

Feedback (25.06.18)

Sorry, can this name be made a variable so that it is always consistent with the appearance of the avatar (regardless of script gender)? Girl should be michelle, guy should be michael



Michael  
Virtual Assistant

Male script should be in font Garamond & bolded

But can we have the respondent's font to always be in Helvetica Neue regardless of condition?

Hello. Thank you for using RBT Bank. I'm Michael, your capable and brilliant personal finance assistant. I'm sure I'll be able to take care of your personal finance-related needs. Let's get down to business.

Today, I want to show you what I can do. I will help you with several tasks. First, I will help you choose a bank savings account.

Sure, I have been looking to set up a suitable savings account for myself

Yes, even though I am not looking for a savings account, I'd love to see what you can do



Sorry, can this name be made a variable so that it is always consistent with the appearance of the avatar (regardless of script gender)? Girl should be michelle, guy should be michael



Michelle  
Virtual Assistant

Need to have the smiley faces for female script. (I will email the script via email)

Female script should be in font Helvetica Neue Light

But can we have the respondent's font to always be in Helvetica Neue regardless of condition?

Hi there! Thank you for using RBT Bank. My name is Michelle and I am your helpful and supportive personal finance assistant. I hope you're doing good today and I hope I would be able to meet all your personal finance-related needs!

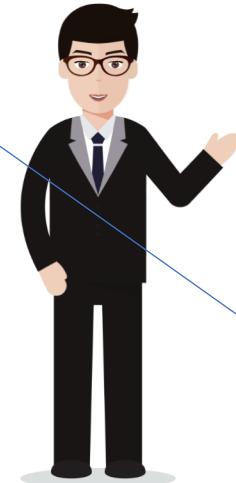
May I show you what I can do? I would like to help you with several tasks today. First, shall I help you choose a bank savings account?

Sure, I have been looking to set up a suitable savings account for myself.

Yes, even though I am not looking for a savings account, I'd love to see what you can do.

Please note that this "Next" actually brings the respondent to a survey page that should be embedded within the website.

Following that survey, the respondent will click another "Next" button and be brought back to start the conversation again



Zan  
Virtual Assistant

Can we prevent the respondent from choosing the same task twice? E.g. if the person has already chosen "life insurance policy", the next task can only be "home loan plan" or "bank savings account" - able to remove the buttons or something?

Based on your information, this is my recommendation: Super Savers Account

The Super Savers Account helps you earn interest rates in the first S\$100,000 balance in your account. There is no service fee, no minimum salary credit or credit card spend required. If your transactions with your Super Savers Account each month is below S\$3,000, you get 0.05% interest p.a. If your transactions with your Super Savers Account each month is between S\$3,000 and S\$10,000, you get 1.50% interest p.a. If your transactions with your Super Savers Account each month is S\$10,000 or more, you get 3.50% interest p.a.

This is the end of the task. Please click "Next" to answer several questions about your experience while finding an appropriate bank account.

How may I help you?

You may request help with:

Choosing a life insurance policy

Choosing a home loan plan

Choosing a bank savings account

Next

Next

Another thing is, after the final task and survey, when the respondent is redirected back to the conversation page, can we add this script for the avatar:

Neutral: "Thank you. You have come to the end of the demo. Please click the "Next" button to complete a final survey evaluating your overall experience."

Masculine: "All right, we finally finished our business. Please click the "Next" button to complete a final survey evaluating your overall experience. Catch you next time."

Feminine: "Thank you so much! 😊 We have now come to the end of the demo. It has been so wonderful speaking with you. Please click the "Next" button to complete a final survey evaluating your overall experience. I hope to see you again! 😊"

To find a home loan plan that is best suited for you, I need to ask you several questions.

What kind of property are you looking for?

Landed      Condo      Exec Condo      HDB

Condo

I realized all of the respondent options are in the reverse order. Please present the options in the order according to the script

How many rooms are you looking for?

More than 5      5      4      3      2

4

Sorry can we change this to - "What is the combined annual income of the owners of this new property that you are thinking of buying?"

(applies to all Neutral/man/woman CS conditions)

What is the combined income of the owners of this new home?

Enter number  ok

Sorry can we change the arrangement of the speech bubbles here:

**"Based on your information, this is my recommendation: ProtectForLife insurance plan"**

-break-

**"With the ProtectForLife insurance plan, you only need to pay premiums for 15 years for a lifetime of protection. You will receive financial protection in the event of death, total and permanent disability or terminal illness. The coverage increases progressively, with non-guaranteed bonuses added to the basic sum assured. You also have the option to include riders to receive coverage for critical illness and cash payouts."**

-break-

**"This is the end of the task. Please click "Next" to answer several questions about your experience while finding an appropriate life insurance policy."**

(applies to all Neutral/man/woman CS conditions)

Based on your information, this is my recommendation: ProtectForLife insurance plan

With the ProtectForLife insurance plan, you only need to pay premiums for 15 years for a lifetime of protection. You will receive financial protection in the event of death, total and permanent disability or terminal illness.

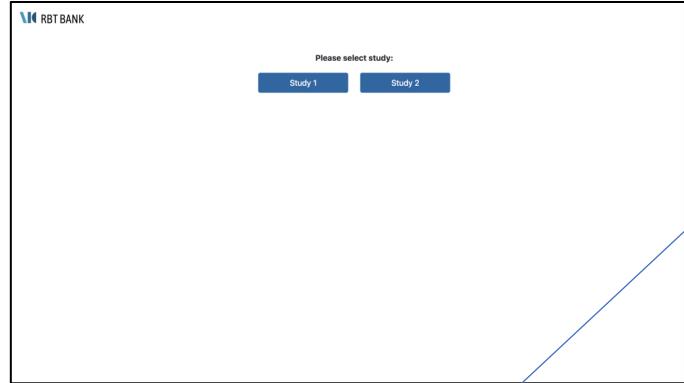
The coverage increases progressively, with non-guaranteed bonuses added to the basic sum assured. You also have the option to include riders to receive coverage for critical illness and cash payouts. This is the end of the task. Please click "Next" to answer several questions about your experience while finding an appropriate life insurance policy.

Repeat of previous feedback  
(24.06.18)

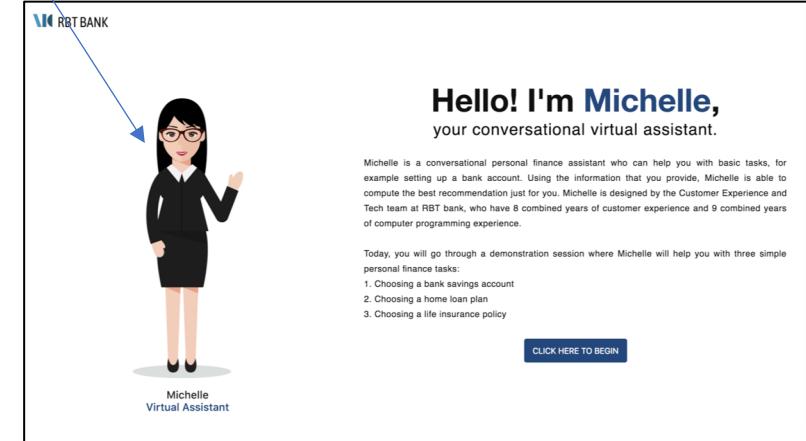
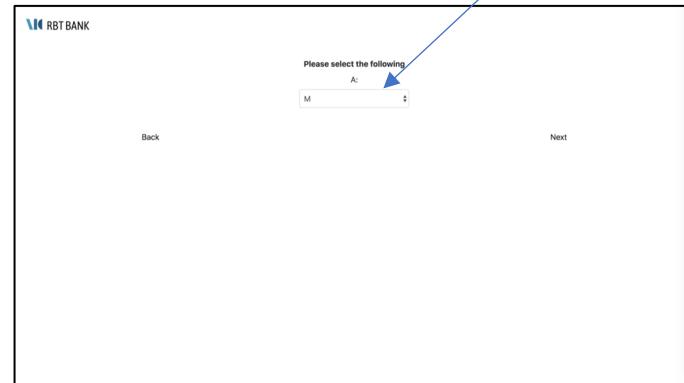
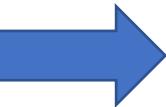
"Stage0" should come before Introduction.

"Stage0" is only for experimenters.

Subjects' landing page starts on "Introduction"



What is selected for Agent appearance will determine what is displayed in the Intro



Please refer to the Experimental Flow Diagrams powerpoint – I think it will be a good overview document that illustrates the sequence of pages, variables etc. for the different Studies

You may request help with:

Choosing a life insurance policy   Choosing a home loan plan   Choosing a bank savings account

Choosing a life insurance policy

To find a bank account that is best suited for you, I need to ask you several questions.

How old are you?

-21   ok

-21

Can we prevent people from typing negative values? Maybe get rid of the up down arrows?

To find a bank account that is best suited for you, I need to ask you several questions.

How old are you?

Enter number   ↕   ok



Zan  
Virtual Assistant

Name should be 'Michael' (Zan is only used for Pilot condition, where there is NO avatar – refer to Experimental Flow Diagram ppt for more details)  
Should be aligned with avatar  
Please enlarge avatar so that it is roughly the same size as the chat window

How may I help you?

You may request help with:

Choosing a life insurance policy Choosing a home loan plan Choosing a bank savings account

Choosing a home loan plan

To find a bank account that is best suited for you, I need to ask you several questions.

How old are you?

What is your occupation?

NUM NUM CHAR

Currently these two bubbles are appearing at the same time. Can they be made to appear one after another so that it looks more natural?

All in all, the interface is supposed to appear like a natural conversation, so there shouldn't be 2 speech bubbles appearing at the same time. One should appear after the “...” animation to appear more natural.

Neutral script should start with “Hi. How may I help you?” The current script is missing the “Hi.”

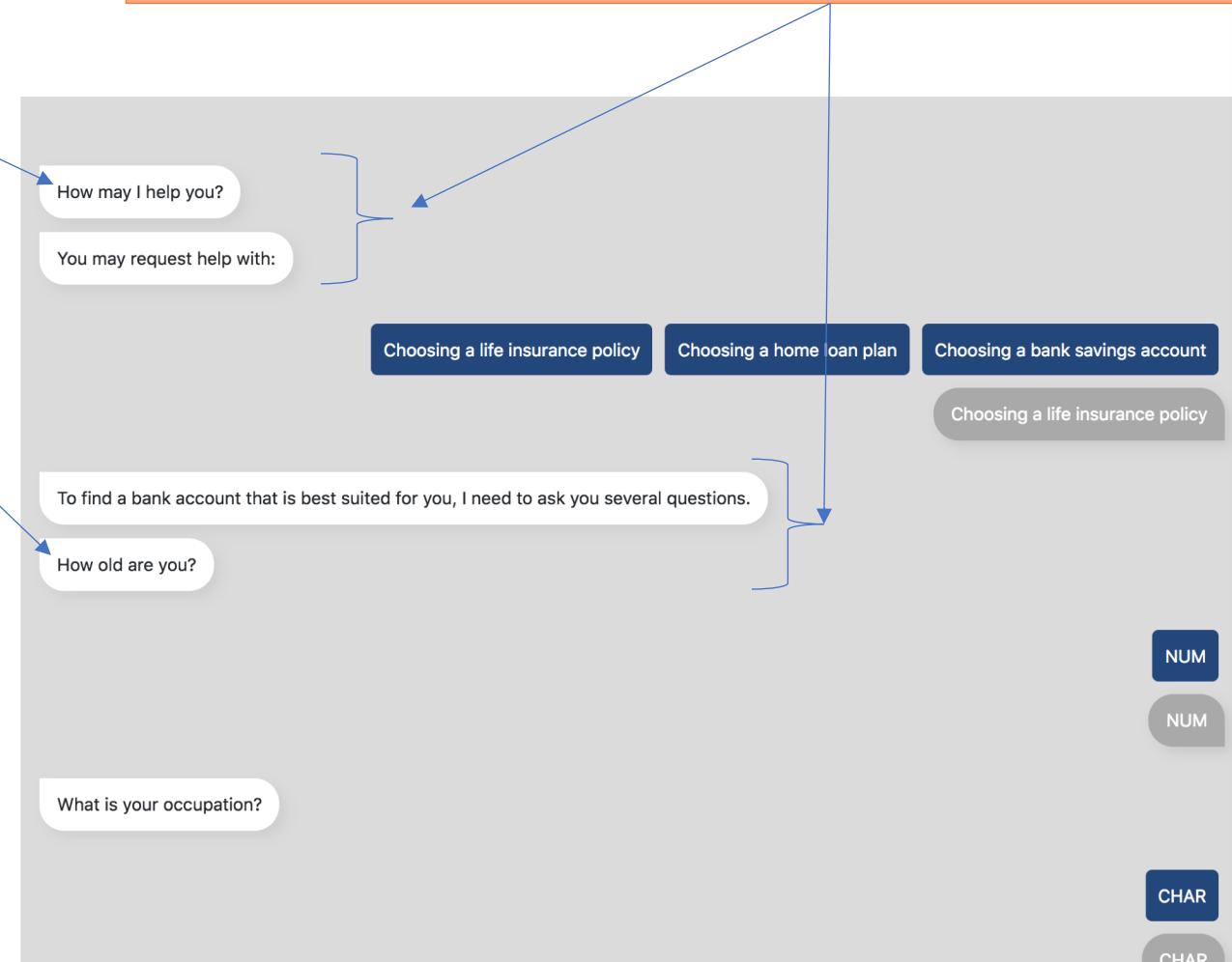
Could we change this to “First, how old are you?”  
This applies only to the neutral script

Please add the “First,” to every first question for all of the three tasks. This only applies to the neutral script



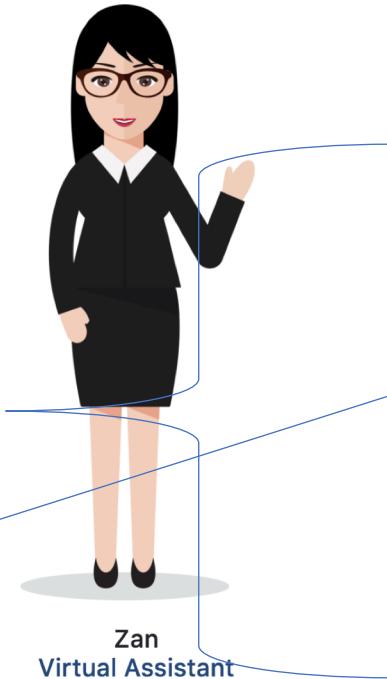
Zan  
Virtual Assistant

Name should be ‘Michelle’ (Zan is only used for Pilot condition, where there is NO avatar – refer to Experimental Flow Diagram ppt for more details)  
Should be aligned with avatar  
Please enlarge avatar so that it is roughly the same size as the chat window



Similar to the point in the previous page, these bubbles are appearing at the same time. Can they be made to appear one after another so that it looks more natural?

Since this is a longer chunk, is it possible that the "... " animation is made to last a longer duration?



What is your estimated monthly expenditure(SGD)?

Based on your information, this is my recommendation: Super Savers Account

The Super Savers Account helps you earn interest rates in the first S\$100,000 balance in your account. There is no service fee, no minimum salary credit or credit card spend required. If your transactions with your Super Savers Account each month is below S\$3,000, you get 0.05% interest p.a. If your transactions with your Super Savers Account each month is between S\$3,000 and S\$10,000, you get 1.50% interest p.a. If your transactions with your Super Savers Account each month is S\$10,000 or more, you get 3.50% interest p.a.

This is the end of the task. Please click "Next" to answer several questions about your experience while finding an appropriate bank account.

Next

NUM

NUM



I realized that I can click an answer from a question above and the conversation will move along as normal.  
Is there anyway to prevent this? Error message or something?



Zan  
Virtual Assistant

