



- **Does our system meet your goals / meet your needs?**

Yes (....)

No (....)

- **If our system don't meet your goal tell us why?**

.....

- **How can we improve your customer experience?**

.....

- **How likely are you to recommend our system to your partners?**  
(1:10)

.....

- **Were you able to contact customer service right away when you needed to?**

Yes (....)

No (....)

- **When you called customer service, were you directed to the correct department?**

Yes (....)

No (....)

- **Which part of the product or service was most attractive to you?**

.....

- **If you could upgrade the product, what part would you improve?**

.....

- Which of the following words describes our system or service?

A) full of problems

B) Good but has limited problems

C) excellent

D) unparalleled

- What features are most valuable to you in our website?

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