30 vendor demo questions

Use the same sample task with every product. Record the plan, date and supporting evidence beside each answer. A sales statement is a question to verify, not a completed product test.

Companion guide: techvendorly.com/business-software-buyers-guide/

The job and the users

1. Can you show our exact sample task?
2. Which plan supports every essential requirement?
3. Which user roles require a paid seat?
4. Can permissions match our real responsibilities?
5. What work still stays outside this product?

Data and connections

6. How do we import our sample data?
7. What happens to duplicates and invalid records?
8. Which required fields can the integration move?
9. Is the integration one-way or two-way?
10. Who handles a failed sync?

Everyday operation

11. What happens when an input is incomplete?
12. Can an operator undo a mistake?
13. Is there a useful activity or audit log?
14. How do occasional users complete their task?
15. What training is included?

Cost and limits

16. What is the billing unit?
17. Is annual payment required for the quoted rate?

18. What is the normal renewal price?

19. What happens above the usage allowance?

20. Which add-ons, taxes and setup charges are separate?

Security and support

21. Who controls the administrator account?

22. Which data is retained and where?

23. What backup and restore options are included?

24. How do we report a serious failure?

25. Which response and resolution commitments are contractual?

Leaving and deciding

26. Can we export the records and attachments we need?

27. What does the export actually contain?

28. What is the cancellation notice period?

29. How long can we access data after cancellation?

30. Which open question must be resolved before signing?