

# Digital Channel Adoption Survey

## Basic Information

Name

Email

Your Role/Designation

## Current Usage

Which digital channels do you currently use? (Select all that apply)

- ☐ Website
- ☐ Mobile App
- ☐ Email
- ☐ Social Media
- ☐ Live Chat

## Adoption Motivation

What motivates you to use digital channels?

## Barriers & Challenges

What are the main barriers or challenges you face regarding digital channels?

## Channel Experience

Rate your overall satisfaction with our digital channels:

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5

## Suggestions

Any suggestions to improve our digital channels?

