

An Internship Report
on
“Market Research & Client Satisfaction on LazyChat”



Internship Organization Name

Ontik Technology



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Submitted in Partial Fulfillment of the Requirements for the Degree

Bachelor of Business Administration



Date of submission: 29/01/2022



Internship Report Approval Form

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INTERNSHIP/PROJECT INFORMATION

Internship

Organization: _____ Ontik Technology _____

Internship /Project Report Topic: Market Research & Client Satisfaction on
LazyChat _____

Term (Tick one): ☐ Spring 2021 ☐ Summer 2021 ☒ Fall 2021

SUPERVISOR APPROVAL

(Tick One)

☐ Approved

☐ Not Approved

☐ Partial Re-write

☐ Full Re-write

Remarks (For Not Approved): _____

Signature: _____

Date: _____

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2. I acknowledge and understand that plagiarism is wrong.
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____29/01/2022_____

Date

Letter of transmittal

29th January 2022

To

Parvez Mahmud Razib

Senior Lecturer

School of Business,

University of Liberal Arts Bangladesh (ULAB)

Subject: Submission of Internship Report.

Dear Sir,

With due respect, I would like you to know that I have prepared my internship report on the topic of “A Descriptive Market Research & Client Satisfaction on LazyChat”. This report has been prepared based on my three-month internship experience at Ontik Technology.

Before making this report, I have taken advice from the department head of the organization and they have provided me with much information. The internship program has provided me with an opportunity to have a good experience working in a renowned organization like Ontik Technology.

I have tried my best to follow your instructions and make the report as perfect as possible report with a meaningful outcome within the targeted time. I have also tried my best to follow appropriate methods which I have found the most relevant and practical for my internship report. I would be glad to provide you with any kind of clarification if required. I, therefore, submit it and hope that you would excuse the minor errors.

In preparing this report, I would like to extend my gratitude to you for your valuable guidance and support. I hope you would be kind enough to accord your approval to this report.

Acknowledgment

First, I would like to thank my almighty Allah, the most merciful and beneficial, for helping me to prepare the report. The internship experience was a great opportunity for me in developing my skills and work in a practical environment.

I would like to thank especially my supervisor Ali Azam Sir for his invaluable guidance and constant support in making this report possible over three months. He helped me select a topic to complete this report. He was always there to guide me. I am very indebted to Ali Azam, Executive Director, LazyChat. Tahmeed Abdullah, CEO, LazyChat. Faaria Tabassum Anika, HR Executive. The report would not have been possible without their constant support and guidance. My gratitude goes out to all the individuals working at LazyChat. They were very friendly with interns. They always guide me and help me by sharing their experiences. Finally, I would like to express my profound gratitude to my family members for their enormous efforts and care.

Executive Summary

LazyChat is a start-up company and its mission is to use the most up-to-date and reliable technology to make other businesses run more smoothly and minimize OpEx. To serve more in the future, I made a survey form and send it to our existing clients and their response is significantly boomed us. Their suggestions help LazyChat to make future planning towards their cherished aims. For this, I also did a strong SWOT analysis and later on make a comparison of the existing competitors in the running market. Because this is the way to figure out the best service in the relevant market. From seeing the response of the survey, there were some findings have in the feedback and also improvement site. Then I suggested and recommended some ideas to impact and be more effective for the LazyChat. The interesting part of the internship period was that I learned a lot of corporate norms and also gained a lot of interesting skills for maintaining my corporate life. These can be more helpful to my future corporate journey.

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Part A - Internship Experience

1. Chapter One: Organizational Profile

1.1 Company Profile:

LazyChat was founded in March of 2020. LazyChat is an omnichannel Chat Commerce solution that allows enterprises to conduct commerce directly through Facebook Messenger. It's also simple to sell by giving a free dynamic website for customers to visit the shop. Where your clients may easily find what they want and add it to their cart. In our country, over 350k Facebook entrepreneurs are using F-commerce to run their businesses. A large number of customers are constantly having maintenance issues. To address this issue, LazyChat developed a custom solution that also assists the page owner in increasing sales via Facebook Messenger. With the short time frame, it's currently reaching 200+ clients, and the board is growing by the day. Turnkey online application software for integrated management systems, mobile applications, and interactive websites for a strong brand presence is all part of our work. Also,

we provide app development, website making, web development as well as digital marketing support. (Ontink Technology, 2006)

1.2 Vision, Mission, and Core Values

Mission:

A positive customer experience is critical for sustaining and expanding a business nowadays. Businesses are now going to great lengths to ensure that their customers have a pleasant and memorable experience. This is because a positive customer experience builds brand loyalty, boosts customer retention, and improves the image of a company.

To improve customer service, an increasing number of businesses are investing in technology. A Chabot is one such technology that is highly popular these days. Catboats are artificial intelligence (AI) programs that transmit automated messages and can resemble human communication. They can send and receive text messages, and they're frequently utilized as completely automated self-service machines.

There are numerous advantages to using a Chabot. The ability to improve customer experience is the one we'll be discussing here in particular.

Vision:

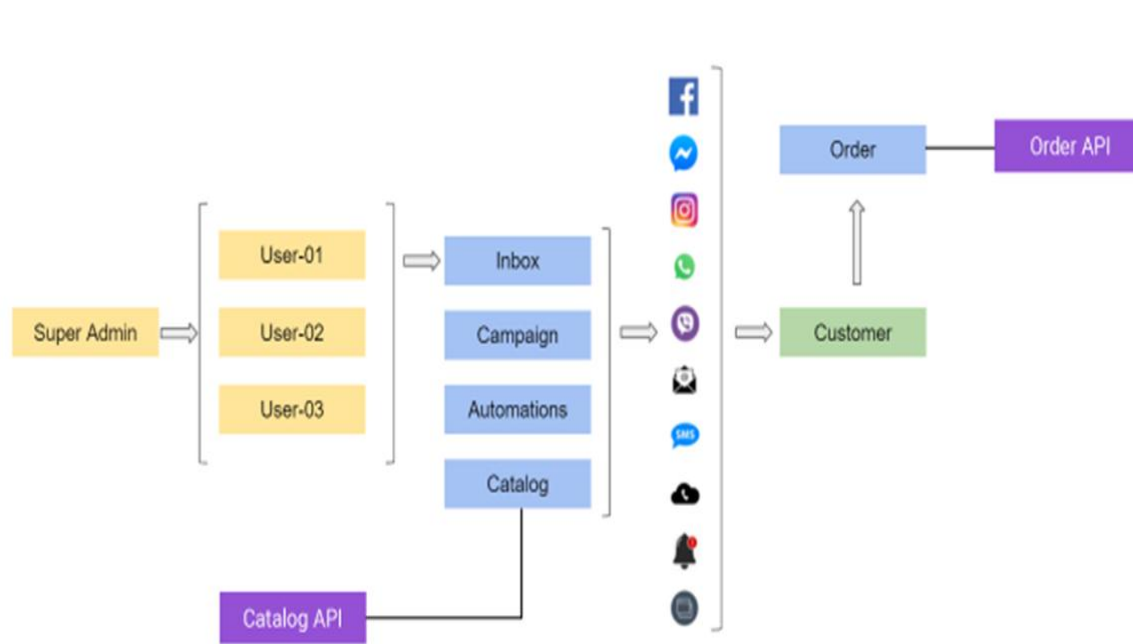
LazyChat is a ChatCommerce multi-channel application. When the Page owners or the person in charge of scaling the business use LazyChat to process orders and provide customer service via messenger. Deliver a one-of-a-kind customer experience while cutting customer support expenditures by 80%.

Core Values: As we belong to a software service company we have some core values that we follow in terms of our service. Here these are-

- We maintain the Trust relationship between the clients with us.
- Our clients are the most important aspect of our business.
- Professional ethics are very important to us.
- In our office, we maintain all standards of quality.

- LazyChat is a firm believer in business social responsibility along with the IT Industry.
- Our statements are a reflection of our values.
- Our Company promotes a participative management approach.

1.3 Features of LazyChat



We have five modules in the following subsections. The proposed software is which contains the following features that will upgrade the whole process of customer management:

- (i) Omnichannel Inbox
- (ii) Automated Reply
- (iii) Agent management
- (iv) Customer relationship management
- (v) Omnichannel order management

The modules are now discussed in detail in the following subsections.

(i) Omnichannel Inbox

Omnichannel means multiple channels. To clarify, this module connects multiple channels and connects them in a single inbox. The mentioned channels are - Facebook, Instagram, Whatsapp, PBX, Email, SMS (International and national). There is no need to maintain multiple inboxes afterward.

(ii) Automated Reply

Automated reply refers to recorded responses for the customers to build or maintain easier, faster communication and also increase customer engagement.

(iii) Agent Management

This module accomplishes the sorting of agents, identifying which agent is performing well or which agent is underperforming.

(iv) Customer Relationship management

Customer relationship management (CRM) is a tool for managing all of your company's customers and potential customer relationships and interactions.

(v) Omnichannel order management

This particular module is designed to receive orders from multiple channels to a single panel. The six channels were mentioned earlier in the omnichannel inbox section. This module will assist to manage orders and keep records to a greater extent.

1.4 SWOT Analysis of LazyChat



Strength:

- LazyChat allows the company to sell things on any messaging platform, such as Instagram or WhatsApp, and manage the client experience.
- With LazyChat, the owner may track and grow customer interaction while also bringing in recurring customers by remarketing the data saved by client management in LazyChat.
- The owner of the company can control catalog management as well as order management from a single platform by using LazyChat e-commerce solutions.
- LazyChat has a dedicated developer and IT team for helping the client from the backhand and front hand.
- From the back end to the front end, LazyChat has a dedicated developer and IT team to assist the customer.

Weakness:

- For the CoronaVirus Pandemic, LazyChat didn't get the required target customers.
- As LazyChat is a newcomer to the industry, it has taken a bit longer to generate its brand in the relevant field market.
- Although, additional features are now under development and will be completed soon.
- LazyChat is developed by humans and so obviously it cannot interact as a human with customers.

Opportunities:

- LazyChat ensures that no orders are dropped and that revenues are increased, able to gain a stronger handle on company business.
- Increase customer satisfaction by returning customers by responding to client queries quickly with automated responses.
- Target the future customers with LazyChat's advanced filtering and broadcast by the campaign.
- Very soon LazyChat will launch its product line in the international market.

Threats:

- The upcoming Covid Pandemic could be a factor in future organizational success.
- Shortly, new startup companies could arise in the same industry
- Competition can eliminate future profit.
- Implementing data protection and information security policies and procedures to ensure the customer

1.5 Competitive Analysis of LazyChat

In the preceding sections, I talked about our product, LazyChat. In this modern technological world, people may easily bring the world closer to them by holding it in their hands by using modern technology. LazyChat has arrived to consider long-term planning in the F-commerce and E-commerce industries to eliminate unnecessary trouble and provide a straightforward solution from a single panel. Some software companies, on the other hand, have entered this competitive industry with their latest AI software. My Alice, ChatOut, MiniChat, and others are among them. These are chatbots and robust systemic automated responses with several crucial qualities, yet there are some distinctions between LazyChat, even though their visions are comparable in some ways with our vision.

1.6 Industry Analysis:

As we are an IT-based Company here I will discuss the IT industry in Bangladesh illustrated by Porter's Five Model.

The threat of New Entrants: The quantity of competitors and their ability to undercut a company is the first of the five factors. Even though we are an IT firm, we are now promoting our Omni Channel Catboat with a strong catalog system and automated order administration via Facebook messengers. In our F-commerce industry, there are almost 3.5 million Facebook pages.

However, many of them failed to attract clients due to a lack of adequate support tools. In this regard, This Omnichannel and automated order management platform delivers all-in-one client support. The digitalized future is also delivering a lot of opportunities for IT-based companies in the associated industry to accomplish better. As a result, there are several opportunities for new competitors to enter this omnichannel platform. The future is dependent on Technology and this industry enlightened with the development of the software industry.

Bargaining Power of Suppliers: The fifth force model's next aspect considers how quickly suppliers may raise input costs. It is influenced by the number of suppliers of a product's essential inputs, how unique these factors of production are, and how much switching to another source would cost a company. Shortly the suppliers can be reached in a position to reduce the overpricing of this Industry. As it is now the pick time for the software industry it can be more effective for the startup companies like us. As we give customers a solution for digital automated order management, we are also beneficial to F-commerce pages and businesses. For a more stable system, we have permission to use Facebook, WhatsApp, and a PBX call system for customer assistance. There is a potential for suppliers to lower their production costs again, as well as raise the price of the services they give.

Bargaining Power of Buyers: The IT industry's top priority should be customer input. Because the buyer's or client's perspective on any IT firm's software or web-related platform always alters the interface of the software or web-related platform. There will be a significant demand for improvements in the customer solution platform, as well as the pressure that customers can exert on businesses to produce higher-quality products and better customer service in the future. Customers are price-sensitive, but IT products and services are important to a company's success, thus they are willing to pay a high price for a good product. Because of the requirements for product training, continually upgraded technology, and the availability of advertisements, there are often frequent interactions between buyers and IT businesses. For page owners or new entrepreneurs, the omnichannel Customer Support system is opening up a century. Their valuable suggestions or reviews can have a major positive impact in this sector, which can be advantageous to newcomers to the F-commerce industry.

Threat from Substitutes: Customers are price- sensitive, but IT products and services are important to a company's success, thus they are willing to pay a high price for a good product. Because of the requirements for product training, continually upgraded technology, and the availability of advertisements, there are often frequent interactions between buyers and IT businesses. But there will be a chance to upgrade the management system of this Robust. But there is no alternative to this robust system yet.

Intensity of competitive rivalry: The IT industry is well-known for its speed, efficiency, and competitiveness. The strong competition amongst current players is the fundamental reason why many new entrants fail. Efficiencies assist large enterprises in this industry, which is valuable and something they work hard to maintain. This industry's products are well-branded and have a large customer base. In this Chatboat and automated system platform, there are already two or three competitors already doing business in this sector. They are ChatOut, EngageAi etc. Though the number and strength of competitors in an IT industry have always impacted the customer and supplier relationships. Because customers have more options in industries with a bigger number of competitors, it is more difficult for a company to secure loyal customers.

2. Chapter Two: Intern's Roles & Responsibilities:

2.1 Responsibilities & Activities during Internship

On September 18, 2021, I began working at Ontik Technology. I tried to get to know my office environment as an intern at first. I primarily observed how everyone worked and what I could learn from my colleagues. All of my coworkers were quite helpful, and I learnt a lot about the organization's operations and sales methods. The things I have learned from Ontik Technology are given in the below:

- a) Works and communicates with clients.
- b) Understand the features of lazy chat and selling strategies.
- c) Meeting with clients.
- d) Writing business proposals for lazyChat.
- e) Making Quotation and pricing.

f) How to work in an organized way with different types of people.

2.2 Things Learnt and Skills Acquired:

Mainly I have learned from Ontik technology, how employees work in the organization and what a sales executive does. I observed how to convince clients, client communication. The things I have learned and skills acquired are given in below:

- a) How to work in a team.
- b) How to work under the challenges.
- c) How to behave in the workplace and with the clients.
- d) How to write business proposals and make quotations and prices for clients.

2.3 Achievements and Recognitions:

I was extremely appreciative for the opportunity they provided me as an intern. They help me in learning a great deal from them, which is quite beneficial to me. I have numerous possibilities to learn, but a three-month internship was heard to cover a wide range of topics. In general, I try to learn selling strategies, client communication, how to write a business proposal, as well as how to price and quote. I also learned about professionalism, how to dress professionally, company culture, and how to persuade others. During my internship, I gain new knowledge and experiences every day.

3. Chapter Three: Observation

3.1 Findings:

From the very beginning of my office days, I found the office environment is too eco-friendly where everyone gets the same value.

Office Environment: LazyChat believes in a green workplace to provide its employees with sunshine in the form of the aroma of flourishing gardens, as well as positive energy from witnessing green workspaces. We all know that the color green denotes tranquility. In addition, there are two separate lobbies where I can spend quality time with my coworkers during my lunch break. We also have a separate zone for doing Lunch and a prayer zone too. Our superior bosses are friendly in the office and always give us the motivation to do better in the office.

Sports Zone: Sports or exercise provide us with work productivity harder and much more confidently. So I found a Dart Board, Punching Bag, Dumbly, and a Chess Board. These assist us in concentrating more effectively at work.

Corporate Celebration: LazyChat always celebrates national holidays as well as traditional events. There were also a lot of corporate celebrations that I found. Ice-breaking sessions, who is your secret Santa, Battle of the Houses, and other activities are offered.

3.2 Recommendations:

Along with the finding, I can see a lot of things have to improve at our Office.

Considering Industry Experience: Although many development alternatives rely on significant experience, the question of whether they are relying on the proper experience is always there. Because LazyChat is still a newcomer to the industry, I would recommend they concentrate on customer feedback and experiences.

Scaling to Your Needs: As projects pivot and develop, software development needs fluctuate like the climate. Other times, due to fiscal limits, businesses must scale down and down. It happens all the time. As a result, it's a good idea to inquire about provider flexibility. Instead of re-strategizing every time a project changes direction, the corporation may create long-term strategic partners this way.

Fast Learners: Because it will be doing most things for the first time, LazyChat must be a quick learner. And, to be a success, LazyChat doesn't have time to keep making mistakes, while it should be focusing on being a future leader.

3.3 Conclusion:

During my internship, the workplace had a very business feel to it, and everyone was quite cordial with one another. This environment encourages me to learn more. The office seniors are always polite and kind to me, and they have taught me a lot of corporate jargon. My experience was quite beneficial because it allowed me to observe how a software company operates and how to market its expanding areas. I was participating in customer meetings and the dealing period because I worked in the sales team. ture with their experienced staff and new ideas.

PART B – Research Project

1. Chapter One: Research Design

1.1 Research Title:

Market Research & Client Satisfaction on LazyChat

1.2 Research Problem:

The study's goal is to evaluate LazyChat's market position and technology issues to help Ontik technology to achieve its long-term market expansion goals.

1.3 Background of the study:

This internship report has been prepared as a part of the Internship program which is a requirement of the Bachelor of Business Administration honor degree program of School of Business, ULAB. In this program, students have to work in an organization to earn real-life experiences that they can relate their educational knowledge with the practical working knowledge. Meanwhile, one has to prepare his or her own internship report guided by his or her supervisor.

However, I got an opportunity to work as an intern in Ontik Technology. The report is going to discuss client satisfaction on LazyChat. I have tried my best to combine that information in the report, but due to very limited access to information and time limitation, some limitations remain in my report.

1.4 Objectives of the report:

- To provide an overall view of Ontik Technology and its customer service about LazyChat.
- To discuss about how its customer service functions and its objective.
- To find out service related satisfaction of customers of LazyChat.

1.5 Methodology:

Methodology describes how we go through all of the research processes, including how I went about gathering data from primary and secondary sources.

Primary data sources:

- Conversations with clients of LazyChat.
- Practical work experience in Ontik Technology.
- Google Docs questionnaires.

Secondary data sources:

- Selling and Market strategies of Dnet.
- Reports and Articles on the Internet.

Collection method of data:

Data has been collected through a questionnaire and an interactive interview with client;s of LazyChat and Head of Marketing. Based on the replies I obtained from the questionnaire and the information I gathered during the interview session, I analyzed the information in the findings section of this report.

1.6 Limitations and Constraints:

- Because of confidential data a lot of information was not accessible to me.
- Some Clients are not reachable, getting information from them is difficult.

2. Chapter Two: Literature Review

It's an understatement to state that client satisfaction is important. It's a requirement in 2021. According to Gartner, customer happiness is the top rivalry area in their business for 81 percent of marketers. (Customer Satisfaction: Why It's Still Important , 2021). Why is Customer Satisfaction such an important objective? It is identity that the cost of acquiring new customers is higher than the cost of keeping existing customers in PS activities. Customer satisfaction and loyalty to the company have been shown to have a high association in marketing literature and empirical study, resulting in lower customer turnover. (Motogna, 2017). Because customers expand revenue, an organization's key focus should be on client satisfaction. Customer satisfaction information may help your business find out what's working well with its products, services, and internal procedures, as well as what needs to be improved or changed entirely. In this article, you'll learn what customer satisfaction is, how to effectively measure it, and why it's critical to your company's success. (What Is Customer Satisfaction and Why Is It Important?, March 9, 2021)

3. Chapter Three: Analysis and Findings

3.1 Client Response Analysis:

Customer analysis is an essential part of any business plan at any stage of development. Customer analysis and customer analytics reveal the most critical information for every business plan, from marketing to delivery. Any successful business strategy must include customer analysis. A company can't meet its clients' requirements if it doesn't know who they are or what they want. I found a strong response from LazyChat users by doing a survey. LazyChat's active features have been praised by 99 percent of its users. Many of them let you use LazyChat to promote other tech support services. For the variety of their businesses, many of them seek customized solutions. Some of them also recommend that we make it more user-friendly by considering future users. They're also revamping their promotional tools to make it easier for buyers to find them. The uprising F-commerce and E-commerce industry needs more eco-friendly tech support and we faced it a couple of times while visiting client meetings. Also they demand instant solutions for any bugs in their working hours. So we believe that Organizations must look into the specifics of individual interactions to understand the relationship between each point of interaction and the value it provides to customers in order to better serve our existing customer base and more successfully acquire new customers.

3.2 Market expansion strategies analysis:

So far in this robust marketing industry, LazyChat is the first software which is coming with a one stop solution for the E-commerce and F-commerce industry. LazyChat will soon expand into the SME sector, the medical sector, real estate, and the lower startup business. As a result, LazyChat has a solid long-term strategy for expanding their business globally. Client feedback on LazyChat is overwhelmingly positive, which pushes the authority to expand the service worldwide. Our senior management has already contacted a number of foreign marketing agencies to handle the company's operations in several countries. We conducted multiple online sessions with Malaysian marketing agencies, as well as companies situated in Los Angeles and Australia. The LazyChat Authority plans to establish a headquarters in Singapore. Because it is Asia's software industry's hub. It would provide lots of opportunities to operate services in countries such as Malaysia, Indonesia, Vietnam, Myanmar, and other South Asian countries. The exciting thing is that more than two companies have expressed interest in Findings: A market research survey, as we all know, allows any firm to acquire information about their current market, such as how and where their products are purchased, client demands, and competitive standing within a market. As a result, we created a survey form at LazyChat to review our customers' experiences with our platform. Our existing client survey yielded a significant response. This type of survey can be used to research a specific target market, measure brand recognition, communicate with a specific audience, and identify product and New options, pricing among other things.

Technology Integration: According to our survey, many of our current clients are expanding their online businesses across various social media platforms, and they want to connect their channels with our Lazychat in order to grow their future business.

Data Loss and Recovery: Many of them also suggested that we keep a strong grip on data security. Outside, there are a lot of spammers who use social media and can be harmful for business. This is why they expect it of us.

Effective Solutions: As it is simplifying the social platform so there will be a lot of IT problems that can be found while the users use Lazychat. As a result, people demand immediate solutions to their problems.

Along with this there are also a mlot of promising ideas they shared with us and those data can make our future journey easier. We value our customers' feedback and love to serve.

joining us on this adventure. We're hoping to have it in our house by July 2022 this may lay the groundwork for us to serve on a global scale in the future.

3.3 Findings:

A market research survey, as we all know, allows any firm to acquire information about their current market, such as how and where their products are purchased, client demands, and competitive standing within a market. As a result, we created a survey form at LazyChat to review our customers' experiences with our platform. Our existing client survey yielded a significant response. This type of survey can be used to research a specific target market, measure brand recognition, communicate with a specific audience, and identify product and New options, pricing among other things.

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Along with this there are also a mlot of promising ideas they shared with us and those data can make our future journey easier. We value our customers' feedback and love to serve.

4. Chapter Four: Recommendation & Conclusion

4.1 Recommendation:

During my internship, I observed many things at my firm that they employed to improve their performance. So, as LazyChat prepares to enter the global market, I'm going to make some ideas.

Product development: Now that the product is being built, make sure that it is well-thought-out, well-structured, and written in a maintainable way. As LazyChat is a promising start up company it also looks after the other Tech solution along with LazyChat. Because today's technology is so fast. So It's mandatory to cope up with the latest upgrade.

Customer Support: Customer service is much more than just ensuring that the customer. It's also a useful technique to boost sales. LazyChat has a strong customer base, and their current clients could be one of their strongest sources of future income. These leads may be more useful in the future for doing business.

Sales and Marketing: When it comes to selling, marketing is important. It assists sales teams in locating and identifying leads, as well as keeping in touch with prospects throughout the sales cycle. Although most companies have separate divisions for sales and marketing, integrating the two can help to improve overall revenue and profit performance. On the other hand, Sales are important because they influence the bottom line. The goal of marketing is to make a product known. It's all about the bottom line - and producing results - at the end of the day. The goal of marketing is to make a product known. Marketing is the process of determining a customer's need or desire.

Developing Business Strategy: Any organization or company can profit from business strategy since it helps them define their business, offer it a set of values, and give it a sense of purpose. It helps LazyChat in recognizing what success involves. It indicates LazyChat's eventual destination and suggests valuable rest stops along the way, providing a roadmap for the company.

Promotional Activities: We know that social media platforms are now very popular tools for marketing things because Companies can use social media marketing to communicate with existing consumers and reach out to new ones while also promoting their intended brand, mission, or ethos. Marketers can track the performance of their efforts with social media marketing's purpose-built data analytics tools. So LazyChat should keep updating themselves in all popular social media platforms like Facebook, InstaGram, WhatsApp, LinkedIn etc.

4.2 Conclusion:

In summary, this internship has been a great learning opportunity. I can safely conclude that my time at LazyChat has taught me a great deal. Obviously, the technical aspects of the work I've done aren't perfect and, given enough time, may be improved. As someone who had no prior experience with corporate work life, I believe that the time I spent researching and learning about it was well worth it, and that it contributed to finding an acceptable solution for developing a fully motivated sales and marketing team. Because with my seniors I enjoy every task they assigned for me and enjoy my work life as well. Two main things that I've learned the importance of our time-management skills and self-motivation.

Chapter Five: References:

References

Customer Satisfaction: Why It's Still Important . (2021, December 2).
Motogna, M. (2017). *Customer Satisfaction in IT Professional Services Research*.
Ontink Technology. (2006). From Ontink Technology: <https://ontiktechnology.com/>
What Is Customer Satisfaction and Why Is It Important? (March 9, 2021). *Indeed*, 01-05.

Appendix:

Client Satisfaction on LazyChat

This survey was completed only the customer of LazyChat. This will only take a few minutes and also will be kept confidential. The information provided here will be only used for academic purposes. Thanks for your cooperation.

01. How long you're using LazyChat?

- 1-6 months
- 6-12 months
- More than 1 year

02. How often do you use LazyChat?

- 1-8 hours
- 8-12 hours
- All day

03. Does LazyChat help you to achieve your goals?

- Yes
- No
- May Be

04. Which featuring do you like most in LazyChat?

- Dash Board
- Catalogue management
- Automated FAQ

05. Which featuring need us to improve and Why?

Answer:

06. What kind of business do you have?

Answer:

(Here, Strongly agree= 5, Agree= 4, Neutral= 3, Disagree= 2, Strongly disagree= 1)

Sl	Question	5	4	3	2	1
07	7. Rate your satisfaction for our team in resolving your problems.					

08. Is it your first time to use LazyChat?

- Yes
- No

09. How could we improve our customer service?

Answer:

10. Are you able to find the service in our lazyChat that you looking for?

- Yes
- No
- May Be

(Here, Good= 3, Average= 2, Bad= 1)

Sl	Question	3	2	1
11	11. Rate our LazyChat in term of helpful tool for the Online Business..			