

“Stage0” should come before Introduction.

“Stage0” is only for experimenters.
Subjects’ landing page starts on “Introduction”

RBT BANK

Please select study:

Study 1 Study 2

RBT BANK

Please select the following:

A:

M

Back Next

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



RBT BANK

Hello! I'm **Michelle**,
your conversational virtual assistant.

Michelle is a conversational personal finance assistant who can help you with basic tasks, for example setting up a bank account. Using the information that you provide, Michelle is able to compute the best recommendation just for you. Michelle is designed by the Customer Experience and Tech team at RBT bank, who have 8 combined years of customer experience and 9 combined years of computer programming experience.

Today, you will go through a demonstration session where Michelle will help you with three simple personal finance tasks:

1. Choosing a bank savings account
2. Choosing a home loan plan
3. Choosing a life insurance policy

CLICK HERE TO BEGIN

Michelle
Virtual Assistant

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

Feedback for Script

I think you may not be at this step yet, but please note that the response should tally with the option being chosen

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

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

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



Michael
Virtual Assistant

"Next" button should be for User to click i.e. it should appear on the right side of the screen as a functional button

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

NUM

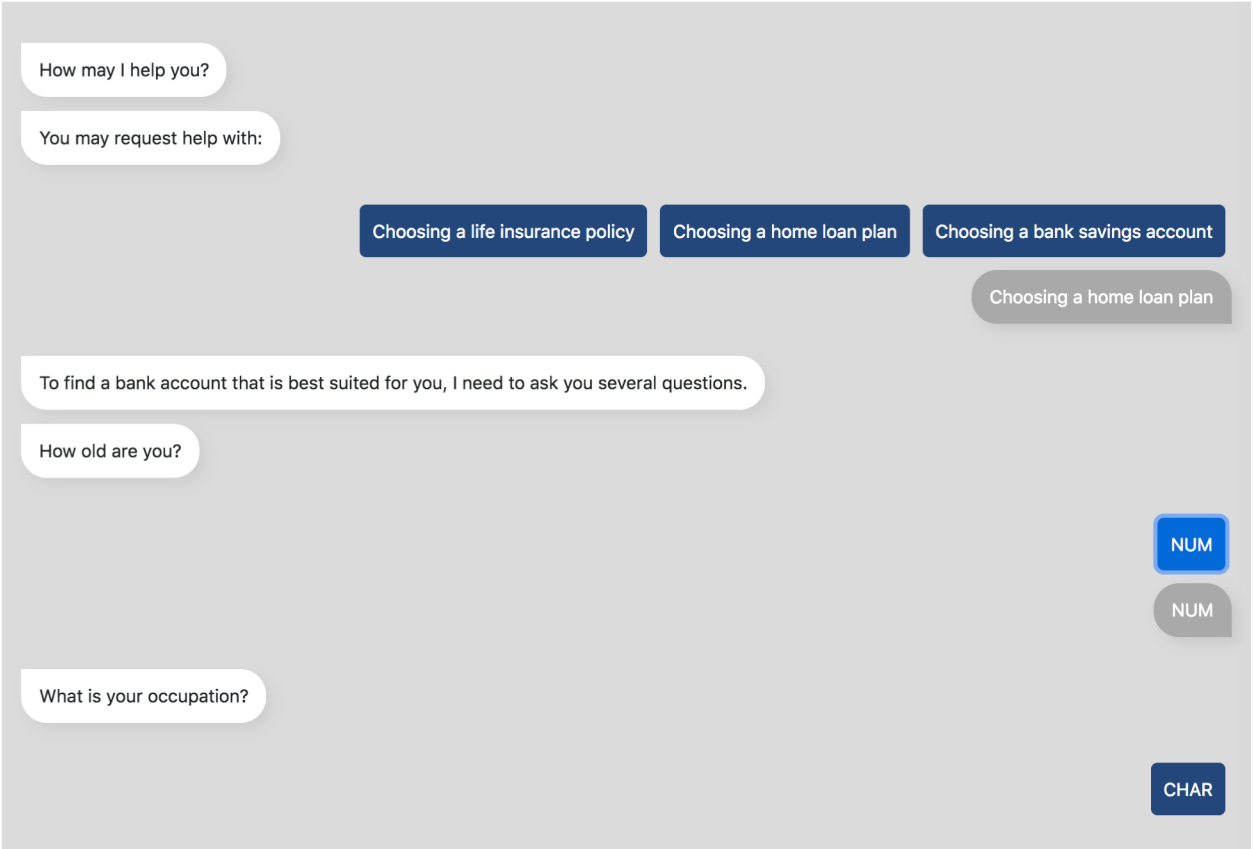
Conditions chosen:

Study 2
A: M
CS: M



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



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

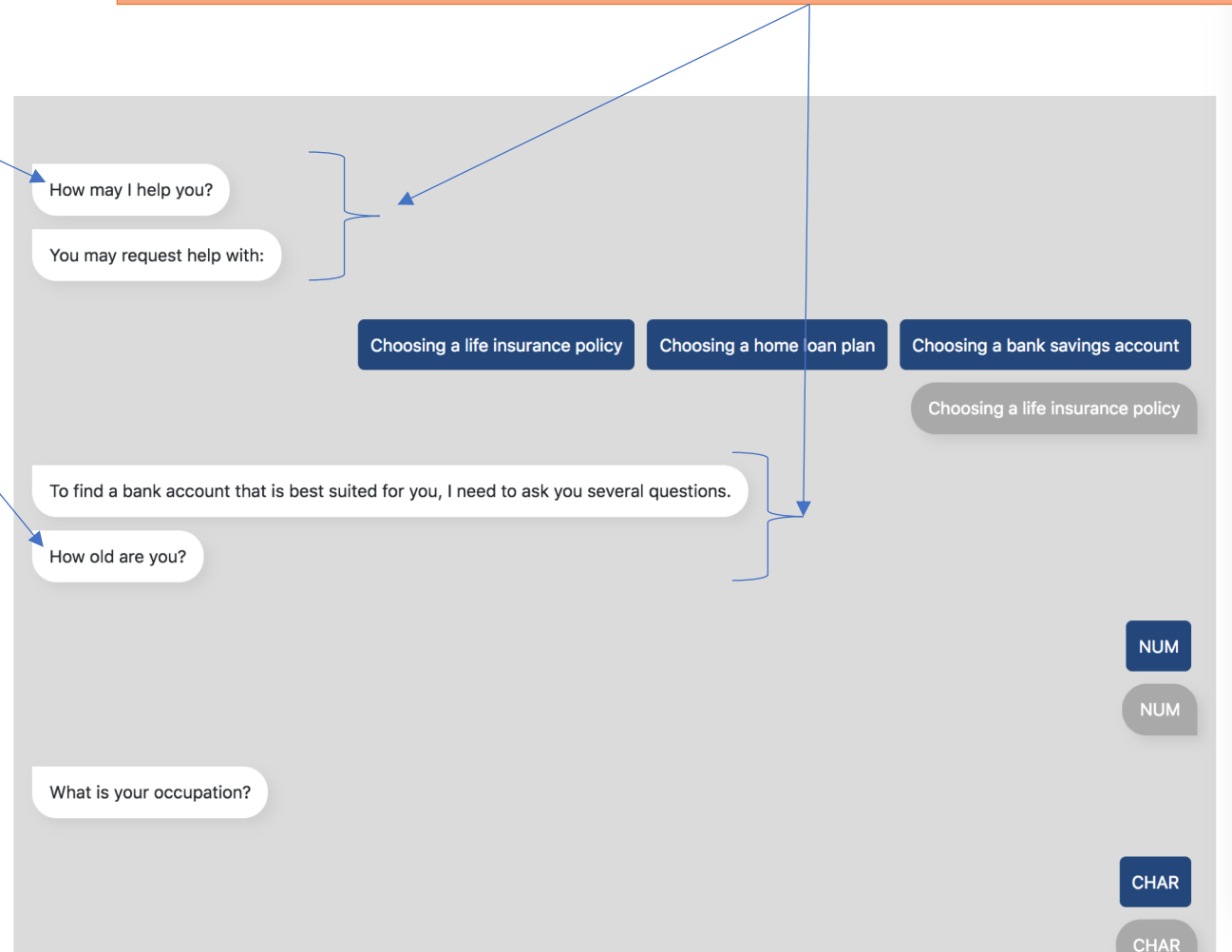
Could we change this to “First, how old are you?”
This applies only to the neutral script



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

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?

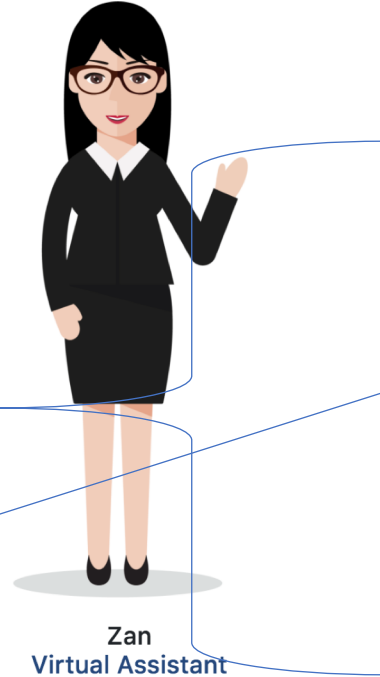
All in all, the interface is supposed to appear like a natural conversation, so there shouldn’t be 2 speech bubbles appearing at the same time. One should appear after the “...” animation to appear more natural.



Please put a space before the brackets i.e.
“expenditure (SGD)”
- Please apply to all other relevant areas

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)?

NUM

NUM

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

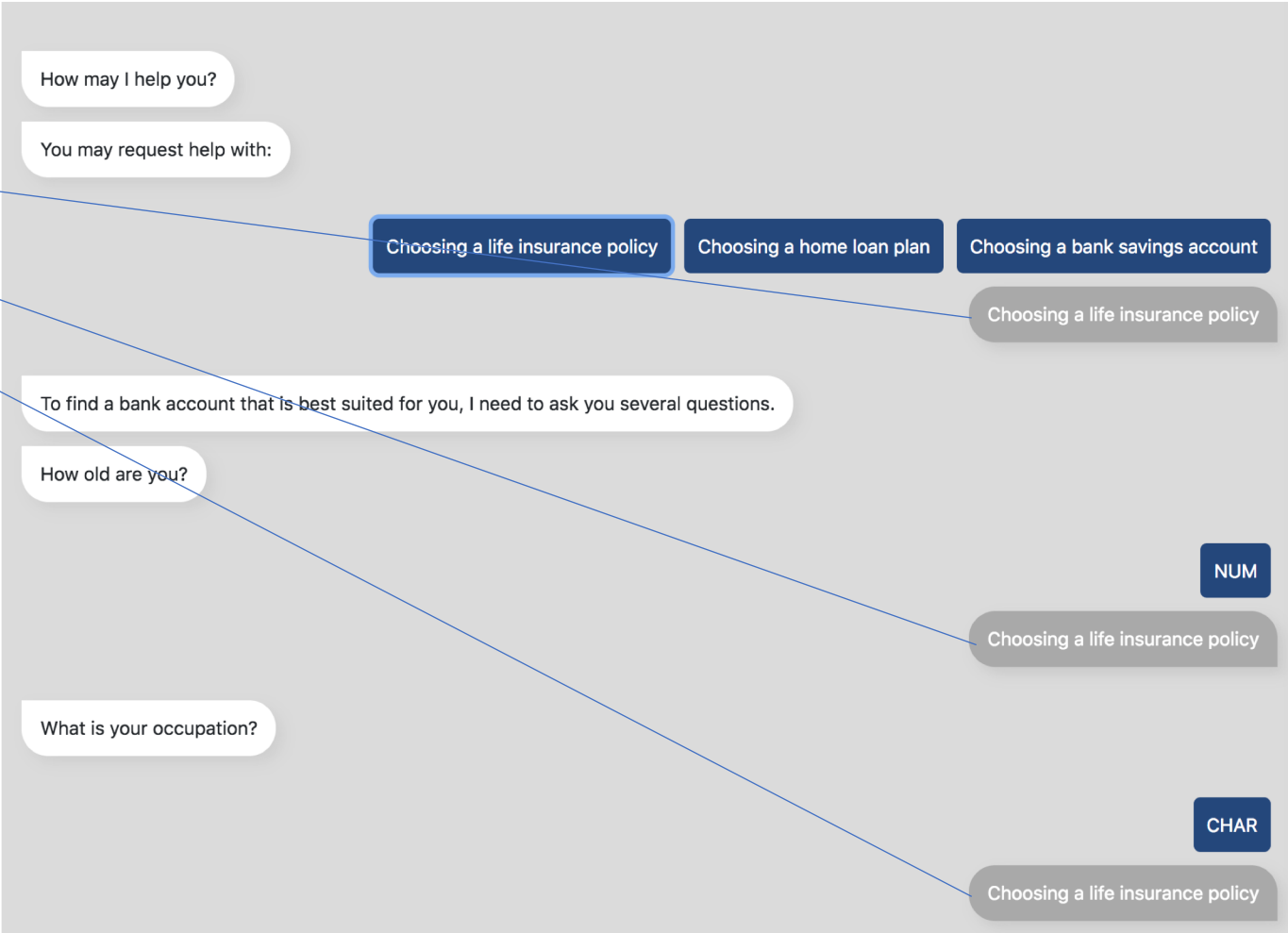
NUM

NUM

I realized that I can answer a question with a button from above



Zan
Virtual Assistant



Feedback for Frontend design



Hello! I'm Michelle,
your conversational virtual assistant.

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Today, you will go through a demonstration session where Michelle will help you with three simple personal finance tasks:

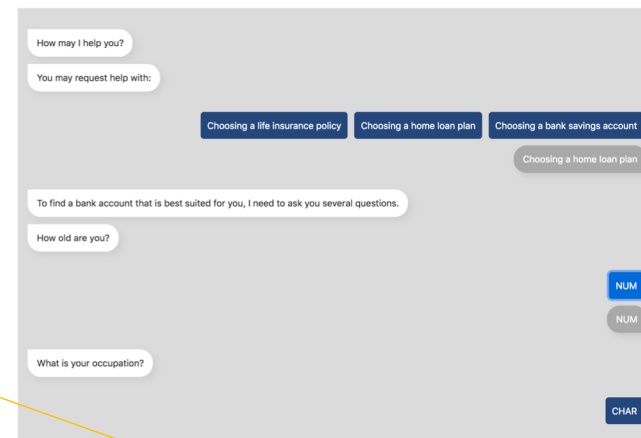
1. Choosing a bank savings account
2. Choosing a home loan plan
3. Choosing a life insurance policy

[CLICK HERE TO BEGIN](#)

Please centralize Name with the avatar figure



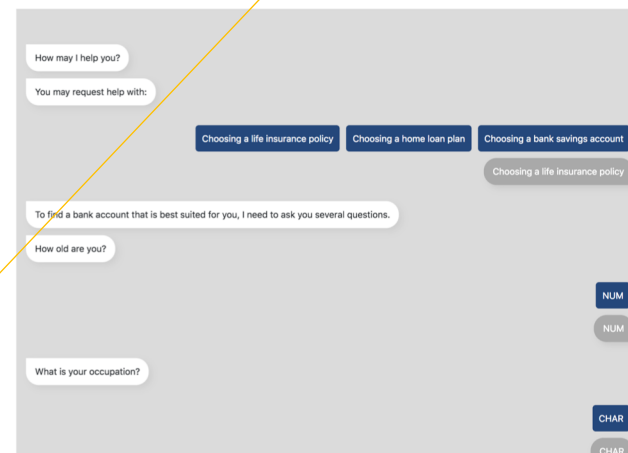
Zan
Virtual Assistant



Names should be "Michael" and "Michelle" respectively to tally with the gender appearance



Zan
Virtual Assistant



Please enlarge avatar slightly so that it is not smaller than the introduction text

Please enlarge avatar so that it is proportionate to the chat window