

Business Support Quality Service



Thank you for contacting the Business Support help desk. Please help us to improve our service to you by completing the following questionnaire:

Q1. Overall, how do you feel about your experience with the Business Support help desk?

- Excellent Very Good Good Fair Poor

Q2. How do you rate your level of support?

- Excellent Very Good Good Fair Poor

Q3. How would you rate technical support in terms of response?

- Excellent Very Good Good Fair Poor

Q4. Approximately how long were you on hold before being helped by our support department?

- Under 1 minute 1-5 minutes 5-10 minutes Over 10 minutes Don't remember

Q5. For which area did you place your call to support?

- PC fault Building access Phone / fax fault Internet access unavailable Printer fault
- Other

In speaking with our support representative, how would you rate the following?

Q6. Friendliness:

- Friendly Fairly friendly Neutral Fairly Unfriendly Unfriendly

Q7. Professionalism:

- Professional Fairly professional Neutral Fairly unprofessional Unprofessional

Q8. Interest in solving your problem:

- Interested Fairly interested Neutral Fairly uninterested Uninterested

Q9. When solving your problem, how would you rate the information provided?

- | | |
|--|--|
| <input type="checkbox"/> Well presented and understandable | <input type="checkbox"/> Extremely difficult to understand |
| <input type="checkbox"/> Sufficient to solve the problem | <input type="checkbox"/> Failed to solve the problem |
| <input type="checkbox"/> Difficult to understand | |

Q10. Our understanding of your problem:

- | | |
|--|---|
| <input type="checkbox"/> Very satisfied that my problem was understood | <input type="checkbox"/> My problem was not understood |
| <input type="checkbox"/> Somewhat satisfied that my problem was understood | <input type="checkbox"/> You did not have the ability to solve my problem |
| <input type="checkbox"/> Unsure that my problem was understood | |

Q11. Was your problem solved on this call?

- | | | |
|------------------------------|-----------------------------|---|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't remember |
|------------------------------|-----------------------------|---|

Q12. If your answer to the previous question was no, please state your reasons why?

- The problem was caused by a piece of software other than [ISP] software
- The problem was due to a network or server outage
- The problem was with my system or phone lines
- I got transferred to someone who could fix my problem
- I got frustrated and decided it was not worth fixing my problem
- The representative lacked the knowledge to resolve my [ISP] software or connection problem correctly

Q13. If you need to contact [ISP's] technical support again and were given the option to speak with this representative, would you?

- | | | |
|------------------------------|-----------------------------|------------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Undecided |
|------------------------------|-----------------------------|------------------------------------|

Q14. If no, please state the your reasons here:

Q15. Comparing [ISP's] technical support to that provided by other companies, would you say that, overall, [ISP's] technical support is:

- Much better than technical support offered to me by other companies
- Better than other companies' technical support
- About the same quality as other companies' technical support
- Worse than technical support offered to me by other companies
- Much worse than other companies' technical support
- I have never contacted another company for technical support

Thank you for taking the time to complete this questionnaire and helping us improve our service.