

#1

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, November 18, 2019 3:52:41 PM
Last Modified: Monday, November 18, 2019 3:54:25 PM
Time Spent: 00:01:44
IP Address: 4.15.132.202

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Q1

How likely is it that you would recommend DeliverShip to a friend or colleague?

8 (Passive)

Q2

Somewhat satisfied

Overall, how satisfied or dissatisfied are you with DeliverShip?

Q3

Which of the following words would you use to describe our shipping services? Select all that apply.

Reliable,
Useful,
Good value for money

Q4

Very responsive

How responsive have we been to your questions or concerns about our services?

Q5

Less than six months

How long have you been a customer of DeliverShip?

Q6

Do you have any other comments, questions, or concerns?

I like your logo!

#2

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, November 19, 2019 2:19:22 PM
Last Modified: Tuesday, November 19, 2019 2:21:45 PM
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Q1

How likely is it that you would recommend DeliverShip to a friend or colleague?

9 (Promoter)

Q2

Somewhat satisfied

Overall, how satisfied or dissatisfied are you with DeliverShip?

Q3

Which of the following words would you use to describe our shipping services? Select all that apply.

Reliable,
High quality,
Good value for money

Q4

How responsive have we been to your questions or concerns about our services?

Not applicable

Q5

How long have you been a customer of DeliverShip?

Less than six months

Q6

Do you have any other comments, questions, or concerns?

Your shipping services are top-notch!

#3

COMPLETE

Collector: Web Link 1 (Web Link)
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Last Modified: Tuesday, November 19, 2019 2:22:11 PM
Time Spent: 00:00:26
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Q1

How likely is it that you would recommend DeliverShip to a friend or colleague?

Extremely likely - 10 (Promoter)

Q2

Very satisfied

Overall, how satisfied or dissatisfied are you with DeliverShip?

Q3

Which of the following words would you use to describe our shipping services? Select all that apply.

**Reliable,
High quality,
Useful,
Unique,
Good value for money**

Q4

Extremely responsive

How responsive have we been to your questions or concerns about our services?

Q5

3 or more years

How long have you been a customer of DeliverShip?

Q6

Respondent skipped this question

Do you have any other comments, questions, or concerns?

#4

COMPLETE

Collector: Web Link 1 (Web Link)
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Time Spent: 00:00:58
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Q1

How likely is it that you would recommend DeliverShip to a friend or colleague?

Extremely likely - 10 (Promoter)

Q2

Very satisfied

Overall, how satisfied or dissatisfied are you with DeliverShip?

Q3

Reliable,

Which of the following words would you use to describe our shipping services? Select all that apply.

High quality

Q4

Extremely responsive

How responsive have we been to your questions or concerns about our services?

Q5

This is my first purchase

How long have you been a customer of DeliverShip?

Q6

Do you have any other comments, questions, or concerns?

The customer support rep was extremely helpful and answered all of my questions quickly.

#5

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, November 19, 2019 2:23:10 PM
Last Modified: Tuesday, November 19, 2019 2:33:11 PM
Time Spent: 00:10:01
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Q1

How likely is it that you would recommend DeliverShip to a friend or colleague?

6 (Detractor)

Q2 **Neither satisfied nor dissatisfied**

Overall, how satisfied or dissatisfied are you with DeliverShip?

Q3 **Good value for money**

Which of the following words would you use to describe our shipping services? Select all that apply.

Q4 **Somewhat responsive**

How responsive have we been to your questions or concerns about our services?

Q5 **Six months to a year**

How long have you been a customer of DeliverShip?

Q6 **Respondent skipped this question**

Do you have any other comments, questions, or concerns?

#6

COMPLETE

Collector: Web Link 1 (Web Link)
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