

Student's Name: \_\_\_\_\_ Date: \_\_\_\_\_

The following questions relate to the technical support service provided by us.  
Please answer by ticking the relevant box or, where appropriate, writing a comment.

**Technical Support**

- 1 Do we publicise the technical support they offer?  Yes  No  N/A
- 2 It is easy to contact technical support during our business hours (8.30 - 5.00, Monday to Friday).  Strongly Agree  Agree  Disagree  Strongly Disagree  N/A
- 3 Did we offer you the option to fix your fault by remote access (e.g. they access your machine from their own premises)?  Yes  No  N/A
- 4 Do we provide a free phone support telephone service?  Yes  No  N/A
- 5 When you used the telephone support service was the phone answered promptly?  Strongly Agree  Agree  Disagree  Strongly Disagree  N/A
- 6 Were you put in contact with a technical assistant promptly?  Strongly Agree  Agree  Disagree  Strongly Disagree  N/A
- 7 Did the technical assistant try to resolve your problem at the first point of contact?  Strongly Agree  Agree  Disagree  Strongly Disagree  N/A
- 8 Did the technical assistant provide instruction in a clear, easy to follow manner?  Strongly Agree  Agree  Disagree  Strongly Disagree  N/A
- 9 Did the technical assistant appear knowledgeable?  Strongly Agree  Agree  Disagree  Strongly Disagree  N/A
- 10 If at any stage the technical assistant offered to get back in touch with you, did they keep to this commitment?  Yes  No  N/A
- 11 If your problem was not resolved within 24 hours were you offered an onsite visit?  Yes  No  N/A
- 12 If your problem was not resolved within 24 hours were you offered a return to base repair?  Yes  No  N/A

### If an engineer conducted an onsite repair

- 13 Was the onsite repair appointment within 2 days of us advising you that it was necessary?  Yes  No  N/A
- 14 Did the engineer arrive on time?  Yes  No  N/A
- 15 Did the engineer discuss and talk about what he / she was doing during the repair?  Yes  No  N/A
- 16 If the engineer could not resolve the problem did they take the equipment away to be repaired?  Yes  No  N/A
- 17 Was the engineer friendly?  Strongly Agree  Agree  Disagree  Strongly Disagree  N/A

### If your equipment had to be collected and returned for repair

- 18 Was the collection appointment within 2 days of the supplier advising you that it was necessary?  Yes  No  N/A
- 19 Did we arrange for the equipment to be uplifted?  Yes  No  N/A
- 20 Did we give you a timed appointment for the collection?  Yes  No  N/A
- 21 Did we ensure that you were able to pack the equipment?  Yes  No  N/A
- 22 If you were unable to pack the equipment did we make arrangements for you?  Yes  No  N/A

### Replacement Equipment

- 23 If the return to base repair took longer than 3 working days were you offered loan equipment?  Yes  No  N/A
- 24 If "no" how long did you wait for loan equipment to be offered?  4-5 days  6-7 days  1-2 weeks  more than 2 weeks  N/A
- 25 If the return to base repair took over 4 weeks were you offered permanent replacement equipment?  Yes  No  N/A

### Overall

- 26 Did the technical support service provided by the supplier meet your expectations.  Strongly Agree  Agree  Disagree  Strongly Disagree  N/A

27 If you replied "disagree" or "strongly disagree" please state why.

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27 Do you have any additional comments regarding us?

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28 What can be done to improve the service provided by us?

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