

SBSTECH Service

Please rate the following (5: best, 1: needs improvement):

Professionalism (Prompt, courteous, Knowledgeable)

		Response Percent	Response Total
5		85.5%	370
4		12.5%	54
3		1.6%	7
1		0.5%	2
		Total Responses:	433
		(Skipped):	0

Communication (Explained problem solution and alternatives clearly)

		Response Percent	Response Total
5		81.1%	351
4		14.8%	64
3		2.5%	11
2		0.2%	1
1		1.4%	6
		Total Responses:	433
		(Skipped):	0

Responsiveness (responded quickly)

		Response Percent	Response Total
5		83.1%	360
4		12.9%	56
3		2.5%	11
2		0.5%	2
1		0.9%	4
		Total Responses:	433
		(Skipped):	0

Problem resolution (Problem was resolved efficiently and effectively)

		Response Percent	Response Total
5		82.2%	356
4		12.9%	56
3		1.8%	8
2		1.6%	7
1		1.4%	6
		Total Responses:	433
		(Skipped):	0

If the problem was not solved, were you presented with alternative solutions?

Response Response

	Percent	Total
N/A	88.0%	380
Yes	10.0%	43
No	2.1%	9
Total Responses:		432
(Skipped):		1

How many visits did it require to solve the problem? (In the case of a purchase, how many communications/visits after the item was received?)

	Response Percent	Response Total
0	13.9%	60
1	69.2%	299
2	12.5%	54
3	3.2%	14
4	0.5%	2
5	0.2%	1
or more	0.5%	2
Total Responses:		432
(Skipped):		1

Were you satisfied with our service in general?

	Response Percent	Response Total
5 (Satisfied)	85.4%	369
4 (Above Average)	9.3%	40
3 (Average)	3.2%	14
2 (Below Average)	0.9%	4
1 (Dissatisfied)	1.2%	5
Total Responses:		432
(Skipped):		1

Other comments?

Total Responses: 431
(Skipped): 2