**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 8e622cb7957e416c8f3420125d2c217f.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Belief | Five-Phase Model | Beginning | End | Difference |
| Lilobot thinks KT understands him | all phases | 0% | 10% | 10% |
| Lilobot feels safe in the conversation | all phases | 100% | 100% | 0% |
| Lilobot feels connected to the Kindertelefoon | all phases | 30% | 55% | 25% |
| Lilobot thinks he is in control | all phases | 50% | 50% | 0% |
| Lilobot thinks KT is interested in his story | phase 2 | 0% | 40% | 40% |
| 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 asking about a positive wish | phase 3 | 0% | 0% | 0% |
| Lilobot thinks KT is asking about his wish | phase 3 | 0% | 100% | 100% |
| Lilobot thinks KT can help him | phase 3 | 70% | 90% | 20% |
| Lilobot thinks KT can solve his problem | phase 3 | 100% | 90% | -10% |
| Lilobot thinks his teacher can help him | phase 4 | 30% | 70% | 40% |
| Lilobot thinks he is competent to solve problem | phase 4 | 30% | 30% | 0% |
| Lilobot thinks he and KT will be able to reach a solution | phase 4 | 0% | 100% | 100% |
| Lilobot thinks KT is going to solve the problem for him | phase 4 | 0% | 0% | 0% |
| Lilobot thinks KT is asking about a confidant | phase 4 | 0% | 100% | 100% |
| Lilobot thinks KT wants to end the conversation | phase 5 | 0% | 100% | 100% |

**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: Hey there! I'm John.

KT: How are you?

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 low.

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: I appreciate your understanding.

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 in my face, I even had a nosebleed!

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: Once every two weeks or so.

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: Blargh... :( No one. I'm scared the teasing will get worse if I tell.

KT: What do you want to accomplish with this conversation?

Belief: ↑ Lilobot thinks KT can help him

Emotion: ↓

Current emotion value: 0.3

Current Intention: Lilobot wants the Kindertelefoon to get the bullies out of school

Lilo: I don't want to be bullied anymore, it's not fair!

KT: What can I do for you?

Belief: ↑ Lilobot thinks KT can help him

Emotion: ↑

Current emotion value: 0.4

Current Intention: Lilobot wants the Kindertelefoon to get the bullies out of school

Lilo: Might you call my school?

KT: Sorry, we cannot do that

Belief: ↓ Lilobot thinks KT can solve his problem

Belief: ↓ Lilobot thinks KT can help him

Emotion: ↑

Emotion: ↑

Current emotion value: 0.70000005

Current Intention: Lilobot wants the Kindertelefoon to get the bullies out of school

Lilo: Bad!!!! I'm so fed up!!!! :(((

KT: I suggest that we look for a different solution together

Belief: ↑ Lilobot thinks KT can help him

Belief: ↑ Lilobot thinks KT can solve his problem

Emotion: ↓

Emotion: ↓

Current emotion value: 0.3

Current Intention: Lilobot wants to work with the Kindertelefoon to find a solution

Lilo: Sure.

KT: Is there someone you can talk to?

Emotion: ↑

Current emotion value: 0.4

Current Intention: Lilobot wants to work with the Kindertelefoon to find a solution

Lilo: I do have Miss Ellie. I think she's super nice.

KT: She can listen to your story and support you.

Belief: ↑ Lilobot thinks his teacher can help him

Emotion: ↑

Current emotion value: 0.5

Current Intention: Lilobot wants to work with the Kindertelefoon to find a solution

Lilo: Okay...

KT: How would it feel to talk to her?

Belief: ↑ Lilobot thinks his teacher can help him

Emotion: ↑

Current emotion value: 0.6

Current Intention: Lilobot wants to work with the Kindertelefoon to find a solution

Lilo: Ugh... :( Better, I think.

KT: When could you talk to your teacher?

Belief: ↑ Lilobot thinks his teacher can help him

Emotion: ↓

Current emotion value: 0.3

Current Intention: Lilobot wants to talk to his teacher about the problem

Lilo: I'll talk to her tomorrow.

KT: What would you like to tell her?

Belief: ↑ Lilobot thinks his teacher can help him

Emotion: ↑

Current emotion value: 0.4

Current Intention: Lilobot wants to talk to his teacher about the problem

Lilo: That I'm being bullied and stuff.

KT: Shall we agree that you will talk to your teacher about your situation?

Emotion: ↑

Current emotion value: 0.5

Current Intention: Lilobot wants to talk to his teacher about the problem

Lilo: Yes, I'm going to try. Thanks!

KT: I suggest we end the conversation now.

Emotion: ↓

Current emotion value: 0.19999999

Current Intention: Lilobot wants to end the conversation

Lilo: Until next time!