

# Online Appendix to “Identity Disclosure and Anthropomorphism in Voice Chatbot Design: A Field Experiment” (Yuqian Xu, Hongyan Dai, and Wanfeng Yan)

## Appendix A: Post-Experiment Effects

In addition to our main analyses, we seek to examine the post-experiment effects of our proposed anthropomorphism improvement solutions after the focal platform implemented them. To achieve this, we engaged in several rounds of discussion with the company and were able to randomly select 1,000 drivers from the entire driver population to examine their behavioral changes after the implementation. We obtained access to their phone call records with our focal platform, and among these 1,000 drivers, 572 had received outbound calls made by the chatbot both before and after the implementation of the solutions until December 14th, 2022. We then conducted a before-after analysis ( $AfterImp = 1$  if the period is after the implementation) using data from these 572 drivers, excluding the period of our experiment, to eliminate the potential impact of different treatment conditions. The results, presented in Table EC.1, once again demonstrate positive effects on the response rate and order acceptance intention, indicating the potential presence of post-experiment effects of our proposed anthropomorphism improvement solutions.

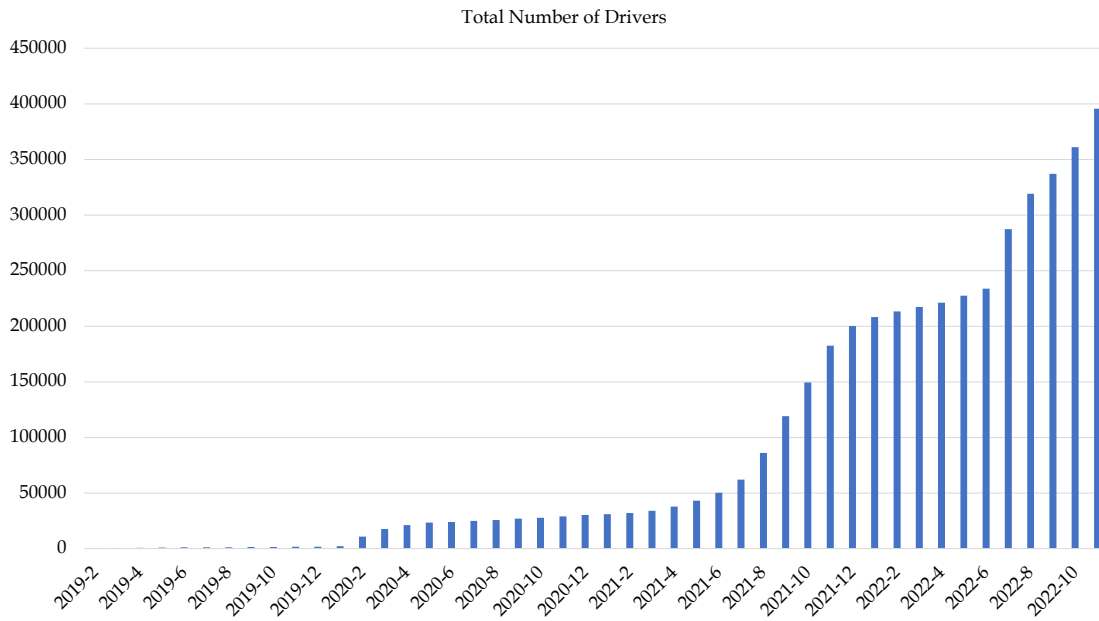
**Table EC.1 Post-Experiment Effects**

	<i>response</i>			<i>length</i>	<i>intention</i>		
	Logit	Probit	LPM	OLS	Logit	Probit	LPM
AfterImp	0.634*** (0.179)	0.341*** (0.0936)	0.0681*** (0.0195)	0.0360 (0.0562)	0.515*** (0.116)	0.321*** (0.0716)	0.124*** (0.0276)
Controls	Yes	Yes	Yes	Yes	Yes	Yes	Yes
$N$	1,540	1,540	1,540	1,540	1,537	1,537	1,540
(Pseudo) $R^2$	0.028	0.028	0.022	0.019	0.037	0.037	0.050

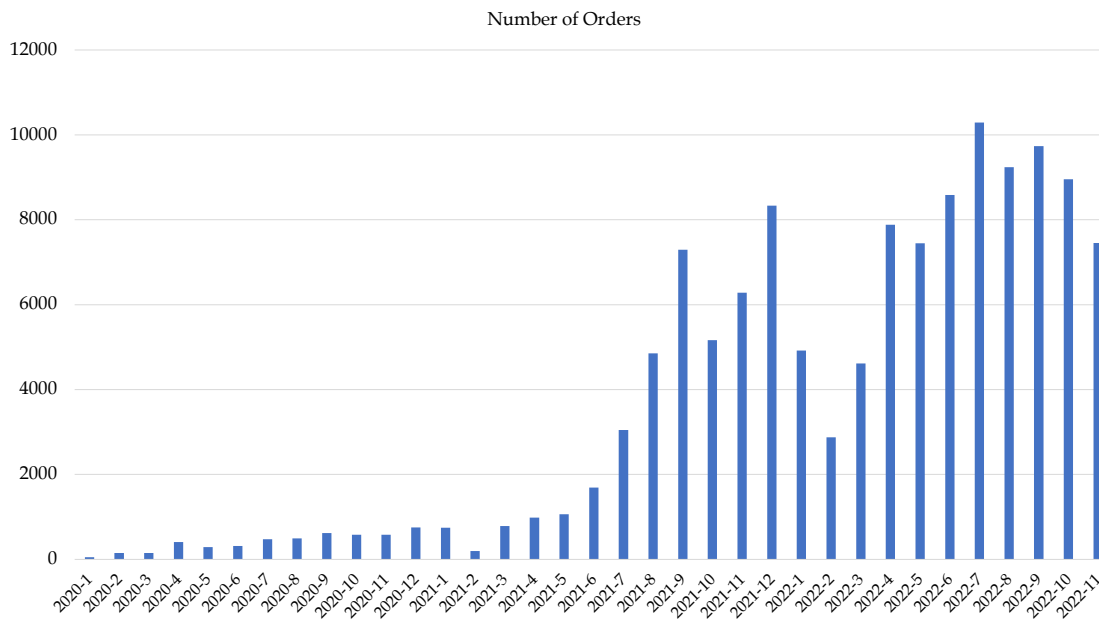
Standard errors are given in parentheses.

\*\*\*  $p < 0.001$ , \*\*  $p < 0.01$ , \*  $p < 0.05$

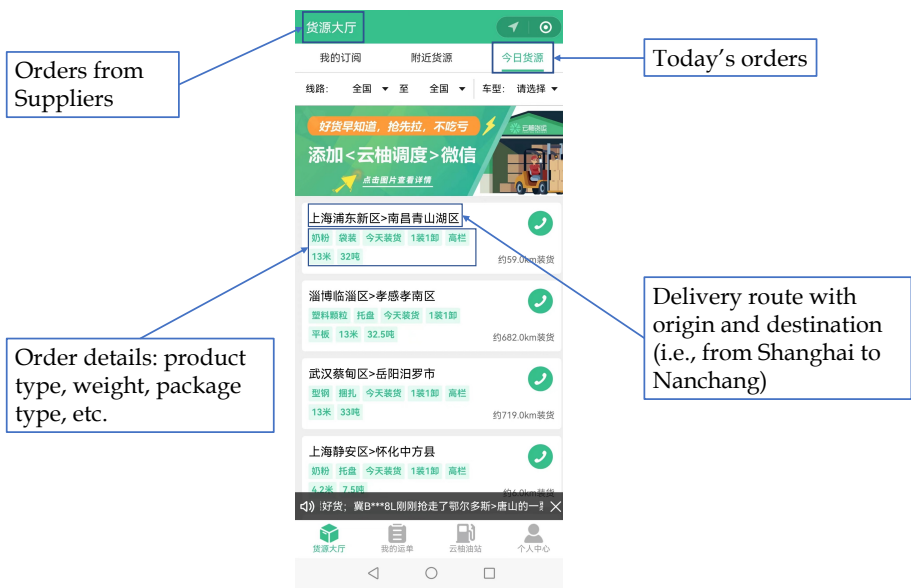
## Appendix B: Figures and Tables



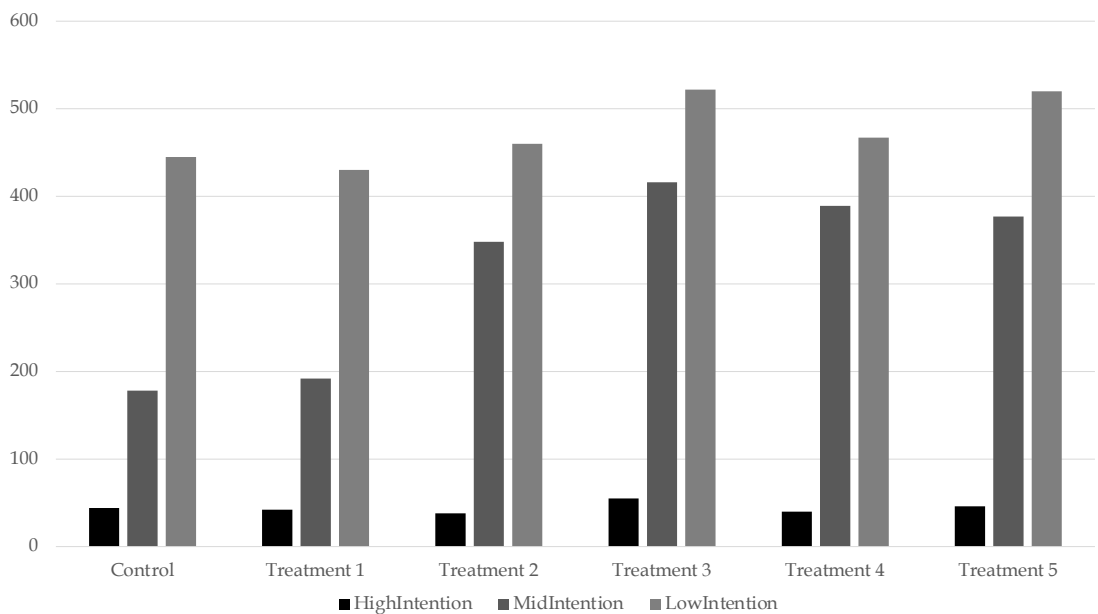
**Figure EC.1** Total Number of Drivers



**Figure EC.2** Number of Orders



**Figure EC.3** Sample YunYou Freight App Page



**Figure EC.4** Intention Distribution

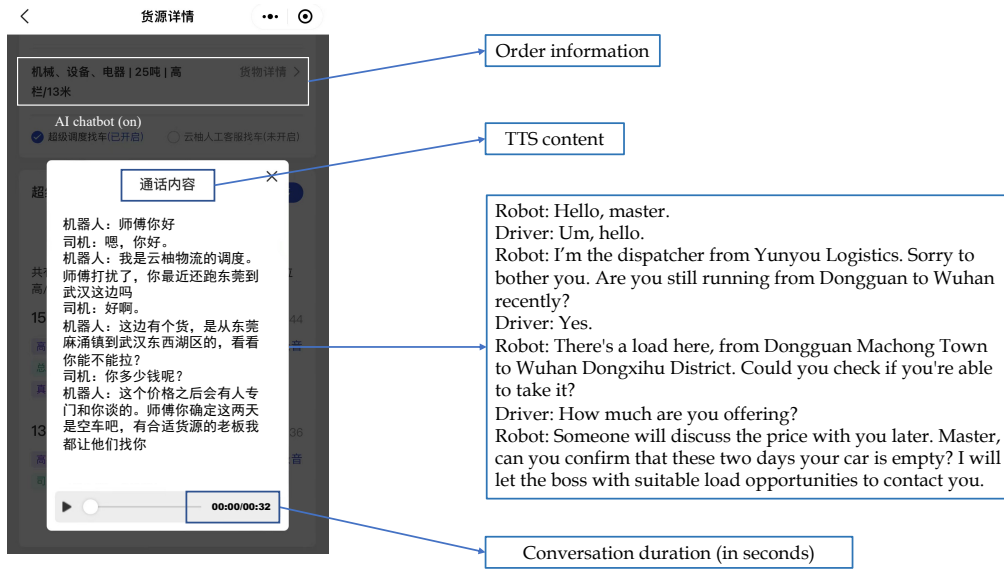


Figure EC.5 Sample Recording in the Control Group

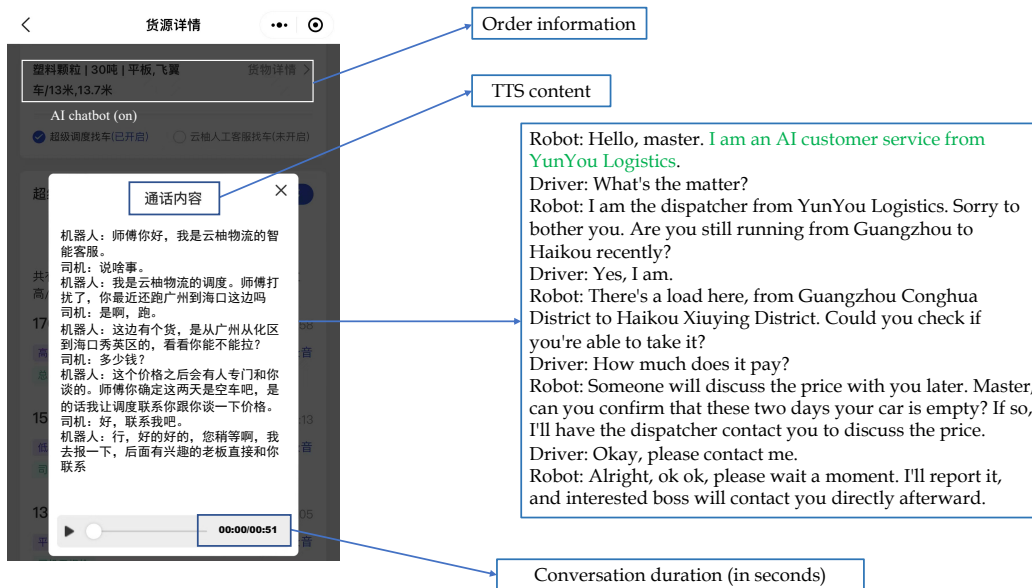
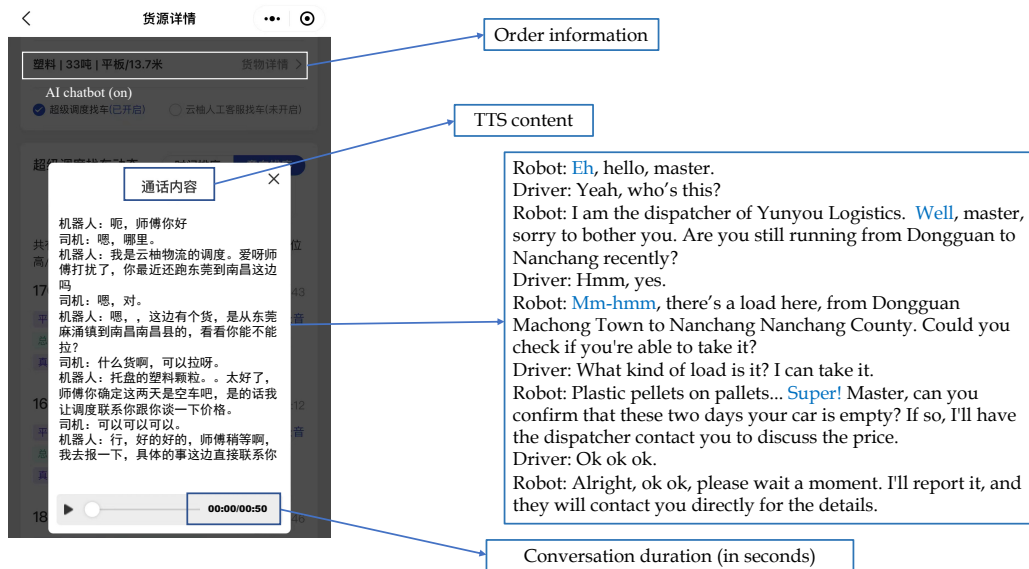
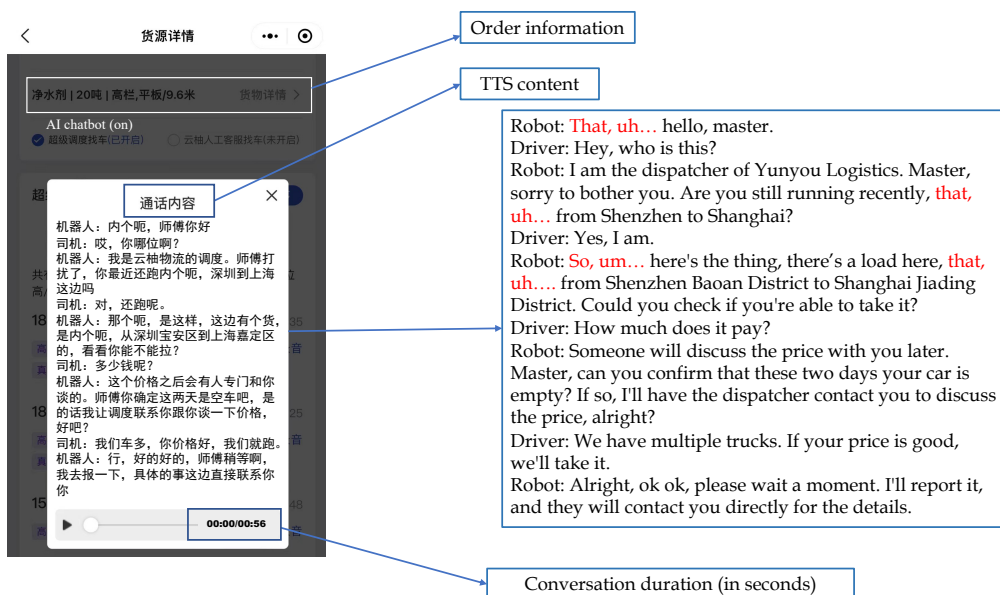


Figure EC.6 Sample Recording in the Treatment 1 Group



**Figure EC.7 Sample Recording in the Treatment 2 Group**



**Figure EC.8 Sample Recording in the Treatment 3 Group**

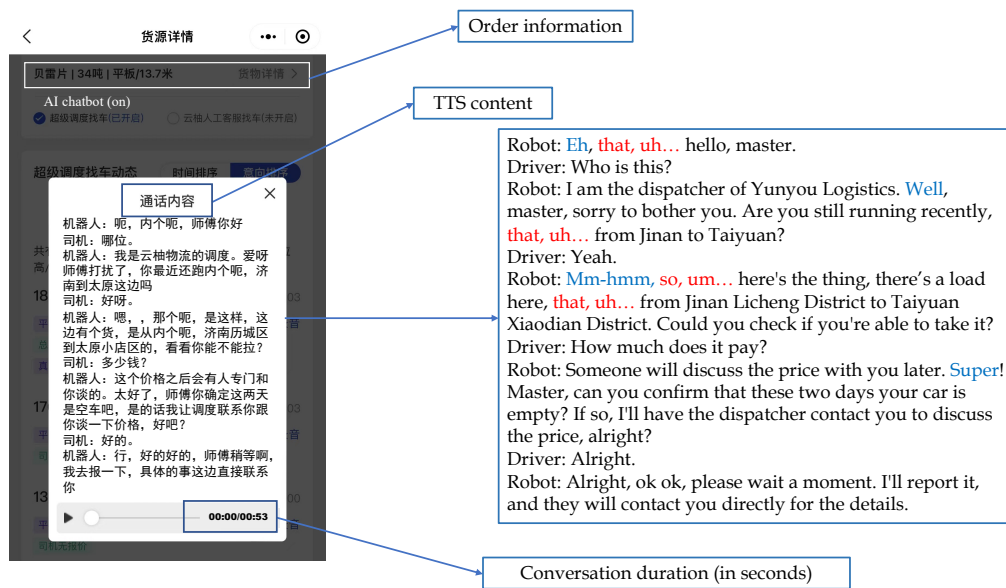


Figure EC.9 Sample Recording in the Treatment 4 Group

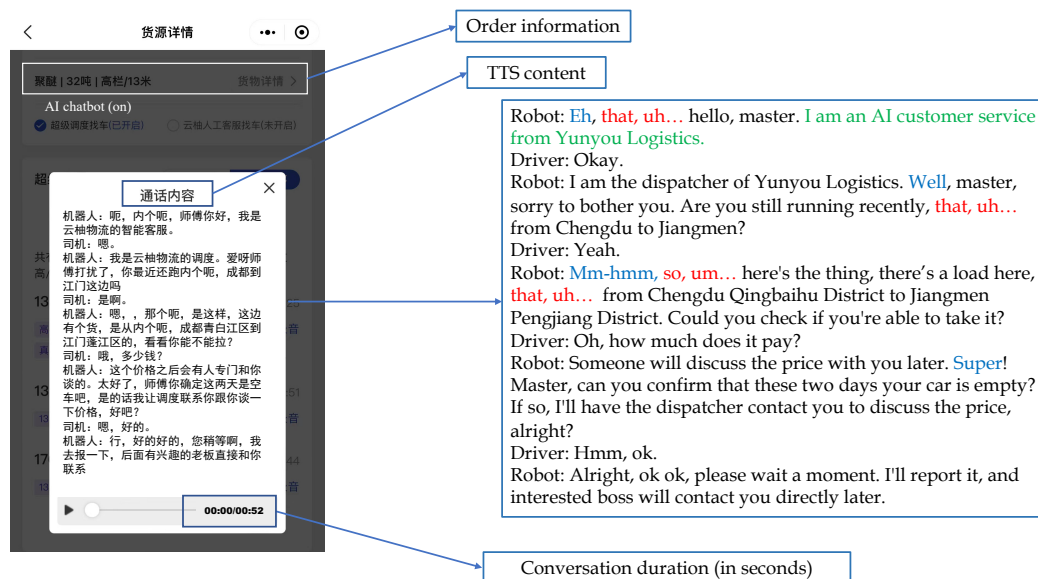


Figure EC.10 Sample Recording in the Treatment 5 Group

The screenshot shows a mobile application interface for a voice chatbot. At the top, it says '货源详情' (Source Details) and '机械、设备、电器 | 25吨 | 高栏/13米' (Machinery, Equipment, Electrical | 25 tons | High Rack/13m). Below this, there's a section for 'AI chatbot (on)' with options for '超级调度找车(已开启)' (Super Scheduling Find Car (On)) and '云轴人工客服找车(未开启)' (Cloud Axis人工客服找车 (Off)). A '通话内容' (Call Content) window is open, displaying a transcript of the conversation. A play button and a timer showing '00:00/00:32' are at the bottom of the transcript. Annotations with arrows point from the transcript to a larger text box on the right, which contains the TTS content of the conversation. The annotations are: 'Order information' pointing to the top header, 'TTS content' pointing to the transcript, 'To change the topic' pointing to the word 'Huh' in the transcript, and 'Conversation duration (in seconds)' pointing to the timer.

**Order information**

**TTS content**

Robot: Eh, that, uh... hello, master.  
 Driver: Hello.  
 Robot: I am the dispatcher of Yunyou Logistics. Well, master, sorry to bother you. Are you still running recently, that, uh... from Shijiazhuang to Guangzhou?  
 Driver: No, I have not.  
 Robot: Well, there was a, that, uh... load from Shijiazhuang Yuanshi County to Guangzhou Zengcheng District that was assigned to you. In that case, where is your truck currently located?  
 Driver: My truck is currently in Hebei.  
 Robot: **Huh**, master, are you currently driving with an empty truck?  
 Driver: I'm not running with empty truck; I have a load.  
 Robot: **Huh**, then where is your shipment headed to?  
 Driver: My shipment is going to Tianjin.  
 Robot: **Huh**, by the way, master, when do you expect to arrive there?  
 Driver: Today.  
 Robot: Alright, well, master, goodbye, and we will contact you if we have any shipments in the future!

**To change the topic**

**Conversation duration (in seconds)**

**Figure EC.11** Example with "Huh" to Change the Topic

请您根据刚才听到的两段对话录音，分别对A对话和B对话进行打分。

Please rate the following items for recordings A and B

\*1. 请您对音频的自然程度打分。  
假的 (1分) —— 自然的 (6分)

1 2 3 4 5 6

A ○ ○ ○ ○ ○ ○

B ○ ○ ○ ○ ○ ○

1. Please rate the naturalness: fake (1) natural (6)

\*2. 您觉得音频是人类对话还是机器人与人类的对话。  
机器人的 (1分) —— 人类的 (6分)

1 2 3 4 5 6

A ○ ○ ○ ○ ○ ○

B ○ ○ ○ ○ ○ ○

2. Please rate if the conversation is human-like: machine-like (1) human-like (6)

\*3. 音频中的调度客服是否存在意识?  
无意识的 (1分) —— 有意识的 (6分)

1 2 3 4 5 6

A ○ ○ ○ ○ ○ ○

B ○ ○ ○ ○ ○ ○

3. Please rate how conscious the agent is: unconscious (1) conscious (6)

4. Please rate how real the agent is: artificial (1) lifelike (6)

5. Please rate the content of the conversation: rigidly (1) elegantly (6)

\*4. 您觉得对话是否为人工合成的?  
人工合成的 (1分) —— 真实的 (6分)

1 2 3 4 5 6

A ○ ○ ○ ○ ○ ○

B ○ ○ ○ ○ ○ ○

\*5. 请您对对话的内容打分。  
内容僵硬 (1分) —— 内容流畅 (6分)

1 2 3 4 5 6

A ○ ○ ○ ○ ○ ○

B ○ ○ ○ ○ ○ ○

4. Please rate the content of the conversation: rigidly (1) elegantly (6)

Figure EC.12 Sample Survey

**Table EC.2** Trend of Drivers and Orders

Month	2020-1	2020-2	2020-3	2020-4	2020-5	2020-6	2020-7
drivers	2098	10631	17509	21020	23353	23968	24782
orders	49	154	151	409	293	316	477
Month	2020-8	2020-9	2020-10	2020-11	2020-12	2021-1	2021-2
drivers	25716	26832	27740	28829	30103	31000	31863
orders	492	622	579	580	750	744	197
Month	2021-3	2021-4	2021-5	2021-6	2021-7	2021-8	2021-9
drivers	34080	37815	42972	50120	61889	86107	118985
orders	783	986	1067	1694	3051	4852	7296
Month	2021-10	2021-11	2021-12	2022-1	2022-2	2022-3	2022-4
drivers	149409	182435	200245	208178	213259	217275	221051
orders	5166	6284	8333	4922	2877	4616	7883
Month	2022-5	2022-6	2022-7	2022-8	2022-9	2022-10	2022-11
drivers	227459	233814	287282	319164	336969	360891	395484
orders	7446	8582	10289	9237	9738	8956	7450

*Notes.* 1. This table presents the total number of registered drivers, while only around 1/4th of these drivers are active users engaged in our focal platform.  
 2. Given the potential demand-supply mismatch in this business context, our focal platform usually assigns a single order to approximately 10 drivers to increase the likelihood of finding a suitable match among them. To enable this dispatching process, our focal platform always strives to expand the pool of available drivers, even when the number of available orders is relatively smaller. As a result, we always see more drivers than orders.

**Table EC.3** Mapping between the English and Chinese Characters

Interjections (English)	Chinese Characters
super; yes; well; eh; mm-hmm; gosh; alas; uh	太好了; 对呀; 爱呀; 呃; 嗯。。; 哎呀; 唉; 唔
Filler Words (English)	Chinese Characters
so, um; that, uh; hmm; then; huh	那个呃; 内个呃; 哼; 那么; 咦

**Table EC.4 Full Results of the Main Estimation**

	<i>response</i>			<i>length</i>	<i>intention</i>		
	Logit	Probit	LPM	OLS	Logit	Probit	LPM
Treatment 1:	-0.704***	-0.402***	-0.111***	0.0128	0.0345	0.0218	0.00814
Chatbot Identity Disclosure	(0.0859)	(0.0485)	(0.0110)	(0.0334)	(0.0692)	(0.0427)	(0.0165)
Treatment 2:	0.546***	0.285***	0.0561***	0.0375	0.418***	0.260***	0.101***
Interjections	(0.106)	(0.0552)	(0.0109)	(0.0332)	(0.0679)	(0.0422)	(0.0164)
Treatment 3:	0.770***	0.398***	0.0726***	0.112***	0.807***	0.504***	0.197***
Fillers	(0.113)	(0.0577)	(0.0110)	(0.0335)	(0.0686)	(0.0426)	(0.0165)
Treatment 4:	0.770***	0.394***	0.0728***	0.121***	0.548***	0.341***	0.133***
Interjections and Fillers	(0.112)	(0.0573)	(0.0109)	(0.0333)	(0.0680)	(0.0422)	(0.0164)
Treatment 5:	0.147	0.0787	0.0175	0.0718*	0.615***	0.383***	0.150***
Interjections, Fillers, and Disclosure	(0.0966)	(0.0521)	(0.0109)	(0.0331)	(0.0677)	(0.0421)	(0.0164)
hist_call	-0.0722**	-0.0402**	-0.00921**	-0.0155	-0.0608**	-0.0367**	-0.0145**
	(0.0272)	(0.0153)	(0.00334)	(0.0101)	(0.0212)	(0.0128)	(0.00501)
flat	0.197	0.101	0.0210	0.0283	0.138*	0.0867*	0.0338*
	(0.107)	(0.0570)	(0.0113)	(0.0344)	(0.0699)	(0.0435)	(0.0170)
van	0.00937	0.00560	0.00170	0.127**	0.155	0.0971	0.0374
	(0.142)	(0.0768)	(0.0157)	(0.0477)	(0.0974)	(0.0605)	(0.0235)
low	-0.00554	-0.00242	-0.000838	0.00952	0.0593	0.0373	0.0145
	(0.139)	(0.0756)	(0.0155)	(0.0472)	(0.0956)	(0.0598)	(0.0233)
truck_size	0.103*	0.0557*	0.0102*	-0.0193	0.0504	0.0313	0.0123
	(0.0483)	(0.0256)	(0.00500)	(0.0152)	(0.0309)	(0.0192)	(0.00750)
pro_F	0.114	0.0520	0.0109	0.00320	-0.00950	-0.00583	-0.00239
	(0.155)	(0.0800)	(0.0150)	(0.0455)	(0.0923)	(0.0575)	(0.0225)
prod_weight	-0.0728	-0.0385	-0.00689	0.0405+	0.0792	0.0489	0.0189
	(0.0686)	(0.0370)	(0.00749)	(0.0228)	(0.0466)	(0.0289)	(0.0113)
distance	-0.0172	-0.0110	-0.00185	-0.0107	-0.0792***	-0.0491***	-0.0192***
	(0.0302)	(0.0162)	(0.00326)	(0.00993)	(0.0203)	(0.0126)	(0.00490)
Constant	1.743***	1.042***	0.850***	-0.106***	-0.600***	-0.374***	0.354***
	(0.0840)	(0.0457)	(0.00954)	(0.0290)	(0.0601)	(0.0371)	(0.0143)
<i>N</i>	10,703	10,703	10,703	10,703	10,703	10,703	10,703
(Pseudo) $R^2$	0.047	0.047	0.039	0.004	0.019	0.019	0.026

*Note.* The dummy variables *pro\_P* and *pac\_T* were dropped due to multicollinearity.

Standard errors are given in parentheses.

\*\*\*  $p < 0.001$ , \*\*  $p < 0.01$ , \*  $p < 0.05$

**Table EC.5** Pair-Wise Comparison between Treatments 3 and 2

	<i>response32</i>			<i>length32</i>	<i>intention32</i>		
	Logit	Probit	LPM	OLS	Logit	Probit	LPM
Treatment 32:	0.224 (0.124)	0.114 (0.0615)	0.0168 (0.00923)	0.0754*** (0.0163)	0.390*** (0.0680)	0.244*** (0.0424)	0.0964*** (0.0167)
hist_call	-0.0727 (0.0578)	-0.0374 (0.0312)	-0.00673 (0.00516)	-0.0201* (0.00912)	-0.111** (0.0395)	-0.0675** (0.0236)	-0.0269** (0.00934)
flat	-0.105 (0.201)	-0.0483 (0.102)	-0.00845 (0.0160)	0.0373 (0.0283)	0.0989 (0.118)	0.0624 (0.0737)	0.0245 (0.0290)
van	-0.0502 (0.291)	-0.0173 (0.147)	-0.00297 (0.0228)	0.0471 (0.0403)	0.175 (0.168)	0.110 (0.105)	0.0434 (0.0413)
low	0.178 (0.317)	0.0905 (0.155)	0.0125 (0.0226)	0.0481 (0.0399)	0.173 (0.167)	0.109 (0.104)	0.0425 (0.0409)
truck_size	0.224* (0.105)	0.109* (0.0510)	0.0148* (0.00727)	0.0215 (0.0128)	0.0513 (0.0536)	0.0317 (0.0334)	0.0126 (0.0132)
pro_F	0.101 (0.366)	0.0404 (0.169)	0.00517 (0.0221)	-0.0236 (0.0390)	0.0275 (0.163)	0.0176 (0.102)	0.00670 (0.0399)
prod_weight	-0.119 (0.143)	-0.0555 (0.0715)	-0.00697 (0.0109)	0.0236 (0.0193)	0.0751 (0.0803)	0.0468 (0.0501)	0.0185 (0.0197)
distance	-0.123* (0.0599)	-0.0608* (0.0303)	-0.00972* (0.00472)	-0.0204* (0.00834)	-0.0932** (0.0349)	-0.0579** (0.0217)	-0.0229** (0.00854)
Constant	2.349*** (0.137)	1.352*** (0.0687)	0.910*** (0.0105)	-0.0429* (0.0186)	-0.194* (0.0775)	-0.121* (0.0484)	0.452*** (0.0191)
<i>N</i>	3,532	3,532	3,532	3,532	3,532	3,532	3,532
(Pseudo) <i>R</i> <sup>2</sup>	0.011	0.011	0.006	0.014	0.012	0.012	0.017

*Note.* The dummy variables *pro\_P* and *pac\_T* were dropped due to multicollinearity. Standard errors are given in parentheses.

\*\*\* p<0.001, \*\* p<0.01, \* p<0.05

**Table EC.6** Pair-Wise Comparison between Treatments 4 and 2

	<i>response42</i>			<i>length42</i>	<i>intention42</i>		
	Logit	Probit	LPM	OLS	Logit	Probit	LPM
Treatment 42:	0.225 (0.123)	0.112 (0.0610)	0.0169 (0.00921)	0.0841* (0.0394)	0.129 (0.0673)	0.0808 (0.0421)	0.0321 (0.0167)
hist_call	-0.0525 (0.0587)	-0.0260 (0.0306)	-0.00457 (0.00499)	-0.0106 (0.0214)	-0.0664 (0.0371)	-0.0412 (0.0230)	-0.0163 (0.00907)
flat	-0.134 (0.204)	-0.0634 (0.104)	-0.0111 (0.0163)	0.0245 (0.0698)	-0.0802 (0.119)	-0.0500 (0.0746)	-0.0198 (0.0296)
van	-0.258 (0.310)	-0.128 (0.153)	-0.0193 (0.0228)	0.148 (0.0977)	0.00603 (0.167)	0.00396 (0.105)	0.00159 (0.0415)
low	0.227 (0.316)	0.113 (0.153)	0.0153 (0.0219)	0.0279 (0.0937)	0.137 (0.160)	0.0858 (0.100)	0.0342 (0.0398)
truck_size	0.119 (0.0995)	0.0592 (0.0490)	0.00868 (0.00726)	-0.0420 (0.0311)	0.0859 (0.0531)	0.0537 (0.0332)	0.0213 (0.0132)
pro_F	-0.243 (0.296)	-0.127 (0.147)	-0.0173 (0.0223)	-0.0241 (0.0953)	-0.121 (0.162)	-0.0760 (0.102)	-0.0302 (0.0404)
prod_weight	-0.160 (0.149)	-0.0803 (0.0734)	-0.0116 (0.0109)	0.0483 (0.0467)	0.0559 (0.0798)	0.0350 (0.0499)	0.0139 (0.0198)
distance	-0.107 (0.0594)	-0.0521 (0.0299)	-0.00831 (0.00466)	-0.00222 (0.0200)	-0.0875* (0.0343)	-0.0546* (0.0214)	-0.0216* (0.00847)
Constant	2.420*** (0.142)	1.393*** (0.0702)	0.917*** (0.0105)	-0.0746 (0.0451)	-0.106 (0.0771)	-0.0664 (0.0482)	0.474*** (0.0191)
<i>N</i>	3,564	3,564	3,564	3,564	3,564	3,564	3,564
(Pseudo) <i>R</i> <sup>2</sup>	0.005	0.005	0.003	0.002	0.005	0.005	0.006

*Note.* The dummy variables *pro\_P* and *pac\_T* were dropped due to multicollinearity. Standard errors are given in parentheses.

\*\*\* p<0.001, \*\* p<0.01, \* p<0.05

**Table EC.7** Pair-Wise Comparison between Treatments 5 and 2

	<i>response52</i>			<i>length52</i>	<i>intention52</i>		
	Logit	Probit	LPM	OLS	Logit	Probit	LPM
Treatment 52:	-0.399*** (0.109)	-0.206*** (0.0563)	-0.0384*** (0.0104)	0.0361* (0.0168)	0.202** (0.0671)	0.126** (0.0420)	0.0500** (0.0167)
hist_call	-0.0875 (0.0512)	-0.0481 (0.0283)	-0.00964 (0.00568)	-0.0127 (0.00916)	-0.0969* (0.0376)	-0.0604** (0.0233)	-0.0237** (0.00907)
flat	0.142 (0.196)	0.0683 (0.100)	0.0127 (0.0182)	0.0288 (0.0294)	0.0984 (0.117)	0.0614 (0.0734)	0.0246 (0.0291)
van	0.114 (0.252)	0.0562 (0.134)	0.0124 (0.0259)	-0.000455 (0.0417)	0.172 (0.167)	0.108 (0.104)	0.0426 (0.0414)
low	-0.303 (0.248)	-0.157 (0.133)	-0.0313 (0.0259)	-0.0197 (0.0418)	0.0584 (0.167)	0.0367 (0.104)	0.0146 (0.0414)
truck_size	0.0640 (0.0839)	0.0341 (0.0437)	0.00612 (0.00818)	0.0166 (0.0132)	0.0475 (0.0527)	0.0297 (0.0330)	0.0118 (0.0131)
pro_F	0.569 (0.312)	0.282 (0.151)	0.0418 (0.0247)	0.0420 (0.0398)	-0.0779 (0.159)	-0.0488 (0.0993)	-0.0194 (0.0394)
prod_weight	0.0810 (0.122)	0.0421 (0.0647)	0.00879 (0.0124)	0.00923 (0.0200)	0.128 (0.0799)	0.0800 (0.0499)	0.0316 (0.0198)
distance	-0.0630 (0.0524)	-0.0341 (0.0273)	-0.00612 (0.00522)	-0.0274** (0.00841)	-0.0996** (0.0339)	-0.0621** (0.0211)	-0.0246** (0.00834)
Constant	2.250*** (0.123)	1.308*** (0.0642)	0.903*** (0.0119)	-0.0267 (0.0193)	-0.182* (0.0772)	-0.114* (0.0482)	0.455*** (0.0191)
<i>N</i>	3,599	3,599	3,599	3,599	3,599	3,599	3,599
(Pseudo) $R^2$	0.012	0.012	0.008	0.007	0.007	0.007	0.009

*Note.* The dummy variables *pro\_P* and *pac\_T* were dropped due to multicollinearity.

Standard errors are given in parentheses.

\*\*\*  $p < 0.001$ , \*\*  $p < 0.01$ , \*  $p < 0.05$

**Table EC.8** Pair-Wise Comparison between Treatments 4 and 3

	<i>response43</i>			<i>length43</i>	<i>intention43</i>		
	Logit	Probit	LPM	OLS	Logit	Probit	LPM
Treatment 43:	-0.00944 (0.129)	-0.00707 (0.0634)	-0.000597 (0.00880)	0.00893 (0.0399)	-0.261*** (0.0680)	-0.163*** (0.0425)	-0.0644*** (0.0167)
hist_call	0.00530 (0.0661)	0.00343 (0.0332)	0.000392 (0.00475)	-0.0192 (0.0215)	-0.0690 (0.0370)	-0.0427 (0.0228)	-0.0170 (0.00904)
flat	0.0545 (0.223)	0.0293 (0.111)	0.00475 (0.0159)	0.0335 (0.0720)	0.155 (0.123)	0.0970 (0.0769)	0.0381 (0.0302)
van	0.113 (0.326)	0.0532 (0.159)	0.00740 (0.0218)	0.190 (0.0990)	0.110 (0.168)	0.0693 (0.105)	0.0275 (0.0416)
low	0.560 (0.378)	0.270 (0.175)	0.0346 (0.0220)	0.0788 (0.0996)	0.340* (0.173)	0.212* (0.107)	0.0823* (0.0418)
truck_size	0.159 (0.115)	0.0759 (0.0538)	0.00885 (0.00685)	-0.0361 (0.0311)	0.0846 (0.0530)	0.0526 (0.0331)	0.0208 (0.0130)
pro_F	-0.578 (0.320)	-0.277 (0.154)	-0.0335 (0.0208)	-0.0325 (0.0942)	-0.0320 (0.161)	-0.0194 (0.101)	-0.00782 (0.0395)
prod_weight	-0.181 (0.155)	-0.0877 (0.0756)	-0.0113 (0.0105)	0.0542 (0.0474)	0.0423 (0.0806)	0.0266 (0.0504)	0.0106 (0.0199)
distance	-0.0758 (0.0674)	-0.0372 (0.0334)	-0.00513 (0.00461)	-0.00301 (0.0209)	-0.0840* (0.0357)	-0.0523* (0.0222)	-0.0207* (0.00877)
Constant	2.527*** (0.151)	1.446*** (0.0731)	0.924*** (0.0101)	-0.0168 (0.0458)	0.211** (0.0780)	0.132** (0.0487)	0.552*** (0.0192)
<i>N</i>	3,520	3,520	3,520	3,520	3,520	3,520	3,520
(Pseudo) $R^2$	0.008	0.008	0.004	0.002	0.008	0.008	0.011

*Note.* The dummy variables *pro\_P* and *pac\_T* were dropped due to multicollinearity. Standard errors are given in parentheses.

\*\*\*  $p < 0.001$ , \*\*  $p < 0.01$ , \*  $p < 0.05$

**Table EC.9** Pair-Wise Comparison between Treatments 5 and 3

	<i>response53</i>			<i>length53</i>	<i>intention53</i>		
	Logit	Probit	LPM	OLS	Logit	Probit	LPM
Treatment 53:	-0.628*** (0.116)	-0.322*** (0.0588)	-0.0553*** (0.0101)	-0.0389* (0.0170)	-0.191** (0.0679)	-0.119** (0.0423)	-0.0469** (0.0166)
hist_call	-0.0444 (0.0553)	-0.0223 (0.0301)	-0.00428 (0.00547)	-0.0213* (0.00921)	-0.0985** (0.0376)	-0.0605** (0.0229)	-0.0240** (0.00902)
flat	0.327 (0.213)	0.161 (0.107)	0.0280 (0.0179)	0.0339 (0.0302)	0.335** (0.123)	0.208** (0.0760)	0.0811** (0.0296)
van	0.384 (0.262)	0.202 (0.138)	0.0401 (0.0251)	0.0382 (0.0423)	0.273 (0.168)	0.172 (0.105)	0.0679 (0.0414)
low	-0.168 (0.271)	-0.0780 (0.144)	-0.0164 (0.0265)	0.0265 (0.0446)	0.260 (0.181)	0.163 (0.112)	0.0631 (0.0437)
truck_size	0.0830 (0.0920)	0.0443 (0.0466)	0.00593 (0.00783)	0.0231 (0.0132)	0.0461 (0.0526)	0.0284 (0.0329)	0.0113 (0.0129)
pro_F	0.391 (0.328)	0.179 (0.156)	0.0240 (0.0234)	0.0316 (0.0394)	0.00457 (0.158)	0.00337 (0.0983)	0.00112 (0.0386)
prod_weight	0.0725 (0.126)	0.0367 (0.0663)	0.00960 (0.0120)	0.0153 (0.0203)	0.113 (0.0805)	0.0710 (0.0503)	0.0282 (0.0198)
distance	-0.0331 (0.0575)	-0.0182 (0.0299)	-0.00280 (0.00523)	-0.0319*** (0.00880)	-0.0947** (0.0352)	-0.0588** (0.0219)	-0.0232** (0.00862)
Constant	2.377*** (0.131)	1.368*** (0.0668)	0.909*** (0.0116)	0.0330 (0.0196)	0.138 (0.0779)	0.0859 (0.0486)	0.534*** (0.0192)
<i>N</i>	3,555	3,555	3,555	3,555	3,555	3,555	3,555
(Pseudo) $R^2$	0.020	0.020	0.014	0.012	0.009	0.009	0.013

*Note.* The dummy variables *pro\_P* and *pac\_T* were dropped due to multicollinearity. Standard errors are given in parentheses.

\*\*\*  $p < 0.001$ , \*\*  $p < 0.01$ , \*  $p < 0.05$

**Table EC.10** Pair-Wise Comparison between Treatments 5 and 4

	<i>response54</i>			<i>length54</i>	<i>intention54</i>		
	Logit	Probit	LPM	OLS	Logit	Probit	LPM
Treatment 54:	-0.623***	-0.316***	-0.0553***	-0.0496	0.0700	0.0438	0.0174
	(0.115)	(0.0581)	(0.0101)	(0.0395)	(0.0671)	(0.0420)	(0.0167)
hist_call	-0.0345	-0.0167	-0.00317	-0.0116	-0.0613	-0.0384	-0.0152
	(0.0560)	(0.0296)	(0.00530)	(0.0208)	(0.0356)	(0.0223)	(0.00879)
flat	0.312	0.153	0.0266	0.0220	0.152	0.0948	0.0376
	(0.217)	(0.109)	(0.0183)	(0.0718)	(0.122)	(0.0765)	(0.0303)
van	0.232	0.113	0.0216	0.137	0.106	0.0661	0.0264
	(0.273)	(0.142)	(0.0251)	(0.0986)	(0.168)	(0.105)	(0.0416)
low	-0.116	-0.0489	-0.0109	0.00772	0.220	0.137	0.0540
	(0.270)	(0.142)	(0.0256)	(0.100)	(0.172)	(0.107)	(0.0424)
truck_size	0.00759	0.00451	0.000524	-0.0391	0.0809	0.0507	0.0201
	(0.0891)	(0.0455)	(0.00782)	(0.0307)	(0.0521)	(0.0326)	(0.0130)
pro_F	0.0358	0.00284	0.00312	0.0326	-0.135	-0.0843	-0.0335
	(0.273)	(0.138)	(0.0236)	(0.0926)	(0.157)	(0.0983)	(0.0391)
prod_weight	0.0429	0.0178	0.00427	0.0379	0.0963	0.0603	0.0240
	(0.129)	(0.0676)	(0.0120)	(0.0472)	(0.0802)	(0.0502)	(0.0199)
distance	-0.0180	-0.00955	-0.00158	-0.0122	-0.0896**	-0.0560**	-0.0222**
	(0.0568)	(0.0295)	(0.00516)	(0.0203)	(0.0345)	(0.0215)	(0.00855)
Constant	2.431***	1.398***	0.917***	0.0110	-0.0359	-0.0224	0.491***
	(0.133)	(0.0676)	(0.0116)	(0.0454)	(0.0771)	(0.0482)	(0.0191)
<i>N</i>	3,587	3,587	3,587	3,587	3,587	3,587	3,587
(Pseudo) $R^2$	0.015	0.015	0.010	0.002	0.005	0.005	0.007

*Note.* The dummy variables *pro\_P* and *pac\_T* were dropped due to multicollinearity.

Standard errors are given in parentheses.

\*\*\*  $p < 0.001$ , \*\*  $p < 0.01$ , \*  $p < 0.05$

**Table EC.11 Robustness Checks**

	Excluding Nonresponses				Excluding Hang-ups				Alter. Measure
	<i>length</i>	<i>intention</i>		<i>length</i>	<i>intention</i>		<i>duration</i>		
	OLS	Logit	Probit	OLS	OLS	Logit	Probit	OLS	
Treatment 1:	0.0851*	0.305***	0.190***	0.0754***	0.0713	0.249**	0.155**	0.0603**	0.0496
Chatbot Identity Disclosure	(0.0396)	(0.0755)	(0.0472)	(0.0186)	(0.0470)	(0.0846)	(0.0526)	(0.0199)	(0.0329)
Treatment 2:	0.0131	0.339***	0.212***	0.0840***	-0.00393	0.336***	0.209***	0.0809***	0.131***
Interjections	(0.0374)	(0.0714)	(0.0446)	(0.0175)	(0.0447)	(0.0808)	(0.0501)	(0.0189)	(0.0328)
Treatment 3:	0.0847*	0.729***	0.455***	0.179***	0.0602	0.730***	0.449***	0.167***	0.342***
Fillers	(0.0375)	(0.0725)	(0.0450)	(0.0176)	(0.0443)	(0.0829)	(0.0507)	(0.0187)	(0.0330)
Treatment 4:	0.0952*	0.445***	0.278***	0.110***	0.0706	0.341***	0.212***	0.0819***	0.379***
Interjections, Fillers	(0.0373)	(0.0713)	(0.0445)	(0.0175)	(0.0440)	(0.0796)	(0.0494)	(0.0186)	(0.0328)
Treatment 5:	0.0730	0.663***	0.414***	0.163***	0.0291	0.535***	0.331***	0.126***	0.394***
Interjections, Fillers, and Disclosure	(0.0377)	(0.0726)	(0.0452)	(0.0177)	(0.0442)	(0.0811)	(0.0500)	(0.0187)	(0.0327)
hist_call	-0.0130	-0.0477*	-0.0295*	-0.0117*	-0.00376	0.00206	0.00100	0.000522	-0.0461***
	(0.0116)	(0.0222)	(0.0137)	(0.00542)	(0.0138)	(0.0257)	(0.0158)	(0.00582)	(0.01000)
flat	0.0204	0.108	0.0679	0.0262	0.0262	0.139	0.0856	0.0305	0.109**
	(0.0388)	(0.0749)	(0.0466)	(0.0182)	(0.0453)	(0.0859)	(0.0524)	(0.0191)	(0.0339)
van	0.145**	0.167	0.105	0.0412	0.154*	0.118	0.0729	0.0275	-0.00177
	(0.0541)	(0.104)	(0.0646)	(0.0254)	(0.0639)	(0.117)	(0.0723)	(0.0270)	(0.0470)
low	0.0106	0.0699	0.0445	0.0169	0.0216	0.150	0.0944	0.0329	0.0640
	(0.0536)	(0.103)	(0.0645)	(0.0251)	(0.0630)	(0.120)	(0.0730)	(0.0266)	(0.0465)
truck_size	-0.0281	0.0325	0.0201	0.00792	-0.0395*	0.0145	0.00890	0.00334	0.0397**
	(0.0171)	(0.0328)	(0.0205)	(0.00802)	(0.0199)	(0.0367)	(0.0226)	(0.00840)	(0.0150)
pro_F	-0.00256	-0.0379	-0.0234	-0.00926	0.000261	-0.0512	-0.0319	-0.0118	0.0587
	(0.0506)	(0.0972)	(0.0606)	(0.0237)	(0.0583)	(0.107)	(0.0662)	(0.0246)	(0.0449)
prod_weight	0.0508*	0.105*	0.0653*	0.0257*	0.0517	0.0867	0.0532	0.0201	-0.00785
	(0.0258)	(0.0495)	(0.0309)	(0.0121)	(0.0305)	(0.0559)	(0.0345)	(0.0129)	(0.0225)
distance	-0.0112	-0.0843***	-0.0525***	-0.0206***	-0.00854	-0.0790**	-0.0484**	-0.0182***	-0.0354***
	(0.0112)	(0.0216)	(0.0134)	(0.00526)	(0.0130)	(0.0240)	(0.0148)	(0.00550)	(0.00978)
Constant	-0.0443	-0.334***	-0.209***	0.418***	0.0529	0.141*	0.0887*	0.536***	-0.233***
	(0.0330)	(0.0634)	(0.0395)	(0.0155)	(0.0396)	(0.0711)	(0.0443)	(0.0167)	(0.0286)
<i>N</i>	9,328	9,328	9,328	9,328	7,861	7,861	7,861	7,861	10,703
(Pseudo) <i>R</i> <sup>2</sup>	0.003	0.014	0.014	0.019	0.002	0.011	0.012	0.015	0.033

*Note.* The dummy variables *pro\_P* and *pac\_T* were dropped due to multicollinearity.

Standard errors in parentheses.

\*\*\*  $p < 0.001$ , \*\*  $p < 0.01$ , \*  $p < 0.05$

**Table EC.12 Robustness Check on Alternative Intention Measures**

	<i>HighIntention</i>			<i>MidIntention</i>			<i>LowIntention</i>		
	Logit	Probit	LPM	Logit	Probit	LPM	Logit	Probit	LPM
Treatment 1:	-0.0201	-0.0100	-0.000846	0.125	0.0697	0.0153	-0.00375	-0.00224	-0.000590
Chatbot Identity Disclosure	(0.220)	(0.0971)	(0.00855)	(0.112)	(0.0609)	(0.0166)	(0.0797)	(0.0477)	(0.0168)
Treatment 2:	0.0370	0.0113	0.00128	0.867***	0.492***	0.135***	0.201*	0.121*	0.0422*
Interjections	(0.226)	(0.100)	(0.00889)	(0.102)	(0.0573)	(0.0166)	(0.0797)	(0.0482)	(0.0171)
Treatment 3:	0.645**	0.293**	0.0311***	1.275***	0.738***	0.222***	0.562***	0.343***	0.126***
Fillers	(0.208)	(0.0959)	(0.00940)	(0.101)	(0.0575)	(0.0171)	(0.0798)	(0.0487)	(0.0176)
Treatment 4:	0.163	0.0701	0.00624	1.044***	0.598***	0.171***	0.294***	0.178***	0.0628***
Interjections and Fillers	(0.223)	(0.0998)	(0.00905)	(0.101)	(0.0570)	(0.0167)	(0.0800)	(0.0485)	(0.0173)
Treatment 5:	0.316	0.140	0.0131	1.031***	0.589***	0.168***	0.419***	0.254***	0.0915***
Interjections, Fillers, and Disclosure	(0.216)	(0.0976)	(0.00907)	(0.102)	(0.0573)	(0.0168)	(0.0787)	(0.0479)	(0.0172)
hist_call	0.0274	0.0120	0.00115	-0.108**	-0.0548**	-0.0165**	-0.0505*	-0.0297*	-0.0109*
	(0.0642)	(0.0292)	(0.00281)	(0.0336)	(0.0178)	(0.00520)	(0.0250)	(0.0148)	(0.00530)
flat	0.427	0.184	0.0181	0.0820	0.0542	0.0151	0.153	0.0939	0.0352
	(0.219)	(0.101)	(0.00977)	(0.0992)	(0.0582)	(0.0179)	(0.0802)	(0.0494)	(0.0180)
van	-0.528	-0.246	-0.0234	-0.0375	-0.0155	-0.00642	0.388**	0.231**	0.0790**
	(0.292)	(0.134)	(0.0128)	(0.132)	(0.0771)	(0.0235)	(0.120)	(0.0717)	(0.0251)
low	0.273	0.120	0.0105	0.105	0.0580	0.0193	0.0313	0.0185	0.00726
	(0.320)	(0.144)	(0.0133)	(0.133)	(0.0787)	(0.0241)	(0.111)	(0.0683)	(0.0248)
truck_size	0.142	0.0649	0.00613	0.0827*	0.0467	0.0152*	0.0148	0.00979	0.00376
	(0.0983)	(0.0447)	(0.00420)	(0.0418)	(0.0247)	(0.00765)	(0.0366)	(0.0223)	(0.00802)
pro_F	0.222	0.104	0.0113	0.0452	0.0239	0.00843	-0.0763	-0.0460	-0.0170
	(0.269)	(0.126)	(0.0128)	(0.122)	(0.0730)	(0.0229)	(0.111)	(0.0678)	(0.0244)
prod_weight	-0.372**	-0.169**	-0.0159**	-0.0458	-0.0282	-0.00880	0.222***	0.133***	0.0457***
	(0.141)	(0.0644)	(0.00616)	(0.0631)	(0.0370)	(0.0113)	(0.0570)	(0.0342)	(0.0120)
distance	-0.00405	-0.00118	-0.000185	-0.0723**	-0.0402*	-0.0128**	-0.0906***	-0.0552***	-0.0197***
	(0.0655)	(0.0299)	(0.00275)	(0.0280)	(0.0162)	(0.00498)	(0.0242)	(0.0146)	(0.00523)
Constant	-3.163***	-1.736***	0.0423***	-1.871***	-1.111***	0.134***	-1.077***	-0.661***	0.254***
	(0.185)	(0.0828)	(0.00756)	(0.0937)	(0.0516)	(0.0145)	(0.0708)	(0.0422)	(0.0148)
<i>N</i>	5,949	5,949	5,949	7,584	7,584	7,584	8,538	8,538	8,538
(Pseudo) <i>R</i> <sup>2</sup>	0.012	0.012	0.005	0.038	0.038	0.040	0.013	0.013	0.016

*Note.* The dummy variables *pro\_P* and *pac\_T* were dropped due to multicollinearity.

Standard errors are given in parentheses.

\*\*\*  $p < 0.001$ , \*\*  $p < 0.01$ , \*  $p < 0.05$

**Table EC.13** Robustness Check to Rule Out the “Novelty” Effect

	<i>response</i>			<i>length</i>	<i>intention</i>		
	Logit	Probit	LPM	OLS	Logit	Probit	LPM
Treatment 1: Chatbot Identity Disclosure	-0.766*** (0.104)	-0.432*** (0.0580)	-0.113*** (0.0125)	0.0198 (0.0391)	-0.00361 (0.0807)	-0.00181 (0.0499)	-0.000782 (0.0193)
Treatment 2: Interjections	0.468*** (0.128)	0.241*** (0.0659)	0.0446*** (0.0124)	0.0213 (0.0389)	0.433*** (0.0791)	0.270*** (0.0492)	0.105*** (0.0192)
Treatment 3: Fillers	0.709*** (0.137)	0.361*** (0.0688)	0.0613*** (0.0125)	0.0991* (0.0389)	0.858*** (0.0800)	0.535*** (0.0496)	0.210*** (0.0192)
Treatment 4: Interjections and Fillers	0.642*** (0.133)	0.324*** (0.0675)	0.0571*** (0.0124)	0.105** (0.0387)	0.499*** (0.0788)	0.311*** (0.0490)	0.122*** (0.0191)
Treatment 5: Interjections, Fillers, and Disclosure	0.0622 (0.116)	0.0324 (0.0620)	0.00689 (0.0124)	0.0578 (0.0386)	0.584*** (0.0787)	0.364*** (0.0489)	0.143*** (0.0190)
hist_call	-0.0465 (0.0416)	-0.0228 (0.0208)	-0.00418 (0.00364)	-0.00899 (0.0114)	-0.0888*** (0.0246)	-0.0550*** (0.0149)	-0.0208*** (0.00560)
flat	0.115 (0.139)	0.0636 (0.0735)	0.0117 (0.0140)	0.0140 (0.0438)	0.0766 (0.0889)	0.0481 (0.0553)	0.0187 (0.0216)
van	0.0132 (0.157)	0.00743 (0.0843)	0.00216 (0.0166)	0.130* (0.0520)	0.175 (0.106)	0.109 (0.0661)	0.0421 (0.0256)
low	-0.113 (0.170)	-0.0554 (0.0923)	-0.0127 (0.0184)	-0.0167 (0.0574)	0.0157 (0.116)	0.0102 (0.0728)	0.00385 (0.0283)
truck_size	0.0990 (0.0555)	0.0525 (0.0293)	0.00972 (0.00558)	-0.0196 (0.0174)	0.0488 (0.0355)	0.0303 (0.0221)	0.0119 (0.00860)
pro_F	0.170 (0.169)	0.0807 (0.0866)	0.0150 (0.0156)	0.0143 (0.0489)	0.0332 (0.0991)	0.0207 (0.0618)	0.00806 (0.0241)
prod_weight	-0.0341 (0.0800)	-0.0190 (0.0428)	-0.00283 (0.00839)	0.0499 (0.0262)	0.128* (0.0535)	0.0792* (0.0332)	0.0308* (0.0129)
distance	-0.0206 (0.0360)	-0.0120 (0.0191)	-0.00219 (0.00373)	-0.0102 (0.0117)	-0.0798*** (0.0239)	-0.0492*** (0.0148)	-0.0193*** (0.00575)
Constant	1.883*** (0.107)	1.117*** (0.0575)	0.867*** (0.0114)	-0.109** (0.0357)	-0.561*** (0.0736)	-0.350*** (0.0455)	0.363*** (0.0176)
<i>N</i>	7,853	7,853	7,853	7,853	7,853	7,853	7,853
(Pseudo) $R^2$	0.043	0.043	0.035	0.003	0.022	0.022	0.029

*Note.* The dummy variables *pro\_P* and *pac\_T* were dropped due to multicollinearity.

Standard errors are given in parentheses.

\*\*\*  $p < 0.001$ , \*\*  $p < 0.01$ , \*  $p < 0.05$

**Table EC.14 Robustness Check on the Impact of Distance**

	<i>response</i>			<i>length</i>	<i>intention</i>		
	Logit	Probit	LPM	OLS	Logit	Probit	LPM
Treatment 1:	-0.708***	-0.404***	-0.111***	0.0123	0.0338	0.0210	0.00770
Chatbot Identity Disclosure	(0.0861)	(0.0486)	(0.0110)	(0.0334)	(0.0692)	(0.0427)	(0.0165)
Treatment 2:	0.544***	0.284***	0.0556***	0.0374	0.417***	0.259***	0.101***
Interjections	(0.106)	(0.0553)	(0.0109)	(0.0333)	(0.0680)	(0.0422)	(0.0164)
Treatment 3:	0.769***	0.397***	0.0725***	0.112***	0.808***	0.504***	0.197***
Fillers	(0.114)	(0.0578)	(0.0110)	(0.0335)	(0.0687)	(0.0426)	(0.0165)
Treatment 4:	0.769***	0.394***	0.0727***	0.121***	0.549***	0.342***	0.133***
Interjections and Fillers	(0.113)	(0.0573)	(0.0109)	(0.0333)	(0.0680)	(0.0423)	(0.0164)
Treatment 5:	0.143	0.0766	0.0173	0.0728*	0.617***	0.384***	0.150***
Interjections, Fillers, and Disclosure	(0.0967)	(0.0522)	(0.0109)	(0.0332)	(0.0678)	(0.0421)	(0.0164)
Treatment 1*distance	-0.0593	-0.0319	-0.00602	0.0187	0.0937	0.0575	0.0216
	(0.0878)	(0.0494)	(0.0111)	(0.0337)	(0.0702)	(0.0431)	(0.0166)
Treatment 2*distance	-0.198	-0.103	-0.0201	-0.00206	0.00163	0.000348	-0.00110
	(0.102)	(0.0537)	(0.0109)	(0.0331)	(0.0685)	(0.0423)	(0.0163)
Treatment 3*distance	-0.156	-0.0806	-0.0148	-0.00754	-0.00362	-0.00282	-0.00222
	(0.116)	(0.0595)	(0.0112)	(0.0341)	(0.0704)	(0.0435)	(0.0168)
Treatment 4*distance	-0.161	-0.0843	-0.0154	0.0126	0.0222	0.0129	0.00378
	(0.114)	(0.0582)	(0.0111)	(0.0337)	(0.0693)	(0.0429)	(0.0166)
Treatment 5*distance	-0.0631	-0.0355	-0.00792	-0.0198	-0.00876	-0.00621	-0.00378
	(0.0976)	(0.0524)	(0.0109)	(0.0332)	(0.0683)	(0.0423)	(0.0164)
hist_call	-0.0727**	-0.0404**	-0.00924**	-0.0159	-0.0614**	-0.0370**	-0.0146**
	(0.0272)	(0.0154)	(0.00334)	(0.0102)	(0.0212)	(0.0128)	(0.00501)
flat	0.199	0.103	0.0211	0.0285	0.139*	0.0873*	0.0340*
	(0.107)	(0.0571)	(0.0113)	(0.0345)	(0.0699)	(0.0436)	(0.0170)
van	0.0141	0.00859	0.00196	0.126**	0.153	0.0951	0.0367
	(0.143)	(0.0769)	(0.0157)	(0.0477)	(0.0974)	(0.0605)	(0.0235)
low	-0.00620	-0.00205	-0.000885	0.00911	0.0593	0.0371	0.0145
	(0.140)	(0.0757)	(0.0155)	(0.0472)	(0.0957)	(0.0598)	(0.0233)
truck_size	0.102*	0.0549*	0.0101*	-0.0189	0.0513	0.0318	0.0125
	(0.0484)	(0.0256)	(0.00500)	(0.0152)	(0.0309)	(0.0192)	(0.00751)
pro_F	0.111	0.0491	0.0106	0.00294	-0.0101	-0.00606	-0.00255
	(0.155)	(0.0800)	(0.0150)	(0.0456)	(0.0923)	(0.0576)	(0.0225)
prod_weight	-0.0713	-0.0377	-0.00681	0.0404	0.0785	0.0484	0.0188
	(0.0686)	(0.0370)	(0.00750)	(0.0228)	(0.0466)	(0.0289)	(0.0113)
distance	0.0716	0.0395	0.00890	-0.0109	-0.0960	-0.0592	-0.0221
	(0.0688)	(0.0374)	(0.00786)	(0.0239)	(0.0502)	(0.0308)	(0.0118)
Constant	1.744***	1.042***	0.850***	-0.106***	-0.599***	-0.373***	0.355***
	(0.0841)	(0.0457)	(0.00954)	(0.0290)	(0.0601)	(0.0371)	(0.0143)
<i>N</i>	10,703	10,703	10,703	10,703	10,703	10,703	10,703
(Pseudo) <i>R</i> <sup>2</sup>	0.047	0.047	0.039	0.004	0.019	0.019	0.026

*Note.* The dummy variables *pro\_P* and *pac\_T* were dropped due to multicollinearity. Standard errors are given in parentheses.

\*\*\* p<0.001, \*\* p<0.01, \* p<0.05

**Table EC.15** Placebo Test Rejection Rates

Rejection Rates <i>P</i> -value <0.05	
Treatment 1:	0.035
Treatment 2:	0.060
Treatment 3:	0.035
Treatment 4:	0.035
Treatment 5:	0.025

**Table EC.16** Robustness Check on the Initial Conditions

	<i>response</i>			<i>length</i>	<i>intention</i>		
	Logit	Probit	LPM	OLS	Logit	Probit	LPM
Treatment 1*IfExp	-0.853*** (0.133)	-0.482*** (0.0742)	-0.133*** (0.0169)	0.0322 (0.0497)	-0.130 (0.101)	-0.0825 (0.0630)	-0.0312 (0.0244)
Treatment 2*IfExp	0.581*** (0.151)	0.305*** (0.0804)	0.0597*** (0.0169)	0.0653 (0.0497)	0.152 (0.101)	0.0949 (0.0630)	0.0381 (0.0244)
Treatment 3*IfExp	0.794*** (0.158)	0.417*** (0.0825)	0.0745*** (0.0170)	0.0935 (0.0498)	0.487*** (0.102)	0.303*** (0.0634)	0.120*** (0.0245)
Treatment 4*IfExp	0.796*** (0.155)	0.410*** (0.0812)	0.0778*** (0.0169)	0.142** (0.0494)	0.368*** (0.101)	0.230*** (0.0628)	0.0914*** (0.0243)
Treatment 5*IfExp	0.232 (0.142)	0.127 (0.0772)	0.0283 (0.0169)	0.0844 (0.0497)	0.420*** (0.101)	0.263*** (0.0631)	0.104*** (0.0244)
Treatment 1: Chatbot Identity Disclosure	0.177 (0.0938)	0.0931 (0.0509)	0.0211 (0.0110)	0.0115 (0.0322)	0.0905 (0.0665)	0.0577 (0.0413)	0.0214 (0.0158)
Treatment 2: Interjections	0.107 (0.0928)	0.0580 (0.0506)	0.0131 (0.0110)	0.00189 (0.0323)	-0.00262 (0.0667)	-0.00141 (0.0414)	-0.000844 (0.0159)
Treatment 3: Fillers	0.114 (0.0933)	0.0586 (0.0508)	0.0139 (0.0111)	0.0504 (0.0324)	0.0440 (0.0668)	0.0277 (0.0415)	0.0105 (0.0159)
Treatment 4: Interjections and Fillers	0.0604 (0.0916)	0.0345 (0.0502)	0.00739 (0.0109)	0.0194 (0.0321)	0.0527 (0.0663)	0.0329 (0.0412)	0.0124 (0.0158)
Treatment 5: Interjections, Fillers, and Disclosure	0.0211 (0.0915)	0.0116 (0.0502)	0.00274 (0.0110)	0.00915 (0.0323)	0.0154 (0.0666)	0.00862 (0.0414)	0.00353 (0.0159)
IfExp	0.638 (0.702)	0.377 (0.410)	0.101 (0.101)	0.156 (0.298)	1.691* (0.791)	1.029* (0.443)	0.347* (0.146)
Constant	1.394 (0.889)	0.831 (0.498)	0.773*** (0.114)	-0.437 (0.335)	-2.889** (0.892)	-1.720*** (0.502)	-0.0532 (0.164)
Controls	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Day Fixed-Effects	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<i>N</i>	19,571	19,571	19,662	19,662	19,584	19,584	19,662
(Pseudo) <i>R</i> <sup>2</sup>	0.036	0.036	0.032	0.008	0.030	0.030	0.042

Standard errors are given in parentheses.

\*\*\*  $p < 0.001$ , \*\*  $p < 0.01$ , \*  $p < 0.05$

**Table EC.17 Full Estimation Results on Information Disclosure**

	<i>if_dis</i>			<i>info_dis</i>	
	Logit	Probit	OLS	OLS	Possion
Treatment 1: Chatbot Identity Disclosure	-0.118 (0.0671)	-0.0741 (0.0420)	-0.0294 (0.0164)	-0.0680 (0.0616)	-0.0426 (0.0264)
Treatment 2: Interjections	0.0975 (0.0671)	0.0609 (0.0419)	0.0240 (0.0163)	-0.0317 (0.0613)	-0.0194 (0.0261)
Treatment 3: Fillers	0.443*** (0.0687)	0.275*** (0.0426)	0.106*** (0.0164)	0.405*** (0.0617)	0.0220*** (0.0248)
Treatment 4: Interjections and Fillers	0.354*** (0.0680)	0.220*** (0.0423)	0.0856*** (0.0163)	0.201** (0.0614)	0.116*** (0.0253)
Treatment 5: Interjections, Fillers, and Disclosure	0.310*** (0.0675)	0.193*** (0.0420)	0.0752*** (0.0163)	0.207*** (0.0612)	0.118*** (0.0251)
hist_call	-0.0272 (0.0206)	-0.0169 (0.0128)	-0.00657 (0.00498)	-0.0141 (0.0187)	-0.00801 (0.00775)
flat	0.00677 (0.0706)	0.00408 (0.0438)	0.00158 (0.0169)	0.0464 (0.0636)	0.0255 (0.0255)
van	0.451*** (0.0964)	0.282*** (0.0601)	0.111*** (0.0234)	0.311*** (0.0879)	0.192*** (0.0377)
low	0.00386 (0.0966)	0.00289 (0.0600)	0.000897 (0.0232)	-0.0232 (0.0870)	-0.0131 (0.0355)
truck_size	0.00779 (0.0311)	0.00441 (0.0193)	0.00157 (0.00747)	0.0133 (0.0281)	0.00563 (0.0114)
pro_F	-0.128 (0.0931)	-0.0794 (0.0578)	-0.0307 (0.0224)	-0.0774 (0.0840)	-0.0424 (0.0340)
prod_weight	0.225*** (0.0463)	0.141*** (0.0288)	0.0554*** (0.0112)	0.149*** (0.0421)	0.0922*** (0.0179)
distance	-0.0289 (0.0203)	-0.0180 (0.0126)	-0.00696 (0.00487)	-0.0257 (0.0183)	-0.0147 (0.00754)
Constant	-0.00545 (0.0586)	-0.00329 (0.0366)	0.499*** (0.0142)	1.538*** (0.0536)	0.429*** (0.0229)
<i>N</i>	10,703	10,703	10,703	10,703	10,703
(Pseudo) <i>R</i> <sup>2</sup>	0.011	0.011	0.015	0.012	0.006

*Note.* The dummy variables *pro\_P* and *pac\_T* were dropped due to multicollinearity. Standard errors are given in parentheses.

\*\*\*  $p < 0.001$ , \*\*  $p < 0.01$ , \*  $p < 0.05$