**Researcher:** Ron Lev Tabuchov

**Interviewer:** Yeara, 26, University Student & Part time sale assistant

**Information Quality**: Yeara stresses the importance of receiving the right amount of information. "When it's too little, I'm not satisfied because my question is not answered." She recalls an instance where a chatbot didn’t provide the necessary help with returning a package because it didn’t offer her the return label she needed. This led to frustration.

**Trust**: Yeara doesn’t place much emphasis on transparency as long as the chatbot works. "For me, it doesn't matter as long as it works," she says. Although she acknowledges that she provides personal data such as her order number and address, she didn’t find this bothersome. However, she prefers websites that use data encryption, noting, "I would rather use a website with that option than a different one."

**Conversation Type**: Yeara prefers human-like responses over robotic ones. She mentions, "When it was automatic response, it felt like no one is listening to me." However, she acknowledges that robotic responses might be preferable for simple tasks, like tracking a package, since "the answer would be more clear." Yeara dislikes chatbots that limit her input to preset prompts unless her problem is covered in the available options. When typing freely and receiving a robotic response, she finds it disappointing: "It feels like no one is caring about me or listening to me."

**Design and Interface**: Yeara emphasizes that a chatbot's interface should be user-friendly and easy to find, as it affects how well she can interact with it. "If it's hard, it will be hard for me to use and interact with it." While the color of the chatbot isn’t a major concern for her, she prefers a clear layout resembling "a chat between two people." Yeara finds human-like features in chatbots, such as a profile image or name, unsettling: "If it's a robot, I don't want them to try to deceive me with this person." She prefers to know it's a robot rather than be misled into thinking it’s a human.