CUSTOMER FEEDBACK FORM

1. How easy was it to install our software?

○ Extremely easy

○ Very easy

● Moderately easy

○ Slightly easy

○ Not at all easy

2. How quick was the installation process for our software?

○ Extremely quick

○ Very quick

● Moderately quick

○ Slightly quick

○ Not at all quick

3. How user-friendly is our software's interface?

○ Extremely user-friendly

● Very user-friendly

○ Moderately user-friendly

○ Slightly user-friendly

○ Not at all user-friendly

4. How successful is our software in performing its intended task?

○ Extremely successful

○ Very successful

● Moderately successful

○ Slightly successful

○ Not at all successful

5. Overall, are you satisfied with the performance of our software and our team , neither satisfied nor dissatisfied with it, or dissatisfied with it?

- ⦿ Extremely satisfied
- ○ Moderately satisfied
- ○ Slightly satisfied
- ○ Neither satisfied nor dissatisfied
- ○ Slightly dissatisfied
- ○ Moderately dissatisfied
- ○ Extremely dissatisfied

6. How likely are you to recommend our software and the team to others?
- ○ Extremely likely
- ○ <mark>Very likely</mark>
- ○ Moderately likely
- ○ Slightly likely
- ○ Not at all likely

7. How approachable our team was
- ○ Extremely approachable
- ○ <mark>Very approachable</mark>
- ○ moderately approachable
- ○ very difficult to meet
- ○ don't respond on time

8. How do you rate the technical competence of the team
- ⦿ Extremely Talented
- ○ Moderately Talented
- ○ Not talented at all

9. Would you like to continue with our team in future
- ○ <mark>Would love to work</mark>
- ○ Will at least give a thought
- ○ Will not consider at all

1. The project was done as a course project of CS 301. Would you like to participate in selecting the team from pool of students next time for another product?

2. The project was done as a course project of CS 301. Would you like to participate in selecting the team from pool of students next time for another product?
- ○ Would love to work
- ○ Will at least give a thought
- ○ Will not consider at all

3. How much business time is saved by the tool/product developed by our team compared to your traditional way of doing the business(e.g. without this product/tool/software)
- ○ 10-30%
- ○ 30-60%
- ○ 60-80%
- ○ more than 80%

4. Do you think the product is helpful to increase the business turnover
- ○ Quite sure
- ○ It is likely to do so
- ○ Don't know/can't say
- ○ It was waste of time. No improvement at all.

5. How much percentage of your expectations /requirements are satisfied
- ○ 100%
- ○ 70-90 %
- ○ 40-60%
- ○ below 40%

6. If you were the course supervisor how would you evaluate the project?

○ A+

○ A

○ B

○ <mark>B+</mark>

○ C+

○ C

○ D+

○ D

○ Below D

7. How would you rate the sincerity of the team:

8. Any other suggestion/feedback/comment

○ extremely sincere

○ <mark>Good level of sincerity is there</mark>

○ Moderate level of sincerity

○ Not sincere at all