\*\*Transcript Translation:\*\*

00:00:00 Speaker 2

Is that for school?

00:00:01 Speaker 2

Yes, is it for school? Yes.

00:00:05 Speaker 1

Often, yes.

00:00:12 Speaker 1

But would you find it important if a chatbot is transparent about how it uses data and such?

00:00:18 Speaker 2

Doesn't matter.

00:00:18 Speaker 1

It doesn't matter?

00:00:20 Speaker 1

As long as it works, you know.

00:00:22 Speaker 2

I understand the purpose though.

00:00:23

Or.

00:00:25 Speaker 1

But this is...

00:00:26 Speaker 2

You need to ask questions.

00:00:27 Speaker 1

Yes, I need to ask questions indeed, about how the chatbot works. It's simple like in Schiphol's chatbot.

00:00:34 Speaker 2

A chatbot like at Schiphol, yes. I get it, yeah.

00:00:38 Speaker 1

In the end, I need to give my opinion on whether it's good or not.

00:00:41 Speaker 2

I see, okay, I'll hear it later.

00:00:46 Speaker 1

Do you find it important that the chatbot provides a lot of information?

00:00:48 Speaker 1

Especially just good information.

00:00:50 Speaker 2

Good information, I think, yes.

00:00:51 Speaker 1

Yes, the amount doesn't matter, as long as the timing and quality are good.

00:00:57 Speaker 2

Oh, that's quite different, huh?

00:00:58 Speaker 1

Yes, but that's the issue, unfortunately.

00:01:05 Speaker 1

I think it's ideal if it's just easy and simple, with a straightforward answer, not too complicated.

00:01:09 Speaker 1

Just easy.

00:01:09 Speaker 2

We need clear answers; I can't think too much about it.

00:01:12 Speaker 2

That would be nice.

00:01:14 Speaker 1

Exactly.

00:01:18 Speaker 2

What was the question again?

00:01:20 Speaker 1

Yes.

00:01:21 Speaker 2

But...

00:01:23 Speaker 1

Has there ever been an issue with a chatbot?

00:01:27 Speaker 2

No, I've never really used one.

00:01:30 Speaker 2

Okay, that's strange, you've never dealt with a chatbot?

00:01:30

Alright.

00:01:35 Speaker 1

Yes, it's just a robot that can think on its own and give answers instead of a human.

00:01:41 Speaker 2

Oh, it's like a virtual assistant or something.

00:01:47 Speaker 1

Yes, virtual, exactly.

00:01:53 Speaker 1

Would you prefer it to imitate a human more or be more robotic, just listing things?

00:02:03 Speaker 2

We're just starting with this.

00:02:05

Well.

00:02:09 Speaker 1

Would you prefer a human or a chatbot?

00:02:10 Speaker 2

Are these the questions?

00:02:14 Speaker 1

Would you prefer a human over a robot, or is it fine if it's done by a robot pretending to be human?

00:02:18 Speaker 2

A human.

00:02:20 Speaker 2

Yes, but that's personal.

00:02:22 Speaker 1

No, no.

00:02:28 Speaker 1

Would you prefer typing a question yourself or selecting from a list of predefined questions? Does the quality of the response change depending on how you ask the question?

00:02:34 Speaker 2

Ask a question.

00:02:44 Speaker 2

I'd prefer a good answer.

00:02:45 Speaker 1

Okay.

00:02:46 Speaker 2

But I find it really unclear when I ask something.

00:02:49 Speaker 1

Yes, they are often unclear, indeed.

00:02:51 Speaker 2

They answer something completely unrelated, which I find annoying. Robots are really not my thing.

00:02:56

Yeah.

00:03:00 Speaker 2

I prefer the human aspect more.

00:03:03 Speaker 1

Yes, I agree. Often the chatbot doesn’t work, and a human has to step in anyway.

00:03:09 Speaker 2

I really don’t like robots at all.

00:03:13 Speaker 1

Exactly.

00:03:15 Speaker 2

What's with virtual chatbots?

00:03:17 Speaker 2

I don't like them.

00:03:18 Speaker 1

For example?

00:03:19 Speaker 2

I just don’t like them.

00:03:21 Speaker 2

Personally, no.

00:03:24 Speaker 1

And does the design of the site matter, or is it just about whether it works?

00:03:29 Speaker 2

It should be clear and simple.

00:03:32 Speaker 1

But the colors and design don’t matter much.

00:03:33 Speaker 2

Yeah, I don't care about that.

00:03:45 Speaker 1

Would it be better if the chatbot pretended to be human, or should it be clear that it’s a chatbot?

00:03:50 Speaker 2

It should be clear that it’s a robot.

00:03:51 Speaker 1

But if the robot pretends to be human, would you be okay with that, or should it be obvious that it’s a chatbot?

00:03:58 Speaker 2

It should be clear.

00:04:00 Speaker 2

There shouldn’t be any pretense.

00:04:00 Speaker 1

It should be clear, yes.

00:04:03 Speaker 2

I just want straightforward answers. The rest is for the future.

00:04:06 Speaker 1

Yes, I have to do some research on this.

00:04:08 Speaker 1

But.

00:04:08 Speaker 1

It's mainly about...

00:04:12 Speaker 1

What the chatbot should do.

00:04:14 Speaker 1

It’s not really important right now.

00:04:17 Speaker 1

Yes, that was it, I think.

00:04:20 Speaker 1

Well, I didn’t have much else.

00:04:23 Speaker 2

I prefer a human being.

00:04:24 Speaker 2

A new place.

00:04:25

Yes.

00:04:26 Speaker 2

I’ve tried asking a virtual assistant questions online.

00:04:30 Speaker 2

Like Brabants, you know.

00:04:34 Speaker 1

Yes, I know what you mean.

00:04:36 Speaker 2

But did you get any useful answers?

00:04:38 Speaker 1

Yes, but often a human has to help in the end anyway.

00:04:39 Speaker 1

It didn’t really work.

00:04:40 Speaker 2

Yeah, but if it doesn’t work, you can’t move forward.

00:04:43 Speaker 1

Exactly.

00:04:45 Speaker 1

Yes.

00:04:46 Speaker 2

It's always a bit of a mess, you see.

00:04:49 Speaker 1

Yes, it was quite frustrating.

00:04:50 Speaker 2

When I use the internet, like watching Formula 1, it freezes halfway through every race.

00:04:51 Speaker 1

Yes.