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
      - Excellent
      - Very Good
      - Good
      - Average
      - Poor
   b. Response time
      - Excellent
      - Very Good
      - Good
      - Average
      - Poor
   c. Resolution time
      - Excellent
      - Very Good
      - Good
      - Average
      - Poor
   d. Quality of problem resolution
      - Excellent
      - Very Good
      - Good
      - Average
      - Poor
   e. Follow up
      - Excellent
      - Very Good
      - Good
      - Average
      - Poor
   f. Accuracy of information provided
      - Excellent
      - Very Good
      - Good
      - Average
      - Poor
   g. Friendliness & attitude
      - Excellent
      - Very Good
      - Good
      - Average
      - Poor

2. What is your assessment of our Service Hotline in the terms of:-
   a. Expertise and Knowledge
      - Excellent
      - Very Good
      - Good
      - Average
      - Poor
   b. Response time
      - Excellent
      - Very Good
      - Good
      - Average
      - Poor
   c. Friendliness & attitude
      - Excellent
      - Very Good
      - Good
      - Average
      - 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
      - Excellent
      - Very Good
      - Good
      - Average
      - Poor
   b. Expertise & experience
      - Excellent
      - Very Good
      - Good
      - Average
      - Poor
   c. Responsiveness
      - Excellent
      - Very Good
      - Good
      - Average
      - Poor
   d. Quality of Service
      - Excellent
      - Very Good
      - Good
      - Average
      - Poor
   e. Product range & features
      - Excellent
      - Very Good
      - Good
      - Average
      - Poor
   f. Price
      - Excellent
      - Very Good
      - Good
      - Average
      - 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!