

Customer Support Survey

Rate your satisfaction with the support personnel in each of the sections below

	Outstanding	Satisfied	Neutral	Dissatisfied	Response Total
Courtesy	71.4% (10)	28.6% (4)	0% (0)	0% (0)	14
Friendliness	78.6% (11)	21.4% (3)	0% (0)	0% (0)	14
Managing your needs/requests	50% (7)	50% (7)	0% (0)	0% (0)	14
Knowledge of products/services	64.3% (9)	35.7% (5)	0% (0)	0% (0)	14

Total # of respondents **14**. Statistics based on **14** respondents; **0** filtered; **0** skipped.

Rate your satisfaction with the overall response and resolution time in each of the sections below

	Outstanding	Satisfied	Neutral	Dissatisfied	Response Total
General issues	21.4% (3)	78.6% (11)	0% (0)	0% (0)	14
Technical issues	57.1% (8)	42.9% (6)	0% (0)	0% (0)	14
Emergency issues	50% (7)	50% (7)	0% (0)	0% (0)	14
Maintenance issues	35.7% (5)	57.1% (8)	7.1% (1)	0% (0)	14

Total # of respondents **14**. Statistics based on **14** respondents; **0** filtered; **0** skipped.

On average, how many times did you contact technical support before your situation was resolved by the method's below?

	Response Percent	Mean	Response Total
By phone		1.5	12
By email		0.8	9
In person		1.1	7
By remote logging software		0.3	7
In any other way			4

Total # of respondents **14**. Statistics based on **13** respondents; **0** filtered; **1** skipped.

Rate your overall satisfaction with our technical support in the following areas:

	Outstanding	Satisfied	Neutral	Dissatisfied	Response Total
E-mail Support	38.5% (5)	53.8% (7)	7.7% (1)	0% (0)	13
Telephone Support	42.9% (6)	57.1% (8)	0% (0)	0% (0)	14
Remote Support	25% (3)	58.3% (7)	16.7% (2)	0% (0)	12
Onsite Support	78.6% (11)	21.4% (3)	0% (0)	0% (0)	14

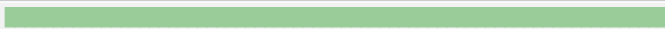
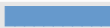
Total # of respondents **14**. Statistics based on **14** respondents; **0** filtered; **0** skipped.

Rate your satisfaction with the new 'Helpdesk' facility which supplies you with 1st line support instantly.

	Outstanding	Satisfied	Neutral	Dissatisfied	Response Total
	35.7% (5)	50% (7)	14.3% (2)	0% (0)	14

Total # of respondents **14**. Statistics based on **14** respondents; **0** filtered; **0** skipped.

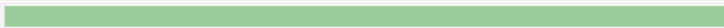

Are you familiar with the new 'Remote Support' facility?

	Response Percent	Response Total
Yes 	85.7%	12
No 	14.3%	2



Total # of respondents **14**. Statistics based on **14** respondents; **0** filtered; **0** skipped.

Rate your satisfaction with the overall resolution of problems and issues?

Please provide reasons for your answer.

	Response Percent	Response Total
Satisfied 	92.9%	13
Somewhat Satisfied 	7.1%	1
Neutral	0%	0
Somewhat Dissatisfied	0%	0
Dissatisfied	0%	0
Comments		5

Total # of respondents **14**. Statistics based on **14** respondents; **0** filtered; **0** skipped.

Would you like us to contact you on a weekly basis to check if there are any outstanding or new issues? If 'Yes' can you please specify which day would be the most appropriate?		Response Percent	Response Total
Yes		76.9%	10
No		23.1%	3
Comments			10
Total # of respondents 14 . Statistics based on 14 respondents; 0 filtered; 0 skipped.			

Rate your overall satisfaction with the features and benefits of the whole company, Tec-Net (Europe) Ltd.					
	Outstanding	Satisfied	Neutral	Dissatisfied	Response Total
	35.7% (5)	64.3% (9)	0% (0)	0% (0)	14
Total # of respondents 14 . Statistics based on 14 respondents; 0 filtered; 0 skipped.					

Please share with us your opinion on how we can improve our customer and technical support.		Response Percent	Response Total
			7
Total # of respondents 14 . Statistics based on 7 respondents; 0 filtered; 7 skipped.			