**Declaration of Interest Statement**

**Exploring the Chatbot usage intention-A mediating role of Chatbot initial trust**

The main aim of this study is to determine which features of chatbots influence user acceptability, confidence, and engagement. The intention is to develop a model that integrates theories related to initial trust, customer engagement, loyalty, and chatbot adoption. The UTAUT and the DOI paradigm, the TAM Model, and the writings of other writers will serve as the foundation for this paradigm. Using the PLS-SEM method, we computed the suggested model. Seven predicted links are shown. Out of the six hypotheses that were proposed, seven were determined to be plausible, while one was completely rejected. The study also found that Perceived ease of use, performance expectations, and social influence of chatbots are all greatly enhanced by trust. The statistical analysis also showed that consumers' intentions, loyalty, and engagement levels are highly influenced by their level of trust in chatbots. The association between chatbot trust and intention is moderated by both age and gender. It was shown that respondents' ages had a substantial impact on their plans to use chatbots, but their gender had no effect on those intentions.