

DCS Deskside Support Customer Satisfaction Report

For the Period 10/1/2004 to 12/31/2004

Survey Responses for Tickets Closed by DCS Deskside Support.

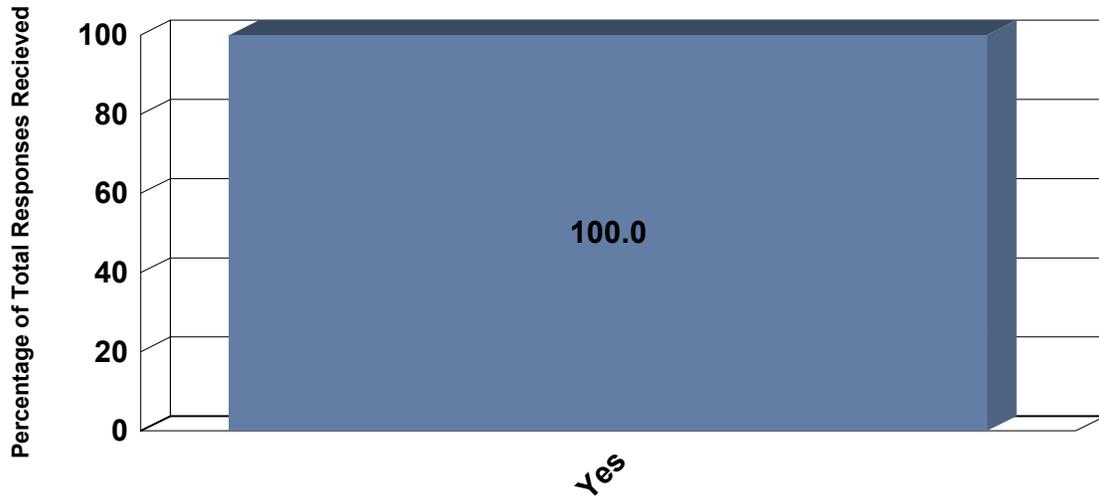
Snapshot Date: 2/4/2005

Number of Surveys Sent During Period: 887

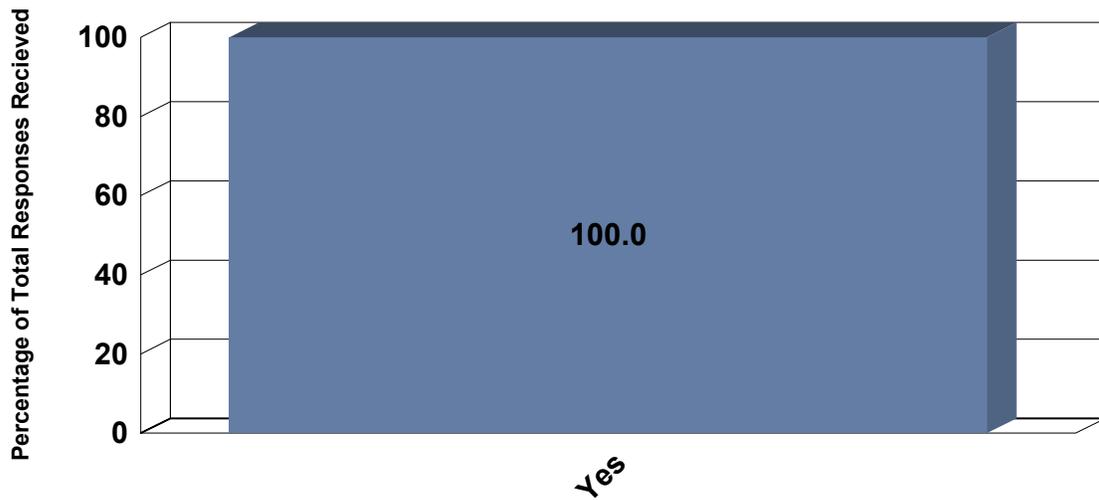
Number of Surveys Returned: 85

Rate of Return: 9.50 %

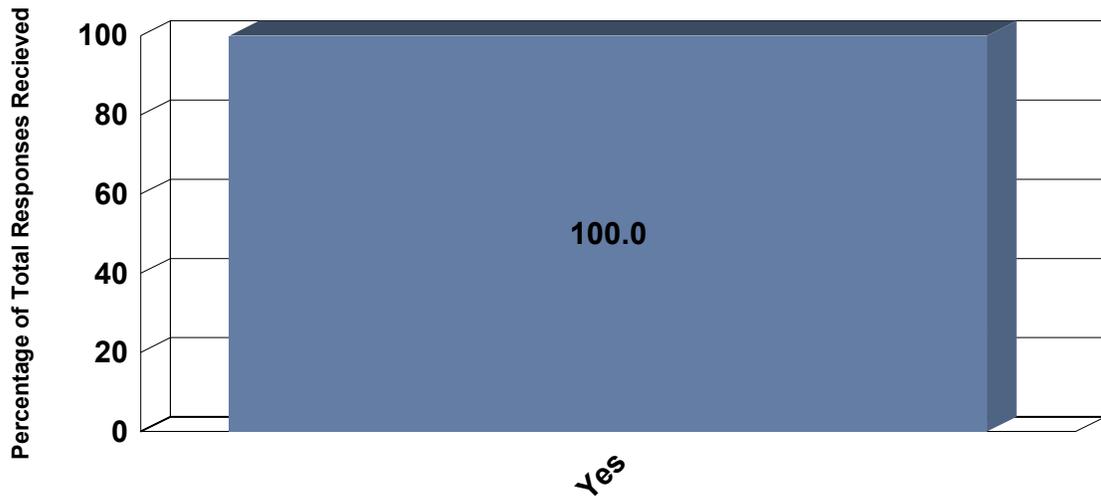
Were the Consultant(s) Courteous?



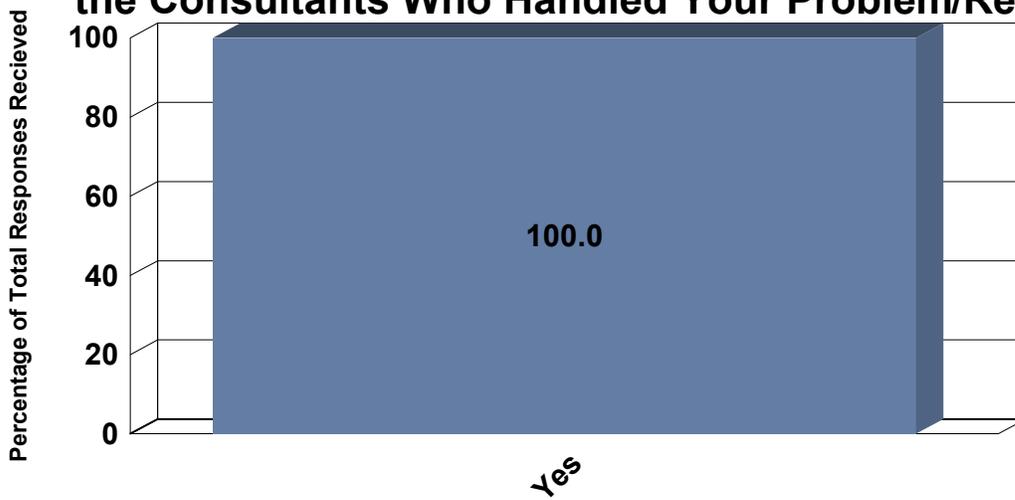
Did the Consultant(s) Understand the Problem/Request?



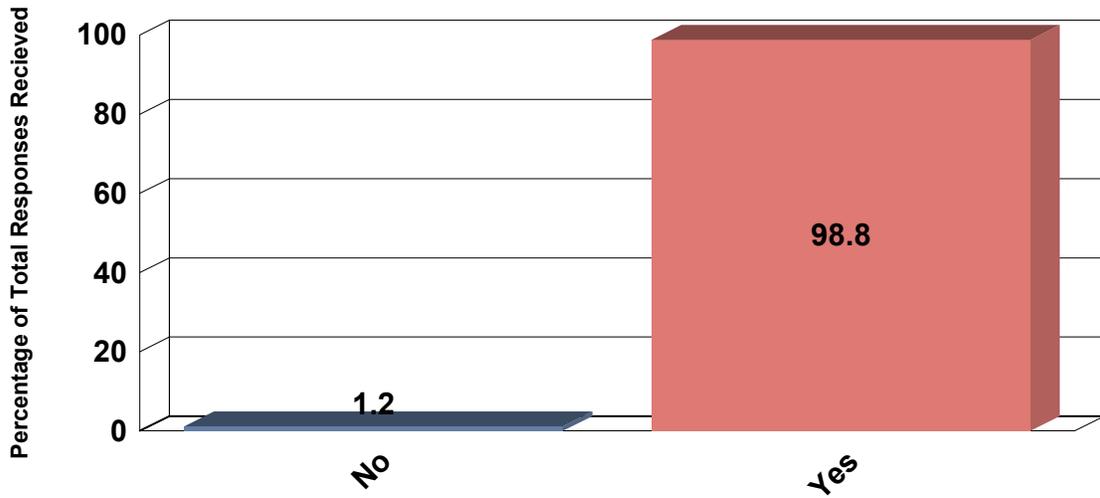
Was the Problem/Request Resolved in a Timely Manner?



Did You Feel That You Received Effective Support from All the Consultants Who Handled Your Problem/Request?



Was the Problem/Request Resolved to Your Satisfaction?



How Would You Rate Your Overall Customer Experience?

