

TESTER 07

Pre questionnaire:

- Have your previous experiences with predictive text in messaging or email applications been positive, negative, or neutral? **POSITIVE**
 - Do you use the single-word predictive text? If so, is your experience generally positive, negative, or neutral? **NEUTRAL**
- On a scale of 1 to 5, 1 being not helpful at all and 5 being extremely helpful, how useful do you think single-word suggested text is? **4**
 - What about multi-word suggested phrases? **3**
- On a scale of 1 to 5, without using the system, how would you rate the visual appeal of the interface? **4 - A welcome message ("We'll be right with you) would be nice.**
 - On a scale of 1 to 5, how easy do you think the system will be to use? **5**

Post task questionnaire for food service conversation without suggested responses:

1. Was it easy to type the responses? **YES**
2. Do you think this interaction would have been shorter if you could select suggested responses? **YES, Depending on the menu.**

Post task questionnaire for food service conversation with suggested responses:

1. Was it easy to select the suggested responses?
2. Do you think this interaction would have taken longer if you had to type out your responses?

Post task questionnaire for movie service conversation without suggested responses:

1. Was it easy to type the responses?
2. Do you think this interaction would have been shorter if you could select suggested responses?

Post task questionnaire for movie service conversation with suggested responses:

1. Was it easy to select the suggested response? **YES**
2. Do you think this interaction would have taken longer if you had to type out your responses? **YES**

Post questionnaire:

- Would you like to see any additional features that are not currently implemented? **More choices and a welcome message.**
 - Which of these is the most important to you? **More choices**
- Was it easy to figure out how to use the system from the user interface? **YES**
 - If yes, what elements in the interface helped? **The similarity to other chat apps.**
 - If no, what do you think could be added or changed?
- On a scale of 1 to 5 (1 being unsatisfied and 5 being extremely satisfied) what is your level of satisfaction with our system's current functionality? **5**

- On a scale of 1 to 5 (1 being very difficult and 5 being very easy) how easy was it to use the application? 5