# Introduction

As chatbots become more commonly used by companies to enhance customer service, understanding consumer satisfaction with these tools is essential. Chatbots offer many benefits such as 24/7 availability and quick responses. However, several factors influence how satisfied users are with their interactions. Let's dive in to explore your experience with chatbots in the past. Your feedback will help us understand how conversation quality, system design, response tone, and security affect customer satisfaction, enabling companies to improve their chatbot systems.

Chatbot Consumer Satisfaction Questionnaire

# General Introduction

* What's your name?
* How are you? Is there anything you'd like to share about yourself?
* Have you ever used a chatbot before?

# Information Quality

* When a chatbot gives you either too little or too much information, how does that affect your satisfaction with the experience?
* Can you share an experience where the chatbot gave you low-quality or incomplete information? How did that affect your satisfaction?
* How important is it to you that the chatbot's answers are easy to understand and provide enough detail to solve your problem? Does that impact your satisfaction?
* Has there ever been a time when the chatbot gave you really accurate information? Did that make you more likely to use it again?
* How do you feel when a chatbot repeats the same information? Does that change how satisfied you are with it?

# Trust

* How important is it to you that a chatbot is transparent about how it operates? Does this transparency change your level of satisfaction when interacting with it?
* Can you think of a time when you had to share personal information with a chatbot? How did that experience make you feel, and did it impact your satisfaction with the service?
* Does knowing that a chatbot uses data encryption influence how satisfied you are with its service? Why or why not?

# Conversation Type

* Can you describe your experience when interacting with chatbots that use human-like responses compared to robotic-like ones? Which do you prefer, and why?
* In what situations do you think a robotic response might be more acceptable or preferable compared to a human-like response and vice versa?
* Do you prefer interacting with chatbots by selecting preset prompts or by typing in your own responses in natural language? Why?
* How satisfied are you when a chatbot limits your input to preset prompts but responds in a human-like manner? Can you share an example?
* How does your satisfaction change when you're able to type freely but the chatbot responds in a more robotic, pre-scripted way?

# Design

* How does the user-friendly interface of a chatbot affect your overall satisfaction? In what ways does having an intuitive design enhance your experience while interacting with it?
* How important is a chatbot’s appearance (colour, layout, and overall appearance) to you? In what ways does a better design appearance influence your level of satisfaction, and how might it affect your overall experience with it?
* How satisfied are you with how easy it is to find what you’re looking for within a chatbot? Have you ever experienced any issues navigating through a chatbot’s options?
* What do you think about having human-like features in a chatbot's design, like a profile image, name, etc.? Do you think these elements are important for enhancing your overall satisfaction and experience?