



Customer Satisfaction Survey for ABC Company

Customer Satisfaction Survey by Optimal Connections, LLC., on behalf of ABC Company.

Thank you for taking this 5-10 minute survey. Your feedback is invaluable, and will help ABC Company improve the quality of its processes, as well as the products, services and support delivered to you. Immediately below, please rate the "**Importance**" of each issue vs. your level of "**Satisfaction**" with ABC's performance on that issue (with the scale of **1 = Unimportant/Dissatisfied** and **5 = Very Important/Very Satisfied**).

PLEASE GIVE US YOUR OPINION ABOUT ABC IN GENERAL

1. How easy do you find it doing business with ABC?

Importance

- 1
- 2
- 3
- 4
- 5

Satisfaction

- 1
 - 2
 - 3
 - 4
 - 5
-

2. How responsive are ABC team members?

Importance

- 1
- 2
- 3
- 4
- 5

Satisfaction

- 1
- 2
- 3
- 4
- 5

3. How can ABC do better as a company to meet your needs?



PLEASE GIVE US YOUR OPINION ABOUT ABC'S PRODUCTS

4. Rate the overall quality of ABC products

Poor	Fair	Good	Very Good	Excellent
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. How effective were you in meeting your business objectives using ABC products?

Poor	Fair	Good	Very Good	Excellent
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. How reliable are ABC products?

Poor	Fair	Good	Very Good	Excellent
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Rate the value of ABC products for the price paid

Poor	Fair	Good	Very Good	Excellent
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

PLEASE GIVE US YOUR OPINION ABOUT ABC SUPPORT

8. Rate the quality of technical support overall

Poor	Fair	Good	Very Good	Excellent
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Do ABC's support programs meet your needs?

Poor	Fair	Good	Very Good	Excellent
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. Rate ease of access to ABC support

Poor	Fair	Good	Very Good	Excellent
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. What should ABC do to improve its support?



PLEASE GIVE US YOU OPINION ABOUT ABC'S SERVICES

12. Do you find the ABC Newsletter valuable?

Poor Fair Good Very Good Excellent

13. What should ABC do to improve its Newsletter?

14. Rate the overall quality of ABC's training

Poor Fair Good Very Good Excellent

15. Rate the overall quality of ABC's services

Poor Fair Good Very Good Excellent

16. Rate the value of services received relative to price paid

Poor Fair Good Very Good Excellent

17. Please provide any additional comments regarding the services you received:**PLEASE GIVE US YOUR OPINION ABOUT CHOOSING AND USING ABC PRODUCTS****18. Which factor most influenced your selection of ABC's products (check one)?**

- Functionality
- Price
- Quality
- Reliability
- Support
- Services
- Other _____

Please select one of the following

19. What is the main reason your company continues to do business with ABC (check one)?

- Functionality
- Price
- Quality

- Reliability
 Support
 Services
 Other _____

Please list all that apply

20. In your opinion, who are ABC's main competitors?



PLEASE GIVE US YOUR OPINION ABOUT YOUR FUTURE INTERESTS

21. Over the next year do you expect to purchase (check all that apply):

- Customer Portal/Storefront (over the web)
 Web-based Configurator
 Electronic Data Interchange (EDI)
 Integration Software
 Customer Relationship Management (CRM)
 Enterprise Resource Planning (ERP)
 Product Data Management (PDM)
 Collaboration Software
 Forms Management
 Purchasing Portal (over the Web)
 Wireless or PDA applications
 Barcoding

22. Where would you be most interested in seeing ABC Company invest in the future?



23. Rate ABC's overall performance

- Poor Fair Good Very Good Excellent

PLEASE TELL US A LITTLE ABOUT YOURSELF

24. How long have you been doing business?

- Less than 1 year Up to 2 years Up to 3 years More than 3 years

25. Your Company Name:



26. Your Name:



27. Your Title:



28. Your Telephone Number:



29. Do you wish us to share your company name and results with ABC Company?

- Yes
- No

Please make sure to click on the "SUBMIT" button below to send in your survey results - and again, Thank you !

Submit