**CUSTOMER FEEDBACK FORM**

1. How easy was it to install our software?

Extremely easy

Very easy

Moderately easy

Slightly easy

Not at all easy

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

Extremely quick

Very quick

Moderately quick

Slightly quick

Not at all quick

1. 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

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

Extremely successful

Very successful

Moderately successful

Slightly successful

Not at all successful

1. 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

1. How likely are you to recommend our software and the team to others?

Extremely likely

Very likely

Moderately likely

Slightly likely

Not at all likely

1. How approachable our team was

Extremely approachable

Very approachable

moderately approachable

very difficult to meet

don’t respond on time

1. How do you rate the technical competence of the team

Extremely Talented

Moderately Talented

Not talented at all

1. Would you like to continue with our team in future

Would love to work

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

1. 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%

1. 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.

1. How much percentage of your expectations /requirements are satisfied

100%

70-90 %

40-60%

below 40%

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

A+

A

B

B+

C+

C

D+

D

Below D

1. How would you rate the sincerity of the team:
2. Any other suggestion/feedback/comment

extremely sincere

Good level of sincerity is there

Moderate level of sincerity

Not sincere at all