Questionnaire to evaluate the Chatbot proposal

N	Evaluation indicator	Questions
1	Accuracy of the Chatbot's responses in relation to the forwarding of information and user queries.	1) Are you satisfied with the feedback you provide and the quality of the answers you get? 2) Would you recommend using the Chatbot to others? 3) Do you feel that the Chatbot has improved your experience getting information or solving problems? 4) Do you find that the Chatbot meets your expectations as a user? 5) Do you feel that the Chatbot is a valuable and useful tool for your information referral or inquiry needs?
2	Coherence and fluency of the language used by the Chatbot during the conversation.	6) Does the Chatbot use natural and understandable language? 7) Does the Chatbot adapt its communication style to your preferences or level of unfamiliarity? 8) Are the Chatbot's responses easy to understand and follow during the conversation? 9) Does the Chatbot avoid using technical or confusing terms in its responses? 10) Do you feel that the Chatbot maintains a smooth and consistent conversation?
3	Clarity and accessibility of the Chatbot navigation options.	11) Is the Chatbot interface easy to use and understand? 12) Does the Chatbot adequately guide you through the conversation and navigation? 13) Are the menu options and available actions clear and accessible? 14) Does the Chatbot provide intuitive interaction patterns? 15) Do you feel that the Chatbot facilitates a smooth and seamless interaction?
4	Level of satisfaction expressed by users regarding the overall experience of using the Chatbot.	16) Are you satisfied with the feedback you provide and the quality of the answers you get? 17) Would you recommend using the Chatbot to others? 18) Do you feel that the Chatbot has improved your experience getting information or solving problems? 19) Do you find that the Chatbot meets your expectations as a user? 20) Do you feel that the Chatbot is a valuable and useful tool for your information referral or inquiry needs?