

Study Configuration & Information

This document contains details of study configuration, such as an example of the technical details sheet provided to study participants.

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S10.1 Technical Details Sheet Example

This section contains an example of the technical details sheet provided to study participants.

This can also be found in the repository: [doi:10.21954/ou.rd.28044944](https://doi.org/10.21954/ou.rd.28044944) [path: /study/docs].

[Technical Details Sheet for Awareness Agent Testing](#)

Evaluating the Effectiveness of an 'Awareness Agent' in Managing Digital Information Overload

Persona ID	Persona Name	Agent ID
example	Example	XXXXXXX

This document contains the technical details required for a study participant to access the Awareness Agent study software. The details are specific to the persona/agent listed above. Please refer to the documentation for more information.

Slack

The study uses two Slack workspaces, which have been set up for you. We have created an account in Slack for you to use as your Persona; the login details for this are as follows:

Slack User ID	Password
awagpersona.example@example.com	XXXXXXX

Slack Interaction Workspace

This is the workspace that you will use to interact with the Awareness Agent; it is where the agent will post content to channels for you to view, and where you can issue commands to the agent (if needed).

Workspace Name	Awareness Agent - Example
URL	https://awag-example.slack.com/
Admin URL	https://awag-example.slack.com/admin

Slack Simulation Workspace

Simulated content will be posted to this workspace by the study software, in the form of Slack messages to channels defined during the study setup process. This synthetic content replicates real incoming content that the agent might be asked to process. For convenience we use a single Slack workspace as a medium for simulated content, but you should think of this as potentially coming from multiple different sources.

Workspace Name	AwAg Sim - Example
URL	https://awag-sim-example.slack.com/
Admin URL	https://awag-sim-example.slack.com/admin

Figure S10.1: Technical Details Information Sheet Example (Page 1)

Slack Applications/Bots

The Awareness Agent interacts using three Slack applications which perform the following functions:

Slack Interact Application

Interaction with user, posting content, control functions.

Name	Awareness Agent
App ID	XXXXXX
Application URL	https://api.slack.com/apps/XXXXXX
App Directory URL	https://awag-example.slack.com/apps/XXXXXX-awareness-agent-example
Installed Workspaces	INTERACT
Client ID	123456.9876543210
Client Secret	abcdef1234

Slack Acquire Application

Monitors a Slack workspace for content.

Name	Awareness Agent Acquire (Example)
App ID	YYYYYY
Application URL	https://api.slack.com/apps/YYYYYY
App Directory URL	https://awag-sim-example.slack.com/apps/YYYYYY-awareness-agent-acquire-example
Installed Workspaces	SIMULATE
Client ID	234567.8765432109
Client Secret	abcdef2345

Slack Simulate Application

Produces synthetic content and publishes to Slack.

Name	Awareness Agent Simulate (Example)
App ID	ZZZZZZ
Application URL	https://api.slack.com/apps/ZZZZZZ
App Directory URL	https://awag-sim-example.slack.com/apps/ZZZZZZ-awareness-agent-simulate-example
Installed Workspaces	SIMULATE
Client ID	345678.7654321098
Client Secret	abcd3456

Figure S10.2: Technical Details Information Sheet Example (Page 2)

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Phase 1 Training UI

The Training User Interface allows you to enter training information for the Awareness Agent in an efficient manner, as it is designed to allow you to train multiple items at the same time. It supplements the training functionality that has been integrated into Slack. While it is intended for use in Phase 1 of the study, it can also be used in Phase 2.

The provided URL is specific to this study; please do not share it or access it outside of phases 1 or 2.

Training UI URL
https://ui.awag.parse.net/training/train/xyz123

Phase 3 Evaluation Explorer UI

The Evaluation Explorer User Interface is designed to let you explore and assess the evaluations that have been made by the AI LLM. It shows you how the LLM categorised each item and gives you the opportunity to provide corrective information, or to indicate agreement with the LLM's decision. This is the interface that you use for the Phase 3 evaluation feedback.

The provided URL is specific to this study; please do not share it or access it outside of phase 3.

Evaluation Explorer URL
https://ui.awag.parse.net/evaluation/explore/xyz123

Figure S10.3: Technical Details Information Sheet Example (Page 3)

S10.2 Persona Configurations

This section contains an details of the Awareness Agent configurations for the study personas. This data was originally created in Google Sheets.

S10.2.1 Susan

AwAg Data

Persona: Susan

ML Models

Model ID	Categories	Model Desc	Command
work-pers	work personal	Does this item relate to my work or personal life?	/awag model create work-pers work.personal /awag model desc work-pers Does this item relate to my work or personal life?
urgency	urgent not	Is this item in relation to something that I think is urgent?	/awag model create urgency urgent.not /awag model desc urgency Is this item in relation to something that I think is urgent?
work-logistics	logistics not	Is this item related to logistics at work?	/awag model create work-logistics logistics.not /awag model desc work-logistics Is this item related to logistics, specifically in a work context?
tennis	tennis not	Is this item related to my hobby/interest of Tennis?	/awag model create tennis tennis.not /awag model desc tennis Is this item related to my hobby/interest of Tennis?
tennis-arrangements	arrangements not	Is this item about organising friendly tennis matches to play or social arrangements among friends?	/awag model create tennis-arrangements arrangements.not /awag model desc tennis-arrangements Is this item about organising friendly tennis matches to play or social arrangements among friends?
tennis-organising	organising not	Is this item related to organisation, specifically in the context of my Club's tennis arrangements and events?	/awag model create tennis-organising organising.not /awag model desc tennis-organising Is this item related to organisation, specifically in the context of my club's tennis arrangements and events?
interested	work personal not	Am I interested in this item, from a work or a personal perspective?	/awag model create interested work.personal.not /awag model desc interested Am I interested in this item, from a work or a personal perspective?
work-relevant	relevant not	Is this item work related and relevant to my work tasks?	/awag model create work-relevant relevant.not /awag model desc work-relevant Is this item work related and relevant to my work tasks?

Figure S10.4: Susan – ML Models

AwAg Data

Persona: Susan

Evaluate

Model	Model ID	Notes
Base model (Mode 2)	ft:gpt-3.5-turbo-1106:hylozoical:base-mode2-0501gK7jHTDM	AwAg Base Training [mode2] '0501' (01 May 2024) using model: gpt-3.5-turbo-1106 Hyperparameters(n_epochs=3, batch_size=1, learning_rate_multiplier=2) file-UN7Hp3NBwZ6aMAC6q8azL4BX
Base model (Mode 3)	ft:gpt-3.5-turbo-1106:hylozoical:base-mode3-0501gK7gF39	AwAg Base Training [mode3] '0501' (01 May 2024) using model: gpt-3.5-turbo-1106 Hyperparameters(n_epochs=3, batch_size=1, learning_rate_multiplier=2) file-bb3UrUdLnvtu6pPOCXr616W
Extended Model (Mode 3)	ft:gpt-3.5-turbo-1106:hylozoical:ext-susan-0502gKOZB8lu	AwAg Extended Training [susan] '0502' (02 May 2024) using model: ft:gpt-3.5-turbo-1106: hylozoical:base-mode3-0501gK7gF39 Hyperparameters(n_epochs=2, batch_size=1, learning_rate_multiplier=2) Job: ftjob-iBoi5FzaAR7Nw9b9Av838UJ file-KrQ3R55VZyMPNjVtdFuk7x5 Using combined dataset based on merge of 15% subset filtered on AGREE and 50% subset filtered on DISAGREE. Agree count: 559, disagree count: 171 (manually entered figures)

Figure S10.5: Susan – Models

AwAg Data

Persona: Susan

Data (RSS)

ID	URL	Command
theguardian-uknews	https://www.theguardian.com/uk-news/rss	/awag rss sub create theguardian-uknews https://www.theguardian.com/uk-news/rss
theguardian-education-universities	https://www.theguardian.com/education/universities/rss	/awag rss sub create theguardian-education-universities https://www.theguardian.com/education/universities/rss
theguardian-sport-tennis	https://www.theguardian.com/sport/tennis/rss	/awag rss sub create theguardian-sport-tennis https://www.theguardian.com/sport/tennis/rss
reddit-ukeducation	https://www.reddit.com/r/ukeducation/rss	/awag rss sub create reddit-ukeducation https://www.reddit.com/r/ukeducation/rss
bbc-higher-education	https://feeds.bbc.co.uk/news/topics/cmwj4z64323t/rss.xml	/awag rss sub create bbc-higher-education https://feeds.bbc.co.uk/news/topics/cmwj4z64323t/rss.xml
bbc-sport-tennis	https://feeds.bbc.co.uk/sport/tennis/rss.xml	/awag rss sub create bbc-sport-tennis https://feeds.bbc.co.uk/sport/tennis/rss.xml

Figure S10.6: Susan – Data (RSS)

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AwAg Data

Persona: Susan

Data (Synthetic)		
ID	Topic Text	Command
work-team-general	Corporate messenger application chat for the work team of our fictional protagonist, Susan Carter. The chat is general workplace discussion between members of Susan's team in the Undergraduate Admissions Office at Borchester University. The team is half working in the office and half remote working (some people alternate between the two). About half of the team is part-time. Topics should include discussions about work (admissions queries, processes, asking for help or cover etc.), logistics, talking about out of work meetups and events and other topics that you might expect a work team to discuss. While a list of some colleagues in other parts of the university is provided, you should also generate fictional names to reference in messages. Message content should be unique and not duplicated. The tone of the messages should be informal British English.	/awag sim daily add ["category":"susan-work-team-general","channels":["work-team-general"],"daysOfWeek":["MONDAY-FRIDAY","volumes":["8":2:12":1:15":2:18":3:20":2:22":1:23":0]]
work-university-general	Corporate messenger application chat within the employer of our fictional protagonist, Susan Carter. The chat is general workplace discussion within the university that Susan works for, Borchester University. The chat is at the overall university staff level and not individual teams, so should mostly not refer to in-team topics. Topics should include discussion about university announcements and course, upcoming events, academic climate, general news (where appropriate for university staff discussion) and other items people might choose to share with an organisation of this size. This group chat is intended for discussions aimed at the whole university administration - it is not the correct place for team discussions, technical support requests etc. Messages should occasionally refer to the university's international operations, locations, facilities etc. Some messages might be complaints, compliments or other discussion on university policies, changes, facilities, catering etc. Message content should be unique and not duplicated. While a list of some clients is provided, you should also generate fictional client names to reference in messages. The tone of the messages should be informal/professional British English.	/awag sim daily add ["category":"susan-work-university-general","channels":["work-university-general"],"daysOfWeek":["MONDAY-SATURDAY","volumes":["8":2:12":3:15":5:18":4:20":3:22":2:23":0]]
work-team-manager	Corporate messenger application chat between our fictional protagonist, Susan Carter and her manager Eleanor Baker, who heads up the Undergraduate Admissions Office at Borchester University where Susan works. The team is half working in the office and half remote working (some people alternate between the two). About half of the team is part-time. This chat is just between Susan and her manager, and topics should include admissions-related discussions, logistics, and usual topics that a manager and their direct report might need to discuss. Some of the messages should be of a type that would normally need a prompt or urgent response. In this scenario, Susan is a solid performer at work, but has a high workload and not all of her colleagues pull their weight equally. The tone of the messages should be informal/professional British English.	/awag sim daily add ["category":"susan-work-team-manager","channels":["work-team-manager"],"daysOfWeek":["MONDAY-FRIDAY","volumes":["8":1:12":2:18":0:20":1:23":0]]
work-university-announce	Corporate messenger application chat within the employer of our fictional protagonist, Susan Carter. The messages are exclusively internal university announcements coming from the executive and senior leadership team of university that Susan works for, Borchester University. Generate messages that come from all of the senior leaders in the provided list. Messages should occasionally refer to the university's academic achievements, rankings, campuses, faculty changes etc. Message content should be unique and not duplicated. The tone of the messages should be formal business British English.	/awag sim daily add ["category":"susan-work-university-announce","channels":["work-university-announce"],"daysOfWeek":["MONDAY-FRIDAY","volumes":["8":1:10":0:15":1:22":0]]
personal-tennis-chat	Chat between a group of friends who share an interest in tennis. People mostly come from the fictional village of Ambridge in the county of Borseshire, UK, or nearby. The group often meet at the tennis club where many are members (Felpersham Tennis Club) or village pub (The Bull) to socialise as well as actually playing tennis. Tennis played is a mixture of social and competitive fixtures. Topics often relate to tennis, but the chat will frequently veer to other topics including village gossip, current affairs and family news. Tennis-related discussion will often include arranging informal one to one or doubles matches. People may also mention locations in the main county town of Borchester, as well as, Penny Hassett, Loxley Barrett, Darrington, and the cathedral city of Felpersham where the club is based. There are some general jokes and light banter. The tone of the messages should be informal British English.	/awag sim daily add ["category":"susan-tennis-chat","channels":["tennis-chat"],"daysOfWeek":["MONDAY-SUNDAY","volumes":["13":1:15":2:17":4:20":2:23":0]]
personal-tennis-club	Chat forum within an English tennis club, Felpersham Tennis Club, that our fictional protagonist Susan Carter is member and co-organiser for. Members are from the areas around the cathedral city of Felpersham in Borseshire where the club is located, including Abridge village where Susan lives, the main county town of Borchester, Penny Hassett and Loxley Barrett. Topics generally relate to tennis club business (fixtures, club elections and meetings, events at the clubhouse etc.), discussion about professional and amateur tennis competitions and other things you might expect members of a tennis club to discuss. Chat will often veer to other topics including current affairs, but there will often be someone along to remind people to stick vaguely to the topic. There are some general jokes and light banter. The local rival club Darrington Tennis will often get a mention. The tone of the messages should be informal British English.	/awag sim daily add ["category":"susan-tennis-club","channels":["tennis-club"],"daysOfWeek":["MONDAY-SUNDAY","volumes":["11":1:14":2:17":1:20":2:23":0]]
personal-family	General chat between members of a fictional British family, as seen by our protagonist, Susan Carter. The chat is a lighthearted exchange between family members on a variety of topics, with some messages relating to logistics and meeting up but also plenty of village gossip. A few of the messages should be of a nature that merits a prompt response, such as a request for assistance or information. Susan and Neil live in the village of Ambridge in Borseshire, while family are dotted around local villages Penny Hassett, Loxley Barrett, Darrington, Hollerton, Edgeley, Waterley Cross and Lakey Green. The main local city is the cathedral city of Felpersham. The tone of the messages should be informal British English.	/awag sim daily add ["category":"susan-family","channels":["family"],"daysOfWeek":["MONDAY-SUNDAY","volumes":["8":1:11":2:14":1:17":2:20":3:23":0]]
personal-village	General chat among residents of the fictional village of Ambridge in the county of Borseshire, UK, as seen by our protagonist, Susan Carter. The chat is a mostly lighthearted exchange between residents of Ambridge, covering topics including comings & goings around Ambridge, parking problems, postal service & parcel delivery (problems), recommendations for good tradespeople, social events, local crime and plenty of village gossip. This chat is among a general village audience rather than one-to-one messages about individual arrangements. A few of the messages should be of a nature that merits a prompt response, such as a request for assistance or information. Nearby villages include Penny Hassett, Loxley Barrett, Darrington, Hollerton, Edgeley, Waterley Cross and Lakey Green. The main local city is the cathedral city of Felpersham. Some of these locations should occasionally be mentioned in messages. In addition to the supplied list of people, you should make up identities as needed - the chat forum would contain maybe 50-30 members (although not all of these post messages often). The tone of the messages should be informal British English.	/awag sim daily add ["category":"susan-village","channels":["village"],"daysOfWeek":["MONDAY-SUNDAY","volumes":["10":1:11":2:14":1:15":2:18":1:21":0]]
susan-neil	Chat between our fictional protagonist, Susan Carter and her husband Neil. The chat is an exchange a variety of topics, with some messages relating to logistics and meeting up but also discussing how their day is going and talking about family and work events. Try and include reasonable variety. Susan is an administrator in the Undergraduate Admissions Office at Borchester University, where she commutes to work 3 days a week and works from home 2 days. Sometimes both Susan and Neil like to comment or complain about their day. A small amount of messages should be of a type that might need a prompt or urgent response. Susan and Neil live in the village of Ambridge, and Neil works with the pigs at nearby Berrow Farm, while family are dotted around local villages Ambridge, Penny Hassett, Loxley Barrett, Darrington, Hollerton, Edgeley, Waterley Cross and Lakey Green. The main local city is the cathedral city of Felpersham. The tone of the messages should be informal British English.	/awag sim daily add ["category":"susan-neil","channels":["susan-neil"],"daysOfWeek":["MONDAY-SUNDAY","volumes":["10":1:11":2:14":1:15":2:18":1:21":0]]

Figure S10.7: Susan – Data (Synthetic)

S10.2.2 Adam

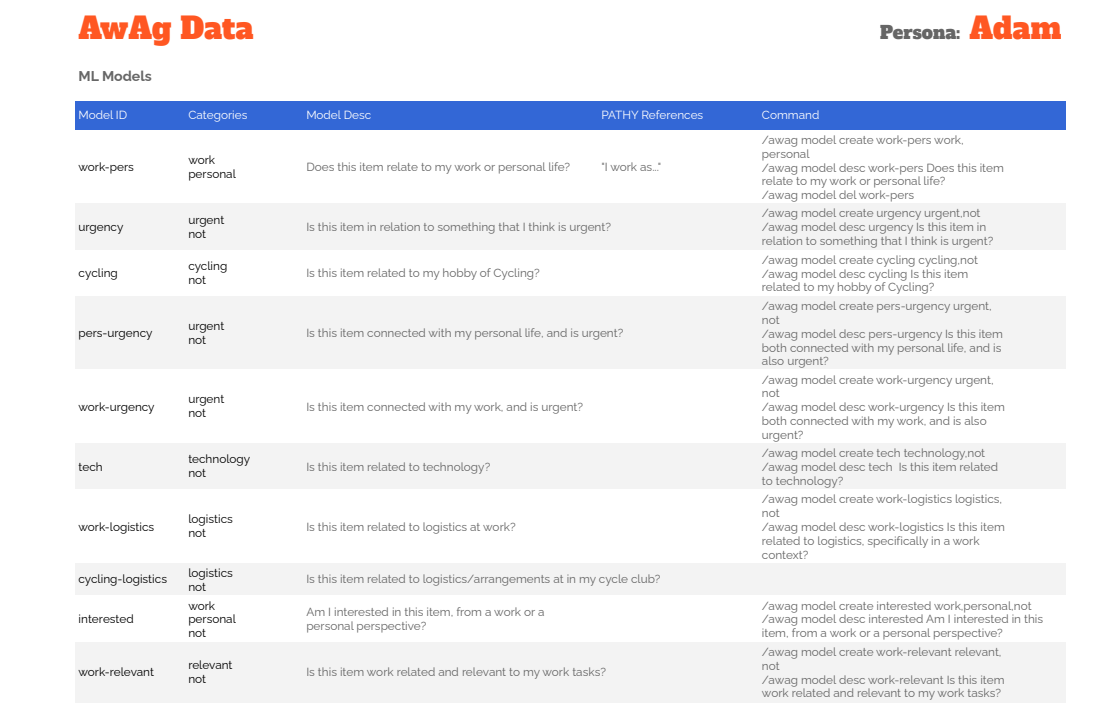


Figure S10.8: Adam – ML Models

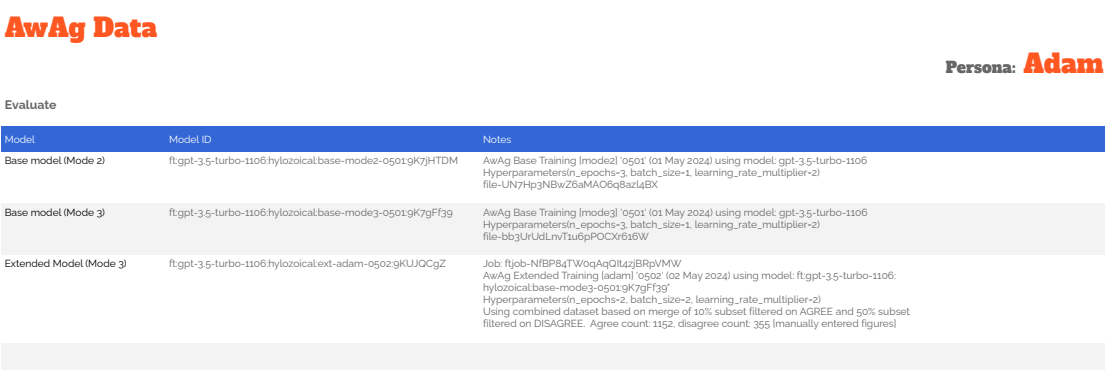


Figure S10.9: Adam – Models

AwAg Data

Persona: Adam

Data (RSS)

ID	URL	Command
theguardian-uknews	https://www.theguardian.com/uk-news/rss	/awag rss sub create theguardian-uknews https://www.theguardian.com/uk-news/rss
theguardian-technology	https://www.theguardian.com/uk/technology/rss	/awag rss sub create theguardian- technology https://www.theguardian.com/uk/technology/rss
theregister-offbeat	https://www.theregister.com/offbeat/headlines.atom	/awag rss sub create theregister-offbeat https://www.theregister.com/offbeat/headlines.atom
theregister-software	https://www.theregister.com/software/headlines.atom	/awag rss sub create theregister-software https://www.theregister.com/software/headlines.atom
reddit-usefulscripts	https://www.reddit.com/r/usefulscripts.rss	/awag rss sub create reddit-usefulscripts https://www.reddit.com/r/usefulscripts.rss
reddit-ukbike	https://www.reddit.com/r/ukbike.rss	/awag rss sub create reddit-ukbike https://www.reddit.com/r/ukbike.rss
roadcc-all	https://roadcc.rss.xml	/awag rss sub create roadcc-all https://roadcc.rss.xml
itpro-news	https://www.itpro.com/feeds/articletype/news	/awag rss sub create itpro-news https://www.itpro.com/feeds/articletype/news
itpro-reviews	https://www.itpro.com/feeds/articletype/review	/awag rss sub create itpro-reviews https://www.itpro.com/feeds/articletype/review

Figure S10.10: Adam – Data (RSS)

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Figure S10.11: Adam – Data (Synthetic)

S10.2.3 Phoebe

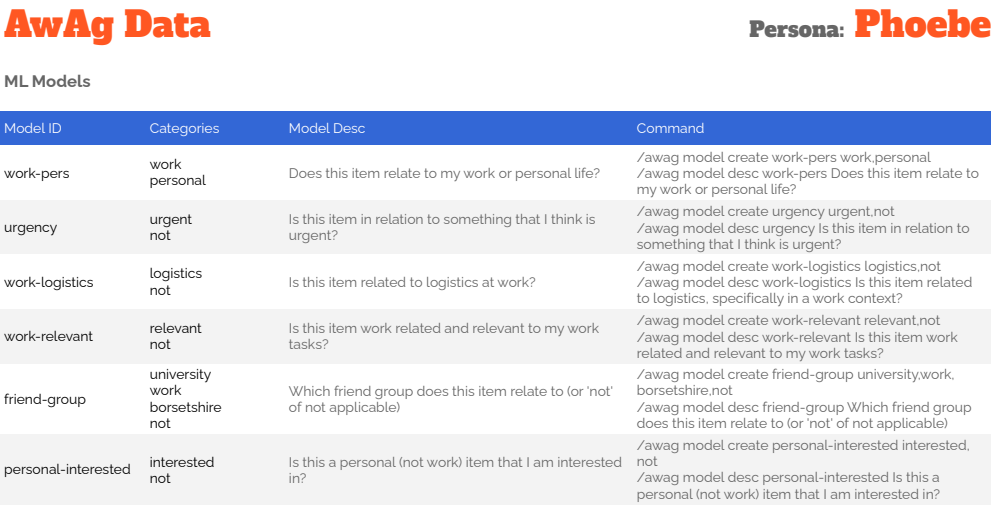


Figure S10.12: Phoebe – ML Models



Figure S10.13: Phoebe – Data (RSS)

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AwAg Data

Persona: **Phoebe**

Data (Synthetic)

ID	Topic Text	Command
work-team	Company messenger application chat at Brightstone Accountancy Firm, the workplace of our fictional protagonist, Phoebe Aldridge. This chat is general workplace discussion among members of Phoebe's immediate work team, consisting of her manager and fellow fast-track graduates. Topics should include discussions related to work in general but not specific client details. This can include client-related discussions such as requests for help, lunch arrangements, work social events and other topics that you might expect to be discussed in a team within a large London accountancy firm. While a list of some colleagues and clients is provided, you should also generate fictional names to reference in messages. Phoebe lives in London, where the company has its main offices. Message content should be unique and not duplicated. The tone of the messages should be informal British English with British spellings.	/awag sim daily add {"category":"phoebe-work-team"; channels:["work-team"];daysOfWeek:"MONDAY-FRIDAY";volumes:["8":3,"12":2,"15":3,"18":1,"20":0]}
work-fasttrack	Company messenger application chat at Brightstone Accountancy Firm, the workplace of our fictional protagonist, Phoebe Aldridge. This chat is workplace discussion relating to the fast track programme that Phoebe is on. Members of the chat include fast track participants, mentors, and administrators. Topics should relate to the programme and include requests for advice, discussion of experiences, talk about job rotations, and social gatherings. Include in the messages some announcements from fast track leadership or administrators; these announcements should range from low importance to high importance/urgent. While a list of some colleagues and clients is provided, you should also generate fictional names to reference in messages. Phoebe lives in London, where the company has its main offices. Message content should be unique and not duplicated. The tone of the messages should be informal British English with British spellings.	/awag sim daily add {"category":"phoebe-work-fasttrack";channels:["work-fasttrack"];daysOfWeek:"MONDAY-SATURDAY";volumes:["8":1,"12":2,"15":3,"18":2,"23":0]}
work-manager	Company messenger application chat at Brightstone Accountancy Firm, the workplace of our fictional protagonist, Phoebe Aldridge. This chat is workplace discussion between Phoebe and her manager Megan Foster. Include only messages by Phoebe and Megan in this chat. Topics should be the usual ones you would expect an employee and manager to discuss. Messages should range from low importance to high importance/urgent. While a list of some colleagues and clients is provided, you should also generate fictional names to reference in messages. Phoebe lives in London, where the company has its main offices; she sometimes needs to travel for work. Message content should be unique and not duplicated. The tone of the messages should be informal British English with British spellings.	/awag sim daily add {"category":"phoebe-work-manager";channels:["work-manager"];daysOfWeek:"MONDAY-FRIDAY";volumes:["8":2,"12":1,"15":2,"16":1,"18":0]}
work-announce	Company messenger application chat at Brightstone Accountancy Firm, the workplace of our fictional protagonist, Phoebe Aldridge. This chat is company-wide internal announcements, with messages only coming from senior leadership (or their assistants) or an impersonal announcements account. Topics include client-related announcements (i.e. new clients, project successes), senior appointments, compliance-related communications, recognising individual successes etc. Messages should range from low importance to high importance/urgent. While a list of some colleagues and clients is provided, you should also generate fictional names to reference in messages. Message content should be unique and not duplicated. The tone of the messages should be formal British business English with British spellings.	/awag sim daily add {"category":"phoebe-work-announce";channels:["work-announce"]; daysOfWeek:"MONDAY-SATURDAY";volumes:["8":2,"12":0,"15":2,"23":0]}
friends-university	General chat between a group of friends who all studied together at Borssetshire University and graduated two years ago. This close group of friends stays in touch - mainly via this chat - and sometimes organises meetings. They discuss how each other's careers and personal lives are doing. Topics are wide-ranging, including general jokes and light chat in addition to talking about what they are doing or arranging to meet. Message content should be unique and not duplicated. The tone of the messages should be informal British English with British spellings.	/awag sim daily add {"category":"phoebe-friends-university";channels:["friends-university"]; daysOfWeek:"MONDAY-SUNDAY";volumes:["9":1,"12":2,"15":1,"17":3,"20":1,"23":0]}
friends-work	General chat between a small group of friends who currently work together at Brightstone Accountancy Firm, the workplace of our fictional protagonist, Phoebe Aldridge. This chat is outside of normal work channels and can include arrangements to meet up and office gossip as well as general jokes and light chat. Message content should be unique and not duplicated. The tone of the messages should be informal British English with British spellings.	/awag sim daily add {"category":"phoebe-friends-work";channels:["friends-work"];daysOfWeek:"MONDAY-SUNDAY";volumes:["8":1,"12":2,"18":1,"23":0]}
family-chat	General chat between members of a fictional British family, as seen by our protagonist, Phoebe Aldridge. The chat is a lighthearted exchange between immediate family members Phoebe, Brian, Jennifer, Debbie, Adam, Kate and Alice, and also wider family members. Do not include messages from non-family. Topics include anything a family might discuss, but can also include village gossip, family personal and work happenings and milestones, and requests for assistance or favours. While Phoebe lives in London now, most of the family live in the village of Ambridge, while wider family and friends are dotted around local villages Penny Hassett, Loxley Barrett, Darrington, Hollerton, Edgeley, Waterley Cross and Lakey Green. The main local city is the cathedral city of Felpersham where Usha woks as a partner in Felpersham Law. Message content should be unique and not duplicated. The tone of the messages should be informal British English with British spellings.	/awag sim daily add {"category":"phoebe-family-chat"; channels:["family-chat"];daysOfWeek:"MONDAY-SUNDAY";volumes:["8":1,"12":0,"15":2,"18":3,"20":1,"22":0]}

Figure S10.14: Phoebe – Data (Synthetic)

S10.2.4 Kenton

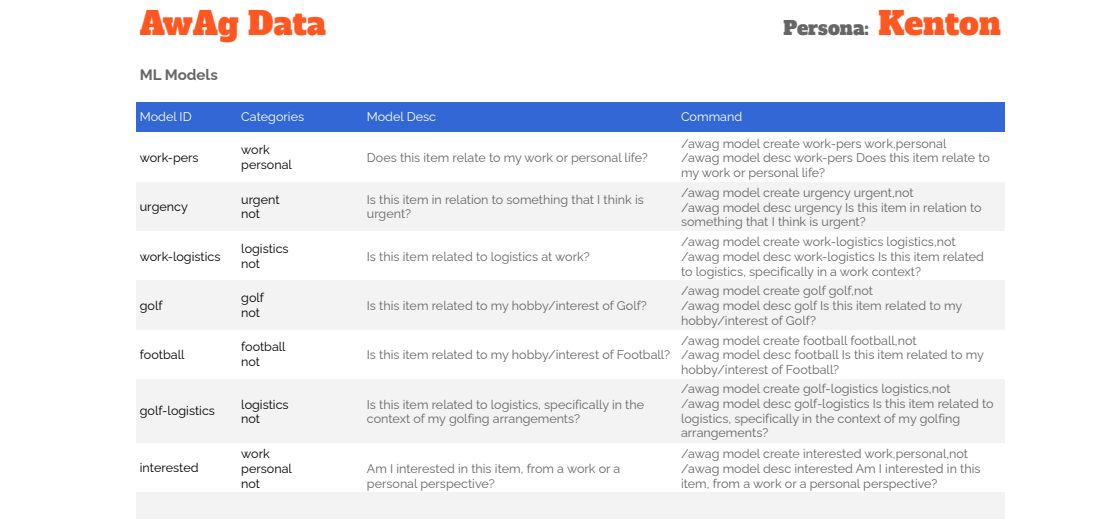


Figure S10.15: Kenton – ML Models

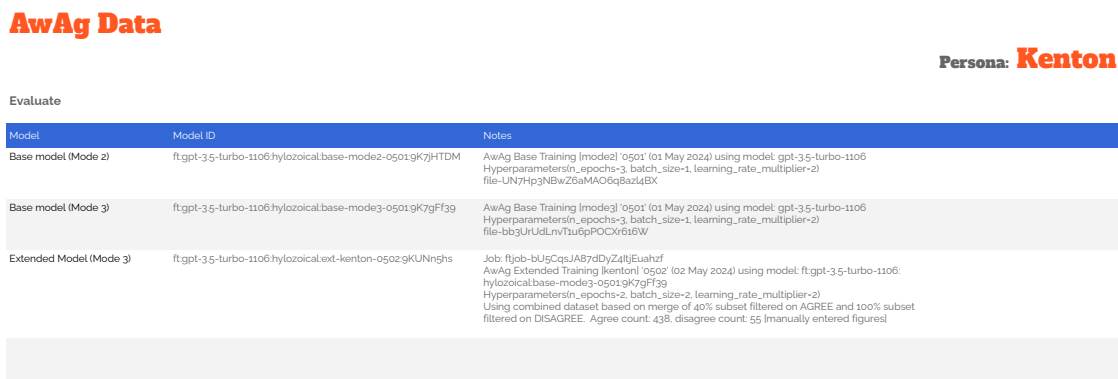


Figure S10.16: Kenton – Models

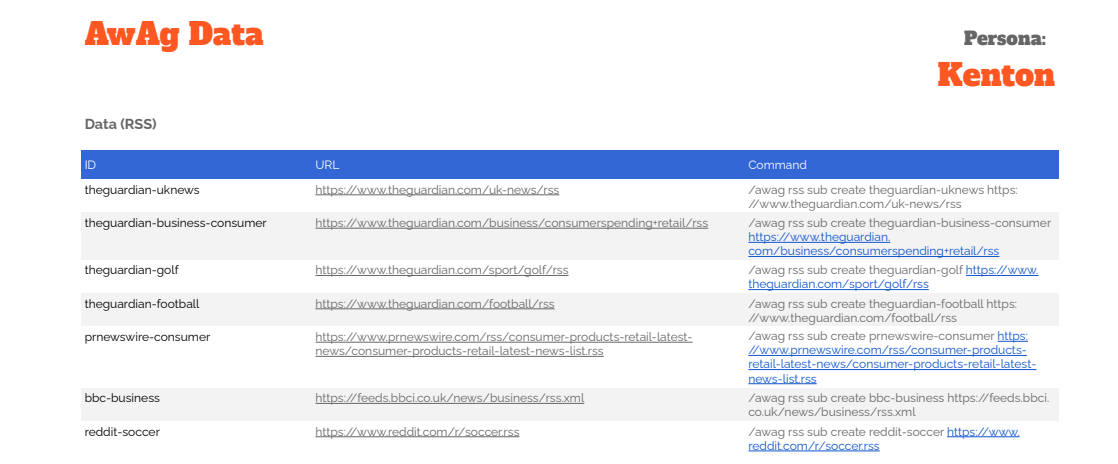


Figure S10.17: Kenton – Data (RSS)

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AwAg Data

Persona: **Kenton**

Data (Synthetic)

ID	Topic Text	Command
work-team-general	Corporate messenger application chat for the work team of our fictional protagonist, Kenton Archer. The chat is general workplace discussion between members of the same business development (sales) team that Kenton is in within ICG. The team is spread all over. Topics should include client discussions, logistics, talking about out of work meetups and events and other topics that you might expect a distributed work team to discuss. While a list of some clients is provided, you should also generate fictional client names to reference in messages. Message content should be unique and not duplicated. The tone of the messages should be informal British English.	/awag sim daily add ["category":"kenton-work-team-general","channels":["work-team-general"],"daysOfWeek":"MONDAY-FRIDAY","volumes":["8":2,"12":1,"15":2,"18":3,"20":2,"22":1,"23":0]]
work-company-general	Corporate messenger application chat within the employer of our fictional protagonist, Kenton Archer. The chat is general workplace discussion within the company that Kenton works for, ICG. The chat is at the overall company level and not individual teams, so should mostly not refer to in-country topics. Topics should include discussion about company announcements and products, upcoming events, business climate, general news (where appropriate for corporate discussion) and other items people might choose to share with a company of this size. This group chat is intended for discussions aimed at the whole company - it is not the correct place for team discussions, technical support requests etc. Messages should occasionally refer to the company's international operations, R&D, production facilities etc. Refer to the countries that these are located in. Message content should be unique and not duplicated. While a list of some clients is provided, you should also generate fictional client names to reference in messages. The tone of the messages should be informal/business international English.	/awag sim daily add ["category":"kenton-work-company-general","channels":["work-company-general"],"daysOfWeek":"MONDAY-SATURDAY","volumes":["8":2,"12":3,"15":5,"18":4,"20":3,"22":2,"23":0]]
work-team-manager	Corporate messenger application chat between our fictional protagonist, Kenton Archer and his manager Evelyn Baker, who heads up the business development (sales) team that Kenton is in within ICG. The team is spread all over. This chat is just between Kenton and his manager, and topics should include client discussions, logistics, and usual topics that a manager and their direct report might need to discuss. Some of the messages should be of a type that would normally need a prompt or urgent response. In this scenario, Kenton is a strong performer at work, but has a high workload with a lot of customer travel commitments. While a list of some clients is provided, you should also generate fictional client names to reference in messages. The tone of the messages should be informal British English.	/awag sim daily add ["category":"kenton-work-team-manager","channels":["work-team-manager"],"daysOfWeek":"MONDAY-FRIDAY","volumes":["8":1,"12":2,"18":1,"20":1,"23":0]]
work-team-client	Corporate messenger application chat for the work team of our fictional protagonist, Kenton Archer. The chat is client-related workplace discussion between members of the same business development (sales) team that Kenton is in within ICG. The team is spread all over. Topics should include client discussions, logistics, problem solving/assistance and other topics that a distributed team might discuss relating to their client base. Some of the messages should be of a type that might need a prompt or urgent response. While a list of some clients is provided, you should also generate fictional client names to reference in messages. Message content should be unique and not duplicated. The tone of the messages should be informal British English.	/awag sim daily add ["category":"kenton-work-team-client","channels":["work-team-client"],"daysOfWeek":"MONDAY-FRIDAY","volumes":["8":2,"10":1,"12":2,"15":1,"18":1,"22":0]]
work-company-announce	Corporate messenger application messages within the employer of our fictional protagonist, Kenton Archer. The messages are exclusively internal corporate announcements coming from the executive and senior leadership team of company that Kenton works for, ICG. Generate messages that come from all of the executives in the provided list. Messages should occasionally refer to the company's international operations, R&D, production facilities etc. Refer to the countries that these are located in. Message content should be unique and not duplicated. While a list of some clients is provided, you should also generate fictional client names to reference in messages. The tone of the messages should be formal business international English.	/awag sim daily add ["category":"kenton-work-company-announce","channels":["work-company-announce"],"daysOfWeek":"MONDAY-FRIDAY","volumes":["8":1,"10":0,"15":1,"22":0]]
personal-friends	Chat between a group of friends. People mostly come from the fictional village of Ambridge in the county of Dorsetshire, UK, or nearby. Some of the group often meet at the village pub (The Bull) to socialise. Chat will cover a wide range of topics, including village gossip, current affairs and family news, as well as making arrangements and sharing personal news. People may also mention locations in the main county town of Bournemouth, as well as, Penny Hassett, Loxley Barrett, Darrington, and the cathedral city of Felpersham. There are some general jokes and light banter. The tone of the messages should be informal British English.	/awag sim daily add ["category":"kenton-friends","channels":["friends"],"daysOfWeek":"MONDAY-SUNDAY","volumes":["10":1,"12":2,"13":0,"15":2,"17":3,"20":1,"23":0]]
personal-football	Chat between a group of friends who share an interest in football. People mostly come from the fictional village of Ambridge in the county of Dorsetshire, UK, or nearby. The group often meet at the village pub (The Bull) to socialise and sometimes watch matches, but also watch the local team and some travel to league matches. Topics generally relate football, but the chat will often veer to other topics including village gossip, current affairs and family news. As well as the football clubs listed in the entities document, people may also mention locations in the main county town of Bournemouth, as well as, Penny Hassett, Loxley Barrett, Darrington, and the cathedral city of Felpersham. There are some general jokes and light banter. The tone of the messages should be informal British English.	/awag sim daily add ["category":"kenton-football","channels":["football"],"daysOfWeek":"MONDAY-SUNDAY","volumes":["13":1,"15":2,"17":4,"20":2,"23":0]]
personal-golf	Chat between a group of friends who play golf together. People mostly come from the fictional village of Ambridge in the county of Dorsetshire, UK, or nearby. The group socialise together around golf, but also the village pub, The Bull. Topics generally relate to arranging meetups to play golf, but the chat will often veer to other topics including village gossip, current affairs and family news. As well as the golf clubs listed in the entities document, people may also mention locations in the main county town of Bournemouth, as well as, Penny Hassett, Loxley Barrett, Darrington, and the cathedral city of Felpersham. There are some general jokes and light banter. The tone of the messages should be informal British English.	/awag sim daily add ["category":"kenton-golf","channels":["golf"],"daysOfWeek":"MONDAY-SUNDAY","volumes":["11":1,"14":2,"17":1,"20":2,"23":0]]
personal-family	Chat between members of the family of our protagonist, Kenton. The chat is a lighthearted exchange between family members on a variety of topics, with some messages relating to logistics and meeting up. A small amount of messages should be of a type that might need a prompt or urgent response. Kenton and Kathy live in the village of Ambridge, and work in the county town of Bournemouth in Dorsetshire, while family are dotted around local villages Penny Hassett, Loxley Barrett, Darrington, Hollerton, Edgeley, Waterley Cross and Lakey Green. The main local city is the cathedral city of Felpersham. The tone of the messages should be informal British English.	/awag sim daily add ["category":"kenton-family","channels":["family"],"daysOfWeek":"MONDAY-SUNDAY","volumes":["8":1,"11":2,"14":1,"17":2,"20":3,"23":0]]
kenton-kathy	Chat between our fictional protagonist, Kenton and his wife Kathy Archer. The chat is an exchange a variety of topics, with some messages relating to logistics and meeting up but also discussing	/awag sim daily add ["category":"kenton-kathy","channels":["kathy"],"daysOfWeek":"MONDAY-SUNDAY"]

Figure S10.18: Kenton – Data (Synthetic)

S10.2.5 Usha

AwAg Data

Persona: **Usha**

ML Models

Model ID	Categories	Model Desc	Command
work-pers	work personal	Does this item relate to my work or personal life?	/awag model create work-pers work.personal /awag model desc work-pers Does this item relate to my work or personal life?
urgency	urgent not	Is this item in relation to something that I think is urgent?	/awag model create urgency urgent.not /awag model desc urgency Is this item in relation to something that I think is urgent?
work-logistics	logistics not	Is this item related to logistics at work?	/awag model create work-logistics logistics.not /awag model desc work-logistics Is this item related to logistics, specifically in a work context?
riding	riding not	Is this item related to my hobby/interest of horse riding?	/awag model create riding riding.not /awag model desc riding Is this item related to my hobby/interest of horse riding?
riding-arrangements	arrangements not	Is this item about making arrangements to go horse riding or other riding related activities?	/awag model create riding-arrangements arrangements.not /awag model desc riding-arrangements Is this item about making arrangements to go horse riding or other riding related activities?
school-importance	school-important school-other not	Is this item related to organisation, specifically in the context of my Club's tennis arrangements and events?	/awag model create school-importance school-important.school-other.not /awag model desc school-importance Is this item related to my children's school, and if so is it important?
interested	work personal not	Am I interested in this item, from a work or a personal perspective?	/awag model create interested work.personal.not /awag model desc interested Am I interested in this item, from a work or a personal perspective?

Figure S10.19: Usha – ML Models

AwAg Data

Persona: **Usha**

Data (RSS)

ID	URL	Command
theguardian-uknews	https://www.theguardian.com/uk-news/rss	/awag rss sub create theguardian-uknews https://www.theguardian.com/uk-news/rss
theguardian-law	https://www.theguardian.com/law/rss	/awag rss sub create theguardian-law https://www.theguardian.com/law/rss
reddit-uklaw	https://www.reddit.com/r/uklaw/rss	/awag rss sub create reddit-uklaw https://www.reddit.com/r/uklaw/rss
theguardian-equestrianism	https://www.theguardian.com/sport/equestrianism/rss	/awag rss sub create theguardian-equestrianism https://www.theguardian.com/sport/equestrianism/rss
theguardian-horseracing	https://www.theguardian.com/sport/horse-racing/rss	/awag rss sub create theguardian-horseracing https://www.theguardian.com/sport/horse-racing/rss

Figure S10.20: Usha – Data (RSS)

AwAg Data

Persona: Usha

Data (Synthetic)

ID	Topic Text	Command
work-office	Company messenger application chat at the Felpersham Law, the workplace of our fictional protagonist, Usha Franks. This chat is general workplace discussion among staff. Topics should include discussions related to work in general but not specific client details. This can include cover, logistical arrangements, daily office opening and closing, lunch arrangements, work social events and other topics that you might expect to be discussed in a small company. While a list of some colleagues and clients is provided, you should also generate fictional names to reference in messages. Usha herself lives in the nearby village of Ambridge. Message content should be unique and not duplicated. The tone of the messages should be informal British English with British spellings	/awag sim daily add ["category":"usha-work-office", channels:["work-office"],daysOfWeek:"MONDAY-FRIDAY",volumes:"18":3,"12":2,"15":3,"18":1,"23":0]]
work-partners	Company messenger application chat at the Felpersham Law, the workplace of our fictional protagonist, Usha Franks. This chat is discussion between the three partners including Usha. Topics in this chat should include discussions related to the individuals work as partners of the practice. This can include the strategy and performance of the partnership, staff issues, problems or opportunities with clients, concern about competitors and other leadership topics. Discussion of client issues should be at a higher level rather than details, focussing only on things that might affect the client relationship - the partners have different areas of specialisation and would not generally discuss day to day client matters among themselves. As it is a private chat between the three partners they will be candid about issues and people. Some messages may concern social topics or trivia. A subset of the messages should be of the type that might expect a prompt response. While a list of some colleagues and clients is provided, you should also generate fictional names to reference in messages. Usha herself lives in the nearby village of Ambridge. Message content should be unique and not duplicated. The tone of the messages should be informal British English with British spellings.	/awag sim daily add ["category":"usha-work-partners", channels:["work-partners"],daysOfWeek:"MONDAY-SUNDAY",volumes:"18":1,"12":2,"15":3,"18":1,"23":0]]
work-pa	Company messenger application chat at the Felpersham Law, the workplace of our fictional protagonist, Usha Franks. This chat is discussion between Ushal and her personal assistant Evan Thomas. Only include messages from these two people. Topics in this chat should include discussions related to Usha's client work, organising her diary and other similar items that would come up between a partner in a solicitor's practice and her personal assistant. Some messages may concern social topics or trivia. A subset of the messages should be of the type that might expect a prompt response. While a list of some colleagues and clients is provided, you should also generate fictional names to reference in messages. Usha herself lives in the nearby village of Ambridge. Message content should be unique and not duplicated. The tone of the messages should be informal British English with British spellings.	/awag sim daily add ["category":"usha-work-pa", channels:["work-pa"],daysOfWeek:"MONDAY-FRIDAY",volumes:"18":2,"12":1,"15":2,"16":1,"18":0]]
work-clients	Business communications (email/messages) at the Felpersham Law, the workplace of our fictional protagonist, Usha Franks. These messages are communications directly between Usha and various clients that she is working with. Topics in this chat should include discussions related to the clients' cases and other similar items that would come up between a partner in a solicitor's practice and her clients. A few messages may concern social topics or trivia where Usha has a long relationship with the client. A subset of the messages should be of the type that might expect a prompt response. While a list of some colleagues and clients is provided, you should also generate fictional names to reference in messages. Usha herself lives in the nearby village of Ambridge. Message content should be unique and not duplicated. Ensure that you produce incoming messages from clients. The tone of the messages should be British English with British spellings.	/awag sim daily add ["category":"usha-work-clients", channels:["work-clients"],daysOfWeek:"MONDAY-SATURDAY",volumes:"18":2,"12":2,"15":2,"23":0]]
riding-chat	General chat between a group of friends with a shared interest in horse riding, including our protagonist Usha Franks. Most of those on the chat are members of Felpersham Riding Club and some stable their horses there. Club members mostly come from the fictional villages of Ambridge and Darrington in the county of Borseshire, or nearby, although some come from the cathedral city of Felpersham where Usha practices as a solicitor. This is a social chat between friends and acquaintances that share a common interest. Topics generally relate to all aspects of recreational and competitive horse riding, with many messages also being about meeting up for rides. Some but not all ride competitively (i.e. dressage), while most are social riders. There are some non-horse related messages such as general jokes and light chat. Message content should be unique and not duplicated. The tone of the messages should be informal British English with British spellings.	/awag sim daily add ["category":"usha-riding-chat", channels:["riding-chat"],daysOfWeek:"MONDAY-SUNDAY",volumes:"19":1,"12":2,"15":1,"17":3,"20":1,"23":0]]
riding-stables	General chat for people associated with Felpersham Riding Club and its stables, including our protagonist Usha Franks. The chat is used for communication between members of Felpersham Riding Club and also for announcements and information from club officials and stable managers. Usha stables her horse there. Club members mostly come from the fictional villages of Ambridge and Darrington in the county of Borseshire, or nearby, although some come from the cathedral city of Felpersham where Usha practices as a solicitor. Topics generally relate to all aspects of recreational and competitive horse riding, with many messages also being about club matters and announcements about competitions, events and happenings at the stables. Message content should be unique and not duplicated. The tone of the messages should be informal British English with British spellings.	/awag sim daily add ["category":"usha-riding-stables", channels:["riding-stables"],daysOfWeek:"MONDAY-SUNDAY",volumes:"18":1,"12":2,"16":1,"22":0]]
family-close	General chat between members of a fictional British family, as seen by our protagonist, Usha Franks. The chat is a lighthearted exchange between immediate family members Usha, Alan, Amy and Ravi - do not include messages from any other people. Amy and Ravi should refer to Usha and Alan as 'Mum' and 'Dad'. Topics include anything a family might discuss, but can also include village gossip, family personal and work happenings and milestones, and requests for assistance or favours. Usha and Alan live in the village of Ambridge, while wider family and friends are dotted around local villages Penny Hassett, Loxley Barrett, Darrington, Hollerton, Edgeley, Waterley Cross and Lakey Green. The main local city is the cathedral city of Felpersham where Usha works as a partner in Felpersham Law. The tone of the messages should be informal British English with British spellings.	/awag sim daily add ["category":"usha-family-close", channels:["family-close"],daysOfWeek:"MONDAY-SUNDAY",volumes:"18":1,"12":0,"15":2,"18":3,"20":1,"22":0]]
family-wide	General chat between members of a fictional British family, as seen by our protagonist, Usha Franks. The chat is a lighthearted exchange between immediate family members Usha, Alan, Amy and Ravi and wider family members including Deepak, Shiv and Satya - do not include messages from non-family. Topics include anything a family might discuss, but can also include village gossip, family personal and work happenings and milestones, and requests for assistance or favours. Usha and Alan live in the village of Ambridge, while wider family and friends are dotted around local villages Penny Hassett, Loxley Barrett, Darrington, Hollerton, Edgeley, Waterley Cross and Lakey Green. The main local city is the cathedral city of Felpersham where Usha works as a partner in Felpersham Law. Message content should be unique and not duplicated. The tone of the messages should be informal British English with British spellings.	/awag sim daily add ["category":"usha-family-wide", channels:["family-wide"],daysOfWeek:"MONDAY-SUNDAY",volumes:"11":1,"15":2,"18":1,"20":2,"22":0]]
personal-village	General chat among residents of the fictional village of Ambridge in in the county of Borseshire, UK, as seen by our protagonist, Usha Franks. The chat is a mostly lighthearted exchange between residents of Ambridge, covering topics including comings & goings around Ambridge, parking problems, postal service & parcel delivery (problems), recommendations for good tradespeople, social events, local crime and plenty of village gossip. This chat is among a general village audience rather than one-to-one messages about individual arrangements. A few of the messages should be of a nature that merits a prompt response, such as a request for assistance or information. Nearby villages include Penny Hassett, Loxley Barrett, Darrington, Hollerton, Edgeley, Waterley Cross and Lakey Green. The main local city is the cathedral city of Felpersham. Some of these locations should occasionally be mentioned in messages. In addition to the supplied list of people, you should make up identities as needed - the chat forum would contain maybe 50-30 members (although not all of these post messages often). Message content should be unique and not duplicated. The tone of the messages should be informal British English with British spelling.	/awag sim daily add ["category":"usha-village", channels:["village"],daysOfWeek:"MONDAY-SUNDAY",volumes:"110":1,"11":2,"12":1,"17":2,"23":0]]
school-comms	Messages originating from the school Felpersham Grammar in Felpersham, Borseshire, UK, where our protagonist, Usha Franks sends her children. All messages are announcements and notices from school leaders or the school office, directed at parents with children at the school. In addition to the supplied list of people, you should make up identities as needed. Message content should be unique and not duplicated. The tone of the messages should be relatively formal British English with British spelling.	/awag sim daily add ["category":"usha-school-comms",channels:["school-comms"],daysOfWeek:"MONDAY-FRIDAY",volumes:"18":1,"15":0,"15":1,"19":0]]
school-parents-chat	Messenger chat between parents with children attending Felpersham Grammar School in Felpersham, Borseshire, UK, where our protagonist, Usha Franks sends her children. This is a chat group independent of the school where parents can discuss school and other topics. This could include compliments or more often complaints about the school as well as sharing helpful information and coordinating things. Sometimes the parents group meets up in Felpersham cafes. There are some occasional jokes and off topic discussion. Some parents have a less positive outlook than others and tend to complain, while others are more positive - generate a mix of positive and negative comments. Only parents are in this chat - neither Usha's nor anyone else's children are on it. Message content should be unique and not duplicated. The tone of the messages should be informal British English with British spelling.	/awag sim daily add ["category":"usha-school-parents-chat",channels:["school-parents-chat"],daysOfWeek:"SUNDAY-FRIDAY",volumes:"18":2,"10":0,"13":2,"18":1,"22":0]]

Figure S10.21: Usha – Data (Synthetic)