

Introduction to the chatbot:

You are about to have a conversation with our chatbot KASA. This chatbot can recommend you a restaurant if you provide your preferences. For this experiment we invite you to talk with KASA and try to find a restaurant that suits your preferences (as described in the task below). You can talk with KASA by typing your responses. Try not to use !/?/,/. in your language. You can chat with KASA as you would normally have done. If, at any point, you want to end the conversation you can type 'bye' (for example if you get stuck). Please inform the researcher before you do this. When the conversation is over (if KASA has recommended a restaurant), you will be asked to type 'bye' and will be directed to a survey. This survey is not part of the chatbot.

Task 1:

You want to search for an expensive Indian restaurant in the east of the city. Try to see if KASA can find any restaurant that meets these preferences. If you get a restaurant recommendation you can confirm that this is the one you are looking for. This is the end of your conversation and you can type *bye*.

If KASA asks for any extra requirements, let KASA know that you would like to bring your children.

Task 2:

You want to search for a European restaurant in the centre of the city. You prefer the price for the food to be moderate. Again, try to see if KASA can find any restaurant that meets these preferences. If you get a restaurant recommendation you can confirm that this is the one you are looking for. This is the end of your conversation and you can type *bye*.

If KASA asks for any extra requirements, let KASA know that you want the restaurant to be romantic.

End of the experiment 😊

Task 3

You want to search for an expensive Korean restaurant in the centre of the city. Try to see if KASA can find any restaurant that meets these preferences. If you get a restaurant recommendation you can confirm that this is the one you are looking for. This is the end of your conversation and you can type *bye*.

If KASA asks for any extra requirements, let KASA know that you want the restaurant to be romantic.

Task 4

You want to search for a cheap Chinese restaurant in the south of the city. Again, try to see if KASA can find any restaurant that meets these preferences. If you get a restaurant recommendation you can confirm that this is the one you are looking for. This is the end of your conversation and you can type *bye*.

If KASA asks for any extra requirements, let KASA know that you want the restaurant to be romantic.