

# Customer Satisfaction Survey

**Thank you** for taking the Customer Satisfaction Survey. The survey should take less than five minutes of your time to complete. Click the "Submit by Email" button at the end to submit the survey automatically to our Quality Assurance Department.

Please rate your satisfaction level with each of the following statements.

- 1 = very satisfied
- 2 = somewhat satisfied
- 3 = neutral
- 4 = somewhat dissatisfied
- 5 = very dissatisfied

1      2      3      4      5

## Product

- |   |                       |                       |                       |                       |                       |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1. How satisfied are you with the solutions offered by the product? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. How satisfied are you with time and cost savings achieved?       | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. How satisfying is the quality of the product?                    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. Rate your satisfaction with the product's documentation.         | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. Rate your overall satisfaction with the product.                 | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

## Technical Support

- |  |                       |                       |                       |                       |                       |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 6. How satisfied are you with the responsiveness of the Technical Support? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 7. How satisfied are you with the Technical Support services hours?        | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 8. Rate your overall satisfaction with the technical support.              | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

## Company

- |   |                       |                       |                       |                       |                       |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 9. Rate your overall satisfaction with the customer service.            | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 10. Overall, how satisfied are you with IGS Italia s.r.l. as a company? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 11. How can IGS Italia s.r.l. improve your customer experience?         |                       |                       |                       |                       |                       |