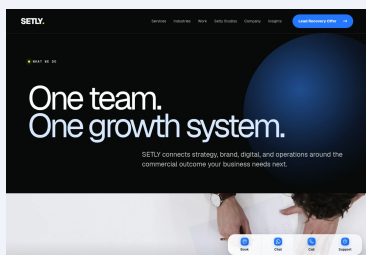


Review assistant performance

Measure useful outcomes rather than only message volume.



FROM THE SETLY PROJECT LIBRARY

A real project screenshot for visual inspiration. Follow the written steps for your own business.

YOUR ACTION PLAN

- 1 Choose a task-based measure such as answered FAQs or completed handoffs.
- 2 Sample conversations and label correct, incomplete or incorrect responses.
- 3 Track unanswered topics and update approved content.
- 4 Keep a list of integration failures separately from answer-quality issues.

EXAMPLE - ILLUSTRATIVE

A conversation with twenty messages may still be unsuccessful if the customer never gets the needed information.

CHECK YOUR RESULT

Can you identify one concrete improvement from the review?

Review assistant performance

Use the prompts below to make this resource specific to your business. Save a local copy after completing it. Keep passwords and private customer data out of this worksheet.

Conversation sample:**Requested task:****Outcome:****Accuracy:****Handoff result:****Improvement owner:****DONE WHEN**

Can you identify one concrete improvement from the review?

FURTHER READING

[HighLevel Support](#)

Independent Setly planning resource. Platform settings and requirements can change; use the linked official help for current configuration details.