



Chatbot Experience Survey

Dear valued user,

We appreciate your decision to engage with our chatbot. Your feedback holds immense value for us, as it helps us continually improve our services to ensure a seamless experience for you. Kindly take a moment to rate your recent interaction with our chatbot. Rest assured, all your responses will remain anonymous.

Thank you for your participation!

Best regards,
BA Bayes team

* Required

1. I understand what taking part in this study will involve. I agree to take part in this study.

I understand that my data cannot be withdrawn once the data has been anonymised.

*

☐ I agree

☐ I disagree

2. Which chatbot have you interacted with? *

Enter your answer

3. Please rate your overall satisfaction with the chatbot's performance.

*



4. How would you rate the ease of use and user-friendliness of the chatbot?

*



5. Did the chatbot provide accurate and relevant answers to your inquiries?

*



6. How satisfied were you with the chatbot's response time?

*



7. Did the chatbot effectively address and resolve your issues or concerns?

*

- ☐ Yes
- ☐ No
- ☐ Partially

8. Please provide any suggestions or comments that could help us improve the chatbot's performance and enhance your experience:

Enter your answer

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