

Customer Satisfaction Survey

Introduction

We are constantly updating the documentation set so it is as easy to use and as accurate as possible. Please let us know how we can improve our documentation to better suit your needs. This survey has only 12 questions, and should take less than ten minutes to complete.

Please answer the questions on each page, then continue the survey by clicking the Next link. If you need to change an answer, click the Prev link. If you need to leave the survey before you are finished, click the Exit this survey link. Your answers are saved, and you can return to finish the survey at your convenience. To return to the survey, click the link to the survey in the email you received.

We respect your privacy. The information you provide will be used only for the purposes of this survey. Your information will not be used to contact you with marketing materials, sold to anyone, or used for any other purpose.

Please finish this survey by December 31, 2008, so we can tabulate your answers and start improving the documentation right away.

When you're ready to begin, click the Next link at the bottom of this page.

Customer Satisfaction Survey

Your Experience with the Documentation

1. How do you use the documentation?

- I read it from beginning to end.
- I read only those sections that pertain to my immediate needs (for example, to complete a task).
- I read only those sections that pertain to my job.
- I don't use the documentation.

2. If you don't use the documentation, why not?

- I wasn't trained on the documentation.
- It is not available to me.
- I didn't know the product had documentation.
- I prefer contacting Customer Care instead of reading the documentation.
- Other (please specify)

3. If you use the documentation, how do you prefer to access the documentation? (check all that apply)

- I look up answers in the online help while I'm working.
- I search the .pdf version of the online help.
- I print out the .pdf version of the online help.

4. Do you use the extranet to access the documentation?

- Yes
- No

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Your Experience with the Documentation (continued)

5. When do you use the documentation? (check all that apply)

- When I can't remember how to complete a task.
- When I don't know what something on the screen means (for example, a field).
- When my coworkers are not available to answer my questions.
- Other (please specify)

6. What tool(s) do you use when searching for information in the documentation? (check all that apply)

- Table of Contents
- Index
- Search
- Glossary
- I don't use a tool. I just browse the documentation.

7. What do you like the most about the documentation?

What do you like the least about the documentation?

I like

I don't care for

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Your Opinions, Please

8. Please rate the following statements based on the scale below.

	Strongly Disagree	Disagree	Agree	Strongly Agree	N/A
I am satisfied with the documentation.	jñ	jñ	jñ	jñ	jñ
I can find the information I want.	jñ	jñ	jñ	jñ	jñ
I can easily find information when I need it.	jñ	jñ	jñ	jñ	jñ
I can easily access all of the documentation (online help and .pdf versions of the manuals).	jñ	jñ	jñ	jñ	jñ
The information is complete.	jñ	jñ	jñ	jñ	jñ
There are enough examples that help me better understand the software.	jñ	jñ	jñ	jñ	jñ
The information is correct.	jñ	jñ	jñ	jñ	jñ
The information is organized and presented clearly.	jñ	jñ	jñ	jñ	jñ
The documentation contains all the information I need.	jñ	jñ	jñ	jñ	jñ
It is easy to follow the step-by-step procedures.	jñ	jñ	jñ	jñ	jñ
If I need additional information, it is readily available.	jñ	jñ	jñ	jñ	jñ
The information is free from errors in spelling and grammar.	jñ	jñ	jñ	jñ	jñ

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9. What additional information would you like to see in the documentation?

	Not Important	Somewhat Important	Important	Very Important	N/A
Troubleshooting	jn	jn	jn	jn	jn
FAQ	jn	jn	jn	jn	jn
Workflow diagrams for creating plan packages, calling areas, etc.	jn	jn	jn	jn	jn
Interactive tutorials/simulations that help me build custom plan packages (usage plans, rate plans, included usage, services), calling areas, point cross references, etc.	jn	jn	jn	jn	jn
More information on concepts (such as rating, subscriber account life cycles, phone types, etc.)	jn	jn	jn	jn	jn
More information on how to create custom reports from the database.	jn	jn	jn	jn	jn

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Your Experience with the Application

10. What is your level of experience with the product?

Beginner, but I have experience with other billing software systems.

Beginner with no experience with billing software systems.

I've been using it for a couple of years.

Expert. I'm the one that others with product questions come to.

Other (please specify)

11. What are the most common tasks that you perform with the product? For example, look up subscribers' records, activate subscribers, run reports.

12. If we have questions on any of your responses, how may we contact you?

My name is

You can email me at

or call me at

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Thank You

Thank you for taking the time to answer our survey. We appreciate your input. Please click Finish to send your survey to us.