Table 1: Engaging Category

Anthropomorphism	*'It was interesting to interact with Robert. I felt that there was a human inside of the bot.'*
Content of Conversation	*'The bot started asking questions about me and that got me interested in chatting with him.'*
Personality	*'The more I talked to him, the more I felt engaged because he did not judge me. When I talk to people, I feel that they judge me in some ways.'*
Convenience	*'AI bot is handy because I don't need to book the therapy session.'*
Reliability	*'I am not sure whether I can trust therapists, because they are human, so they tend to influence patients with their own personality and predisposition.'*