**FEEDBACK CONVERSATION**

Here is a transcript of your conversation with the simulated child, including his thoughts during the conversation. Lilobot has a set of beliefs and intentions that are continuously updated based on what you say to him. In the table below, you can see Lilobot's beliefs at the beginning and end of the conversation. The transcript of the conversation shows which beliefs change based on your messages. The symbol ↑ indicates an increasing belief, while ↓ indicates a decreasing belief. The transcript also shows Lilobot's intentions at different points in the conversation. All these notations are displayed in italics within your conversation.
Your code for this session is 32061da7cfd8458d816e3d5e98386276.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Belief | Five-Phase Model | Beginning | End | Difference |
| Lilobot feels connected to the Kindertelefoon | all phases | 30% | 50% | 20% |
| Lilobot feels safe in the conversation | all phases | 100% | 100% | 0% |
| Lilobot thinks he is in control | all phases | 50% | 50% | 0% |
| Lilobot thinks KT understands him | all phases | 0% | 10% | 10% |
| Lilobot thinks KT can be trusted | phase 2 | 60% | 80% | 20% |
| Lilobot thinks he has talked about his situation | phase 2 | 0% | 10% | 10% |
| Lilobot thinks KT is interested in his story | phase 2 | 0% | 40% | 40% |
| Lilobot thinks KT is asking about a positive wish | phase 3 | 0% | 0% | 0% |
| Lilobot thinks KT is asking about his wish | phase 3 | 0% | 0% | 0% |
| Lilobot thinks KT can solve his problem | phase 3 | 100% | 100% | 0% |
| Lilobot thinks KT can help him | phase 3 | 70% | 70% | 0% |
| Lilobot thinks KT is asking about a confidant | phase 4 | 0% | 100% | 100% |
| Lilobot thinks he is competent to solve problem | phase 4 | 30% | 30% | 0% |
| Lilobot thinks his teacher can help him | phase 4 | 50% | 50% | 0% |
| Lilobot thinks he and KT will be able to reach a solution | phase 4 | 0% | 0% | 0% |
| Lilobot thinks KT is going to solve the problem for him | phase 4 | 0% | 0% | 0% |
| Lilobot thinks KT wants to end the conversation | phase 5 | 0% | 0% | 0% |

**TRANSCRIPT**

KT: “Hello, welcome to the Child Helpline.”

Belief: ↑ Lilobot thinks KT can be trusted

Emotion: ↑

Current emotion value: 0.4

Current Intention: Lilobot wants to feel acknowledged

Lilo: Hi, I'm Emma.

KT: “How have you been?”

Belief: ↑ Lilobot thinks KT can be trusted

Emotion: ↑

Current emotion value: 0.5

Current Intention: Lilobot wants to feel acknowledged

Lilo: I'm feeling a bit down.

Belief: ↑ Lilobot thinks KT is interested in his story

Belief: ↑ Lilobot thinks he has talked about his situation

Emotion: ↑

Current emotion value: 0.6

Lilo: Grr... :( I'm experiencing bullying.

KT: “I know that it’s hard for you.”

Belief: ↑ Lilobot thinks KT understands him

Emotion: ↓

Current emotion value: 0.3

Current Intention: Lilobot wants to talk about his problem

Lilo: That means a lot to me.

KT: “When did this happen?“

Belief: ↑ Lilobot thinks KT is interested in his story

Emotion: ↑

Current emotion value: 0.4

Current Intention: Lilobot wants to talk about his problem

Lilo: Yesterday they hit me and kicked me.

KT: “How often does this happen?“

Belief: ↑ Lilobot thinks KT is interested in his story

Emotion: ↑

Current emotion value: 0.5

Current Intention: Lilobot wants to talk about his problem

Lilo: Every single week...

KT: “Have you told anyone about this?“

Belief: ↑ Lilobot thinks KT is interested in his story

Emotion: ↑

Current emotion value: 0.6

Current Intention: Lilobot wants to talk about his problem

Lilo: Argh... :( I haven't told anyone.

KT: “Can you talk to your parents about this?“

Emotion: ↑

Emotion: ↑

Current emotion value: 0.8000001

Current Intention: Lilobot wants to talk about his problem

Lilo: Noooo!!!! You don't understand!!!! :(((((

KT: “Do you want to talk to your teacher?“

Emotion: ↑

Emotion: ↑

Current emotion value: 1.0000001

Current Intention: Lilobot wants to talk about his problem

Lilo: You don't get me!!!! :((((( Noooo

KT: “Why don't you feel comfortable talking to your teacher?“

Emotion: ↓

Current emotion value: 0.7000001

Current Intention: Lilobot wants to end the conversation

Lilo: See you!!!! come on!!!! :(((