

Annual Customer Satisfaction Survey

We constantly strive to improve the quality of our services and your answers help us.



Is your annual upgrade of RnDExperience® ?

- Uninstalled
 Installed
 Tested
 In production
-

Your opinion about the quality of the annual upgrade :

	Very good	Good	Average	Insufficient
Ease of installation and configuration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does the annual letter correctly inform about the new functionalities of the version ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What do you think about the new features available on the update ?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Your opinion about the general quality of RnDExperience® :

	Very good	Good	Average	Insufficient
Ergonomics, user-friendliness, aestheticism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stability, reliability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Documentation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What functions are expected for the next version ?

Your satisfaction in regards to the global quality of the RnDExperience® Edition team :

	Very good	Good	Average	Insufficient
Creativity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to react to solve the bugs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of the communication (annual letter, users days)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Frequency of the communication (annual letter, users days)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments and suggestions

Services

Have you contacted the support team this year ?

- Regularly Occasionally Never

Your opinion about the intervention for any technical problem :

	Very good	Good	Average	Insufficient
The time you need to reach the support team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of understanding of the customer's job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of analysis about the problem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of the proposed solution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The required time to resolve the problem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

According to you, in which way can we improve the technical support ?

Personal information

First Name

Last Name

Function

* Email

Date

Submit