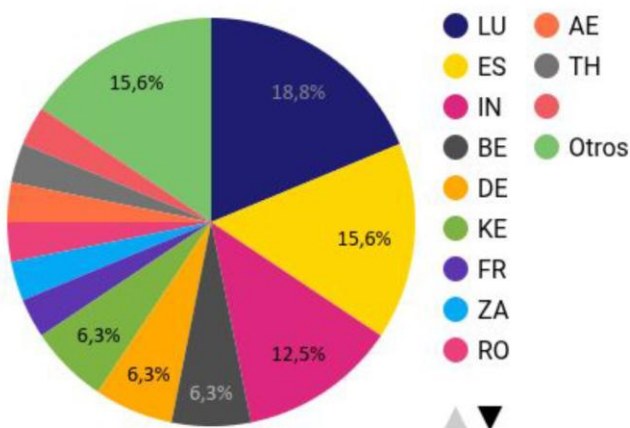


Chatbot analytics, example of a monthly report

1. Executive summary

- **Analysis scope:** Reviewed 52 conversations, that correspond to all interactions from June 2026.
- **Correct answers:** The chatbot responded correctly to 59.6% of interactions.
- **Chatbot accuracy:** 3.8% "Mismatches" (misinterpreted intent) detected. No "Training issues" detected. That means a strong understanding.
- **Fallbacks:** 38.5% of interactions resulted in fallback. 32.7% were correct fallbacks and due to unrelated questions by the users.
- **Overall performance:** The chatbot showed good performance; correctly responded interactions and correctly triggered fallbacks sums up to an overall performance of 92.3%.

Active sessions distribution by country



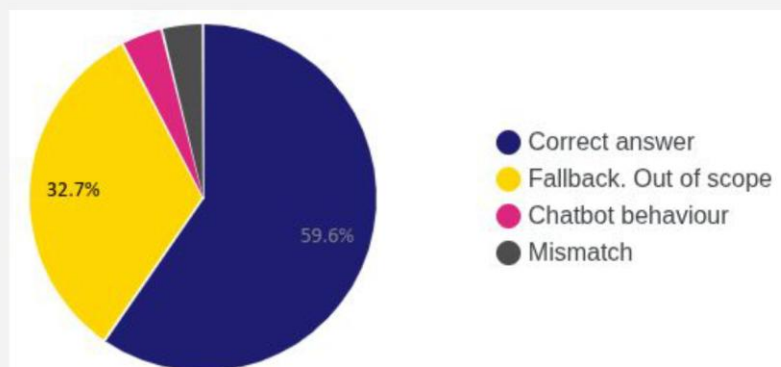
Summary

Timeframe

1-30 June 2026

Interactions analysed

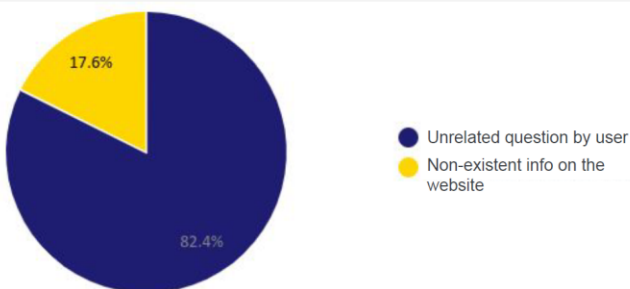
52



uxIssueReason	uxContent	Interactions	%
Correct answer	Correct answer	31	59,62 %
Fallback. Out of scope	[OUT] Unrelated question by user	14	26,92 %
Fallback. Out of scope	[OUT] Non-existent info on the website	3	5,77 %
Mismatch	[MIS] Didn't understand	2	3,85 %
Chatbot behaviour	[CH] Unrelated info or links	1	1,92 %
Chatbot behaviour	[CH] Incomplete info	1	1,92 %

Fallbacks. Out of scope

32.7% of interactions



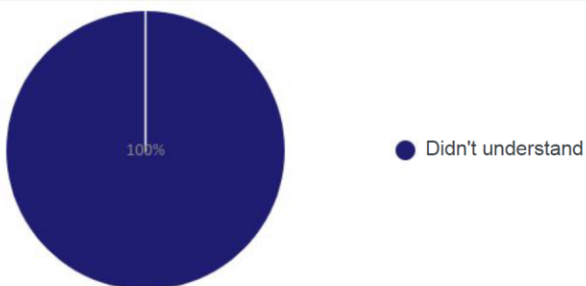
82.4%

of out-of-scope fallbacks were triggered by an **unrelated question by the user** (unrelated topics and/or gibberish)

✓ All **out-of-scope fallbacks** sum up to **32.7% of all interactions**. While a 17.6% of them is a direct result of **non-existent info on the website**, the other 82.4% is a result of a **user-related issue**, mainly gibberish and phrases like 'Okay', 'Yes or no' or 'Eric'.

Mismatch

3.8 % of interactions



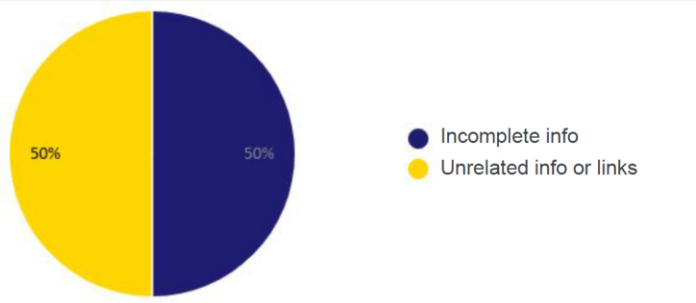
100%

of all mismatches were interactions that the chatbot didn't understand

✓ Only **2 interactions** were flagged as **Mismatch**, both of them occurring where the chatbot **didn't understand** the user's input but should've had.

Chatbot behaviour

3.8% of interactions



50%
of chatbot behaviour cases were caused by **incomplete information**

✓ All **chatbot behaviour cases** sum up to **3.8% of all interactions**. Three of the four were caused by **incomplete information in the chatbot answer**, and the other one was due to **unrelated information**.

User behaviour

Greeting
0% of users greeted Eric back

Gratitude
0% of users said thank you

User behaviour

Most asked topics	
Careers	36.54%
Others	36.54%
Contact	9.62%
Who We Are	5.77%
How We Work	3.85%
Publications	3.85%
What We Do	1.92%
NA	1.92%