



Customer Support Survey

Please take this short survey so we can measure the satisfaction that you, as valued customers, receive from the service that we, at Tec-Net (Europe) Ltd provide. Please share with us your thoughts on what you believe we could do to make our service more beneficial to you. We welcome all comments and promise to improve and maintain any aspects that are brought to our attention.

This document contains respondents between 1 and 14 inclusive.

Rate your satisfaction with the support personnel in each of the sections below				
	Outstanding	Satisfied	Neutral	Dissatisfied
Courtesy	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendliness	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing your needs/requests	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of products/services	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Rate your satisfaction with the overall response and resolution time in each of the sections below				
	Outstanding	Satisfied	Neutral	Dissatisfied
General issues	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical issues	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency issues	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance issues	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

By phone
.....

By email
.....

In person
.....

By remote logging software
.....

In any other way
no real way of confirming this

Rate your overall satisfaction with our technical support in the following areas:				
	Outstanding	Satisfied	Neutral	Dissatisfied
E-mail Support	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Support	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Remote Support	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Onsite Support	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Outstanding

Satisfied

Neutral

Dissatisfied

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

Yes

No

Rate your satisfaction with the overall resolution of problems and issues? Please provide reasons for your answer.

Satisfied

Somewhat Satisfied

Neutral

Somewhat Dissatisfied

Dissatisfied

Comments

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?

Yes

No

Comments

I think this happens automatically due to the set up

Rate your overall satisfaction with the features and benefits of the whole company, Tec-Net (Europe) Ltd.

Outstanding

Satisfied

Neutral

Dissatisfied

Rate your satisfaction with the support personnel in each of the sections below				
	Outstanding	Satisfied	Neutral	Dissatisfied
Courtesy	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendliness	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing your needs/requests	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of products/services	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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General issues	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical issues	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency issues	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance issues	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

By phone
1

By email
1

In person
1

By remote logging software
1

In any other way
.....

Rate your overall satisfaction with our technical support in the following areas:				
	Outstanding	Satisfied	Neutral	Dissatisfied
E-mail Support	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Support	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Remote Support	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Onsite Support	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Outstanding

Satisfied

Neutral

Dissatisfied



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

Yes

No

Rate your satisfaction with the overall resolution of problems and issues? Please provide reasons for your answer.

Satisfied

Somewhat Satisfied

Neutral

Somewhat Dissatisfied

Dissatisfied

Comments

If it breaks, it gets fixed

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?

Yes

No

Comments

Wednesday

Rate your overall satisfaction with the features and benefits of the whole company, Tec-Net (Europe) Ltd.

Outstanding

Satisfied

Neutral

Dissatisfied



Please share with us your opinion on how we can improve our customer and technical support.

Make sure everything is working thoroughly before rushing to the next job

Rate your satisfaction with the support personnel in each of the sections below				
	Outstanding	Satisfied	Neutral	Dissatisfied
Courtesy	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendliness	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing your needs/requests	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Technical issues	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency issues	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance issues	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

By phone
1

By email
0

In person
4

By remote logging software
0

In any other way
0

Rate your overall satisfaction with our technical support in the following areas:				
	Outstanding	Satisfied	Neutral	Dissatisfied
E-mail Support	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Support	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Remote Support	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Onsite Support	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Outstanding

Satisfied

Neutral

Dissatisfied

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

Yes

No

Rate your satisfaction with the overall resolution of problems and issues? Please provide reasons for your answer.

Satisfied

Somewhat Satisfied

Neutral

Somewhat Dissatisfied

Dissatisfied

Comments

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?

Yes

No

Comments

Monthly

Rate your overall satisfaction with the features and benefits of the whole company, Tec-Net (Europe) Ltd.

Outstanding

Satisfied

Neutral

Dissatisfied

Rate your satisfaction with the support personnel in each of the sections below				
	Outstanding	Satisfied	Neutral	Dissatisfied
Courtesy	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendliness	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing your needs/requests	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of products/services	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Rate your satisfaction with the overall response and resolution time in each of the sections below				
	Outstanding	Satisfied	Neutral	Dissatisfied
General issues	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical issues	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency issues	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance issues	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

By phone
1

By email
0

In person
0

By remote logging software
0

In any other way
.....

Rate your overall satisfaction with our technical support in the following areas:				
	Outstanding	Satisfied	Neutral	Dissatisfied
E-mail Support	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Support	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Remote Support	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Onsite Support	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Outstanding

Satisfied

Neutral

Dissatisfied

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

Yes

No

Rate your satisfaction with the overall resolution of problems and issues? Please provide reasons for your answer.

Satisfied

Somewhat Satisfied

Neutral

Somewhat Dissatisfied

Dissatisfied

Comments

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?

Yes

No

Comments

MONDAY

Rate your overall satisfaction with the features and benefits of the whole company, Tec-Net (Europe) Ltd.

Outstanding

Satisfied

Neutral

Dissatisfied

Rate your satisfaction with the support personnel in each of the sections below				
	Outstanding	Satisfied	Neutral	Dissatisfied
Courtesy	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendliness	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing your needs/requests	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of products/services	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	Outstanding	Satisfied	Neutral	Dissatisfied
General issues	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical issues	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency issues	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance issues	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

By phone
4

By email
2

In person
.....

By remote logging software
.....

In any other way
.....

Rate your overall satisfaction with our technical support in the following areas:				
	Outstanding	Satisfied	Neutral	Dissatisfied
E-mail Support	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Support	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Remote Support	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Onsite Support	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Outstanding

Satisfied

Neutral

Dissatisfied

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

Yes

No

Rate your satisfaction with the overall resolution of problems and issues? Please provide reasons for your answer.

Satisfied

Somewhat Satisfied

Neutral

Somewhat Dissatisfied

Dissatisfied

Comments

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?

Yes

No

Comments

Rate your overall satisfaction with the features and benefits of the whole company, Tec-Net (Europe) Ltd.

Outstanding

Satisfied

Neutral

Dissatisfied

Rate your satisfaction with the support personnel in each of the sections below				
	Outstanding	Satisfied	Neutral	Dissatisfied
Courtesy	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendliness	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing your needs/requests	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of products/services	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	Outstanding	Satisfied	Neutral	Dissatisfied
General issues	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical issues	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency issues	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance issues	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

By phone
1

By email
.....

In person
.....

By remote logging software
.....

In any other way
.....

Rate your overall satisfaction with our technical support in the following areas:				
	Outstanding	Satisfied	Neutral	Dissatisfied
E-mail Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Support	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Remote Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Onsite Support	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Outstanding

Satisfied

Neutral

Dissatisfied



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

Yes

No

Rate your satisfaction with the overall resolution of problems and issues? Please provide reasons for your answer.

Satisfied

Somewhat Satisfied

Neutral

Somewhat Dissatisfied

Dissatisfied

Comments

problems always dealt with promptly

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?

Yes

No

Comments

Rate your overall satisfaction with the features and benefits of the whole company, Tec-Net (Europe) Ltd.

Outstanding

Satisfied

Neutral

Dissatisfied



Please share with us your opinion on how we can improve our customer and technical support.

Feel that you are already taking steps to improve things with new helpdesk and remote support

Rate your satisfaction with the support personnel in each of the sections below				
	Outstanding	Satisfied	Neutral	Dissatisfied
Courtesy	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendliness	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing your needs/requests	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of products/services	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	Outstanding	Satisfied	Neutral	Dissatisfied
General issues	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical issues	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency issues	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance issues	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

On average, how many times did you contact technical support before your situation was resolved by the method's below?	
By phone	2
By email	0
In person	2
By remote logging software	0
In any other way	0

Rate your overall satisfaction with our technical support in the following areas:				
	Outstanding	Satisfied	Neutral	Dissatisfied
E-mail Support	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Support	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Remote Support	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Onsite Support	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Outstanding

Satisfied

Neutral

Dissatisfied

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

Yes

No

Rate your satisfaction with the overall resolution of problems and issues? Please provide reasons for your answer.

Satisfied

Somewhat Satisfied

Neutral

Somewhat Dissatisfied

Dissatisfied

Comments

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?

Yes

No

Comments

Rate your overall satisfaction with the features and benefits of the whole company, Tec-Net (Europe) Ltd.

Outstanding

Satisfied

Neutral

Dissatisfied

Rate your satisfaction with the support personnel in each of the sections below				
	Outstanding	Satisfied	Neutral	Dissatisfied
Courtesy	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendliness	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing your needs/requests	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of products/services	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	Outstanding	Satisfied	Neutral	Dissatisfied
General issues	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical issues	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency issues	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance issues	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

By phone
1

By email
1

In person
.....

By remote logging software
.....

In any other way
.....

Rate your overall satisfaction with our technical support in the following areas:				
	Outstanding	Satisfied	Neutral	Dissatisfied
E-mail Support	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Support	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Remote Support	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Rate your satisfaction with the new 'Helpdesk' facility which supplies you with 1st line support instantly.

Outstanding

Satisfied

Neutral

Dissatisfied

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

Yes

No

Rate your satisfaction with the overall resolution of problems and issues? Please provide reasons for your answer.

Satisfied

Somewhat Satisfied

Neutral

Somewhat Dissatisfied

Dissatisfied

Comments

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?

Yes

No

Comments

Rate your overall satisfaction with the features and benefits of the whole company, Tec-Net (Europe) Ltd.

Outstanding

Satisfied

Neutral

Dissatisfied

Rate your satisfaction with the support personnel in each of the sections below				
	Outstanding	Satisfied	Neutral	Dissatisfied
Courtesy	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendliness	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing your needs/requests	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of products/services	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Rate your satisfaction with the overall response and resolution time in each of the sections below				
	Outstanding	Satisfied	Neutral	Dissatisfied
General issues	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical issues	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency issues	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance issues	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

By phone
2

By email
1

In person
1

By remote logging software
1

In any other way
.....

Rate your overall satisfaction with our technical support in the following areas:				
	Outstanding	Satisfied	Neutral	Dissatisfied
E-mail Support	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Support	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Remote Support	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Onsite Support	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Outstanding

Satisfied

Neutral

Dissatisfied



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

Yes

No

Rate your satisfaction with the overall resolution of problems and issues? Please provide reasons for your answer.

Satisfied

Somewhat Satisfied

Neutral

Somewhat Dissatisfied

Dissatisfied

Comments

good quick response and easy to understand instructions

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?

Yes

No

Comments

Friday 2pm

Rate your overall satisfaction with the features and benefits of the whole company, Tec-Net (Europe) Ltd.

Outstanding

Satisfied

Neutral

Dissatisfied



Please share with us your opinion on how we can improve our customer and technical support.

we are completely happy with our current service and this is mainly due to a central point for reporting errors and faults with the new helpdesk icon. Response has been excellent since the helpdesk was put into practice. Personal response with Jason has also been excellent. Keep up the good work.....

Rate your satisfaction with the support personnel in each of the sections below				
	Outstanding	Satisfied	Neutral	Dissatisfied
Courtesy	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendliness	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing your needs/requests	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of products/services	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Technical issues	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency issues	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance issues	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Rate your overall satisfaction with our technical support in the following areas:				
	Outstanding	Satisfied	Neutral	Dissatisfied
E-mail Support	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Telephone Support	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Remote Support	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Onsite Support	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Rate your satisfaction with the new 'Helpdesk' facility which supplies you with 1st line support instantly.				
	Outstanding	Satisfied	Neutral	Dissatisfied
	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Yes

No

Rate your satisfaction with the overall resolution of problems and issues? Please provide reasons for your answer.

- Satisfied
- Somewhat Satisfied
- Neutral
- Somewhat Dissatisfied
- Dissatisfied

Comments

.....

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?

- Yes
- No

Comments

Monday

Rate your overall satisfaction with the features and benefits of the whole company, Tec-Net (Europe) Ltd.

Outstanding

Satisfied

Neutral

Dissatisfied

Please share with us your opinion on how we can improve our customer and technical support.

follow up on points addressed, technical is immediate and sperific but administration can be vague

Rate your satisfaction with the support personnel in each of the sections below				
	Outstanding	Satisfied	Neutral	Dissatisfied
Courtesy	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendliness	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing your needs/requests	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of products/services	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Rate your satisfaction with the overall response and resolution time in each of the sections below				
	Outstanding	Satisfied	Neutral	Dissatisfied
General issues	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical issues	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency issues	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance issues	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

By phone
1

By email
1

In person
0

By remote logging software
0

In any other way
0

Rate your overall satisfaction with our technical support in the following areas:				
	Outstanding	Satisfied	Neutral	Dissatisfied
E-mail Support	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Support	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Remote Support	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Onsite Support	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Outstanding

Satisfied

Neutral

Dissatisfied



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

Yes

No

Rate your satisfaction with the overall resolution of problems and issues? Please provide reasons for your answer.

Satisfied

Somewhat Satisfied

Neutral

Somewhat Dissatisfied

Dissatisfied

Comments

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?

Yes

No

Comments

Monday morning after 11am

Rate your overall satisfaction with the features and benefits of the whole company, Tec-Net (Europe) Ltd.

Outstanding

Satisfied

Neutral

Dissatisfied



Rate your satisfaction with the support personnel in each of the sections below				
	Outstanding	Satisfied	Neutral	Dissatisfied
Courtesy	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendliness	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing your needs/requests	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of products/services	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Rate your satisfaction with the overall response and resolution time in each of the sections below				
	Outstanding	Satisfied	Neutral	Dissatisfied
General issues	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical issues	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency issues	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance issues	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

By phone
2

By email
1

In person
0

By remote logging software
0

In any other way
.....

Rate your overall satisfaction with our technical support in the following areas:				
	Outstanding	Satisfied	Neutral	Dissatisfied
E-mail Support	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Support	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Remote Support	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Onsite Support	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Outstanding

Satisfied

Neutral

Dissatisfied



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

Yes

No

Rate your satisfaction with the overall resolution of problems and issues? Please provide reasons for your answer.

Satisfied

Somewhat Satisfied

Neutral

Somewhat Dissatisfied

Dissatisfied

Comments

Friendly helpful voice at the end of the phone.

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?

Yes

No

Comments

Any day

Rate your overall satisfaction with the features and benefits of the whole company, Tec-Net (Europe) Ltd.

Outstanding

Satisfied

Neutral

Dissatisfied



Please share with us your opinion on how we can improve our customer and technical support.

The best thing you done this year was to bring the support line back to a regional locale instead of a call centre. This has much improved and personalised your service. Thanks.

Rate your satisfaction with the support personnel in each of the sections below				
	Outstanding	Satisfied	Neutral	Dissatisfied
Courtesy	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendliness	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing your needs/requests	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of products/services	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Rate your satisfaction with the overall response and resolution time in each of the sections below				
	Outstanding	Satisfied	Neutral	Dissatisfied
General issues	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical issues	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency issues	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance issues	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

By phone
1

By email
.....

In person
.....

By remote logging software
.....

In any other way
.....

Rate your overall satisfaction with our technical support in the following areas:				
	Outstanding	Satisfied	Neutral	Dissatisfied
E-mail Support	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Support	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Remote Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Onsite Support	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Outstanding

Satisfied

Neutral

Dissatisfied



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

Yes

No

Rate your satisfaction with the overall resolution of problems and issues? Please provide reasons for your answer.

Satisfied

Somewhat Satisfied

Neutral

Somewhat Dissatisfied

Dissatisfied

Comments

compared to our previous provider,your service is excellent

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?

Yes

No

Comments

to check if there are any problems

Rate your overall satisfaction with the features and benefits of the whole company, Tec-Net (Europe) Ltd.

Outstanding

Satisfied

Neutral

Dissatisfied



Please share with us your opinion on how we can improve our customer and technical support.

Having only started with your company, i have found your service, knowledge,response, etc. to be of a very high standard, compared to our previous maintenance provider.(Don't be getting a "swelled head")

Rate your satisfaction with the support personnel in each of the sections below				
	Outstanding	Satisfied	Neutral	Dissatisfied
Courtesy	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendliness	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Managing your needs/requests	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of products/services	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Rate your satisfaction with the overall response and resolution time in each of the sections below				
	Outstanding	Satisfied	Neutral	Dissatisfied
General issues	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical issues	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency issues	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance issues	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

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By phone
1

By email
.....

In person
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By remote logging software
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In any other way
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Rate your overall satisfaction with our technical support in the following areas:				
	Outstanding	Satisfied	Neutral	Dissatisfied
E-mail Support	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Support	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Remote Support	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Onsite Support	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

Outstanding

Satisfied

Neutral

Dissatisfied

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

Yes

No

Rate your satisfaction with the overall resolution of problems and issues? Please provide reasons for your answer.

Satisfied

Somewhat Satisfied

Neutral

Somewhat Dissatisfied

Dissatisfied

Comments

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?

Yes

No

Comments

Monday with Lilibeth

Rate your overall satisfaction with the features and benefits of the whole company, Tec-Net (Europe) Ltd.

Outstanding

Satisfied

Neutral

Dissatisfied

Please share with us your opinion on how we can improve our customer and technical support.

Some basic training for our staff so that we do not need to keep on phoneing with silly issues