




## Procedures to complete your online questionnaire

### Introduction

To access your online questionnaire, you will receive a personalized email invitation similar to the example below. You will only need to click on the appropriate link to have access to the survey.

 <p><b>Triad Benchmark Club</b></p>
<b>Invitation - Benchmark Study</b>
<b>Subject: Customer experience</b>
<p>Hello Linda Paquette,</p> <p>Triad Services invites you to take part in their study on <i>Customer experience</i>.</p> <p><u>To participate, please click here!</u></p> <p>We thank you for your collaboration.</p> <p><i>Triad Services - All rights reserved 2010</i></p>

You will no longer need to answer identification questions regarding your business context, the name of your enterprise, your activity sector and business vocation. From now on, this information will be automatically recorded in the system through your personalized access.

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### Particularity

One survey page can contain up to three questions.

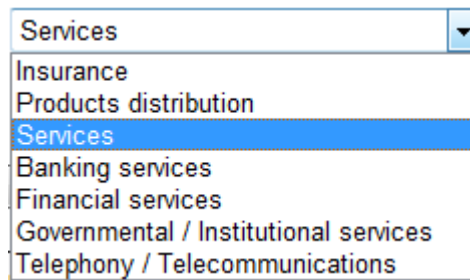
### Types of multiple choice questions

**Radio button**  A radio button question requires the selection of a single answer from the list provided.

**Check box**  A check box question allows for the selection of multiple answers from the list provided. The number of selections required is predefined.

### Drop-down menu

A drop-down menu question requires the selection of a single answer from the drop-down list provided.



### Matrix table

A matrix table question contains a list of questions linked to a set of possible answers, presented in table form. This type of question requires the selection of a single answer per row.

	Yes	No	Under way	Not applicable
Employees aware of principles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customers aware of principles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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### Text box

This option allows you to specify an answer that is not available in the list provided, for example when your answer is "Others".

Others, please specify

In some cases, a specific format is required for entering numbers and/or percentages. For instance, numbers with decimals must contain a maximum of two decimal places, and the decimal separator must be a comma.

11,00

### Rating scale

A rating scale question contains a list of statements linked with a set of possible ratings corresponding to the evaluation of the satisfaction level. It is presented in table form and requires the selection of a single value per statement.

#### **satisfaction of the customer service**

*(1 being the most satisfactory and 5 is the least satisfactory)*

	1	2	3	4	5
The customer contact centre (CCC)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The marketing sector	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Both the customer contact centre and the marketing sector	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### Progress bar

This progress bar shows the level of completion of your online questionnaire. Completed pages appear in green. This means that the questions on those pages have been answered and that the answers have been recorded in the system. The introduction page will always appear in white, as it contains no questions.

It is always possible to go directly to a completed page or to skip a page by clicking on the relevant page number on the progress bar. You can also use the navigation buttons at the bottom of the survey window.

When all compulsory questions have been answered, all pages will appear in green. This will happen after clicking on the "Next page" button on the last page of the survey.

### Navigation buttons

The navigation buttons available at the bottom of the survey window must be used at all times for appropriate navigation within the questionnaire. Your browser's navigation buttons are not compatible with the survey and you will exit the online survey if you use them.

Previous page

This button allows you to return to the previous page of the survey.

Skip this page

This button allows you to skip a page without recording your answers, in order to return to that page later. It can also be used to read through the survey questions before beginning, or to print out your questionnaire page by page.

#### **Important:**

If you click on the "Skip this page" button after having answered one or more questions on a given page, your answers to these questions will not be recorded in the system. This button should only be used to skip to the next page.

Next page

This button allows you to record the answers provided on the current page and to validate that all compulsory questions on that page have been answered, allowing you to go on to the next page.

#### **Important:**

On the last page of the survey, the system validates all compulsory questions and ensures that they have all been answered. If all questions have been completed, the system will direct you to the conclusion page.



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If not, you will be redirected to the page containing the first unanswered question.

Finish

This button allows you to leave the online survey and redirects you automatically to the Triad Services website. If this page fails to appear even though all questions have been answered (progress bar is completely green), you can click on the **X** at the top right corner of your browser window to quit the application. Your answers will be recorded.

### **Modifying the answers provided**

You can modify your answers throughout the online completion of the survey, even if you leave the survey link and return at a later time. After modifying an answer, be sure to click on the "Next page" button again to record your new answer.

It is also possible to transfer the survey link to another manager in your team using the reply and/or transfer function of your email application. This person can then answer some or all of the survey questions, or can simply validate your answers before sending them.

**Important:** The answers provided can be modified as long as you have not clicked on the "Next page" navigation button on the last page of the survey. The "Next page" button on the last page records the answers on that page as well as all the other answers provided throughout the questionnaire. After this point, it becomes impossible to modify any of the answers provided.

### **Archiving the questionnaire**

Your questionnaire can be archived online via email for at least 6 months. You can access the survey through the link provided in the email invitation you received.

Past this deadline, access to the survey will remain possible, if necessary. Simply contact Triad Services Inc. and we will reactivate the link (URL) to the required questionnaire.

### **End of survey**

When you have completed the survey, the navigation buttons will become unavailable. It will still be possible to review your questionnaire in view mode only, by clicking on the relevant page on the progress bar.

**Important:** Modifications made in view mode will not be recorded.

For any questions or information requests, or if you wish to modify one of the answers you provided, please contact **Anna Fradet (514) 931-0663 extension 227**.