

And first of all, I'd like to tell you about myself and the study that we're doing. So as I told you before, I'm doing my master's degree, the double degree at Politecnico di Torino. And my master's thesis is dedicated to study about chatGPT, or all the other AI chatbots. and how will they influence on our society from the economical and from the social perspective. So I'm trying to talk with the experts in this sphere, from the business sphere and from the academic sphere, also with the professors from our university. Through the interviews, I'm trying to figure out their thoughts about it, their prognosis and the trends.

So if you mind, we can start.

I read at your Polito profile that you are focusing a lot on Economics and Innovation management at your career. It would be great if you share some information about you. Could you please tell me What do you do?

### Part 1 . Introduction.

1. Name, Surname of a respondent
2. What is the scope of your work (specialization, scientific field)?
3. What is your experience with chatbots for specific industries or use cases?

### Part 2. Interview body.

4. What are the main concerns of people (employees) when it comes to such technology as AI chatbots?
5. Can people have a resistance towards AI chatbots - why and how can we work with it?
6. Do general people understand what AI and chatbots are and how do they work? Maybe the fear is based on ignorance?

Lets talk a little bit about the labor market effects

7. In what extent will ChatGPT affect the traditional way of working?
8. How do you assess the role of AI chatbots in the labor market and what contribution they can make to various industries?
9. Do you think the use of AI chatbots will affect the number of jobs in industries where they will be widely used?
10. What qualifications and skills will be in demand in the labor market due to the spread of AI chatbots?
11. What problems (technical, cultural, social) may arise when transferring companies to AI technologies?
12. How do you ensure the security and privacy of user data in chatbots?

### Part 3. Future trends.

13. What strategies could be used to increase user engagement with a chatbot?
14. What new jobs will be created?
15. What is the future of chatbots in Italy? Will they be used, will they be considered useful, and how soon?