

9SENSES LAUNCHES ITS FIRST PRODUCT

Chatbot Audit makes Gen-AI quality measurable

A structured evaluation process for AI chatbots makes it possible for the first time to benchmark generative AI systems -independently, cost-effectively, and quickly

More and more companies are using AI chatbots - but hardly any of them know how well they actually perform. 9senses, the newly founded consulting firm specializing in value-creating AI with Swiss roots, launches its first product in March 2026: the 9senses Chatbot Audit. For the first time, this will enable the performance of generative AI systems to be evaluated and certified using a standardized, vendor-neutral process.

What matters is whether a chatbot understands user concerns, provides meaningful answers, conducts conversations in a structured manner - and helps users achieve their goals. This is also where its contribution to business success lies: representing the company positively around the clock, solving problems cost-effectively, and relieving the burden on other channels. The first audits conducted clearly show that this goal is often missed.

Four dimensions, one objective score

The Level 1 Audit is the first stage in the 9senses Audit Framework and evaluates chatbots from the user's perspective in real-world use - without system access. It analyzes four weighted dimensions:

- **Response Quality:**
Relevance, Accuracy, and Completeness
- **Speed:**
Response Times Under Real-World Conditions
- **User Interface:**
Design and Usability
- **Conversation Quality:**
Structure, Flow, and Focus on Resolution





In addition, the audit evaluates the estimated business value and provides initial insights into compliance, ethics, and - if desired - multilingual capabilities.

If serious weaknesses are identified in a Level 1 audit, an in-depth Level 2 audit allows for a more detailed analysis of all aspects of a generative AI system using an open-box procedure in close collaboration with the client.

Availability and Pricing

The 9senses Chatbot Audit (Level 1) is now available for booking directly at www.9senses.ai/chatbot-audit, starting at 599 EUR; various options can be configured. Delivery takes just five business days. This makes the Chatbot Audit a cost-effective and readily available tool for evaluating - even repeatedly - a generative AI solution used in customer interactions. Level 2 audits are available only upon request and are tailored individually to customer needs.

About 9senses AG

9senses AG is a global consulting firm with Swiss roots. Its focus is on the value-creating use of AI. 9senses supports organizations in the design, evaluation, and optimization of AI-powered solutions and has developed the 9senses Chatbot Audit, a structured process for the independent quality assessment of chatbot solutions.

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