was designed to evoke certain types of work from participants – maintaining the illusion that they are interacting with a virtual pet, accepting a unified presence, responding to personal questions without receiving answers to them, and performing the work of building a relationship. Instead, participants rejected the idea of a pet, fragmented a unified presence, pushed for reciprocal relationships, and questioned whether they would actually like to put work into building a relationship. In other words, the technology is designed to mediate a particular relationship and elicit specific kinds of work – but participants pushed for a different kind of relationship with teleoperators, and did other kinds of work to get there. As technologies to provide social support enter our homes, we should carefully consider the kinds of work that these technologies require of their users.

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