



"Proactive, Vision, Wisdom, Customer Service."

## Customer Satisfaction Survey

Thank you for taking the time to provide feedback regarding the products and/or services provided by Network Dominance. There are three areas that you may evaluate:

- Customer Service Orientation
- Results Orientation
- Expertise of Staff

The quality ratings to be used are:

- **Poor:** Service was significantly below expectations
- **Fair:** Service was below expectations
- **Good:** Service met expectations
- **Very Good:** Service exceeded expectations
- **Excellent:** Service significantly exceeded expectations

If you enter a Fair or Poor rating, we ask that you provide additional comments.

### 1. Customer Service Orientation

The table shows the qualities and skills descriptions that should be used when making evaluations:

Area	Qualities and Skills Evaluated
<b>Customer Service Orientation</b>	Courteous, congenial, responds in a timely manner, gets along with customers, cost-efficient, professional, enthusiastic
<b>Results Orientation</b>	Maintains focus, persistent, strong commitment, organized, 'can-do' attitude, takes initiative, takes pride in work, achieves goals, takes responsibility, dependable
<b>Expertise of Staff</b>	Technical knowledge, effective oral and written skills, good listener, perceptive, objective, thorough, analytical, decisive, insightful, intuitive

Please complete the following table by rating (poor/fair/good/very good/ excellent) each of the services against the three attributes.

Service	Customer Service Orientation	Results Orientation	Expertise of Staff
<i>Business Apps:</i> - Financial Application - H/R Application - Email - Web Apps			
<i>Desktop Support:</i> - PC Hardware / Software - UNIX - X-terminals			

<b>Network Support:</b> - Local Network - Remote Network - Phones/Voice mail - Web Access			
<b>Technical Support:</b> - Mainframe - UNIX - Solaris - W2K / Win2003 Servers - Web Servers			

## 2. General Comments

Please make general comments in the following areas:

Customer Service Orientation:

Results Orientation:

Expertise of Staff:

What things do you feel Network Dominance does well and what things could we do better? What works and what does not? Please be specific.

## 3. Current Usage

This section helps Network Dominance gain a better understanding of the service usage and support patterns of our customers. Please answer the following question.

How would you describe your reliance on information technology to perform your job? Check one:

- Extremely Heavy
- Moderate
- Light
- Very Light
- Heavy

Please indicate (in following table) the most frequent contact you have with Network Dominance in each of the designated areas.

Contact Type	Daily	Weekly	Monthly	Quarterly	Annually
Reporting a service problem					
Requesting a new application project					
Requesting an application enhancement					
Adding a new user					
Requesting new network access					
Requesting service access					

#### **4. Future Requirements**

In your opinion, what specific areas should Network Dominance focus on during the next year? Please be specific.

#### **5. Optional Information**

Please provide the following information so that we can follow up with you:

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Department: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_