SurveyNinja

Software satisfaction survey

18 questions. About 5 min to answer.

The product

1. What do you think about our product?

	Agree	Somewhat agree	Disagree
I am confident I know how to set up and use the product	○	○	○
The product is easy to use	○	○	○
The product comes with all important features I need	○	○	○

2. How can we improve the product to make it easier for you to use?

3. Product integrations

	Agree	Somewhat agree	Disagree
The product has all the integrations I need to optimize my work processes	○	○	○
I can easily integrate the product with all other products/tools I usually use	○	○	○

4. How can we improve our product integrations? Required

5. Team collaboration

	Agree	Somewhat agree	Disagree
The product allows me to work with my team when I need to	○	○	○
The product offers all the collaboration tools I need	○	○	○

6. How can we improve the team collaboration tools?

Your team and learning

7. Who have you been in contact with from our team in the last three months?

Choose all that apply.

- ☐ Customer Support
- ☐ Legal Department
- ☐ Marketing Department
- ☐ None of the above

8. What is your experience of communicating with our departments?

	Agree	Somewhat agree	Disagree
Everything was straightforward and clear	○	○	○
Communication was polite and friendly	○	○	○
The team provided me the information that I needed	○	○	○
I got timely responses	○	○	○
I'm completely satisfied with the answers that I received from the team	○	○	○

9. What would you like to see improved in the way we work with customers?

10. What are your favorite ways to master new tools?

Choose all that apply.

- ☐ Help from customer support
- ☐ How-to guides
- ☐ Product tour
- ☐ Live webinars
- ☐ Forum
- ☐ Ready-made templates
- ☐ Video tutorials
- ☐ Other: _____

11. I feel that I have enough knowledge to work with the product.

1 2 3 4 5

12. What themes and types of content work best for you?

Overall satisfaction

13. Your general level of satisfaction

	Agree	Somewhat agree	Disagree
Product interface is simple and intuitive	○	○	○
Product is easy to use	○	○	○
Product works great on my devices	○	○	○
Product is constantly updated and improved	○	○	○
Product offers all features that I need	○	○	○
In general, I'm satisfied	○	○	○
I plan to continue using the product	○	○	○
Based on my experience, I would recommend this product to a friend	○	○	○

14. What's your favorite thing about our product?

15. What can we do to improve your satisfaction with our product?

About the customer

16. What's your main reason for using our product?

Choose one answer.

- ○ Improve my business
- ○ Attract clients
- ○ Work more effectively
- ○ Increase my income
- ○ Other: _____

17. How big is your company?

Choose one answer.

- ○ I'm a freelancer, working alone
- ○ Micro company (2–10 people)
- ○ Small company (11–50 people)
- ○ Medium-sized company (51–249 people)
- ○ Large company (250+ people)

18. And, finally, what's your field of expertise?

Choose one answer.

- ○ Professional services
- ○ Education
- ○ Medicine
- ○ IT
- ○ Sales
- ○ Entertainment
- ○ Transport
- ○ Finance
- ○ Tourism

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