Freshservice Post-Go-Live Survey

This survey form is designed to collect feedback from end-users and stakeholders following the Freshservice implementation. It supports ITIL Continual Improvement by helping identify opportunities for enhancement.

1. How satisfied are you with the Freshservice implementation process? (Very Satisfied / Satisfied / Neutral / Dissatisfied / Very Dissatisfied)

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2. Were your expectations clearly set and met during the implementation? (Yes / No / Somewhat)

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3. How effective was the communication throughout the project? (Excellent / Good / Fair / Poor)

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4. Do you feel adequately trained to use Freshservice in your daily tasks? (Yes / No / Needs More Training)

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5. How intuitive is the Freshservice interface for completing your work? (Very Easy / Easy / Average / Difficult)

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6. Have you experienced any major issues post go-live? (If yes, please describe)

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7. What modules do you use most frequently? (e.g., Incidents, Service Requests, Changes, Knowledge Base)

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8. Are there any areas of Freshservice you find underutilized or confusing?

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9. What suggestions do you have for improving the system or support going forward?

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10. Would you recommend the Freshservice platform to other departments or teams? (Yes / No / Maybe)

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Thank you for your feedback! Your input will help us improve service delivery and drive continual improvement in line with ITIL best practices.