



Technical Support Customer Satisfaction Survey

Thank you for participating in this confidential Technical Support customer satisfaction survey. Everything that you say in responding to this survey is strictly confidential and will not be associated with your name in any way.

The following questions were designed to assess your satisfaction with the technical support that you received recently from [Company Name]. Please answer in relation to the most recent interaction that you had. Your answers should focus on your experience with the most recent (last) Technical Support Technician with whom you worked.

If you have any problems with this survey or any questions that you would like addressed, please contact the company that is administering this survey for us. You can contact them either by email [Insert Email Address] or by phone [Insert Phone Number].

How many people are employed in your IT organization?

(Click here to choose' ▼

How did you initiate this technical support transaction?

- ☐ Phoned the Technical Support Hotline
☐ Through Web-Support
☐ Other

Do you consider this issue to be resolved?

- ☐ Yes, this issue has been resolved and I am satisfied with the resolution
☐ Not sure, need time to test the solution
☐ No, this issue has not been resolved

If you feel this issue has not been resolved, please tell us why:

How satisfied are you:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
With the Tech Support Technician's ability to understand the unique nature of your problem?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
With the Tech Support Technician's ability to provide clear answers to your questions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
With the Tech Support Technician's product knowledge?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
With the Tech Support Technician's level of expertise and experience?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
With the Tech Support Technician's ability to provide you with a solution that worked?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
With the Tech Support Technician's understanding of your IT environment?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
With the Tech Support Technician's timely follow-through on your issue?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
That the Tech Support Technician kept any commitments that s/he made to you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
With the Tech Support Technician's overall handling of your issue?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
That the Tech Support Technician was committed to solving your problem?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
With the time it took to resolve your issue?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Do you feel that you got to the right person with the necessary expertise to address your issue on your initial call?

- ☐ Yes
☐ Neutral/Not Sure
☐ No

How many contacts did it take for you to resolve your issue?

(Click here to choose, ▼)

If it took you more than one contact to resolve your issue, how satisfied were you with the consistency with which your needs were met over the course of your different contacts?

- ☐ Very Satisfied
☐ Satisfied
☐ Neutral
☐ Dissatisfied
☐ Very Dissatisfied

If you needed to contact Technical Support again and were given the option to speak with the same Tech Support Technician again, would you trust this person to handle another issue for you?

- ☐ Yes
☐ Not Sure
☐ No

If you would not trust the technician to handle another issue for you, which of the following would be the most important reason or reasons why you feel the way you do? (Select all that apply)

- ☐ Technician did not return calls or e-mails as promised
☐ Poor product knowledge
☐ Poor understanding of my IT environment
☐ Technician did not appreciate the urgency of my need
☐ Technician rushed me to end the contact
☐ Technician provided an unacceptable solution
☐ Recommended solution did not work
☐ Language problem, accent difficult to understand
☐ Other

Compared with technical support services that you have received from other companies you deal with, how would you rate the quality of [Company Name's] technical support?

- ☐ Much Higher Quality
☐ Higher Quality
☐ About the Same
☐ Lower Quality
☐ Much Lower Quality

Based on your experience with our Technical Support, how likely would you be to recommend us to a colleague or to another organization?

- ☐ Very Likely
- ☐ Likely
- ☐ Neutral/Not sure
- ☐ Unlikely
- ☐ Very Unlikely

If you said you were "unlikely" or "very unlikely" to recommend us, which of the following aspects of our technical support causes you to feel the way you do? (Select all that apply)

- ☐ My concerns are with the product(s) rather than with technical support
- ☐ Poor follow-up on our technical support issues
- ☐ Technicians lack product knowledge
- ☐ Technicians do not understand our IT environment
- ☐ Takes too long to get a response from technical support
- ☐ Cost of technical support is too high
- ☐ Issue took too long to be resolved
- ☐ Difficult to communicate with the technicians due to language problems
- ☐ My issue was not resolved to my satisfaction
- ☐ Other

What comments or suggestions can you give us that could help us to improve the quality of the technical support that we provide to you and your organization?

End of Sample Survey

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