

“Feedback.Autodesk.com”: The best customer engagement tool we never knew we had?

Chris Mitchell – M.Eng, C.Eng, F.IMechE

Sr. Principal SW QA Engr.
Customer Engagement Lead.





About the speaker

Chris Mitchell – Feedback Community Manager & Sr Principal QA Engineer.

Chris is the Autodesk Feedback Community Manager & a Sr. Principal Inventor QA Engineer on the Inventor Customer Engagement team. His primary focus is to manage all aspects of pre-release validation (Alpha/Beta) for Inventor whilst also providing Feedback Community consulting services to all other Autodesk product teams. He and his team work closely with customers, partners, and development teams to ensure that the “Voice of the Customer” is continually heard, in order to improve product quality.

Chris has also had active roles as the manager of Inventor Experience Design/User Research & as a UX lead; he has worked at Autodesk for over 14 years. Prior to joining Autodesk, Chris was a consultant at SDRC/EDS/Unigraphics as a consultant for Mechanical CAD/PLM product implementation, & a Mechanical Design Engineer for British Steel specializing in the design & FEA analysis of hot-rolling process equipment.

He is a Chartered Engineer & a Fellow of the UK's Institute of Mechanical Engineers.

Autodesk Products....lots !



Bohemian
Rhapsody
blu-ray extra
12 february 2019



Radio Ga Ga
Live Aid
13 july 1985



WHY FEEDBACK?



Customer Company



Courageous



Impactful



Humble



Customer Company



One Autodesk

We act as **one Autodesk** to get the best results for our customers, our business, and our employees.

- We reach across boundaries and engage with each other to achieve faster, better results together.
- Focus, priorities, and executional alignment unite us.
- Company success is more important than local success.

Our success is predicated upon our customers' success.

We are as committed to providing an exceptional customer experience as we are to delivering exceptional products.

Every one of us takes responsibility for understanding our customers, their needs, their expectations, and their experiences.

*“So coming back from this short but **frustrating experience**, as a conclusion I have to **say again** what I have **already stated** before:*

Please, Autodesk, before taking any efforts in this, please fix the stuff you already have.

*Right now, there are loads of tools and stuff that **could be very helpful but are just crap...**”*

...Instant Humility!



Feedback.autodesk.com

- Aka “The Beta”

- Direct conduit to the Autodesk product teams

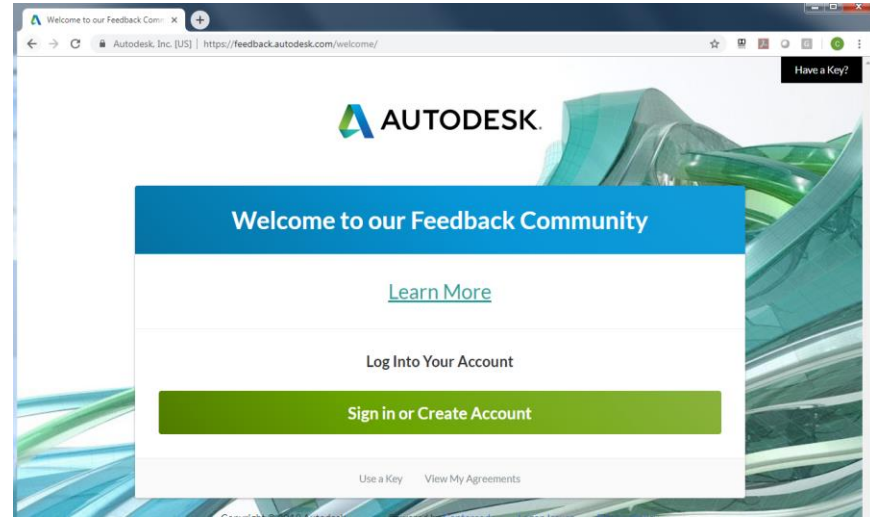


- SaaS

- Hosted:



centercode



Performance



Scalability



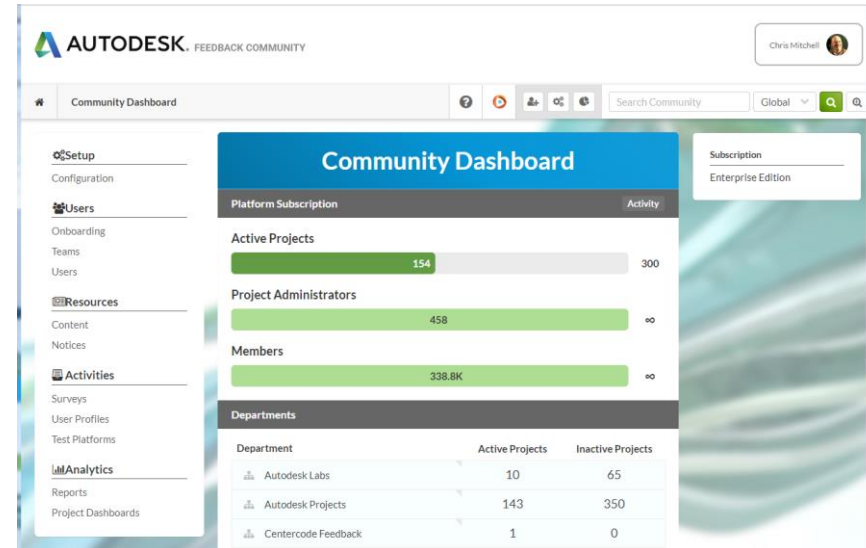
Large
Files/CDN



Global

Feedback.autodesk.com

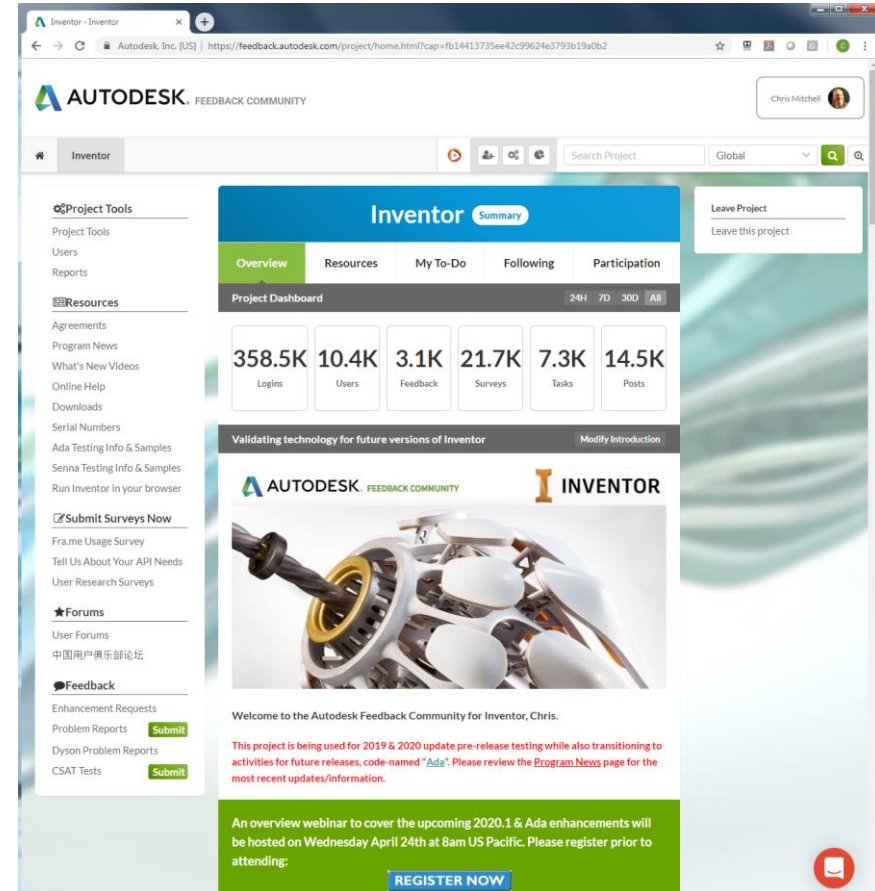
- Community ~339,000 profiled users
 - Autodesk** customers, students, resellers, 3rd party dev & employees
 - All industry, roles, products, geo, interests
- All encompassing **platform**:
 - broad **customer engagement, collaboration, research & “validation”** activities
 - Entire product lifecycle
- Continual use since 2009
 - Alpha, Beta, Tech Preview, Customer Council, Labs, etc...
- GDPR compliant & funded for unlimited use**



Inventor CE tool of choice

“Single source of truth” – Data at the center

- Mature processes/consistent engagement
- On-going project use since 2013, (previously only annual Beta's).
- Central facilitation
 - All functions of the Inventor team expected to engage.
- Relational data is invaluable
- Acknowledged as Best in Class implementation
 - *“Inventor CE is a well oiled machine!”*

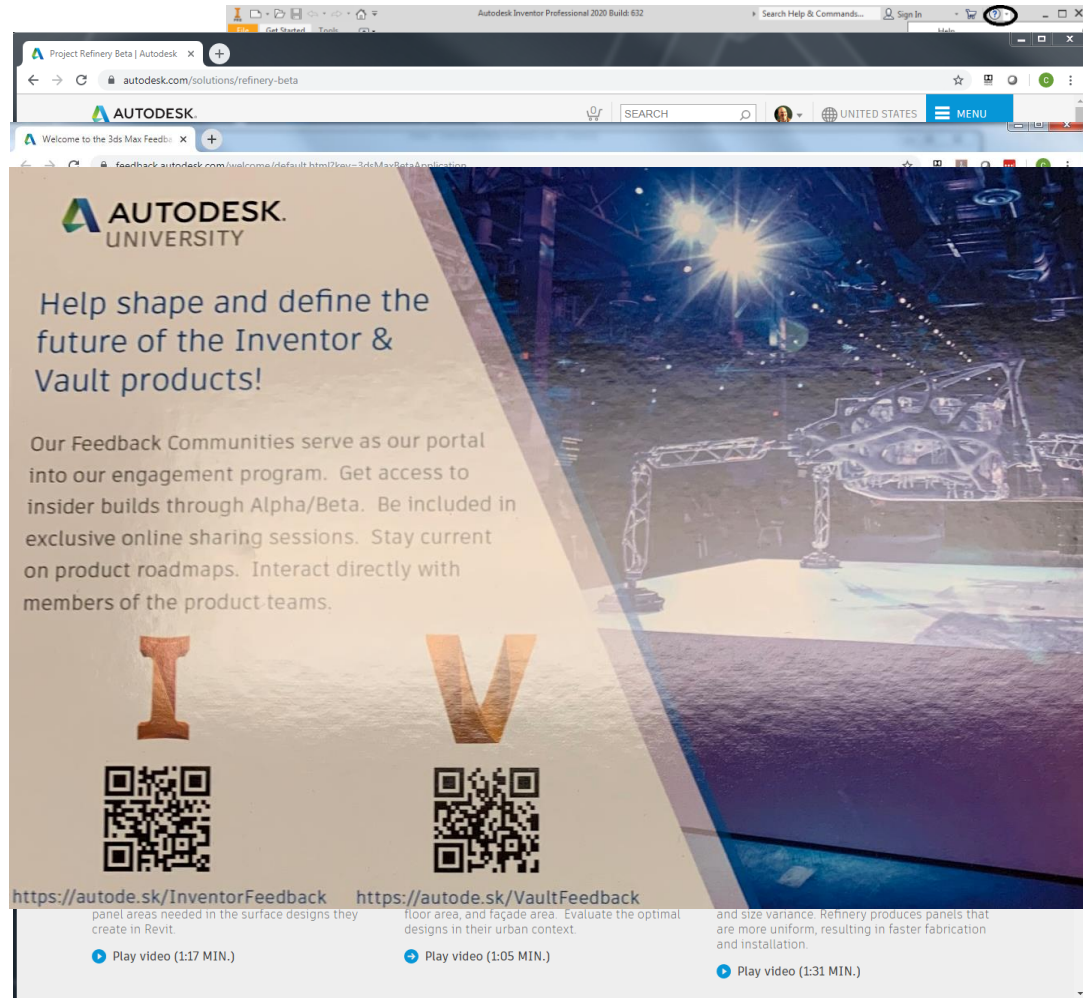


EMBRACE

Onboarding

All inclusive/open invite with profile based access

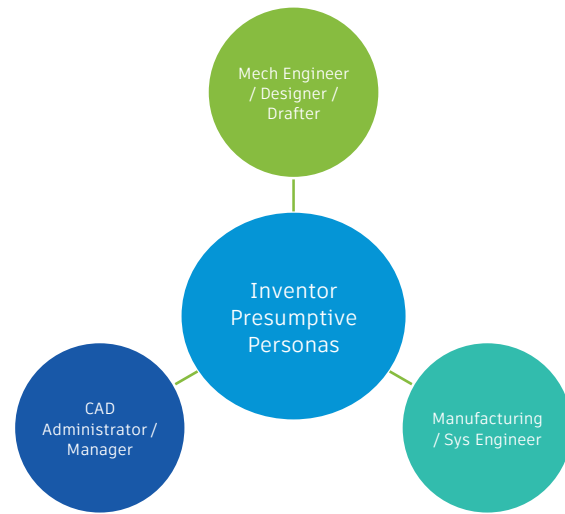
- “Open invite” link/code:
 - <http://Autode.sk/InventorBeta>
- Integrated NDA/CRA process
- Team/Role based access models
 - Content, releases, surveys, forums, reports, workflows



All Personas



Mechanical Engineer
CAD Administrator



Veteran User



New Users



Partners



Students



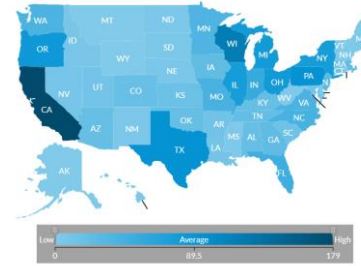
Lurkers

Persona based profiles

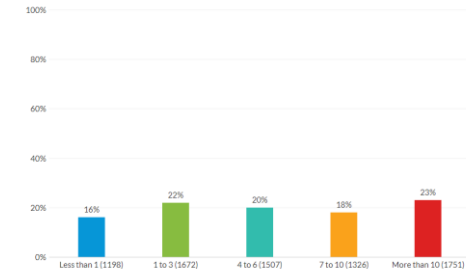
Efficient recruiting

- “User research” persona survey (~8,600):
 - Enables filtering/reporting in conjunction with other community profile & surveys
 - Deep understanding before engaging
 - Better collaboration & trust
- **All** participation related to user profile:
 - Forum posts, surveys, bug reports, tasks, downloads, page views...
 - Constantly enriching the database
 - Easily accessible

Inventor Feedback Partners - USA



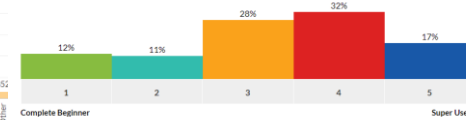
Approximately how many years have you been actively using Inventor ?



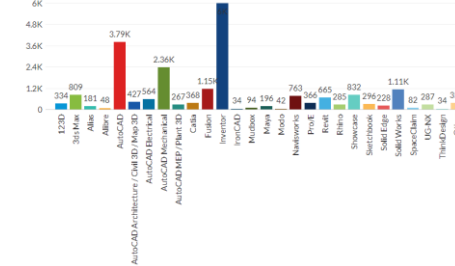
How would you rate your level of expertise with Autodesk Inventor ?



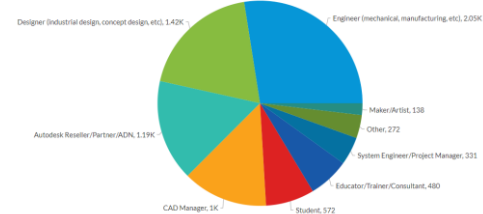
Weighted Average: 3.31/5



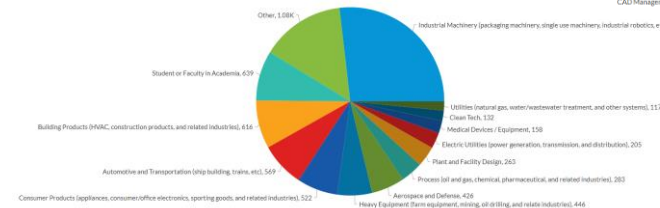
Which CAD products do you regularly use ?



Which of the following best describe/classify your primary role ?



What is your primary industry or field of work ?



Persona based profiles

Efficient recruiting

- “User research” persona survey (~8,600):
 - Enables filtering/reporting in conjunction with other community profile & surveys
 - Deep understanding before engaging
 - Better collaboration & trust
- **All** participation related to user profile:
 - Forum posts, surveys, bug reports, tasks, downloads, page views...
 - Constantly enriching the database
 - Easily accessible

The screenshot displays the Autodesk Feedback Community interface for a user named Scott Moyse. The page is divided into several sections:

- Header:** Includes the Autodesk logo, "FEEDBACK COMMUNITY", and a user profile card for Chris Mitchell.
- Navigation:** Tabs for "Inventor", "User Management", and "Scott Moyse". A search bar and a "Users" dropdown are also present.
- User Profile:** A sidebar on the left shows "Macros" (a dropdown menu) and "User Actions" (Add Comment, Assume User, Remove User).
- Project Section:** A table titled "User Projects (Show All 39 Projects)" lists various projects with columns for Project, Teams, Score, Logins, and Joined. The projects listed include Inventor, Vault Beta, Generative Design Beta, Nesting Preview, NextGen Learning, Desktop Connector, Autodesk HSM, Project Play Tech Preview, Project Arro Tech Preview, and AutoCAD Customer Council.
- Agreements Section:** A table titled "Agreements" shows a list of agreements, including a "Customer Research Agreement (BETA AGREEMENT)" with a completion date of Jun 20, 2013.
- Distributed Values Section:** A table titled "Distributed Values" shows resource distribution, with a row for "Inventor".
- Right Sidebar:** Contains a "Change Avatar" button, a "User Account Summary" (Username: scottmoyse, Based in: New Zealand), an "Activity Summary" (Last Login: Apr 15, 2019, Last Email: Apr 18, 2019, Joined Project: Jun 4, 2013, Created Account: Nov 16, 2009), and an "About Me" section (Company: CADPRO Systems, Website Address/URL: http://www.cadpro.co.nz).

NURTURE

On-going process

- Customer Engagement Plan - In...

Autodesk, Inc. [US] | https://wiki.autodesk.com/pages/editpage.action?pagelid=516792002

AUTODESK Spaces People Calendars Create ... Wiki Support Wiki Support

Search

Inventor-Revit Interop / Dashboard / Inventor-Revit Interop / Research and Validation

Customer Engagement Plan

FY20 Customer Engagement - A...

Autodesk, Inc. [US] | https://wiki.autodesk.com/display/ai/FY20+Customer+Engagement

AUTODESK Spaces People Calendars Create ... Wiki Support

Search

Dashboard / Home 242 view(s) Edit Save for later Watching Share ...

FY20 Customer Engagement

Ada Alpha/Beta Content Page - / X

Autodesk, Inc. [US] | https://wiki.autodesk.com/pages/viewpage.action?pagelid=515093575

AUTODESK Spaces People Calendars Create ... Wiki Support

Search

Alpha1 - March '19

Actual Build : AltReps2-564-793694

Date Posted: March 5th

Format: Frame (with 2020 release licensing) & Turbo

Project	Focus Areas	Content providers	Alpha or Beta (Include date)	Proposed Build	Contents				
					Forum Posts	Testing Info Docs	Videos	Data sets	Survey Questions/info
UIM	Delete Face Decal Combine Coil	Nina Shao Ye Wu Steven Gao	Early March '19	AltReps Dev branch build TBD		Ada Alpha_DeleteFace_Combine_Coil_Decal_Test Tasks.docx	Ada Alpha_DeleteFace_Combine_Coil_Decal.mp4	No data set needed	ModernX Alpha Survey
AltReps		Xun Zhang	Early March '19	AltReps Dev branch build TBD		AltReps Alpha Preparation	AltReps Alpha Preparation	AltReps Alpha Preparation	

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AltReps		Xun Zhang	Early March '19	AltReps Dev branch build TBD		Altreps Alpha Preparation	Altreps Alpha Preparation	Altreps Alpha Preparation	

Webinars

~Quarterly

- Present Roadmap & What's New
- Polls
 - Take the pulse during event
 - Design decisions
 - Subscription value of what's new
- Open Q&A
- Recordings & sanitized Q&A
 - Posted back to Feedback site



Videos

~Monthly

- What's New
- Referenced in surveys & forums
- Sprint Reviews meetings

Customer Problems

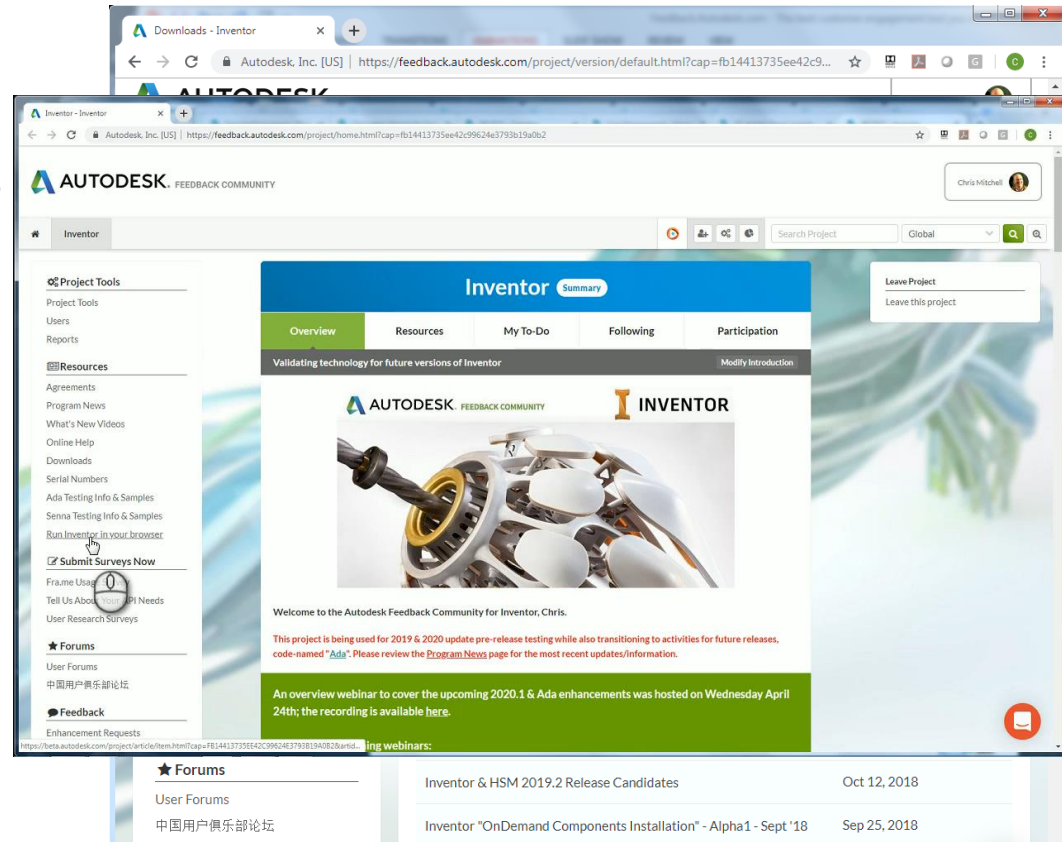
The screenshot displays the Autodesk Feedback Community interface. The top navigation bar includes links for 'Inventor', 'What's New Videos', and 'Alt'. The main content area is titled 'Alternative Representations (31 Topics)' and shows a list of forum topics. The left sidebar contains links for 'Project Tools', 'Resources', 'Submit Surveys Now', and 'Forums'.

Topic	Created By	Replies	Unread	Views	Last Post
Alternative Representations - Sneak Peek at Alpha1 Functionality (1 2 3) 🌟 🌟 🌟	Feb 27, 2019 @ 2:32 PM by Xun Zhang	37	0	527	Mar 22, 2019 @ 2:25 PM by Derek R
Welcome to Alternative Representations! 🌟 🌟 🌟	Jun 12, 2017 @ 2:38 PM by Jim Clauss	7	0	247	Oct 5, 2017 @ 11:52 AM by Rory McGarry
Alternative Representations for both Part and Assembly (2017) (1 2 3 4 5) 🌟 🌟 🌟	Jun 12, 2017 @ 3:20 PM by Jim Clauss	64	0	1,538	Aug 22, 2018 @ 3:00 PM by Jim Clauss
Alternative Representations - Video Progress Update - December (1 2 3 4 5) 🌟 🌟 🌟	Dec 12, 2018 @ 12:21 AM by Xun Zhang	72	0	807	Feb 26, 2019 @ 9:17 PM by Xun Zhang
Member Scope/Factory Scope Buttons, Workflow and Visibility	Mar 11, 2019 @ 1:59 AM by Rory McGarry	42	0	465	Apr 17, 2019 @ 8:15 AM by Nate Goss

Regular Releases

Enable easy/repeatable testing

- UI Prototypes embedded in surveys
- Monthly Alpha's
 - Turbo – single 4gb .exe
 - Frame/Nutanix - hosted
- Installable builds with LP's
 - Beta's
 - Release Candidates
 - 20xx.x & 20xx.x.x updates
 - Supported for production use
- Build support:
 - Integrated Beta Help & Akamai
 - Serial Numbers/Crashes/Data Analytics



HUMILITY

Forums

Candid/constructive discussions

- Functionality specific forums:
 - Invaluable
- Cross-referenced in videos/surveys
- Gain a deeper understanding:
 - who, what & why...
 - Forum posts related to user profile
- Localized for China

中国用户俱乐部论坛
此本地化论坛只提供给Inventor中国用户俱乐部论坛的成员使用，并且本论坛不对其他任何客户或第三方分销商开放。

Localized for use by members of the China Inventor User Group only - This forum is NOT visible to any other customers

474 3,162 1932 May by R

Forums

Topics	Replies	Posts
1990	12583	14573

Alternative Representations (33 Topics)

Displaying all Topics.

All Topics All Statuses Any Time Filter Create Topic Print Forum Mark All Read Stop Following Daily Digest

Topic	Created By	Replies	Unread	Views	Last Post
Alternative Representations - Sneak Peek at Alpha1 Functionality (11213)	Feb 27, 2019 @ 2:32 PM by Yun Zhang	37	0	527	Mar 23, 2019 @ 2:23 PM by Derek R
Welcome to Alternative Representations!	Jun 12, 2017 @ 2:38 PM by Jim Claus	7	0	248	Oct 5, 2017 @ 11:52 AM by Rory McGarry
Alternative Representations for both Part and Assembly (2017) (112131415)	Jun 12, 2017 @ 3:30 PM by Jim Claus	64	0	1,538	Aug 22, 2018 @ 5:00 PM by Jim Claus

And that's not limited just to parts. There's also been quite a lot of feedback from people who want better tools for representing assembly stages for assemblies—both in the model and the BOM. It would be really nice if there were a dedicated "fabrication stages center" in Parts, for showing and documenting Part manufacturing stages, and a similar "fabrication stages center" in Assemblies, for showing and documenting Assembly/Weldment assembly and manufacturing stages. The fabrication process is such a huge part of design, and design documentation, yet it's pretty much unspoken of in industrial design software like Inventor and SolidWorks, at least from a dedicated functionality standpoint. It would be great if Inventor changed that.

Anyway, enjoy your vacation, Jim, I'm excited to continue the discussion when you get back!



Jim Claus Aug 22, 2018 @ 5:00 PM PM/UK

Hi Derek,

I'm glad that we decided to deliver a solution that will support fabrication workflows without constraining the user to model everything with feature suppression.

As for generic vs. "typed" model states, we had many internal discussions on this and "generic" is where we landed. However, the user will be able to group model states using folders, so you can create a "Fabrication" folder for manufacturing stages, a "Levels of Detail" folder for simplified representations, a "Product Variations" folder for multiple sizes / feature collections of the same feature recipe, or anything else you might see as important. We have decided that model states will be a generic tool and we won't constrain the applications by pre-determining what you might want to do. Of course, that trades off some other value, i.e. we may need to compromise a bit and the HSM application may expect an Inventor user to create a folder named "Manufacturing" in order to find the stages specific to that application.

As for your list (i.e. post #2), I need to go back and re-read everything said to this point. I'm feeling really good about our current solution scope, but it won't necessarily fix everything in the first release. We can discuss individual things you are looking for (e.g. adaptivity/flexibility) in a separate thread, as I suppose that is an interesting topic for many people.


Thanks!

Jim

Jim Claus
Software Architect - Inventor

Ideas/Enhancements

- Monitor & manage Inventor Ideas
 - Votes -> roadmap priorities
- Cross-reference Ideas <-> Feedback
 - Invite to join Feedback once underway
- Co-designed solutions
 - Surveys & forums
- Documented/credited in On-line Help & What's New

Marco Takx10-13-2014 02:32 AM | IMPLEMENTED

New Feature Sweep solid

Hi Autodesk, Now we have Autodesk Inventor HSM, it will be nice to have a new feature that sweeps a solid allong a path. When you use a profile milling it is hard to design the result. But when you simulate it within Inventor HSM, you see how the results look. So please make a feature to design easier results like this.

cad CAM, inventor, Inventor HSM, Milling, new feature, products, Sweep

Add tags

609 Votes

63 Comments (5 New)

Report

Idea Statuses

Gathering Support (4,702)

Under Review (0)

Future Consideration (190)

Accepted (42)

Implemented (413)

Archived (2,550)

Project Tools

Users

Reports

Resources

Agreements

Program News

What's New Videos

Online Help

Downloads

Serial Numbers

Ada Testing Info & Samples

Senna Testing Info & Samples

Run Inventor in your browser

Submit Surveys Now

Frame Usage Survey

Tell Us About Your API Needs

User Research Surveys

Forums

User Forums

中国用户俱乐部论坛

Feedback

Enhancement Requests

Problem Reports

Sweep a solid - use a toolbody when creating a sweep

62 Replies

15 Per Page

TOPIC

Xun Zhang May 30, 2017 @ 9:52 PM - QA,PMW

Please use this thread to provide comments, suggestions or general feedback regarding the following enhancement proposal:

TITLE: Sweep a solid - use a toolbody when creating a sweep

As requested via IdeaStation: New Feature Sweep solid as well as Beta thread: Cut along a path using a tool body.

SUMMARY: There is a request for several scenarios to enhance sweep with solid profile, here is a proposal for review.

1. Append a solid profile option

2. Refine sweep dialog layout

3. Provide 'Keep Toolbody' option to keep toolbody or not once sweep created.

Selection

Profile

Path

Solid

Operation

Keep Toolbody

Output



Xun.Zhang Employee

05-30-2017 09:47 PM



"Some possible solutions for this idea are currently under discussion on the NDA based Inventor Feedback/Beta forums. If you would like to contribute/validate then please apply for access using this link:

<https://bit.ly/InventorBeta>

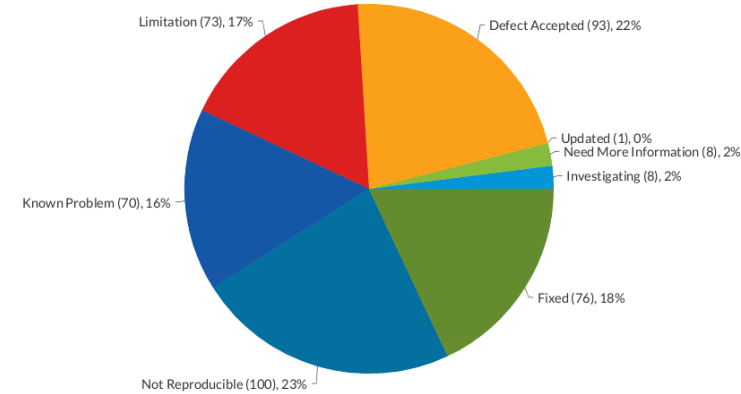
Report

UNDERSTAND

Problem Reporting

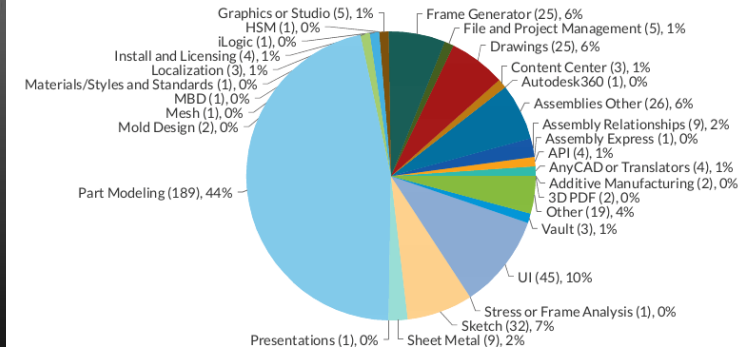
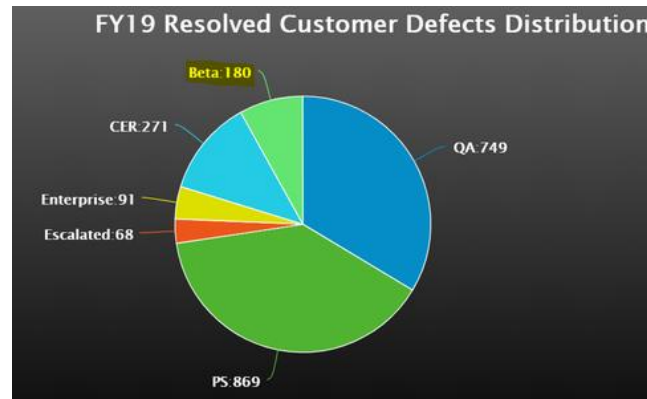
- Configurable to support QA processes
 - Workflow/role/team based
- Jira integration
 - Status based
 - Closed loop for “Fixed”
- Priority for monthly CDW
- Voting
- Impact scoring

Status



Inventor Functional Area

Please identify the functional area where the problem occurs



Problem Reporting

ID	Severity	Summary
UI		
PR:2177	Moderate	When entering data into the distance window while creating an extension, the enter key wasn't activating the "OK" button as it used to do. This was due to the user entering in the depth of an extension (typically using the Num Pad) and the OK button would immediately hit the "Enter" key, which would act like hitting the OK button. This would end the feature command. However, now that now, it just highlights the distance window and the command remains open.
PR:2323	Serious / Blocking	Background colors in Inventory window are VERY GREY
PR:2037	Crash / Corruption	crash when create or edit h

The image shows a screenshot of an email client window. The title bar reads "Inventor Beta - Your Inventor Problem Report has been Fixed - Message (HTML)". The interface includes a top menu bar with "FILE" and "MESSAGE", and a toolbar with various actions like Delete, Reply, Forward, Move, Assign Policy, Mark Unread, Categorize, Follow Up, Translate, Zoom, and Insights. The email header shows the sender as "Inventor Beta Admin <mfg.beta@autodesk.com>" and the subject as "Inventor Beta - Your Inventor Problem Report has been Fixed". A note below the header says: "If there are problems with how this message is displayed, click here to view it in a web browser." The email body contains the following text: "Hello Alex, The Inventor team has investigated your Problem Report and it has now been confirmed as being fixed. Problem ID: PR:1123 Problem Summary: Surface Symbol doesn't track correctly when moved on curved surface Link to Problem Report Note that this fix may not be available in the current build, but it will be included in a future release. We would like to thank you for submitting this issue which has helped to improve the quality of Inventor ! Thanks, -Inventor Product Team".

Popula...	Impact ...	Owner Full Name
12	15	Jinghua Zhou
9	13	
6	12	

Events

Problem Report List

[Refresh Now](#)

Public Feedback


☐ Archived

☐ Duplicates

<Unsaved Filter> (14)



PR's - Internal View



Refreshed On Apr 29, 2019 @ 2:13 PM

<input type="checkbox"/>	ID	Summary	Inventor Functional Area	Inventor Version	Submitter Full Name	Severity	# of Reports	# of Predictive Matches	# of Votes	# of Occurrences	Popularity Score	Weight	Impact Score	Status	Internal Tracking ID (Eg.TFS/JIRA)	Owner Full Name	Date Added	Event Location	Submitter Team(s)
<input type="checkbox"/>	PR:2528	软件bug	Part Modeling	Inventor 2021	戴圣杰 戴	Moderate	1	0	0	1	5	1.25	6	Defect Accepted	INVGEN-28198		Apr 19, 2019 @ 12:35 AM	Ada Ningbo	Customer Partners, China UG, ITF: Live '19
<input type="checkbox"/>	PR:2527	上颜色太慢	Part Modeling	Inventor 2021	皇 欧	Moderate	1	0	0	1	5	1.25	6	Need More Information		皇 欧	Apr 19, 2019 @ 12:25 AM	Ada Ningbo	Customer Partners, China UG, ITF: Live '18, ITF: Live '19
<input type="checkbox"/>	PR:2525	取消共享草图后草图不会被隐藏掉	Part Modeling	Inventor 2021	子元 朱	Moderate	1	0	0	1	5	1.25	7	Limitation			Apr 18, 2019 @ 11:01 PM	Ada Ningbo	Customer Partners, China UG, ITF: Live '19
<input type="checkbox"/>	PR:2524	分割实体后，贴图消失After split body, decal will disappear	Part Modeling	Inventor 2021	恒达 吕	Moderate	1	0	0	1	5	1.25	6	Limitation			Apr 18, 2019 @ 10:53 PM	Ada Ningbo	Customer Partners, China UG, ITF: Live '19
<input type="checkbox"/>	PR:2521	镜像草图容易出错	Part Modeling	Inventor 2021	恒达 吕	Moderate	1	0	0	1	5	1.25	6	Need More Information		恒达 吕	Apr 18, 2019 @ 10:48 PM	Ada Ningbo	Customer Partners, China UG, ITF: Live '19
<input type="checkbox"/>	PR:2519	加厚偏移的数据不能输入0 Cannot input 0 for Thicken/Offset	Part Modeling	Inventor 2021	子元 朱	Moderate	1	1	0	2	9	1.25	11	Defect Accepted	INVGEN-28237		Apr 18, 2019 @ 10:30 PM	Ada Ningbo	Customer Partners, China UG, ITF: Live '19
<input type="checkbox"/>	PR:2518	拉伸中介于两面之间的操作不够快捷	Part Modeling	Inventor 2021	子竣 徐	Moderate	1	0	0	1	5	1.25	7	Need More Information		子竣 徐	Apr 18, 2019 @ 10:24 PM	Ada Ningbo	Customer Partners, China UG, ITF: Live '19

Frame Generator Survey X

Autodesk, Inc. [US] | <https://beta.autodesk.com/pro>

AUTODESK. FEEDBACK COMMUNITY

Frame X Create Filter - Inventor X User

Secure | <https://adskbeta-prod-useast.fra.me/home/in>

You are securely impersonating f

FRAME BUSINESS

← BACK TO LAUNCHPAD

ACTIVE SESSIONS

Elasticity usage

☒ Active instances

32 HOURS USED

STATUS

Zoom Participant ID: 35 Meeting ID: 228-837-438

You are viewing Dan Szymanski's screen

view options

Chris Mitchell Dan Szymanski Ryan Johnson pater.strycharske Eric Schubert

Inventor - Inventor Hosted on Fra... Frame Generator Survey... Stop Share

Secure | <https://beta-prod-useast.fra.me/home/in>

BETA CS JIRA Sema Wiki CS Blog CS Ideas Clean Up AI EP Wish Dash Search Ideas Inventor Ideas CI - Calendar Inventor Roadmap Inventor Tube & P...

Autodesk Inventor Professional 2018 64-bit 620 Root User

Tools: Home, Insert, Modify, Animate, View, Tools, Settings, Help, Inventor, Inventor Hub, Inventor Cloud, Inventor Studio, Inventor Vault, Inventor ProjectWise, Inventor PDM, Inventor Lifecycle, Inventor Manufacturing, Inventor Simulation, Inventor CAM, Inventor Electrical, Inventor Mechanical, Inventor Structural, Inventor Thermal, Inventor Fluid, Inventor Acoustics, Inventor Electromagnetics, Inventor Biomechanics, Inventor Additive, Inventor Sustainability, Inventor Compliance, Inventor Performance, Inventor Reliability, Inventor Risk, Inventor Security, Inventor Privacy, Inventor Support, Inventor Training, Inventor Community, Inventor Feedback, Inventor Analytics, Inventor Insights, Inventor Intelligence, Inventor Innovation, Inventor Inspiration, Inventor Imagination, Inventor Impact, Inventor Influence, Inventor Inspiration, Inventor Imagination, Inventor Impact, Inventor Influence

Mute Stop Video Invite Participants Share Screen Chat Record Leave Meeting

Participants (15)

Find a participant

- CM Chris Mitchell (Me, participant ID: 35)
- DS Dan Szymanski (Host)
- D dan.vang
- ES Eric Schubert - D3 Technologies
- P pater.strycharske
- RJ Ryan Johnson
- 8167950684
- AF Andrew Faix
- GH Gerald Hochenauer
- MP Martin Pelak
- MZ Martin Zatecka
- MG Mirek Groh
- PH Pavel Holecsek
- VP Vasek Prochlik

Mute Me Raise Hand

Andrew Faix

PRINCIPAL EXPERIENCE DESIGNER, Available - Video Capable

2 Participants

good question and I wonder if scalability is contingent upon # of moderators 7:52 AM

maybe - I think we could do more than we have now depending on topic & expertise 7:53 AM

8:04 AM 3/16/2018

Surveys

Quantitative & qualitative

- Functionality specific
 - Embed prototypes/videos
- Release wide metrics
- Cross-referenced in videos/forums
- Gain a deeper understanding:
 - who, what & why...
 - Surveys related to user profile



In-product sentiment

- External Feedback source/API
 - Easily extensible
- In-product add-in
 - triggered on clean close
 - Configurable
 - JSON based
- Supported for reports/metrics

Inventor Ada Alpha/Beta CSAT Pilot - Summary

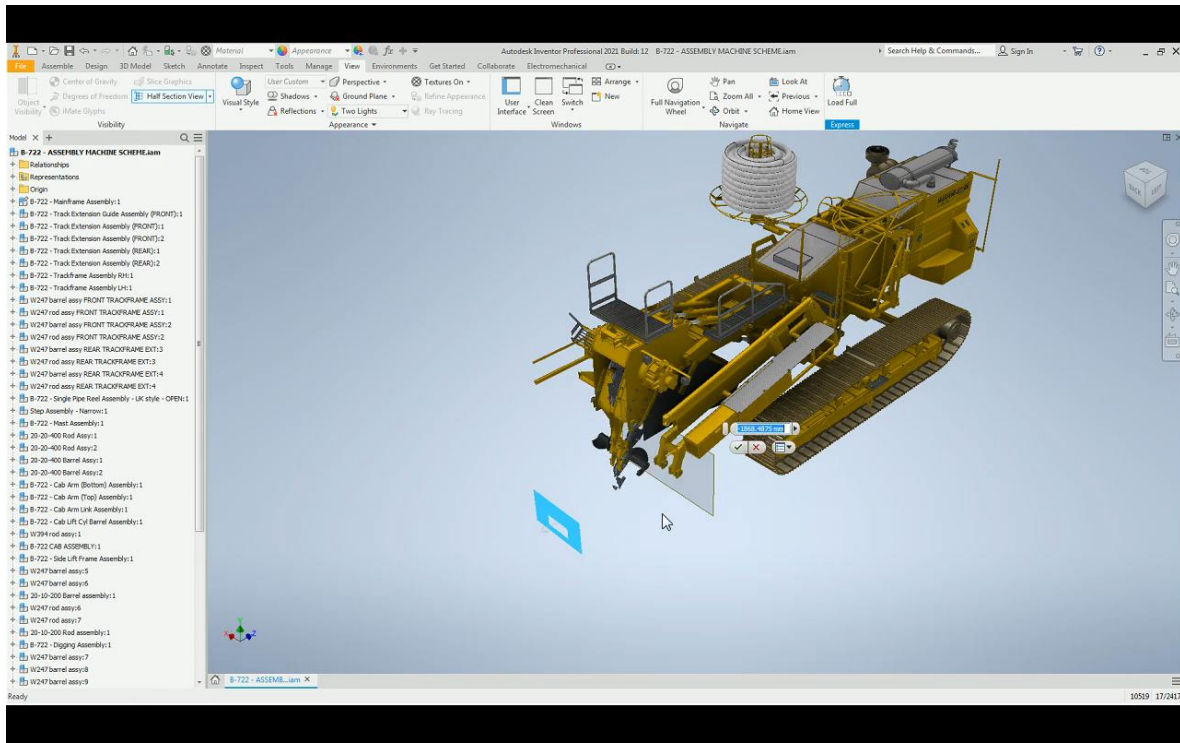
Ada: Overall CSAT Rating



Weighted Average: 4.04/5

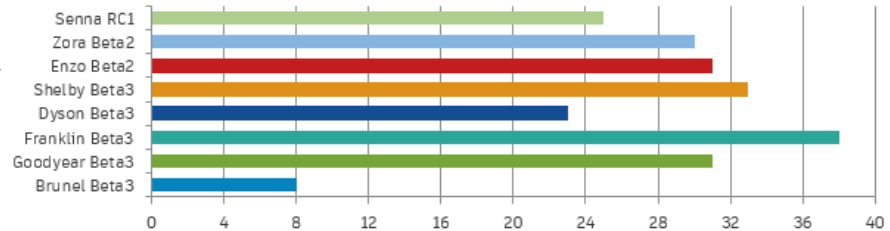
1,407
of CSAT Responses

447
of CSAT Comments

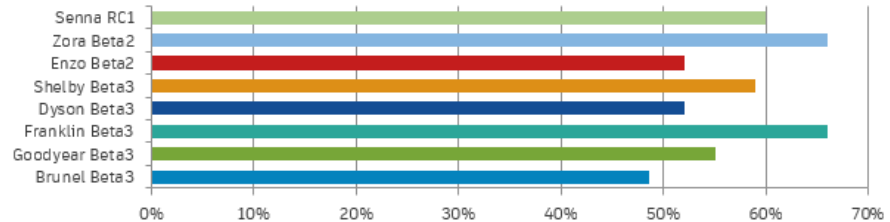


Consistent KPI Trends

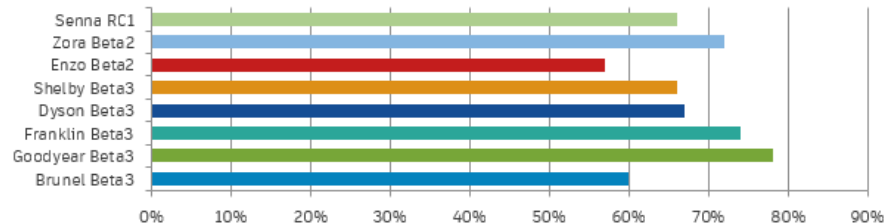
How likely is it that you would **Recommend** the new version of Inventor to a friend or colleague? (Net Promoter Score)



How does **Performance** compare with your current version? (Somewhat + Significantly Improved)



Based on the overall **Quality** of this Beta release, the software is acceptable for production use. (Agree + Strongly Agree)



Hi Chris,

Over the recent years, I kind of got the **sad** feeling that Autodesk was going to **phase out Inventor** and replace with Fusion, Plant3D, Revit, etc.

Since last year, **Inventor seems to have been re-energized and I noticed more and more activities around the Inventor Feedback community**, including this webinar event.

Thanks for your efforts in making this happen...

Sincerely,
Don



External
Feedback



User Scoring



Macro
Webhooks



Impact Scoring



Data Packages



External Users



Integrations



Macro Listeners



Dynamic Reporting



Record Lookups

re.imagine



TEDxPortland



PASSION

PASSION:
evoke, invoke, & incite...

ADVOCATE

ACT

TRUST

“Recipe for Success”

C3PO:

- Customers
- Process
- Platform
- Passion
- On-going



All inclusive...

Bohemian
Rhapsody
blu-ray extra
12 february 2019



We Will Rock You
Live Aid
13 july 1985





re.**imagine**



re.engage



Chris.Mitchell@autodesk.com



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