# Audio file

[Audio\_Shelly\_03-10-24.m4a](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

# [Transcript](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[OK, so I'm going to start the recording. Now OK. And we talk about the chatbot consumer satisfaction. Let's start with general introduction. What's your name?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[My name is Shelley.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Nice. How are you?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[I'm good. And you?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[I'm good. Thank you. Is there anything you would like to share about yourself?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Yeah, I am your sister. Yeah.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Nice. Yeah. Have you ever used the chatbot before? I haven't. Also, judge you pretty, consider the judge.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Oh, OK then I.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Have have you ever used like shared customer or?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[I tried to use it for a website. Yeah, for Canva.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

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[For Canada. Yeah. OK. OK. So let's talk about information quality and let's say when a chat board 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_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[I would like it to be the perfect amount of information and answer the question that I was asking. So when it's too much I would be too overwhelmed and I would ask a different question to minimise the amount of words. For example.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[All right. Yeah, that's fair. Yeah. Can you share your experience when the child was gave you low quality or incomplete? OK.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[So it says it's set to be. T also part of it. OK, well I asked to explain a piece of writing that I had an assignment for my English class and it gave me just general information and I had to ask it for like more details and be so specific about what it is I want to know. And like the meanings behind it.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[And how did it affect your satisfaction?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[I wasn't very satisfied, so I had to ask again and just rethink everything. So yeah.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[All right. And how important is it to you the chatbot answers are easy to understand and provide enough details to solve your problem.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[It's important because if it wasn't specific or if it wasn't what I want, then it would have been a lot more difficult to continue. With whatever it is I want to.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Do so. Does it impact your satisfaction?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Yes, it would.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[All right. That have been. Uh. And do you remember the time when the check both gave you accurate information?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Yes, I do. I do remember it was for a research for my art class and I had to research. I had to research meanings for symbolism for and Bunny, for example, and it gave me lots of different options within the centuries and between like. The Renaissance and this era and that era. So they give me a lot of accurate information with specific examples about artists.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Right. And did it make you more likely to use it again?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

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[Yes indeed.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[All right. And how do you feel when a child about to repeat the same information? Does it change how satisfied you are with it?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Yes, because. Yeah, the I don't see the reason for it to say the same information. Once again when it already provided me with the first information.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[OK. And now we move on to the topic. Trust. How important is it to the chatbot? That the chat bot is transparent how it operates. Thus transparency change your level of satisfaction when interacting with it. Transparency means that you know what's happening in the background, like when you see something, and then it's transparent so you know what's going through it.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[OK, well.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Do you think of this even or?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Sometimes I do, but yeah, it would be a lot more trustful for me if it was more transparent and. Yeah. Then I could see how it operates and why.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[So so it's it's not transparent enough, it's not transparent enough in your opinion.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[What? No, not really.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Can you think of a time when you share the personal personal information with the chatbot?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[UM.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Personal information can be anything. Yeah, personal story or name or like.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Oh, OK.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Experience that you had, that you trust the chatbot to share with.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Yes. So I had to write a small reflection for a project that I did in my school, which was a yearbook committee, and I asked it to help me with some like. Details of how I would explain it in more detail because it's difficult to just say that I'm working on the yearbook. I want more detail to write and I have provided with the information that I am in this class and I need some more like help with writing my. Small reflection. For the yearbook so it knows that I am in the yearbook committee in, in the class that I am in.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[And did did it impact your satisfaction? On using the chatbot.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[It did because it gave me really good information and something that I would have written and it sounds like me. So yeah, it did give me a satisfaction.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[OK. And and does knowing that the chatbot used data encryption influence how satisfied you are with with its service?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Yes, I feel like it does impact because also I will give another example. Yesterday I had to also I used touch PPT to. Right. Also like another like motivation letter example just so I can see how it looks like and it had remembered the fact that I was in the yearbook from the last time I mentioned it. So. So. It gave me that as an example for my motivation letter, and it was satisfying because I wouldn't. I didn't have to mention it again because I already remembered that I did that project.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[It's data about data encryption that you know that you talk and saved in their databases.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Oh. Yeah, yeah.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Yeah, yeah. Now we move on to the topic conversation type. Can you describe your experience when interacting and chat bots that use human like responses compared to robotic like ones?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[UM. I haven't used. Oh, OK. Well, I would say Chipita is a bit more robotic. And for example, Snapchat has the like AI person who talks like a person much out of them.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Let's.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[And yeah, talking to the for example, I asked the question about like a dream that I had, I think for the snapshot and it gave me like. A kind of human like respond and it kind of freaked me out. It was a bit scary because I know it's AI and yeah, I feel like they robotic like ones make it more. I don't know, but it's. Just.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Which one do you?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Prefer then I think I prefer the robotic one, yeah.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[The robotic one because it's less scary and less.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Yeah, because I know it's a AI and I know it's a technology and when it's like human, like, it messes with me and I feel. Like it's scary.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[OK. And in what situation do you think a robotic response might be more acceptable compared to human like responses?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[For example so.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[And vice versa.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[For example. I think if there would be a situation where. Someone, for example, gets kidnapped and they have no one to call or talk to, and then they can ask the human responsive like AI technology to, like, pretend to be that, like police pretend to be that person who says yes, I'm home and stuff. Or like. When you're walking home alone and then you want to talk to someone but no one is there, you can pretend like you're texting with the AI thing and it gives you when responses you can feel safer and you can also like show the other person that there's someone there to like protect you so they can't do anything.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[If you put it under the title it will be like for mental support in some cases, OK.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Yes. Or like this? Yeah. Emotional support kind of.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Yeah.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[And what about robotic like? What? What? What do you think robotic like response might be more acceptable?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Maybe around like more schoolwork or like codings, for example, customer service could be maybe more human like.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Customer service.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Because then the other person feels like there's another person that's helping them.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[OK.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Yeah.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Do you prefer interacting with chat bot by selecting a preset prompts or by tapping your own response?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[I. Always type my own responses and so like what it is I want to. Say or ask. I never ask with the prompts that I give him. So I prefer the. Free writing one.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[OK. And.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Yeah.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[OK. We move to the design. The last topic and how does user friendly interface of a chat bot affect your overall satisfaction?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[What?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Does it mean user interfaces like how it's look like?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[OK. I just use it for the interview. I've wanted to shut up.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[How the appearance OK how important is that? Is the chatbot appearance colour layout or? Pictures in it to you. How important is?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[OK. It I think it is. It is really important because it depends on what it is. For example, a chat box in Canva. It's like a little text message and it yeah, it just helps you. Kind of like feel more comfortable asking more questions and things. And yeah.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[OK. So how does it influence your satisfaction?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[It makes me more satisfied because I know what it is. I need to ask or like for which like website for example like just GPT. It's like more robotic less pictures. It's more straight to the point. So I asked straight to the point questions and then for like to box in the website or something it's like more. Like communicative and like you just ask more like general things.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[OK. How satisfied are you with how easy it to find? But you're looking for with in a chat. Bot.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[I am very satisfied because things that I can't research like on Google for example or like on other websites. I can ask a question and it gives me. The. Answer that I'm looking for straight away, even though it's very specific.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[OK. And last question. What do you think about having a human like feature in a chatbot design like a profile image name and etc.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[For me personally, it creeps me out and I really don't like the fact that a robot is identifying themselves as a human being or have a picture of themselves. Talking because that would just distract me and be scary for me. So I'd rather it be the same. How is it now? You know, just no face, no thing. Just give me the information. I.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Want. OK, so do you think these elements are important? When talking about overall satisfaction and experience.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[What do you mean by these elements about everything?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[The the features of the human like in a chatbot.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Oh, I think they are not important and then they should not include them at all.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[OK, well, that's the end of the interview. Thank you very much for participating.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[OK, no problem.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[If you want to get access to the research or something, you can always reach out.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[OK.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Thank you very.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)

[Much. You're welcome.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Shelly_03-10-24.m4a)