

Print out this file, fill out the evaluation form and return it

By FAX: (732)-817-4562

By MAIL:

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Holmdel, NJ 07733

You can also email your comments directly to

Wendy Sheridan, sheridan@lucent.com
or
Rivka Schwab, rivkas@lucent.com

Your comments on this product are **EXTREMELY IMPORTANT!** Only you can tell us how we can improve *Upgrades Made Easy* to better serve your needs.

Tell us about yourself:

Name (optional): _____

Email address (optional): _____

Telephone (optional): _____

Years with Lucent: _____ Years as a Technician _____

If you are not a technician, what is your job title? _____

Please answer these questions by rating your experience from 1 (none) to 5 (extensive):	1 not at all	2	3	4	5 highly
How experienced are you at upgrading DEFINITY equipment?					
How experienced are you at using a PC/laptop?					

Tell us about the upgrade you performed:

What upgrade did you perform? _____

How much time did you **expect** the upgrade to take? _____

How much time did the upgrade take? _____

Did having *Upgrades Made Easy*

save you time? (circle one) YES NO

saved a phone call? YES NO

Did you use the manuals included on the CD-ROM? (circle one) YES NO

Did having the manuals on the CD-ROM

save you time? YES NO

save you a phone call? YES NO

Did you make a phone call to the TSO or CSA? YES NO

If you did phone the TSO or CSA, what was your question?

Tell us about Upgrades Made Easy:

What did you like best about Upgrades Made Easy? _____

What changes can you suggest? _____

What additional information would you like to see on the FAQ page? _____

What additional information would you like to see on the Links page? _____

Please answer these questions by rating your experience with Upgrades Made Easy tool and CD from 1 (negative) to 5 (positive)	1 strongly disagree	2 disagree	3 neutral	4 agree	5 strongly agree
Upgrades Made easy will help new or inexperienced Technicians perform upgrades quickly and correctly.					
Upgrades Made Easy is easy to use					
I personally will use this tool regularly					
In general, I would prefer using the Upgrades Made Easy CD to using the traditional DEFINITY documentation.					
The upgrade steps are presented in the correct sequence					
The information is clearly relevant to the task					
No unnecessary information is presented					
All the necessary information is presented					
The information is accurate					
The sentences are short enough to read easily					
The amount of information presented on each screen is easily managed.					

Please rate the information presented in Upgrades Made Easy from 1 (negative) to 5 (positive):						
	1	2	3	4	5	
Difficult to understand						Easy to understand
<i>Comments:</i>						
Poorly organized						Well organized
<i>Comments:</i>						
Confusing						Clear
<i>Comments:</i>						
Difficult to navigate						Easy to navigate
<i>Comments:</i>						
Poorly Illustrated						Well Illustrated
<i>Comments:</i>						

Are there enough illustrations? (circle answer)	YES	NO
If no, where are additional illustrations needed?		