

## Customer Satisfaction Survey (Technical Support)

Dear Valued Customer:

As part of our continuous effort towards customer satisfaction, we are constantly seeking ways to enhance our products and services to better cater to our customer's needs. Your feedback and suggestions are most invaluable, kindly take a few minutes to complete the questionnaire below.

**Please fax your completed survey form to : +65 6490 6333.**

### 1. How would you rate our Technical Support in terms of :-

- |                                     |                                    |                                    |                               |                                  |                               |
|-------------------------------------|------------------------------------|------------------------------------|-------------------------------|----------------------------------|-------------------------------|
| a. Expertise & knowledge            | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Average | <input type="checkbox"/> Poor |
| b. Response time                    | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Average | <input type="checkbox"/> Poor |
| c. Resolution time                  | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Average | <input type="checkbox"/> Poor |
| d. Quality of problem resolution    | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Average | <input type="checkbox"/> Poor |
| e. Follow up                        | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Average | <input type="checkbox"/> Poor |
| f. Accuracy of information provided | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Average | <input type="checkbox"/> Poor |
| g. Friendliness & attitude          | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Average | <input type="checkbox"/> Poor |

### 2. What is your assessment of our Service Hotline in the terms of :-

- |                            |                                    |                                    |                               |                                  |                               |
|----------------------------|------------------------------------|------------------------------------|-------------------------------|----------------------------------|-------------------------------|
| a. Expertise and Knowledge | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Average | <input type="checkbox"/> Poor |
| b. Response time           | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Average | <input type="checkbox"/> Poor |
| c. Friendliness & attitude | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Average | <input type="checkbox"/> Poor |

### 3. Please elaborate on the areas where our performance is less than satisfactory:-

### 4. How would you rate us versus our competitors, in the areas of:-

- |                             |                                    |                                    |                               |                                  |                               |
|-----------------------------|------------------------------------|------------------------------------|-------------------------------|----------------------------------|-------------------------------|
| a. Professionalism          | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Average | <input type="checkbox"/> Poor |
| b. Expertise & experience   | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Average | <input type="checkbox"/> Poor |
| c. Responsiveness           | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Average | <input type="checkbox"/> Poor |
| d. Quality of Service       | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Average | <input type="checkbox"/> Poor |
| e. Product range & features | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Average | <input type="checkbox"/> Poor |
| f. Price                    | <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Average | <input type="checkbox"/> Poor |

5. Overall, what are the areas that you would like us to improve on ?

6. Would you like to receive updates on our product and services ?

☐ Yes    ☐ No

Company Name \_\_\_\_\_

Name of Respondent \_\_\_\_\_

Company Address \_\_\_\_\_

Job designation \_\_\_\_\_

\_\_\_\_\_

Tel no. \_\_\_\_\_

\_\_\_\_\_

Email Address \_\_\_\_\_

\_\_\_\_\_

Date \_\_\_\_\_

Thank you for helping us with this survey !