



Software SaaS Product Feature Usage Survey Checklist 2026

User Demographics & Persona Verification

Identify the respondent's role, industry, and subscription tier to segment survey data effectively.

Full Name

User Job Role

- ☐ Administrator
- ☐ End User
- ☐ Decision Maker / Executive
- ☐ Developer / IT Manager

Industry Vertical

- ☐ Technology
- ☐ Finance
- ☐ Healthcare
- ☐ Manufacturing
- ☐ Education
- ☐ Other

Software Subscription Tier

- ☐ Free / Trial
- ☐ Basic
- ☐ Professional
- ☐ Enterprise

Company Size (Number of Employees)

Enter a number...

Additional Professional Context

Write something...

Feature Adoption & Frequency Analysis

Evaluate which specific software modules are being utilized regularly versus those that are underutilized.

Which features have you used in the last 30 days?

- ☐ Dashboard & Analytics
- ☐ Automated Reporting
- ☐ User Permission Management
- ☐ Data Export & Integration
- ☐ API Configuration
- ☐ Custom Template Builder

How frequently do you use the 'Automated Reporting' feature?

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Rarely
- ☐ Never

On a scale of 1-10, how critical is the 'Data Export' feature to your daily workflow?

Enter a number...

Describe any barriers you encounter when attempting to use new features.

Write something...

What is your primary goal when utilizing the Dashboard?

- ☐ Real-time Monitoring
- ☐ Historical Trend Analysis
- ☐ Executive Reporting
- ☐ Resource Allocation

User Interface (UI) & Navigation Experience

Assess the ease of use, discoverability of new features, and overall workflow efficiency within the platform.

Overall Ease of Navigation

- ☐ Very Easy
- ☐ Somewhat Easy
- ☐ Neutral
- ☐ Somewhat Difficult
- ☐ Very Difficult

Which UI elements do you find most difficult to locate?

- ☐ Settings Menu
- ☐ Reporting Dashboard
- ☐ User Permissions
- ☐ Data Export Button
- ☐ Help & Support Icon

On a scale of 1-10, how would you rate the visual clarity of the dashboard?

Please describe any specific workflow bottlenecks you encountered.

Upload screenshots of any UI bugs or layout issues encountered

 Upload File

Feature Performance & Reliability Assessment

Gather feedback on system latency, uptime, bug prevalence, and the technical stability of core functionalities.

Overall System Stability Rating

- ☐ Very Stable
- ☐ Mostly Stable
- ☐ Occasional Disruptions
- ☐ Unreliable/Frequent Crashes

Average Load Time (Seconds)

Enter a number...

Specific Features Experiencing Latency

- ☐ Dashboard Loading
- ☐ Data Exporting
- ☐ Report Generation
- ☐ User Authentication
- ☐ Real-time Syncing

Detailed Bug Report or Performance Issue Description

Write something...

Upload Screenshot of Error or Performance Lag

 Upload File

Date of Most Recent Performance Incident

Enter date...

Integration & Ecosystem Compatibility

Measure the effectiveness of third-party integrations and the seamlessness of API-driven workflows.

Currently Integrated Third-Party Tools

- ☐ Salesforce / CRM
- ☐ Slack / Microsoft Teams
- ☐ Google Workspace
- ☐ AWS / Azure Cloud Services
- ☐ Jira / Asana / Project Management
- ☐ Other

Integration Stability Rating

- ☐ Extremely Stable
- ☐ Moderately Stable
- ☐ Frequently Disconnecting
- ☐ Non-functional

Integration Friction Points

Write something...

Data Sync Frequency Requirement

- ☐ Real-time
- ☐ Hourly
- ☐ Daily
- ☐ Weekly

Upload Integration Error Logs (If Applicable)

 **Upload File**

Value Proposition & ROI Perception

Determine if the specific features are delivering the intended business value and solving core user pain points.

How significantly has this software improved your team's productivity?

- ☐ Extremely High Improvement
- ☐ Moderate Improvement
- ☐ No Change
- ☐ Decreased Productivity

Estimated hours saved per week using these features

Enter a number...

Which business outcomes have been achieved using our core features?

- ☐ Cost Reduction
- ☐ Increased Revenue
- ☐ Improved Accuracy
- ☐ Faster Time-to-Market
- ☐ Better Compliance

Please describe the primary business impact this software has had on your organization

Write something...

Would you recommend this software to a colleague based on its value?

- ☐ Definitely
- ☐ Likely
- ☐ Unlikely
- ☐ Never

Feature Request & Roadmap Prioritization

Capture qualitative feedback on missing functionalities and rank potential future developments based on user demand.

Core Modules Requiring Improvement

- ☐ Dashboard & Reporting
- ☐ Data Import/Export Tools
- ☐ User Management & Permissions
- ☐ API & Integration Suite
- ☐ Automated Workflow Builder

Detailed Feature Description

Write something...

Priority Level for New Feature

- ☐ Critical (Must-have for renewal)
- ☐ High (Significant productivity booster)
- ☐ Medium (Nice to have)
- ☐ Low (Minor convenience)

Estimated Monthly Value (In USD)

Enter a number...

Proposed Use Case Scenario

Write something...

Customer Support & Documentation Utility

Evaluate the helpfulness of in-app tutorials, knowledge base articles, and technical support responsiveness.

Primary Support Channel Used

- ☐ Live Chat
- ☐ Email Support
- ☐ Knowledge Base / Help Center
- ☐ Phone Support
- ☐ Community Forum

Support Ticket Resolution Time (Hours)

Enter a number...

Rating of Documentation Clarity

- ☐ Very Clear
- ☐ Somewhat Clear
- ☐ Neutral
- ☐ Confusing
- ☐ Extremely Difficult to Follow

Detailed Feedback on Support Experience

Write something...

Upload Screenshot of Technical Issue

 Upload File

< Previous

> Next

✓ Finish

 **Generate Sample Report**