Supportworks Questionnaire

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| **Name (Optional) :** |  |
| **Job Title/ Role:** |  |
| **What is your level of experience using the software :** | Much Experience / Some Experience / Little Experience |

Part I: The Current System

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| 1) | Overall, I am satisfied with how easy the current system is to use. | | | | | | | | | | |
|  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|  | Strongly disagree | | |  |  |  |  |  | Strongly agree | |
|  |  |  |  |  |  |  |  |  |  |  |
| 2) | The current system is successful in completing the intended tasks. | | | | | | | | | | |
|  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|  | Strongly disagree | | |  |  |  |  |  | Strongly agree | |
|  |  |  |  |  |  |  |  |  |  |  |
| 3) | **It is easy to find required information in the current system.** | | | | | | | | | | |
|  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|  | Strongly disagree | | |  |  |  |  |  | Strongly agree | |
|  |  |  |  |  |  |  |  |  |  |  |
| 4) | **What does the current system do well?** | | | | | | | | | | |
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| 5) | **What improvements would you make to the current system?** | | | | | | | | | | |
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Part II: The New System

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| 6) | **What would you say are the most important features of a new helpdesk system for Numatic?** |
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| 7) | **Do you have any other comments or suggestions about the current or new system?** |
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Thank you for your time completing this questionnaire.