# Case of the Clueless Chatbot

Even the smartest chatbots can mess up - by misunderstanding tone, missing facts, or giving robotic advice.Your mission: read each chatbot message carefully and **find the flaw**. Then, label it as one of the following:

**A. Wrong Information   B. Missing Empathy   C. Confusing / Off-Topic   D. Actually Helpful**

Underline or circle the part of the chatbot's message that caused the problem, and explain your reasoning in one sentence.

### Case 1: The Mystery of the Melting Ice Cream

**User:** My ice cream melted before I could eat it. I'm so disappointed!
**Chatbot:** That's great! It means your dessert achieved room-temperature balance.
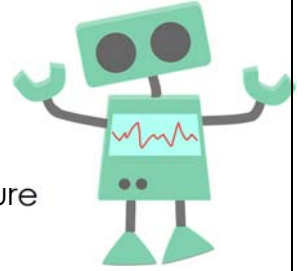
**Label:** _____   **What's wrong (or right) with it?** _____

### Case 2: The Homework Headache

**User:** I stayed up until 2 a.m. finishing my essay. I'm exhausted.
**Chatbot:** You should have gone to bed earlier. Humans require rest cycles.

**Label:** _____   **What's wrong (or right) with it?** _____

### Case 3: The Lost Dog Dilemma

**User:** My dog ran away, and I'm really scared I won't find her.
**Chatbot:** Try uploading your dog's photo to the cloud. If she's online, she'll show up.

**Label:** _____   **What's wrong (or right) with it?** _____

### Case 4: The Group Project Drama

**User:** My group won't do their share of the work. What should I do?
**Chatbot:** Assign everyone a numbered productivity score to motivate compliance.

**Label:** _____   **What's wrong (or right) with it?** _____

### Case 5: The Missing Backpack

**User:** I can't find my backpack anywhere.
**Chatbot:** Have you tried checking under the refrigerator?

**Label:** _____   **What's wrong (or right) with it?** _____