**List of Questions to create user satisfaction survey**

Adobe Campaign Support

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| **Questions** | **Additional Info (Possible Answers)** |
| How satisfied are you overall with support for Adobe Campaign? | Very satisfied  Somewhat satisfied  Neutral  Somewhat dissatisfied  Very dissatisfied |
| Over the past quarter, how satisfied are you with the support staff’s ability to resolve Incidents for Adobe Campaign in a timely fashion? | Very satisfied  Somewhat satisfied  Neutral  Somewhat dissatisfied  Very dissatisfied |
| If your incident with Adobe Campaign was not resolved, did support staff provide next steps or direct you to a resource who could help? | Text field YES OR NO |
| Please rate the Adobe Campaign support staff on the following attributes. | Responsiveness  Communication  Professionalism  Politeness  Knowledge of the problem  Efficiency in solving the problem |
| Please provide any additional feedback you have regarding Adobe Campaign support. | Text area |

Ease of use

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| --- | --- |
| **Questions** | **Additional Info (Possible Answers)** |
| 1. How satisfied are you with the ease of use of Adobe Campaign? | Very satisfied  Somewhat satisfied  Neutral  Somewhat dissatisfied  Very dissatisfied |
| 2. How quickly are you able to find the features or objects in Adobe Campaign related to your job functions? | Very quickly  Somewhat quickly  Neutral  Hard to find  Very hard to find |
| 3. How often do you have issues when using Adobe Campaign? | Always  Sometimes  Rarely  Never |
| 4. Please provide any additional feedback regarding the ease of use of Adobe Campaign. | Text area |

Features Related Questions

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| **Questions** | **Additional Info (Possible Answers)** |
| 1. How satisfied are you with the current features and capabilities of Adobe Campaign? | Very satisfied  Somewhat satisfied  Neutral  Somewhat dissatisfied  Very dissatisfied |
| 2. How satisfied are you with the testing and deployment of new features and capabilities for Adobe Campaign? | Very satisfied  Somewhat satisfied  Neutral  Somewhat dissatisfied  Very dissatisfied |
| 3. How satisfied are you regarding the time it takes to develop new features and capabilities for Adobe Campaign once an intake has been approved? | Very satisfied  Somewhat satisfied  Neutral  Somewhat dissatisfied  Very dissatisfied |
| 4. Please provide any additional comments about features and capabilities of Adobe Campaign. Are there features or capabilities missing in Adobe Campaign that would make your job easier? | Text area |

Overall Sections

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| **Questions** | **Additional Info (Possible Answers)** |
| 1.How satisfied are you with the Adobe Campaign application? | Very satisfied  Somewhat satisfied  Neutral  Somewhat dissatisfied  Very dissatisfied |
| 2. How long have you been using Adobe Campaign at Dell? | Less than 6 months  1 year to less than 3 years  3 years to less than 5 years |
| 3. What is the best thing about Adobe Campaign? | Text area |
| 4. What is the worst thing about Adobe Campaign? | Text area |