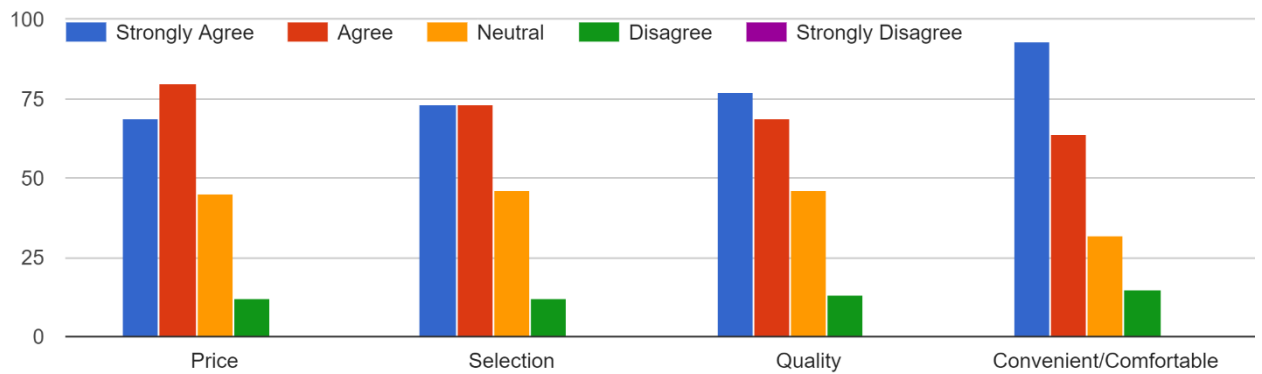# Questionnaire Feedback Report
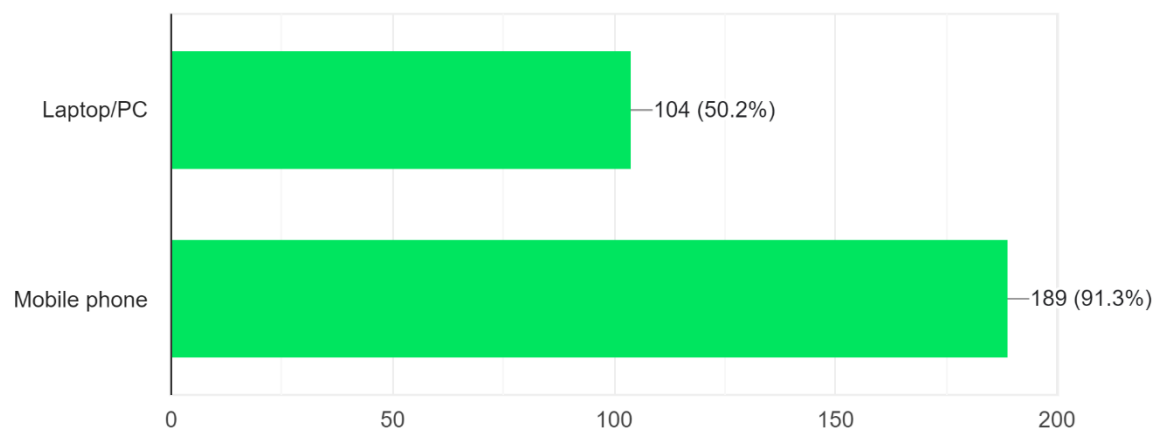
1.

What factors influence your decision to order products from online product delivery (online PD) platforms ?
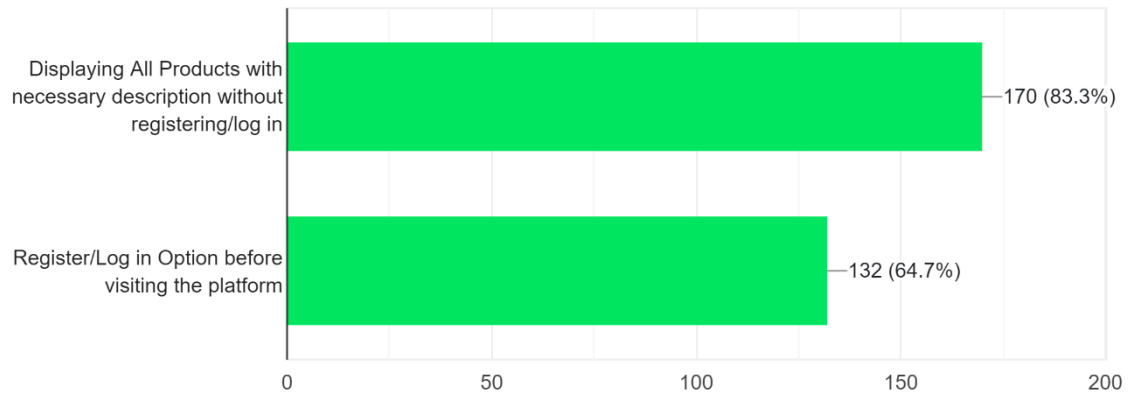

2.

What kind of devices are comfortable for you when you want to order any product through online?

207 responses

3.

Which of the following circumstances makes you feel comfortable while vising any online product delivery (online PD) platforms ?
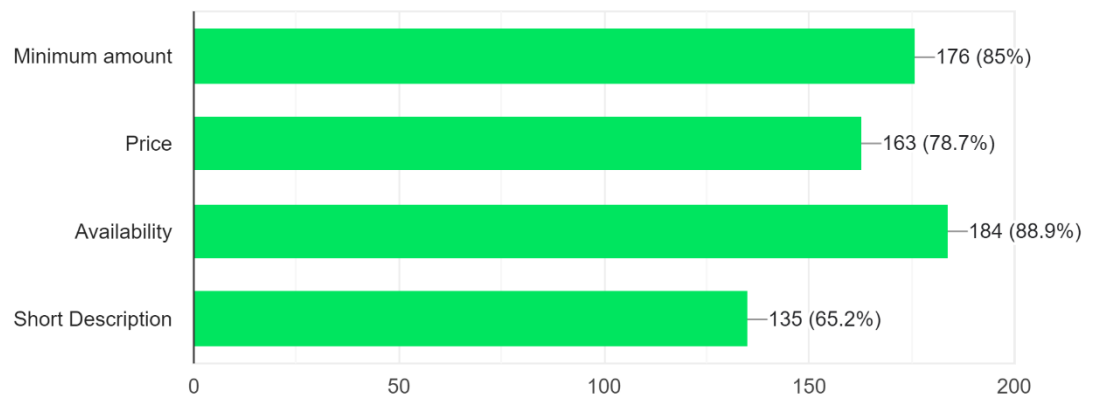
204 responses

Displaying All Products with necessary description without registering/log in — 170 (83.3%)

Register/Log in Option before visiting the platform — 132 (64.7%)

(x-axis: 0, 50, 100, 150, 200)

4.

What details about a specific product do you want to know when you visit the online product delivery (online PD) platforms ?

207 responses

Minimum amount — 176 (85%)

Price — 163 (78.7%)

Availability — 184 (88.9%)

Short Description — 135 (65.2%)

(x-axis: 0, 50, 100, 150, 200)

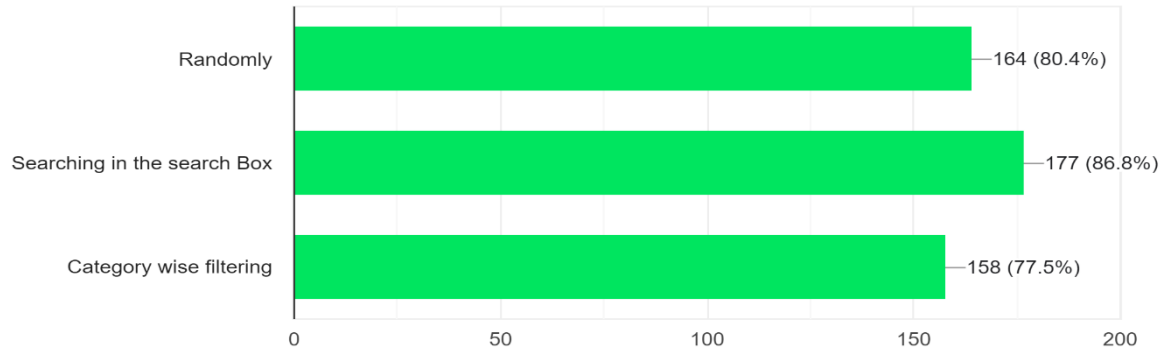**5.**

How do you want to find a product while conducting a search on any online product delivery (online PD) platform ?

204 responses

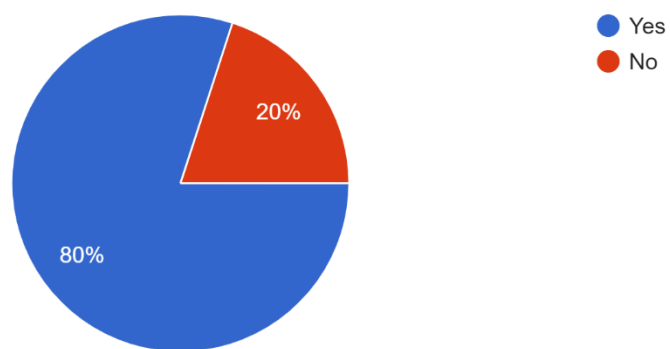|	
Randomly	164 (80.4%)
Searching in the search Box	177 (86.8%)
Category wise filtering	158 (77.5%)

(0, 50, 100, 150, 200)

6.

Do you want any personalized product recommendation ?

200 responses

- Yes
- No

80%

20%

7.

A customer care or support team should be present to offer assistance.What do you think ?

207 responses

- ● Agree
- ● Neutral
- ● Disagree

24.2%

7.2%

68.6%
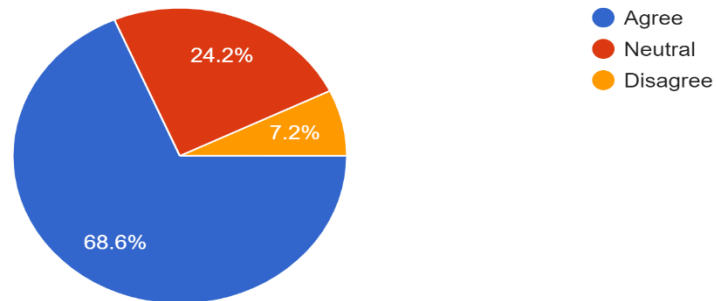
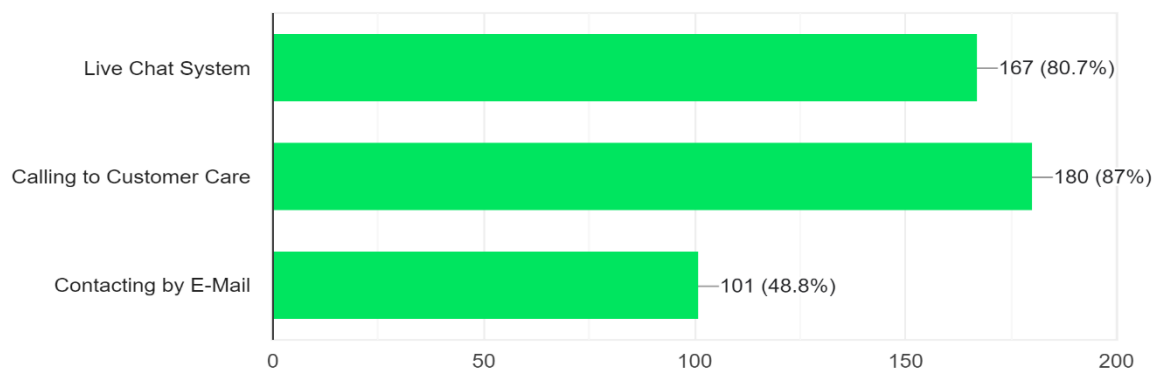**8.**

How would you like to contact with online product delivery (online PD) platforms if you have any queries when viewing or ordering products?
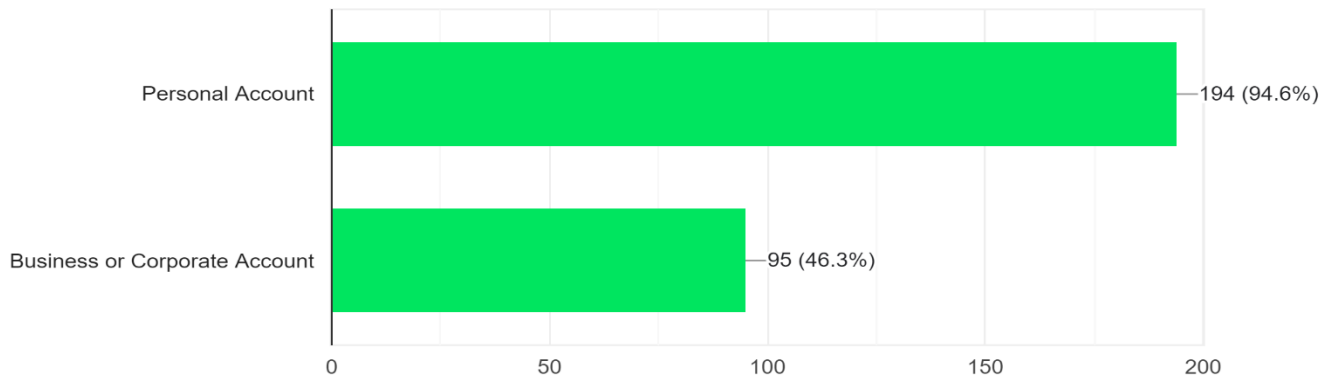
207 responses

Live Chat System — 167 (80.7%)

Calling to Customer Care — 180 (87%)

Contacting by E-Mail — 101 (48.8%)

0   50   100   150   200

9.

What kind of accounts are required when placing a product order? What do you think ?

205 responses

Personal Account	194 (94.6%)
Business or Corporate Account	95 (46.3%)

0   50   100   150   200

10.

Do you want to save your favorite items for quick ordering?

197 responses

- Yes
- No

13.2%

86.8%
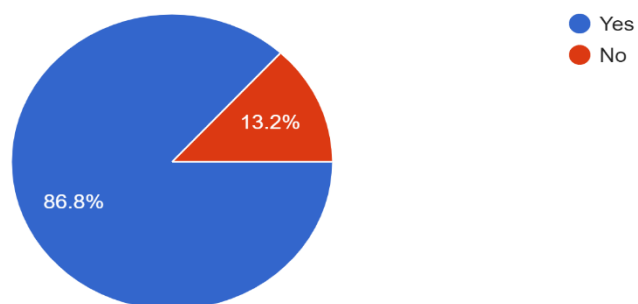
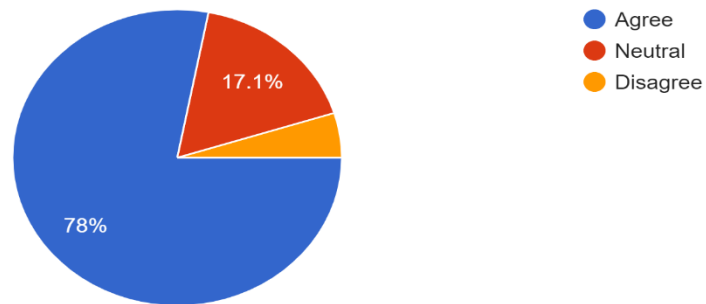**11.**

If someone wants to purchase fresh food, such as vegetables, or if any product stocked out, a pre-order system can be added . What do you think?
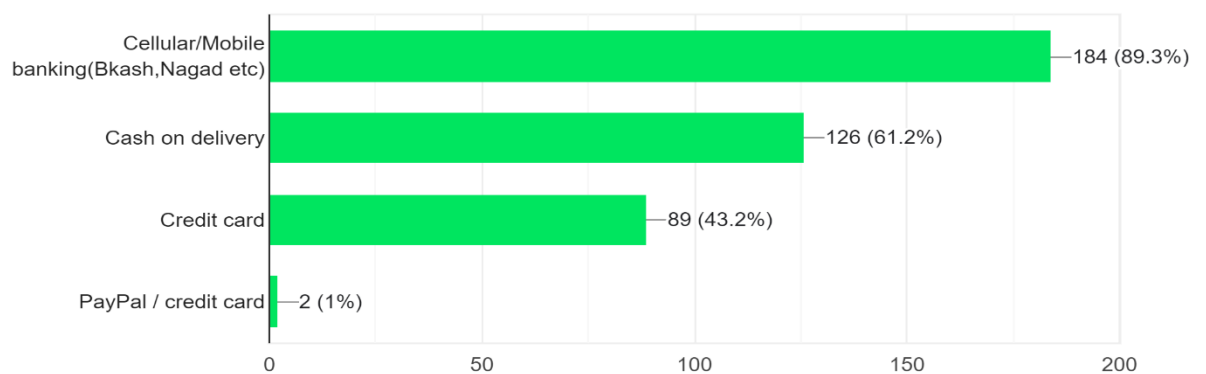
205 responses

- Agree
- Neutral
- Disagree

17.1%

78%

12.

Which method of transaction do you prefer?

206 responses

Cellular/Mobile banking(Bkash,Nagad etc)	184 (89.3%)
Cash on delivery	126 (61.2%)
Credit card	89 (43.2%)
PayPal / credit card	2 (1%)

13.

How would you want to file a complaint?

200 responses

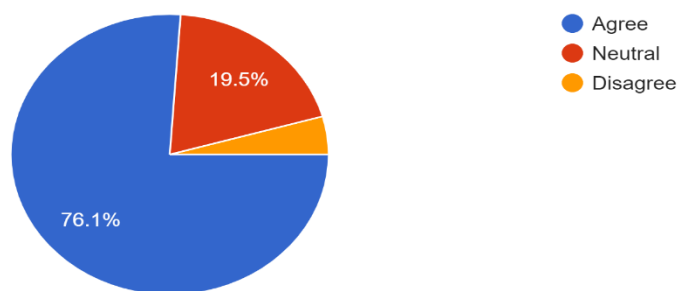|	
Contacting by E-Mail	166 (83%)
Complaint submission ("File a Complaint" option) by uploading product images and descriptions	127 (63.5%)
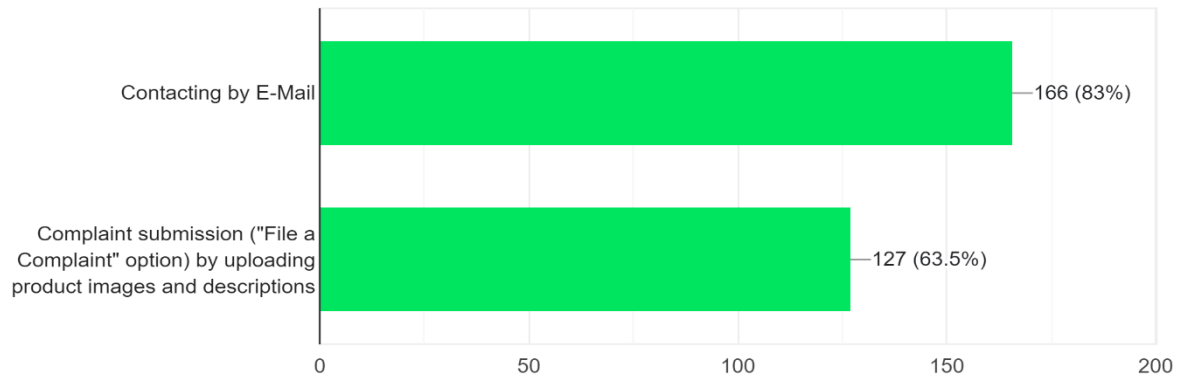
14.

Customers should be able to examine their previous orders and reorder goods from previous orders. What do you think?
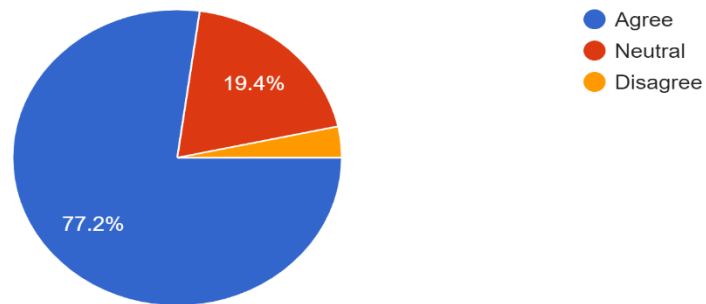
205 responses

- Agree 76.1%
- Neutral 19.5%
- Disagree

15.

Customers should be able to view the track status of their orders, including when they were placed, when they are expected to be ready, and when they have been delivered. What do you think?
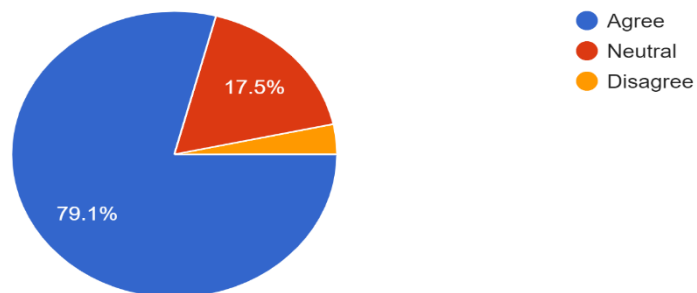
206 responses

- Agree
- Neutral
- Disagree

19.4%

77.2%

16.

Customers should be allowed to make changes to their orders until they are finally placed to the system. What do you think?

206 responses

- Agree
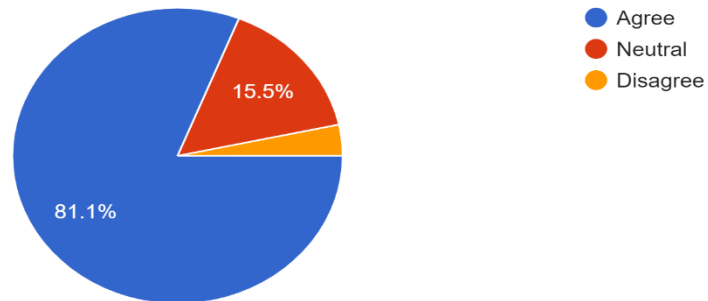- Neutral
- Disagree

17.5%

79.1%

17.

There should be a way to cancel or change an order after it has been placed.What do you think?

206 responses

- Agree
- Neutral
- Disagree

15.5%

81.1%

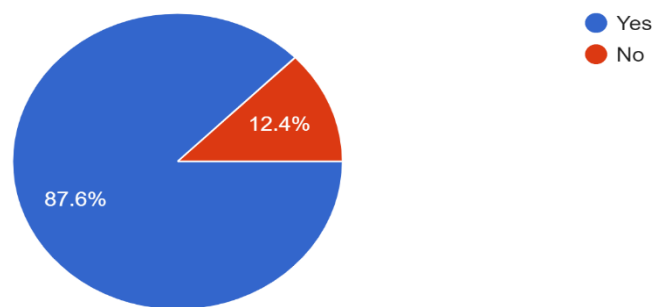**18.**

Do you want to choose from multiple delivery or pickup options at a time while ordering product?
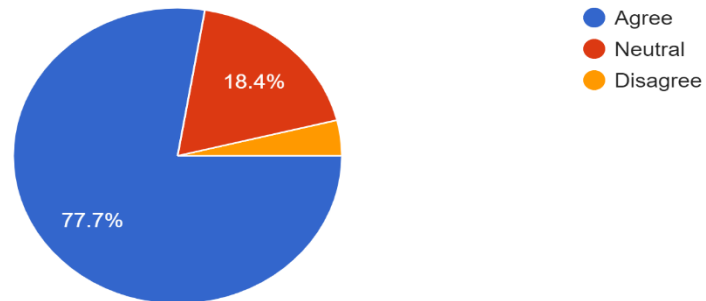
202 responses

- Yes
- No

12.4%

87.6%

19.

There should be earning rewards or loyalty points for ordering products.What do you think?

206 responses

- Agree
- Neutral
- Disagree

18.4%

77.7%

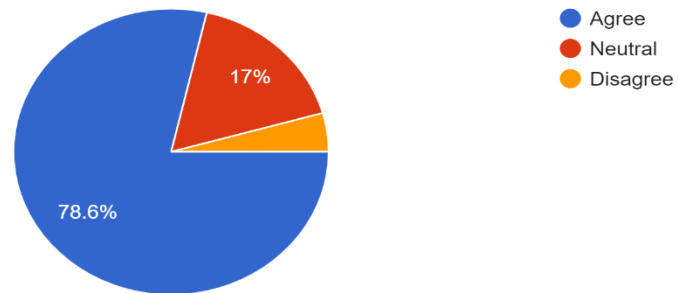## 20.

If there is a coupon, discount code, or gift card available at the time of purchase, that would be fantastic! What do you think ?

206 responses
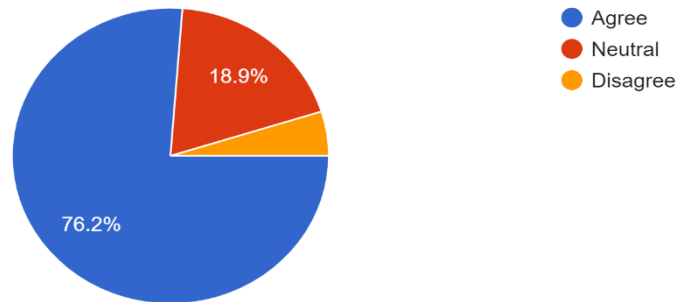

- Agree
- Neutral
- Disagree

17%

78.6%

21.

Customers can save multiple delivery addresses. What do you think?

206 responses

- Agree
- Neutral
- Disagree

76.2%

18.9%

22.

Do you want to save frequently ordered items for quicker ordering in the future?
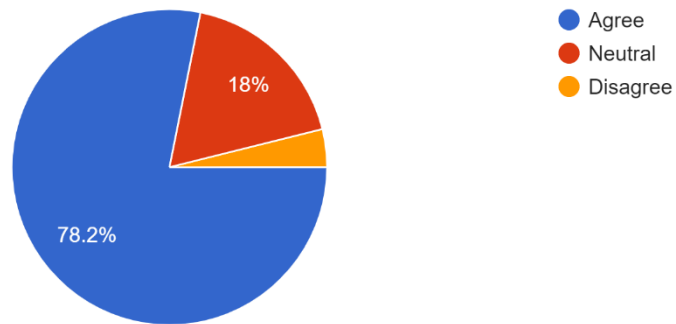
204 responses

- Yes
- No

84.3%

15.7%
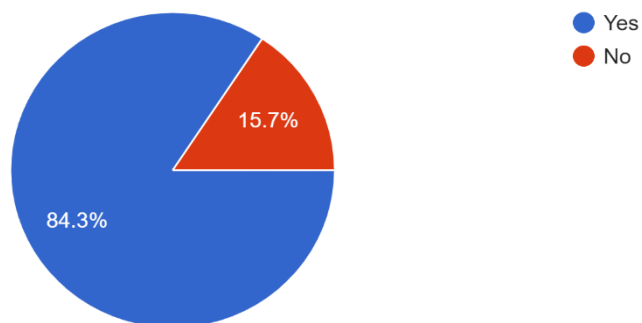
23.

There should be a way for customers to schedule an order for a future delivery or pickup time.What do you think?

206 responses

- Agree
- Neutral
- Disagree

78.2%

18%

24.

As a customer do you want to leave reviews or ratings for their food and delivery experience?

206 responses

- Agree
- Neutral
- Disagree

77.7%

18%