

Accrue Insight Report Email Feature Survey

Accrue Software is committed to advancing Accrue Insight in ways that meet your needs in a timely manner. This study is designed to take less than 15 minutes of your time.

The goal of the study is to understand your unique perspectives. We are using a technique for feature prioritization called the Kano Method which will allow us to assess the relative importance of features we are proposing to add to future releases of Accrue Insight.

For this study, Accrue is in the process of defining the ability to send or receive Accrue Insight reports via email. This would be in addition to the ability to run and view reports from within Accrue Insight. The motivation for this feature is that some users would like to automate the delivery of reports to their email address rather than have to interact with Accrue Insight every time they want to run reports. This is especially the case when one wants to view a specific report on a regular basis. For example, one may want to receive a weekly email of the Page Views for the Web site they are responsible for rather than have to log into the system weekly to generate the report. Alternatively, the user may wish to send the report to others within or outside their company who do not have access to Accrue Insight.

For your convenience, this survey can be filled out on-line or in printed form. If you wish to discuss Insight's functionality or if you have any questions about this feel free to call me at 408/542-8956 or email me at michael.williams@accrue.com.

Thanks for participating in this study,

Michael Williams
Product Manager
Accrue Software, Inc.
Tel: 408/542-8950
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Name:
 Company
 Position:
 What's your role relative to Accrue Insight:
 Email address:
 Telephone number:
 Date:

This Kano Method asks pairs of multiple-choice questions about potential product capabilities. Half of each pair of questions asks how you would feel if the feature **included** a particular capability; the other half of each pair asks how you would feel if the capability **were not included**.

In this questionnaire, an "end-user" is anyone who would want or need access to the data provided in Accrue Insight, but is not the technical administrator of the Accrue Insight system. "Administrator" is a person who has the ability to administer Accrue Insight and also runs reports to get access to the data provided by Accrue Insight.

For each question, circle the number that best describes how you feel.

1a) While you are viewing a report in Accrue Insight, if you could automate the delivery of that report via email, for a specified date (e.g., daily, weekly) in the future, how would you feel?

1. This would be very helpful to me
2. This would be a basic requirement for me
3. This would not affect me
4. This would be a minor inconvenience
5. This would be a major problem for me

1b) While you are viewing a report in Accrue Insight, if you could not automate the delivery of that report via email, for a specified date (e.g., daily, weekly) in the future, how would you feel?

1. This would be very helpful to me
2. This would be a basic requirement for me
3. This would not affect me
4. This would be a minor inconvenience
5. This would be a major problem for me

How important is it:

To be able to automate the delivery of the report via email at a specified date while viewing that report.?

<i>Not at all Important</i>	<i>Important</i>	<i>Extremely Important</i>
1	2 3 4 5 6 7 8	9 10

2a) If the emailed reports look exactly like the reports in Accrue Insight, how would you feel?

1. This would be very helpful to me
2. This would be a basic requirement for me
3. This would not affect me
4. This would be a minor inconvenience
5. This would be a major problem for me

2b) If the emailed reports do not look exactly like the reports in Accrue Insight, how would you feel?

1. This would be very helpful to me
2. This would be a basic requirement for me
3. This would not affect me
4. This would be a minor inconvenience
5. This would be a major problem for me

How important is it for:

The emailed reports to look exactly like the reports in Accrue Insight?

<i>Not at all Important</i>	<i>Important</i>	<i>Extremely Important</i>
1	2 3 4 5 6 7 8	9 10

3a) If the email of the report consists only of numerical data in the body of the email, how would you feel?

1. This would be very helpful to me
2. This would be a basic requirement for me
3. This would not affect me
4. This would be a minor inconvenience
5. This would be a major problem for me

How important is it for:

The email of the report consists only of numerical data in the body of the email?

*Not at all
Important*

Important

*Extremely
Important*

1 2 3 4 5 6 7 8 9 10

3b) If the email of the report does not consist only of numerical data in the body of the email (an attachment is included as well), how would you feel?

1. This would be very helpful to me
2. This would be a basic requirement for me
3. This would not affect me
4. This would be a minor inconvenience
5. This would be a major problem for me

4a) If the display options for charts have more than one chart type (i.e., line, bar), how would you feel?

1. This would be very helpful to me
2. This would be a basic requirement for me
3. This would not affect me
4. This would be a minor inconvenience
5. This would be a major problem for me

How important is it for:

The display options for graphical reports to have more than one chart type?

*Not at all
Important*

Important

*Extremely
Important*

1 2 3 4 5 6 7 8 9 10

4b) If the display options for charts have only one chart type (i.e., line, bar), how would you feel?

1. This would be very helpful to me
2. This would be a basic requirement for me
3. This would not affect me
4. This would be a minor inconvenience
5. This would be a major problem for me

5a) If the email of the report consists only of an HTML table viewed in the body of the email, how would you feel?

1. This would be very helpful to me
2. This would be a basic requirement for me
3. This would not affect me
4. This would be a minor inconvenience
5. This would be a major problem for me

How important is it for:

The email of the report to consist of an HTML table viewed in the body of the email?

*Not at all
Important*

Important

*Extremely
Important*

1 2 3 4 5 6 7 8 9 10

5b) If the email of the report does not consist only of an HTML table viewed in the body of the email, how would you feel?

1. This would be very helpful to me
2. This would be a basic requirement for me
3. This would not affect me
4. This would be a minor inconvenience
5. This would be a major problem for me

6a) If the emailed report includes an Excel file with the report data as an attachment, how would you feel?

1. This would be very helpful to me
2. This would be a basic requirement for me
3. This would not affect me
4. This would be a minor inconvenience
5. This would be a major problem for me

How important is it for:

The emailed report includes an Excel file with the report data as an attachment?

*Not at all
Important*

Important

*Extremely
Important*

1 2 3 4 5 6 7 8 9 10

6b) If the emailed report does not include an Excel file with the report data as an attachment, how would you feel?

1. This would be very helpful to me
2. This would be a basic requirement for me
3. This would not affect me
4. This would be a minor inconvenience
5. This would be a major problem for me

- 7a) If the email includes a GIF file of the report as an attachment, how would you feel?
1. This would be very helpful to me
 2. This would be a basic requirement for me
 3. This would not affect me
 4. This would be a minor inconvenience
 5. This would be a major problem for me

- 7b) If the email does not include a GIF file of the report as an attachment, how would you feel?
1. This would be very helpful to me
 2. This would be a basic requirement for me
 3. This would not affect me
 4. This would be a minor inconvenience
 5. This would be a major problem for me

How important is it for:

The emailed report to include a GIF file of the report as an attachment?

<i>Not at all Important</i>	<i>Important</i>	<i>Extremely Important</i>							
1	2	3	4	5	6	7	8	9	10

- 8a) If the email includes a URL to an internal web page with the report, instead of including the report in the email, how would you feel?
1. This would be very helpful to me
 2. This would be a basic requirement for me
 3. This would not affect me
 4. This would be a minor inconvenience
 5. This would be a major problem for me

- 8b) If the email does not include a URL to an internal web page with the report, how would you feel?
1. This would be very helpful to me
 2. This would be a basic requirement for me
 3. This would not affect me
 4. This would be a minor inconvenience
 5. This would be a major problem for me

How important is it for:

The email to include a URL to an internal web page with the report, instead of including the report in the email?

<i>Not at all Important</i>	<i>Important</i>	<i>Extremely Important</i>							
1	2	3	4	5	6	7	8	9	10

- 9a) If the email includes all the reports selected by the end user, how would you feel?
1. This would be very helpful to me
 2. This would be a basic requirement for me
 3. This would not affect me
 4. This would be a minor inconvenience
 5. This would be a major problem for me

- 9b) If a separate email were sent for each report selected by the end user, how would you feel?
1. This would be very helpful to me
 2. This would be a basic requirement for me
 3. This would not affect me
 4. This would be a minor inconvenience
 5. This would be a major problem for me

How important is it for:

The email to include all the reports selected by the end user?

<i>Not at all Important</i>	<i>Important</i>	<i>Extremely Important</i>							
1	2	3	4	5	6	7	8	9	10

- 10a) If a one button “email now” capability were included in the Accrue Insight report window, how would you feel?
1. This would be very helpful to me
 2. This would be a basic requirement for me
 3. This would not affect me
 4. This would be a minor inconvenience
 5. This would be a major problem for me

- 10b) If a one button “email now” capability were not included in the Accrue Insight report window, how would you feel?
1. This would be very helpful to me
 2. This would be a basic requirement for me
 3. This would not affect me
 4. This would be a minor inconvenience
 5. This would be a major problem for me

How important is it for:

A one button “email now” capability to be included in the Accrue Insight report window?

<i>Not at all Important</i>	<i>Important</i>	<i>Extremely Important</i>							
1	2	3	4	5	6	7	8	9	10

- 11a) If email enclosures were compressed to reduce the number of bytes transmitted and stored, how would you feel?
1. This would be very helpful to me
 2. This would be a basic requirement for me
 3. This would not affect me
 4. This would be a minor inconvenience
 5. This would be a major problem for me

- 11b) If email enclosures were not compressed to reduce the number of bytes transmitted and stored, how would you feel?
1. This would be very helpful to me
 2. This would be a basic requirement for me
 3. This would not affect me
 4. This would be a minor inconvenience
 5. This would be a major problem for me

<i>How important is it for:</i> The email enclosures to be compressed?	<i>Not at all</i> <i>Important</i>	<i>Important</i>	<i>Extremely</i> <i>Important</i>
	1 2 3 4	5 6 7 8	9 10

- 12a) If the system administrator and end users are allowed to specify which reports are emailed to whom, how would you feel?
1. This would be very helpful to me
 2. This would be a basic requirement for me
 3. This would not affect me
 4. This would be a minor inconvenience
 5. This would be a major problem for me

- 12b) If the system administrator is the only person allowed to specify which reports are emailed to whom, how would you feel?
1. This would be very helpful to me
 2. This would be a basic requirement for me
 3. This would not affect me
 4. This would be a minor inconvenience
 5. This would be a major problem for me

<i>How important is it for:</i> End users to specify which reports are emailed to whom?	<i>Not at all</i> <i>Important</i>	<i>Important</i>	<i>Extremely</i> <i>Important</i>
	1 2 3 4	5 6 7 8	9 10

- 13a) If the end user can see a list of all the reports that he or she is set up to receive, how would you feel?
1. This would be very helpful to me
 2. This would be a basic requirement for me
 3. This would not affect me
 4. This would be a minor inconvenience
 5. This would be a major problem for me

- 2b) If the end user can not see a list of all the reports that he or she is set up to receive, how would you feel?
1. This would be very helpful to me
 2. This would be a basic requirement for me
 3. This would not affect me
 4. This would be a minor inconvenience
 5. This would be a major problem for me

<i>How important is it for:</i> End users to see a list of all reports they are subscribed to?	<i>Not at all</i> <i>Important</i>	<i>Important</i>	<i>Extremely</i> <i>Important</i>
	1 2 3 4	5 6 7 8	9 10

- 14a) If the system administrator can see a list all of the reports that all end users are subscribed to, how would you feel?
1. This would be very helpful to me
 2. This would be a basic requirement for me
 3. This would not affect me
 4. This would be a minor inconvenience
 5. This would be a major problem for me

- 14b) If the system administrator can not see a list all of the reports that all end users are subscribed to, how would you feel?
1. This would be very helpful to me
 2. This would be a basic requirement for me
 3. This would not affect me
 4. This would be a minor inconvenience
 5. This would be a major problem for me

<i>How important is it for:</i> The system administrator to see a list of all reports that all end users are subscribed to?	<i>Not at all</i> <i>Important</i>	<i>Important</i>	<i>Extremely</i> <i>Important</i>
	1 2 3 4	5 6 7 8	9 10

15a) If the end user is notified via email each time he or she is added to the list of people who will receive a specific report, how would you feel?

1. This would be very helpful to me
2. This would be a basic requirement for me
3. This would not affect me
4. This would be a minor inconvenience
5. This would be a major problem for me

How important is it for:

The end user to be notified via email each time he or she is added to the list of people who will receive a specific report?

*Not at all
Important*

Important

*Extremely
Important*

1 2 3 4 5 6 7 8 9 10

15b) If the end user is not notified via email each time he or she is added to the list of people who will receive a specific report, how would you feel?

1. This would be very helpful to me
2. This would be a basic requirement for me
3. This would not affect me
4. This would be a minor inconvenience
5. This would be a major problem for me

16a) If the system administrator is notified via email each time a user is added to a report's email list, how would you feel?

1. This would be very helpful to me
2. This would be a basic requirement for me
3. This would not affect me
4. This would be a minor inconvenience
5. This would be a major problem for me

How important is it for:

The system administrator to be notified via email each time a user is added to a Report's email list?

*Not at all
Important*

Important

*Extremely
Important*

1 2 3 4 5 6 7 8 9 10

16b) If the system administrator is not notified via email each time a user is added to a report's email list, how would you feel?

1. This would be very helpful to me
2. This would be a basic requirement for me
3. This would not affect me
4. This would be a minor inconvenience
5. This would be a major problem for me

Please add any comments or requests on emailing reports here: