

Name _____

Case of the Clueless Chatbot Answer Key

Case 1: The Mystery of the Melting Ice Cream

Answer: B. Missing Empathy

Reason: The chatbot reacts cheerfully to disappointment, showing no understanding of feelings. It misreads the emotional tone.

Case 2: The Homework Headache

Answer: B. Missing Empathy

Reason: The advice is technically correct but insensitive. Instead of showing understanding, it scolds the user after the fact.

Case 3: The Lost Dog Dilemma

Answer: A. Wrong Information

Reason: The bot's suggestion doesn't make sense - pets can't be "found online." It misunderstands the situation entirely.

Case 4: The Group Project Drama

Answer: C. Confusing / Off-Topic

Reason: The chatbot gives a strange, authoritarian idea ("productivity scores") instead of useful teamwork advice.

Case 5: The Missing Backpack

Answer: C. Confusing / Off-Topic

Reason: The suggestion is random and illogical - there's no reason to look under a refrigerator for a backpack.