

SURVEY INVITE (EMAIL)

Subject line = Your Experience with your Autodesk Reseller



Your Experience with your Autodesk Reseller

Dear [First Name] [Last Name],

Autodesk is committed to ensuring you experience outstanding service and support.

Please take just a *few moments* to tell us about your Autodesk Reseller.

Your feedback makes a difference!

Sincerely,

Vice President, WW Channel Sales

How likely are you to recommend your reseller [Name of Reseller] as a provider of Autodesk products and services?

(Where ten is *very likely* and zero is *not at all likely*)

← Not at All Likely											Very Likely →
0	1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>									

If you are unable to view this HTML email, please copy/paste the link below into your browser to complete the survey:

<https://www.customersat3.com/e.asp?IID=4064F78D38700C0E641176A1B73D04F3&SF=8%7CLanguage>

If you prefer not to receive surveys in the future, please click [here](#).

| [Privacy](#) | [Legal](#) |

SURVEY (WEB PAGE)

(If customer clicks one of the values in the email, the survey is opened in a web page. The customer then clicks “here” to provide additional feedback or clicks “submit” to complete the survey.)

Autodesk®

Autodesk Reseller Customer Satisfaction Survey

How likely are you to recommend your reseller [Name of Reseller] as a provider of Autodesk products and services?

(Where ten is *very likely* and zero is *not at all likely*)

If [Name of Reseller] is not your Autodesk reseller, or you are not involved in the purchasing process, please click [here](#) to terminate this survey.

← Not at All Likely		Very Likely →								
0	1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>								

Click [here](#) if you have 30 seconds more to give us additional feedback.

By submitting your answer, you agree that the information provided by you in this survey:

- May be used, processed and stored by Autodesk, Inc. subject to the [Autodesk Privacy Policy](#) (this may involve cross-border transfers of information as described in the policy);
- May be shared by Autodesk with its worldwide resellers, combined with other feedback we receive;
- May be shared by Autodesk with your Autodesk Reseller, and used by Autodesk and/or your Autodesk Reseller to contact you to make sure we fully understand your feedback.

Your feedback will help identify areas in which we and your Autodesk Reseller can focus to better meet your needs. You may withdraw this consent for the future at a later time.

Please click on the “Submit” button if you agree with the items above.

Submit

| [Privacy](#) | [Legal](#) |

This survey is being managed for Autodesk, Inc. by MarketTools CustomerSat

SURVEY (WEB PAGE)

(If the customer clicks "here" to give additional feedback the page expands with additional questions)

Autodesk®

Autodesk Reseller Customer Satisfaction Survey

How likely are you to recommend your reseller [Name of Reseller] as a provider of Autodesk products and services?

(Where ten is *very likely* and zero is *not at all likely*)

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← Not at All Likely											Very Likely →										
0	1	2	3	4	5	6	7	8	9	10											
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>																			

Please use the following 0-10 scale, where 0 represents "Very Poor" and 10 represents "Excellent". If you are not able to give a rating then please check "Don't know or Doesn't Apply".

	← Very Poor											Excellent →											Don't Know or Doesn't Apply
	0	1	2	3	4	5	6	7	8	9	10												
Your Reseller's understanding of your design process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>																		
Your Reseller's ability to recommend the right Autodesk product to improve your design process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>																		
The installation/configuration provided by your Reseller	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>																		
The training provided by your Reseller	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>																	
The product technical support provided by your Reseller	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>																		
The customization/consulting provided by your Reseller	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>																	
The ease of doing business with your Reseller	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>																			

► **What, if anything, is the single most important change that would allow your Autodesk Reseller to serve you better?**

2000 characters remaining

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Submit

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SURVEY REMINDER (1 is sent after 1 week, another is sent a week later)

Subject line = Reminder - Your Experience with your Autodesk Reseller



Your Experience with your Autodesk Reseller

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Vice President, WW Channel Sales

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(Where ten is *very likely* and zero is *not at all likely*)

← Not at All Likely											Very Likely →
0	1	2	3	4	5	6	7	8	9	10	
<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>									

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Autodesk Reseller Customer Satisfaction Survey

THANK YOU!

Thank you for completing this survey. Your remarks and comments are very important to us in our continuing efforts to improve the products and services provided to your business. Please note that personal information included in this survey will be treated in accordance with Autodesk's Privacy Policy, a copy of which is available at www.autodesk.com/privacy. Your feedback will be shared with Autodesk and your Reseller, and anonymous aggregated results of our surveys will be reviewed by and shared by Autodesk with its other Resellers.