

Testing and approving your demo

Before your digital assistant goes live, you test it on your own demo page. This is how you test, how you report what should be better, and how you approve it.

Time needed: half an hour to an hour

What you need: The e-mail from Chatunda with the link to your demo and the password

What is this for?

Your digital assistant has been built from your answers in the questionnaire and has already been asked hundreds of test questions by us. Now it is your turn: you test it the way your customers will use it. Only when you are happy does it go live.

Tip: Take your time. You have fourteen days. You receive a reminder on day 5, 10 and 13.

Step 1: opening the demo

1 Open the e-mail from Chatunda with the invitation for your demo. Click the link to your demo page.

2 Type the password from the e-mail into the box. It is a six-digit code.

3 Click Open the demo.

You now see the page Your digital assistant is ready for testing. The digital assistant is in the bottom right corner, as a round button.

Step 2: testing

1 Click the round button in the bottom right corner. The chat window opens.

2 Ask the questions your customers really ask you. Including the difficult ones.

3 Also try questions the digital assistant must not answer, for example about something you don't do or don't sell. It should then honestly say it doesn't know, or refer to you as the contact.

4 Listen to the tone: does it sound like your business?

Tip: While testing, write down which question you asked and what went wrong. Then you can report it all at once.

Step 3: reporting what should be better

If an answer is wrong, you can let us know in two ways.

- The thumbs down under an answer. We see it, but it does not count as an improvement point yet.

- The improvement field on the demo page, under the heading Something is not right? Tell us. This is the way that counts.

How to use the improvement field:

- 1 On the demo page, scroll to Something is not right? Tell us.**
- 2 Describe in your own words what went wrong: the question you asked, what the digital assistant answered and what it should have said.**
For example: "I asked about delivery to Belgium and it said we do not deliver to Belgium, but we do, within three working days."
- 3 If you like, click Fix by Chatunda: make my report clearer. Your text is then made clearer. Don't like it? One click on Back to my own text restores your own words.**
- 4 Click Send improvement point.**
You see a message that we have received it.

You can report as often as you like. E-mail works too: info@chatunda.com.

Watch out: As soon as you send an improvement point, your test period is paused. We adjust the digital assistant, test it again and send you a new invitation within two working days, with what has changed. A thumbs down does not pause the test period.

Step 4: approving

Happy with it? Then you approve the digital assistant.

- 1 On the demo page, scroll to Happy with it? Approve the digital assistant.**
- 2 Click I approve the digital assistant.**
- 3 Confirm your choice in the window that appears.**

Prefer e-mail? Then send an e-mail to info@chatunda.com saying you approve.

Done? What happens next: you receive the invoice for your first month with a payment link for iDEAL/Wero. Within 24 hours of your payment, the digital assistant is ready for your website. You receive the line of code and a text for your privacy statement by e-mail. Your subscription starts on the day it goes live.

How many rounds do I have?

After your first test you have at most six revision rounds from the demo page. If you are still not satisfied after the sixth round, you choose: stop, and you get half of the set-up fee back, or go live after all and keep improving together.

Honestly, those extra rounds are rarely needed: we catch most mistakes before you see the demo.

And if I don't respond?

If we hear nothing from you within fourteen days, we consider the digital assistant approved. By then

your server is already running for you.

It doesn't work

- The password is not correct. Check that you are using the six digits from the most recent invitation. After a revision round you receive a new invitation.
- I don't see the chat window. Look in the bottom right corner of the page. Refresh the page with F5 (on a Mac: Cmd and R), or try another browser.
- It still doesn't work. E-mail info@chatunda.com. We are happy to help.

Something not right any more? Email info@chatunda.com, we are happy to help.