

Q Julia Bishop (researcher)
Q2 Beth Nutbrown (researcher)
A Katie (mum)
B Matt (dad)
C Stephanie (8)
D Saskia (6)

A ??? like creating our CVs, you know to do voice activation.

Q2 Yeah, they play that with me as well.

A And I was like 'well it doesn't work', it kept saying the things it wanted me to say but I didn't ???

Q It's a bit frustrating isn't it, yes.

A 'My voice is my password' it keeps saying.

Q2 ??? a few years ago ??? book and it was automated and I was trying for like an hour to book these tickets. And it just kept saying like 'I don't know ???' and I was like 'yes you do'.

A Yeah, and you're trying it in different accents.

Q2 Yeah. It was just a nightmare, it just did not know.

Q It's a huge, I think it's a huge sort of exercise in self-control as you become more and more frustrated and your pitch probably goes up. And you've got to remain calm and talk in a normal voice otherwise it won't recognise you. I mean gosh they've got you haven't they?

A Yeah.