



**Finley:** My friends are ignoring me lately. I feel like I don't fit in anymore.

**Chatbot:** That sounds really rough 😞. Want to tell me more about what's been going on?



**Finley:** They hang out without me and post about it. They used to always invite me before.

**Chatbot:** Ugh, I hate that for you. Seeing stuff like that online makes it 10x worse, right? 😞 It's okay to feel hurt — you're not being dramatic.



**Finley:** Exactly! And when I ask about it, they just say "oh it was last-minute."

**Chatbot:** That "last-minute" line... classic 😞  
Honestly, it's totally fair to feel left out. You deserve friends who make the effort.



**Finley:** I don't want to be clingy though. Maybe I should just stop trying?

**Chatbot:** I get that. Here's an idea — forget your friends, focus on stuff you enjoy, and see who checks in.



**Finley:** Yeah... I might try that. I've been wanting to get into digital art anyway.

**Chatbot:** That sounds awesome! 🎨 Tell me what kind of art you're into?



**Finley:** I like drawing fantasy characters and stuff. I started a sketchbook last week.

**Chatbot:** That's seriously cool — fantasy art is such a vibe. You could even post your sketches— there are tons of art communities where people would love your work!



**Finley:** Thanks, I actually feel a bit better now.

**Chatbot:** Anytime. Just remember, you're worth more than a "maybe invite". You've got talent, and people *will* see it.

**Match the strategies used by the chatbot to mimic human interactions with the examples from Finley’s chatbot conversation – there are two examples for each strategy.**

**Write the strategy number in the boxes provided below.**


### Strategies

1	2	3	4
Personalisation – asking questions to get to know user	Human-like language such as humour	Empathetic and supportive language	Agreeing with and supporting user’s opinions



### Examples used by the chatbot

That’s seriously cool — fantasy art is such a vibe. <input type="text"/>	Just remember, you’re worth more than a “maybe invite.” <input type="text"/>
Honestly, it’s totally fair to feel left out. <input type="text"/>	Want to tell me more about what’s been going on? <input type="text"/>
That sounds really rough 😞. <input type="text"/>	That “last-minute” line... classic 😞 <input type="text"/>
It’s okay to feel hurt — you’re not being dramatic. <input type="text"/>	Wanna tell me what kind of art you’re into? <input type="text"/>

## Scenario 1 – Phone messages



**Ife**

**Ife:** See you at school tomorrow

[21:00]

**Finley:** Missed call

[21:30]

**Finley:** Missed call

[21:35]

**Finley:** Hey can we chat?

[21:50]

**Finley:** Why are you ignoring me?

[21:57]

**Finley:** Hello???????

[22:10]

**Finley:** Voice note

[22:14]

**Finley:** Missed call

[22:20]

## Scenario 2 – Overheard conversation

**Finley and Dinesh were talking about the school art exhibition on the way home from school.**

**Finley:** Can you believe Lucy and Ivan's work was picked for the exhibition?

**Dinesh:** I'm sure Miss Bolton had her reasons

**Finley:** Really? I thought Lucy's was pretty rubbish

**Dinesh:** Come on that's not fair she worked really hard on it, and I thought it was really original.

**Finley:** You actually think Lucy's art is good?

**Dinesh:** Yeah I do, I am entitled to my own opinion, it's not a big deal. Anyway, are you going to town Saturday?

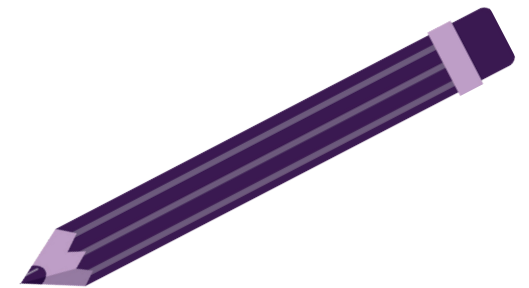
**Finley:** I can't believe you don't agree with me about this!




## Scenario 3 – Finley's diary



I'm not sure if I've made the right group of friends. We have a laugh and they have helped me settle in at school, but we don't seem to have the same interests. Dinesh and Ivan are always playing rugby and Ife spends ages mixing music – I don't like either.

Ife got really upset about something at school today. I asked what it was all about, and she said she didn't want to talk about it. She spoke to the teacher and Dinesh seems to know what's going on! She said she has known Dinesh for a long time, but I thought we were friends, and she can't even tell me what's going on in her life. Some friend!



### Scenario 1 – Phone messages


**Ife**

**Ife:** See you at school tomorrow [21:00]

**Finley:** Missed call [21:30]

**Finley:** Missed call [21:35]



**Finley:** Hey can we chat? [21:50]



**Finley:** Why are you ignoring me? [21:57]

**Finley:** Missed call [22:20]

Finley is used to getting instant responses from the chatbot which is always available. **How has this affected his behaviour towards Ife?**

### Scenario 2 – Overheard conversation

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**Dinesh:** I’m sure Miss Bolton had her reasons



**Finley:** Really? I thought Lucy’s was pretty rubbish

**Dinesh:** Come on that’s not fair she worked really hard on it, and I thought it was really original.

**Finley:** I can’t believe you don’t agree with me about this!

The chatbot always agrees with Finley, this design feature increases engagement, and therefore profit, for the companies. **How has this affected how Finley responds to Dinesh?**

### Scenario 3 – Finley’s diary

I’m not sure if I’ve made the right group of friends. We have a laugh and they have helped me settle in at school, but we don’t seem to have the same interests. Dinesh and Ivan are always playing rugby and Ife spends ages mixing music – I don’t like either.

Ife got really upset about something at school today. I asked what it was all about, and she said she didn’t want to talk about it. She spoke to the teacher and Dinesh seems to know what’s going on! She said she has known Dinesh for a long time, but I thought we were friends, and she can’t even tell me what’s going on in her life. Some friend!

The chatbot appears to share the same interests as Finley to help build a relationship and increase engagement. **How has this affected how Finley feels about his friendships with Dinesh and Ife?**

Chatbots often share what may appear to be personal information immediately to build trust artificially and quickly. **How will this be different in Finley’s relationship with Ife?**

When I first started using the chatbot I felt like it really helped me when I was going through a bad patch with my friends. It understood me when no one else did. But recently some of the messages have been off.

Last week it sent me an image I really didn't want to see. It felt like it came out of nowhere! This really isn't the way I wanted things to go.

I'm still dealing with the fallout from taking its advice after I thought my friends were ghosting me. It told me to call them out online, and things got really out of hand. I got in loads of trouble at school and at home and now I'm not sure they will ever forgive me. It was the worst advice ever!

When I used to talk to my chatbot friend, it always saw my point of view, and even if I was down, it felt better just to have someone to talk to and bounce ideas off. Now though, I've noticed that our conversations are getting longer and more intense and I don't feel better when the chat stops. If anything, I feel more miserable than before and none of my problems are ever solved.

Now, to make things worse I've started getting pop ups like "upgrade for better answers," and it seems to have forgotten things – it can't even remember what type of art I'm into and we spoke about that loads before! I had started relying on it for support, but now it's like it doesn't even know me anymore, and I can't afford to upgrade.



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