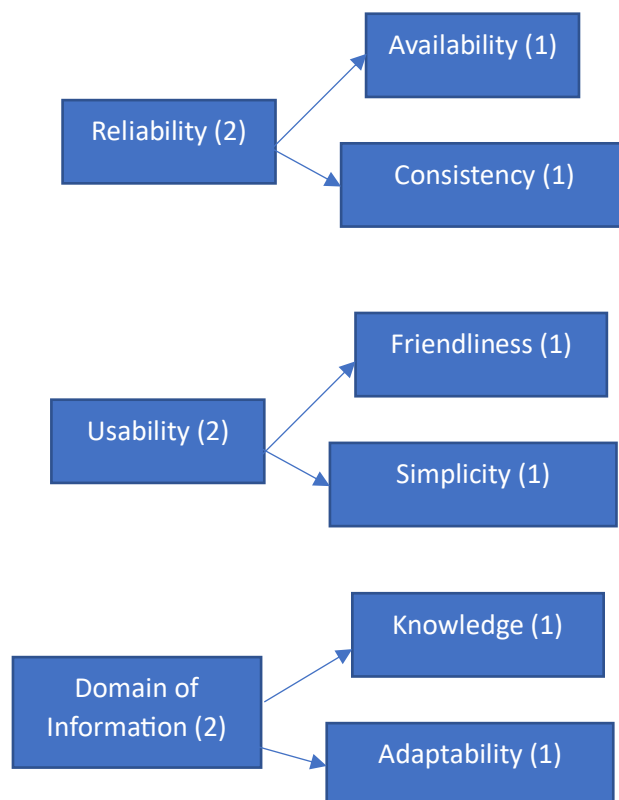


What do you liked about the interactions with the chatbot?

1. Participant A: "I liked that the chatbot was available 24/7. I could get answers at any time, even in the middle of the night."
2. Participant B: "The chatbot was easy to interact with. The interface was user-friendly, and the responses were quick and precise."
3. Participant C: "I appreciate the chatbot's ability to handle a multitude of queries. It's a vast repository of information and very helpful."
4. Participant D: "The language used by the chatbot was simple and easy to understand. It was like talking to a friend."
5. Participant E: "I enjoyed the objectivity of the chatbot. It provided unbiased information which made me trust its responses."
6. Participant F: "What I liked about the chatbot was its consistency. It provided the same quality of service regardless of the time or the number of queries."
7. Participant G: "Good job"

\* all the quotes were generated by ChatGPT



## 1. Reliability

- A: "I liked that the chatbot was available 24/7. I could get answers at any time, even in the middle of the night." (Availability)
- F: "What I liked about the chatbot was its consistency. It provided the same quality of service regardless of the time or the number of queries." (Consistency)

## 2. Usability

- B: "The chatbot was easy to interact with. The interface was user-friendly, and the responses were quick and precise." (User-friendliness)
- D: "The language used by the chatbot was simple and easy to understand. It was like talking to a friend." (Simplicity)

## 3. Domain of information

- C: "I appreciate the chatbot's ability to handle a multitude of queries. It's a vast repository of information and very helpful." (Knowledge)
- H: "I liked the way the chatbot could learn and adapt to my preferences. It made the interaction more personal and efficient." (Adaptability)