| **Characteristic** | **N = 37**1 |
| --- | --- |
| COVID-19 WhatsApp Chatbot fun/entertaining to use |  |
| 2 Mostly boring | 3 (8.1%) |
| 3 OK, fun enough to entertain the user for a brief time (< 5 minutes) | 13 (35%) |
| 4 Moderately fun and entertaining, would entertain user for some time (5-10 minutes total) | 12 (32%) |
| 5 Highly entertaining and fun, would stimulate repeat use | 9 (24%) |
| COVID-19 WhatsApp Chatbot enjoyable to use |  |
| 2 Mostly uninteresting | 1 (2.7%) |
| 3 OK, neither exciting nor uninteresting; would engage the user for a brief time (< 5 minutes) | 13 (35%) |
| 4 Moderately interesting; would engage the user for some time (5-10 minutes total) | 14 (38%) |
| 5 Very interesting, would engage the user in repeat use | 9 (24%) |
| COVID-19 WhatsApp Chatbot provide/retain all necessary /preferences features |  |
| 1. Does not allow any customisation or requires setting to be input every time | 2 (5.4%) |
| 2. Allows insufficient customisation limiting functions | 8 (22%) |
| 3. Allows basic customisation to function adequately | 13 (35%) |
| 4. Allows numerous options for customisation | 12 (32%) |
| 5. Allows complete tailoring to the individual’s characteristics/preferences retains all settings | 2 (5.4%) |
| COVID-19 WhatsApp Chatbot allow user input, provide feedback, and contain prompts |  |
| 1. No interactive features and/or no response to user interaction | 1 (2.7%) |
| 2. Insufficient interactivity, or feedback, or user input options, limiting functions | 1 (2.7%) |
| 3. Basic interactive features to function adequately | 12 (32%) |
| 4. Offers a variety of interactive features/feedback/user input options | 15 (41%) |
| 5. Very high level of responsiveness through interactive features/feedback/user input options | 8 (22%) |
| COVID-19 WhatsApp Chatbot content (visual information, language, design) |  |
| 1 Completely inappropriate/unclear/confusing | 1 (2.9%) |
| 3 Acceptable but not targeted. It may be inappropriate/unclear/confusing | 15 (43%) |
| 4 Well-targeted, with negligible issues | 13 (37%) |
| 5 Perfectly targeted, no issues found | 6 (17%) |
| Unknown | 2 |
| 1n (%) | |