# Audio file

[Call with Nachev, Borislav (220472)-20241002\_190532-Meeting Recording.mp4](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

# [Transcript](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:00:05 Speaker 1](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[So yeah, let me introduce myself. My name is voice, Austin Anov, and I'm a student from Breda University of Applied Sciences and I'm student from the.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:00:19 Speaker 1](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[AI and data science program and me and my team are conducting her research about the.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:00:26 Speaker 1](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[Impact.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:00:27](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[On.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:00:29 Speaker 1](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[Satisfaction from chat bots.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:00:32 Speaker 1](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[So let me introduce you to the topic.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:00:35 Speaker 1](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[As chat bots become more commonly used by companies to enhance customer service, understanding customer satisfaction with these tools is essential. Chat bots offer many benefits, such as 24/7 availability and quick responses. However, several factors influence how satisfied users are with their interactions.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:00:53 Speaker 1](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[Let's dive deep in. Let's dive into explore your experience with chat bots. In the past, your feedback will help us understand how conversation quality, system design, response, tone and security security affect customer satisfaction, enabling companies to improve their chatbot system.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:01:12 Speaker 2](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[So.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:01:17 Speaker 1](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[Please give some general information about yourself and for example, what's your name? How old are you?](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:01:27 Speaker 1](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[And is there anything you'd like to share with us?](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:01:31 Speaker 2](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[Thank you. Hello. My name is Borislav. I'm 21 years old. I'm from Bulgaria. Currently I'm studying data science and artificial intelligence and I'm a third year student. And that's basically I guess.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:01:51 Speaker 1](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[Yes. Have you ever used a chatbot before?](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:01:53 Speaker 2](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[Before actually recently. Yeah, because one of my packages from Amazon didn’t arrive on time and the only way that I get some information from them is by using their chatbot. This was basically the last time I used a chatbot.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:02:08 Speaker 1](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[Was it helpful or?](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:02:11 Speaker 2](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[Well, it was, but I had to spend a lot of time there because it wasn't giving me the right information. It was basically doing something like this….I'm getting what exactly I’m asking for](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[Well, there were sometimes like predefined answers. In the end, after 10 minutes, they basically suggested that I . And then I had been waiting here, yeah.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:02:48 Speaker 1 (Question 1)](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[Here are the main points of our research. First, I will ask you some questions about the information quality. So the first one is when a chat bot gives you either too little or too much information. How does that affect your satisfaction with the experience?](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:03:03 Speaker 2](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[Well, of course it depends on the use case I would say. But giving either not too little or like too much information is good. You should make sure that the information that you're giving is right and it's basically useful for the client. For the person that uses the chatbot because, if the chatbot gives too much information, which just isn't related to what's happening now. It would be like information that wasn’t relatable. Then too much information is the bad in this situation. But if there is a button like for the final option or if I can learn more about a certain topic and I think that too much information is possible. And like I said, it's actually running the events on the management companies.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:04:05 Speaker 1 (Question 2)](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[Yeah. So can you sharing an experience where the chat bots gave you low quality or incomplete information?](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:04:11 Speaker 2](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[I think that I already did with the Amazon's example. Just the information, as I said, there wasn't that useful. But still I managed to solve it when a real person got into the conversation.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:04:27 Speaker 1](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[So as I understand it has negative impact on your satisfaction.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:04:33 Speaker 2](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[It has negative feedback with my satisfaction. Yeah, the chatbot was low and couldn't solve my problems.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:04:42 Speaker 1 (Question 3)](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[So how important is it to you that the chatbot’s answers are easy to understand and provide enough details to solve your problem?](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:04:49 Speaker 2](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[I think that that's a very important part of the chatbot because knowing what options you have can like improve the way how you use the chatbot because you can always select the right option whenever or you can yeah know which one is the right option because if they're easy to navigate and understand then you won't have to like ask further questions like can you please explain what exactly you mean by let's say option B. Tthis will provide more smoother, faster and better user experience for the client.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:05:29 Speaker 1 (Question 4)](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[Yes. So has there ever been a time when the chat will gave you really accurate information?](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:05:37 Speaker 2](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[Well, to be honest, I cannot remember right now at time that I used the chat bot that much and it gave me really accurate information, but speaking of which, if I can say that ChatGPT is something like a chat bot, then yeah, I use it a lot and it gives me the accurate information most of the time.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:06:01 Speaker 1](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[OK. Thank you for the answers. Let's move to the next section, which is about the Trust.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:06:05 Speaker 1 (Question 5)](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[And the first question is, how important is it to you that the chatbot is transparent about how it operates?](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:06:14 Speaker 2](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[I think that's also an important step for the perspective because having a transparency of like what the chatbot does behind like the screen is something very important because again, as I said, it depends on the use case but if let's say that I'm talking to a chatbot that can update or like alter my information. Depending on my answers, then I want to know like how transparent it is it is and what will happen when I select a certain option. Because for example I don't want to delete my account or like do something that I will then regret when I select the wrong option in the chatbot.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:07:00 Speaker 1](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[So you told me a situation with the Amazon chat bot.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:07:08 Speaker 1 (Question 6 and 7)](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[Have you shared any personal information with it?](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:07:21 Speaker 2](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[I have to share some personal information because I had to give them my address and also the my two names and also the package delivery code.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:07:24 Speaker 1](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[How did that experience made you feel? And did it impact your satisfaction sharing your personal information?](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:07:31 Speaker 2](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[You don't have any other chance because talk to them, but basically, knowing that my information is encrypted will give me a better satisfaction and I will share my information more freely if I can say it like that. It's encrypted and no one else will have access to it, Which is a very important thing for me.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:07:57 Speaker 1](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[Yeah. So the next section of the research is the conversation type.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:08:06 Speaker 1 (Question 8)](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[Can you describe your experience when interacting with chatbots that use human like responses compared to robotic-like ones? Which do you prefer and why?](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:08:15 Speaker 2](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[Personally, I prefer the human like responses, because who doesn't If you think about it like the better the chat the better experience for the user because as humans, we are usually use to talk to humans, I would say, and that's why chatbots should represent a human as much as possible, and that's why giving predefined resources such as yes, no is important. So yeah, I would prefer a human-like response than robotic one because it’s better for me.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:08:57 Speaker 1 (Question 9)](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[In what situation do you think a robotic response might be more acceptable or preferable compared to human-like response?](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:09:05 Speaker 2](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[We need to include both of them, I think because in case when I cannot fully understand what I should write to the chatbot It should be able to understand that, maybe I can like write to it that I cannot understand what it means and then should be able to understand that I'm confused. When I'm confusing having robotic-like response would be better because you can give me basically simplify the question like to let's say 5 questions and then it will give me a predefined answers for each one of the simplified questions because by getting into a different answer. If you basically giving it the chance of getting confused and that I think help a lot of people, as well that are confused they will have less desire to use it.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:10:13 Speaker 1 (Question 10)](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[So as I understand you prefer interacting with chatbots by selecting preset prompts, which is the next question.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:10:16 Speaker 2](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[For me personally, I prefer the human like Interaction but having both gives you the ability to also simplify complex questions or like questions in which the human is confused and by that you can like understand. By having less choice, you can go less ways to learn maybe.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:10:48 Speaker 1 (Question 11)](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[So how satisfied are you when a chatbot limits your input to preset prompts but responds in a human-like manner?](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:10:57 Speaker 2](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[To be honest, I would just quit the chatbot because, not having the ability to express myself as I express following him is not something that make me satisfy. But when I have to select number 12 like and then let the number 4 the number like talk to customer services. That's something that I don't like because for example there was a chatbot that like you just said you were talking. If I have a problem, then I can skip all of the steps with working for and after that. That's why I think that limiting users will basically won't give the customer the satisfaction of having them is to express himself.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:12:03 Speaker 1 (Question 12)](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[Then I'll ask you some questions about the system design of a chatbot. So how does the user-friendly interference of a chatbot affect your overall satisfaction? And in what ways does having an intuitive design enahnce your experience while interacting with it? Can you share your thoughts?](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:12:21 Speaker 2](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[That's all something very important because as I said, even in the previous question, we humans are used to communicate with other humans. So communicating with a computer in an input field might be confusing for the older generation because for us we are all used to chat in a lot of social platforms, but for the other generation I do think that they are not yet used to it and that’s why creating good user interface. Which can like represent the human interaction possible is a good way to attract more people to the chatbot and to improve their satisfaction. So yeah, I think that user-friendly chatbot can increase satisfaction a lot.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:13:23 Speaker 1](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[Yeah. Thank you for your answer.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:13:25 Speaker 1 (Question 13)](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[How important do you think is the chatbot’s appearance, for example, color, layout and overall appearance of it to you?](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:13:35 Speaker 2](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[I do think that it's important because the layout of the chatbot, for example I really prefer the way how chatbot’s appear on a mobile device because they basically have a small round button on the bottom right in which I can click for help in case I need it. So I do think that's a good approach of like placing your chatbot on the website or on a desktop. Again a fixed on the bottom right is also the approach because whenever you're you have a question you can click on it and then you're able to use it. I find it a little bit annoying for the chatbot to appear automatically because I don't take it good if it automatically switches which might or minority depends on the use case types and content on the website which might be interested in. So I'll have to close each time on the website which is something usually not very pleasant. So having the option to open in manually It's good and the placement in the bottom right corner for both of the device. For the color, it should be similar to the color of the website. It should be simple and easy to navigate because having like multiple colors needed also typing important information is good because you can give visual text which is always helpful to which one is important involving some information.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:15:26 Speaker](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[Yeah. So you feel more satisfied from it?](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:15:26 Speaker 2](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[Yeah.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:15:28 Speaker 1 (Question 14)](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[How satisfied are you with the how easy is it to find what you're looking for within a chatbot?](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:15:42 Speaker 2](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[If it's developed good. Then I won’t use the chatbot because let's say that I have some contact information about them on my computer or telephone, like in order to like go to the chatbot and a specific question means going to the online manual, searching for everything, so everything that will be on a chatbot if I have that chance.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:16:26 Speaker 1](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[OK. So have you ever experienced any issues navigating through any kind of chatbot?](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:16:32 Speaker 2](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[Yeah, as I said with my Amazon, for example. I had some bad experience over there because so I couldn’t directly access the customer service and know what exactly my problem was so it should be better if I had an option to talk to an employee directly. So in an input field and then the chatbot should also be able to basically know when it can be helpful and cannot be helpful because it recognizes that it will not give sufficient information to answer my question, then should automatically transfer me to customer service. Because otherwise it will waste my time and my satisfaction will basically go down.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:17:32 Speaker 1 (Question 15)](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[The last question I want to ask you is what do you think about having human like features in a chatbot design, for example like profile image name? Do you think these elements are important for enhancing your overall satisfaction and experience?](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:17:46 Speaker 2](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[By knowing possibilities of the web design, I do think that having let's say a 3D model of human and like his or her mouth can be a good way to also recreate the human interaction.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:18:07 Speaker 1](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[So would you be more satisfied if this happen?](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:18:14 Speaker 2](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[I mean, yeah, if it's made well, then I should be. Yeah, we'll have something like a proper picture like moves and more so this will be more useful for me and I'll be very interested and satisfied, as well.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:18:46 Speaker 1](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[OK. That was the last question. Thank you for participating in my interview and sharing your thoughts.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:18:55 Speaker 1](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[So have a nice day. Yeah.](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:19:01 Speaker 2](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[Bye](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[00:19:02 Speaker 1](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)

[Bye](https://edubuas-my.sharepoint.com/personal/220472_buas_nl/Documents/Transcribed%20Files/Call%20with%20Nachev,%20Borislav%20(220472)-20241002_190532-Meeting%20Recording.mp4)