Meta Intents factors V2.0 Final Version

1. Compare-details:
   1) In most cases, I will compare different products in detail before making a decision.
   2) I usually inspect all product features before deciding.
   3) Even if a product meets my key needs, I still will check all product features to be sure I make the right choice.

2. Dialog initiative:
   1) When conversing with a digital sales assistant (like a chatbot), I would prefer asking my own questions rather than answering the chatbot's questions.
   2) In a chatbot dialog, I believe my search will be more effective if I can ask my own questions.
   3) When interacting with a chatbot, I prefer answering the system's questions rather than asking my own questions
   4) I prefer being guided by the system through a search process rather than formulating my own queries.

3. Scope of choice:
   1) Seeing a larger range of suggested products at a glance helps me making my decision.
   2) When the system recommends products, I rather like to see a longer list than a short one.
   3) I find it helpful if a system shows a large number of recommendations.

4. Human-like:
   1) I appreciate it if the system addresses me personally, like a human salesperson.
   2) When conversing with a digital assistant, I would like to have the feeling that I am talking to a real person.
   3) I like systems with which I can have a conversation in natural language.

5. Explanation oriented:
   1) If a system recommends products to me, I would like to see an explanation of why it is recommended.
   2) The system should provide information about which data are used to produce a recommendation
   3) For a recommended product, only showing the features is not enough for me. An explanation for the recommendation is also necessary.

6. Task focus:
   1) I usually only buy products that serve my current needs.
   2) I tend to ignore products that do not match my initial goal.
   3) Usually, I only buy the things I had in mind originally.

7. Efficiency oriented:
   1) I usually don't like spending much time searching for a product.
   2) Finding a product I like quickly is very important for me.
   3) The number of interaction steps needed for finding a product should be as low as possible.

8. Critiquing oriented:
   1) I can often only decide which product features I prefer when I see a sample product.
   2) Compared to searching, I prefer to see an example product first and then adjust its features according to my preference to find a suitable product.