**Researcher**: Ron Lev Tabuchov

**Interviewer**: Hedva, 55, Business Developer & Director

**Information Quality**: The interviewee finds it frustrating when chatbots provide too little or repetitive information, stating that "it's really frustrating me" and explaining that they often "stop using it" and resort to calling customer service when this happens. They recall one instance where a chatbot provided accurate information, saying, "Only once...when I contacted an airline company to get flight details confirmation...but only once out of, I think, more than 100 times."

**Trust and Data Sharing**: They mention not caring about how a chatbot operates but emphasize the importance of data privacy, saying, "I don't care how trustworthy it is" but "only the financial part that I don't want to use." They are fine with sharing personal information such as name and email, adding, "As long as it doesn't go into my bank account details, I'm OK."

**Conversation Type**: The interviewee describes most chatbots as feeling "quite robotic" and says they generally involve selecting from "preset" options. They prefer chatbots that allow them to "write down what they need" and receive a reply tailored to their query, as they believe it feels "more human, less computer."

**Design and Interface**: They highlight the importance of functionality over appearance, saying, "I don't care about the appearance" and that a "user-friendly" interface is critical. They emphasize that satisfaction depends on whether the chatbot helps them find what they need: "When the platform is useful, then I'm quite happy... when it's not useful, it really affects my satisfaction."

**Human-like Features**: She express that "people like to talk to people and not machines," so adding human-like features such as a name and profile image could improve the chatbot experience. However, they caution that it should also be functional, stating, "If you just make a fake image, but eventually you don't get what you need, it creates even higher frustration."

Overall, the interviewee emphasizes efficiency, personalization, and the ability to provide accurate and useful information as the key drivers of chatbot satisfaction.