



Feature at a Glance

SAP Qualtrics survey for guided buying users GB-23869

Target GA: May 2023

SAP Qualtrics survey for guided buying users

Description

This survey allows end users to express their opinion about guided buying and to offer suggestions. SAP Ariba gathers this information and uses it to plan future enhancements.

Immediately after users submit requests, they can select a link named “Help us improve” to start the survey. Clicking this link is optional and is completely voluntary.

Customer benefit

Product rating and feedback from customers about the purchasing experience enables SAP Ariba to measure customer satisfaction and make appropriate changes to the application to improve customer experience and meet customer needs.

User

- Buyer

Enablement model

- Customer configured

Applicable solutions:

- SAP Ariba Buying
- SAP Ariba Buying and Invoicing

Prerequisites:

- In compliance with privacy laws, GDPR, and contractual terms, raw data cannot be shared with customers.

Feature details

Submitted

Ship to: Level 13, 1 Denison Street, North Sydney, NSW 2060, Australia

Charge to: Cost Center (0000002300 (Procurement))

Total Cost: \$1,292.50 AUD

Net Amount: \$1,175.00 AUD

Taxes: + \$117.50 AUD

Items (1): Chair - Aeroro sid111 (Ariba P...

Success

Your requisition has been sent for approval.

Help us improve

Done View requisition

- When a requisition is submitted the “Help us improve” option will display on the success message.
- When selected, the user is presented with a short survey

Submitted

Approval Flow

Request

Approved

Comments

Attachments

How can we improve your experience with **Guided Buying**?

Please do not enter personal data into this field.

Characters remaining: 5000

By providing responses, the user permits SAP to use the responses to improve its products.

Back Next

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Submitted

Approval Flow

Request

Approved

Comments

Write your c...

Help us improve

Overall, how satisfied are you with **Guided Buying** ?

Very satisfied Satisfied Neither satisfied nor dissatisfied Dissatisfied Very dissatisfied

Guided Buying capabilities allowed me to fulfill my purchase requirements.

Strongly agree Somewhat agree Neither agree nor disagree Somewhat disagree Strongly disagree

Guided Buying is easy to use.

Strongly agree Somewhat agree Neither agree nor disagree Somewhat disagree Strongly disagree

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Charge to Total Cost \$1,292.50 AUD

- A free text option is then presented to the user to provide direct feedback to SAP

Thank you.



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