OutcomeCX | Employee Digital Experience Pulse Survey

Anonymous employee questionnaire • Approximately 3 minutes • Recall period: past 30 days

We want to understand how well workplace technology supports your daily work. Please answer based on your own experience. Do not include passwords, customer data, or personal health information.

1. How often have technology problems interrupted your work?

- ■ Multiple times per day
- ■ About once per day
- ■ A few times per week
- ■ About once per week
- ■ Rarely or never

2. Which issues have you experienced? (Select all that apply.)

- ■ Slow or unresponsive applications
- ■ Dropped calls or poor audio
- ■ Frozen video meetings
- ■ Login, VDI, or remote-access delays
- ■ Wi-Fi or connectivity interruptions
- ■ Other / None

3. When an interruption happens, how long does it usually affect your work?

- ■ Less than 30 seconds
- ■ 30 seconds to 2 minutes
- ■ 2–5 minutes
- ■ More than 5 minutes
- ■ Not applicable

4. How many IT trouble tickets have you opened in the past 30 days?

- ■ 0
- ■ 1
- ■ 2–3
- ■ 4–5
- ■ More than 5

5. If you experienced problems but did not open a ticket, why? (Select all that apply.)

- ■ The problem went away
- ■ I found a workaround
- ■ It takes too long to report
- ■ I did not think it would be resolved
- ■ I did not know how to report it
- ■ Not applicable / Other

6. What do you usually do when technology does not work?

- ■ Wait for it to recover
- ■ Restart or reconnect
- ■ Switch network or device
- ■ Contact IT
- ■ Work around the issue

7. How much have these issues affected your ability to work?

- ■ Not at all
- ■ Slightly
- ■ Moderately
- ■ Significantly
- ■ Severely

8. If you could improve one thing about your workplace technology, what would it be?

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For employers: Share this survey with employees, collect responses without identifying individuals where possible, and summarize frequencies, issue types, ticket counts, and recurring themes. Compare with IT ticket data and monitored performance only at appropriate aggregate levels. This survey does not itself diagnose root cause.