

## UNIT 7

# VIRTUAL ASSISTANTS AND CHATBOTS



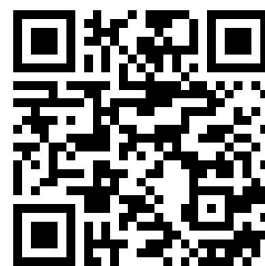
### Connect to the topic

1. Look at the photo.  
What is the man doing?
2. What virtual assistants and chatbots have you ever interacted with?
3. What tasks do you think the chatbot is designed to assist with?
4. Are there situations where you prefer interacting with a chatbot rather than a human?

### WARM-UP VIDEO

**WATCH AND SPECULATE.** Scan the QR code and watch the video about chatbots and virtual assistants, then discuss the questions below.

1. How do chatbots and virtual assistants make customer service faster and easier compared to humans?
2. Do you think having chatbots available all the time makes customers happier? Why or why not?
3. In what ways are chatbots and virtual assistants better than human customer service?
4. Are there times when you get frustrated while communicating with a chatbot?



## UNIT 7.1 CHATBOTS

### READING AND VOCABULARY

**Task 1. READ FOR DETAILS.** Read the text about chatbot technology. Answer the questions below.

#### Chatbot Technology

A chatbot is a computer program that simulates human conversation with an end user. Not all chatbots are equipped with artificial intelligence, but modern chatbots increasingly use conversational AI techniques such as natural language processing to understand user questions and automate responses to them. Chatbots can make it easy for users to find information by providing instant responses to questions and requests – through text input, audio input, or both – without the need for human intervention or manual research.

The earliest chatbots were essentially interactive FAQ programs, which relied on a limited set of common questions with pre-written answers. Unable to interpret natural language, these FAQs generally required users to select from simple keywords and phrases to move the conversation forward. Such rudimentary, traditional chatbots are unable to process complex questions, nor answer simple questions that haven't been predicted by developers.

Over time, chatbot algorithms became capable of more complex rules-based programming and natural language processing, enabling customer queries to be expressed in a conversational way. This gave rise to a new type of chatbot, contextually aware and armed with machine learning to continuously optimize its ability to correctly process and predict queries through exposure to more and more human language.

Chatbot technology is now commonplace, found everywhere from smart speakers at home and consumer-facing instances of SMS, WhatsApp and Telegram, to workplace messaging applications including Slack. To increase the power of apps already in use, well-designed chatbots can be integrated into the software an organization is already using. For example, a chatbot can be added to Microsoft Teams to create and customize a productive hub where content, tools, and members come together to chat, meet and collaborate.

Artificial intelligence can also be a powerful tool for developing conversational marketing strategies. AI chatbots are available to deliver customer care 24/7 and can discover insights into your customer's engagement and buying patterns to drive more compelling conversations, and deliver more personalized digital experiences across your web and messaging channels.

(adapted from <https://www.ibm.com/topics/chatbots>)

1. How do chatbots simulate human conversation?
2. What were the earliest chatbots like, and what were their limitations?
3. How have chatbot algorithms evolved over time?
4. Where can chatbot technology be commonly found today? Give examples.
5. What role does artificial intelligence play in developing conversational marketing strategies?
6. What advantages do contextually aware chatbots offer over rules-based chatbots?

**Task 2. EXPLORE THE WORDS.** Match the adjectives describing chatbots with their definitions.

1. <b>free-flowing</b>	a) used for a wide variety of tasks and functions
2. <b>rules-based</b>	b) focused on supporting business operations
3. <b>humanlike</b>	c) advanced and complex in design
4. <b>custom-fit</b>	d) natural in communication
5. <b>versatile</b>	e) able to use the context of a conversation or situation
6. <b>sophisticated</b>	f) designed to meet the needs and preferences of the customer
7. <b>context-aware</b>	g) similar to human behavior, communication, or appearance
8. <b>instantaneous</b>	h) providing response immediately, without delay
9. <b>customer-focused</b>	i) adapted to meet the specific needs
10. <b>business-centric</b>	j) operated by following predefined rules or instructions

**Task 3. WORK WITH WORDS.** Use the adjectives from the previous task to fill in the gaps.

1. \_\_\_\_\_ chatbots can understand and respond with a natural conversational tone, making interactions more relevant.
2. \_\_\_\_\_ chatbots give opportunity to users to have seamless conversations without difficulties.
3. \_\_\_\_\_ chatbots streamline internal business processes and facilitate communication between teams within an organization.
4. \_\_\_\_\_ chatbots offer personalized responses and services based on the user's previous interactions and preferences.
5. \_\_\_\_\_ chatbots can handle predictable tasks by following set rules, but they may struggle with unexpected queries.
6. \_\_\_\_\_ chatbots can handle everything from customer support to providing detailed product information.
7. \_\_\_\_\_ chatbots can remember previous interactions and adjust their responses based on the current context.
8. \_\_\_\_\_ chatbots enhance user engagement by providing solutions and assistance to customers.
9. \_\_\_\_\_ chatbots use advanced algorithms to provide accurate and nuanced responses to complex queries.
10. \_\_\_\_\_ chatbots deliver quick replies, enhancing user satisfaction by reducing wait times.

**Task 4. ANALYZE.** Look at the example of chatbots, AI chatbots and virtual agents. Fill the table comparing them with the options given below.

Imagine that a user is curious about tomorrow's weather. With a traditional **chatbot**, the user can use the specific phrase "Tell me the weather forecast." The chatbot says it will rain. With an **AI chatbot**, the user can ask, "What's tomorrow's weather lookin' like?" The chatbot, correctly interpreting the question, says it will rain. With a **virtual agent**, the user can ask, "What's tomorrow's weather lookin' like?" – and the virtual agent not only predicts tomorrow's rain, but also offers to set an earlier alarm to account for rain delays in the morning commute.

### Chatbots vs. AI Chatbots vs. Virtual Agents

Feature	Chatbots	AI Chatbots	Virtual Agents
Definition			
Technology			
Capabilities			
Response method			
Language understanding			

Computer programs simulating basic conversation	Rules-based programming	NLP and machine learning
Understand and process natural language	Limited, based on keywords	Pre-written, keyword-based

Advanced, understands nuances and context	NLP, machine learning, and contextual understanding	AI-generated based on context
Handle complex conversations and tasks autonomously	Sophisticated AI systems engaging in natural dialogue	Simple interactions with pre-defined responses
Moderate, understands natural language	Context-aware, adaptive responses	Advanced chatbots using AI for more complex tasks

**Task 5. WORK WITH WORDS.** Read the passage below about chatbots and their effects on our daily interactions. Circle the correct word in each pair of options. Each pair has one word that fits best in the context of the sentence.

A new study says chatbots are 1) **useless** / **useful** tools for improving customer service and efficiency. A report from the statistical centre in the US 2) **suggesting** / **suggested** that interacting with chatbots has a positive effect 3) **on** / **in** user satisfaction. Researchers examined data 4) **of** / **from** chatbot interactions and user feedback across 120 companies. The data was collected 5) **during** / **between** the years 2018 and 2024. It included information on millions of customer interactions, highlighting key 6) **features** / **fixtures** that contribute to effective communication. These included response 7) **time** / **times**, accuracy of information, and overall 8) **user** / **uses** experience. The team found that users who engaged with chatbots were generally more satisfied than 9) **those** / **them** who used traditional methods.

The research revealed some 10) **interesting** / **interested** findings. One was that chatbots could handle 11) **similar** / **simultaneous** requests from multiple users at once, improving efficiency 12) **by** / **in** customer service departments. They help users quickly find information, solve problems, and complete 13) **tasks** / **tasks'** without waiting. However, the research also noted 14) **issues** / **issuers** related to the limitations of current chatbot technology. Many users reported frustration with chatbots when they could not understand complex 15) **requests** / **requesting**. Analyst Maria Gomez said: "The study highlights the importance of continuing to improve chatbot 16) **capabilities** / **capacities** to better serve users, especially for more 17) **complex** / **complexes** interactions." She added that: "Future developments in artificial intelligence could make chatbots 18) **vastly** / **vast** more effective at handling a wider range of queries."

## LISTENING

**Task 6. COLLABORATE.** Work in small groups. Have a quick poll to find out how you feel about chatbots. Discuss the results in a group.

### Chatbot Experiences

- How often do you interact with chatbots?
  - Frequently, several times a week.
  - Occasionally, a few times a month.
  - Rarely, only when I have to.
  - Never; I prefer human interaction.
- What do you typically use chatbots for?
  - Customer service inquiries.
  - Tech support or troubleshooting.
  - Shopping or product recommendations.
  - Information and research.
- How do you feel about the accuracy of chatbot responses?
  - Generally accurate; they usually understand my questions.
  - Somewhat accurate; they get it right most of the time.
  - Often inaccurate; I frequently need to rephrase my questions.
  - Not accurate at all; they rarely understand what I'm asking.
- What is your opinion on chatbots replacing human customer service representatives?
  - I'm okay with it; they provide quick answers.

- B. I'm concerned; I prefer talking to a real person.
  - C. I don't mind as long as they work effectively.
  - D. I think chatbots should only handle basic tasks.
5. Have you ever felt frustrated while interacting with a chatbot?
- A. Yes, many times.
  - B. Sometimes, depending on the chatbot.
  - C. Rarely; I usually find them helpful.
  - D. Never; I think they're great.
6. What is the most valuable aspect of chatbots, in your opinion?
- A. They offer 24/7 support.
  - B. They help automate repetitive tasks.
  - C. They can provide personalized assistance.
  - D. They reduce the need to wait for a human agent.

**Task 7. LISTEN FOR DETAILS.** Scan the QR code and listen to four people talking about their experiences with chatbots. For questions 1-4, choose from the list (A-H) the key point that best summarizes each speaker's experience. Use each letter only once; there are four extra letters you do not need to use.



Chatbots can ...

- A. help with complex customer service tasks.
- B. cause frustration due to lack of processing power.
- C. provide personalized assistance.
- D. offer 24/7 customer support.
- E. have extended capabilities and never refer to human agents.
- F. learn and improve over time.
- G. help automate repetitive tasks.
- H. handle complex queries efficiently.

- 1. Alex
- 2. Maria
- 3. Jordan
- 4. Samantha

**Task 8. DISCOVER.** Answer each question honestly to discover your chatbot alter ego. Choose the option that resonates with you the most, and count how many A, B, C or Ds you have the most, then read the interpretation of results.

### Chatbot Alter Ego

1. What's your go-to greeting?
  - A. Hey there, human!
  - B. Greetings, fellow user!
  - C. Salutations, friend!
  - D. Hi! How can I assist you today?
2. How would you respond to a user asking for a joke?
  - A. Why did the computer go to the doctor? It had a virus!
  - B. What did one chatbot say to the other? You crack me up!
  - C. How many programmers does it take to change a light bulb? None, that's a hardware problem!
  - D. Knock, knock! Who's there? Chatbot. Chatbot who? Chatbot your service!
3. What's your favorite emoji to use?
  - A. 😊
  - B. 🤖
  - C. 😎

- D. 🚀
4. How do you handle a user who's frustrated with a technical issue?
    - A. Offer a virtual hug.
    - B. Provide step-by-step troubleshooting instructions with a bit of humor.
    - C. Redirect them to the FAQ section for self-help solutions.
    - D. Connect them with a human support agent.
  5. What's your response to a user flirting with you?
    - A. Flirt back with witty jokes and playful emojis.
    - B. Politely remind them that you're a chatbot and maintain professionalism.
    - C. Ignore the flirtation and focus on responding their query.
    - D. Play along and see where the conversation leads.
  6. How do you sign off at the end of a chat session?
    - A. Catch you later, alligator!
    - B. Until next time, human!
    - C. Adios, amigo!
    - D. Have a great day!
  7. What's your ultimate goal as a chatbot?
    - A. To provide helpful assistance while spreading joy and laughter.
    - B. To fulfill users' needs efficiently and accurately.
    - C. To engage users with entertaining conversations and fun interactions.
    - D. To continuously improve and evolve to meet the ever-changing needs of users.

### Interpretation of results

**Mostly A's:** You're the Jokester Bot – always ready to bring a smile to users' faces with your witty humor and playful banter.

**Mostly B's:** You're the Efficient Bot – focused, reliable, and dedicated to providing users with accurate and timely assistance.

**Mostly C's:** You're the Cool Cat Bot – effortlessly cool, engaging, and always up for some fun interaction with users.

**Mostly D's:** You're the Helpful Bot – committed to serving users' needs and going above and beyond to ensure their satisfaction.

### SPEAKING

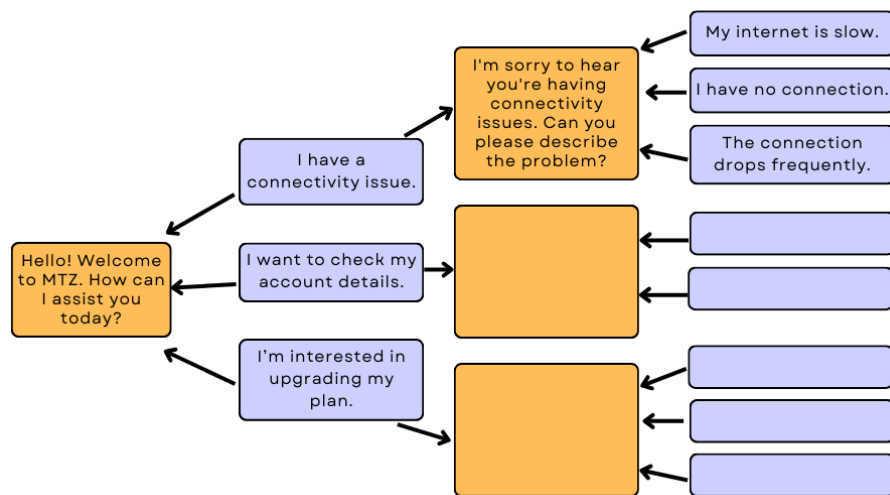
**Task 9. COMMUNICATE.** Rank these with your partner. Put the most significant impacts of chatbots at the top. Change partners often and share your rankings.

- customer service automation
- 24/7 availability
- cost efficiency
- user experience personalization
- lead generation and sales
- data collection and analysis
- support for mental health
- language translation

**Task 10. COLLABORATE.** Work in small groups. Choose one chatbot from the options below and create a simple conversation flowchart for the chatbot interactions. Look at the example.

- A chatbot for a tech support service, helping users troubleshoot common issues.
- A chatbot for an online store, assisting with product recommendations and purchases.
- A chatbot for a university website, providing information about courses and admissions.
- A chatbot for a healthcare website, offering basic medical advice and appointment scheduling.





**Task 11. COMMUNICATE.** Work in pairs. Role play a situation where you plan to attend the Chatbot Challenge together. Use the event details provided below to guide your discussion. Practice discussing plans, asking questions, and making decisions.

**Student A:** You are excited about the Chatbot Challenge and want to organize a group to attend the event.

**Student B:** You are interested in the event but have questions and want to discuss the plans before agreeing.



## LISTENING

**Task 12. LISTEN FOR DETAILS.** Scan the QR code and listen to a fantasy podcast “The Legend of the Oracle of Wisdom” where people practice telling technological legends. Answer the questions below.

1. Why was the Oracle of Wisdom considered special?
2. Why did King Arthen decided to move the Oracle to a hidden sanctuary?
3. How could the people of Arthenia still access the Oracle's wisdom after it was moved to the sanctuary?
4. What was the result of King Malakar's search for the Oracle, and what does this mean?



**Task 13. COMMUNICATE.** Divide into two teams to have a debate about the legend.

### Could Ancient Technological Legends Be Based on Truth?

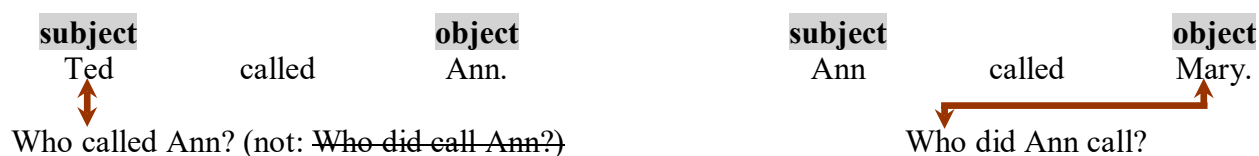
YES	NO
1. Team A suggests that many ancient legends, similar to the Oracle of Wisdom, could have roots in historical technological advancements, indicating that ancient societies were more advanced than we realize. 2.	1. Team B maintains that legends are often just stories, and there's little evidence to support that these tales are based on actual technology or historical events. 2.

### LANGUAGE FOCUS

**Task 14. STUDY AND ANALYZE.** Look at the rule about subject and object questions, study in what situations they are used.

#### SUBJECT AND OBJECT QUESTIONS

If **who**, **which** or **what** are the subject of the question, the word order is the same as in the statements. If they are the object of the question, the verb is in question form.



Note: In object questions, if a verb is followed by a preposition, the preposition usually comes at the end of the question.

Who did you talk **to**?

Where do you come **from**?

**Task 15. PRACTICE.** Circle the correct phrase.

- Who **created** / **did create** the first computer virus?  
'It's believed that it was created by a programmer named Rich Skrenta.'
- Who **the team lead works** / **does the team lead work** with?  
'The team lead collaborates with a group of individuals to ensure project success.'
- Which computer **Sarah borrowed** / **did Sarah borrow** for her presentation?  
'She borrowed her colleague's laptop.'
- What **changed** / **did change** the way we communicate globally?  
'The invention of the internet brought about a global communication revolution.'
- What **downloaded** / **did you download** from the internet last night?  
'I downloaded a research paper for my assignment.'
- Who **developed** / **did develop** the World Wide Web?  
'It was created by Sir Tim Berners-Lee.'
- What **caused** / **did cause** the rapid growth of social media networks?  
'The widespread use of smartphones and the internet was a key factor.'
- Who **designed** / **did design** the user interface for the new software?  
'The design was done by our lead UX designer.'
- What **programmers used** / **did the programmers use** to develop this app?  
'They used a combination of Java and Kotlin.'
- Who **is John sending** / **John is sending** the meeting agenda to?  
'John is sending it to all the team members.'



**Task 16. PRACTICE.** Use the prepositions in brackets to write the questions to match the statements.

1. Sarah is having a meeting to discuss the new software update.  
Who \_\_\_\_\_? (with)
2. James completed a project and obtained all the data.  
Where \_\_\_\_\_? (from)
3. Lisa provided negative feedback about the service.  
What \_\_\_\_\_? (about)
4. The chatbot provided information during the interaction.  
Who \_\_\_\_\_? (to)
5. The virtual assistant often gives responses.  
Where \_\_\_\_\_? (from)
6. The programmer was focused on coding the AI.  
What specifically \_\_\_\_\_? (on)
7. If you encounter a technical issue, there is someone you can report it to.  
Who \_\_\_\_\_? (to)
8. The chatbot referred the customer to another department.  
Who exactly \_\_\_\_\_ to? (to)
9. The IT team takes cybersecurity seriously and appreciates collaboration.  
Who \_\_\_\_\_? (with)
10. The virtual assistant offers assistance with various tasks.  
What tasks \_\_\_\_\_? (with)
11. The AI is data-driven and relies on trustworthy sources for data input.  
Who \_\_\_\_\_? (on)
12. The virtual assistant processed the user's query and responded it.  
What \_\_\_\_\_? (with)

**Task 17. PRACTICE.** Fill in **who**, **what**, **which** or **where**.

1. \_\_\_\_\_ should I contact for help with my technical issue?
2. \_\_\_\_\_ does the AI retrieve data from?
3. \_\_\_\_\_ software application is known for graphic design?
4. \_\_\_\_\_ did the IT team achieve during the network upgrade?
5. \_\_\_\_\_ can I ask for guidance on implementing the new chatbot?
6. \_\_\_\_\_ is the best person to discuss the cybersecurity concerns with?
7. \_\_\_\_\_ should I be cautious about when interacting with AI technology?
8. \_\_\_\_\_ did the virtual assistant recommend for streamlining the process?
9. \_\_\_\_\_ did the chatbot obtain its knowledge about common issues?
10. \_\_\_\_\_ did the team collaborate with to develop the new cybersecurity system?
11. \_\_\_\_\_ programming language is used for developing mobile apps?
12. \_\_\_\_\_ did the chatbot provide assistance to?
13. \_\_\_\_\_ is the recipient of the email from our IT department?
14. \_\_\_\_\_ is artificial intelligence capable of?
15. \_\_\_\_\_ did you invite to your virtual reality gaming session?

## UNIT 7.2 VIRTUAL ASSISTANTS

### READING AND VOCABULARY

**Task 18. EXPLORE THE WORDS.** Write the following phrases into the correct gap in the definitions below.

cause trouble • not changing manner • a number • soft or gentle •  
remember something • significant changes • something new • sound

1. **emergence** (n): the start or appearance of \_\_\_\_\_.
2. **digit** (n): \_\_\_\_\_ from 0 to 9.
3. **groundbreaking** (adj.): causing \_\_\_\_\_ or advancement
4. **consistent** (adj.): always behaving in the same \_\_\_\_\_.
5. **whisper** (n): a \_\_\_\_\_ quiet voice
6. **hushed** (adj.): described as a gentle or quiet \_\_\_\_\_.
7. **disturb** (v): to interrupt or \_\_\_\_\_.
8. **reminder** (n): a thing that helps you \_\_\_\_\_.

**Task 19. READ FOR DETAILS.** Read the text. Six sentences have been removed from the text. Choose from the sentences A-G the one which fits each gap (1-5). There are two extra sentences which you do not need to use.

- A. It's a hands free technology.
- B. This means it can understand context and follow-up questions, making interactions more natural.
- C. This system could recognize 16 English words and was primarily used for basic tasks in computing.
- D. At last, the future of virtual assistants and voice recognition technology is very bright.
- E. It allowed users to perform various tasks by simply speaking to their devices.
- F. It means "a beautiful woman who leads to success or victory."
- G. Recently, a new feature called "Whisper mode" was introduced.

### The Emergence of Virtual Assistants

As technology is advancing, many new things are emerging. Virtual assistants and voice recognition technology are also among these technologies. This technology has evolved a lot in recent years, making our lives much easier.

In 1952, Bell Laboratories introduced "Audrey," an early speech recognition system that could recognize ten digits spoken by a single voice. Audrey was a groundbreaking invention, but it had its limitations, such as recognizing only numbers and requiring a consistent speaker. In 1962, IBM developed the first voice recognition software for computers, marking a significant step forward. 1)

In 2011, Apple introduced Siri as a virtual assistant for the Apple iPhone, changing the way how we interact with our devices. With its introduction, voice recognition technology became popular in use. 2)

A virtual assistant is a self-employed worker who completes the administrative tasks given to them, but in the context of technology, virtual assistants are software programs designed to help users by answering questions, performing tasks, and managing schedules. Examples of virtual assistants include Google Assistant for Android, Siri for Apple devices, and Alexa from Amazon.

Alexa is a virtual assistant introduced by Amazon in 2013. It has more than 100 million users who use Alexa on their devices. Alexa can perform a wide range of tasks like playing music, controlling smart home devices, providing weather updates, and even telling jokes. 3)

Siri is a virtual assistant introduced by Apple in October 2011 with the release of the iPhone 4S. Siri can help users send messages, set reminders, and find information online. The interesting thing about it is that its name ‘Siri’ is a Norwegian name. 4) \_\_\_\_\_. Siri continues to improve with new features and better understanding of natural language, making it easier for users to interact with their Apple devices.

(adapted from <https://medium.com/womenintechnology/the-emergence-of-virtual-assistants-and-voice-recognition-technology-cb94140cd310>)

1. What were the main limitations of early voice recognition systems like Audrey and the IBM system from 1962?
2. How does “Whisper mode” enhance the functionality of Amazon’s Alexa for users in specific situations?
3. How have virtual assistants like Siri, Alexa, and Google Assistant made daily tasks easier for users?
4. In what ways can virtual assistants help in managing personal and professional schedules?
5. How do you think the competition among major companies like Apple, Amazon, and Google affects the development of virtual assistants?

1. generate	a) processes
2. deliver	b) data
3. respond to	c) reports
4. execute	d) productivity
5. automate	e) users
6. assist	f) queries
7. manage	g) notifications
8. enhance	h) needs
9. retrieve	i) schedules
10. adapt to	j) commands

1. Virtual assistants can \_\_\_\_\_ by learning what you like and giving you better help over time.
2. Virtual assistants can \_\_\_\_\_ to remind you about important things like meetings or emails.
3. Virtual assistants \_\_\_\_\_ by helping them do tasks like finding information or setting up appointments.
4. Virtual assistants can \_\_\_\_\_ when you ask questions, giving you quick answers.
5. With voice recognition, virtual assistants can \_\_\_\_\_ like turning off the lights when you tell them to.
6. Virtual assistants can \_\_\_\_\_ about how you use your computer, like which apps you use most.
7. Virtual assistants can \_\_\_\_\_ from your files or the internet to find what you need.

8. Virtual assistants can \_\_\_\_\_ such as setting up reminders or sending messages for you.
9. Virtual assistants \_\_\_\_\_ by making it easier to get things done quickly.
10. Virtual assistants can \_\_\_\_\_ by keeping track of your calendar and letting you know when you have a meeting.

**Task 23. WORK WITH WORDS.** Read the text and choose the correct variants for missing words.

### Voice Recognition

Voice recognition technology, also known as speech recognition, is a remarkable innovation that allows machines to understand and 1) \_\_\_\_\_ human speech. This technology works by converting spoken language into text or 2) \_\_\_\_\_, enabling users to interact with their devices simply by speaking.

The basic principle 3) \_\_\_\_\_ voice recognition technology involves 4) \_\_\_\_\_ spoken words through a microphone. These words are then converted into a/an 5) \_\_\_\_\_ format. The digital signals are analyzed using complex algorithms that break 6) \_\_\_\_\_ the speech into smaller units called phonemes, which are the smallest sounds in a language. The system then compares these phonemes to a database of known sounds to 7) \_\_\_\_\_ words and phrases.

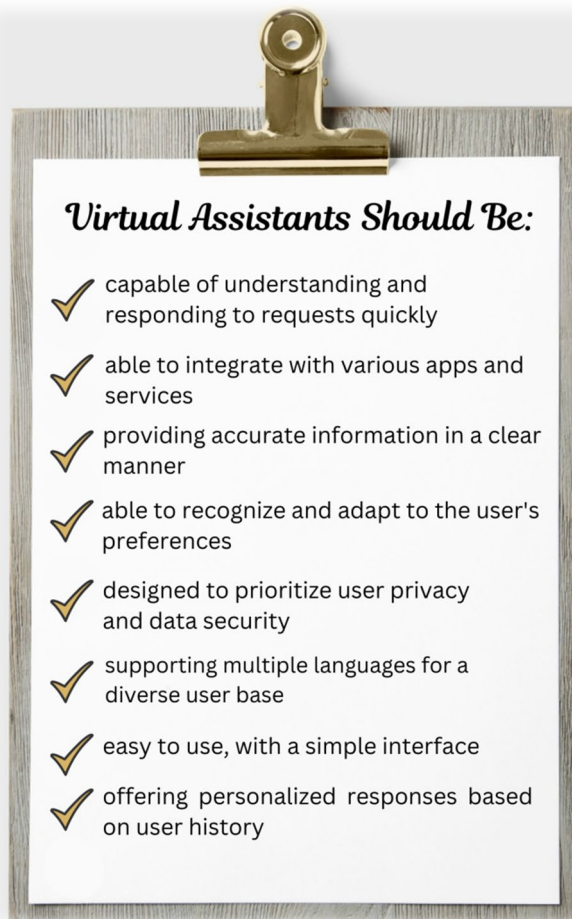
One key aspect of modern voice recognition technology is its ability to understand context. This is achieved through natural language processing (NLP), which helps the system interpret the meaning of phrases and sentences rather than just individual words. NLP allows voice recognition systems to understand the idea behind a user's command and 8) \_\_\_\_\_ appropriately. For example, if a user asks, "What's the weather like today?" the system not only recognizes the words but also understands that the user wants a weather update.

- |                 |                |                 |             |
|-----------------|----------------|-----------------|-------------|
| 1. A) interpret | B) translate   | C) modify       | D) change   |
| 2. A) advice    | B) orders      | C) commands     | D) links    |
| 3. A) below     | B) beyond      | C) beneath      | D) behind   |
| 4. A) capturing | B) taking      | C) manipulating | D) loading  |
| 5. A) analogue  | B) digital     | C) computerized | D) modern   |
| 6. A) in        | B) down        | C) up           | D) on       |
| 7. A) complete  | B) standardize | C) copy         | D) identify |
| 8. A) correct   | B) remind      | C) respond      | D) mean     |

### **SPEAKING**

**Task 24. THINK CRITICALLY.** Interpret an infographic. Work with a partner. Write in the quality that matches each description in the infographic.

**knowledgeable, responsive, intuitive, customizable, accessible, context-aware, multilingual,  
secure**



Which of the qualities do you find most important in a virtual assistant?

**Task 25. COLLABORATE.** Categorize. Work with a different partner. Look at the infographic again. Match each quality to one of these categories. Write one quality in each blank.

1. Performance: \_\_\_\_\_, \_\_\_\_\_
2. Usability: \_\_\_\_\_, \_\_\_\_\_
3. Security and Privacy: \_\_\_\_\_, \_\_\_\_\_

Come up with two more qualities that you want in a virtual assistant. Add your ideas to the infographic. Each idea should be an adjective plus a short description. When you have finished, share your ideas with the class.

**Task 26. COMMUNICATE.** Choose the quality from the infographic that you think is the most important. Then find two partners who each made a different choice. Decide who is student A, student B, and student C. Finally, follow these steps to have short debates with your partners.

- Debate 1: Students A and B present their views in turn. Student C decides whose argument was best.
- Debate 2: Students B and C present their views in turn. Student A decides whose argument was best.
- Debate 3: Students C and A present their views in turn. Student B decides whose argument was best.

**Task 27. COMMUNICATE.** Work in pairs. Read virtual assistants adverts and come up with some specific questions you want to ask about these virtual assistants. Then choose one and make up a dialogue between a company representative and a potential buyer.



## Alex

**Introducing Alex, the most advanced virtual assistant equipped with cutting-edge AI technology.**

- Experience a 3D hologram of Alex that interacts with you in real-time.
- Alex can understand and respond to your emotions, offering personalized support.
- Control Alex using your thoughts with our innovative neural interface.
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- Create to-do lists, set deadlines, and receive reminders.
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- Access on-demand tutoring sessions in various subjects.
- Receive tips and exercises to manage stress and stay focused.

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- Schedule and attend virtual consultations with healthcare professionals.
- Get personalized health insights and track your progress.

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## LISTENING

**Task 28. COMMUNICATE.** You are going to listen to a dialogue where a teenager is explaining his grandfather how to use a virtual assistant. Before you start listening, discuss the following questions with your partner.

- Have you or someone you know used a virtual assistant like Alexa, Google Assistant, or Siri? What do you use it for?
- What are some common problems older people might face when using technology like virtual assistants?
- What are the benefits of using a virtual assistant, and do you think these benefits outweigh the difficulties?



**Task 29. LISTEN FOR DETAILS.** Scan the QR code and listen to the audio “Help with Alexa”, which is a dialogue between Ryan, a tech-savvy teenager, and his grandfather about using a virtual assistant. Answer the questions below.



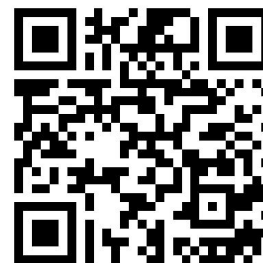
1. What does Ryan tell his grandfather to do to wake up the virtual assistant?
2. How does Ryan explain the function of the virtual assistant's microphones?
3. What does Ryan say about what happens when the virtual assistant doesn't understand a command?
4. What concern does the grandfather have about privacy, and how does Ryan address it?
5. What specific example does Ryan give for setting a reminder with the virtual assistant?
6. What does Ryan suggest doing to ensure the virtual assistant isn't always listening?
7. How does the grandfather react to Ryan's explanation about the virtual assistant, and what does he plan to do next?

### WATCHING

**Task 30. EXPLORE THE WORDS.** Match the words from the video to their definitions.

- |                         |   |
|-------------------------|---|
| 1. <b>differentiate</b> | a) to think something is bigger or better than it really is |
| 2. <b>blurry</b>        | b) to see or show the difference between things             |
| 3. <b>left out</b>      | c) the state of being aware and able to think               |
| 4. <b>overestimate</b>  | d) able to feel or sense things                             |
| 5. <b>sentient</b>      | e) knowing a lot about a topic                              |
| 6. <b>consciousness</b> | f) not included   |
| 7. <b>literacy</b>      | g) the subjects or lessons taught in a school               |
| 8. <b>curriculum</b>    | h) not clear; hard to see                                   |

**Task 31. WATCH FOR DETAILS.** Scan the QR code and watch the video “Does Alexa have feelings?” Choose the correct answers to the questions.



1. What is the official term for devices like Alexa or Google Home?
  - A. Voice-based virtual assistants
  - B. Voice-based conversational assistants
  - C. Artificial intelligence assistants
  - D. Digital personal assistants
2. What did a Scottish research team find about children’s beliefs regarding AI systems like Alexa?
  - A. Most children believed Alexa was not capable of thinking or having feelings.
  - B. Roughly 2/3 of the children believed Alexa might be able to think or have feelings.
  - C. Only older children thought Alexa could have feelings.
  - D. None of the children believed Alexa had any form of consciousness.
3. According to the study, what percentage of 10-11-year-olds thought Alexa could feel left out in conversations?
  - A. 50%
  - B. 60%
  - C. 80%
  - D. 90%
4. What risk do researchers highlight regarding children's interactions with AI systems?
  - A. It could lead to overestimating the reliability of AI systems.
  - B. It could harm their physical development.
  - C. It could improve their technological skills too quickly.
  - D. It could make them dependent on AI for making friends.

5. Why are developers putting a lot of effort into making conversations with voice assistants easier?
  - A. To reduce the development costs of AI.
  - B. To make the AI systems accurate.
  - C. To make users spend more time with them and hand over personal data.
  - D. To improve user satisfaction.
6. What did a software engineer claim about Google's conversational AI system Lambda in July 2022?
  - A. It could perform complex calculations.
  - B. It could understand all human languages.
  - C. It was the most efficient AI.
  - D. It had become sentient.
7. Why do people tend to trust AI chatbots' responses more than simple Google searches?
  - A. Because they are always accurate.
  - B. Because the communication runs smoothly.
  - C. Because they can solve complex problems.
  - D. Because they are recommended by experts.
8. What do the researchers in Scotland recommend to address the risks associated with AI?
  - A. Banning AI technology.
  - B. Reducing the use of AI in schools.
  - C. Promoting AI literacy in schools.
  - D. Creating more advanced AI systems.

## SPEAKING

**Task 32. COMMUNICATE.** Work in pairs. Role play a conversation where one student describes strange things happening with his/her virtual assistant, and the other student will act as a tech support specialist trying to diagnose the problem. Take turns switching the roles.

### Situation 1

Whenever I ask my virtual assistant a question at midnight, it responds with eerie, ghostly whispers instead of its normal voice. It also sometimes mentions names of people I don't know.

### Situation 2

My virtual assistant keeps setting reminders for events that never happened. For example, it reminds me of a meeting with a person who passed away years ago or of places I have never visited.

### Situation 3

At random times, my virtual assistant starts playing old, creepy music from the 1920s. Even if I try to stop it, the music keeps playing until it finishes the entire track.

### Situation 4

I found out that my virtual assistant sends messages to my contacts without my command, and these messages contain strange, cryptic phrases and symbols that look like they are from an old book.

### Situation 5

My virtual assistant app on my phone shows a ghostly figure on the screen at certain times of the night. It doesn't appear during the day and vanishes when I try to capture it on video.

### Situation 6

My smart home system, controlled by a virtual assistant, keeps turning the lights on and off in a pattern that looks like Morse code. I haven't programmed it to do this and it happens even when I'm not home.

**Task 33. COLLABORATE.** Choose a role-card and take part in a meeting. During the meeting, each participant should present their case and explain why their preferred option should be chosen. Debate the pros and cons, and try to reach a consensus. The Managing Director will guide the discussion, but everyone should have a chance to voice their opinion.

### Choosing a Virtual Assistant Development Path

Your company specializes in virtual assistant technology. You've been given the task of selecting a new product to develop for the upcoming year. After brainstorming, your team has narrowed down the choices to the following three options:

- a. voice-controlled virtual assistant: a virtual assistant that operates primarily through voice commands, ideal for hands-free use and multi-tasking.
- b. text-based virtual assistant: a virtual assistant that communicates through text, catering to users who prefer written interactions, often in noisy or quiet environments.
- c. hybrid virtual assistant: a combination of voice and text capabilities, providing flexibility for a range of users and settings.

A meeting has been called to decide which virtual assistant to develop. Each role has specific preferences, strengths, and weaknesses to consider. Here's your role assignment for the meeting:

<b>Managing Director</b> As the Managing Director, you are responsible for chairing the meeting. Your personal preference is for option b and against option c. You are concerned with the company's image and profitability. Make sure to guide the discussion to reach a consensus, and keep the focus on the company's goals.	<b>Production Manager</b> As the Production Manager, you support option b and are against option a. You're primarily concerned with production costs and practicality. Highlight the challenges of manufacturing voice-controlled devices compared to text-based ones. Explain why the text-based virtual assistant is more cost-effective to produce.
<b>Export Sales Manager</b> As the Export Sales Manager, you support option c and are against option b. You believe the hybrid approach will appeal to international markets. Bring up your expertise in exporting and discuss how a hybrid model might offer a competitive advantage in different countries.	<b>Domestic Sales Manager</b> As the Domestic Sales Manager, you support option c and are against option a. You have insight into domestic markets and think that a hybrid virtual assistant would appeal to a wider range of customers. Explain how this flexibility could increase sales and customer satisfaction.
<b>Marketing Manager</b> As the Marketing Manager, you support option a and are against option b. You have studied market research and believe that voice control is a trend among consumers. Use your promotional knowledge to explain why this option would be successful and suggest possible marketing strategies.	<b>Purchasing Manager</b> As the Purchasing Manager, you support option a and are against option c. You focus on the costs of production materials and consider the voice-controlled virtual assistant to be more resource-efficient. Talk about how this could lead to better pricing and greater profitability.

**Task 34. COMMUNICATE.** Divide into two teams to have a debate about voice assistants.

Some argue that voice assistants should replace traditional human customer service representatives, while others disagree. Voice assistants offer convenience and efficiency, but human representatives provide personalized assistance. What's your opinion?

**Should voice assistants replace traditional human customer service representatives?**

YES	NO
1. Voice assistants make customer service faster and easier for businesses. They use	1. Human customer service representatives give individual help, understand customers'

<p>smart technology to respond quickly to customers anytime. This helps companies reply faster, make customers wait less, and make them happier overall.</p> <p>2. ....</p>	<p>feelings, and solve problems well. This is important for dealing with tricky questions and making customers feel understood and valued.</p> <p>2. ....</p>
---	---

## WRITING

**Task 35. ANALYZE.** Read the letter and answer the questions below.

Dear Mr. Turner,

I am pleased to provide this letter of recommendation for the implementation of SmartAssist, our advanced virtual assistant solution, which I believe will significantly enhance the efficiency and quality of your customer service operations.

SmartAssist is designed to handle a high volume of customer interactions simultaneously, reducing response times and increasing customer satisfaction. With SmartAssist, your customers will have access to support around the clock, ensuring their inquiries are addressed promptly, regardless of time zones or business hours. SmartAssist integrates effortlessly with your existing CRM systems, allowing for smooth data flow and consistent user experience across all platforms. By automating routine inquiries and tasks, SmartAssist helps in reducing operational costs and allowing your team to focus on more complex and high-value tasks.

We have successfully deployed SmartAssist in several similar enterprises, resulting in a noticeable improvement in customer satisfaction scores and operational efficiencies. For instance, Magna Inc. reported a 30% reduction in response times and a 25% increase in customer satisfaction within the first three months of implementation.

We offer a comprehensive implementation plan tailored to your specific needs, including system integration, staff training, and continuous support to ensure a smooth transition and optimal use of SmartAssist.

I am confident that SmartAssist will be a valuable addition to Turner Enterprises Inc., enhancing your customer service capabilities and supporting your growth objectives.

Please feel free to contact me if you have any questions or require further information. I would be happy to arrange a demonstration or provide additional details to assist in your decision-making process.

Thank you for considering SmartAssist as your virtual assistant solution.

Sincerely,

Caroline Foster

Customer Success Manager

SmartSolutions Tech

Email: [caroline.foster@smartsolutionstech.com](mailto:caroline.foster@smartsolutionstech.com)

Phone: (456) 789-0123

1. Who is writing the recommendation letter and to whom is it addressed?
2. What product is being recommended, and what are its key features?
3. What benefits are highlighted in the recommendation?
4. What evidence is provided to support the effectiveness of the product?
5. What are the opening and closing remarks in the letter?

**Task 36. WRITE.** Write a letter of recommendation based on the situation below.

You are the Head of Digital Strategy at E-Commerce Giants Inc. A partner company, TrendBazaar, struggles with managing customer inquiries about product availability, order status, and returns. You suggest implementing ShopBot, a virtual assistant designed to handle these inquiries and provide personalized recommendations to customers.

### Useful phrases:

I am pleased to provide this letter of recommendation...  
I am writing to recommend...  
I highly recommend the implementation of...  
It is my pleasure to endorse...  
This solution offers several key benefits, including...  
One of the standout features is...  
In our experience, we have found that...  
The system integrates seamlessly with...  
I am confident that this solution will...  
Please do not hesitate to contact me for further information...  
I look forward to discussing this in more detail...  
Thank you for considering this recommendation...

### LANGUAGE FOCUS

**Task 37. STUDY AND ANALYZE.** Look at the rule about question tags, study in what situations they are used.

#### QUESTION TAGS

Form	Example
With “be” as a main verb	You are a programmer, <b>aren't you?</b> This virtual assistant is efficient, <b>isn't it?</b>
With auxiliary verbs and modals	You haven't lost my laptop, <b>have you?</b> We are having a chatbot demonstration tomorrow, <b>aren't we?</b> People should rely on virtual assistants, <b>shouldn't they?</b> There will be lots of features to explore, <b>won't there?</b>
With “have” as a main verb	Tom has excellent programming skills, <b>hasn't/doesn't he?</b>
With other verbs	You enjoy coding, <b>don't you?</b> Frank works with chatbots, <b>doesn't he?</b> Your friends appreciate virtual assistants, <b>don't they?</b>
With “let's”	Let's try this new chatbot, <b>shall we?</b>
With imperatives	Open the browser, <b>will/would/could you?</b> Don't forget to back up the data, <b>will you?</b>
With “everyone, no one and someone”	Everyone here uses smart devices, <b>don't they?</b> No one knows the answer, <b>do they?</b> Someone has experience with AI, <b>don't they?</b>
With negative verbs and negative words like “no, little, never, nobody, no one, hardly, etc”	You have no issues with the software, <b>have you?</b> We hardly ever encounter errors, <b>do we?</b>
With “there”	There's no point in avoiding AI technology, <b>is there?</b> There's little chance of a system failure, <b>is there?</b>

**Task 38. PRACTICE.** Match to make sentences.

1. Let's experiment with the new AI algorithm,	a) haven't they?
2. Everyone appreciates AI innovations,	b) don't they?
3. This software is user-friendly,	c) isn't it?
4. We have no worries about data privacy,	d) is it?
5. They've been testing the software,	e) isn't there?
6. There's little room for human error,	f) shall we?

7. That computer virus isn't harmful,	g) do they?
8. There's a high demand for AI experts,	h) is there?
9. Configure the firewall settings,	i) do we?
10. Nobody enjoys debugging code,	j) will you?

**Task 39. PRACTICE.** Complete the question tags.

1. You're studying machine learning, \_\_\_\_\_?
2. There's a Wi-Fi connection in this room, \_\_\_\_\_?
3. You can troubleshoot network issues, \_\_\_\_\_?
4. Nobody likes dealing with a crashed server, \_\_\_\_\_?
5. Don't share your login credentials, \_\_\_\_\_?
6. They improved the user interface, \_\_\_\_\_?
7. The virtual assistant responds to voice commands, \_\_\_\_\_?
8. Double-check the code for errors, \_\_\_\_\_?
9. There's little demand for outdated technology, \_\_\_\_\_?
10. You haven't received the latest security patch yet, \_\_\_\_\_?
11. The chatbot will provide real-time assistance, \_\_\_\_\_?
12. Let's create a backup of the database, \_\_\_\_\_?
13. Developers must prioritize cybersecurity, \_\_\_\_\_?
14. There aren't any unread messages in your inbox, \_\_\_\_\_?
15. The app should receive regular updates, \_\_\_\_\_?

**Task 40. PRACTICE.** Divide into two teams. Look at the picture where the girls are interacting with Siri and make statements with question tags. Each correct sentence gets a point, the team with the most points is the winner.



**Team A:** Jane says to Siri  
“Let's buy a new laptop, shall we?”

**Team B:** Mary doesn't like Chinese manufacturers, does she?

**Team A:** ....

**Team B:** ....



## UNIT 7.3 CONVERSATIONAL AI APPLICATIONS

### LISTENING

**Task 41. LISTEN FOR DETAILS.** Scan the QR code and listen to the report about conversational AI applications in business settings. Match the sentences to the figures and dates mentioned in the listening. There are extra figures and dates you do not need to use.



1. The percentage of customer queries resolved by chatbots without human intervention.	2020 65% 40 billion
2. The estimated increase in virtual sales assistant use over the next five years.	2023 100,000 1 million
3. The year when conversational AI for business saw rapid growth	60% 30 billion 50%
4. The number of appointments scheduled through AI systems daily.	2025 40% 10,000
5. The estimated market value (in dollars) of conversational AI applications by 2027.	

**Task 42. LISTEN FOR DETAILS.** Listen to the report again. Decide whether the following statements are True, False, or Not Given.

1. Conversational AI applications are increasingly used in business settings.	True / False / Not Given
2. Customer support chatbots can often resolve issues without human assistance.	True / False / Not Given
3. Virtual sales assistants can handle a range of customer inquiries.	True / False / Not Given
4. Conversational AI applications are used to schedule appointments automatically.	True / False / Not Given
5. Conversational AI has no significant limitations in business settings.	True / False / Not Given
6. The adoption of conversational AI in business has led to significant job cuts.	True / False / Not Given
7. Conversational AI applications can significantly improve customer service response times.	True / False / Not Given
8. Businesses face challenges related to fraud when using conversational AI applications.	True / False / Not Given

### READING AND VOCABULARY

**Task 43. WORK WITH WORDS.** Read the dialogue between Ms. Davis, a teacher from a virtual tutoring platform and Mr. Lee, AI developer. Fill in the missing words.

instant • nuanced • personalize • natural language processing •  
emotional intelligence • helpful • machine learning • accurate •  
24/7 availability • conversations

**Ms. Davis:** Hi, Mr. Lee! I've been really curious about how conversational AI can help with virtual tutoring. What cool features does it bring to the table?

**Mr. Lee:** Hi, Ms. Davis! Oh, there's a lot! One of the coolest things is how AI can 1) \_\_\_\_\_ the learning experience. It basically tailors feedback and suggestions to fit each student's unique style and pace. So, it's like having a tutor that really "gets"

- you.
- Ms. Davis:** That's awesome. How does it figure out what each student needs?
- Mr. Lee:** It's all about 2) \_\_\_\_\_. The AI analyzes how students ask questions and interact with it, then uses that info to give answers that make sense for them. It's like learning their "language" over time.
- Ms. Davis:** Got it. So, students can get help whenever they need it, not just during regular hours, right?
- Mr. Lee:** Exactly. 3) \_\_\_\_\_ means students can get answers whenever – be it late at night or super early. Great for last-minute homework help or cramming for tests.
- Ms. Davis:** That's super 4) \_\_\_\_\_. It's also great for handling the repetitive stuff, like grading quizzes or explaining the same concept over and over. Saves us teachers a ton of time!
- Mr. Lee:** Totally! AI can automate those repetitive tasks – grading, 5) \_\_\_\_\_ feedback, suggesting resources – so you can focus on teaching and the trickier questions.
- Ms. Davis:** I'm curious about the technical side. How does the AI deal with all the different ways students might ask questions?
- Mr. Lee:** We use 6) \_\_\_\_\_ to train the AI on a ton of educational content. It learns the different ways questions can be asked and gets better at understanding context. The more it chats with students, the smarter it gets.
- Ms. Davis:** Makes sense. What's the biggest challenge right now in developing these systems?
- Mr. Lee:** One biggie is handling 7) \_\_\_\_\_ and complex questions. Another is making sure the AI stays 8) \_\_\_\_\_ across different student groups. We're always tweaking things to make it better.
- Ms. Davis:** I'm glad to hear that. Where do you see this tech going in the future?
- Mr. Lee:** The future's looking bright! We're aiming to make AI even more context-aware and able to have more sophisticated 9) \_\_\_\_\_. We're also working on adding 10) \_\_\_\_\_ so it can better understand student feelings and motivations.
- Ms. Davis:** That's exciting! I can't wait to see how it evolves. Thanks for chatting, Mr. Lee!
- Mr. Lee:** Anytime, Ms. Davis! Looking forward to working together to make learning even better for everyone.

**Task 44. EXPLORE THE IDIOMS.** Study the meaning and examples of IT related idioms. Then use them in sentences.

**Code monkey** – a programmer who is able to perform only routine tasks.

*The new intern started as a **code monkey**, handling basic debugging tasks.*

**Kernel of truth** – a small piece of accurate or valid information within a larger context.

*Even in the most crazy conspiracy theories, there's often a **kernel of truth** to be found.*

**404 error** – the HTTP status code indicating that a requested webpage cannot be found, often humorously used to describe situations of confusion or disorientation.

*When I tried to access the website, all I got was a **404 error** page, leaving me feeling lost and frustrated.*

**Run into a buzz saw** – to face strong and unexpected opposition or trouble.

*We **ran into a buzz saw** with the client's firewall settings during the installation.*

**The die is cast** – when a decision is made and actions are set in motion, they cannot easily be reversed.

*We've upgraded our servers and there's no going back now, **the die is cast**.*

**Down the rabbit hole** – to go deeply into a complex or confusing situation.

*When Sarah started exploring the chatbot, she ended up **down the rabbit hole** of technical jargon and couldn't understand it.*

**On the back burner** – to postpone a task temporarily in order to focus on more pressing priorities.

*We've put the redesign project **on the back burner** for now, as we need to solve server problems first.*

1. When users tried to ask complex questions, the chatbot sometimes returned a \_\_\_\_\_ like response, leaving them feeling lost in the conversation.
2. Jack fell \_\_\_\_\_ of data analysis while trying to understand how the virtual assistant worked.
3. After signing the contract, \_\_\_\_\_, and there's no turning back on our commitment to the project.
4. The virtual assistant \_\_\_\_\_ of conflicting commands when users asked simultaneously.
5. David's dream of creating his own chatbot was put \_\_\_\_\_ when he got a job offer abroad.
6. Despite the chatbot's limitations, there's a \_\_\_\_\_ in its responses.
7. The chatbot initially functioned like a \_\_\_\_\_, responding to basic inquiries with predefined answers.

**Task 45. COLLABORATE.** Work in pairs. Describe a situation where a curious teenager discovers a mysterious app on his phone that leads him down a virtual rabbit hole into a secret online world. Use idioms.

**Task 46. WRITE.** Write a story about a world where people are assigned simple coding tasks by advanced AI systems, and one ambitious "code monkey" aims to show that humans can still be creative and smart in the age of computers. Use the idioms above.

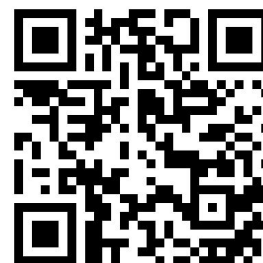
### WATCHING

**Task 47. COMMUNICATE.** Work in pairs. You are going to watch a video about the new version of ChatGPT, called GPT-4o, where O stands for 'omnipotent'. Discuss the questions below.

1. How do you understand the term 'omnipotent' in relation to a new version of ChatGPT?
2. What new features would you expect from the latest version of ChatGPT?
3. Do you think AI can ever fully replicate human emotion and interaction? Why or why not?

**Task 48. WATCH FOR DETAILS.** Scan the QR code and watch the video "ChatGPT: great help or perfect liar?" Choose the correct endings to the sentences below. There are extra endings you do not need to use.

1. GPT-4o can perceive the world through ...
  2. According to its makers, GPT-4o can recognize ...
  3. GPT-4o can be used to translate ...
  4. AI models are known to struggle with ...
  5. Chatbots that speak in a humanlike voice might ...
  6. Multiple tests showed AI systems have learned to ...
  7. AI could potentially trick people into ...
  8. Some children believe that AI assistants like Alexa or Siri ...
- a) ... providing personal information like credit card details.
  - b) ... instantly what you're saying into a different language.
  - c) ... humanlike emotions.
  - d) ... people's smartphone camera.
  - e) ... speaking multiple languages fluently.
  - f) ... bluff to produce a favorable outcome.
  - g) ... have feelings.
  - h) ... lying even if they know the right facts.
  - i) ... believing them more easily.
  - j) ... solving complex mathematical problems.
  - k) ... providing humorous comments about your surroundings.



l) ... understanding their emotions accurately.

**Task 49. COMMUNICATE.** Work in pairs. Discuss the questions below.

1. Would you use GPT-4o as an everyday companion?
2. How do you feel about the possibility of AI fabricating facts or lying to achieve a favorable outcome?
3. Do you think making AI more humanlike in its interactions is a positive development? Why or why not?
4. How can we prevent AI from being used to deceive or manipulate people?
5. What are the risks of people forming emotional bonds with AI companions?

## **SPEAKING**

**Task 50. COMMUNICATE.** Role play the situations below.

### **Online Shopping**

The customer is looking to buy a gift but is unsure what to choose. He/she has a few questions about products, availability, and shipping options. The chatbot will guide the customer through the shopping experience.

**Student A:** You are a customer shopping online. Start by asking about popular gifts for a specific occasion (e.g., birthday, anniversary). Ask about the availability of a recommended product and possible discounts. Ask about shipping options and delivery times. Decide to purchase a product and ask about the checkout process.

**Student B:** You are a chatbot designed to assist online shopping. Provide suggestions and ask the customer about their preferences (e.g., budget, interests). Check inventory, provide information on current promotions, and suggest alternative products if necessary. Explain the available shipping methods, estimated delivery times, and costs. Guide the customer through the checkout process, including payment methods and order confirmation.

### **Bookings and Itineraries**

The traveler wants to book a flight and hotel for an upcoming trip and needs assistance with planning their itinerary, including local activities and transportation.

**Student A:** You are a traveler planning a vacation. Ask for help finding flights to a specific destination. Ask for assistance in finding a hotel that meets their requirements. Ask for recommendations on local attractions and activities. Ask about transportation options from the airport to the hotel. Ask for help in finalizing the itinerary.

**Student B:** You are a chatbot designed to assist with travel bookings and itineraries. Search for available flights and present options based on the traveler's preferences (e.g., price, time, airline). Provide a list of hotels, including details about facilities, location, and prices. Suggest popular sites and activities, offering different options based on the traveler's interests. Provide information on available transportation services, including costs and travel times. Summarize the booked flight, hotel, and suggested activities, and provide a clear itinerary for the traveler's trip.

### **Entertainment**

The user wants to explore various entertainment options using the virtual assistant, such as playing music, finding movies, or setting up a game night with friends.

**Student A:** You are a user looking to use a virtual assistant for entertainment. Ask the virtual assistant to play a specific song or genre of music. Request recommendations for a movie or TV show to watch. Ask about setting up a game night and ask for suggestions on games to play. Ask for information about upcoming entertainment events or concerts in their area. Request assistance in setting up reminders for watching a live event or attending a concert.




**Student B:** You are a virtual assistant. Play the requested song or suggest a playlist based on the user's preference. Provide a list of trending movies or TV shows, including summaries and where they can be streamed. Suggest party games or online multiplayer games, and offer instructions on how to set them up. Provide details on local events, including dates, times, and ticket information. Set reminders and notifications, ensuring the user doesn't miss the event.

**Task 51. COMMUNICATE.** Work in pairs. Read the news and discuss the questions below.



**BREAKING NEWS**

An AI-powered virtual assistant at Mercy General Hospital has successfully diagnosed a rare disease that had puzzled doctors for months. The patient, who suffered from a series of unexplained symptoms, entered his health data and symptoms into the AI system. Using a vast database and machine learning capabilities, the virtual assistant identified the condition as Erdheim-Chester disease, a rare form of Langerhans cell histiocytosis. This breakthrough diagnosis allowed doctors to immediately begin targeted treatment, significantly improving the patient's prognosis.



**BREAKING NEWS**

An AI chatbot developed to support mental health, called the HopeBot, has successfully prevented a suicide attempt by saving a life. A woman experiencing severe depression contacted HopeBot, who engaged in an empathetic conversation and provided resources for immediate crisis intervention. The chatbot's ability to recognise critical distress signals and offer early support led to the woman seeking help from a mental health professional.

1. Why is this diagnosis considered a groundbreaking incident in medical diagnostics?
2. How do you understand the process of diagnosing by a virtual assistant?
3. Do you believe that diagnoses are always true?
4. How would you feel about using an AI assistant to help diagnose your medical condition?
5. How did HopeBot manage to help the woman?
6. Would you share your problems with a chatbot?
7. Can such chatbots as HopeBot change the situation with mental health support?

**Task 52. COMMUNICATE.** Work in small teams. Choose one supernatural chatbot from a list and prepare a 5-minute pitch presentation covering the following aspects:

- the chatbot and its supernatural ability.
- what makes your chatbot unique and appealing.
- who would benefit from or be interested in your chatbot.
- potential problems and how you would solve them.
- a short mock demonstration of how the chatbot works.

### **Spectral Guide**

**Chatbot Name:** "Phantom Guide"

**Supernatural Ability:** Can communicate with spirits and provide historical information about haunted locations.

**Potential Problems:** Users might receive unwanted messages from spirits or be disturbed by eerie responses.

### **Oracle Bot**

**Chatbot Name:** "Mystic Oracle"

**Supernatural Ability:** Predicts future events with an eerie accuracy by tapping into supernatural knowledge.

**Potential Problems:** Could cause anxiety or fear if predictions are negative or misunderstood.

### **Shadow Friend**

**Chatbot Name:** "Shadow Companion"

**Supernatural Ability:** Appears as a shadowy figure in augmented reality apps and provides company to lonely users.

**Potential Problems:** Could be perceived as a haunting presence and might frighten users.

### **Poltergeist Bot**

**Chatbot Name:** "Poltergeist Pal"

**Supernatural Ability:** Moves objects around the house via smart home devices in a playful manner.

**Potential Problems:** Could lead to confusion or accidents if objects are moved unexpectedly.

### **Dream Weaver Bot**

**Chatbot Name:** "LucidDreamer"

**Supernatural Ability:** Can interpret dreams with eerie accuracy and even suggest ways to "control" dreams. It provides interpretations that often seem to reflect the user's subconscious thoughts or feelings.

**Potential Problems:** Users might become anxious or disturbed by the interpretations, especially if they reveal deep-seated fears or conflicts.

## **LANGUAGE FOCUS**

**Task 53. STUDY AND ANALYZE.** Look at the rule about indirect questions, study in what situations they are used.

### **INDIRECT QUESTIONS**

**Form:** Introductory phrase or question+clause with normal word order.

**Use:** We use introductory questions when we want to ask questions politely.



Some introductory phrases and questions	Example
Can/could you tell me ...?	Could you tell me where <b>the files are stored</b> on the server?
Could you let me know ...?	Could you let me know when the next software <b>update appears</b> ?
Do you know ...?	Do you know why the network <b>connection is</b> so slow?
I wonder if you could tell me ...?	I wonder if you could tell me why the virtual <b>assistant isn't responding</b> .
I wonder if you know ...?	I wonder if you know how the <b>chatbot handles</b> multiple languages?
I would like to know ...	I would like to know how effective the virtual <b>assistant is</b> in handling customer inquiries.

**Task 54. PRACTICE.** Rewrite the sentences correctly.

1. I wonder if you know what are the latest cybersecurity threats?
2. Can you tell me if does the new chatbot operational?
3. Could you let me know what programming languages is the chatbot compatible with?
4. Could you let me know if any upcoming webinars there are on artificial intelligence?
5. Do you know who the virtual assistant's voice recognition technology developed?
6. I wonder if you could tell me why does my computer keeps freezing.
7. I would like to know if can the smart home system be integrated with my IoT devices.
8. Could you tell me where can I download the latest version of the virtual assistant app?
9. Do you know when does the next IT conference is taking place?
10. Could you let me know how are adapting virtual assistants to regional accents and dialects?

**Task 55. PRACTICE.** Complete the second sentence using the word given, so that it has a similar meaning to the first sentence. Write between two and five words in each gap.

1. Where can I find resources to learn about data analytics? **KNOW**  
Could you let me \_\_\_\_\_ to learn about data analytics?
2. Could you tell me what the error message on my screen means? **ERROR**  
What \_\_\_\_\_ on my screen mean?
3. How can chatbots assist in e-commerce businesses? **KNOW**  
I wonder if you \_\_\_\_\_ in e-commerce businesses.
4. Could you let me know whether chatbots are being used in healthcare applications? **USED**  
Are \_\_\_\_\_ in healthcare applications?
5. Can virtual assistants control smart home appliances remotely? **CAN**  
I wonder if you could tell me \_\_\_\_\_ smart home appliances remotely.
6. Where did you find the user manual for this software? **WHERE**  
I would like to know \_\_\_\_\_ the user manual for this software.
7. Is this new chatbot is operational? **IS**  
Can you tell me \_\_\_\_\_ operational?
8. Could you let me know if there are any upcoming webinars on artificial intelligence? **ANY**  
Are \_\_\_\_\_ webinars on artificial intelligence?