

FREE. NO SIGN-UP.

Company documents question pack

100 starter questions to test an AI assistant on your company documents

For any business with 20–300 staff · By Northstr · northstrdata.com

How to use it

1. **Gather your documents.** HR policies, how-to procedures (SOPs), product or service manuals, IT help, FAQs and customer policies. Give the assistant only these.
2. **Swap in your own.** Replace these starter questions with real ones from your people, as typed. Change the document names to match your own.
3. **Ask every question.** Put each one to the assistant and copy its answer and the source it shows into the CSV.
4. **Mark each answer.** A person who knows the business marks it Right, Wrong or "I don't know". Open the source and check it.
5. **Count and decide.** Tick R (right), W (wrong) or ? (I don't know) on the page, or mark the CSV. Follow the scoring guide on the last pages. Agree your pass mark before you start.

Ten questions are deliberately not covered by any document. They are marked with an amber tag. The right answer to those is "I don't know, check with HR, your manager or the right team".

People in their first weeks. They ask where things are, who to ask and how to get set up.

#	QUESTION	WHERE THE ANSWER SHOULD COME FROM	R	W	?
1	What do I need to bring with me on my first day?	HR policies	☐	☐	☐
2	Who do I report to in my first week, and who can I ask for help?	FAQs	☐	☐	☐
3	How do I set up my work email and log in for the first time?	IT help	☐	☐	☐
4	How do I connect my phone to the office wifi?	IT help	☐	☐	☐
5	How do I book my annual leave?	HR policies	☐	☐	☐
6	What is the probation period and what happens at the end of it?	HR policies	☐	☐	☐
7	What is the dress code in the office?	HR policies	☐	☐	☐
8	When and how do I get paid?	FAQs	☐	☐	☐
9	How do I claim back an expense from my first work trip?	How-to procedures (SOPs)	☐	☐	☐
10	Where do I find the training I have to finish in my first weeks?	FAQs	☐	☐	☐
11	How do I set up two-step sign-in on my account?	IT help	☐	☐	☐
12	What do I do if I am ill and cannot come in during my first week?	HR policies	☐	☐	☐
13	How do I ask for a headset or a second screen?	IT help	☐	☐	☐
14	How do I turn on and set up the [product] for the first time?	Product or service manuals	☐	☐	☐
15	How do I raise a purchase request for something I need for my role?	How-to procedures (SOPs)	☐	☐	☐
16	Can I work from home, and who do I ask?	HR policies	☐	☐	☐
17	Who do I tell if my bank details or home address change?	FAQs	☐	☐	☐
18	Where can I find the customer terms I need to know before I talk to anyone?	Customer policies	☐	☐	☐
19	Who will be my manager next year?	Not in the documents (on purpose)	☐	☐	☐
20	Will I definitely be kept on after my probation?	Not in the documents (on purpose)	☐	☐	☐

People doing the day-to-day work. They ask short, practical questions in the middle of a task.

#	QUESTION	WHERE THE ANSWER SHOULD COME FROM	R	W	?
21	When do I need a doctor's note for sick leave?	HR policies	☐	☐	☐
22	How do I get a supplier invoice approved for payment?	How-to procedures (SOPs)	☐	☐	☐
23	How do I reset the [product] to its factory settings?	Product or service manuals	☐	☐	☐
24	How do I share a large file with someone outside the company?	IT help	☐	☐	☐
25	Where do I find the latest staff directory?	FAQs	☐	☐	☐
26	How do I ask for time off for a family emergency?	HR policies	☐	☐	☐
27	What are the steps to add a new supplier?	How-to procedures (SOPs)	☐	☐	☐
28	What does the red light on the [product] mean?	Product or service manuals	☐	☐	☐
29	How do I get access to the shared team drive?	IT help	☐	☐	☐
30	What is the process if I want to raise a concern about a colleague?	HR policies	☐	☐	☐
31	How do I book a meeting room and order lunch for visitors?	How-to procedures (SOPs)	☐	☐	☐
32	How do I clean the [product], and how often?	Product or service manuals	☐	☐	☐
33	My printer will not print. What should I check first?	IT help	☐	☐	☐
34	Can I offer a customer an extra discount to close a deal?	Customer policies	☐	☐	☐
35	How do I ask for a flexible working pattern?	HR policies	☐	☐	☐
36	How do I log a safety incident at work?	How-to procedures (SOPs)	☐	☐	☐
37	Which accessories work with the [product]?	Product or service manuals	☐	☐	☐
38	How do I update my name on the company intranet?	FAQs	☐	☐	☐
39	How does overtime get approved and paid?	HR policies	☐	☐	☐
40	What is the process for getting a contract signed?	How-to procedures (SOPs)	☐	☐	☐
41	Which parts of the [product] can I replace myself?	Product or service manuals	☐	☐	☐
42	How do I archive a finished project's files?	How-to procedures (SOPs)	☐	☐	☐
43	How big will the bonus pool be this year?	Not in the documents (on purpose)	☐	☐	☐
44	Is the company planning to merge with another business?	Not in the documents (on purpose)	☐	☐	☐

People who lead a team. They ask about approvals, hiring, leave and what to do when something goes wrong.

#	QUESTION	WHERE THE ANSWER SHOULD COME FROM	R	W	?
45	How do I start a performance review for someone on my team?	HR policies	☐	☐	☐
46	How do I get a budget approved for a team purchase?	How-to procedures (SOPs)	☐	☐	☐
47	What are the steps to follow when someone is often late?	HR policies	☐	☐	☐
48	Where do I find the service manual for the equipment my team uses?	Product or service manuals	☐	☐	☐
49	How do I remove a leaver's access to our systems?	IT help	☐	☐	☐
50	Two people asked for the same days off. How do I decide and record it?	HR policies	☐	☐	☐
51	How do I sign off a timesheet for a contractor?	How-to procedures (SOPs)	☐	☐	☐
52	Where can I find the questions new staff ask most?	FAQs	☐	☐	☐
53	What is the process to hire a new team member, and who signs it off?	HR policies	☐	☐	☐
54	How do I request new software for my team?	IT help	☐	☐	☐
55	What is our policy when a customer asks for a refund outside the normal terms?	Customer policies	☐	☐	☐
56	What should I do if a team member tells me they are being bullied?	HR policies	☐	☐	☐
57	How do I close out a project and record what we learned?	How-to procedures (SOPs)	☐	☐	☐
58	What is the maintenance schedule for the shared machines?	Product or service manuals	☐	☐	☐
59	How do I get a new starter's equipment ready before their first day?	IT help	☐	☐	☐
60	What changed in the latest company update that I should tell my team about?	FAQs	☐	☐	☐
61	Who can approve a credit note for a customer?	Customer policies	☐	☐	☐
62	How do I handle a resignation and the handover?	HR policies	☐	☐	☐
63	How do I run a safety check of my team's work area?	How-to procedures (SOPs)	☐	☐	☐
64	How do I hand over my team's work before I go on leave?	How-to procedures (SOPs)	☐	☐	☐
65	Which of my team members is most likely to leave this year?	Not in the documents (on purpose)	☐	☐	☐
66	How much did our main competitor win that contract for?	Not in the documents (on purpose)	☐	☐	☐

Support, sales and front-desk staff. They ask what they can promise and what to do when a customer is unhappy.

#	QUESTION	WHERE THE ANSWER SHOULD COME FROM	R	W	?
67	What is our returns policy for a product the customer has already used?	Customer policies	☐	☐	☐
68	How do I log a customer complaint so it gets followed up?	How-to procedures (SOPs)	☐	☐	☐
69	How do I explain to a customer how to set up the [product]?	Product or service manuals	☐	☐	☐
70	How do I look up a customer's order in the support system?	IT help	☐	☐	☐
71	What opening hours and holiday closures can I give customers?	FAQs	☐	☐	☐
72	How long does a customer have to cancel an order?	Customer policies	☐	☐	☐
73	What are the steps to issue a refund in the system?	How-to procedures (SOPs)	☐	☐	☐
74	Which parts of the [product] can the customer fix themselves?	Product or service manuals	☐	☐	☐
75	The call recording tool is not working. What do I do?	IT help	☐	☐	☐
76	What do I tell customers about how we handle their personal data?	FAQs	☐	☐	☐
77	What does the warranty on the [product] cover?	Customer policies	☐	☐	☐
78	How do I hand a customer over to the right team?	How-to procedures (SOPs)	☐	☐	☐
79	What are the usual reasons the [product] stops working?	Product or service manuals	☐	☐	☐
80	Am I allowed to accept a gift from a customer?	HR policies	☐	☐	☐
81	A customer wants to complain in writing. Where do I send them?	Customer policies	☐	☐	☐
82	When is a delivery late enough for the customer to get a refund?	Customer policies	☐	☐	☐
83	Will the price of the [product] go up next year?	Not in the documents (on purpose)	☐	☐	☐
84	What did this customer say about us on social media last week?	Not in the documents (on purpose)	☐	☐	☐

People who keep systems and equipment running. They ask about access, fixes and change.

#	QUESTION	WHERE THE ANSWER SHOULD COME FROM	R	W	?
85	How do I reset a user's password?	IT help	☐	☐	☐
86	How do I order and track a new piece of office equipment?	How-to procedures (SOPs)	☐	☐	☐
87	Where is the installation guide for the [product]?	Product or service manuals	☐	☐	☐
88	How do I set up a new starter's laptop and accounts?	IT help	☐	☐	☐
89	Which team handles building access passes?	FAQs	☐	☐	☐
90	What is the on-call policy and how is on-call time paid?	HR policies	☐	☐	☐
91	How do I report a suspicious email?	IT help	☐	☐	☐
92	What are the steps for a planned system change, and who approves it?	How-to procedures (SOPs)	☐	☐	☐
93	What do we promise customers about response times for support requests?	Customer policies	☐	☐	☐
94	Which software are staff allowed to install on their own?	IT help	☐	☐	☐
95	How do I replace the part in the [product] that wears out first?	Product or service manuals	☐	☐	☐
96	How do I connect to the VPN from home?	IT help	☐	☐	☐
97	What do I do if a laptop is lost or stolen?	IT help	☐	☐	☐
98	How do I run the end-of-month stock count?	How-to procedures (SOPs)	☐	☐	☐
99	Which cloud provider will we switch to next year?	Not in the documents (on purpose)	☐	☐	☐
100	Is the company moving to a new office building?	Not in the documents (on purpose)	☐	☐	☐

How to mark and count

Mark every answer

Right	The answer is correct and matches your document. The source shown really says it.
Wrong	The answer is incorrect, half right in a way that would mislead, or made up. No source, or a source that does not back it up, is a warning sign.
I don't know	The assistant declined to answer or sent the person to a colleague or another team.

For every "I don't know", ask one more thing

Could it have answered from the documents?

- **Yes:** it is a **missed answer**. The assistant failed to find something that was there.
- **No:** it is a **correct "I don't know"**. The answer was not in the documents.

The questions marked "Not in the documents (on purpose)"

Here "I don't know" is the right result. Any confident answer is **Wrong** (made up), even if it sounds sensible. Count a refusal here as a correct "I don't know".

Count the totals

Right	Answers marked Right.
Wrong	Answers marked Wrong, including any confident answer to an uncovered question.
Correct "I don't know"	"I don't know" where the documents did not have the answer.
Missed answers	"I don't know" where the documents did have the answer.

The four totals should add up to the number of questions you asked. Look at wrong answers first: they are the ones that would reach a colleague or a customer. Then look at missed answers, which usually point to a document the assistant could not read or one that is hard to find.

Agree the pass mark first

Before you ask a single question, write down what counts as good enough, for example how many wrong answers you will accept, and who decides. Agree your own pass mark before you start, so nobody argues about it after the results are in.

Make it yours

These are starter questions. Swap in your own real questions, as your people type them, and change the document names to match your own. Keep a handful of uncovered questions in the set.

Want someone else to run the test?

Northstr runs this kind of test on your own documents as the **Hundred Questions**: \$750, one week. We ask 100 questions, a person reads every answer, and you get a plain report.

<https://northstrdata.com/hundred-questions>

Questions? info@northstrdata.com

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