Year beginning survey 2026

What are the challenges / biggest pain points?

☐ There are too many steps involved in the process

☐ Getting help or support is difficult

☐ It costs more than I expect for the value I get

☐ There's no clarity of information

☐ Other (Please specify)

[   ]

On a scale of 0 to 10, how easy was it to [complete a specific task] today?

Extremely easy   Extremely difficult

(1) (2) (3) (4) (5) (6) (7) (8) (9) (10)

What is the one thing we should never change?

[   ]

What made you choose us over our competitors

☐ Ease of use

☐ Price

☐ Features

☐ Brand trust

☐ Customer support

☐ Recommendations / reviews

☐ Other (Please specify)

[   ]

If you could add just one feature or service, what would it be?