Feature at a Glance
SAP Qualtrics survey for guided buying users GB-23869

Target GA: May 2023

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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

- 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

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

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Thank you.

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