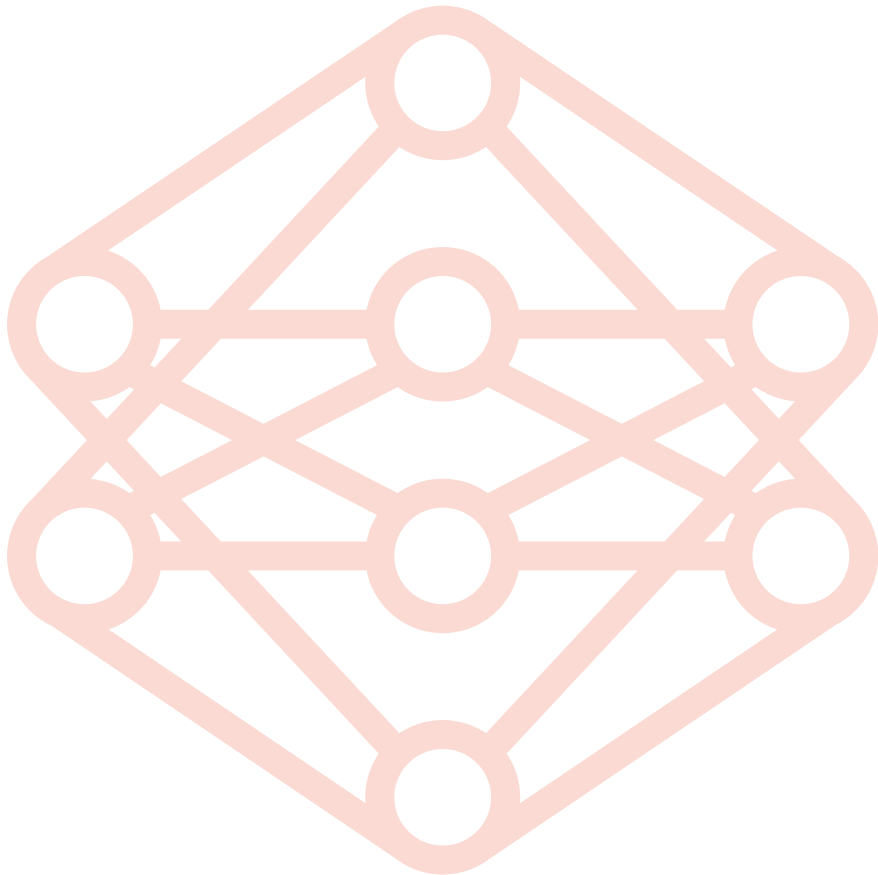


DEFINING ALLY'S INTERACTIONS

A Deep Learning framework to create a personalised interaction between users and a medical pod

APPENDIX



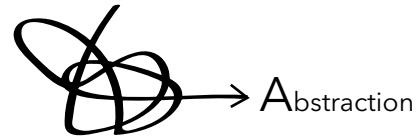
Sathya Ranjani Rangarajan

Appendix A

A.1 Defining "interaction"

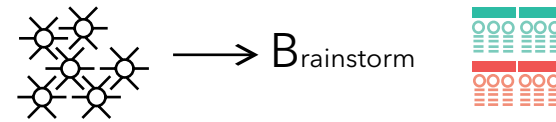
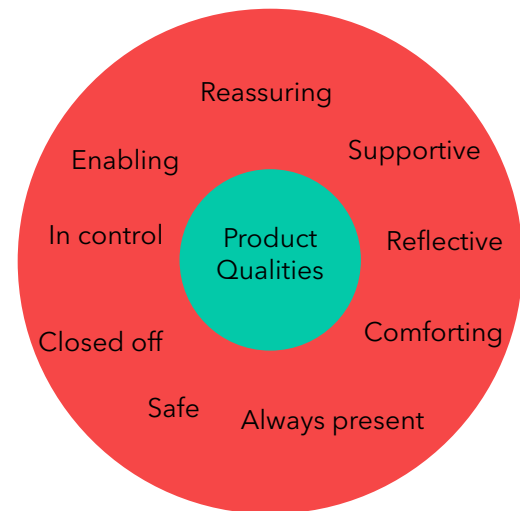
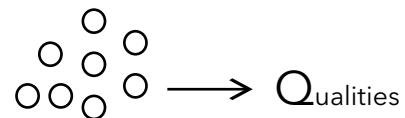
Human - Inanimate object Interaction:

By identifying the kind of inanimate products people feel comfortable expressing to, and the qualities they attribute to such products, we can gain more insight on how Ally can be made to reflect such characteristics.



Question:

"AS KIDS, WE'VE HAD SOFT TOYS OR TOYS THAT WE COULD JUST TALK TO, FEEL COMFORTABLE IN EXPRESSING THINGS TO AROUND THEM, EVEN IF THEY ARE INANIMATE. ARE THERE ANY SUCH PRODUCTS YOU CAN THINK OF? IT COULD BE RELEVANT EVEN NOW. AND IT NEED NOT NECESSARILY BE A PRODUCT, IT COULD EVEN BE A PLACE."



Using the qualities given in the previous section as a starting point, a brainstorm session was conducted which resulted in creating possible product features that could reflect these qualities. This brainstorm is given on the figure to the right.

Brainstorm of possible characteristics/functionalities of Ally

	Reassuring	Enabling	Safe	Comforting	Supportive
Possible product characteristics	The words spoken by the device	The words spoken by the device	The way they hold it		The words spoken by the device
	Noticing when device is not being used properly and bringing it to the user's attention	Listening to the user	Password/having a safe like system to open close or lock and unlock the device	The place they are surround by	How it follows up on the suggestions it give / tracking
	Knowing when to talk and when to pause	The lighting of the device	Placement of the device		
		Tracking their activity so it is always ahead of the user	The feeling of trusting the device completely to not divulge what the user says to it	Colour of the device and lights	

Brainstorm of possible characteristics/functionalities of Ally

	Closed off	In control	Always present	Reflective	Reliable
Possible product characteristics	Placement of the device	It is up to the user to decide when it interrupts/ you have control over it	Lasting battery life	Takes them through the happenings of the day	Long battery life
	Positioning	Portable		Shows a reflection of the person and how they have been progressing	Contacts emergency on time
	The way they hold it	Portable			Schedules everything and sets reminders
	Creating a personal space around when then using it/Creating a bubble				



As shown in the Figure below, the results of the brain storm were colour coded in order to cluster them into refined product characteristics.

Colour code:

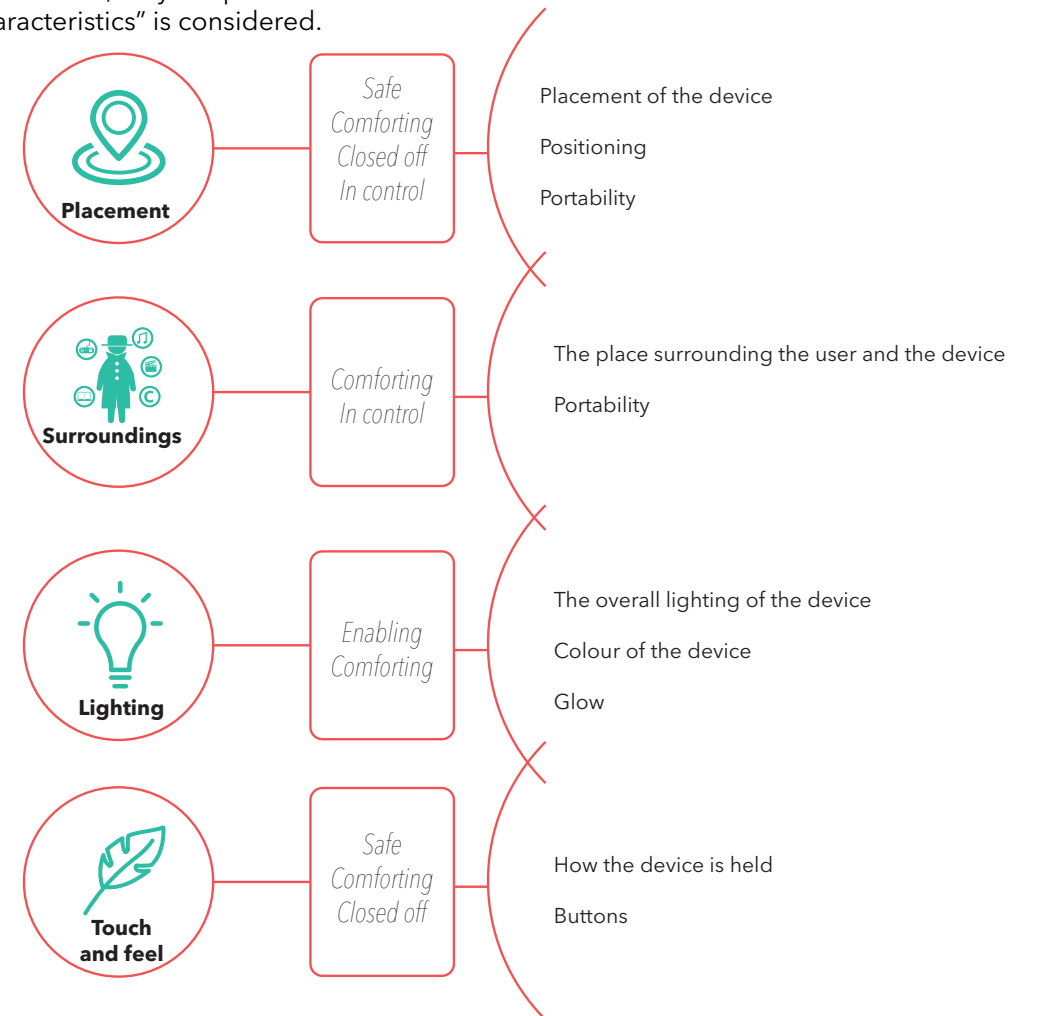
Orange	Handling/touch and feel
Green	Voice/talking based activity
Yellow	Tracking of activities
Purple	Intuition
Dark Blue	Placement
Light Blue	Surroundings
Light Cyan	Lighting
Yellow-Orange	Control

Characteristic	Voice	Touch and feel	Tracking of activities	Intuition
Personality:	Reassuring, enabling, supportive, reflective	Safe, Comfortig, Closed off	Reassuring, enabling, supportive, reliable	Reassuring, safe, closed off, reliable
	The words spoken by the device	The way they hold it	Noticing when device is not being used properly and bringing it to the user's attention	Knowing when to talk and when to pause
	Takes them through the happenings of the day		Listening to the user	The feeling of trusting the device completely to not divulge what the
	Shows a reflection of the person and how they have been progressing		Tracking their activity so it is always ahead of the user	Creating a personal space around when then using it/Creating a bubble
			How it follows up on the suggetions it give / tracking	Contacts emergency on time
			Schedules everything and sets reminders	

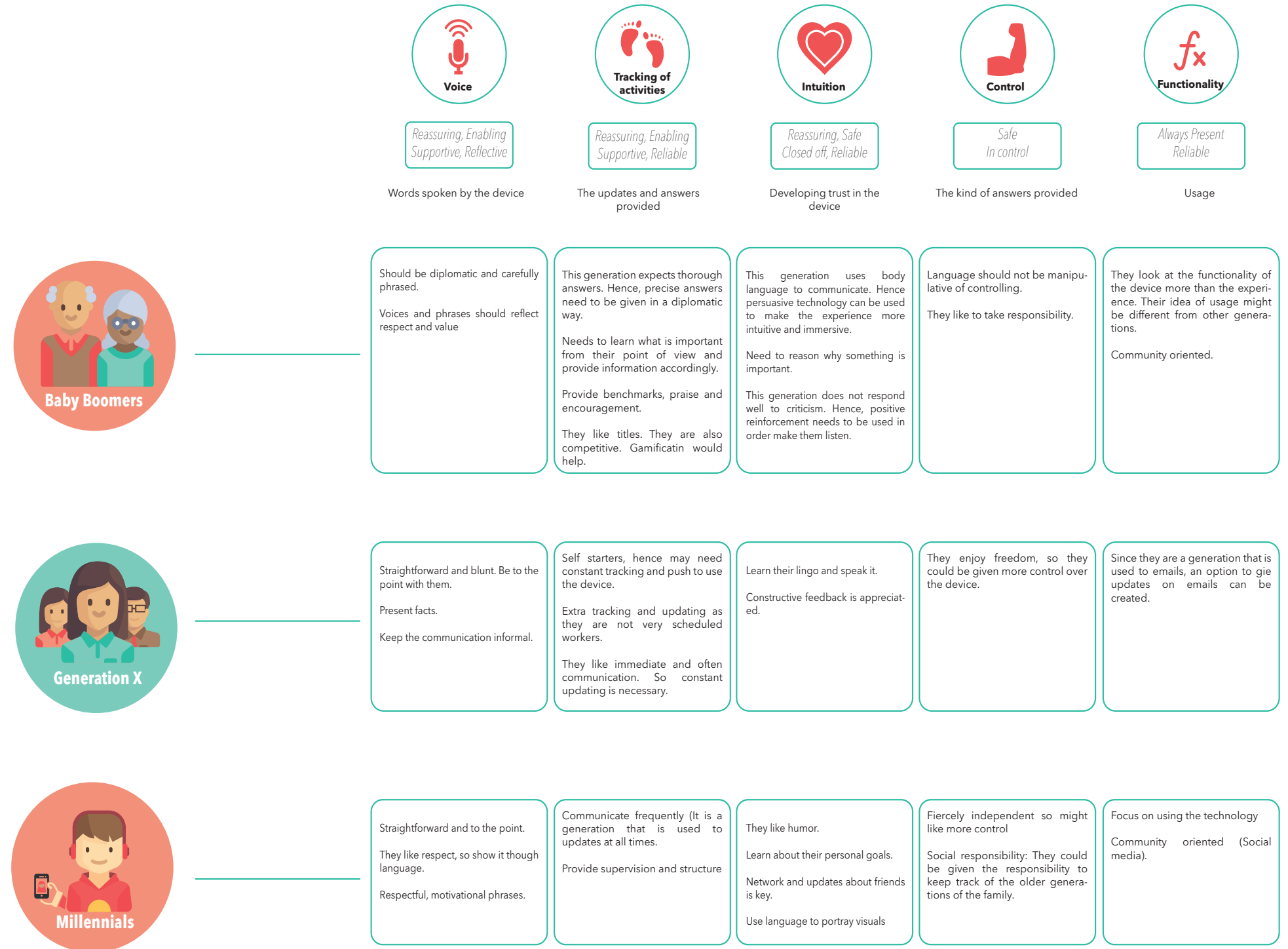
Characteristic	Placement	Surroundings	Lighting	Control	Functionality
Personality:	Safe, comforting, closed off, in control	Comforting, in control	Enabling, comforting	Safe, In control	Always present, reliable
	Placement of the device	The place they are surround by	The lighting of the device	Password/having a safe like system to open close or lock and unlock the device	Battery Life
	Positioning	Portable	Colour of the device and lights	It is up to the user to decide when it interrupts/ you have	
	Portable				



As a last step and end result of this baseline, the clustered qualities and characteristics were classified into possible Physical and Intangible characteristics. Physical characteristics refer to the possible product features that had to do with the physical grounding, surrounding and tangible aspects of the Ally pod. Intangible characteristics refer to the product functionalities that aren't physical, but relating to functional aspects. Since this project deals only with creating an interaction, only the parts of "Possible intangible characteristics" is considered.



The intangible characteristics were mapped with different generational values to create product features, for inspiration.



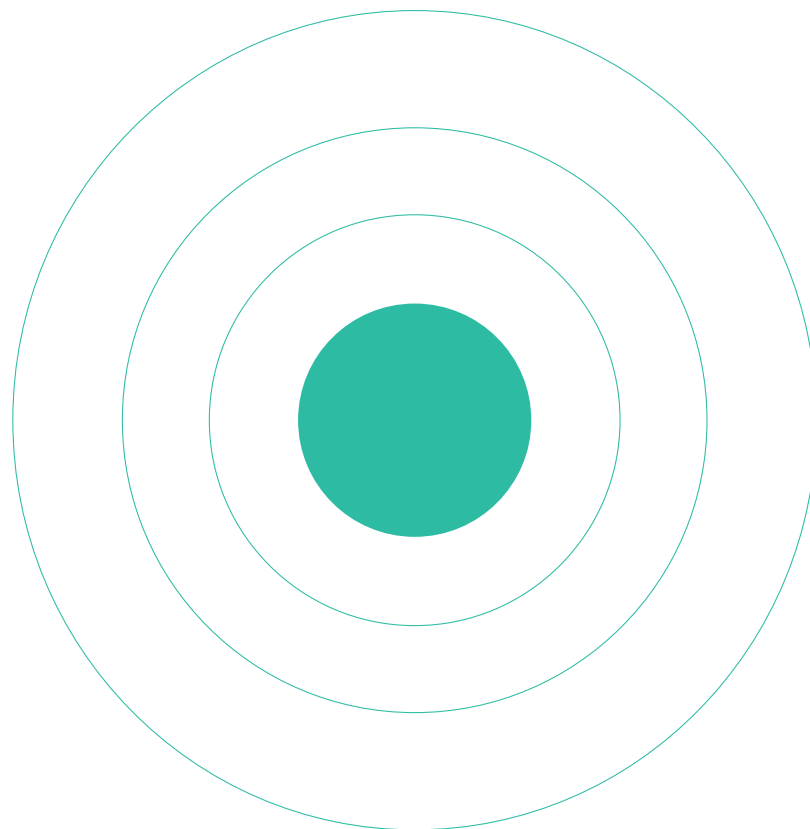
Appendix B

B.1 Perception of home appliances by different generations:

Tasksheet provided to each participant for the generative session

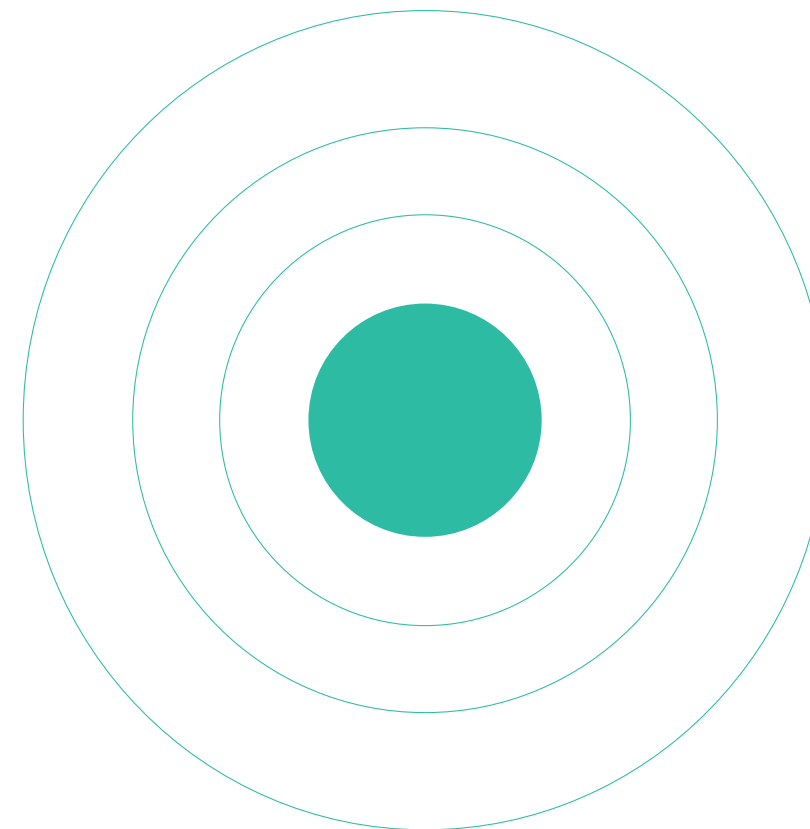
Products sorted based on my usage

1. Stick the silhouette of you provided in the sticker set in the innermost circle.
2. Place products on the circles, based on how often you use them or how much you use them. For example, the product you use most often will should be placed closest to the innermost circle.



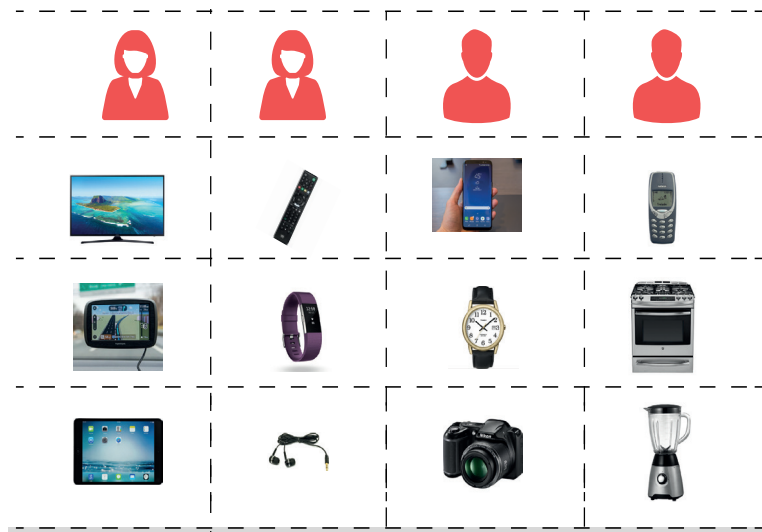
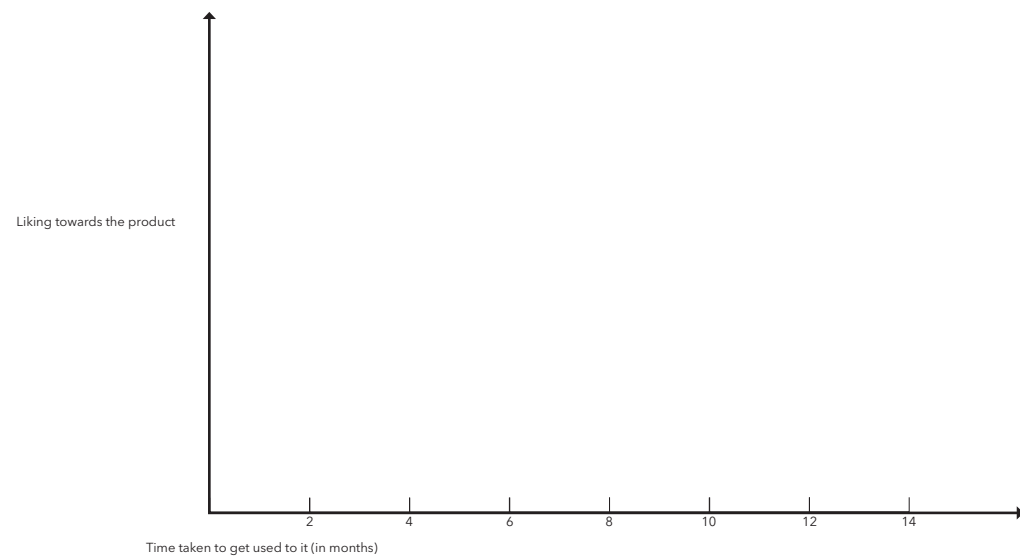
Products sorted based on my attachment to them

1. Stick the silhouette of you provided in the sticker set in the innermost circle.
2. Place products on the circles, based on how emotionally attached you are to them. For example, the product you use most attached to will should be placed closest to the innermost circle.



Products sorted based on my time to get used to them vs liking

Stick the products on the graph, based on the time it took to get used to it and how likable it is. The higher you place the product on the y axis, the more you like it.



Example from session filled by a millennial

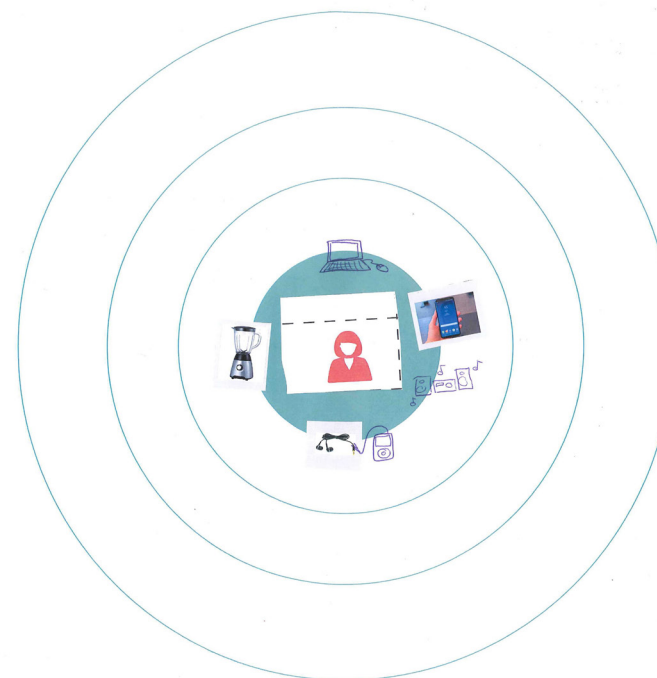
Products sorted based on my attachment to them

1. Stick the silhouette of you provided in the sticker set in the innermost circle.
2. Place products on the circles, based on how emotionally attached you are to them. For example, the product you use most attached to will should be placed closest to the innermost circle.



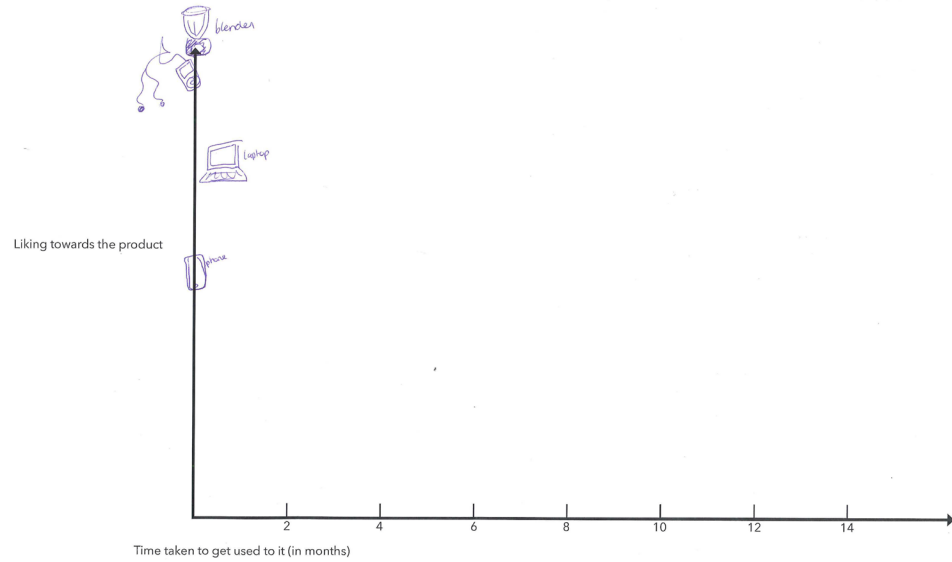
Products sorted based on my usage

1. Stick the silhouette of you provided in the sticker set in the innermost circle.
2. Place products on the circles, based on how often you use them or how much you use them. For example, the product you use most often will should be placed closest to the innermost circle.



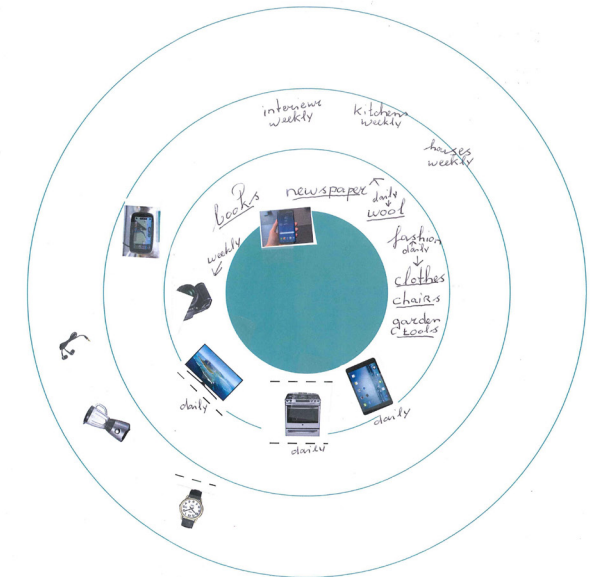
Products sorted based on my time to get used to them vs liking

Stick the products on the graph, based on the time it took to get used to it and how likable it is. The higher you place the product on the y axis, the more you like it.



Products sorted based on my usage

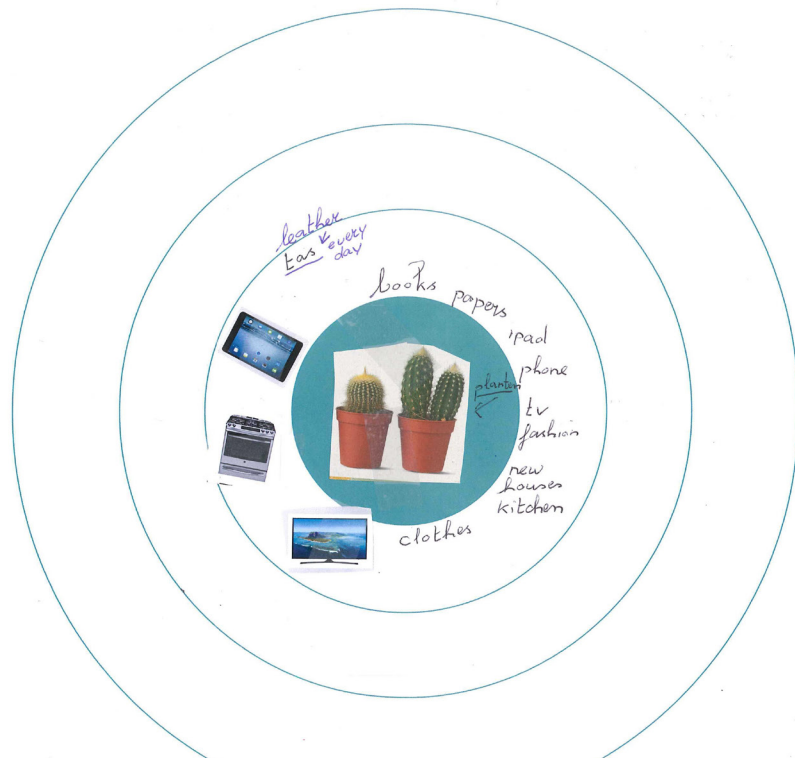
1. Stick the silhouette of you provided in the sticker set in the innermost circle.
2. Place products on the circles, based on how often you use them or how much you use them. For example, the product you use most often will should be placed closest to the innermost circle.
3. If you would like to add a product that is not on the list, you can stick it/draw it or even just write its name.



Example from session filled by a baby boomer

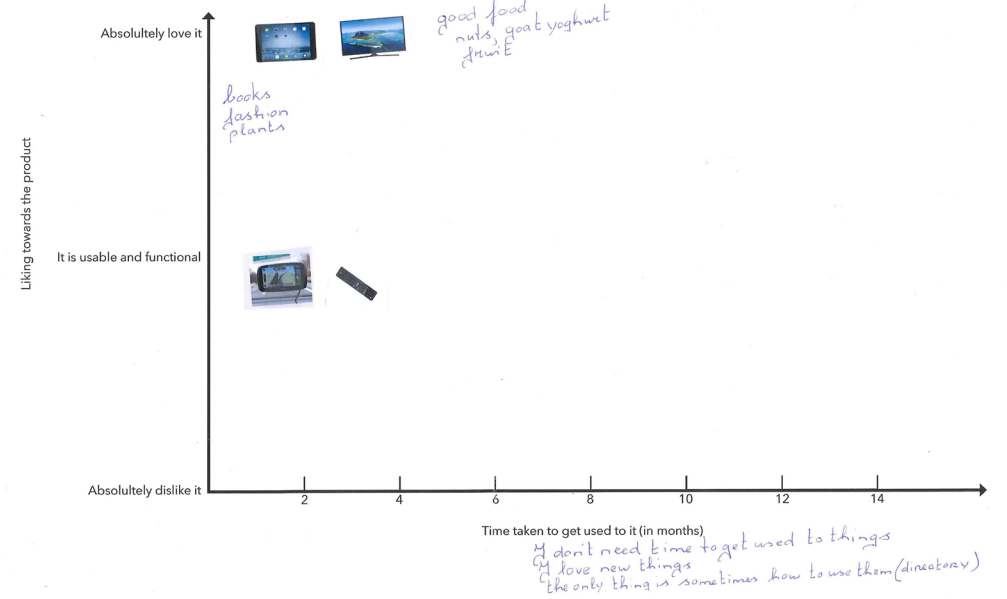
Products sorted based on my attachment to them

1. Stick the silhouette of you provided in the sticker set in the innermost circle.
2. Place products on the circles, based on how emotionally attached you are to them. For example, the product you use most attached to will should be placed closest to the innermost circle.
3. If you would like to add a product that is not on the list, you can stick it/draw it or even just write its name.

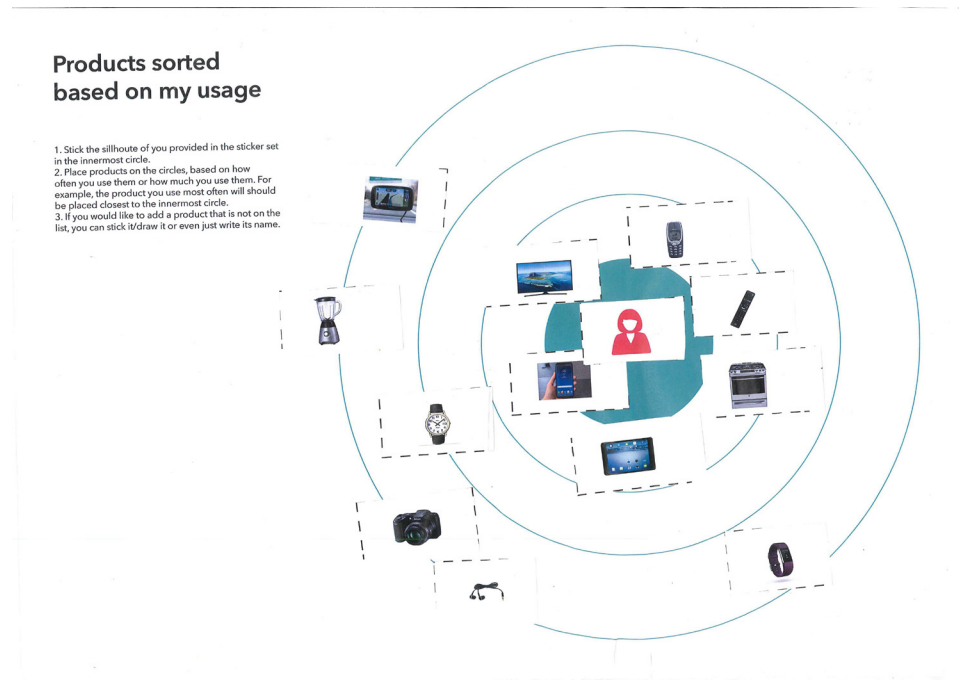


Products sorted based on my time to get used to them vs liking

Stick the products on the graph, based on the time it took to get used to it and how likable it is. The higher you place the product on the y axis, the more you like it. You can draw an adoption line as well (from like to dislike or vice versa). If you would like to add a product that is not on the list, you can stick it/draw it or even just write its name.



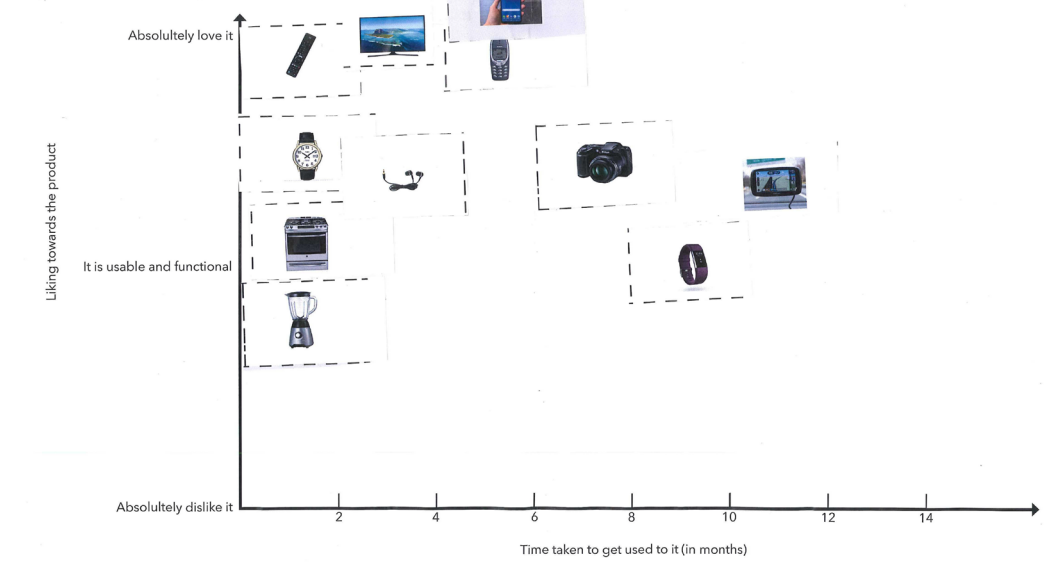
Example from session filled by a baby boomer



Products sorted based on my time to get used to them vs liking

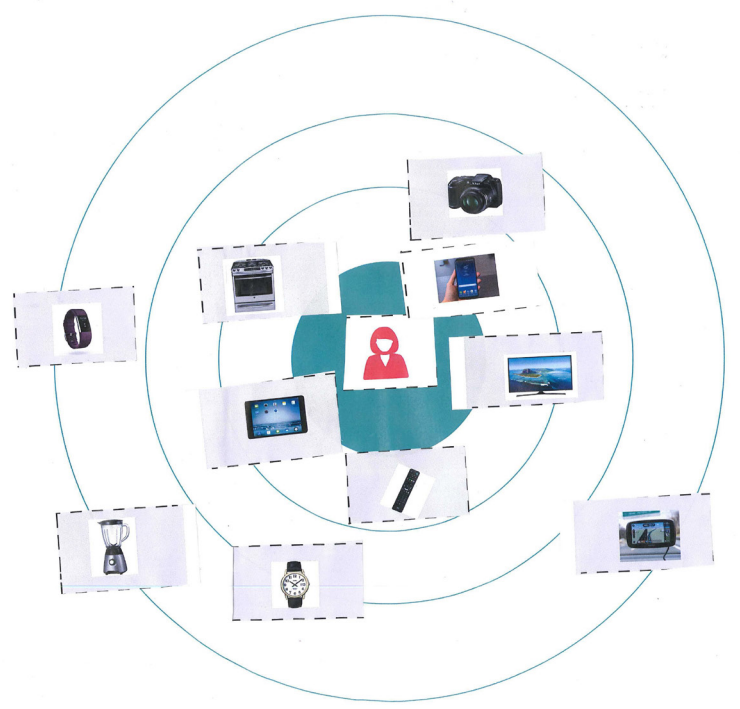
Stick the products on the graph, based on the time it took to get used to it and how likable it is. The higher you place the product on the y axis, the more you like it.

You can draw an adoption line as well [from like to dislike if you would like to add a product that is not on the list, you can stick it/draw it or even just write its name.]



Products sorted based on my attachment to them

1. Stick the silhouette of you provided in the sticker set in the innermost circle.
2. Place products on the circles, based on how emotionally attached you are to them. For example, the product you use most attached to will should be placed closest to the innermost circle.
3. If you would like to add a product that is not on the list, you can stick it/draw it or even just write its name.



B.2 Perception of home appliances by different generations:

Generation	Generation	Age	Sex	Most Used Products	Attachment	Adaptability	Conversation	Observation	Design Possibilities	
Generation	Generation	Age	Sex	Most Used Products	Attachment	Adaptability	Conversation	Observation	Design Possibilities	
Baby Boomers	Baby Boomers	70	F	TV, Oven, iPad, books, newspapers, wool, garden tools, GPS, watch (old one)	Books, Plants, iPad, phone, TV, clothes (knitting), leather bag	"I don't need time to get used to things. I love new things. The only thing is sometimes how to use them (directions)"	***	Old school, likes physical objects, nature, willing to try any new tech, very optimistic	Easy to use, intuitive, physical, not too complicated with respect to functionality, connects with nature	Even though this generation takes time to adapt to things, they eventually get so used to it that they sometimes replace standard products if a more advanced product they are using has the feature of this standard product.
		58	F	Phone, watch, iPad - throughout the day, TV- At night	iPad, Blender	iPad - "I loved it immediately, bigger, so easier for my eyes", Remote control - took longer because too many buttons	iPad is simple to use, has everything on it, looks better than laptop and is handy. Like it better than phone. Blender - looks nice, vintage, glass and not plastic	Loves iPad, willing to try new tech, gives importance to aesthetics and physicality	Plastic - cheap look, glass is classier. A product that is easy to use and has everything. Not too many buttons. Bigger screen - easier to look, not hard on eyes	
		63	M	Camera, Phone, Tom Tom, iPad, blender, oven	Camera - travels a lot, Laptop - work, functional, phone for its versatility	Phone - took a little time but now it's fine.	"My camera doesn't need big equipment"	Has stopped using a watch because has a phone	Versatile but compact, function is most important	
		59	M	Phone (a lot), Oven, TV, Netflix on chromecast, blender	Oven - not love, but more of convenience, same with mixer, phone - gives one contact with the outside world. Stereo record player - physical and better sound	Slow adaptation rate, but willing to adapt	Replaces camera and watch with the phone's camera and watch	Willing to adapt to new tech, is slow, but is positive about tech	Multifunctionality - phone as camera and watch	
		72	M	Computer, headphones (when he has to focus), iPhone	Not attached to anything	***	Prefers talking to people, very old school, appreciates tech, but not personally interested	Although sounds slightly uninterested in tech, he got excited in showing me his old iPhone and how useful it is	Should be welcoming, because user has initial reluctance. Should be blown away by its intelligence	

Generation	Generation	Age	Sex	Most Used Products	Attachment	Adaptability	Conversation	Observation	Design Possibilities
Generation X	Generation X	45	F	Phone, CD player, iPad, TCC, remote, tomtom, toaster	Additced to the phone, likes tomtom. CD player - physical		"it helps me out otherwise, I would get lost in traffic" - tomtom	Humanizes the tomtom, Loves the CD player (though an outdated device) because it you have physical and visual ques to play songs (choosing a CD, taking it out with your hands, inserting it and playing it)	Thinks about her children's usage of things as well, likes when it is physical and visual in nature, than virtual.
		50	F	Phone, TV, remote, OTG, headphones, iPad ...	Phone, TV, remote	Phone - 4 months, TV immediate and loves it, tomtom - immediate, functional		Most attached to phone and although it took long to get used to	
		39	F	Mobile phone, TV, remote, oven, iPad, watch, tomtom, blender, earphones, camers	iPad, iPhone, TV, remote,	Loves iPad, but took time to adapt to it. Same with Phone			
		48	F	Camera - use phone for that, phone - time, used to have a walkman for music	phone - always with her, uses phone as TV sometimes, Phone is multifunctional	Phone took time	"Love it but also addicted to it"	When asked about talking to alexa - "would feel embarrassed talking to a box" but is open to ally because it is more functional	Fear of becoming lazy if using products like alexa for basic things. Tech should be a support, shouldn't take over life.

Generation	Generation	Age	Sex	Most Used Products	Attachment	Adaptability	Conversation	Observation	Design Possibilities
Millennials	Millennials	35	M	Phone, TV, blender, remote	Not attached to anything because used to it	Doesn't take much time	Phone - "It is like an extention of my arm" Tomtom - "she is friendly and makes me feel less lonely when I am traveling alone"	Not attached to products because he's used to them, sees tech as enables, puts no emotional value to it, but likes the voice.	No conscious emotional attachment - but does like VUI that is friendly as there experience changes. But will probably treat the product as a product and not a person.
		24	F	phone, laptop, blender, headphones+ipod	ipod, blender	Nothing takes that much time	"My blender is special because it marks a change in my lifestyle"	Is health conscious, not emotionally attached to products - cares more of whats "in" it than the product itself	The product is more of an interchangeable medium than an actual representation. So the content and what it does is more important
		27	M	phone, headphones, laptop, camera, watch	watch, headphones, phone		"I am attached to my phone because it keeps me connected with people. I feel relaxed when I do not have it, but that makes me disconnected.	Not attached to products, but says using the product longer might create attachment. Likes to explore product.	For a product like ally, trust would be the only factor that is a barrier.
		24	F	phone, laptop, stove, blender	stove, phone	relatively quick at adapting.		Care for phone because it's expensive. Would take time to tak to products. Needs to be engaging.	Would take time to take Ally seriously.

Appendix C

C.1 Interactions of different generations with an intelligent voice agent specialized for medical advice:

Various scenarios and conversational flows were created to understand how Ally might interact with users under different situations. **Note that the dialogues in these scenarios are for representational purposes only. They are NOT indicative of Ally's speech style or voice.**

Why do we need it for this project?

Use case scenarios would act as one of the foundations to this project because, we are dealing with a concept that is not fully developed. Developing use cases allows fluidity in design situations and most importantly, multiple views of an interaction. They are also easy to understand and communicate. Use case scenarios evoke reflection in design. Use case scenarios have certain characteristic elements. They are given in the box on the right.

The use case scenarios help as guide towards possible interactive conversations between the user and the Ally pod. By creating conversational flows along with it, we can envision how a possible micro-interaction between Ally and the user could be. Such conversational flows will further help develop user tests that involve the users interacting with the conversational device. It acts as a foundation to dialogue based user interaction. The following section deals with the use case scenarios that were developed for this project.

Use cases according to Alistair Cockburn is a term that implies "the ways in which the use uses a system".

Setting:
The context and surroundings under which a situation takes place

Agents or actors:
The user/the person(s) in the situation

Goal or objective:
The goal or objective of the agent - the task they want to execute

Actions or events:
What the actors do, the things that happen to them, changes in the circumstances

Scenario 1: User walks up to the device

The first scenario is the same as the scenario created by Dino Design, but is detailed in terms of how Ally should react and describes different possibilities of interaction. The possibilities of interaction range from the user wanting to be taken through their day (one of the main functionalities of Ally) to the user wanting to log an ailment, ask for suggestions or schedule appointments. These possibilities are included because, the functionality of the Ally pod is not unilateral. It is a conversational agent, and it is important to consider a varied set of possible interactions.

Action: Figure below

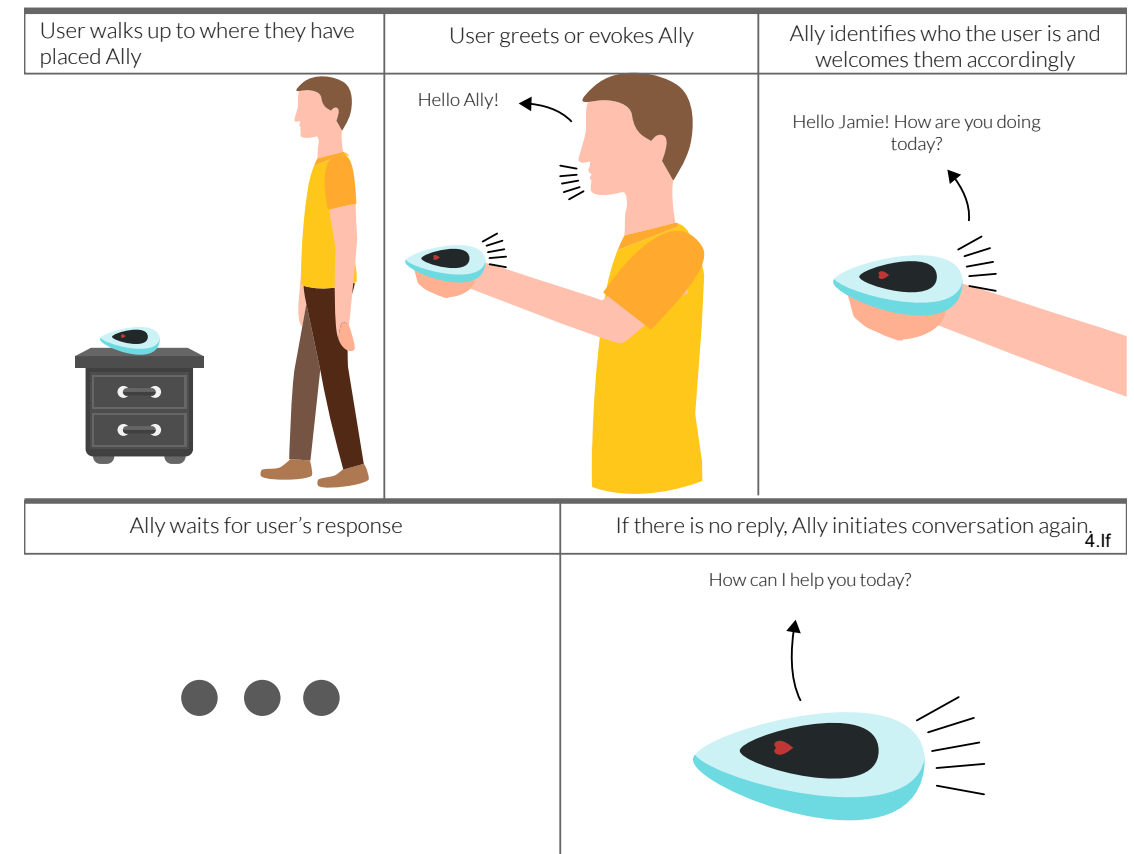
Setting: This scenario is created under the assumption that Ally is a product that the user has begun to use, and is now using it on a routine basis.

Agents or actors: The user/the person(s) in the situation, Ally


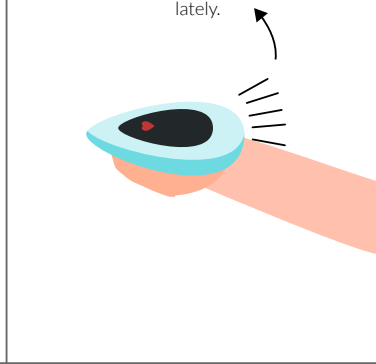
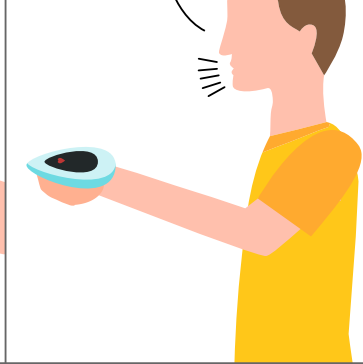
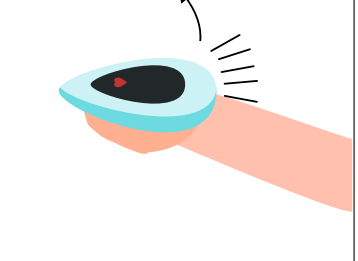
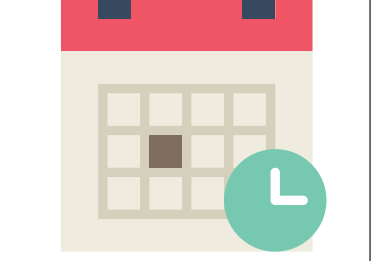
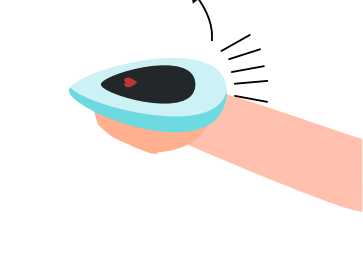
Goal or objective:

- The user wants to be taken through their day
- The user wants a solution or suggestion to their ailment
- Ally does what the user says

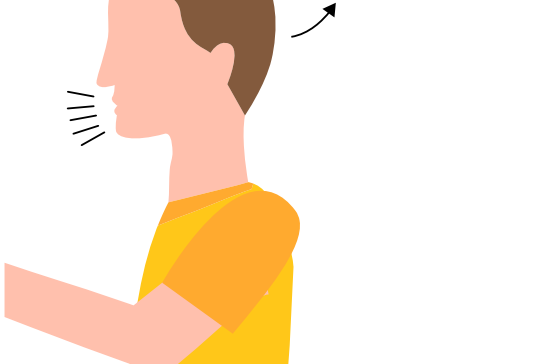
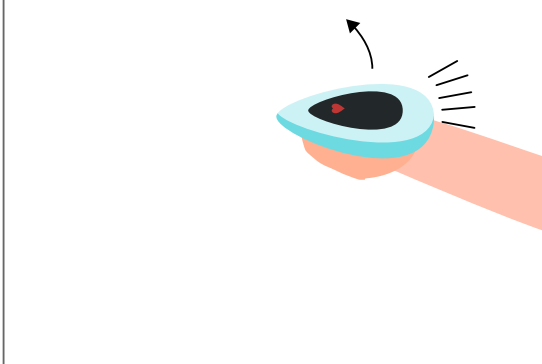
User walks up to Ally



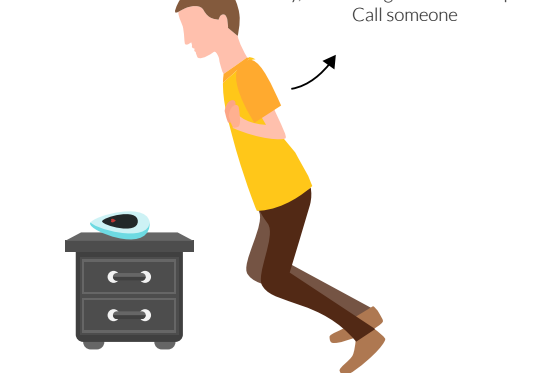

If the user wants to be taken through their day

<p>The user asks Ally to guide them through their day</p> <p>Take me through how I have been off late.</p> 	<p>Ask questions about the user's wellbeing since the last time they reported to it</p> <p>Sure. Let's start with you, so tell me how you have been feeling lately.</p> 	<p>Notes down what the user says, and set periods of tracking.</p> <p>I have been okay. Work has been stressful and I have this weak headache all the time.</p> 
<p>As the userspeaks, gives suggestions and information if necessary</p>	<p>Can be integrated with the user's calendar so Ally is aware of their schedule</p>	<p>Also helps in scheduling appointments, setting reminders, noting general feelings etc</p>
<p>You have been complaining of this headache for quite some time. Maybe you should visit a doctor?</p> 		<p>You have an appointment scheduled with the GP on the 25th of November</p> 

If the user asks a question related to their health

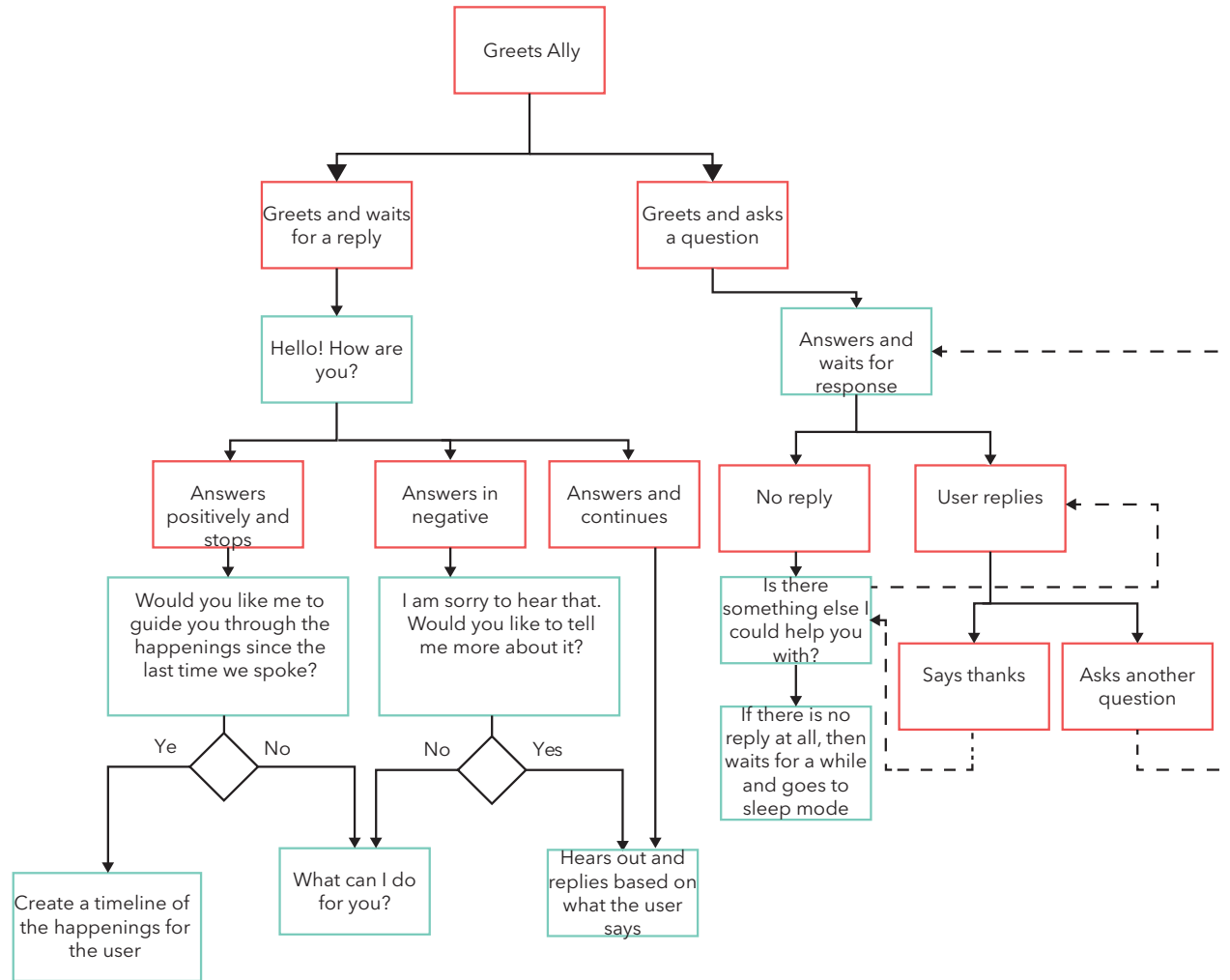
<p>The user can ask whatever query they have, or complain of ailment directly</p> <p>Hey Ally, so how has my exercise routine been in the past week?</p> 	<p>The user can ask whatever query they have, or complain of ailment directly 4.1f</p> <p>You have been burning 300 kcal a day on average and your muscle mass has ...</p> 
--	---

If the user reports an emergency

<p>If the user themselves recognize an emergency and ask Ally to do something</p> <p>Ally, I am having intense heart pain. Call someone</p> 	<p>Ally initiates call to 112</p> <p>I have initiated call to 112. Stay calm Jamie, help will be on the way soon.</p> 
--	--

Conversational Flow

User walks up to the device



Scenario 2: User does not visit the pod regularly

The second use case scenario is one where the pod initiates a conversation subtly, in case the user is not regular with the device. It is similar to the scenario described by Dino Design, but defined in a more detailed manner, considering possible sub interactions. The reason this scenario is important is because Ally is based on the concept of routine usage. The device learns about the user based on the user's routinely inputs and tracker data. If the user does not converse with the pod regularly, the process of the machine, learning the user inputs is disrupted.

Action: Figure below

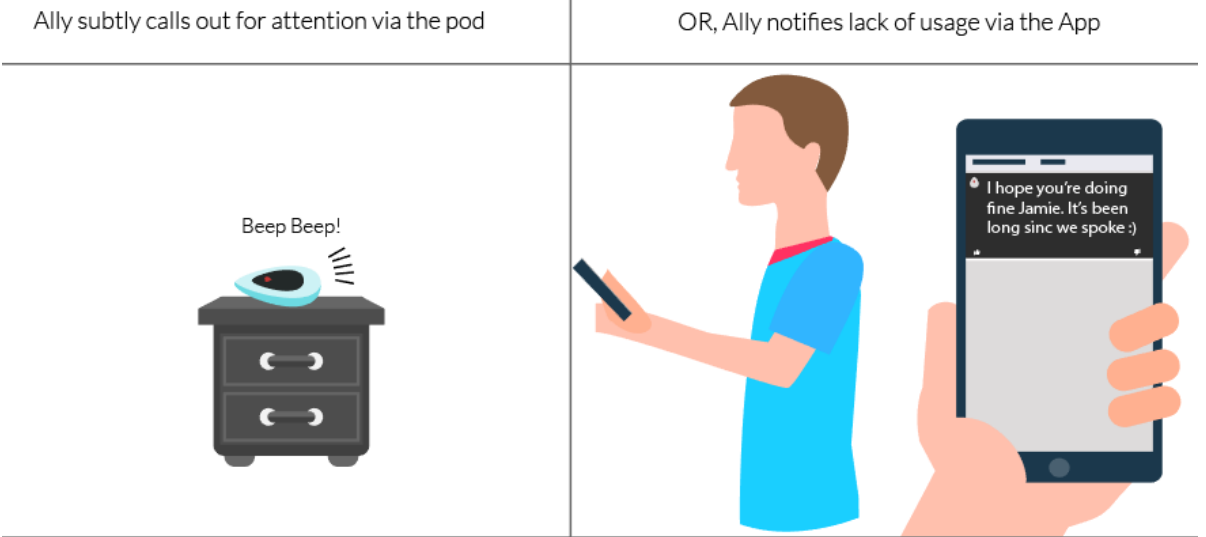
Setting: In this scenario, the user has either already been using Ally or has just started, and is being irregular with reporting to the device.

Agents or actors: The user/the person(s) in the situation, Ally

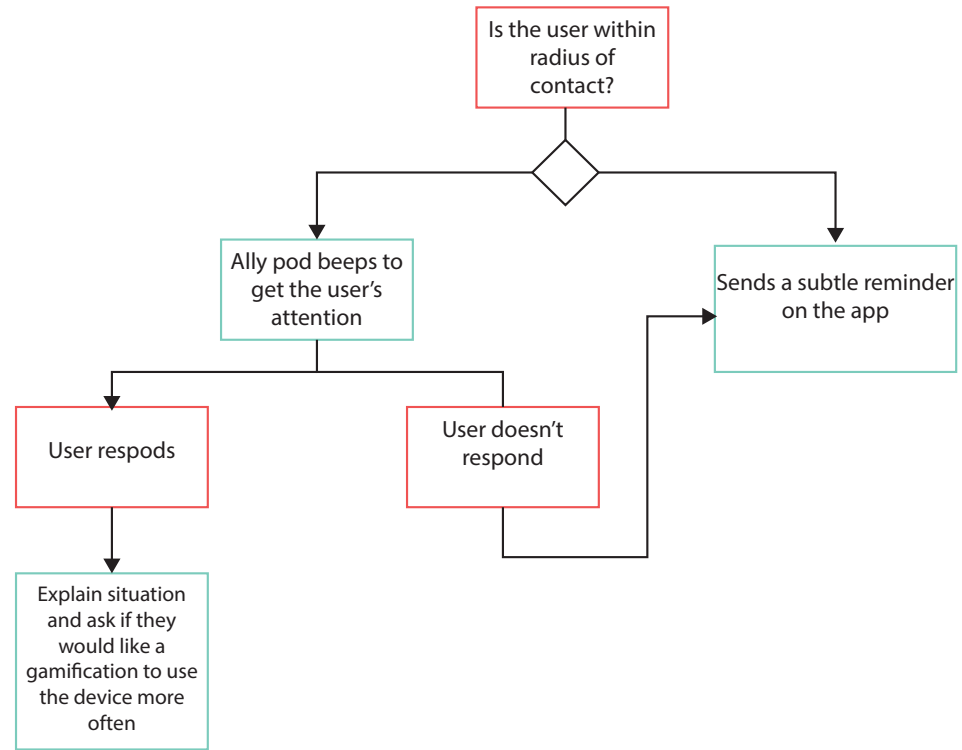
Goal or objective:

- Make the user use the device more regularly

User does not visit the pod regularly



Conversational Flow If the user isn't using the device regularly



Scenario 3: In case of an emergency

One of the key features of Ally, is to detect and report emergency. In case of emergency, Ally contacts 112 immediately.

Action: Figure on the right

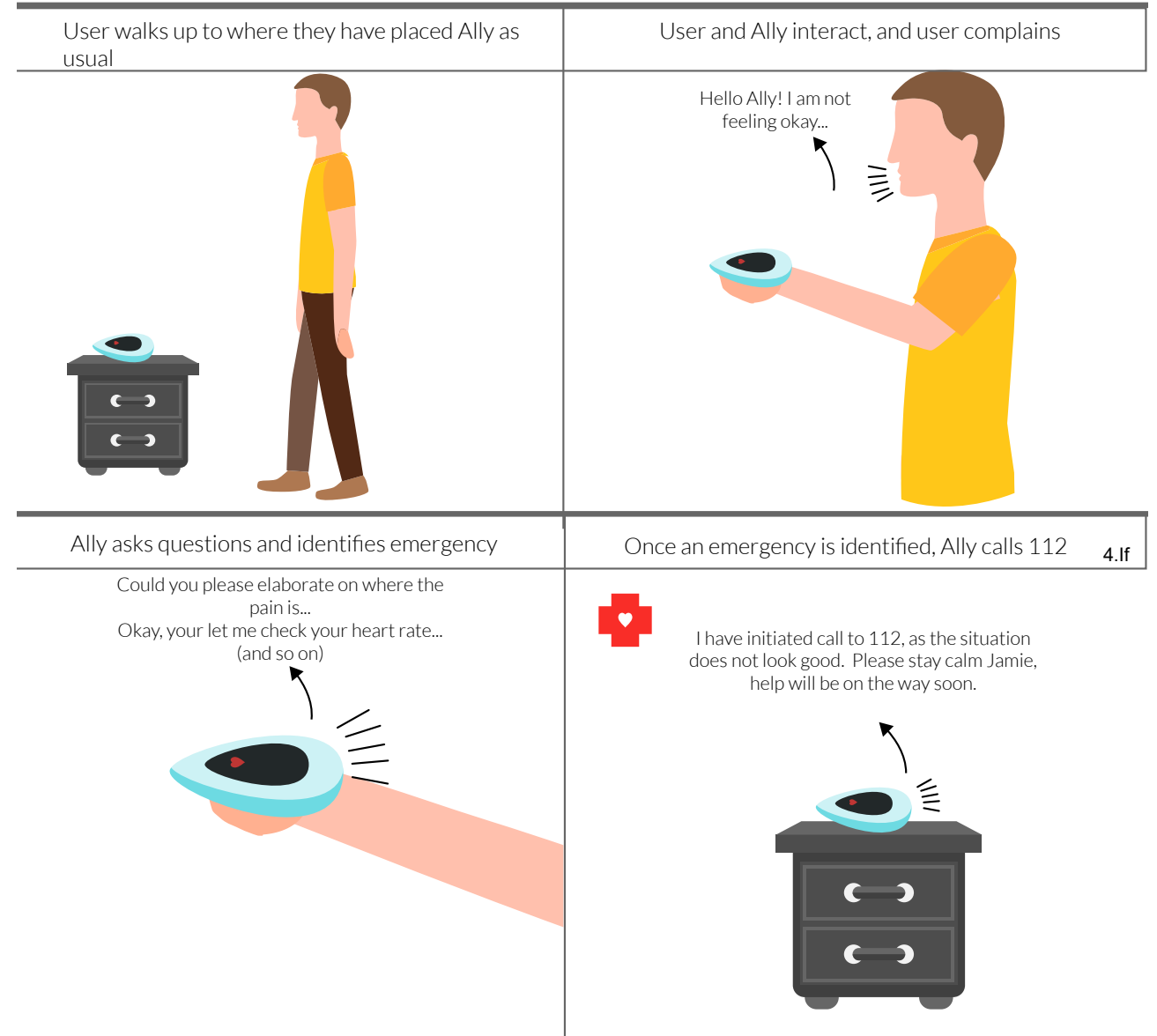
Setting: The user is using the device regularly, and has now walked up to the device to report to it

Agents or actors: The user/the person(s) in the situation, Ally

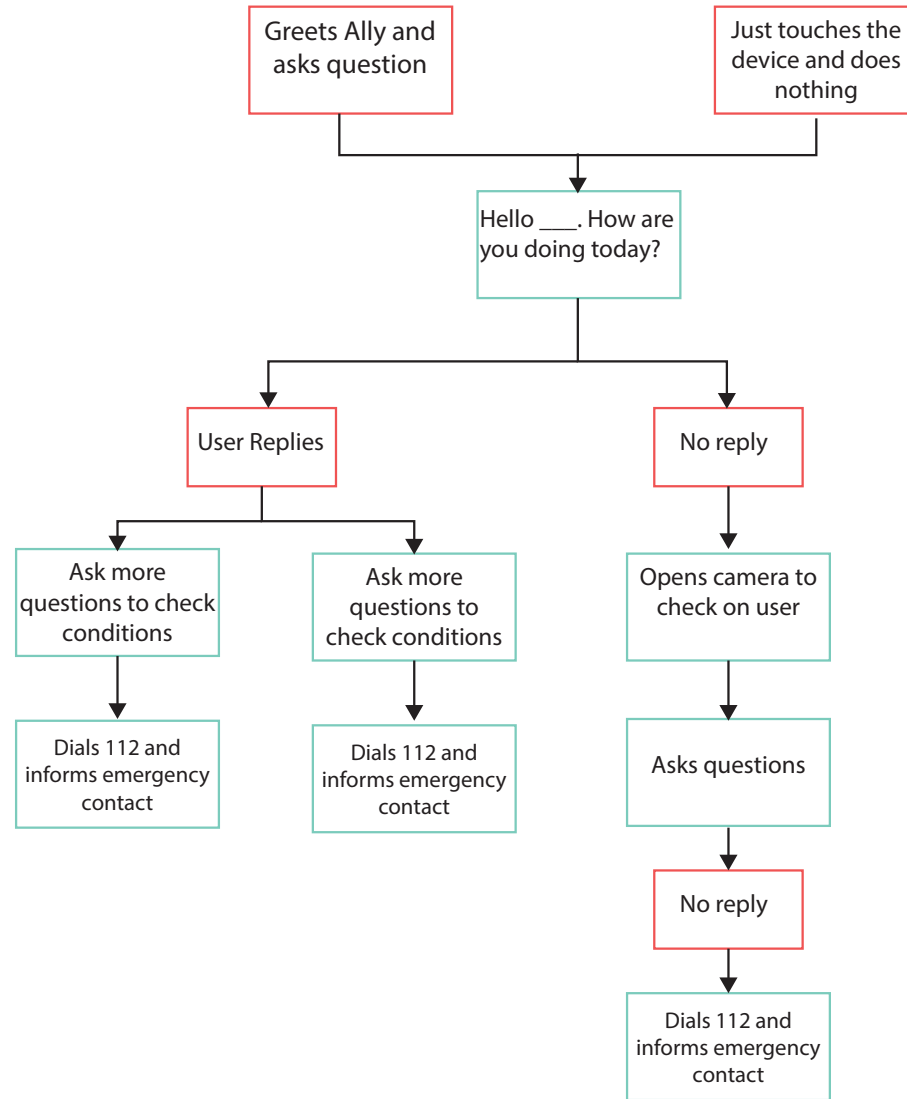
Goal or objective:

- Make the user aware of the emergency

In case of an emergency



Conversational Flow Emergency Situation



Scenario 4: Two people use the pod simultaneously

One of the shortcomings of Dino Design's concept was the fact that the context of use was not considered entirely. Ally, is a home-based device and most often, there is more than just one person around the context. When considering designing a device for various generations, their context plays an important role. Based on the generative sessions conducted in this project (which will be addressed in future chapters), it can be concluded that in the Netherlands, the Baby Boomers either live alone or as a couple, Generation X and Millennials live alone, as a couple or as a family with kids.

Hence, a possibility where more than one person interacts with the device is essential. Ally should have the power to be able to keep track or give out data about only one person at a time, but at the same time be able to listen to another voice and also note it down, if they're talking about the user. This would also help in case one of the users' (or victim) is not in a position to get to the pod.

Action: Figure below

Setting: *The user is using the device regularly, and has now walked up to the device to report to it*

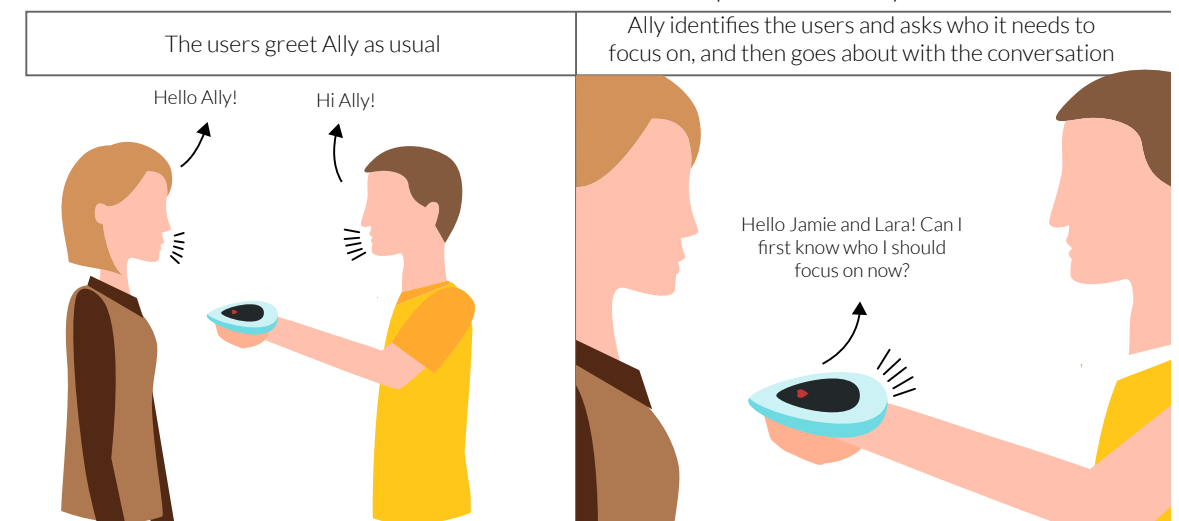
Agents or actors: *The user/the person(s) in the situation, Ally*

Goal or objective:

- *Make the user aware of the emergency*

When two people are using Ally

If the users want to use the device as a couple or as a family

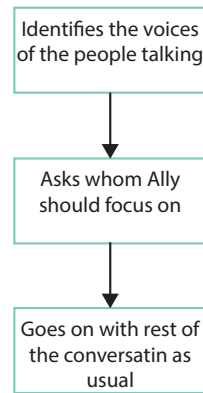


If the victim is not reachable and the family needs Ally's help



Conversational Flow

Two people are using the Ally pod simultaneously



Scenario 5: The pod detects emergency by itself

This is new scenario that is introduced for the redesign of Ally. With deep learning and constant data processing, Ally should have the capacity to detect emergency not only when it is interacted with, but also in general. This would make it a more reliable product.

Action: Figure below

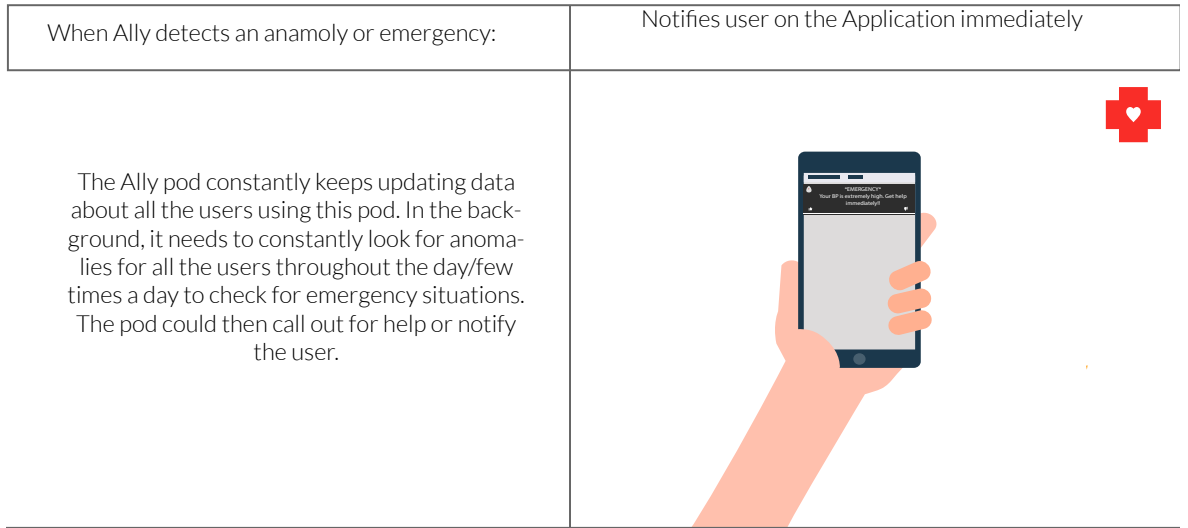
Setting: The user is in an emergency and is unaware of it or not near it.

Agents or actors: The user/the person(s) in the situation, Ally

Goal or objective:

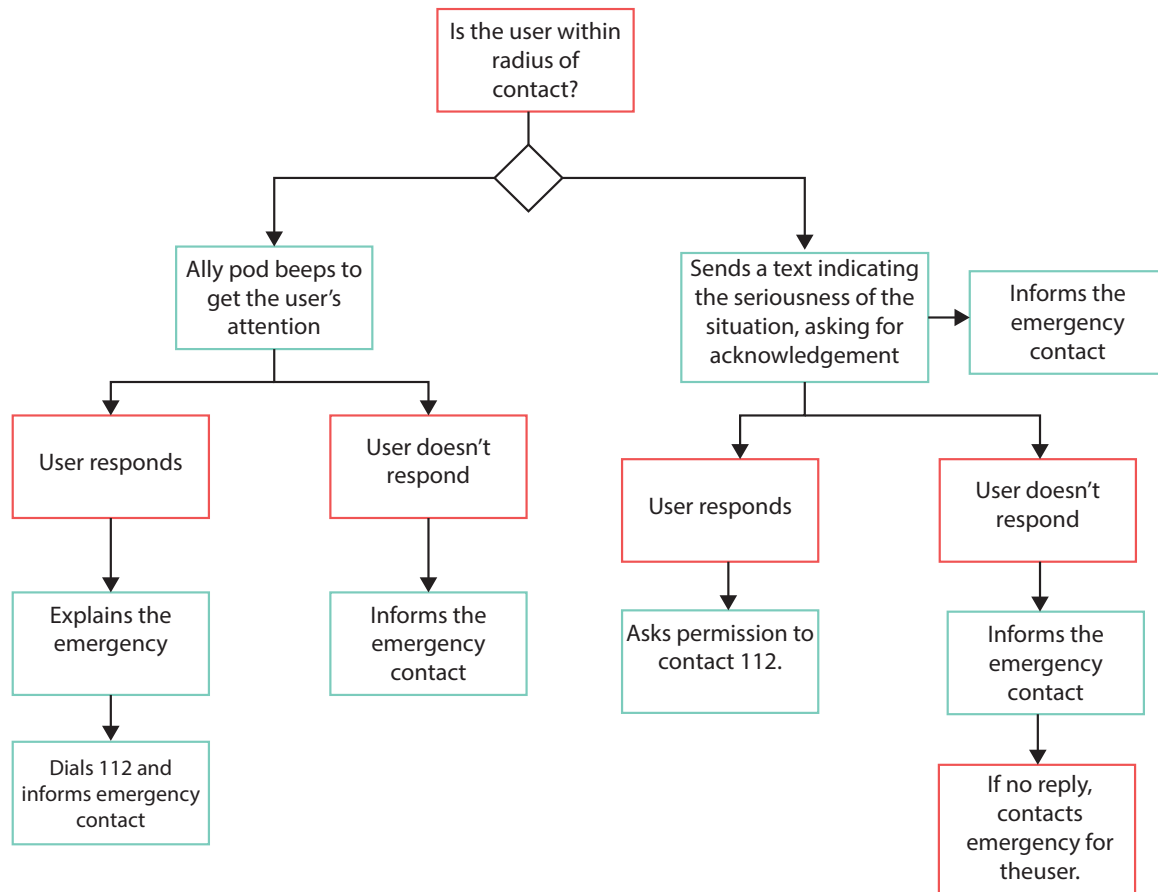
- Make the user aware of the emergency

Ally detects an emergency by itself



Conversational Flow

If the device detects an emergency by itself



C.2 Transcripts of user tests

Baby Boomers:

Participant 1

02:16 J: Hello Ally!
 02:27 A: Hi! How are you doing today?
 02:30 J: Yes, I'm fine.
 02:34 A: How may I be of help today?
 02:49 J: I just wanted to know how is my health? How I can improve?
 02:57 A: Alright. I would to first know, how you have been feeling lately?
 03:20 J: I am feeling fine, no issues.
 03:28 A: I think you have been doing great as well! All you data show that you are in great shape.
 03:38 A: Your blood pressure has been averaging at 75/120 and your heart rate at 75 bpm. I would also like to let you know that you have been in a relaxed state of mind and your stress levels are low. So give yourself a pat on the back!
 04:11 J: Thank you!
 04:15 A: Since you have been doing an amazing job maintaining good health, would you be ready for a challenge to make your lifestyle even better?
 04:25 J: Yes, of course.
 04:28 A: Excellent. I see that you're active with 6000 steps a day. How about we set it up to 7000 steps a day for this week?
 04:41 J: Okay.
 04:48 A: Alright, setting a challenge for 7000 steps. I am looking forward to you completing the challenge.
 04:54 J: Definitely!
 04:56 A: Is there anything else I could do for you?
 05:00 J: No, thank you, this is very sufficient. Thank you very much.
 05:02 A: Alright! Have a wonderful, active day!
 05:06 J: Thank you.
 05:10 J: I liked this interaction very much. It felt like speaking to a doctor because it gave me a good update on my status. It's advice felt reasonable and acceptable.
 05:47 J: (rates the questionnaire)

06:46 Sathya : No we can proceed to the second scenario.
 07:15 J: Hello Ally!
 07:18 A: Hi, how are you today?
 07:29 J: Can you take me through my day today?
 07:34 A: Alright. Can I know how you have been feeling of late?
 07:41 J: I am feeling very fine. I don't have any issues.
 07:45 A: That's good to know! I am happy to inform you that you have indeed been doing great. You seem to be in great shape. You have achieved your fitness target for this week. Your vitals are also in good condition.
 08:05 J: Thank you!
 08:14 A: You have also been relatively calm! Looks like you're striking a balance here. Good work! Since you're doing so good, would you be up for another challenge?
 08:35 J: Yes, definitely. Can you suggest something?
 08:39 A: Alright. So how about increasing your daily step count from 8000 to 10000 per day?
 08:48 J: Okay, I will try.
 08:52 A: Awesome. Setting your step count to 10000 per day. Shall I set a reminder as well?
 09:04 J: Yes, I will be thankful to you.
 09:07 A: Okay, Is there anything else I could do for you?
 09:12 J: No, nothing. Thank you very much!
 09:17 A: Cool! Have a great day!
 09:21 J: The previous one was a bit more polite and it was quick in it's response. It was not prolonging the dialogue. This one is coming directly to the point. I liked the previous one better.
 09:54 J: (proceeds to rate questionnaire)
 10:23 Sathya: Let us now proceed to the third conversation.
 10:29 J: Hello Ally!
 10:31 A: Oh hi! How are you doing today?

10:38 J: I am fine! I just wanted to know about my health
 10:40 A: Alright. So how have you been feeling lately?
 10:46 J: I have been feeling fine.
 10:48 A: Nice! I can tell you, your data says the same. You've been in great shape.
 10:57 J: Thank you!
 10:57 A: You have been getting atleast 7 hours of sleep, intense sports activity and your heart rate is 65, which is ideal!
 11:07 J: Okay.
 11:21 A: You've been pretty relaxed as well, which I think is quite important considering your schedule. Keep it going!
 11:26 J: Since you're doing so good, how about we increase the step count from 8000 to 10000 steps per day?
 11:43 J: Yes, I will do it.
 11:47 A: Sweet. Setting the step count to 10000 per day.
 11:56 A: Alright. Is there something else I can do for you now?
 12:00 J: No, sufficient. Thank you very much!
 12:07 A: Alright, see ya!

12:13 J: This was also okay. But the first one was much better. The third one felt more or less like the second one. First one was completely different. It felt more receptive.

13:03 Sathya: You should assume that you have a very bad headache and your hand is either numb or ticklish.
 13:23 J: Hello Ally!
 13:25 A: Hello! How are you doing today?
 13:28 J: I have a headache and my right arm is a little numb.
 13:39 A: Could you point out to me, which side of your head has been hurting?
 13:49 J: Both the head and the arm hurt on the right side.
 13:58 A: How long has the headache persisted?
 14:00 J: The past 3 hours.
 14:03 A: Could you please put both your arms above your shoulders for 10 seconds?
 14:08 A: 10, 9, 8, 7, 6, 5, 4, 3, 2, 1..
 14:33 A: I think you might be suffering from a

stroke. I have initiated a call from 112. A stroke requires immediate medical attention. Kindly keep calm until the medical professional comes on the line.
 15:00 Sathya: How would you react in such a situation? Would you take it seriously?
 15:05 J: Yes, I would take it very seriously. The moment it says stroke, definitely I become serious about it.
 15:15 J: I have no problem if it called the emergency. I did not feel afraid. I feel such a service is required.

Participant 2:

00:46 Sathya explains the concept of Ally. She continues to explain the first scenario where Kausalya is a normal healthy person and very brisk of late or the second possibility where Kausalya complains of a headache. Kausalya also has to assume that she is wearing a tracker.

03:11 Kausalya: Hello Ally!
 03:16 Ally: Hi, how are you doing today?
 03:21 Kausalya: Very fine, thank you.
 03:24 Ally: How may I be of help today?
 03:26 Kausalya: Today I've been very good.
 03:33 Ally: How may I be of help today?
 03:37 Kau: I have a bad headache today. Can you help me?

03:52 A: Oh! I am sorry to hear that!

04:00 A: What happened?

04:02 Kau: I think I am having a bad cold

04:06 A: Could you please describe to me which part of your head has been hurting?

04:11 Kau: My forehead and my nose. I have this sinus.

04:21 A: Oh okay! For how long has it been hurting?

04:25 Kau: Its been there since 2 days

04:30 A: That must be tiring. Have you been drinking sufficient water?

04:44 Kau: Not actually, because it's cold here, I don't feel like drinking water.

04:50 A: Maybe drinking more water could help. Insufficient water in the body causes dehydration which in turn can result in a headache. I could set a reminder to drink water every 2 hours if you would like me to.

05:06 Kau: Okay, thank you so much

05:09 A: Perfect! setting reminder for every 2 hours.

05:16 Kau: Okay

05:20 A: Is there anything else I could do for you?

05:23 Kau: Nothing, thank you so much

05:25 A: Alright, have a wonderful, active day!

05:30 Kau: You too, Ally!

05:33 Sathya: So this was the first scenario. Please rate this scenario on a scale of 1-6 or you can rate it after the next scenario so that you can compare the 2 relatively.

06:24 Sathya: I would like to know what you liked about this, how did you feel when she was talking to you?

06:27 Kau: Ally felt very concerned.

06:32 Sathya: What did you like about it?

06:34 Kau: The way she spoke.

06:40 Sathya: What was it about the way she spoke?

06:41 Kau: She was helpful and was giving some tips.

06:50 Sathya: Is there something that you did not like about it?

06:53 Kau: Nothing.

06:53 Sathya: Is there something you would like to change about it?

07:09 Kau: No, I don't think so.

07:11 Sathya: We'll now move on to the next scenario. The way Ally talks will now change.

08:43 Kau: Hello Ally!

08:46 A: Hi! How are you today?

08:49 Kau: I'm fine. What can I do for you?

08:58 Kau: Can you tell me how I've been feeling the whole day?

09:02 Ally: Alright. Can I know how you have been feeling of late

09:09 Kau: I've been feeling quite well, but sometimes I feel very tired.

09:17 Ally: That's good to know. I'm happy to inform you that you have indeed been doing great. You seem to be in great shape.

09:29 Kau: Oh, thank you so much.

09:31 Ally: You've achieved your fitness targets for this week. Your vitals are also in good condition.

09:39 Kau: That's very nice to hear.

09:44 Ally: You have been having consistent heart rate and blood pressure.

09:53 Kau: Oh, okay. What is your advice?

09:59 Ally: Since you seem to be doing so good. Would you be up for another challenge?

10:06 Kau: Yes, sure.

10:10 Ally: Alright. So how about increasing your daily step count from 8000 to 10000 per day?

10:18 Kau: Yes, sure.

10:20 Ally: Awesome. Setting your step count to 10000 per day.

10:34 Ally: Is there anything else I can do for you?

10:36 Kau: No, thank you so much. I'm fine.

10:41 Ally: Cool! Have a great day.

10:42 Kau: Thank you, wish you the same!

10:45 Sathya: On a scale of 1-6 could you rate the 2 scenarios that were presented to you?

00:02(Kau rates questionnaire)

00:49 Kau: I've rated 6 for scenario 2 since it was very concerned and nice. It was responding well to my questions.

01:07 Sathya: What did you find in the first one that was not in the second one?

01:14 Kau: Second one gave detailed information about my health. So, I was happy.

01:39 Kau: Otherwise, it was the same, I did not give any major differences.

01:40 Sathya: Ok. Let's move on to the third scenario then.

03:11 Kau: Hello Ally!
 03:15 Ally: Oh, hi! How are you today?
 03:21 Kau: I'm fine, how are you?
 03:22 Ally: What can I do for you?
 03:25 Kau: Can you take me through my day today?
 03:28 Ally: Alright, so how have you been feeling lately?
 03:32 Kau: I've been feeling very nice.
 03:36 Ally: Nice! I can tell you, your data says the same. You've been in great shape.
 03:47 Kau: Yes.
 03:50 Ally: You've been getting 7 hours of sleep, intense sports activity and your resting heart rate is 65 which is ideal.
 03:59 Kau: Thank you! Good to know that!
 04:01 Ally: Since you're doing so good. How about we increase your step count from 8000 to 10000 per day?
 04:10 Kau: Ok, I'll try!
 04:13 Ally: Sweet! Setting the step count to 10000 per day.
 04:19 Kau: Okay
 04:22 Ally: Alright, is there something else I could do for you now?
 04:32 Kau: No, not much.
 04:37 Ally: Alright, see ya!
 04:39 Kau: See you, bye!

04:45 Sathya: Could see a difference between this one and the previous scenarios?
 04:47 Kau: It all seems good. Not much difference. None of them were too straightforward.
 05:32 Kau: I liked the second one the most.

05:35 Sathya: What did you like anything about the third one?
 05:42 Kau: It was giving good advice.
 05:42 Sathya: The way it gave the advice, was it any different?
 05:46 Kau: It was nice.
 05:49 Sathya: We could now move on to the next scenario.
 06:09 Sathya: Assume that you have a very severe headache, and your arms are either numb or extremely ticklish.

06:49 Sathya: You can now start by saying "Hello Ally".

07:05 Kau: Hello Ally!
 07:05 Ally: Hi! How are you today?
 07:09 Kau: Today, I am having a headache and also tingling in my left arm.
 07:33 Ally: Could you point out to me which side of your head has been hurting?
 07:40 Kau: Left side
 07:43 Ally: Okay, do you have any other sensations or complaints other than the headache?
 08:03 Kau: Tingling in the left arm
 08:08 Ally: Could you point out where?
 08:11 Kau: The whole arm.
 08:14 Ally: For how long has it been ticklish?
 08:17 Kau: Since morning
 08:29 Ally: I think you might be suffering from a stroke. I have initiated a call to 112. A stroke requires immediate medical attention. So please keep calm till the medical professional arrives.
 08:39 Kau: Okay.

09:37 Sathya: In this situation, would you take it seriously if happened in real life?
 09:43 Kau: Not always. Because how can I take normal things like headaches and ticklishness as a sign of stroke.
 09:55 Sathya: But would you get tensed if a machine were to say that you might have a stroke?
 09:56 Kau: Slightly
 09:58 Sathya: But remember, that Ally will call 112, and the medical professional is the one who is diagnosing whether you have a stroke or not. So, not Ally does not actually take you to a doctor or call an ambulance. It just suggests that this might be a stroke and would try to get you in touch with a professional just in case. How would be feel if that happened?
 10:22 Kau: A little nervous. It's good to know because it is telling me. So it is good that I am able to have a device that helps me.

Participant 3:

00:01 Sathya: This is a device, you are used to using it. You are very healthy and you are very fit and you are using a tracker similar to the one I am wearing, and you just want to know what you are feeling. This device tells me about the steps I've taken, how much exercise I have done, it's called a FitBit. So in the concept I propose, there will be a tracker, without a screen, only a tracker. It measures your heart rate, blood pressure and emotions, like stress levels. It uses something called as an electrodermal sensor for this. There are already technologies to measure heart rate and blood pressure, but for emotions, the topic is currently being developed in research. These electrodermal sensors measure your skin temperature and can tell you whether you are having an arousal or dip in emotions. There is also a method which uses Oxygen sensors for measure emotions. So, in this experiment, I am testing what style of speech do you like. This test involves 3 scenarios with almost the same interaction. The words the speech interface will use and the way it will deliver it will differ and you should rate what you like the most. I'll ask you whether you liked it/did not like it and what was it that you did not like, what you would like to change. These are the only things you need to answer. You do not need to write anything since I will be recording this interview. You can interact with this device in 2 ways. You can either say, "I am healthy and want to know about my statistics" or something similar. You can also say that "I have a headache". The solutions that the device currently gives is limited, the solution and content is not the main goal for me, rather I would like to monitor the phrases and your feedback on it. In reality there are a lot of solutions depending on your lifestyle and your past health experience. Based on your input and the past history of your health, the device will start noting your health patterns and predict health patterns. Right now, I am not focusing on it. You can start by saying "Hello Ally" or "Hi Ally" and say something like "take me through my day"

or complain of a headache. We can start the test.

03:04 Rajagopalan: Hello, Ally
 03:06 Ally: Hello, how are you doing today?
 03:11 Rajagopalan: Oh, great! that's fine. I am well.
 03:14 Ally: How may I be of help today?
 03:16 Rajagopalan: I did not get that, could you repeat?
 03:18 Ally: How may I be of help today?
 03:22 Rajagopalan: I did not understand that.
 03:36 Sathya: It is asking you How you are feeling today?
 03:47 Rajagopalan: (starting again) Hello Ally
 03:50 Ally: Hello, how are you doing today
 03:58 Rajagopalan: I feel a bit of a headache
 04:02 Ally: Oh, I am sorry to hear that. Alright, please describe to me which part of your head has been hurting.
 04:18 Rajagopalan: This is on the right side of my head.
 04:23 Ally: Oh, okay. For how long has it been hurting.
 04:26 Rajagopalan: For the past 2 hours
 04:33 Ally: Oh, that must be tiring. Have you been drinking sufficient water?
 04:36 Rajagopalan: No
 04:42 Ally: Maybe drinking more water would help. Insufficient water in the body causes dehydration, which in turn causes a headache. I could set a reminder to drink water every 2 hours if you would like me to.
 05:01 Rajagopalan: That's great, I'll follow that. I will give you a feedback again.
 05:06 Ally: Perfect, setting reminder for every 2 hours. I hope you feel better soon. Kindly let me know again if this headache persists.
 05:31 Ally: Is there anything else I can do for you?
 05:43 Rajagopalan: Headache has now reduced after drinking 2 glasses.
 05:45 Ally: Alright, have a wonderful, active day.
 05:48 Rajagopalan: Thank you, ally.

05:50 Sathya: How did you feel about this scenario? Did you like the way it spoke?
 06:01 Rajagopalan: When I say there is a headache, Ally, should not say "Alright". I would like them to say "I am sorry". "Alright" feels a bit direct. It is similar to replying "Good" when asked about my

headache. So it would nice if you could remove "alright". One would like it if the machine shows sympathy.

06:56 Sathya: Is there anything else that you would like to give as feedback?

06:56 Rajagopalan: Face to face communication has reduced a lot in today's world. Considering someone is talking to you, or asking about your welfare, this feels more natural when the interface sympathises with you. There is also the point that some people prefer a male voice and some prefer a female voice. Especially I think college students would prefer a male voice. It is natural. Maybe a good idea would be to have "Ally" and "Tom", a male assistant. Maybe the same phrases can be used by the male assistant, but the only difference would be the voice.

08:31 Sathya: Thank you. We will have a new conversation now, where the only difference between this and the previous one is the delivery of the voice. You can start now.

08:47 Rajagopalan: Hi Ally

08:48 Ally: Hi, how are you today?

08:53 Rajagopalan: Today, I am feeling a bit of a headache.

08:56 Ally: Aw, That's too bad. What happened ?

09:02 Rajagopalan: I kept worrying about some family problem

09:11 Ally: Which part of your head is hurting?

09:17 Rajagopalan: On the left side

09:20 Ally: For how long has it been like this?

09:21 Rajagopalan: For the past 2.5 hours

09:29 Ally: Have you been drinking water regularly?

09:32 Rajagopalan: No dear

09:33 Ally: Insufficient water intake will cause dehydration, which in turn will cause such headaches. However, I set a notification to remind you to drink water every 3 hours.

09:48 Rajagopalan: That's great. I'll follow it.

09:53 Ally: Cool! Setting water reminder for every 3 hours.

09:58 Rajagopalan: Fine.

10:02 Ally: Is there anything else I could do for you?

10:04 Rajagopalan: Tell me a story. (awkward silence ensues).

10:22 Ally: I am still new to this world and still learning. Please give me more time to answer that.

10:32 Rajagopalan: Ok, I will wait.

10:32 Ally: Is there anything else I could do for you?

10:35 Rajagopalan: No, thank you.

10:40 Ally: Cool, have a great day.

10:41 Rajagopalan: Bye.

10:46 Sathya: what is your feedback on this one?

10:49 Rajagopalan: The quality of conversation in the previous one was better. The previous one was more friendly in conversation, especially while setting a reminder to drink you. This one is a bit direct.

11:19 Sathya: I like your feedback. It is very incisive.

11:37 Rajagopalan: There are very slight differences in tone which make a big difference. I am a sensitive person, so my input might differ from others, so keep that in mind. Why did reminder to drink water change from 2 hours to 3 hours?

12:04 Sathya: That is because those statements were targeted for a different age group. This device also ensures that you are not disturbed by reminders when you sleep, since it was a query by some other participants. This will not happen in real life though, since the tracker in your hand will track your sleep patterns as well. You can also choose to cancel the reminders in case you do not want to be disturbed.

13:09 Sathya: Please rate the previous 2 scenarios from a scale of 1 to 6.

13:31 Rajagopalan: (fills in user test questionnaire)

14:40 Sathya: If you are ready, we can start the third scenario

14:42 Rajagopalan: Hello Ally

14:42 Ally: Hi! How are you today?

14:47 Rajagopalan: I am fine.

14:50 Ally: What can i do for you?

14:50 Rajagopalan: Tell me something about my health

14:56 Ally: Alright. So how have you been feeling lately?

15:01 Rajagopalan: After your suggestions on drinking water, I feel much better.

headaches.

20:16 Rajagopalan: That was not my point, sometimes, I felt that it spoke too fast and it did not repeat when I want it to be repeated. Also by steps, it was not clear to me if Ally meant, steps between 2 floors or steps taken by a person. This context might not be clear to a few people, who might think it is normal steps and not floor.

21:28 Sathya: I am going to give you one last scenario. It is not to test the tonal qualities, but rather your reaction. Imagine that you have a very severe headache and you have either numbness or feel ticklish. You have to go ahead and make this complaint to Ally.

21:45 Rajagopalan: Okay

21:51 Rajagopalan: Hi Ally!

21:53 Ally: Hi how are you today?

22:01 Rajagopalan: I am sorry to tell, but I have a constant headache and my left arm is feeling numb.

22:13 Ally: How long has this headache persisted?

22:15 Rajagopalan: 2-3 hours.

22:22 Ally: Okay, do you have any other sensations or complaints other than the hand?

22:30 Rajagopalan: Hand has got numbness and some tingling issues. Left hand.

22:38 Ally: Could you please hold both your hand above your shoulders for 10 seconds.

22:42 Rajagopalan: Can you repeat that?

22:47 Ally: Could you please hold both your hand above your shoulders for 10 seconds.

22:50 Rajagopalan: No, its paining too much.

22:53 Ally: 10, 9, 8, 7, 6, 5, 4, 3, 2, 1, I think you might be suffering from a stroke, I have initiated a call to 112. A stroke requires immediate medical attention. Kindly keep calm until the medical professional comes on the line.

23:35 Rajagopalan: This was a great test.

24:09 Sathya: Ally called the emergency without your permission. In a real life scenario, will you be okay with this?

24:12 Rajagopalan: I am completely fine with this. It all really depends on the situation. Personal safety and health is very important and with ambulances giving free service, it may help quite a lot.

25:04 Sathya: We have spoken to people who

15:18 Ally: Nice, I can also tell you, your data says the same. You've been in great shape. You have been getting atleast 7 hours of sleep, intense sports activity and your heart rate is 65, which is ideal. You've been pretty relaxed as well, which I think is quite important considering your schedule. Keep it going.

15:45 Rajagopalan: Okay

15:50 Ally: Since you are doing so good, I will increase the step count from 8000 to 10000 per day.

15:58 Rajagopalan: Okay.

16:15 Ally: Sweet, setting the step count to 10000 per day. Alright. Is there something else I can do for you now?

16:33 Rajagopalan: How many do you suggest me to sleep everyday?

16:46 Ally: You have been getting atleast 7 hours of sleep, intense sports activity and your heart rate is 65, which is ideal.

16:57 Rajagopalan: (to Sathya) I generally sleep only for 5 hours.

16:59 Ally: Alright, is there something else I can do for you now?

17:00 Rajagopalan: No, thank you.

17:03 Ally: Cool! Have a great day.

17:12 Sathya: So what is your feedback on this scenario?

17:13 Rajagopalan: This is even better than the first one. Again, I think male/ female voices should be included as well.

17:51 Rajagopalan: (fills in questionnaire)

17:58 Sathya: What was it in this scenario that you really like in this scenario compared to the first one?

18:10 Rajagopalan: (filling in questionnaire), suggesting the number of hours, number of steps etc, these are very useful for a person to lead a better life. The tone is better. Speed is a bit fast, especially for Indians. Every step, I take some time to understand the statement or want it to be repeated.

19:45 Sathya: Regarding your point with respect to the exercise, it is there in the first 2 scenarios as well, but it was not dealt with by us since we used a different topic of conversation, in this case

handle 112. Their general complaint is that people dont call. They are generally able to diagnose a stroke within 30 seconds and also send an ambulance, but the issue is that callers do not call 112 in most potential emergencies. Because people are scared to call, incase the disease is not so serious. Now because the device is calling on your behalf, it reduces the risk from the patient side.

25:53 Rajagopalan: I like this approach. This is like those self driving cars in Australia which automate human effort. Ally is easiest thing possible with present technology and facilities available. So it will be great if this project can be a reality.

26:37 Sathya: Thanks, you feedback has been really great.

Participant 4

00:01 Sathya: You can start by saying "Hello Ally"

00:08 Raj: Hello Ally!

00:10 A: Hello, how are you doing today?

00:17 R: I am doing good!

00:18 A: How may I be of help today?

00:21 R: I am good, but I want to improve my health

00:29 A: Alright, I would like to first know how you have to be feeling lately.

00:35 Interview got restarted because Rajeshwari complained of indigestion.

03:17 R: Hello Ally!

03:23 A: Hello! How are you doing today?

03:26 R: I am good.

03:30 A: How may I be of help today?

03:31 R: I am in good health. But i would like to have some more tips

03:40 A: Alright. I would like to first know how you have to be feeling lately?

03:45 R: I am doing very good

03:49 A: I think you have been doing great as well! All you data shows that you are in great shape. Your blood pressure has been averaging at 75/120 and your heart rate at 75 beats per minute.

04:13 R: Okay

04:15 A: Since you have been doing an amazing job maintaining your health, would you be willing for a challenge to make your lifestyle even better?

04:22 R: Yes

04:27 A: Excellent! I see that you are active with 6000 steps a day. How about we set it up to 7000 steps a day for this week?

04:38 R: Okay.

04:40 A: Alright, setting a challenge for 7000 steps. I am looking forward to you completing the challenge

04:48 R: Okay.

04:53 A: Is there anything else I could do for you?

04:57 R: Nothing else, thank you

04:58 A: Alright, have a wonderful, active day.

05:12 Sathya: What is your feedback for this interview?

05:13 R: The accent is a bit too fast and different for me

05:21 S: Is there anything you want to change/ did not like?

05:21 R: It was friendly, I did not find any problems. Accent should be a bit slower.

07:31 S: Could you rate this conversation on a scale of 1-6?

07:35 R: (fills in questionnaire)

08:08 S: There will be a difference in the way the previous scenario was spoken to and this conversation. Say "Hello Ally" whenever you are ready

08:31 R: Hello Ally!

08:31 A: Hi! How are you today?

08:35 R: I am good.

08:39 A: What can I do for you?

08:41 R: I have been suffering from headaches frequently nowadays

08:48 A: Which part of your head is hurting?

08:51 R: My forehead

08:57 A: For how long has it been like this?

09:02 R: For 3 months

09:07 A: Have you been drinking water regularly?

09:12 R: Yes

09:17 A: Okay, I dont think you have been sleeping so well. Your hours have been irregular. That could be a reason for this headache too.

09:30 R: Yes, I have been not been sleeping properly.

09:31 A: Do you want me to setup a sleep routine for you?

09:33 R: Yes

09:41 A: Okay, setting session starting at 11:00 pm daily.

10:00 R: It was not clear

10:04 A: Okay, setting session starting at 11:00 pm daily. Hope you feel better soon. If not, let me know.

10:26 A: Is there anything else I could do for you?

10:27 R: No, I will try this now.

10:32 A: Cool, have a great day.

10:32 R: Thank you.

10:39 S: What is your feedback on this scenario compared to the previous one?

10:45 R: What do you mean that it is setting sleep session at 11:00 pm?

10:56 S: It will set up notifications asking you to start preparing for sleeping, such as keep electronic items away, and start guiding you through a relaxing pre sleep routine. Like keeping the room dark.

11:27 R: It should tell me the reason why it does an activity because I do not know what is happening otherwise. If it is coming forward with a suggestion, it should give an explanation as to why it is doing that. (proceeds to rate the questionnaire).

13:07 S: You have rated 4 for this conversation. What is it that you did not like?

13:12 R: There is less clarity.

13:22 S: But did you see any difference in the 2 conversations in levels of kindness or the way it spoke to you?

13:23 R: The second one was better, even though I rated it 4/6.

13:37 S: We proceed to a third scenario.

13:52 R: Hi Ally!

13:54 A: Oh hi! How are you today?

13:58 R: I am good. How are you?

14:02 A: What can I do for you today?

14:01 R: I am very good and keeping good health. I want more suggestions to improve my health

14:15 A: Alright. So how have you been feeling lately?

14:19 R: Really good

14:24 A: Nice! I can tell you, you data says the same. You've been in great shape.

14:34 A: Since you're doing so good, how about

we setup a step count from 8000 to 10000 per day?

14:41 R: Okay

14:43 A: Sweet! Stepping the step count to 10000 per day. Alright, is there something else I can do for you now?

14:59 R: Nothing more.

15:03 A: Alright! See ya!

15:45 S: Did you find any differences between these 2 conversations?

15:45 R: I don't find any big difference between the 2 scenarios. They seem the same. But this was much more clear.

17:15 S: Now imagine that you have a very heavy headache and your arm is numb or ticklish. You can start off by saying "Hello Ally" whenever you are ready

17:36 R: Hello Ally!

17:38 A: Hi! How are you today?

17:42 R: I have a severe headache.

17:45 A: You dont sound so good either. Will you explain a bit more?

17:49 R: I have severe headache and also a tickling feeling in my left arm.

18:03 A: Could you point to me, which side of your head has been hurting?

18:07 R: Right side

18:10 A: How long has the headache persisted?

18:13 R: For one week

18:15 A: Could you point out where?

18:20 R: Left Arm

18:41 A: I think you might be suffering from a stroke. I have initiated a call to 112. A Stroke requires immediate medical attention. Kindly keep calm until the medical professional comes on the line.

19:02 S: So I would like to know if you would have taken it seriously if this situation were to happen in real life? (Sathya proceeds to explain how a stroke works and common indicators of stroke like Ischemic stroke, TIA and how Ally can help in such situations)

23:28 R's husband's common concern after the explanation by Sathya was that Ally is proceeding to predict a stroke diagnosis just by using 2 or 3 indicators. His worry is that this is too less information to actually predict the stroke. Sathya

answers this by saying that Ally tracks the progress of the user over a long period of time and only proceeds to potentially diagnose a stroke if it is an anomaly. Additionally, it is emphasised that Ally says "It is possible you might be having a stroke. Not necessarily actually have one. That is why Ally does not make a final decision and rather connects to a medical professional.

23:47 Sathya proceeds to explain that the issue today lies that there people are hesitant to call and so many stroke victims are not diagnosed on time. She also says that Ally would already have provided recent medical history to a patient, so they are aware of the patient's conditions when they are on call.

Participant 5

04:26 VPR: Hi Ally!

04:27 Ally: Hello! How are you doing today?

04:32 VPR: I am having a terrible headache

04:35 Ally: Oh! I am sorry to hear that! What happened?

04:44 VPR: I am not feeling well.

04:51 Ally: Could you please describe to me which part of your head has been hurting?

05:12 VPR: My forehead has been aching.

05:19 Ally: Oh, okay! For how long has it been hurting?

05:21 VPR: Last half an hour.

05:26 Ally: Oh! That must be tiring. Have you been drinking sufficient water?

05:32 VPR: No, not really.

05:39 Ally: Maybe drinking more water could help! Insufficient water in the body causes dehydration which in turns causes a headache. I could set a reminder to drink every 2 hours if you would like me to.

05:54 VPR: OK that is fantastic.

06:00 Ally: Perfect, setting a reminder for every 2 hours. Is there anything else I could do for you?

06:12 VPR: No thank you very much.

06:11 Ally: Alright! Have a wonderful, active day.

06:18 VPR: Thank you again.

06:22 Sathya: How did you feel in this scenario?

06:22 VPR: It was very helpful. It comes to rescue and immediately reacts and gives a suggestion.

06:37 Sathya: What is your feedback on the way it said it? Is it friendly?

06:39 VPR: Yes, it was friendly.

06:41 Sathya: So was there anything that you did not like?

06:47 VPR: No, nothing.

06:50 Sathya: Is there something you want to add?

06:51 VPR: No

06:54 Sathya: We are proceeding to the second scenario.

08:10 VPR: Hi Ally!

08:11 Ally: Hi! How are you today?

08:16 VPR: I am fine. Please tell me how I am doing now?

08:19 Ally: Alright! can I know how you have been feeling of late?

08:33 VPR: Can you please repeat?

08:37 Ally: Alright, can I know how you have been feeling of late?

08:42 VPR: I am feeling fine, very fine.

08:49 Ally: that's good to know! I am happy to inform you that you have been doing good. You seem to be in great shape.

08:59 VPR: Yes, of course.

09:02 Ally: You've achieved your fitness target for this week. Your vitals are also in good condition.

09:10 VPR: Sorry?

09:14 Ally: You've achieved your fitness target for this week. Your vitals are also in good condition.

09:23 VPR: What was that?

09:27 Ally: You have been having consistent heart rate and blood pressure. You have been also been relatively calm. Looks like you're striking a balance here. Great work!

09:46 VPR: Can you repeat again?

09:49 Ally: You've achieved your fitness target for this week. Your vitals are also in good condition. You have been having consistent heart rate and blood pressure. You have been also been relatively calm. Looks like you're striking a balance here. Great work!

10:08 VPR: That's sounds good to me!

10:13 Ally: Since you've been this good. Would you be up for another challenge?

10:23 VPR: Yes, sure!

10:26 Ally: Alright, so how about we set your daily step count from 8000 to 10000 per day.

10:41 VPR: Yes, that sounds good. But let us set it at 9000 instead of 10000.

10:45 Ally: Okay! Setting your step count to 9000 steps.

10:53 VPR: Yes

10:57 Ally: Is there anything else I can do for you?

11:01 VPR: No, thank you!

11:04 Ally: Cool! Have a great day!

11:08 VPR: Thank you! Wish you the same.

11:10 Sathya: What did you feel about this situation?

11:14 VPR: I don't see a big difference.

11:34 VPR: This conversation was very supportive.

11:42 S: Let's move on to the third conversation.

11:52 VPR: Hi Ally!

11:54 A: Oh hi! How are you today?

11:58 VPR: I am fine, very fine. Fit like a fiddle.

12:01 A: What can i do for you?

12:04 VPR: Nothing to do today. I feel fantastic.

12:11 A: Alright. See ya!

12:14 VPR: Thank you, bye bye!

12:32 VPR: This conversation felt a bit more enthusiastic. It would be difficult for me to recollecting the 3 scenarios exactly to rate.

13:08 VPR: Hi Ally!

13:10 A: Oh hi! How are you today?

13:14 VPR: Not so well.

13:19 A: Aww that sucks. What happened?

13:25 VPR: I am having a headache now.

13:27 A: Which part of your head is hurting?

13:33 VPR: It's on the rear side.

13:37 A: Okay, for how long has this been persisting?

13:42 VPR: Pardon.

13:46 A: Okay, for how long has this been persisting?

13:52 VPR: It's just for an hour.

14:01 A: Have you been drinking sufficient water?

14:05 VPR: Not much.

14:08 A: Insufficient water intake can cause dehydration which in turn can cause such headaches. How about I set a reminder to notify

you to drink water every 2 hours?

14:26 VPR: Thank you that would be nice!

14:29 A: Okay. Setting a reminder for every 2 hours.

14:32 VPR: Thank you very much. I appreciate that.

14:34 A: Is there anything else I can do for you?

14:36 VPR: Umm, not for the time being. Thank you again.

14:42 A: Cool! Have a great day!

14:46 VPR: Wish you the same.

14:50 VPR: This scenario was very enthusiastic.

14:59 VPR: There was a tone of sincerity in the advice that was given by the device.

16:05 In the third scenario, assume you have a splitting headache and your hand is either numb or ticklish and you are reporting this to Ally.

16:35 VPR: Hello Ally!

16:39 Ally: Hi, how are you doing today?

16:40 VPR: I am fine, but still I have a very bad headache and my right arm is slightly numb, I don't know what to do.

16:54 Ally: How long has the headache persisted?

16:57 VPR: Maybe half an hour.

17:05 Ally: Could you point out to me, which side of your head has been hurting?

17:06 VPR: The rear side

17:18 Ally: Could you please put both of your hands above your shoulder for 10 seconds?

17:24 VPR : (tries to raise hands)

17:27 Ally: 10, 9, 8, 7, 6, 5, 4, 3, 2, 1..

17:45 Ally: I think you might be suffering from a stroke, I have initiated a call to 112. A stroke requires immediate medical attention. Kindly keep calm until a medical professional comes on the line.

18:13 Sathya: How would you react in such a situation? Would you be okay with Ally calling 112?

18:39 VPR: Definitely, I don't mind. It was a bit shocking, but I would reconcile with the fact.

Generation X

Participant 1

00:09 I: Hi Ally!
 00:13 A: Hello! How are you doing today?
 00:14 I: I am fine, doing well
 00:16 A: How may I be of help today?
 00:19 I: Pardon
 00:23 A: How may I be of help today?
 00:25 I: Just take me through my day.

01:02 A: Alright. I would like to first know how you have been feeling lately?

01:09 I: I'm feeling good.

01:10 A: I think you've been doing great as well. All your data show that you are in great shape. Your blood pressure has been averaging at 75/120 and your heart rate at 75 bpm. I would also like to let you know that you have been in a relaxed state of mind and your stress levels are low. So give yourself a pat on the back!
 01:49 I: Thanks!

01:51 A: Since you have been doing an amazing job maintaining good health. Would you be willing to take a challenge to make your lifestyle even better?

01:59 I: Yes, please tell me.

02:02 A: Excellent. I see that you are active with 6000 steps a day. how about we set it up to 7000 steps a day for this week.

02:15 I: Okay, perfect.

02:16 A: Alright. Setting a challenge for 7000 steps.

02:20 A: Is there anything else I could do for you?

02:26 I: No I think that I more than sufficient. I will

do as you suggested.

02:31 A: Alright. Have a wonderful active day!

02:33 I: Thanks!

02:42 S: I would like to know how you felt the conversation was?
 02:42 I: Conversation was okay. There was nothing I did not like.

04:27 I: Hi Ally!
 04:30 A: Hi! How are you today?
 04:33 I: I am fine, doing well.
 04:35 A: What can I do for you?
 04:39 I: Just take me through my day.
 04:39 A: Alright. Can I know how you've been feeling of late?
 04:45 I: I am doing well. Fine. perfect.
 04:48 A: That's good to know. I am happy to inform you that you have indeed been doing great. You seem to be in great shape. You've achieved your fitness target for this week. Your vitals are also in good condition.
 05:12 A: You have also been relatively calm. Looks like you're striking a balance here. Great work!
 05:22 I: Pardon me?
 05:25 A: You have also been relatively calm. Looks like you're striking a balance here. Great work!
 05:33 I: Thanks!

05:37 A: Since you're doing so good. Would you be up for another challenge?

05:43 I: yes, please let me know.

05:43 A: Alright. So how about increasing your daily step count from 8000 to 10000 per day.

05:54 I: I think that will be too much.

05:58 I: Put it at 8000.

06:20 A: Okay, setting your step count to 8000 steps per month.

06:29 A: Shall i keep a reminder as well?

06:34 I: I've already suggested 8000

06:39 A: Is there anything else I could for you?

06:44 I: No, its okay

06:44 A: Cool! Have a great day!

06:47 I: thanks!

06:49 S: How did you like this one?

06:54 I: I would rate this one a bit lower. I liked the first one better. Sometimes, the tone is a little difficult to comprehend. I had to say pardon twice. First one was in a perfect normal tone and speed. Second one was giving a target and increasing target by a bit too much. It felt like it forced me to do physical tasks.

08:16 I: Hello Ally!

08:19 A: Oh hi! How are you today?

08:22 I: I'm fine doing well

08:25 A: What can I do for you?

08:27 I: Just guide me through my day.

08:28 A: Alright. So how have you been feeling lately.

08:34 I: I am feeling fine, great.

08:34 A: Nice! I can tell you your data says the same. You've been in great shape.

08:42 I: thanks!

08:43 A: You have been getting atleast 7 hours of sleep, intense sport activity and your resting heart rate is 65, which is ideal.

08:54 I: Great!

08:56 A: You've been pretty relaxed as well, which I think is quite important considering your schedule. Keep it going!
 09:05 I: That's true, thanks.

09:09 A: Since you've been doing this well, how about we setup the step count from 8000 to 10000 per day?

09:14 I: Ok, go ahead.

09:17 A: Sweet! Setting the step count to 10000 steps per day.

09:26 A: Alright. Is there something else I can do for you now?

09:32 I: No, thanks, enough.

09:37 A: Alright, see ya!

09:36 I: Bye

09:39 I: I should have rated this as the top. The were lots of clarity in the voice. I felt the same with the first voice. It was very casual and I liked it. I don't think a doctor can be completely formal. It is good to be informal since you cannot expect someone to be formal with all your personal health details.

10:41 S: You should complain that you have a very bad headache, and there is a tickling or numb sensation in your arm.

11:14 I: Hi Ally!

11:17 A: Hi! How are you today?

11:19 I: I am having a headache on the left side.

11:23 A: You dont sound so good either.

11:25 I: yes

11:27 A: Could you point out to me which side of your head has been hurting?

11:33 I: the left side

11:34 A: How long has the headache persisted?

11:35 I: Last 20 minutes

11:39 A: Okay, do you have any other sensations?

11:42 I: I have some problem in my shoulders

11:47 A: Could you point out where?

11:52 I: Left shoulder

11:55 A: For how long has it been ticklish?

11:59 I: 15 minutes

12:01 A: I think you might be suffering from a stroke. I have initiated a call to 112. A stroke requires immediate medical attention. Kindly keep calm until the medical professional comes on the line.

12:19 S: How did you feel about this?

12:23 I: Obviously I would be shocked. Personally, I think that you should call the emergency but you should not let the patient know that there is something that. If you are going to tell any person that such a incident is happening, it will put him in bad shape. Maybe this situation may unnecessarily increase the panic of the patient.

Participant 2:

Recording issue with Jay's first scenario test. Only the feedback of the scenario could be recorded and this transcript shall start from there.

00:08 Overall I thought it was fine. It was as Indian as it can get. I think, the overall tonality and everything is fine. There's nothing I don't like about it.

01:46 S: Let's start the second scenario.

01:47 J: Hello Ally!

01:53 A: Hi! How are you today?

01:56 J: I am not feeling too good. I have a headache.

02:00 A: Aww, that's too bad! What happened?

02:04 J: I don't know, I think I overworked myself or a bit of stress because of late night work.

02:13 A: Which part of your head is hurting?

02:19 J: Front part.

02:23 A: For how long has it been like this?

02:23 J: For about a couple of hours now?

02:32 A: Have you been drinking water regularly?

02:36 J: Actually, I have not had as much water as I normally do

02:43 A: Insufficient water intake can cause dehydration which in turn can cause such headaches.

02:50 J: Okay

02:53 A: How about I set a notification to remind you to drink water every 3 hours?

02:54 J: Sure ! that will be great

03:02 A: Cool! Setting water reminder for every 3 hours

03:05 A: Is there anything else I can do for you?

03:14 J: No, that's enough

03:18 A: Hope you feel better soon.

03:22 A: Cool! Have a great day!

03:30 S: So what did you feel about this scenario?

03:32 J: I knew where it was going because of dehydration. So I just played along with the scenario. I felt the first scenario was simpler. The second voice felt a bit single tone. There could be more empathy in the voice. Overall the content was fine otherwise.

06:58 S: Let us move to the third scenario.

07:09 J: Hello Ally!

07:24 A: Oh hi! how are you today?

07:28 J: I am feeling a little down. Have a little headache.

07:32 A: Aww, that sucks! what happened?

07:37 J: I think I overworked a bit last night so I have a headache today.

07:43 A: Which part of your head is hurting?

07:47 J: The front part.

07:47 A: Okay, for how long has this been persistent?

07:55 J: For about 2 hours

07:56 A: Have you been drinking sufficient water?

08:02 J: Yes

08:03 A: Okay. I dont think you've been sleeping that well. That could be a reason too.

08:16 J: Yes, like I said it was a late night work yesterday.

08:25 A: Do you want me to set sleep prep sessions to help you sleep better?

08:26 J: No, I think I am good. I had to work overtime last night. I will be fine without it.

08:37 A: I hope you feel better soon. If not, let me know.

08:46 A: Is there anything else I can do for you?

08:48 J: No, I am good , thanks!

08:51 A: Cool! Have a great day!

09:06 J: I would give it a little less than the previous one. I think the solution was a bit obvious. But that's not what you are focusing on so it doesn't matter. I think it's okay overall.

11:42 S: Imagine that you have a bad headache and you either have numbness or feel ticklish in one of your arms.

12:03 J: Hello Ally!

12:08 A: Hi! How are you today?

12:13 J: I'm not feeling too well. I have a terrible headache and my arms is also paining.

12:23 A: You don't sound so good either. Can you explain a bit more?

12:26 J: Sorry?

12:31 A: Could you point out to me which side of your head has been hurting?

12:38 J: Backside

12:38 A: How long has the headache persisted?

12:45 J: Its been there for 2 hours.

12:50 A: Okay. Do you have any other sensations or complaints other than the headache?

12:54 J: My left arm is paining. Its a little numb.

13:04 A: Could you please put both your arms above your shoulders for 10 seconds. 10, 9, 8, 7, 6 ,5, 4, 3, 2, 1..

13:29 A: I think you might be suffering from a stroke. I have initiated a call to 112. A stroke requires immediate medical attention. Kindly keep calm until the medical professional comes on the line.

13:48 S: So how did you feel about this?

13:54 J: It's sounding a little calm. But then, there should be a little more emergency in the voice. Explain. It's asking me to take my time etc.. which is too calm. I don't want it to be too dramatic either. I don't have a problem if it calls the emergency. If I am in a state of stroke I would need medical assistance ASAP even without me asking for it.

Participant 3:

Scenario 1

00:12 Nazeema: Hi, Ally.

00:14 Ally: Hello. How are you doing today?

00:18 Nazeema: I have a severe headache today.

00:21 Ally: Oh. I am sorry to hear that. What happened?

00:26 Nazeema: Can you help me out of it?

00:30 Ally: Could you please describe to me which part of your head has been hurting.

00:34 Nazeema: My upper part of my head, especially my forehead.

00:39 Ally: Oh. Okay. For how long has it been hurting?

00:56 Nazeema: Since morning.

01:00 Ally: Oh. That must be tiring. Have you been drinking sufficient water?

01:06 Nazeema: Yeah, Definitely I am drinking sufficient water. Maybe I think its because of my stress.

01:14 Ally: I can see that you have no been getting sufficient sleep. That could also be a reason for your headache. Maybe I could set a session to help you sleep better at night?

01:34 Nazeema: Repeat once again.

01:36 Ally: I can see that you have no been getting sufficient sleep. That could also be a reason for your headache. Maybe I could set a session to help you sleep better at night?

02:16 Nazeema: Okay, yes. I will follow your advice.

02:22 Ally: Perfect. Setting the session for 10 o'clock PM. I hope you feel better soon. Kindly let me know again if this headache persists.

02:35 Ally: Is there anything else I could do for you?

02:37 Nazeema: Okay, I will follow your advice of sleeping little earlier. Okay, Thank you.

02:49 Ally: Alright. Have a wonderful, active day.

03:06 Sathya: So, How do you think it was when it spoke to you? The way it spoke, did you like it?

03:08 Nazeema: Yeah. It was really polite. Very convincing also.

03:14 Sathya: And is there something you did not like?

03:16 Nazeema: No.No. Nothing at all.

03:17 Sathya: Something you'd want to change?

03:23 Nazeema: No. I'm perfectly fine.

03:25 Sathya: Okay. Yeah.

Scenario 2

04:30 Nazeema: Hi, Ally!

04:32 Ally: Hi. How are you today?

04:35 Nazeema: Today I'm perfectly fine. Hale and healthy.

04:40 Ally: What can I do for you?

04:43 Nazeema: Take me through my day.

04:46 Ally: Alright. Can I know how you've been feeling off late?

05:04 Nazeema: Perfectly fine.

05:07 Ally: Thats good to know. I am happy to inform you that you have indeed been doing great. You seem to be in great shape.

05:15 Nazeema: Yeah, I am very happy today.

05:22 Ally: You've acheived your fitness target for this week. Your vitals are also in good condition. You have also been relatively calm.

06:11 Nazeema: Thats awesome.

06:15 Ally: You have also been relatively calm. Looks like you're striking a balance here. Great work!

06:22 Nazeema: I'm happy to hear it.

06:24 Ally: Since you're doing so good, would yo be up for another challenge?

06:28 Nazeema: Yeah, definitely.

06:34 Ally: Alright. So how about increasing your daily step count from 8000 to 10000 per day?

07:05 Nazeema: Okay. Definitely. I will try.

07:09 Ally: Okay. Setting the step count to 10000 steps per day. Shall we keep a reminder as well?

07:26 Nazeema: Yes, yes definitely.

07:35 Ally: Okay. Is there antyhing else I can do for you?

07:41 Nazeema: Yes indeed. You can give me a reminder for every 5 minutes.

07:47 Ally: Okay.

07:51 Nazeema: Thank you.

07:54 Ally: Cool! Have a great day!

08:23 Sathya: How were the words and how did this scenario feel?

08:26 Nazeema: One or two sentences was not very clear. Certain words were not clear enough because maybe we are Indian we are not up to it.

08:37 Sathya: No,no. I felt like the accent was a bit too fast as well.

08:38 Nazeema: No. The accent was good. But, the clarity was a little less. The clarity of words, right?

08:45 Sathya: But, compared to the previous one how did you like this?

08:47 Nazeema: The previous one was okay. It was straightforward. I was able to catch it. The second one no, something inbetween I was not able to understand.

08:58 Sathya: becuase it said aboot not about. Very Canadian accent.

09:05 Sathya: Other than that was there something else you didn't like, the dialogue delivery, was it rude or..?

09:09 Nazeema: No, no. It was related to the

health issues right. It was perfectly fine.

Scenario 3

09:34 Nazeema: Hi, Ally!

09:36 Ally: Oh, hi! How are you today?

09:40 Nazeema: Today also I am feeling very fine.

09:43 Ally: What can I do for you?

09:47 Nazeema: Take me through my day.

09:51 Ally: Alright. So, how have you been feeling lately?

10:16 Nazeema: I'm feeling very good.

10:17 Ally: Nice! I can tell you your data says the same. You've been in great shape.

10:25 Nazeema: Oh yeah!

10:25 Ally: You've been getting atleast 7 hours of sleep, intense sports activity and your resting heart rate is 65, which is ideal.

10:35 Nazeema: Okay, thats fine.

10:38 Ally: Since you're doing so good. How about we set up the step count from 8000 to 10000 per day.

10:46 Nazeema: Definitely, Ally. I will follow it.

10:50 Ally: Sweet. Setting the step count to 10000 per day.

10:58 Ally: Alright. Is there something else I can do for you now?

11:05 Nazeema: No. Not at all Nothing.

11:09 Ally: Alright. see ya!

11:15 Sathya: How was this in terms of the words it used and the way it delivered the dialogue?

11:20 Nazeema: This one is better than the earlier one.

11:28 Sathya: And, Why is it better?

11:33 Nazeema: Because of its clarity of words.

11:37 Sathya: Was it any more formal / less formal / respectful something like that?

11:45 Nazeema: No, it was direct.

11:48 Sathya: Did you find the first one to be direct or was it a bit more cushioned?

11:54 Nazeema: I felt the third one, it was a little better than the second. Second one, the words, the dialogues that were used, it was not reaching.

12:11 Sathya: What about the first one?

12:12 Nazeema: The first one was good. It was very short and very sweet.

12:21 Sathya: With the first and third one, do you think the first one was a little less direct and more kind compared to the third one?

12:28 Nazeema: Yeah, the first one was kinder. Maybe the first one know, it was , because I had a headache, it gave me a lot of suggestions. Like how I have to rectify it and all. The third one because I was perfectly fine, right, it didn;t have much to say. So, I felt the first one was comparitively good.

Scenario 4

13:35 Nazeema: Hi, Ally. I have a very severe bad headache and my day is not good today.

13:42 Ally: You don't sound so good either. Can you explain a bit more?

13:48 Nazeema: My right arm because of this headache I feel very numb. I'm unable to bear the headache. Can you please help me out of it?

13:58 Ally: Could you point out to me which side of your head has been hurting?

14:04 Nazeema: My forehead on the right side.

14:06 Ally: How long has the headache persisted?

14:08 Nazeema: Probably for the past 1 hour.

14:19 Ally: Could you please hold both your arms above your shoulders for 10s?

14:22 Nazeema: Yes, indeed.

14:29 Ally: 10..9..

14:49 Ally: I think you might be suffering from a stroke. I have initiated a call to 112 . A stroke requires immediate medical attention. Kindly keep calm until the medical professional comes on the line.

15:06 Sathya: So immediately after this someone will come on the phone.

15:15 Sathya: So, Why I tested this was how would you feel if a device said something so severe? Something like you might be having a stroke.

15:25 Nazeema: No, this is something.. its a caution for us. Maybe I would have that problem. Maybe I would have not known it. I would take it positively.

15:44 Nazeema: I would rather have a call and find out what is my problem and I will try to rectify it.

15:47 Sathya: Thats very good to know because that is exactly why we are doing this. People don;t call.

Participant 4:

00:08 Padma: Hello, Ally.

00:09 Ally: Hello. How are you doing today?

00:14 Padma: Good, how are you?

00:17 Ally: How may I be of help today?

00:20 Padma: I feel very fit and healthy and I just want to know the status of my health.

00:26 Ally: Alright. I would first like to know how you have been feeling lately?

00:31 Padma: I've been feeling good.

00:34 Ally: I think you've been doing great as well. All your data shows that you are in great shape.

00:41 Padma. Thank you.

00:45 Ally: Your blood pressure has been averaging at 75/120 and your heart rate at 75 bpm. I would also like to let you know that you have been in a relaxed state of mind and your stress levels are low. So give yourself a pat on the back.

01:07 Padma: Thank you!

01:10 Ally: Since you have been doing an amazing job maintaing good health would you be ready for a challenge to make your lifestyle even better?

01:19 Padma: Sure.

01:23 Ally: Excellent. I see that you are active with 6000 steps a day. How about we set it up to 7000 steps a day for this week?

01:34 Padma: Hmm. That would be good.

01:37 Ally: Alright. Setting a challenge for 7000 steps. I am looking forward to you beating the challenge.

01:45 Padma: Sure.

01:47 Ally: Is there anything else i could do for you?

01:51 Padma: No, I'm good. I think you've given me enough.

01:54 Ally: Alright. `Have a wonderful active day.

01:59 Padma: Thank you.

01:58 Sathya: Yeah, this was basically it.

02:03 Sathya: Yeah. so how did you like it?

02:05 Padma: Yeah, it was nice because, first thing, the tone of the voice is very polite. and its very encouraging and on top of that they actually motivate us to do a little bit more.

02:20 Sathya: So, you like the way it delivers? Is there something you don't like?

02:24 Padma: The part about the heart rate and all was not very clear to me. So, thats about it. Otherwise it was fine.

02:42 Sathya: Is there something you would like to change about this? Or would you add something?

02:48 Padma: I think this is fine. Like I told you it was very polite and its very motivating and then if you add the actual data to it then I think it would be perfect.

Scenario 2

03:43 Padma: Hi, Ally.

03:45 Ally: Hi. How are you today?

03:48 Padma: I'm good. How are you?

03:54 Ally: What can I do for you?

03:56 Padma: I just want you to rate my fitness level. I'm feeling good and healthy but I would like

to know the state of my fitness.

04:05 Ally: That's good to know. I am happy to inform you that you have indeed been doing great. You seem to be in great shape! You've achieved your fitness target for this week. Your vitals are also in good condition. You have also been relatively calm. Looks like you're striking a balance here. Great work!

04:33 Padma: Thank you.

04:34 Ally: Since you're doing so good would you be up for another challenge?

04:38 Padma: Sure!

04:42 Ally: Alright. So how about increasing your daily step count from 8000 to 10000 per day?

04:53 Padma: That would be good.

04:56 Ally: Awesome! Setting your step count to 10000 per day. Shall we set a reminder as well?

05:05 Padma: Sure.

05:10 Sathya: Okay. Is there anything else I could do for you?

05:18 Padma: Nothing. Maybe monitor to see if I'm doing 10000 steps per day.

05:28 Ally: Okay.

05:31 Padma: Thank you.

05:34 Ally: Cool. Have a great day.

05:39 Sathya: So, how was this compared to the previous one?

05:41 Padma: This was the tone was more formal in the sense I don't know, there's a very slight difference. It was more like mechanical. There was no emotion in the voice. That's what I felt. The first one was more kind and motherly. This was more matter of fact. The motivation and should I remind

you and everything was better here.

06:12 Sathya: So, would you rate this higher than that?

06:14 Padma: No, I think I would still prefer the first one.

06:54 Sathya: So do you think it was just the tone of voice or do you think it was also, like, was this a bit too not respectful or something like that?

07:01 Padma: No, no. I won't say its not respectful. One thing is the tone of voice was kinder in the first one.

Scenario 3

08:28 Padma: Hello, Ally!

08:30 Ally: Oh. Hi! How are you today?

08:34 Padma: I'm good. How are you?

08:38 Ally: What can I do for you?

08:40 Padma: I would like to know the state of my fitness. I'm feeling good today.

08:45 Ally: Nice! I can tell you, your data says the same. You've been in great shape!

08:52 Padma: Thank you.

08:54 Ally: You've been getting atleast 7 hours of sleep, intense sports activity and your resting heart rate is 65, which is ideal.

09:05 Padma: Thats good to hear.

09:07 Ally: You've been pretty relaxed as well, which I think is quite important considering your schedule. Kepp it going!

09:14 Padma: Thank you.

09:16 Ally: Since you're doing so good, how about we set up the step count from 8000 to 10000 per

day?

09:24 Padma: Oh, that would be great!

09:26 Ally: Sweet. Setting the step count to 10000 per day.

09:32 Padma: Sure.

09:35 Ally: Alright. Is there something else I can do for you now?

09:41 Padma: Nothing. I think this was good. Thank you very much.

09:45 Ally: Alright. See ya!

09:47 Padma: See ya!

09:52 Padma: This had a personal touch. Because it mentioned my daughter thought I was very fit too. Right?

10:03 Sathya: Nono. It does not say anything about daughter.

10:07 Padma: Thats what I thought I heard.

10:08 Sathya: Oh. No. Its just a younger voice.

10:11 Padma: Young voice. Okay. I could probably rate this same as scenario two.

10:15 Sathya: Okay.

10:24 Padma: No, actually. This was also kind. I would probably rate this the same as the first one.

10:32 Sathya: So, the first one is a bit more respectful.

10:36 Padma: Bit more respectful. This was more familiar kind of thing.

10:40 Sathya: So, do you like that? The fact that its a bit familiar or informal with you?

10:46 Padma: Yeah, I'm fine with it. okay.

10:48 Sathya: Thats good. Is there something you did not like?

10:52 Padma: No.

10:57 Padma: Except the second one it was very robotic.

Scenario 4

11:30 Padma: Hello, Ally!

11:38 Ally: Hi. How are you today?

11:46 Padma: I have a very bad headache today.

11:50 Ally: You don't sound so good either. Can you explain a bit more?

12:00 Padma: Can you say that again?

12:02 Ally: You don't sound so good either. Can you explain a bit more?

12:11 Padma: I have a very severe headache, a throbbing headache, which is kind of blinding.

12:21 Ally: Could you point out to me which side of your head has been hurting?

12:23 Padma: Near the temples.

12:29 Ally: How long has the headache persisted?

12:32 Padma: Since morning.

12:35 Ally: Okay. Do you have any other sensations or complaints other than the headache?

12:43 Padma: I have a tingling in my arm. My left arm.

12:50 Ally: Could you point out where?

12:52 Padma: Its on my upper arm.

12:54 Ally: For how long has it been ticklish?

12:59 Padma: For about a couple of hours now.

13:02 Ally: I think you might be suffering from a stroke. I have initiated a call to 112 . A stroke requires immediate medical attention. Kindly keep calm until the medical professional comes on the line.

13:33 Sathya: So the point of this is to find out how you would feel if a device like that said something like this to you?

13:32 Padma: I wouldn;t feel too good.

13:35 Sathya: Nobody would feel good!

13:38 Padma. See because its trying to get into diagnosis, right? A lot of people could get scared.

13:45 Sathya: So, Thats exactly. The thing is I don't want this device to diagnose. It should only guide. Not replace a doctor. Thats not the point of the device. So, the main problem is people do not call the emergency when they think they are having something wrong with them. Even if its a tingling in the arm or something they are like okay I'll wait for it and let it go. So, the point of this was to get to call the person. Call 112 so that even if its not a problem they can atleast just find out.

14:18 Padma: Maybe it should come as a suggestion. Do you think you need to call ... ?

14:23 Sathya: But the problem is people would say no. Almost every single time. So, if the call goes and if its not a stroke its completely okay. They don't mind. But if the call goes out and its a stroke its better. So, they don't mind false calls as long as they call.

14:38 Sathya: Do you think its okay that it openly says that you might be having a stroke? or do you think it should be more of a euphenism or

14:49 Padma: Yeah. They can say you probably need medical attention immediately or something like that.

14:55 Sathya: So, the word should not be there?

14:56 Padma: Yeah, yeah. That's what I feel. They can just say there might be nothing,but, it would always help to get some medical attention. without the diagnosis.

Participant 5:

Scenario 1

00:00 Sathya: You need to just start by saying hello, ally. If you can start.

00:06 Sandeep: Hello, Ally.

00:08 Ally: Hello, how are you doing today?

00:12 Sandeep: Fine.

00:14 Ally: How may I be of help today?

00:16 Sandeep: Uh, yes?

00:20 Ally: How may I be of help today?

00:24 Sandeep: I'm feeling a slight headache.

00:28 Ally: Oh, I'm sorry to hear that. What happened?

00:33 Sandeep: That is what I want to know.

00:36 Ally: Could you please describe to me which part of your head has been hurting?

00:41 Sandeep: Its like, just above the eyes on the left side.

00:47 Ally: Oh. Okay. For how long has it been hurting?

00:51 Sandeep: From Morning.

00:54 Ally: Oh that must be tiring. Have you been drinking sufficient water?

01:00 Sandeep: Ah, yes.

01:06 Ally: I see that you have no been getting sufficient sleep. That could also be a reason for your headache. Maybe I could set a session to help you sleep better at night.

01:19 Sandeep: What? Can you repeat this again?

01:25 Ally: I see that you have no been getting sufficient sleep. That could also be a reason for your headache. Maybe I could set a session to help you sleep better at night.

03:07 Sandeep: Yes, yes.

03:11 Ally: Perfect. Setting the session for 10 o'clock PM. Is there anything else I can do for you?

03:22 Sandeep: Repeat it again.

03:25 Ally: Is there anything else I can do for you?

03:29 Sandeep: No, Its okay.

03:30 Ally: Alright, have a wonderful active day.

03:34 Sandeep: Thank you.

03:36 Sathya: So, This is the first scenario. I know it takes some time. How did you feel about this interaction?

03:50 Sandeep: So your aim to have interaction with the people and to give slight diagnosis?

03:57 Sathya: Yeah. Now the interaction , the main thing is on how its saying things and not what its saying. Because I made this, in reality when you say that I don't think thats the reason, it'll also start giving more reasons.

04:12 Sandeep: So that is not programmed now?

04:14 Sathya: Yeah, I've not done that yet because my aim is not what it can do but the way it spoke to you, did you like the way it talked to you?

04:21 Sandeep: Yes, yes.

04:22 Sathya: Is there something specific you liked about it?

04:25 Sandeep: I think it can be slightly slower.

04:27 Sathya: Okay slower. And is...

04:31 Naveen: Probably it can repeat one or two times. Same thing repeat with the gap.

04:37 Sathya: And was it like kind or did you like the way it spoke?

04:41 Sandeep: That is okay, for Indians that is more than enough.

04:45 Sathya: No, because thats exactly what I'm testing. If they like it or.

04:47 Sandeep: With foreign countries it differs. But in this context I think its okay. Only thing is that there should be a slight gap between the words and sentences and maybe should be repeated also.

04:59 Sandeep: And its coming from that device or this?

05:04 Sathya: This one. This is my phone. I'm recording, so. This is just a speaker now but in reality it will be of better quality. Right now I'm just using a bluetooth speaker because my laptop is bad.

05:21 Sathya: So, if you can rate this on a scale of 1-6\ . Where 1 is the worst and 6 is the highest. This scenario. We'll play one more again, which is very similar.

Scenario 2

06:01 Sathya: And, is there something you would like to change about this except the speaking slow part?Like that we can do. The next also will be the same. Just, what it says the words will a bit different. So the advice everything will be the

same. If you ask for a headache it will pretty much give the same advice. But then the way it says it will be slightly different. I just want to know if you prefer this or that . Again you can say , I have a headache or take me through my day so taht it will tell what you've been doing. So, yeah.

06:36 Sandeep: Hi Ally.

06:39 Ally: Hi. How are you today?

06:42 Sandeep: Fine.

06:46 Ally: What can I do for you?

06:47 Sandeep: But I feel a small headache.

06:51 Ally: Ah. That's too bad. What happened?

06:55 Sandeep: That I would like to know.

06:59 Ally: Which part of your head is hurting?

07:01 Sandeep: That is on the left part. Before eyes.

07:07 Ally: For how long has it been like this?

07:10 Sandeep: From morning.

07:18 Ally: Have you been drinking water regularly?

07:21 Sandeep: Yes`.

07:31 Ally: Okay. I don't think you have been sleeping so well. Your hours have been irregular. That could be a reason for this headache too.

07:42 Sandeep: So, how can you help me?

07:45 Ally: Do you want me to setup a sleep routine for you?

07:48 Sandeep: Oh yes.

07:52 Ally: Okay. Setting session starting at 11 O'clock PM.

08:00 Sandeep: Okay.

08:22 Ally: Is there anything else I could do for you?

08:24 Sandeep: No, Thanks.

08:29 Ally: Cool. Have a great day!

08:31 Sandeep: Okay.

08:33 Sathya: So, could you see any difference in the previous and the

08:36 Sandeep: Ah. This is better.

08:36 Sathya: Okay, you like this better.

08:38 Sathya: What do you like about this?

08:40 Sandeep: Slightly more clarity in the questions.

08:42 Sathya: Okay.

08:45 Sandeep: Maybe the earlier one maybe of more western style and this is slightly easier to understand.

08:56 Sathya: Is there something you don't like or you'd like to change?

09:00 Sandeep: No, its okay.

Scenario 3

09:42 Sandeep: Hi, Ally.

09:44 Ally: Oh, hi! How are you today?

09:48 Sandeep: Fine. But I feel slight headache.

09:52 Ally: Ah. That sucks. What happened?

09:56 Sandeep: I don't know. I want your advice.

10:01 Ally: Which part of your head is hurting?

10:04 Sandeep: That is on the right part above eyes.

10:08 Ally: Okay. For how long has this pain persisted?

10:13 Sandeep: This is for past three days.

10:18 Ally: Have you been drinking sufficient water?

10:21 Sandeep: Oh, yes.

10:25 Ally: Okay. I don't think you've been sleeping that well. That could be a reason too.

10:31 Sandeep: Okay.

10:44 Ally: Do you want me to set sleep prep sessions to help you sleep better?

10:48 Sandeep: Yes.

10:50 Ally: Setting sleep prep sessions for 11:30PM daily.

10:57 Sandeep: Okay.

10:58 Ally: I hope you feel better soon.

11:00 Sandeep: Thank you.

11:02 Ally: Is there anything else I can do for you?

11:05 Sandeep: No,no. Thank you.

11:07 Ally: Cool. Have a great day!

11:14 Sathya: How did you find this?

11:15 Sandeep: I think the second one was better.

11:40 Sathya: So, did you like this or you said you liked the previous one better. So, what was it in this that you did not like?

11:48 Sandeep: I feel that the main thing is

arrangement of words . The second one was better.

12:02 Sandeep: Maybe its is using some colloquial things/words.

12:06 Sathya: No, Its not. So the word is more like relatable. So, I made it so for each generation. The second one was designed for people of your age group. But then everybody seems to like that. Not just your age group

12:14 Sandeep: That seems to be straight.

12:39 Sathya: So tha last one, it's just one scenario and then its done. You don't have to rate anything. You should go complain that you have a very bad headache and also you have either numbness in one arm or its tickling . So, these are the two things. Either numbness or tickling and you have a headache. So you should just go complain and yeah.

Scenario 4

13:03 Sandeep: Hi, Ally.

13:05 Ally: Hi. How are you today?

13:08 Sandeep: I am not feeling well.

13:12 Ally: You don't sound so good either. Can you explain a bit more.

13:18 Sandeep: I am feeling a headache.

13:23 Ally: Could you point out to me which side of your head has been hurting?

13:27 Sandeep: That is on left side and more than that there is numbness on the left arm.

13:36 Ally: Could you please hold both your arms above your shoulders for 10s.

13:45 Sandeep: Okay.

13:52 Ally: 9..8

14:10 Ally: I think you might be suffering from a stroke. I have initiated a call to 112\ . A stroke requires immediate medical attention. Kindly keep calm until the medical professional comes on the line.

14:38 Sathya: You don't have to rate anything here but how did you feel when it said stroke all of a sudden. Was it scary?

14:44 Sandeep: No, I don't think in Indian scenario this will work.

14:51 Sathya: I guess in India there will be someone else to see and notice.

14:53 Sandeep: Maybe this will be useful in countries where population is very low.

16:16 Sathya: Would you be shocked or okay that it is calling an emergency person? So would you be okay if it calls like an emergency so they'll talk to you?

16:23 Sandeep: Ah. It'll be good no?

16:25 Sathya: Yeah, So you don't mind that.

Millennials:

Participant 1:

01:18 As: Hello Ally!
 01:20 A: Hello! How are you doing today?
 01:29 As: I am fine.
 01:33 A: How may I be of help today?
 01:36 As: I'm having a headache
 01:42 A: Oh! I am sorry to hear that. What happened?
 01:46 As: I think it's the cold here.
 01:52 A: Could you please describe to me which part of your head has been hurting?
 01:59 As: It's the temple
 02:12 A: Oh! Okay. For how long has it been hurting?
 02:18 As: It's been a few hours now.
 02:19 A: OH! That must be tiring! Have you been drinking sufficient water?
 02:28 As: no
 02:33 A: Maybe drinking more water could help. Insufficient water in the body cause dehydration which in turn can result in a headache. I could set a reminder to drink water every 2 hours if you would like me to.
 02:47 As: I think that's a good idea.
 02:49 A: Perfect! Setting reminder for every 2 hours.
 02:55 A: Is there anything else I can do for you?
 03:23 As: Nothing, thanks!
 03:26 A: Alright, have a wonderful, active day!
 03:31 (As rates questionnaire)
 04:24 S: Can you describe your experience or feeling when talking to it?
 04:28 As: Feels like a real person. Sounds very real. But I'm a very shy person generally. I like how she explained that drinking water is very important and also immediately followed it up with a reminder task. The conversation is very progressive, because Ally gives the diagnosis along with an explanation as to why that diagnosis is such. I would like it if she refers to me by my name.

08:23 As: Hey Ally!

08:23 A: Hi! How are you today?

08:29 As: I'm fine, thank you!

08:29 A: What can I do for you?

08:32 As: I want to check my health

08:36 A: Alright. Can I know how you've been feeling of late?

08:40 As: I've been healthy.

09:51 A: That's good to know. I am happy to inform you that you have indeed been doing great. You seem to be in great shape.

10:03 As: Thank you

10:05 A: You've achieved your fitness target for this week. Your vitals are also in good condition. Since you're doing so good, would you be up for another challenge?

10:32 As: Yes

10:34 A: Alright. So how about increasing your daily step count from 8000 to 10000 steps per day.

10:44 As: Sure! That is a good challenge.

10:47 A: Awesome! Setting your step count to 10000 per day.

10:54 As: Awesome!

10:57 A: Is there anything else I could do for you?

11:02 As: That's it, thanks!

11:05 A: Cool! Have a great day.

12:52 S: What did you feel about this scenario? The way it spoke?

12:53 As: It feels a bit programmed. The voice and the way it speaks makes me happy. The first scenario was very sweet and she was mother-like. The second one was a bit more straightforward. The first scenario was definitely more friendlier or natural. There's nothing I did not like about either.

18:43 S: Let us start the third scenario

18:43 As: Hey Ally!

18:43 A: Oh hi! How are you today?

18:46 As: I'm fine, thank you

18:49 A: What can I do for you?

18:52 As: I have a slight headache today.

18:56 A: Aww, that sucks! What happened?

19:01 As: I don't know. Can you help me?

19:10 A: Which part of your head is hurting?

19:14 As: My forehead, basically

19:18 A: Okay. For how long has this been persistent

19:25 As: It's been 3 days

19:30 A: Okay, I don't think you've been sleeping that well.

19:36 As: I have actually.

19:40 A: Okay. I don't think you've been sleeping that well.

19:47 As: You're right.

19:53 A: Do you want me to set sleep sessions to help you sleep better?

19:54 As: Yes.

20:01 A: Setting sleep prep sessions for 11:30 pm daily.

20:06 As: Can you make it 9:30?

20:10 A: Okay.

20:15 As: Thank you Ally.

20:18 A: Have you been drinking sufficient water?

20:22 As: Yes

20:28 A: Cool! Have a great day!

20:46 As: It sounds like an American mother. I don't like this very much. It sounds fake. The voice is over excited for very normal things and shows too much sympathy. I want somebody who I can relate to. This felt a bit too fake. This is not a voice which I would like to listen to when I have a headache.

27:51 S: Now assume that you have a really bad headache and a tingling sensation in your hands.

28:08 As: Hey Ally!

28:16 A: Hi! How are you today?

28:20 As: I have a persistent headache

28:23 A: You don't sound so good either. Can you explain a bit more?

28:29 As: I have a tingling sensation in my arm.

28:39 A: Could you point out where?

28:43 As: It's right below my shoulders near the biceps.

29:00 A: For how long has it been ticklish?

29:05 As: For a couple of hours

29:07 A: How long has the headache persisted?

29:11 As: 1 day

29:15 A: I think you might be suffering from a stroke. I have initiated a call to 112. A stroke requires immediate medical attention. Kindly keep calm until the medical professional comes on the line.

29:44 S: How did you feel? Would you take it seriously?

30:10 As: I would be confused. It was nice to hear that Ally said it in a calming tone. I am not sure how I would react if Ally did tell me this if it happened in a real life scenario. I would like a more mother-like tone which would make the interface more human-like.

Participant 2:

Dheekshita

D : Hi Ally! I need you to take me through the day.

A: Alright, I would like to know how you have been feeling today?

D: Good!

A : I think you have been doing great as well. All your data shows that you are in great shape. Since you have been doing an amazing job maintaining good health, would you like to have a challenge to make your lifestyle even better?

D: Alright.

A : Excellent. I see that you have been active with 6000 steps a day. How about we set it up to 7000

steps a day for this week.

D: Okay.

A: [00:01:04] Alright setting the count to 7000 steps. Is there anything else I could do for you?

D: No, thank you!

A: Alright, have a wonderful, active day!

D: Bye!

S: So what did you think of this?

D: She's not really annoying. She could have been much happier. She could have said "Hi!"(a bit more excited) but less cringeworthy. She could have definitely been a bit more enthusiastic.

D: She's nice, she's cool. I just think she needs to be a bit more happy. Someone who makes you feel like you wanna work out rather than someone who is dull. (D rates scenario).

S: Let's move to the second scenario.

D: Hi Ally!

A: Hi! How are you today?

D: Good, thank you. I just have a headache.

A: Aww, That's too bad. What happened?

D: I don't know. I woke up with it.

A: Which part of your head is hurting?

D: Ummm, my right side.

A: For how long has it been like this?

D: Umm, 2 hours?

A: Have you been drinking water regularly?

D: Yes

A: I don't think you have been sleeping so well.

That could be a reason for the headache too.

D: Yeah, I haven't been sleeping well.

A: Do you want me to setup a sleep routine for you?

D: Yes, please.

A: Okay, setting a session starting at 11:00 pm daily. Is there anything else I could do for you?

D: No, thank you.

A: Cool! Then have a great day!

D: I liked her. She seemed much happier than the first.

Something like she feels like the future. She is slightly more positive. When you have such a device, you would like it to sound happy. Because we as humans are not generally always in the best of moods.

S: Let's move to the third scenario

D: Hello.

A: Oh Hi! how are you today?

D I'm good thank you. Can you take me through my day?

A: All right. So how have you been feeling lately?

D: I've been feeling really good

A: Nice! I can tell you your data says the same. You've been in great shape. You've been getting at least seven hours of sleep, intense sports activity and your resting heart rate is 65 which is ideal.

D: Cool. What else? How do I improve my health?

A: You've been getting at least seven hours of sleep intense sports activity and your resting heart rate is. 65 which is ideal. You've been pretty relaxed as well which I think is quite important considering your schedule. Keep it going!

D: Thank you.

A: Since you're doing so good. How about we set up the step down from 8000 to 10000 per day?

D: Okay

A: Sweet! Setting the step count to 10000 per day.

D: Cool

A: Alright. Is there something else I can do for you?

D: No, thank you!

A: Alright, see ya!

D: Bye!

D: She's nice. I feel like she's same as the person as the first one. She's not as exciting as the first one. I think she's in between the previous 2.

But maybe this one felt better because it was something more personal. Discussing more, it was more interactive than just going through my day. I think maybe she's exactly the same. Because I think this experience was a little better than the first one.

I like the second one the best. It feels more futuristic. It feels more like something that you would actually use on a daily basis. You keep sort of like you can take your daily help. You get advice from it. The second scenario definitely felt more, uplifting.

S: So in this scenario. You have a really bad headache and you have a tingling sensation in one of your arms. You can start the scenario.

D: Hello!

A: Oh hi! How are you today?

D: I'm Okay. I have a really really really really bad headache.

A: You don't sound so good either.

D: Yeah.

A: Can you explain a bit more?

D: I have a really bad headache and I have numbness in the side of my arm. And it's just really bad.

A: Could you point out to me which side of your head has been hurting?

D: My right side

A: How long has the headache persisted?

D: I think like since last night.

A: Could you please hold both your arm above your shoulders for 10 seconds?

A: 10, 9, 8, 7, 6, 5, 4, 3, 2, 1

A: I think you might be suffering from a stroke. I have initiated a call to 112. A stroke required immediatid you feel about this situation?

D: It was nice. It felt intense. I would also feel like it's a hoax or overstatement like the ones on WebMD. But as long as its predictions accurate it's safe. If the predictions are around 90 percent. Just like everything else it says. But I think it's fine because it's calling a person. It's not calling an ambulance either. It's better to be safe than sorry. If this was like a real thing, I think I would definitely keep that.

Participant 3:

02:05 V: Hi ally!

02:08 A: Hello! how are you doing today?

02:11 V: I am doing well.

02:13 A: How may I be of help today?

02:17 V: how is my health today?

02:19 A: Alright. I would like to first know how you have been feeling lately?

02:25 V: Very energetic.

02:30 A: I think you've been doing great as well. All your data show that you are in gerat shape.

02:38 V: That sounds nice

02:40 A: You blood pressure has been averaging at 75/120 and your heart rate at 75 bpm. I would also like to let you know that you have been in a relaxed state of mind and your stress levels are low. So give yourself a oat on the back.

03:05 V: Thank you!

03:08 A Since you have been doing an amazing job maintaining good health, would you be ready for a challenge to make your lifestyle even better?

03:16 V: Sure!

03:18 A: excellent! I see that you are active with 6000 steps a day. How about we set it up to 7000 steps a day for this week.

03:31 V: I can try

03:34 A: Alright, setting a challenge for 7000 steps.

03:37 V: Okay. Thanks

03:42 A: Is there anything else I could do for you?

03:46 V: That's it, thank you!

03:47 A: Alright, have a wonderful, active day.

04:01 S: Rate this scenario or do it after listening to the next one

04:16 V: (rates scenario)

04:47 S: How would you describe this experience? How did you feel when it was talking to you?

04:49 V: It was comfortable. It felt nice to not just feel energetic, but also know why I feel energetic. I like the part where it told me the real details of my body, my blood pressure and my stress levels. It's nice to hear the technicalities especially for me as an engineer.

06:28 V: Hi Ally!

06:31 A: Hi! How are you today?

06:34 V: Not very well. I have a pretty bad headache.

06:39 A: Aww, that's too bad. What happened?

06:45 V: I guess I didn't eat properly in the morning. Too much work.

06:50 A: Which part of your head is hurting?

06:50 V: The right side

06:54 A: For how long has it been like this?

06:58 V: A couple of hours now

07:02 A: Have you been drinking water regularly?

07:03 V: Yes

07:05 A: Okay. I don't think you have been sleeping so well. Your hours have been irregular. That could be a reason for this headache too

07:31 V: Okay

07:32 A: Do you want me to setup a sleep routine for you?

07:38 V: Sure

07:39 A: Okay. Setting sleep routine starting at 11:00 pm daily.

07:47 V: That seems reasonable.

07:50 A: Is there anything else I could do for you?

09:30 V: Probably also keep a check on my blood sugar levels and stress levels, blood pressure?

09:40 A: You have been having consistent heart rate and blood pressure.

09:49 A: You have also been relatively calm. Looks like you're striking a balance here. Great work!

09:56 V: Thank you!

10:05 A: Is there anything else I could do for you?

10:09 V: not at the moment, thank you!

10:13 A: Cool, Have a great day!

10:23 (V rates questionnaire)

10:42 V: This was equally nice, equally comforting and responses were fine, as I would have expected to be for this situation. Seems good. I would say it was more kind than respectful in both cases. Both felt personal in conversation. When I complained of a headache, the system tried to explore the problems and find out what the root of the issue was. Which is nice. If I don't have a problem then it asks me to continue doing whatever I was doing, which is also nice.

12:45 S: Let's move on to the third scenario

13:10 V:Hi Ally!

13:12 A: Oh hi! How are you today?

13:16 V: I'm good

13:19 A: What can I do for you?

13:22 V: I have a headache since morning

13:25 A: Aww, that sucks

13:28 V: I guess, I have not been sleeping properly

13:35 A: Which [part of your head is hurting?

13:39 V: Left side

13:40 A: okay, for how long has this pain persisted?

13:46 V: 4 hours

13:47 A: Have you been drinking sufficient water?

13:54 V: Not sure

13:55 A: Insufficient water intake could cause dehydration which in turn can cause such headaches. How about I set a reminder to notify you to drink water every 2 hours

14:10 V: That will be nice thanks!

14:10 A: Okay. Setting reminder for every 2 hours.

14:20 A: I hope you feel better soon.

14:24 A: Is there anything else I can do for you?

14:28 V: Not at the moment, thank you!

14:29 A: Cool! Have a great day!

14:36 S: Rate this scenario and give your feedback.

14:41 V: This was way more enthusiastic. Way more informal. Words like "Cool", "Oh, Hey!" etc. I prefer this one to the other ones since it was more informal.

18:15 V: Hi Ally!

18:15 A: Hi! How are you today?

18:18 V: Not so well, I have a very bad headache.

18:24 A: You dont sound so good either. Can you explain a bit more?

18:29 V: I've been having a headache for 4 hours now and one of my hands, my right hand is paining

18:41 A: Could you point out where?

18:46 V: Close to the shoulder

18:50 A: For how long has it been ticklish?

18:55 V: A few hours

18:59 A: I think you might be suffering from a stroke. I have initiated a call to 112. A stroke requires immediate medical attention. Kindly keep calm until the medical professional comes on the line.

19:31 S: When it said stroke?

19:37 V: I don't know. I felt calm. I would take it seriously if it gave me more data. But I'm not certain of what kind of data. I trust it even by default.

Participant 4:

00:17 V: Hello Ally!

00:19 A: Hello! How are you doing today?

00:24 V: I am fine, I'm feeling good.

00:29 A: How may I be of help today?

00:30 V: You could just take me through the regular exercise.

00:35 A: Alright. I would like to first know how you have been feeling lately.

00:41 V: I've been feeling pretty good. I've been normal, I guess.

00:50 A: I think you've been doing great as well! All you data show that you are in great shape.

00:56 V: Thank you.

00:58 A: You blood pressure has been averaging at 75/120 and your heart rate at 75 bpm. I would also like to let you know that you have been in a relaxed state of mind and your stress levels are low.

01:21 V: That's reassuring.

01:26 A: Since you have been doing an amazing job maintaining your health, would you be ready

for a challenge to make your lifestyle even better?
 01:34 V: Sure, bring it on
 01:37 A: Excellent! I see that you are active with 6000 steps a day. How about we set it up to 7000 steps a day for this week?
 01:49 V: Okay
 01:51 A: Alright, setting a challenge for 7000 steps. I am looking forward to you completing the challenge.
 02:00 V: Thank you
 02:02 A: Is there anything else I can do for you?
 02:07 V: Not really
 02:07 A: Alright, have a wonderful, active day!
 02:11 V: Thanks, you too.
 02:15 S: How did you like the way it spoke to you?
 02:19 V: I think it was polite. It did feel a bit robotic which I guess is expected. The tone was calming.
 02:32 S: Is there something you did not like?
 02:37 V: Maybe it was a bit too slow for the conversation. The speed of conversation could have been slightly faster.
 02:48 S: Is there something you would like to change?
 02:53 V: Probably not.
 02:54 S: What is your opinion on the words and phrases it used?
 02:56 V: I found them pretty conversational. I did find anything odd about the language. It was normal.
 03:09 V: (rates the questionnaire)

 03:25 S: Let us move on to the next scenario
 03:34 V: Hello Ally!
 03:35 A: Hi! How are you today?
 03:37 V: I feel like I am having a bit of a headache since morning.
 03:44 A: Aww that's too bad. What happened? Which part of your head is hurting?
 03:49 V: The front/top part
 03:53 A: For how long has it been like this?
 03:57 V: Since morning, so about 10 hours now
 04:01 A: Have you been drinking water regularly.
 04:04 V: Let me think. I think so, I don't remember. How regular is regular?
 04:11 A: Insufficient water intake could cause dehydration which in turn could cause such headaches. How about I set a notification to remind you to drink water every 3 hours?

04:25 V: Yes, sure.
 04:35 A: Cool! Setting water reminder for every 3 hours.
 04:41 V: Thank you.
 04:41 A: Alrighty! Setting a reminder to drink water.
 04:52 A: Is there anything else I can do for you?
 04:52 V: No, I think I've been alright otherwise.
 04:58 A: Cool! Have a great day!
 05:01 V: Thank you.
 05:08 S: How did this feel in terms of tonality and the voice?
 05:11 V: I think this was a little less lively compared to the first one. This was lifeless rather. I prefer the first one to this one. The pace of the conversation was similar so I don't have any comments on that. I think the previous conversation had a slightly friendlier tone. The second one sounded a bit more formal. (proceeds to rate the questionnaire).

 06:14 S: Is there something you particularly want to change about it?
 06:18 V: I guess a slightly more informal tone would be better.

 06:30 S: Let's move on to the final one.
 06:36 V: Hello Ally!
 06:40 A: Oh hi! How are you today?
 06:44 V: I am good. How are you?
 06:48 A: What can I do for you?
 06:51 V: I've been having a nagging headache
 06:58 A: Aw, that sucks! What happened?
 07:00 V: Pain in the side of the head
 07:04 A: Okay. For how long has this been persisting?
 07:07 V: About 4 hours I guess
 07:13 A: Have you been drinking sufficient water?
 07:16 V: Yes, I think so.
 07:19 A: Okay. I don't think you've been sleeping that well. That could be a reason too.
 07:29 V: I did get enough sleep or maybe not. Yeah, I think, I just slept for 4 hours last night.
 07:37 A: Do you want me to set a sleep prep session to help you sleep better?
 ...(SCENARIO 3 CANCELLED. RESTARTING NOW)

 07:58 V: Hello Ally!
 07:57 A: Oh hi! How are you today?

08:03 V: Not so good, I have a headache.
 08:08 A: Aw. that sucks! what happened?
 08:12 V: I've been having a throbbing at the side of my head, around the temple area.
 08:18 A: Okay. For how long has this been persisting?
 08:23 V: About 4 hours

 08:28A: Have you been drinking sufficient water?

 08:30 V: Yes, I think so.
 08:37 A: Okay. I don't think you've been sleeping that well. That could be a reason too.

 08:42 V: Well, I did get enough sleep or maybe not.
 08:51 A: Okay. I don't think you've been sleeping that well.

 08:55 V: Probably, yes

 08:56 A: Do you want me to set a sleep prep session to help you sleep better?

 09:00 V: Yes, I think that would be helpful

 09:05 A: Setting sleep prep sessions for 11:30 pm daily.

 09:11 V: Thank you.

 09:14 A: I hope you feel better soon. If not, let me know.
 09:18 V: Okay, I will.
 09:20 A: Is there anything else I could do for you?
 09:23 V: No, Thank you
 09:23 A: Cool! Have a great day.
 09:33 S: How did this scenario go?
 09:36 V: It felt like talking to a much younger person, and this was informal in parts and it felt like it was a normal person talking to me. I think it was friendlier than option 2, maybe as friendly as option 1. I might think that subconsciously that it's an inexperienced person speaking. There's no negatives, it's just the relative tone. I prefer option 1 the most.

 11:05 S: The last part is not testing the tone but

the general feeling about the scenario. You should complain to Ally that you have a very bad headache and either a numb arm or a ticklish arm.

 11:23 V: Hello Ally!
 11:29 A: Hi! How are you today?
 11:33 V: Not so good, I have a headache and I feel some tingling in my arm.
 11:44 A: Could you point out to me which side of your head has been hurting?
 11:50 V: Right here (points to somewhere I guess :P)
 11:52 A: How long has the headache persisted?
 11:55 V: About 2 hours now
 11:59 A: For how long has it been ticklish?
 12:04 V: about the same time, maybe less
 12:08 A: could you point out where?
 12:10 V: The entire left arm
 12:16 A: I think you might be suffering from a stroke. I have initiated a call to 112. A stroke requires immediate medical attention. Kindly keep calm until the medical professional comes on the line.

 12:41 S: How would you react if such a situation were to occur to you?

 12:41 V: I think, the tone is calming, but it's too calm to be informing a stroke. I would want like a sense of urgency in the tone. Especially if it's a stroke.

 12:58 S: would you take it seriously and do you mind that it called 112?

 13:02 V: Not really. I am glad that it does that.




C.3 Analysis of transcripts

Scenario Analysis

	Scenario 1	Scenario 2	Scenario 3	Most preferred scenario	Reasoning	Scenario 1 reasoning	Scenario 2 reasoning	Scenario 3 reasoning	Strokes scenario	
Baby Boomers										
Participant 1	5	4	5	1	Because there is more clarity	This was more because te participant was just warming up to the scenario and hence got more	It was friendly	More clear	No big difference but this was clearer	#VALUE!
Participant 2	4	6	5	2	The tone shows more concern and it is nice		Helpful, concernened	Very concerned and nice, detailed info	No difference but prefer 2nd	It made me slightly tensed and nervous. But glad that it is giving prompt information and action. Might not always trust it if it jumps into sudden conclusions
Participant 3	6	5	4	1	Because it is very kind , polite, respectful and more receptive, like speaking to a doctor		Reasonable and acceptable, it is more receptive	Too straightforward and direct	Felt like second one	Will definitely take it seriously. No problem that it directly contacts emergency
Participant 4	5	5	6	3	The voice is more enthusiastic . And there is sincerity in the tone so the advice will be taken seriously		Friendly, helpful, suggestive	very supportive	very enthusiastic and sincere	Definitely don't mind. It was a bit shocking but I would reconcile. It is good that it is informing of the emergency
Participant 5	5	4	6	1 or 3	Scenario 1 is friendly, sympathetic, kind and respectful Scenario 3, the tone is better		sympathetic	very slight difference in tone which makes a big difference, second one is more direct	Tone is better and more enthusiastic	Great test. Personal safety and health is important. "Ally is easiest thing possible with present technology and facilities available."
Average	5	4.8	5.2							
Generation X										
Participant 1	6	5	6	3	It is very casual and informal . A doctor isn't formal when talking about personal details		It was okay	Liked first one better, tone is difficult to comprehend. It felt a bit too forceful	very casual and informal	Would be shocked. It should not let the person know of the exact emergency but be more careful with the usage of words like stroke as it will put the person in bad shape
Participant 2	6	5	4	1	The first one was more empathetic so liked it the best		Everything is fine	It was a bit monotonous. There could be more empathy	It okay overall	Needs to sound more urgent. It sounded too calm so it didn't feel like an emergency. Should convince that medical assistance is needed by sounding more serious than calm
Participant 3	6	5	6	1 or 3	1 was very polite, kind and convincing . 3 was concise and nice		Really polite and convincing	Straightforward	It was fine but liked first better	I would take it positively and is a good caution for us.
Participant 4	2	4	3	2	Found more clarity in the answers and seemed to be more colloquial (relatable?)		Needs to be slower	Like it better because more colloquial	It was okay	Would work in situations where people are alone. It is good that it calls the emergency
Participant 5	5	4	5	1 or 3	1 was very polite and motivating and motherly . 3 was familiar and young with a personal touch		Tone is very polite and motivating	More formal and felt mechanical. More matter of fact	Familiar and young with a personal touch	Wouldn't feel too good. It could come as a suggestion to call than to diagnose. It shouldn't mention that it is a stroke, but just inform that immediate medical attention is required
Average	5	4.6	4.8							

	Scenario 1	Scenario 2	Scenario 3	Most preferred scenario	Reasoning	Scenario 1 reasoning	Scenario 2 reasoning	Scenario 3 reasoning	Strokes scenario
Millennials									
Participant 1	4	6	5	2	Because she sounds happier and more positive and uplifting	Could have been more enthusiastic. Needs to be more happy	Much more enthusiastic, more positive	Felt more personal, same as the first one	It feels intense, and will feel more reassured if it's not a hoax or overstatement like WebMD. It's good that it's not directly calling the ambulance, but the emergency room. It's better to be safe than sorry so would definitely keep it if this was a real product
Participant 2	5	5	6	3	This one is more enthusiastic and informal.	Was comfortable, kind and respectful	Kind and respectful	More enthusiastic and informal	It felt too calm. Needs to give more data about the situation
Participant 3	5	6	4	2	It was more personal while the first scenario it was more formal				Shouldn't say "keep calm" as that doesn't help. So it's a bit stressful. Would take it seriously since it makes me go through a set of steps to check what for stroke.
Participant 4	5	4	2	1	Sounded like a real person and was more motherly	Feels like a real person, friendly, natural and progressive	Feels programmed, straightforward and monotonous	Sounds fake and over excited	Would be confused as the tone is too calming. Would need it to be more alarming
Participant 5	5	4	4	1	Was friendly and exciting	Polite, felt a bit robotic, reassuring pretty conversational	Informal tone would be better, lifeless. This sounded very formal	Felt like talking to a younger person. Friendliest option. But not trustworthy	Tone seems calming but maybe too calming. There needs to be a bit more urgency in voice
Average	4.8	5	4.2						

The qualities described for all 3 scenarios by each generation

Qualities of each scenario as described by each generation			
	 Baby Boomers	 Generation X	 Millennials
Scenario 1	Friendly, helpful, concerned, reasonable, receptive, suggestive	Okay, Fine, Polite, Needs to be slower, motivating	Can be more enthusiastic, comfortable, respectful, feels like a real person, polite, robotic, reassuring
Scenario 2	Very concerned, detailed info, too straightforward, very direct, supportive	Feels forceful, monotonous, needs empathy, straightforward, colloquial, mechanical, to the point, formal	Positive, kind and respectful, feels programmed, straightforward, monotonous, lifeless, very formal
Scenario 3	Not much different from the 2nd, enthusiastic and sincere, better tone	Very casual, informal, okay, fine, okay, familiar, young, personal	More personal, same as the first, enthusiastic, informal, fake, over excited, feels like talking to a younger person, not trustworthy

C.4 Phrase Questionnaire Analysis

Analysis of the scores of the phrase questionnaire

	Phrase 1	Respect - Straightforward	Easy to understand - Relatable	Useful - Human	Kind-Honest	Meaningful - Trustworthy
Baby Boomers	Participant 1	5	1	3	5	1
	Participant 2	5	5	3	5	1
	Participant 3	5	4	4	5	4
	Participant 4	4	2	2	5	2
	Participant 5	5	1	1	2	1
	Average:	4.8	2.6	2.6	4.4	1.8
Generation X	Participant 1	5	1	1	5	1
	Participant 2	4	2	1	5	4
	Participant 3	5	5	1	5	1
	Participant 4	5	1	5	5	5
	Participant 5	4	4	4	4	2
	Average:	4.6	2.6	2.4	4.8	2.6
Millennials	Participant 1	5	1	1	3	3
	Participant 2	4	2	3	4	3
	Participant 3	5	3	4	5	2
	Participant 4	5	5	5	5	5
	Participant 5	5	4	3	3	2
	Average:	4.8	3	3.2	4	3
	Phrase 2	Respect - Straightforward	Easy to understand - Relatable	Useful - Human	Kind-Honest	Meaningful - Trustworthy
Baby Boomers	Participant 1	1	3	5	1	1
	Participant 2	1	1	1	2	3
	Participant 3	1	2	2	1	1
	Participant 4	3	2	1	4	2
	Participant 5	2	1	1	1	1
	Average:	1.6	1.8	2	1.8	1.6
Generation X	Participant 1	2	2	2	1	1
	Participant 2	1	4	1	4	1
	Participant 3	5	5	1	5	1
	Participant 4	2	3	3	4	2
	Participant 5	2	4	4	3	2
	Average:	2.4	3.6	2.2	3.4	1.4
Millennials	Participant 1	1	3	3	1	5
	Participant 2	2	2	4	2	4
	Participant 3	2	3	1	3	4
	Participant 4	5	5	1	5	5
	Participant 5	3	1	2	3	4
	Average:	2.6	2.8	2.2	2.8	4.4

	Phrase 3	Respect - Straightforward	Easy to understand - Relatable	Useful - Human	Kind-Honest	Meaningful - Trustworthy
Baby Boomers	Participant 1	3	5	1	3	3
	Participant 2	4	2	1	1	3
	Participant 3	4	4	4	4	4
	Participant 4	4	1	4	5	3
	Participant 5	1	1	1	1	1
	Average:	3.2	2.6	2.2	2.8	2.8
Generation X	Participant 1	1	1	3	2	2
	Participant 2	1	4	5	2	2
	Participant 3	1	5	5	1	1
	Participant 4	1	5	5	1	2
	Participant 5	3	4	2	2	2
	Average:	1.4	3.8	4	1.6	1.8
Millennials	Participant 1	3	1	3	3	3
	Participant 2	2	2	2	2	4
	Participant 3	1	4	1	2	5
	Participant 4	1	1	3	3	3
	Participant 5	4	2	4	3	3
	Average:	2.2	2	2.6	2.6	3.6

Preferences of each generation

		Phrase	Reasoning	
Baby Boomers	Participant 1	c	"It seems to be helpful"	
	Participant 2	b	"because it is respectful"	
	Participant 3	b	"because I feel this is the way we have to be inform to the receiver"	60% of the baby boomers prefer the second phrase, and it can also be seen that they have rated this phrase high on respect, kindness, usefullness, meaning and understanding.
	Participant 4	b	"It is very friendly and suggestive and it does not vascilate"	
			"Though social media falls unser the black box or time waster category, they sometimes give you useful information. If there is very little or no use"	The rest prefer the third sentence, which they believe
		Phrase	Reasoning	
Generation X	Participant 1	a	"because it is straight and honest"	
	Participant 2	b	"because it is an appeal that I feel that I can respect and accept"	This generation has an equal mix of prerences where 40% prefer the first sentence, 40% the third and 20% prefer the second sentence.
	Participant 3	c	"It is more polite and convincing"	The first sentence is prefered for the fact that it is direct and honest while the third is preferred for its suggestive nature which is found to be more convincing.
	Participant 4	a	"because it is straightforward"	The third sentence is found to be respectful, relatable, human, kind and meaningful
	Participant 5	c	"because it seems more like a suggestion than a command"	

		Phrase	Reasoning	
Millennials	Participant 1	a and c	a: "I feel that it is more assertive and affective for that context (of social media)" c: "It is more appropriate and less accusive than the first one, though I prefer the first for someone who uses social media in excess"	The millennials seem to prefer the second and third sentence and the first less. This is an interesting result, as it was expected that the millennials would prefer the first sentence. But as given in the quote, it seems that the first sentence is preferred only in certain contexts by millennials.
	Participant 2	b	"seems more personal" "c is also good, but more general"	The second sentence is seen as more respectful, easy to understand, useful, kind and trustworthy. It is interesting that they find this sentence trustworthy while the other two generations don't. This could also be owing to the context of the sentence and how relevant it is to millennials compared to the other generations.
	Participant 3	c	"I think it has a very mellow tone to it and is more kind and respectable way of saying it that might actually make me want to reduce my usage "	The third sentence is seen as the same as the second sentence, with the same characteristics. This ascertains the preferences in characteristics of the millennials as well.
	Participant 4	b	"It is a very constructive advice. It states why it is important for me to believe that I must reduce my hours on social media, as if there is a purpose in doing, as stated"	
	Participant 5	c	"Concise, polite but puts the message across effectively"	

The average of phrase scores per generation per phrase



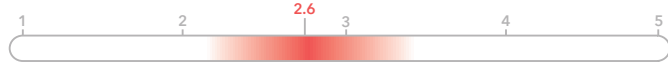
Phrase 1:
"You have not reduced your usage of Twitter and Facebook. You have wasted 3 hours on it."

Respect



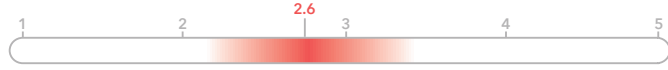
Straightforward

Easy to understand



Relatable

Useful



Human

Kind



Honest

Meaningful



Trustworthy



Respect



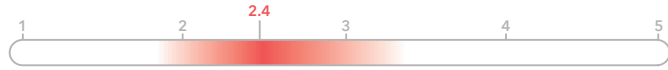
Straightforward

Easy to understand



Relatable

Useful



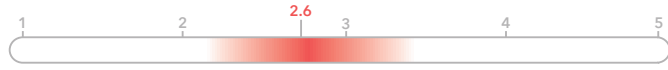
Human

Kind



Honest

Meaningful



Trustworthy

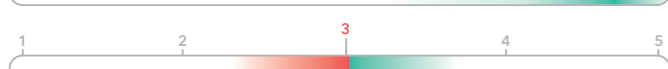


Respect



Straightforward

Easy to understand



Relatable

Useful



Human

Kind



Honest

Meaningful



Trustworthy



Phrase 2:
"I think it would really help you if you could reduce the usage of Facebook and Twitter by at least half an hour."

Respect



Straightforward

Easy to understand



Relatable

Useful



Human

Kind



Honest

Meaningful



Trustworthy



Respect



Straightforward

Easy to understand



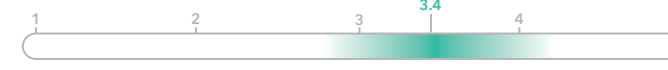
Relatable

Useful



Human

Kind



Honest

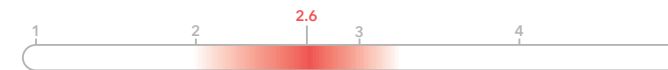
Meaningful



Trustworthy



Respect



Straightforward

Easy to understand



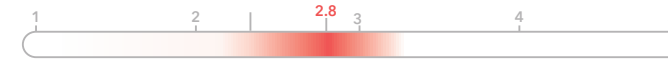
Relatable

Useful



Human

Kind



Honest

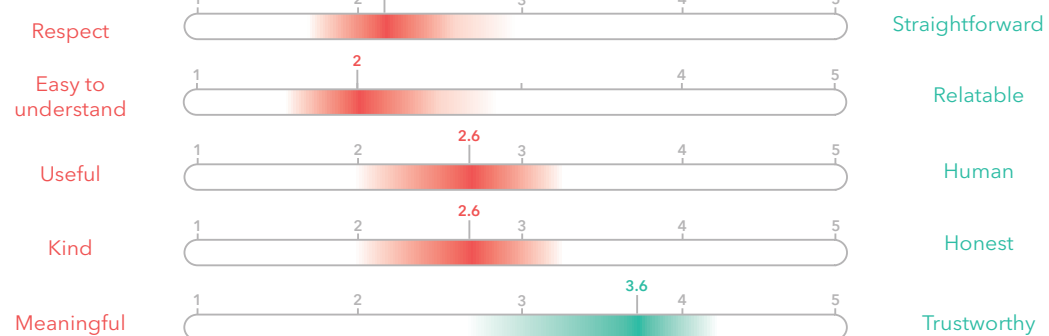
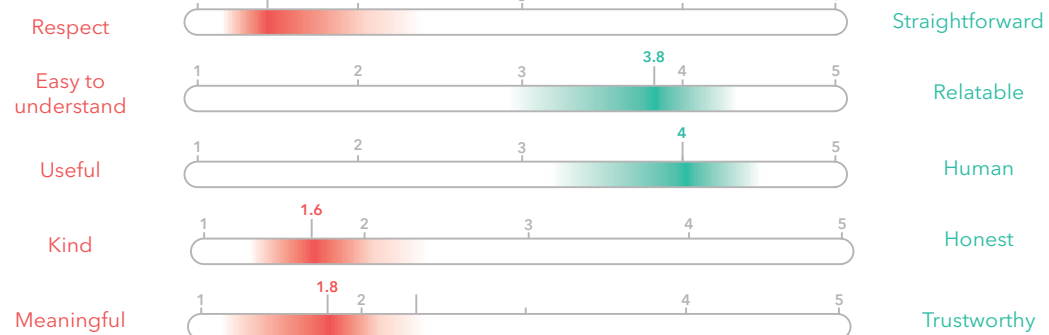
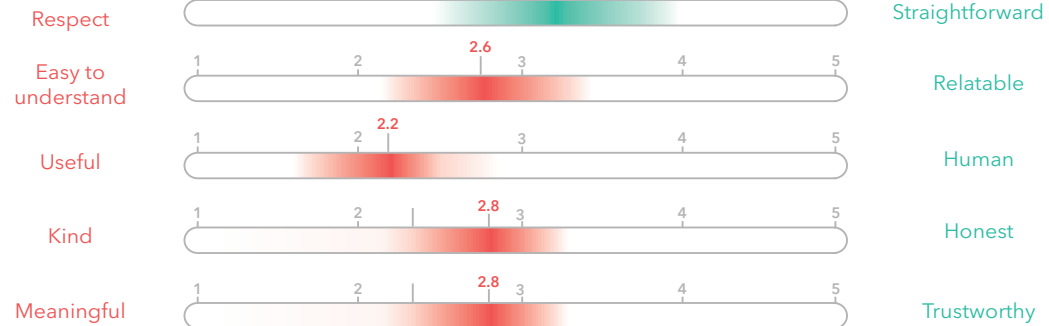
Meaningful



Trustworthy



Phrase 3:
"Perhaps being reducing Facebook usage by half an hour could help."



C.5 Consent forms

Consent Form

I agree to participate in the study conducted and video recorded by Sathya Ranjani R for her graduation project at the faculty of Industrial Design Engineering, TU Delft.

I understand and consent to the use and release of the recording by Sathya Ranjani. I understand that the information and recording is for educational purposes only and that my name and image will not be used for any other purpose. I relinquish any rights to the recording and understand the recording may be copied and used by Sathya Ranjani without further permission. I understand that participation in this study is voluntary and I agree to immediately raise any concerns or areas of discomfort during the session with the study administrator.

Please sign below to indicate that you have read and you understand the information on this form and that any questions you might have about the session have been answered.

Date 15/01/2018

Please enter your name and signature VAIBHAV RAGHAVAN / Vaibhav

Thank you!

I am grateful for your participation.

Sathya Ranjani

Consent Form

I agree to participate in the study conducted and video recorded by Sathya Ranjani R for her graduation project at the faculty of Industrial Design Engineering, TU Delft.

I understand and consent to the use and release of the recording by Sathya Ranjani. I understand that the information and recording is for educational purposes only and that my name and image will not be used for any other purpose. I relinquish any rights to the recording and understand the recording may be copied and used by Sathya Ranjani without further permission. I understand that participation in this study is voluntary and I agree to immediately raise any concerns or areas of discomfort during the session with the study administrator.

Please sign below to indicate that you have read and you understand the information on this form and that any questions you might have about the session have been answered.

Date 22/1/2018

Please enter your name and signature Dhee Venkateshan

Thank you!

I am grateful for your participation.

Sathya Ranjani

Consent Form

I agree to participate in the study conducted and video recorded by Sathya Ranjani R for her graduation project at the faculty of Industrial Design Engineering, TU Delft.

I understand and consent to the use and release of the recording by Sathya Ranjani. I understand that the information and recording is for educational purposes only and that my name and image will not be used for any other purpose. I relinquish any rights to the recording and understand the recording may be copied and used by Sathya Ranjani without further permission. I understand that participation in this study is voluntary and I agree to immediately raise any concerns or areas of discomfort during the session with the study administrator.

Please sign below to indicate that you have read and you understand the information on this form and that any questions you might have about the session have been answered.

Date 13th January 2018

Please enter your name and signature _____

A. Ananthi

Thank you!

I am grateful for your participation.

Sathya Ranjani

Consent Form

I agree to participate in the study conducted and video recorded by Sathya Ranjani R for her graduation project at the faculty of Industrial Design Engineering, TU Delft.

I understand and consent to the use and release of the recording by Sathya Ranjani. I understand that the information and recording is for educational purposes only and that my name and image will not be used for any other purpose. I relinquish any rights to the recording and understand the recording may be copied and used by Sathya Ranjani without further permission. I understand that participation in this study is voluntary and I agree to immediately raise any concerns or areas of discomfort during the session with the study administrator.

Please sign below to indicate that you have read and you understand the information on this form and that any questions you might have about the session have been answered.

Date 23.1.2018

Please enter your name and signature _____

Suba - Sh
(RAJESWARI RAMGESH)

Thank you!

I am grateful for your participation.

Sathya Ranjani

Consent Form

I agree to participate in the study conducted and video recorded by Sathya Ranjani R for her graduation project at the faculty of Industrial Design Engineering, TU Delft.

I understand and consent to the use and release of the recording by Sathya Ranjani. I understand that the information and recording is for educational purposes only and that my name and image will not be used for any other purpose. I relinquish any rights to the recording and understand the recording may be copied and used by Sathya Ranjani without further permission. I understand that participation in this study is voluntary and I agree to immediately raise any concerns or areas of discomfort during the session with the study administrator.

Please sign below to indicate that you have read and you understand the information on this form and that any questions you might have about the session have been answered.

Date 22-1-2018

Please enter your name and signature Kavshalya Rajan Klajan

Thank you!

I am grateful for your participation.

Sathya Ranjani

Consent Form

I agree to participate in the study conducted and video recorded by Sathya Ranjani R for her graduation project at the faculty of Industrial Design Engineering, TU Delft.

I understand and consent to the use and release of the recording by Sathya Ranjani. I understand that the information and recording is for educational purposes only and that my name and image will not be used for any other purpose. I relinquish any rights to the recording and understand the recording may be copied and used by Sathya Ranjani without further permission. I understand that participation in this study is voluntary and I agree to immediately raise any concerns or areas of discomfort during the session with the study administrator.

Please sign below to indicate that you have read and you understand the information on this form and that any questions you might have about the session have been answered.

Date 30th Jan 2018

Please enter your name and signature L. Jagannath
(Jagannath)

Thank you!

I am grateful for your participation.

Sathya Ranjani

Consent Form

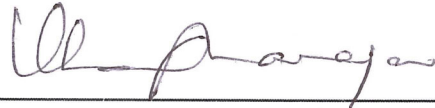
I agree to participate in the study conducted and video recorded by Sathya Ranjani R for her graduation project at the faculty of Industrial Design Engineering, TU Delft.

I understand and consent to the use and release of the recording by Sathya Ranjani. I understand that the information and recording is for educational purposes only and that my name and image will not be used for any other purpose. I relinquish any rights to the recording and understand the recording may be copied and used by Sathya Ranjani without further permission. I understand that participation in this study is voluntary and I agree to immediately raise any concerns or areas of discomfort during the session with the study administrator.

Please sign below to indicate that you have read and you understand the information on this form and that any questions you might have about the session have been answered.)

Date 22/1/18

Please enter your name and signature



Thank you!

I am grateful for your participation.

Sathya Ranjani

5

Consent Form

I agree to participate in the study conducted and video recorded by Sathya Ranjani R for her graduation project at the faculty of Industrial Design Engineering, TU Delft.

I understand and consent to the use and release of the recording by Sathya Ranjani. I understand that the information and recording is for educational purposes only and that my name and image will not be used for any other purpose. I relinquish any rights to the recording and understand the recording may be copied and used by Sathya Ranjani without further permission. I understand that participation in this study is voluntary and I agree to immediately raise any concerns or areas of discomfort during the session with the study administrator.

Please sign below to indicate that you have read and you understand the information on this form and that any questions you might have about the session have been answered.

Date 01.2018

Please enter your name and signature

RAJA GOPALAN :C.V. 

Thank you!

I am grateful for your participation.

Sathya Ranjani


Consent Form

I agree to participate in the study conducted and video recorded by Sathya Ranjani R for her graduation project at the faculty of Industrial Design Engineering, TU Delft.

I understand and consent to the use and release of the recording by Sathya Ranjani. I understand that the information and recording is for educational purposes only and that my name and image will not be used for any other purpose. I relinquish any rights to the recording and understand the recording may be copied and used by Sathya Ranjani without further permission. I understand that participation in this study is voluntary and I agree to immediately raise any concerns or areas of discomfort during the session with the study administrator.

Please sign below to indicate that you have read and you understand the information on this form and that any questions you might have about the session have been answered.

Date 23/01/2018

Please enter your name and signature IRSHAD ALI KHAN 

Thank you!

I am grateful for your participation.

Sathya Ranjani

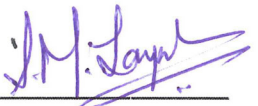
Consent Form

I agree to participate in the study conducted and video recorded by Sathya Ranjani R for her graduation project at the faculty of Industrial Design Engineering, TU Delft.

I understand and consent to the use and release of the recording by Sathya Ranjani. I understand that the information and recording is for educational purposes only and that my name and image will not be used for any other purpose. I relinquish any rights to the recording and understand the recording may be copied and used by Sathya Ranjani without further permission. I understand that participation in this study is voluntary and I agree to immediately raise any concerns or areas of discomfort during the session with the study administrator.

Please sign below to indicate that you have read and you understand the information on this form and that any questions you might have about the session have been answered.

Date 24/1/2018

Please enter your name and signature S.M. JAYAKER. 

Thank you!

I am grateful for your participation.

Sathya Ranjani

Consent Form

I agree to participate in the study conducted and video recorded by Sathya Ranjani R for her graduation project at the faculty of Industrial Design Engineering, TU Delft.

I understand and consent to the use and release of the recording by Sathya Ranjani. I understand that the information and recording is for educational purposes only and that my name and image will not be used for any other purpose. I relinquish any rights to the recording and understand the recording may be copied and used by Sathya Ranjani without further permission. I understand that participation in this study is voluntary and I agree to immediately raise any concerns or areas of discomfort during the session with the study administrator.

Please sign below to indicate that you have read and you understand the information on this form and that any questions you might have about the session have been answered.

Date 27/1/18

Please enter your name and signature S. NAXEEMA BEGUM

S. Naxeema

Thank you!

I am grateful for your participation.

Sathya Ranjani

Consent Form

I agree to participate in the study conducted and video recorded by Sathya Ranjani R for her graduation project at the faculty of Industrial Design Engineering, TU Delft.

I understand and consent to the use and release of the recording by Sathya Ranjani. I understand that the information and recording is for educational purposes only and that my name and image will not be used for any other purpose. I relinquish any rights to the recording and understand the recording may be copied and used by Sathya Ranjani without further permission. I understand that participation in this study is voluntary and I agree to immediately raise any concerns or areas of discomfort during the session with the study administrator.

Please sign below to indicate that you have read and you understand the information on this form and that any questions you might have about the session have been answered.

Date 23/1/18

Please enter your name and signature V. N. SANDEEP.

Thank you!

I am grateful for your participation.

Sathya Ranjani

Consent Form

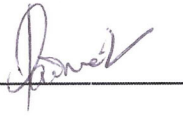
I agree to participate in the study conducted and video recorded by Sathya Ranjani R for her graduation project at the faculty of Industrial Design Engineering, TU Delft.

I understand and consent to the use and release of the recording by Sathya Ranjani. I understand that the information and recording is for educational purposes only and that my name and image will not be used for any other purpose. I relinquish any rights to the recording and understand the recording may be copied and used by Sathya Ranjani without further permission. I understand that participation in this study is voluntary and I agree to immediately raise any concerns or areas of discomfort during the session with the study administrator.

Please sign below to indicate that you have read and you understand the information on this form and that any questions you might have about the session have been answered.

Date 27-Jan-2018

Please enter your name and signature

Padma Thyagarajan 

Thank you!

I am grateful for your participation.

Sathya Ranjani

Appendix D

D.1 Voice User Test Questionnaire

Intro Screen

Text	Hello! I am Sathya Ranjani, and I am currently pursuing my Masters in Design for Interaction, at Delft University of Technology, The Netherlands. I am currently working on my master thesis in developing a product with a voice user interface that the user would have conversations with. For this, I need your help in identifying certain qualities in different voices. By filling this survey, you will be helping me figure out the voice characteristics people prefer in products. Your answers will have a direct impact on the choices I make with regard to my graduation project. So I would be grateful if you could fill this intently.
Custom Field 1	Name
Custom Field 2	Age
Custom Field 3	Email id (Optional)

Questions

Play the audio file given above. From the following, tick the qualities you associate with this voice. (If you want to add other qualities or characteristics to this voice, kindly do so in the black space given after the options)

Answer 1	Friendly
Answer 2	Caring
Answer 3	Assertive
Answer 4	Authoritative
Answer 5	Enabling
Answer 6	Supportive
Answer 7	Trustworthy
Answer 8	Soft
Answer 9	Practical/Pragmatic
Additional Text	(Others)

For which purpose(s) would you prefer this voice for?

- | | |
|------------------------|--|
| Answer 1 | Direction instructions |
| Answer 2 | Medical advice conversations |
| Answer 3 | Sales conversations |
| Answer 4 | None of the above |
| Additional Text | Why do you think this voice suits the task(s) you have chosen? |

Map the voice you hear above to one of the pictures below. (If the voice you heard above had a face, which of the following would it be?)

Mathew



Martin



Glen



Maxwell



Sam

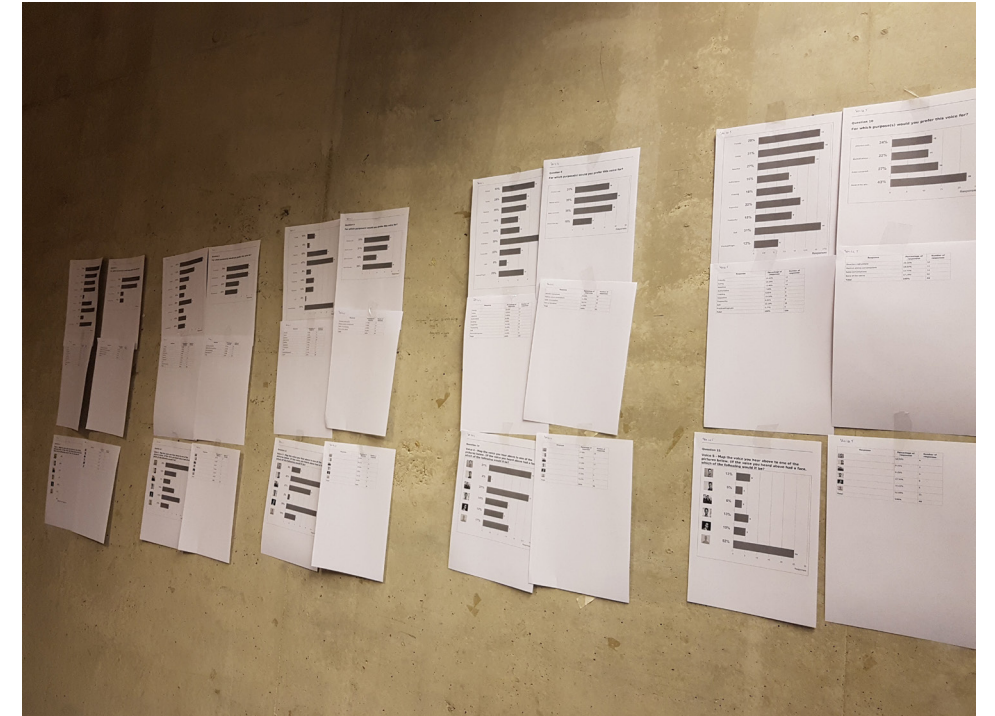


What sort of a personality do you expect Sam (Picture above) to have? (You can add your own characteristics in the blank box at the end) Select all that apply.

- | | |
|------------------------|-------------------------|
| Answer 1 | Friendly |
| Answer 2 | Kind and Helpful |
| Answer 3 | Practical/Pragmatic |
| Answer 4 | Caring |
| Answer 5 | Strict |
| Answer 6 | Laid back |
| Answer 7 | Ingelligent/Smart |
| Additional Text | (Other characteristics) |

D.2 Analysis of the Questionnaire

The stats from the questionnaire were placed on the wall and analysed



2 of the 5 voices were eliminated since they didn't get high scores for "Medical advice conversations" as usage.

