

# SOEN 357 - Usability Survey

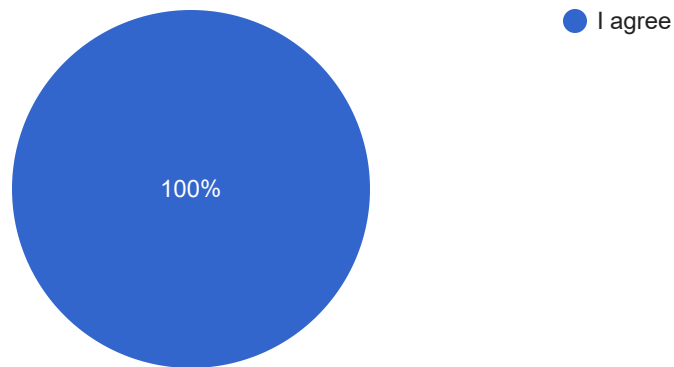
9 responses

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I acknowledge that my information will be only kept confidentially for the period the Winter 2025 semester. Afterwards, the data will be destroyed / deleted.

 [Copy](#)

9 responses



Tester Information



## Your Full name

9 responses

Nicolaos Cristofidis-Haddad

vini manek

Thomas Mahut

Annabel Zecchel

Giuliano Verdone

Roberto Rodriguez

Niki Adamacopoulos

David Carciente

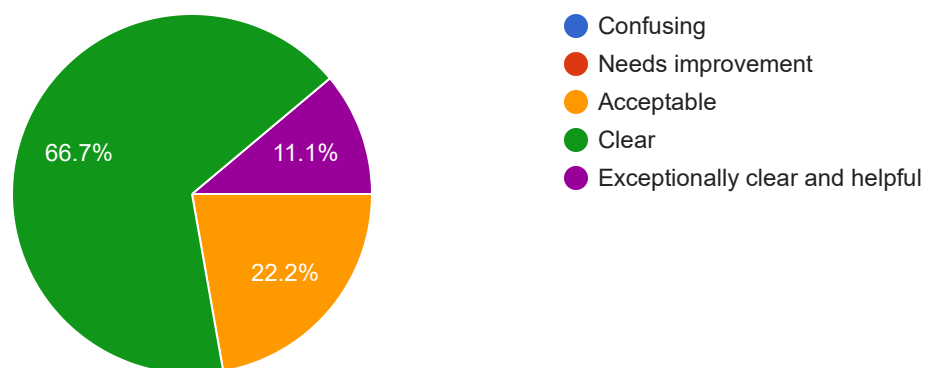
Nirav Patel

## Part 1/2: Chatting with the Chatbot

How would you rate the overall communication (clarity, tone, structure)?

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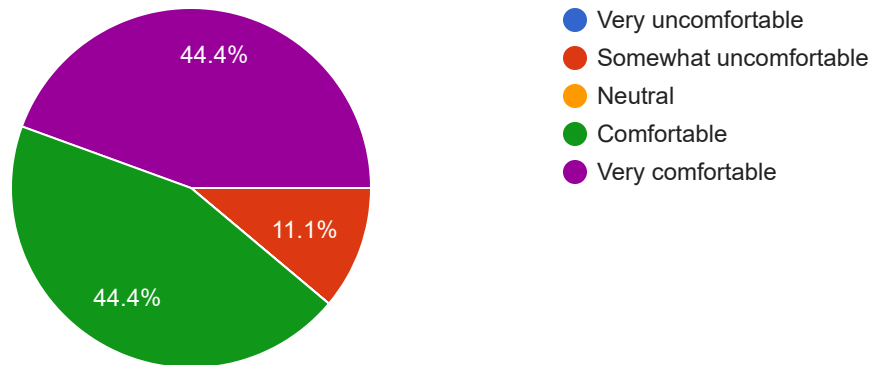
9 responses



How comfortable did you feel answering the chatbot's questions?

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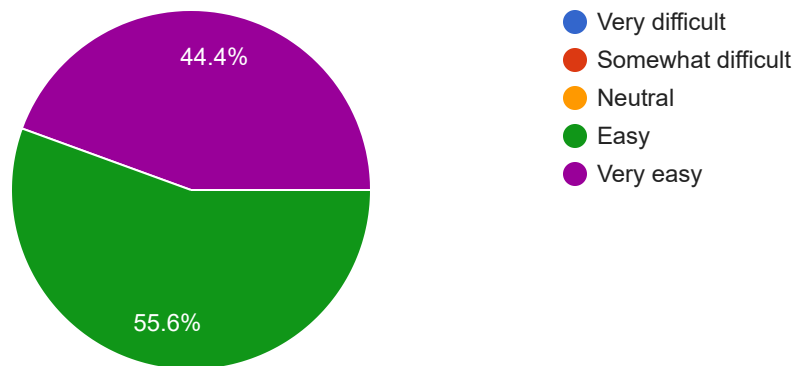
9 responses



How easy was it to understand what each question was asking for?

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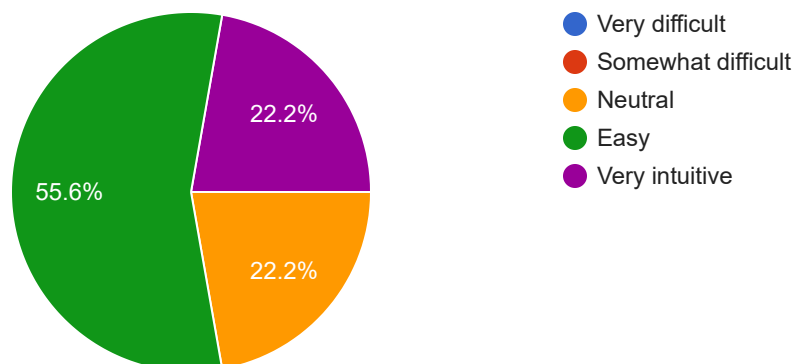
9 responses



Was the chatbot interface easy to navigate or interact with?

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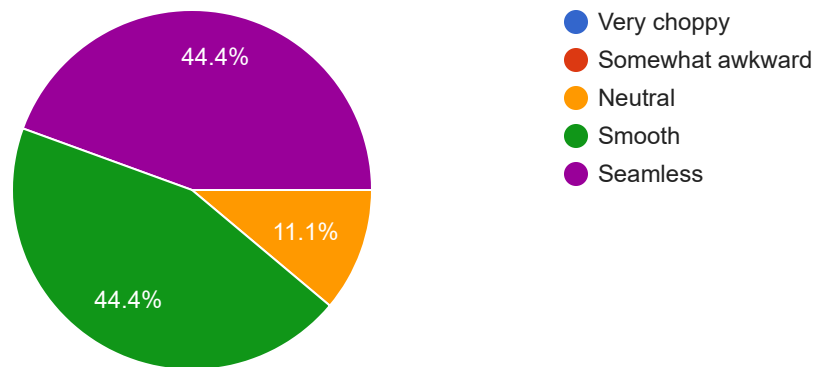
9 responses



## How smooth was the transition between questions and responses?

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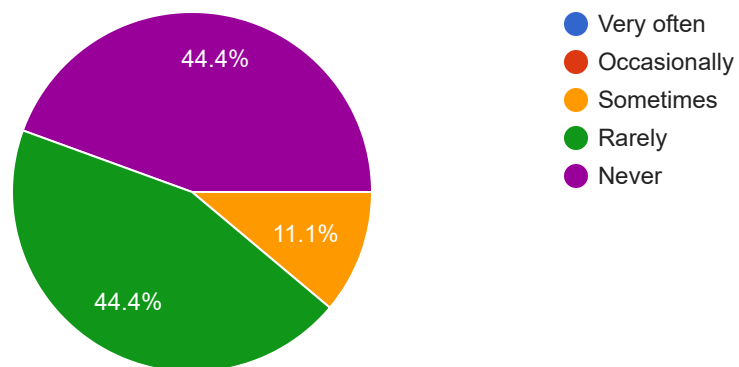
9 responses



## Did you encounter any moments where you didn't know what was happening?

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9 responses



## How can we improve the chatbot?

6 responses

No need

I would like the option to input my own answers rather than selecting one of the answers provided

I imagine you introduced a response delay on purpose, but I would shorten it slightly (especially for responses that are just "Ok") and then keep the longer delay for the final "finding my right plan"

Add more service providers options

I'd make where you type a bit more intuitive

UI elements can be added to avoid a rather flat-look. Maybe more indication as to where I can first enter input, and the name of the conversation on the top header would be nice.

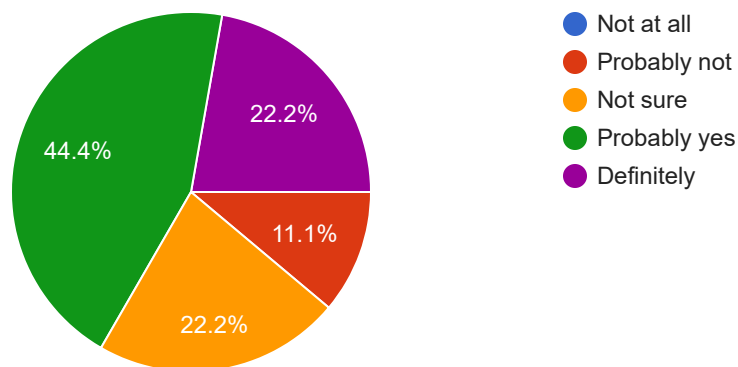
### Part 2/2: Results from the Chatbot

## Page 1: Your Data Profile

Do you believe you were placed in the right usage category (e.g. "Average Usage")?

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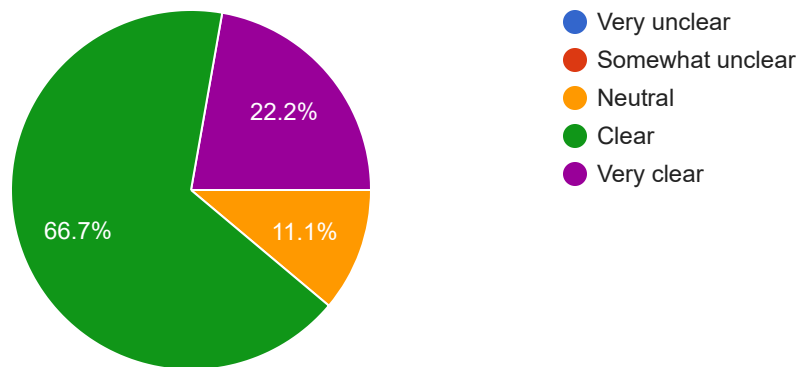
9 responses



Was the explanation of your category clear and easy to understand?

 Copy

9 responses

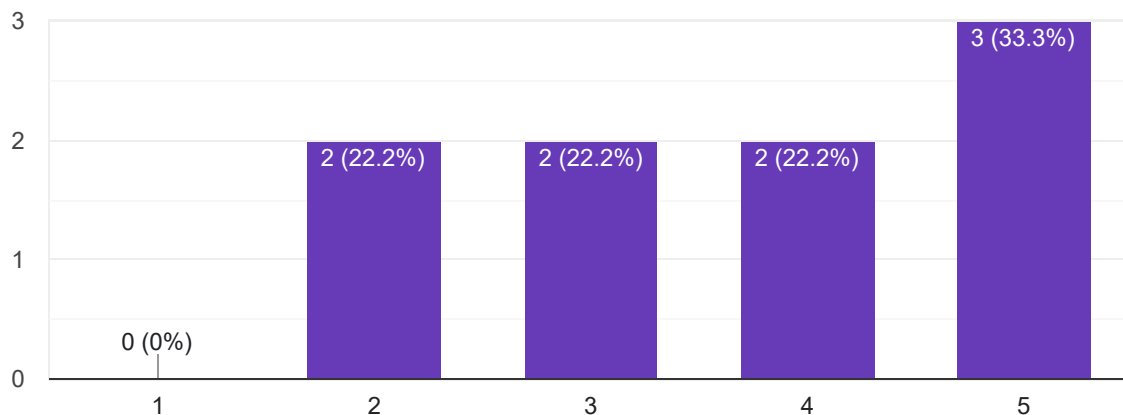


Was the provided estimated data per month accurate to your current usage? (5 stars being very accurate, 1 star being very inaccurate)

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9 responses

Average rating (3.67)



Can you tell us how far off we were (if applicable)?

1 response

30GB off

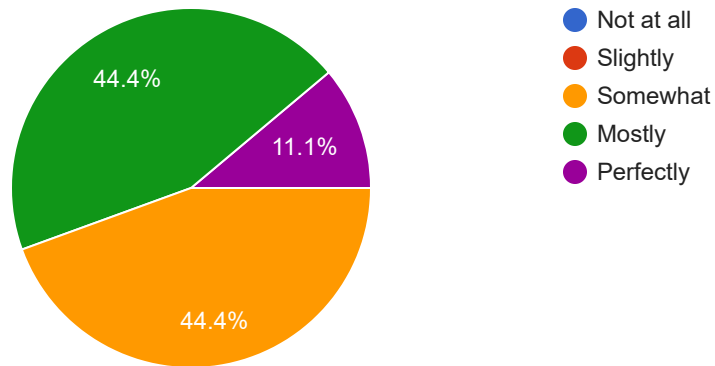


## Page 2: Your Ideal Plan

How well did the recommended plan match your expectations or needs?

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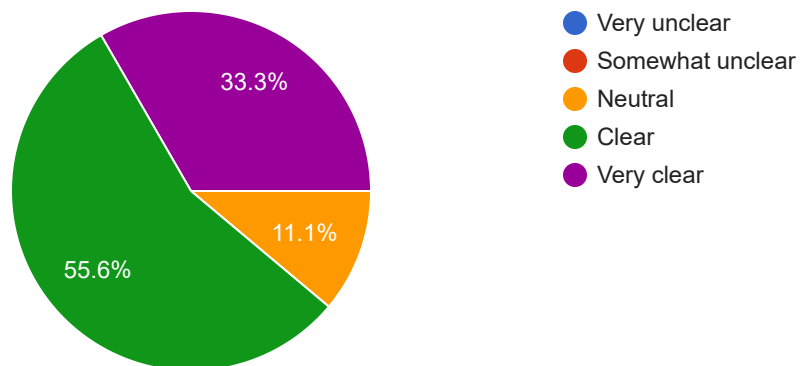
9 responses



Was the plan information presented in a clear and helpful way?

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9 responses



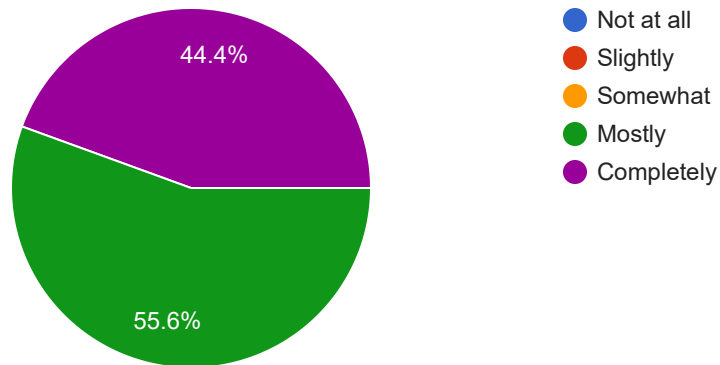
## Page 3: Full Disclosure



Did the fee and condition details feel transparent and easy to digest?

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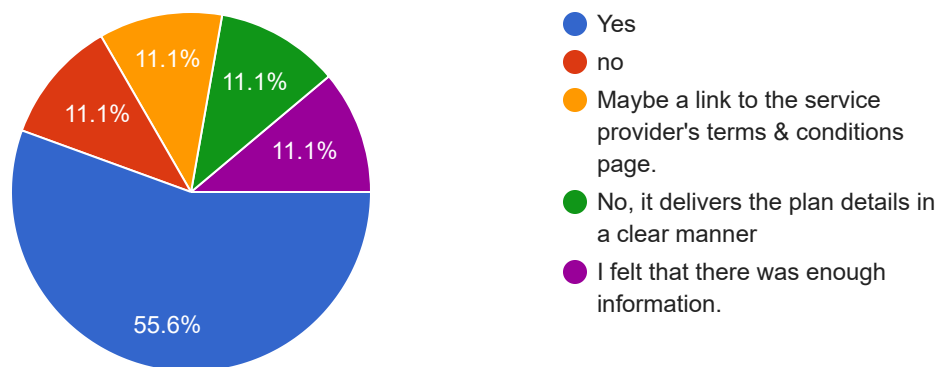
9 responses



Was there any information on this page you felt was missing or confusing? (If no, kindly explain).

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9 responses

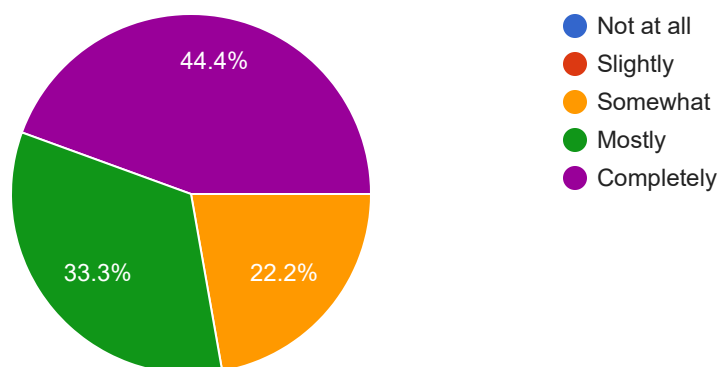


#### Page 4: Compare Options & Complete

Did comparing other plans help you feel more confident about your decision?

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9 responses

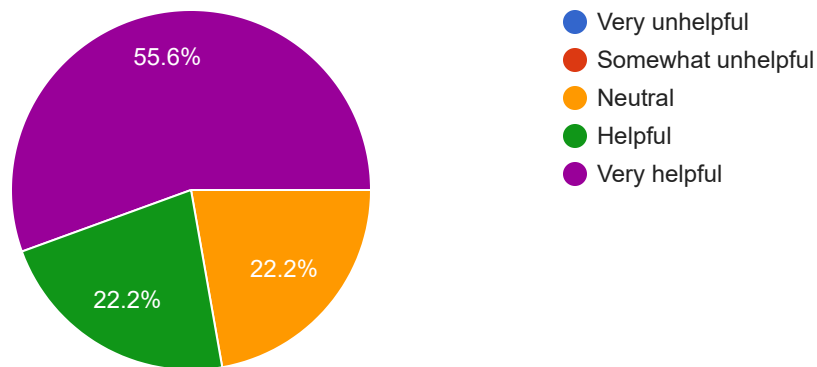




Was the visual layout helpful for making a quick comparison?

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9 responses

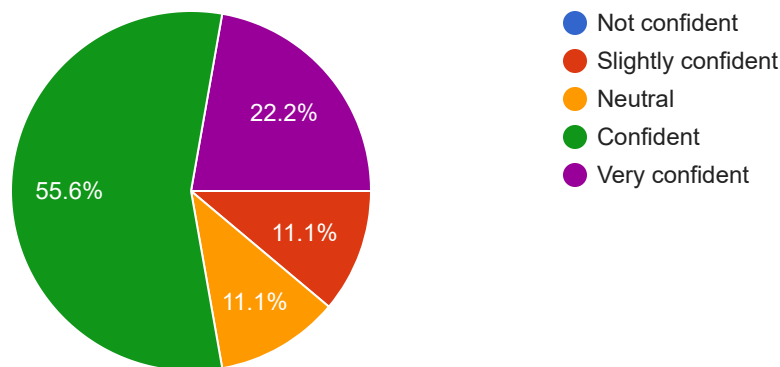


### General Questions

Overall, how confident are you in the recommendation you received?

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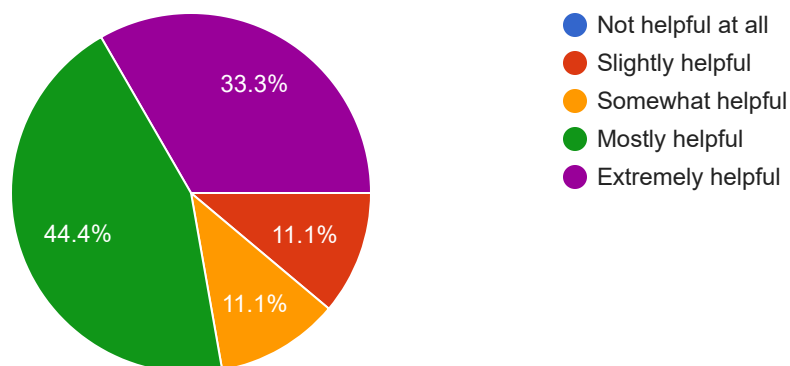
9 responses



How helpful was the results experience in helping you decide on a plan?

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9 responses



Anything you would change or improve in how the results were shown?

3 responses

A score indicating how "right" the plan was for me would increase confidence.

Maybe in a table format. Like comparing different types of phones on the Apple website. In my opinion, there is too much text that I have to read to compare the different plans. (On the last page)

As an improvement for a future research project, including even more questions would help get a more detailed plan to better fit one of the four usage categories

In comparison to picking a phone plan with a mobile carrier and having a chatbot to help select one for you, which one do you prefer and why?

7 responses

Yes

Chatbot I prefer in terms of ease of use, but even with the transparency efforts I worry that the chatbot may not have the most up to date information

Chatbot, because the service providers websites take forever to digest and compare across all of them.

I don't have a preference, I think that chatbot could be good as a comparison tool, whereas picking a phone plan with a mobile carrier could allow me to ask them more questions about their plans in greater detail. I think having both as part of your research for a good plan is a great idea.

The chatbot it reduces the amount of research required and saves me time

chatbot because we don't have to go searching through all the various plans ourselves

I would pick a chatbot because it would directly assess my needs.

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