

AI Virtual Assistant Feedback Survey Template

All questions are optional. Follow each question's directions.
Write your answers to the open questions in the space provided.

Think about the assistant conversation that just ended. Do not paste the conversation, prompts, passwords, account details, or sensitive personal information. Use the separate support route if you need a reply.

1. What task were you trying to complete with the AI virtual assistant?

2. How well did the assistant understand your request?

- ☐ Not at all
- ☐ Slightly
- ☐ Moderately
- ☐ Very well
- ☐ Completely
- ☐ Not sure

3. How relevant were the assistant's responses to your task?

- ☐ Not at all relevant
- ☐ Slightly relevant
- ☐ Moderately relevant
- ☐ Very relevant
- ☐ Extremely relevant
- ☐ Not sure

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4. Did the conversation help you resolve the task?

- ☐ Yes, fully
- ☐ Yes, partly
- ☐ No
- ☐ I was directed to a person or another channel
- ☐ I am still working on it
- ☐ Not sure

5. How easy was it to follow the conversation?

- ☐ Very difficult
- ☐ Difficult
- ☐ Neither difficult nor easy
- ☐ Easy
- ☐ Very easy
- ☐ Not sure

6. If the assistant could not help, how clear was the next step or human handoff?

- ☐ Very unclear
- ☐ Unclear
- ☐ Neither unclear nor clear
- ☐ Clear
- ☐ Very clear
- ☐ No handoff was offered
- ☐ I did not need a handoff

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7. What is one change that would improve this assistant conversation?
