# IT Customer Service Survey

From: IT Solutions Inc. To: High Dollar Insurance Corp.

Date: [\_\_\_\_\_\_\_\_\_\_\_\_\_\_]

To all concerned.

We were pleased to perform some network upgrades for your company recently. Can you please take a few minutes to let us know how well we performed? We plan to use your responses to improve our service to you. Thank you for your time and attention.

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| I am able to download documents faster than before the network upgrades were done. | Yes | No |
| My system operates more smoothly since these network upgrades were completed. | Yes | No |
| My work is made easier by the services provided by IT Solutions Inc. | Yes | No |
| IT Solutions workers were respectful of my personal space. | Yes | No |
| I would recommend other companies use IT Solutions for all their information technology needs. | Yes | No |

## Please answer the following questions about the upgrade process.

Was your work affected while the upgrades were taking place? Did you find the work we performed to be disruptive in any way? If so, please state how.

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Were any bugs in the system addressed before the technicians began working? If so, what were these issues and what steps were taken to resolve them?

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How did our network upgrades affect your ability to provide service to your own customers?

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Did you experience any data loss? If so, has an effort been made to recover this data?

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Are there any aspects of the new system that should have been explained to you more thoroughly? If so, which ones?

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Did our technicians take time to answer any questions you may have had or explain relevant changes to you? Which representatives were especially helpful in providing you with information?

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Have there been any specific problems that needed to be addressed after the upgrade took place? If so, what were these issues, and were they resolved to your satisfaction?

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Are there any other comments you would like to give that would help us improve our service in the future?

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