

Customer Satisfaction Survey Questions

Conducted in June 2017

This is a summary of the recent survey of 40 Eloquent Customers. It contains a compilation of the response to the multiple choice questions as well as a count of people making no comment on specific questions, saying they were happy with the software/service as it is. Others were very satisfied, but still were helpful by contributing a comment/suggestion. Some comments showed that a call to the help desk or an upgrade to the latest version of the WebGENCAT Platform would solve the issue. They were asking for things that already exist. We will have someone contact those people.

1. How often do you use our products?

- a) Daily 29 (73%)
- b) Weekly 8 (20%)
- c) Monthly 1 (2.5%)
- d) As - needed 2 (5%)

2. How would you rate your overall satisfaction with our products?

- a) Very satisfied 26 (65%)
- b) Somewhat satisfied 14 (35%)
- c) Somewhat dissatisfied - 0
- d) Dissatisfied - 0

3. How would you rate your overall satisfaction with our customer support?

- a) Very satisfied 34 (85%)
- b) Somewhat satisfied 5 (12.5%)
- c) Somewhat dissatisfied 1 (2.5%) (Would prefer a formal ticketing system)
- d) Dissatisfied - 0

4. What do you dislike most about our products and services?

- a. Nothing (16 had no comment; the rest had a variety of suggestions)

5. What suggestions do you have for improving our products or services?

- a. Nothing (12 had no comment; the rest had a variety of suggestions)

6. Are there features or enhancements that were promised to you that you have not yet received? 35 (88%) said "no". What are they? (ongoing projects)

7. How likely are you to continue doing business with us?

- a) Very likely 29 (73%)
- b) Likely 8 (20%)
- c) Neutral 1 (new director is reviewing all system)
- d) Unlikely 1 (may not get funding)

8. How likely is it that you would recommend us to a friend or colleague?

- a) Very likely 24 (60%)
- b) Likely 10 (25%)
- c) Neutral 4 (10%)
- d) Unlikely 2 (5%)

9. Is there anything we can do to improve your satisfaction with our products? (no comment from 30; 10 had various suggestions)

10. Do you have any support calls outstanding? (36 said no) (most of the outstanding were projects, not urgent help)

11. How often do you contact support?

- Once every couple of weeks 3
- Couple of times a month 1
- Monthly 6
- Once every couple of months 3
- Not very often, only when there is an issue 18
- Don't have 8
- Once a quarter 1

12. Do you have any general comments you would like to make about our company, products, or services? (30 said no, they were very satisfied; 10 had various suggestions)

General Comments from Eloquent

Some of the comments from the survey suggest that many Eloquent users are not aware of some important things:

A. General

- a. Every customer gets unlimited number of free calls to the Help Desk. It is part of their annual support agreement.
- b. Every customer gets a free update to the latest annual version of the software.
- c. Every system did get free training and custom tailoring at the time it was implemented. Some of the custom tailoring may need to be re-visited if it was done a few years ago. More features are now be available and your requirements may have also changed.

B. About Searching

- a. You do not lose the “old” search capability when you upgrade to the mobile-friendly version. The public can be given two options, or some people include a link from the new to the old.
- b. It is possible to configure for any number of user groups with read-only capability, each with more or fewer access privileges. The off-the-shelf version has 4 main groups: public, member, staff, and administrator. During implementation they are all custom tailored to the customer preference at no cost. Some may require user name and password.
- c. Each research user group can be configured to restrict:
 - i. What metadata items is available
 - ii. What data fields are shown
 - iii. What attached digital objects are available

C. About Data Entry

- a. There are 3 main options for ingesting data about items being cataloged:
 - i. **single entry form**; copy and edit options, active list for review, repeating fields
 - ii. **spreadsheet-style entry**; with common area, up to 300 rows, with import option
 - iii. **large batch import** running in background (used mostly for data migration)
- b. Any number and variety of the above can be configured and given to any user group.
- c. All basic entry forms are available with the off-the-shelf application; but most are custom tailored for the customer during implementation – especially if data migration was involved.

D. About Digital Content

- a. All types of digital objects can be supported: audio, video, PDFs, flip books, large Jpeg2000 maps and diagrams, and more.
- b. You can link to objects that already exist somewhere on the Internet: YouTube, SharePoint, Web sites, anything that can be accessed on the Internet.

E. About User Manuals

- a. The off-the-shelf Eloquent application has extensive documentation for each menu item and each data-entry prompt.
- b. New & modified data-entry forms configured during implementation and custom tailoring may no longer have appropriate help for each prompt, or it may not exist at all.
- c. Every customer is given a “translator” utility for adding online help to data entry prompts and menu items. It can also be used to change the names of field labels.

F. About other Training Material

- a. The 4 applications – archives, library, museum, records – are on the same WebGENCAT Platform and were configured with the same WebGENCAT Toolkit, so what you learn about one will apply to the rest.
- b. Extensive YouTube videos and other material is available under *Services -> Training Material* on the Eloquent website.
- c. Access to a number of customer’s public databases is available under *Clients -> Client List* on the Eloquent website.
- d. Many valuable blogs are available at *Blog -> Technical Topics & Quick Tips* on the Eloquent website.