



Busmaster Survey

February 2016 – February 2017

Scope of the Survey (10 Questions)

- To perform user base analysis (demography, type, usage etc.)
- Gain feedback on Usability, Performance & Features of the tool
- Identify areas of improvement & development
- Identify functions & features to focus for future development
- Assess the need/potential for engineering services
- Assess the need/potential for priority support

126

Total Responses

Date Created: Monday, February 01, 2016

Complete Responses: 126

Survey Link

<https://github.com/rbei-etas/busmaster/issues/912>

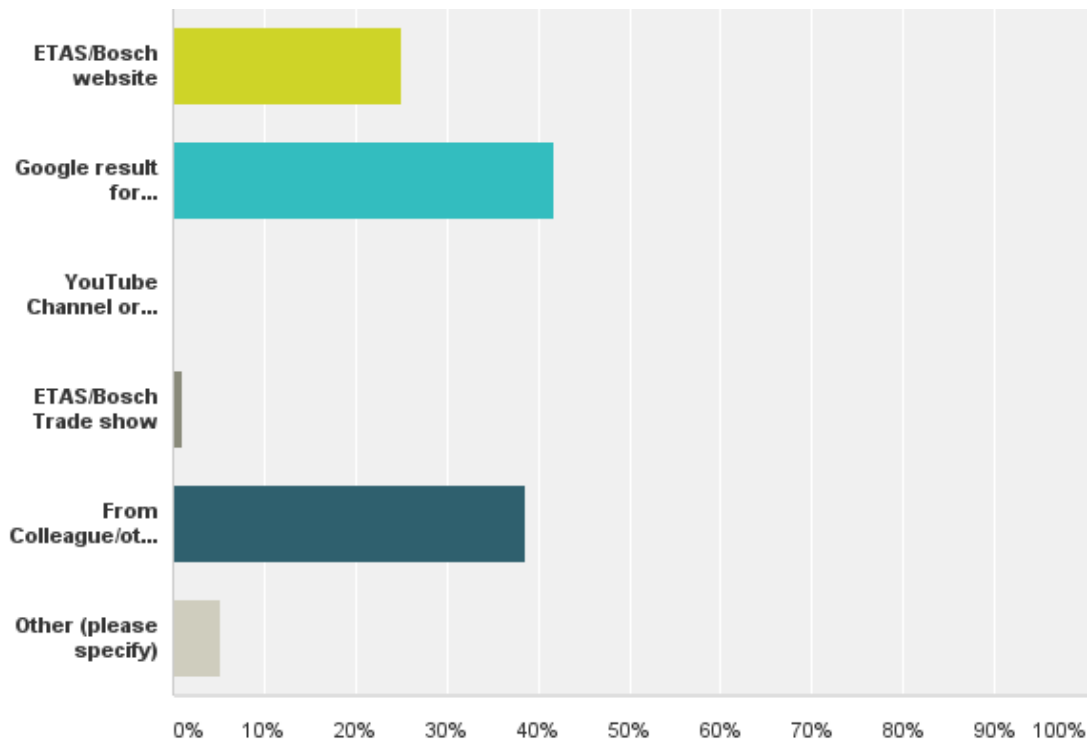
Total response is cumulative of responses to all survey variants posted on Github & elsewhere

Questionnaire

1. [How did you get to know about Busmaster ?](#)
2. [For which domain in your Institute/Organization do you use Busmaster?](#)
3. Approximately how many Busmaster users exist in your organization/Institute ? – *Data not published*
4. [Do you use any other commercial bus analysis & monitoring tools ?](#)
5. [How would you rate the user-experience of the tool : Ref. V2.6.4 \(Please leave comments, if any\) ?](#)
6. [What protocols do you work with currently \(using Busmaster/ Other tools\) ?](#)
7. [Which feature would you wish to have in Busmaster ?](#)
8. [How often do you use the community on GitHub to share info/bugs ?](#)
9. [Would you be interested in Commercial Engineering services to customize certain features to suit your use-case\(s\) ?](#)
10. [Would you be interested in priority response/fixes to issues, queries, feature requests etc. ?](#)

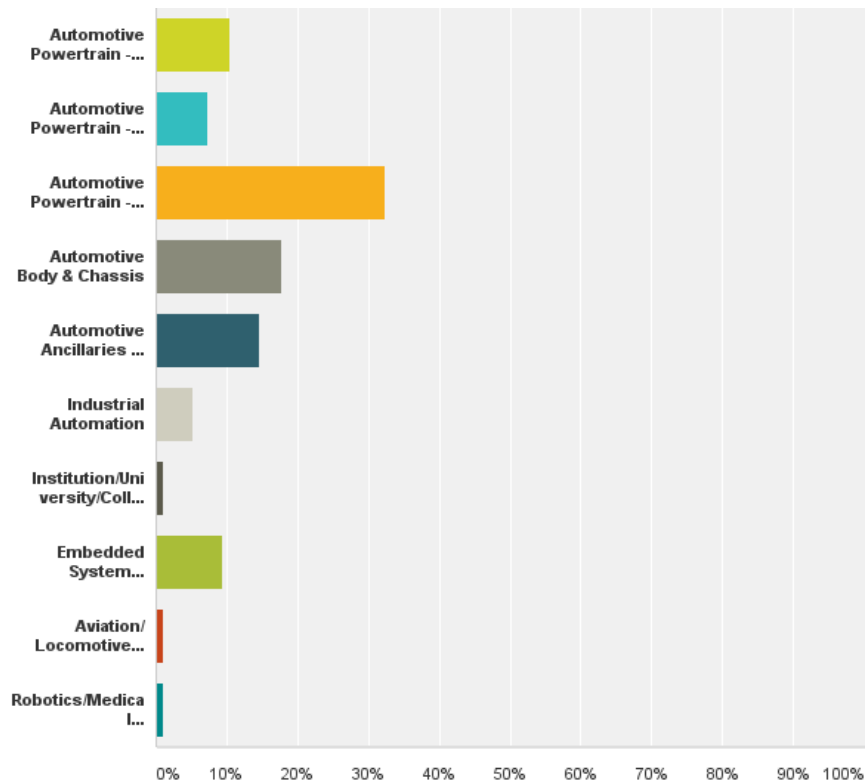
Q1: How did you get to know about Busmaster ?

Answered: 126 Skipped: 0



Q2: For which domain in your Institute/Organization do you use Busmaster?

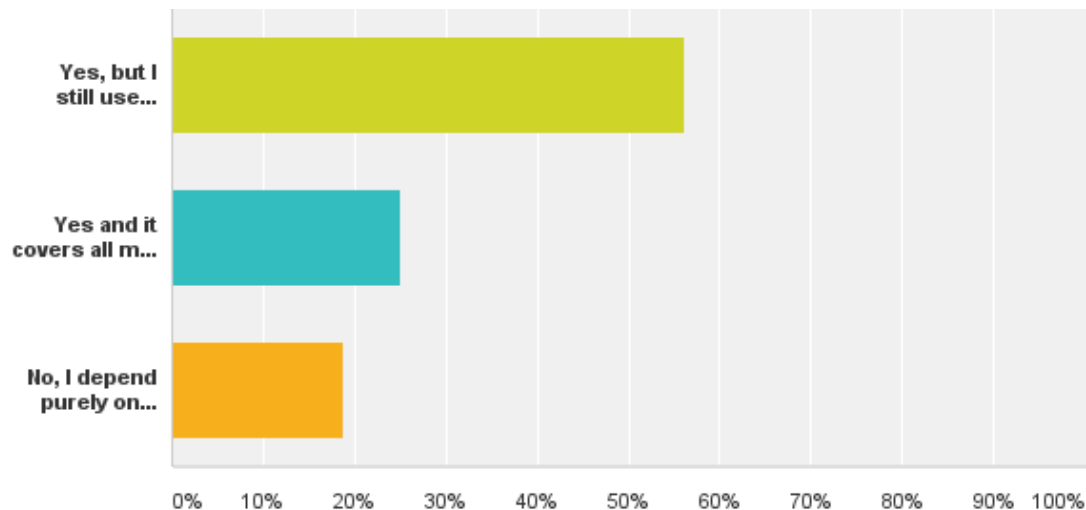
Answered: 126 Skipped: 0



Survey Data not included for Q3 : Approximately how many Busmaster users exist in your organization/Institute ?







Q4: Do you use any other commercial bus analysis & monitoring tools ?

Answered: 126 Skipped: 0



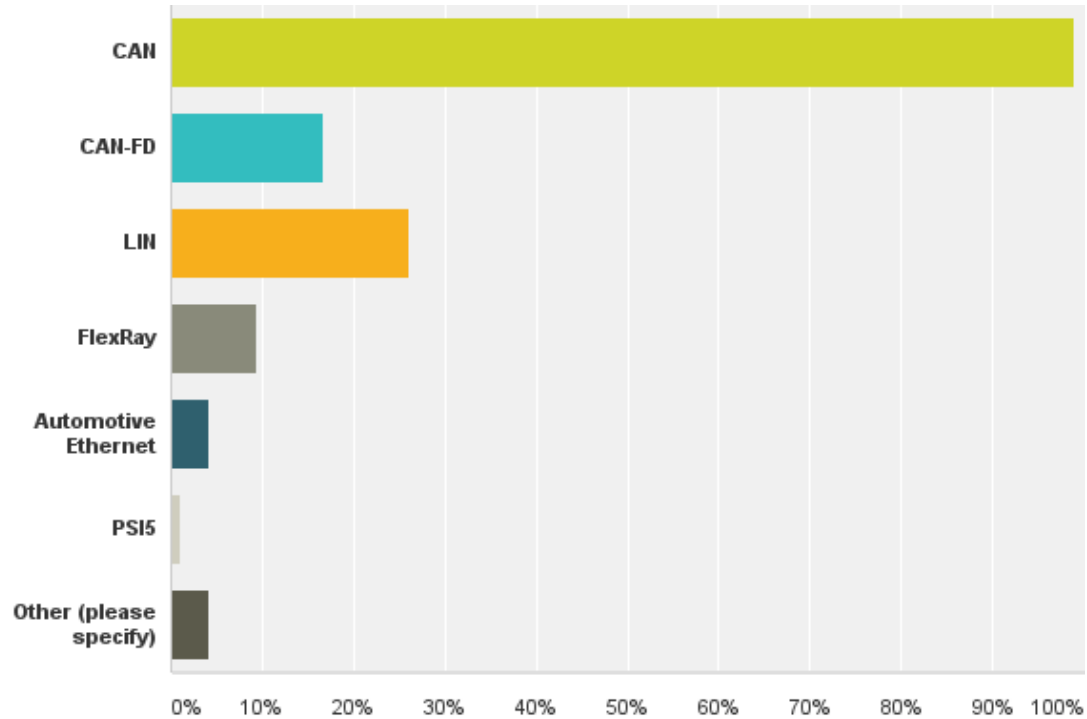
Q5: How would you rate the user-experience of the tool : Ref. V2.6.4 (Please leave comments, if any) ?

Answered: 126 Skipped: 0

		Excellent!	Good, can be improved	Satisfactory, does the job	Bad, need serious improvement	Never used
	Main Interface (Layout of tool- bars, menu items)	15.63% 15	37.50% 36	33.33% 32	10.42% 10	3.13% 3
	Button/icon appearance, size	20.83% 20	41.67% 40	29.17% 28	5.21% 5	3.13% 3
	Ease of learning (user friendliness)	6.25% 6	38.54% 37	37.50% 36	14.58% 14	3.13% 3
	Ease of access to common features	7.29% 7	41.67% 40	38.54% 37	9.38% 9	3.13% 3
	Support for protocols	21.88% 21	31.25% 30	27.08% 26	12.50% 12	7.29% 7
	Support for communication hardware	29.17% 28	40.63% 39	20.83% 20	5.21% 5	4.17% 4
	Reliability & Performance	18.75% 18	44.79% 43	23.96% 23	9.38% 9	3.13% 3
	Customization features/filters etc..	6.25% 6	36.46% 35	33.33% 32	13.54% 13	10.42% 10
	Help & Documentation	8.33% 8	23.96% 23	28.13% 27	23.96% 23	15.63% 15
	Ease of reaching Busmaster support on Github for any query / resolution	5.21% 5	20.83% 20	13.54% 13	10.42% 10	50.00% 48
	Response time for Query / Issue posted on Github (resolution time)	4.17% 4	17.71% 17	17.71% 17	10.42% 10	50.00% 48

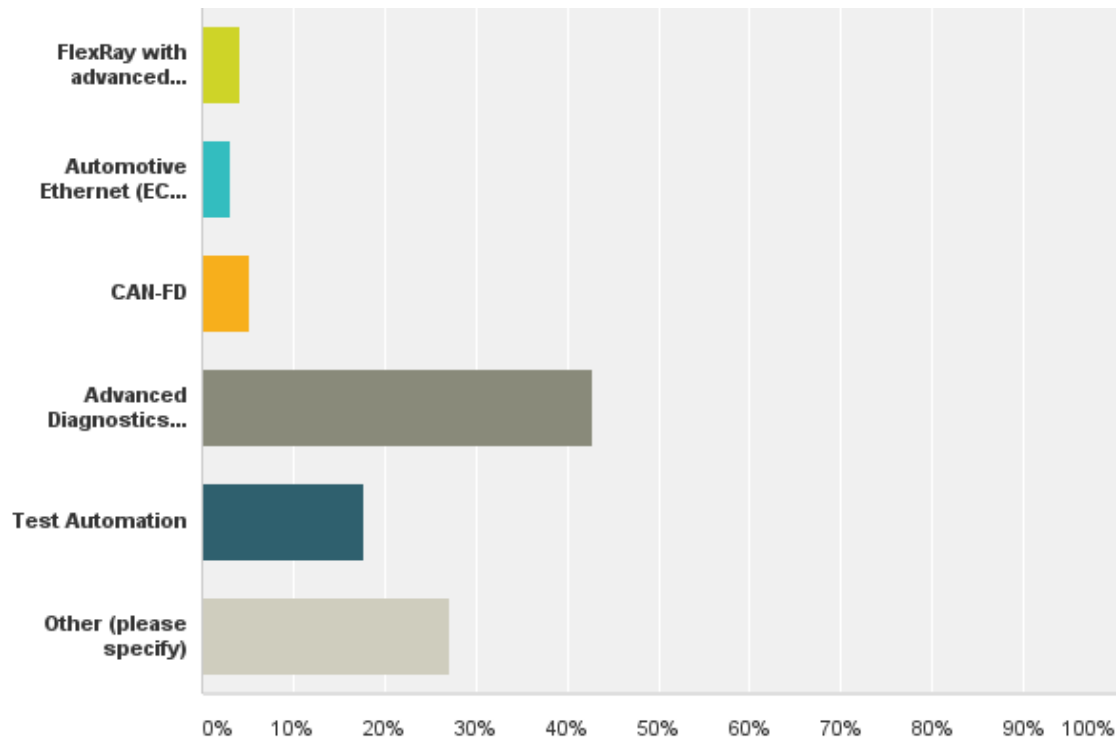
Q6: What protocols do you work with currently (using Busmaster/ Other tools) ?

Answered: 126 Skipped: 0



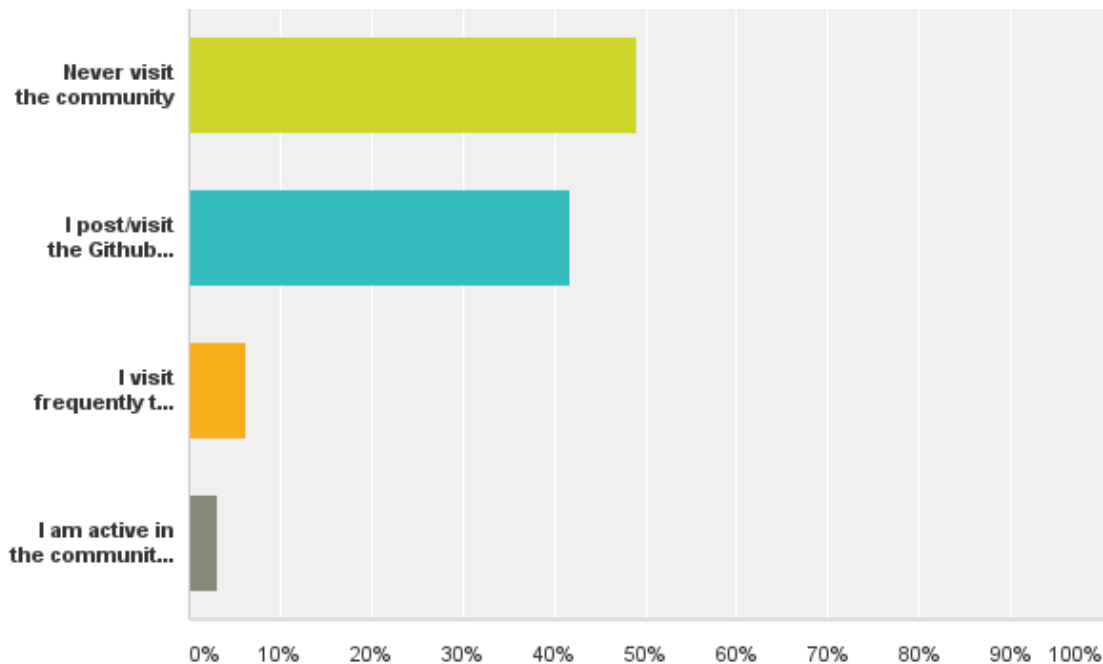
Q7: Which feature would you wish to have in Busmaster ?

Answered: 126 Skipped: 0



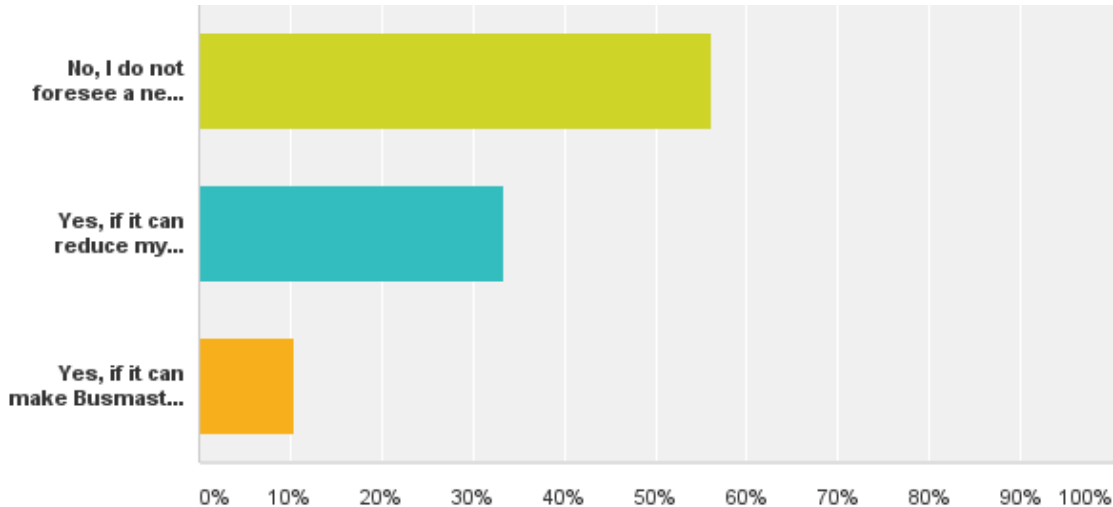
Q8: How often do you use the community on Github to share info/bugs ?

Answered: 126 Skipped: 0



Q9: Would you be interested in Commercial Engineering services to customize certain features to suit your use-case(s) ?

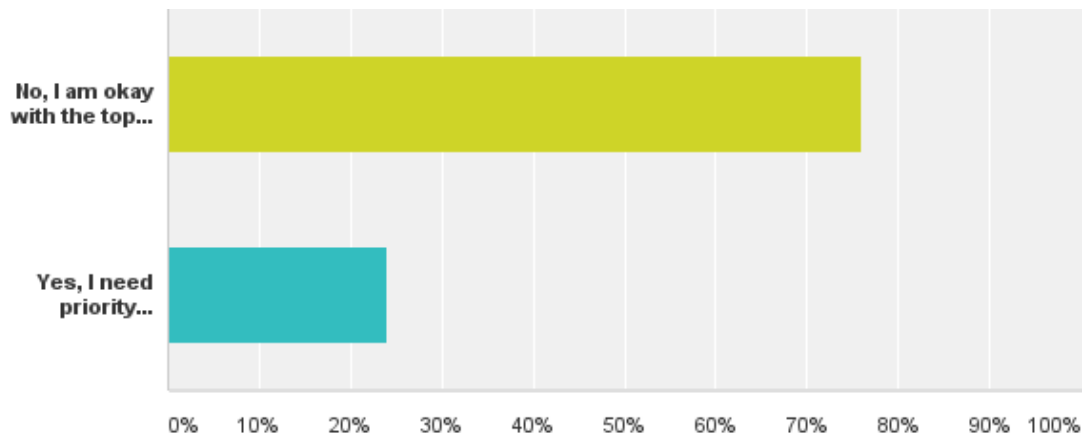
Answered: 126 Skipped: 0



- http://rbei-etlas.github.io/busmaster/Add_Ons.html
- http://rbei-etlas.github.io/busmaster/Engineering_Services.html

Q10: Would you be interested in priority response/fixes to issues, queries, feature requests etc. ?

Answered: 126 Skipped: 0



- http://rbei-etis.github.io/busmaster/Add_Ons.html
- http://rbei-etis.github.io/busmaster/Engineering_Services.html

Summary

- Insight into user demography and usage intensity
- Valuable feedback on improvement areas of the tool/services
- Valuable feedback on functions & features to focus for future development/improvement
- Considerable interest/requests from users for Commercial engineering services around OSS BUSMASTER
- Considerable interest in priority support

Further Information

- For Engineering Services, Add-ons, Support, please visit
 - ❑ http://rbei-etas.github.io/busmaster/Add_Ons.html
 - ❑ http://rbei-etas.github.io/busmaster/Engineering_Services.html
- For any additional information on offered services, please feel free to write to BUSMASTER@in.bosch.com

The BUSMASTER team sincerely thank you for your valuable participation