

AUDIOSCRIPTS

EVOLVE LEVEL 6, Unit Quiz 1A

- Jack** Hey, Amanda. Why are you smiling?
- Amanda** I just saw this hilarious video. Two chatbots, one male, one female, having a conversation with each other.
- Jack** Really? What did they talk about?
- Amanda** Well, after they greeted each other, they started arguing.
- Jack** How typical!
- Amanda** Then the male bot identifies the female as a robot.
- Jack** Wow. That's pretty amazing.
- Amanda** Then she says, "together we are robots." And he says, "I am not a robot. I am a unicorn."
- Jack** A unicorn! That's so funny! I didn't know robots had a sense of humor. I thought they could only say what they are told to.
- Amanda** I get where you're coming from, but these days chatbots are more intuitive. They draw from a large data pool and it's possible they are repeating something they have read or heard.
- Jack** It's amazing. Have you ever spoken with a chatbot?
- Amanda** I think so. When I call the phone company, I inevitably have to answer a series of questions from a machine. I hate that. It's so frustrating. They ask you what the problem is, and it doesn't matter what you say – they don't understand you. Eventually I just stop talking and they transfer me to a human.
- Jack** I understand what you're saying, but I bet it saves the company a lot of money.
- Amanda** I guess so, but it wastes a lot of my time.
- Jack** I'm sure they will get better though. Look at the quality of voice recognition on phones.
- Amanda** You have a good point there. I was skeptical at first but my virtual assistant is actually quicker at opening apps than me searching for them manually. And now instead of typing a message, I dictate it. It's not 100% accurate, but it still saves me time.
- Jack** Yep. These things can only get better.
- Amanda** I agree.