# Audio file

[Audio\_Kim\_03-10-24.m4a](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

# [Transcript](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[So I'm here with Kim. I will tell you what is the interviews about. Basically it's about chat bots or read introduction to you and then we're going to dive into. And. The questions. So a chat will become more commonly used by companies to enhance customer service. Understanding consumer satisfaction with these tools is essential. Would offer many benefits such as 24/7 availability and quick responses. However, several factors influence how satisfied users. With their interaction. So let's dive in and explore the your experience with chat bots, your feedback, your feedback will help us understand how conversation quality, system design, response tone, and.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Hello.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Directly affect your customer, your consumer satisfaction, enabling companies to improve their chat bots. So let's start with general introduction. What's your name? Yeah.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[My name is. Kip. Yeah, the full name or.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[No, it's OK. Yeah, keep miss right. Yes. Yeah. OK. And how are you? Would you like to share anything else besides that?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[I'm doing fine. I'm eight. Yeah. Creative business. Second year, 18 years old.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Yeah, studying here in Lewis. Nice. And have you ever used Chatwood before?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[I think.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Yeah, I think like twice maybe, yeah, not often.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[OK, that's good. That's good. Nice. So we're gonna. Talk, talk about the information quality. When a chat bot gives you either too little or too much information, how does it affect your satisfaction?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[You know.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[When I get nothing like when it I ask the question and I get like no answer back like that, it doesn't answer my question. It kind of annoys me. Yeah very yeah.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Very yeah, yeah. It's frustrating I guess. Alright, yeah.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Or too much information. I won't read it because.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[So you think it's a lot like full of irrelevant.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Information, yeah.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Yeah.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[And can you share the experience where Chitwood gave you low quality or incomplete information?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Well, I ordered a book from once and it didn't come like it was really a week later and the day it.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Of.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Was. Supposed to. So I wanted to call customer service but it gave me a chat bot instead.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[OK.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[And it didn't like, you know, I asked it like, ohh. Like, where's my book? And he didn't know either. So, like, I had to answer a bunch of his questions before I could talk to an actual human who then did answer the questions I had. But the chat bot.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Yeah.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Didn't do anything.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[It didn't help.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Yeah.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Because I didn't know my information. And all that.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Yeah. And has there ever been a time when the chat both gave you really accurate information that helped you? No. OK, that's very good to know. So that's why we're doing.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Sorry.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[This. Research and how do you feel when a child would repeat the same information?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[What?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Can you repeat?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[All it keeps telling you the same.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Yeah, it never happened to you. No. Yeah, yeah.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Thing well then. But I get very annoyed I think.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[OK, now we move to the topic. Trust. How important is it to you that the chat bot is transparent about how it operates?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Well.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Do you care about?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Well, I first talk to a human because they have, like, you know, they feel the emotions.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Yeah.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[I don't know if the chatbot could. Do that.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[OK.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Because it doesn't really feel like I'm talking to anyone.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[All right. No, it's OK. It's OK. No worries. And can you think of a time when you had like to share your personal information with the chat bot?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Maybe not the best person to interview for this. Well, the only I know I I don't trust it enough to give like banks information and stuff, especially cause I almost got scam scammed once. But.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Like.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[You don't trust her? Yeah. Ohh, OK, OK.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[The only thing I gave it was the order number and I couldn't do anything with it.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[So OK, that's good. If you know that the chat bots use data encryption, which means that he.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Hi.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Save the data in a safe place after scramble the like go through like firewalls and stuff like that, would you? Trust it more.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Well, yeah, maybe. But I'm not a very technical person, so I don't know what.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Yeah, that's OK.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Is.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[No, that's good. And now we talk about conversation type and then we move to the design and basically it will be. The. End so can you describe your experience when interacting with the chat bot that uses human like responses compared to robotic like responses and which? One, do you prefer more?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Human. Definitely. Yeah. Yeah. Because I feel like.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Human.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[We're talking to people like human, so.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Yeah.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[If I get like robotic responses, even from people, I feel like they're mad at me, so definitely I always say please and thank you to Jack as well because I'm scared is going to get my.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[OK. OK, yeah, I treat it like a slave, you know? I know it's just a code, but yeah, in the future, we never know. Yeah.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[No, but still exactly. Let's say the robots come for us, at least I. Was. Nice though you.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[It will be my Robert. We talked about it already. It's OK.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Know. Yeah.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[But. OK.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[And and do you prefer when you interact with the chat bot? Selecting a preset answers that it provides you or typing freely.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Typing for you because I it takes a lot for me to explain something, yeah.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Yeah. Yeah. So you can express yourself better. And when do you think that the chat bot robotic like responses is better than human? Like responses. Do you think there's any situation will be better or not?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Yeah, if you're looking for. Like. Specific information and it gives you like bullet points just like simple and quick. What you need to know then it's good, but if you're. Like trying to tell an experience or something then.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[So it basically depends on the type of question you.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Yeah, yeah, yeah.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Ask. OK.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Or if you ask it to explain. Something to you when it comes with like whole story then then never mind, you know.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Yeah, yeah. Then you don't really. Want to put effort in it? Yeah, yeah. Reading it. Cool. So we talked about the last topic which is design and how do you think that a user friendly interface and the appearance of the colours affecting your satisfaction when talking to a chat bot? Does it matter to you?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[No, I don't think it would change a lot as long as it's simple and like easy to use. I don't think it would affect it.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[OK.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[And last questions, what do you think about having a human like feature in a chat bot like profile picture, name and other features?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[No, no, cause that would freak me out like I want to know. I'm talking to a robot and not some like a robot pretending to.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[That's trippy.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Be. Human. That would be a little freaky.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[OK. Yes, yes, I can understand that. And well, that's it. Thank you. Stop this.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)

[Alright.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Kim_03-10-24.m4a)