Step 2: Evaluate the quality of the responses

SUMMARY:

- In this step, we will evaluate two responses based on the tenets of Relevance, Helpfulness, Consistency, Compliance and Structure of the responses.
- The tenets are crucial to determine if one or both the responses are presentable in front of the customer.

Q4: ARE BOTH RESPONSES PRESENT?

Answers (single selection):

- Yes
- No

Guidelines:

- If both the responses are present, **then select 'Yes.**
- **Select 'No'** if:
  - One or both the responses are not present.
  - A part of the response is in a different language from the target language

🔴 **Exit clause:** If you have selected 'No', skip the entire annotation task to the last question (Comments on the annotation task)