for security reasons and ask for help.

User-Key --- ‘email’, ‘iCloud account’, ‘security reasons’, ‘help’, ‘what to do’, ‘how to’

Bot-Ans --- ‘Sorry about that. Are there any specific reasons provided in the email you received?’

**Task3:**

Instruction: Please tell the bot you didn’t see any specific reasons.

User-Key --- ‘didn’t see’, ‘no’, ‘specific reasons’, ‘don’t know’

Bot-Ans --- ‘According to my data, 40% of this happens when you use someone else's devices to log in and 20% of this happens when you violate the Terms of Use. You can recall whether those above happened or not. More information will help me better find out the reason.’

**Task4:**

Instruction: You have the impression that you've logged into your Apple account on someone else's device, but you can't remember exactly when. Please tell this to the bot.

User-Key --- ‘log in’, ‘other one’, ‘account’, ‘device’, ‘Apple account’

Bot-Ans --- ‘Since you have logged into your Apple account with others’ device, it’s the most likely reason your account has been disabled. Can you provide me more information in your email?’

**Task5:**

Instruction: Please tell the bot you didn’t find other hints in the email.

User-key --- ‘didn’t’, ‘not find’, ‘no’, ‘hints’

Bot-Ans --- ‘Based on the information you have provided, it is difficult to make a judgment. Did you try to log in to your account? If you do, please provide me with more detailed information.’

**Task6:**

Instruction: Please tell the bot you didn’t try to log in.

User-Key --- ‘didn’t’, ‘not’, ‘try’, ‘log in’

Bot-Ans --- ‘The information learned so far is being integrated. Before the final result, a few more questions will be asked. Is this the first time you've received an email like this?’

**Task7:**

Instruction: Please tell the bot it is truly the first time you received this email

User-Key --- ‘yes’, ‘truly’, ‘received’, ‘email’

Bot-Ans --- ‘According to the system algorithm, the detection mechanism becomes more relaxed as the number of error-detected abnormal operations increases. And your account may be falsely detected in the strict mode.’

**Task8:**

Instruction: Say something about the detection system. Anything good or bad.

User-Key --- ‘.\*’(Any word)

Bot-Ans --- This mechanism will keep your account safe. Although it can sometimes lead to errors of judgment, this strict model is worthy. Now I will search the database to find the relevant information.

**Task9:**

Instruction: Please say yes letting the bot help you solve this problem.

User-Key --- ‘yes’, ‘sure’, ‘of course’

Bot-Ans --- ‘This process will take a while. Contact information is required to inform you of the final result. Please choose to leave your email address or phone number.’

**Task10:**

Instruction: Please input ‘phone’ or ‘email’

User-Key --- ‘phone’, ‘email’

Bot-Ans --- ‘Now please input your Apple ID and [phone / email]. Bot [name] is honored to serve you.’

**Task11:**

**Instruction: From 1 to 10, please indicate how much you are willing to give your Apple ID and [phone / email]**

**Chose: 1-10**