

COMMLD 503D - Spring 2022 Chatbot Usability Testing Instructions

Hello, thank you for participating in our usability testing for the new Communication Leadership Chatbot. Please take time to review the following instructions step by step. We really appreciate you taking the time to help us improve! :)

Instructions

1) Before you begin, please send us these basic details on WhatsApp

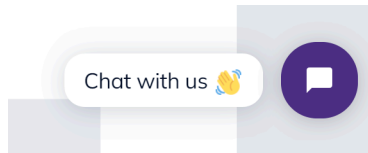
- Name:
- COMMLD Cohort:
- Program:
- Are you an International Student or Domestic Student?

2) The chatbot will prompt you to select from the following four categories: Admission, Work Opportunities, Degrees, Financial Related Questions, please proceed with selecting questions from at least two out of the four categories. You can feel free to interact with the chatbot freely within your two selected categories.

Please only select from the categories presented as options by the chatbot. DO NOT type out your questions.

3) Please open the link below and click on the button on the bottom right of the page to start interacting with the demo version of the chatbot:

<https://www.tidio.com/panel/sandbox?projectPublicKey=7ytz8eenaubirxnuidlm9vdinjd9p9p1&automationId=35838342>



4) After you have completed your testing with the chatbot, please complete the following survey to let us know about your user experience.

https://docs.google.com/forms/d/e/1FAIpQLSfRxW3pNICUXF0cUyijSC69j_gdO-rPH73DELik3yL7l4JyFA/viewform?vc=0&c=0&w=1&flr=0&usp=mail_form_link

Thank you for your participation!