

Unified Communications (Lync) Feedback

Customer Feedback

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Unified Communications (Lync) Feedback

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We'd like to hear about your level of satisfaction with Unified Communications using Microsoft Lync tools. This survey will take about 10 minutes and is very important so we can understand how to provide you with the best possible service.

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Q1

Edit Question

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1. Do you use Unified Communications (Microsoft Lync)? (Please check all that apply)

- Yes, I currently use Unified Communications (Lync)
- No, I have never heard about it or am not sure what Unified Communications (Lync) is
- No, I do not have it installed on my computer
- No, I do not understand how it would benefit me or the people I work with
- No, I do not have sufficient time to dedicate to learning a new product
- No, I would need training before using it and training is not available to me from my department.

Other (please specify)

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2. If you have a Lync phone, please indicate which device you received from the project team. (Please check all that apply)

- Aastra 6275ip desk phone
- Aastra 6271ip desk phone (older devices no longer being deployed)
- Polycom CX300 USB desk phone
- Polycom CX200 USB desk phone (older devices without a display or dial pad and currently being replaced)
- Plantronics W-440 wireless headset
- Plantronics PL-610 single ear wired headset
- Plantronics PL-620 double ear wired headset
- Not sure
- Not Applicable

Other (please specify)

3. If you find that Unified Communication tools save you time, please indicate the efficiency per week (in hours).

	Saves me over 10 hrs per week	Saves 6-10 hours	Saves 1-5 hrs per week	Saves 1 or less hrs per week	Does not save me time	Not Applicable
Lync Phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Presence Status	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instant Messaging	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conference Calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Video conferencing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online Meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

4. In the past 90 days, if you've experienced any problems using the Unified Communications services listed here, how often has it happened?

	0 times	1-5 times	6-10 times	11-15 times	16+ times
Call quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dropped calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Call transfers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Call pick up audio delay	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Network outage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Content/Desktop sharing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online Meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<input type="text"/>				

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Q5 Edit Question ▼ Add Question Logic Move Copy Delete

5. If you have experienced problems, how often do you report them to the IT Service Center?

- Always
- Sometimes
- Rarely
- Never

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Q6 Edit Question ▼ Add Question Logic Move Copy Delete

6. How responsive was the IT Service Center to reported issues?

- Very Responsive
- Somewhat Responsive
- Not Very Responsive
- Not at all Responsive
- Not applicable

Other (please specify)

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Q7 Edit Question ▼ Move Copy Delete

7. Please indicate your level of satisfaction with each Unified Communications (Lync) service.

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Not Applicable
Lync phone for voice calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Presence Status (green, yellow, and red lights next to people's names)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instant Messaging	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conference calls	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Video conferencing (using your video camera to connect and chat)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Voice messages delivered via Outlook	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lync mobile app on smartphone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online Meetings (incl desktop sharing, presenting)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Q8 Edit Question ▼ Move Copy Delete

8. Please describe a unique way Unified Communications (Lync) is used in your dept.

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Q9 Edit Question ▼ Move Copy Delete

9. Please Indicate your level of satisfaction with your Unified Communications (Lync) devices and support.

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Not applicable
Your headset	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your desk phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lync phone training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unified Communications training (set up meetings, presentation sharing, etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unified Communications (Lync) support and resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Q10 Edit Question ▼ Move Copy Delete

10. Given your overall Unified Communications (Lync) experience, what would you like to see changed to make it better?

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Q11 Edit Question ▼ Move Copy Delete

11. How important are the following resources in helping you learn to use Unified Communications (Lync)?

	Very Important	Somewhat Important	Not Very Important	Not Important At All	Not Applicable
Trial and error on my own	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance from my peers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Printed training materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Microsoft product support site, knowledge base, or community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web resources or user communities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistance from my organization's help desk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Classroom instructor-led training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online instructor-led training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unified Communications project online reference materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email tips or newsletters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (please specify)					
<input type="text"/>					

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Q12 Edit Question ▼ Add Question Logic Move Copy Delete

12. Please indicate if there are one or more tasks that you would like to learn more about.

- Searching for a Lync contact
- Initiating an instant message
- Accepting an instant message invite
- Escalating an instant message to a call or share
- Scheduling Lync meetings
- Attending online meetings that others schedule and set up
- Using a webcam to video chat with someone
- Utilizing audio provided by Lync for your meetings (via your PC)
- Recording Lync meetings

- Watching Lync recordings
- Sharing a file or desktop to collaborate with a colleague
- Giving or taking control of a shared desktop
- Checking your voice mail messages from your inbox
- Using Lync to dial your personal contacts and send a voice message

Other (please specify)

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We are collecting some information to help us improve the Unified Communications experience for all King County employees.

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Q13

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13. Which department do you work for?

- King County Council
- King County Executive
- King County Prosecutor
- King County Elections
- King County Assessor
- King County Sheriff Office
- Superior Court
- District Court
- DAJD
- DOT
- DCHS
- DES
- DJA
- DPER
- DNRP
- DPH
- DPD
- KCIT

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Q14 Edit Question ▼ Add Question Logic Move Copy Delete

14. Where is your primary work location?

- King County Courthouse
- Chinook
- Administration Building
- King Street Center
- Corrections Center
- Juvenile Detention
- Maleng Regional Justice Center
- Metro Base
- Metro South Base
- Metro North Base
- West Point
- Renton Waste Water
- Brightwater
- My work location varies

Other (please specify)

Q15 Edit Question ▼ Add Question Logic Move Copy Delete

15. What is your typical work style related to Unified Communications?

- I'm a member of a response group
- I'm in a call center
- I'm a mobile worker, using a computer less than half the time
- I'm a mobile worker, using a computer more than half the time
- I'm a field worker, using a computer less than half the time
- I'm a field worker, using a computer more than half the time
- I work from home frequently
- I'm an average user (M-F) working at a desk

Other (please specify)

Q16 Edit Question ▼ Move Copy Delete

16. If you have specific feedback and/or would like to be contacted by a Unified Communications/Lync Voice Project team member, please provide your information

Name:

Email Address:

Phone Number:

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