

Agilent Listens and Responds

As a highly valued customer your success is Agilent's top priority and your feedback is important to us. Agilent teams are passionate about providing trusted answers to your complex challenges, in order to do that, we value your suggestions as we aim to support your business.

[Learn more](#)



Implementing Improvements

Here are just a few examples of the improvements we have made based on your feedback



Improved Digital Access

- Easily find and purchase products online
- Improved online troubleshooting and access to help articles on the Agilent Community site
- Expanded web chat allows quicker access to live online assistance



Expanded Virtual Engagement

- Gain full access to Agilent resources.
- Agilent conferences
 - Webinars
 - Virtual sales
 - Crosslab Virtual Assist for customer support



Improved Account and Lab Management

- Enhanced ability to manage accounts, quote, and order online
- CrossLab Connect manages laboratory instruments and daily lab operations
- New outcome-based application consulting service



Ease of Doing Business

- New business model approaches: subscription, leasing, flexible spend accounts
- Easy access of self-paced training with the Agilent University ePass subscription
- Improved communication from order placement through installation

"Website product search relevance has improved, product classification and item organization are clearer, which indeed improves the web experience."

– China

"Remote instructions using Virtual Assist made it easier and smoother to communicate with the person in charge, which was very helpful."

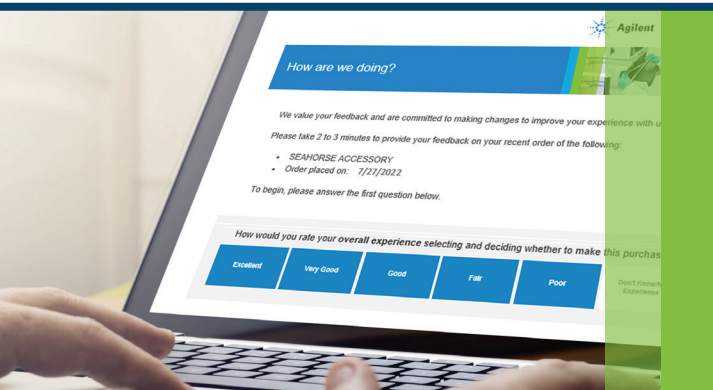
– Japan

"So easy to use - to find, order and checkout!! Exactly what I expect from automated account!!"

– USA

"Agilent provides lots of useful information for researchers and analysts. Personally, I like the training, material and services they provide for users."

– India



Agilent Customer Experience Survey

Making Agilent better for you

Watch for an invitation from AgilentListens@e-mail.agilent.com to participate in the Agilent Customer Experience Survey.

We look forward to hearing from you!