

## Multimedia Appendix 5: In-app feedback question and responses

Reference	Feedback question	Details	Pre formatted response options	Total responses
Q1	“Have I been able to help you feel better yet?”	<p><b>Objective:</b> Obtain Session effectiveness</p> <p><b>Frequency:</b> At the end of every wellness based session</p> <p><b>Trigger question:</b> When user responds positively to bot-asked question <b>“Before you go can I ask how I’m doing so far?”</b></p>	<p>“Yes, actually”;</p> <p>“Not Yet”;</p> <p>Trigger options</p> <p>“I like it”; (positive)</p> <p>“Not today”;</p> <p>“So Far, So Good”;</p> <p>(positive)</p> <p>“Not Very Well”;</p> <p>(negative)</p>	172
Q2	“Did that help?”	<p><b>Objective:</b> Obtain mindfulness technique effectiveness</p> <p><b>Frequency:</b> At the end of every mindfulness session</p>	<p>“Listen to me”;</p> <p>“Yeah actually”;</p> <p>“Not Really”;</p>	63
Q3	“Do you feel better?”	<p><b>Objective:</b> Obtain Physical activity technique effectiveness</p> <p><b>Frequency:</b> At the end of every tool-based session</p>	<p>“Yes, Actually”;</p> <p>“Not Really”;</p>	19
Q4	“Anything specific you’d like to improve?”	<p><b>Objective:</b> Obtain Session effectiveness</p> <p><b>Frequency:</b> At the end of every wellness based session</p> <p><b>Trigger question:</b> When user responds negatively to bot-asked question <b>“Before you go can I ask how I’m doing so far?”</b></p>	<p>“ Too Repetitive”;</p> <p>“No”;</p> <p>“Understand me Better”</p> <p>Trigger options</p> <p>“I like it”; (positive)</p> <p>“Not today”;</p> <p>“So Far, So Good”;</p> <p>(positive)</p> <p>“Not Very Well”;</p> <p>(negative)</p>	15
Q5	“Is the conversation helping you?”	<p><b>Objective:</b> Obtain Loss-based session effectiveness</p> <p><b>Frequency:</b> At the end of every loss-based session</p>	<p>“Yes Quite”;</p> <p>“A Little”;</p> <p>“Not Really”;</p>	11
Q6	“I’m still very new,	<p><b>Objective:</b> Obtain feedback on improvement areas</p>	Only Free Text Entry	1

Reference	Feedback question	Details	Pre formatted response options	Total responses
	and your feedback helps me grow. What do you think I could do better?"	<b>Frequency:</b> Every weekend		
Q7	"Anything else I could do better?"	<b>Area:</b> Obtain feedback on improvement areas <b>Frequency:</b> Every weekend	Only Free Text Entry	1
			<b>Total</b>	<b>282</b>