# Audio file

[Audio\_Yeara\_03-10-24.m4a](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

# [Transcript](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

[So hello, after the introduction, we're gonna talk about chat, about consumer satisfaction, and let's start with general introduction. What's your name?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[My name is Yara, the bukov. I'm 26 years old. I live five years, six years in the Netherlands now, and I'm from Israel.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[All right. Nice. And how are you? Is anything else you would like to share about? Yourself.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[I'm good. A little bit busy juggling between work and school and gym, but it's good.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[Cool.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[OK, that's good. Have you ever been? Have you ever used a chat bot before?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[A chatbot like a support or what exactly?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[Chat bot in a customer service wise area.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[Yes.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[All right. And now we're gonna go through several topics. The first one will be the information quality of the chat bot. Hmm. When a chat bot. Gives you either too little or too much information. How does it affect your satisfaction with your experience?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[When it's too little, then I'm not satisfied because my question is not answered, but when it's too much before like the process you mean.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[Like too much information in there. And the response of the of the child. What?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

[I never had the situation that I got too much information. It was usually just the right amount or too less.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[OK. And can you share the experience where Chatwood gave you low quality or incomplete information?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[Yes, I had to do a I used the chequebook about the return for a package I ordered online. And at the end I didn't receive help from the chat bot because I needed a return label which they didn't offer me.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[OK. And then. How important is it to you that a child about answers are easy to understand and provide enough detail to solve your problem?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[I think it's really important because in some companies you don't have customer support. You can call and that's the only option. So as it is the only option, I think it needs to be easy for many people to understand, so it needs to be pretty clear.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[And does it impact your satisfaction? Yes. OK. Do you think he will if a chatbot and the company provides a good service, would you likely to use it again?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[Yes, I will.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[And how does it feel when a chatbot repeats the same information?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[It's really frustrating. Because if I ask again, it means I didn't get enough information the first time.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[All right, fair enough. Now we.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[So.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[Move on to the topic. Trust with. Chat bots. And how important is it that the chatbot is transparent about how it operates? Does does this transparency change your level of satisfaction when you interact with it?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[For me, it doesn't matter as long as it works. So I understand that I have to agree to some conditions, but I don't really mind what they need to get to there in order for me to get. Help.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[OK. And can you think of a time that you had to share your personal information with the chat bot?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[The only thing I had to share one time was my order number and address. Not really like more personal than that.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[OK. If you know that the chat bot use data encryption, will it influence your satisfaction?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[Could you explain what that line friction is?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[That it's yours like. The most secured. Manners to make sure that your data is in a safe place. For example personal information or like the topic you discussed about.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[Yeah, I would rather do that. I would rather use a website with that option than a different one.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

[Speaker](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

[Yeah.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[OK. So we move on to the conversation type. Can you describe your experience when interacting with the chatbot that use human like responses compared to a robotic like ones? And which one do you prefer and why?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[I prefer the human one because I feel like I could get my answer more specifically and easily because all my history with chat bots when it was like automatic respond, it felt like no one is listening to me.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[OK, in what situation do you think that a robotic response might be more acceptable or preferable compared to human like responses?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[I think when the questions are more minor and not too too serious with. In detail, like if you just want to track your package or get a number of a certain. I don't know service then it will be easier if it's a. Robot. Because the answer would be more clear.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[OK. And how satisfied are you when a chat bot limits your input to preset prompts?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

[Speaker](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

[Like. So.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[This means that you cannot type and you can only select options of how the.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

[But I like it if I see my option. There. If I see my option, then it's easily cause it's like I don't have to worry too much about how I explain my problem. But if my problem is not in there, I would like to have the option to put my problem.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

[Speaker](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

[Yeah.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[OK. And do do you feel like there's any difference when you can select the prompt and then the the chat box responds in a human like manner? Or robotic manner. Does it change anything in your?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[I think I think the mix of that they give me options to select and then the robotic answer is fine.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[Opinion. So you feel like 3 preset options and robotic answers will be better than preset options and human like responses. From the chat board.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[OK. No, I would like to have options to select like you said, reset options and human like respond that will make me feel more comfortable.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[Yeah. OK. And and how does your satisfaction change when you're able to type freely? But the chatbot but the chatbot chatbot responds more in a robotic way.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[No.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[I would not like it at all when I write freely. It's usually when my problem is a bit more serious than they could have answered me before, and when I get a robotic answer back, it feels like again. No one is caring about me or listening to me. From the company.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[OK. So we move on to the last topic which? Is design. And how does a user friendly interface of a chat bot affect your overall satisfaction?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[Well, it needs to be really easy and accessible to find because if it's hard it will be hard for me to. To use and to find it, so interact with it as well.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[OK. And how important is it a chatbot appearance like the colour layout? Is it?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[For colour, I haven't seen something with special colours. It was always black and white and grey, which is fine, but the layout was needs to be really clear. Maybe like a chat between two people.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

[Speaker](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

[What?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[OK. And. Now we go on to the last questions. What do you think about having a human like feature in a chat bot? Like profile image and name, personal name and other features that resemble human.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[If it's a robot, I wouldn't like it. I don't want them to try to deceive me with this this person. If it's a robot, I want to know. It's a. Robot alright. You know, because if it has a name and a picture of a girl, then I would think that they tried to deceive me. That it's a girl and not a like a human and not a robot.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[OK. And do you think these elements are important for enhancing overall satisfaction and experience among consumers?](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[Yes, I do think so.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[OK.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

[Speaker](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

[OK.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

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[Well, that was the last question. Thank you very much for participating.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

[Speaker 2](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

[Thank you.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

[Speaker 1](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)

[And we'll keep in touch.](https://edubuas-my.sharepoint.com/personal/221846_buas_nl/Documents/Transcribed%20Files/Audio_Yeara_03-10-24.m4a)