User Research on Politeness of Chatbots

**Summary**

Paul (Whitmore) Sas of Motivation Engineers is hiring Colby Sato to assist in user research for the month of May. The work will consist of four main parts: Hypothesis Generation, Design of Prototype, Implementation/Imitation of Interaction and the writing of Results. Colby will be compensated a total of 3,000 USD for this work.

**What do both parties agree to do?**

Paul: Paul has the authority to enter this contract on his behalf and on behalf of his company, Motivation Engineers. Paul will deliver materials needed by Colby in a timely manner.

Colby will keep Paul updated on the progress of his work and will reply to emails in a timely manner.

**Timeline**

This work will be completed during the month of May, between May 1st and May 29th 2016.

**Payments**

Payments will be made in four payments of $750 in cash or direct-deposit on or before the following dates: May 8th, May 15th, May 22st, May 29th .

**Project Scope**

**Iterative Hypothesis Generation**

Approximately 5/1 – 5/7

Colby will prepare for hypothesis generation by reading materials relevant to this area of study.

Colby will meet with Paul to generate hypothesis.

**Design of prototype.**

Approximately 5/8 – 5/14

Colby will design a chatbot to work within Slack.com’s chat interface.

This includes the design of menus, making of avatars, writing of copy, and any other tasks that define the chatbot

**Implementation/Imitation of Prototype and testing.**

Approximately 5/15-5/21

If feasible in this timeline, Colby will program a testable prototype.

Otherwise, Colby will assist in the testing of prototypes by acting as the bot would.

**Presentation and Analysis of findings.**

Approximately 5/22-5/28

Colby will assist with writing summaries of findings.

Colby will assist with the creation of diagrams for the communication of findings.

**Time commitment**

Colby is not expected to commit more than 20 hours within a week to this project, but may do so if more than 20 hours are needed to complete the work.

**Liability**

Colby can’t guarantee that his work will be error-free and so he can’t be liable to Paul Sas, Motivation Engineers,s or any third-party for damages, including lost profits, lost savings or other incidental, consequential or special damages, even if Paul has advised him of them. Finally, if any provision of this contract shall be unlawful, void, or for any reason unenforceable, then that provision shall be deemed severable from this contract and shall not affect the validity and enforceability of any remaining provisions.

Nevertheless, Colby will do his best to deliver work that satisfies the needs of Motivation Engineers.

**Copyright**

Colby and Paul will have co-ownership of ideas generated and prototypes produced. This includes sketches, notes, diagrams, wireframes, and programmed bots that he produces. Colby reserves the right, with Paul’s permission, to display and link to this project as part of his portfolio and to write about it on websites, in magazine articles and in books.

**Ending of agreement**

If either party wishes to end this working relationship, they may do so. Colby will be prorated for the days in the week worked.

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Signed on Behalf of Colby Sato Signed on Date

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Signed on Behalf of Motivation Engineers Signed on Date