

# DCS Deskside Support Customer Satisfaction Report

For the Period 1/1/2005 to 3/31/2005

Survey Responses for Tickets Closed by DCS Deskside Support.

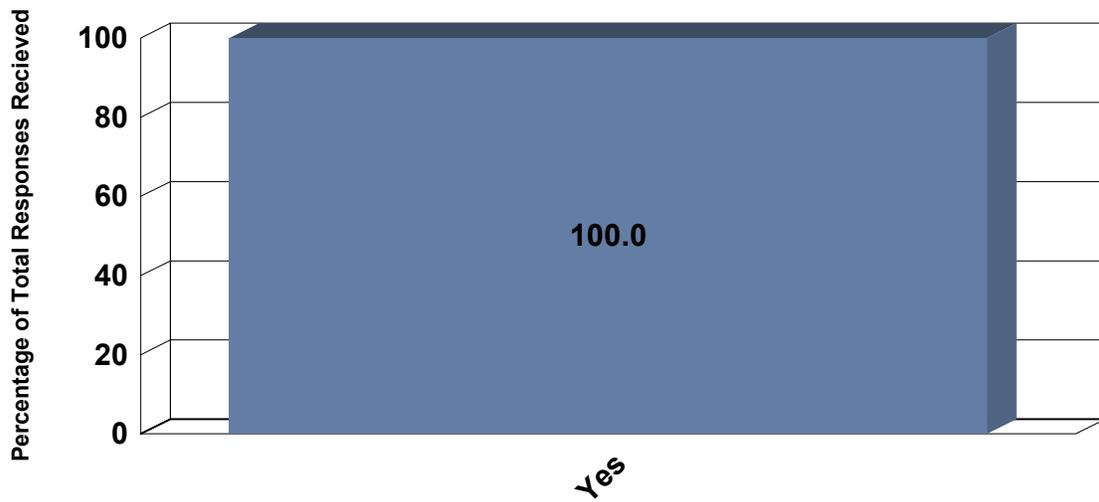
Snapshot Date: 4/4/2005

Number of Surveys Sent During Period: 1,388

Number of Surveys Returned: 121

Rate of Return: 8.70 %

## Were the Consultant(s) Courteous?

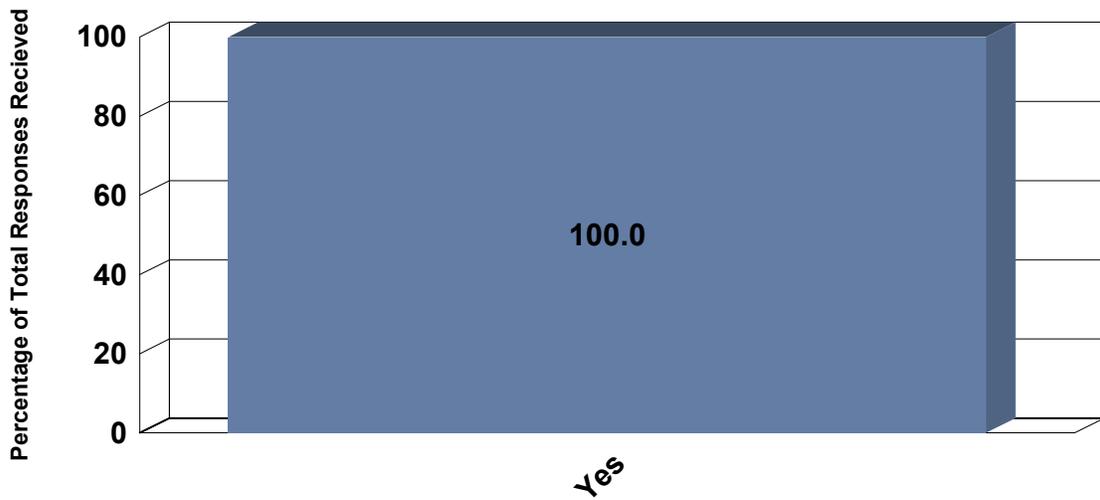


Service Ticket Number

Explanation of Why Consultant(s) Were Not Courteous

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

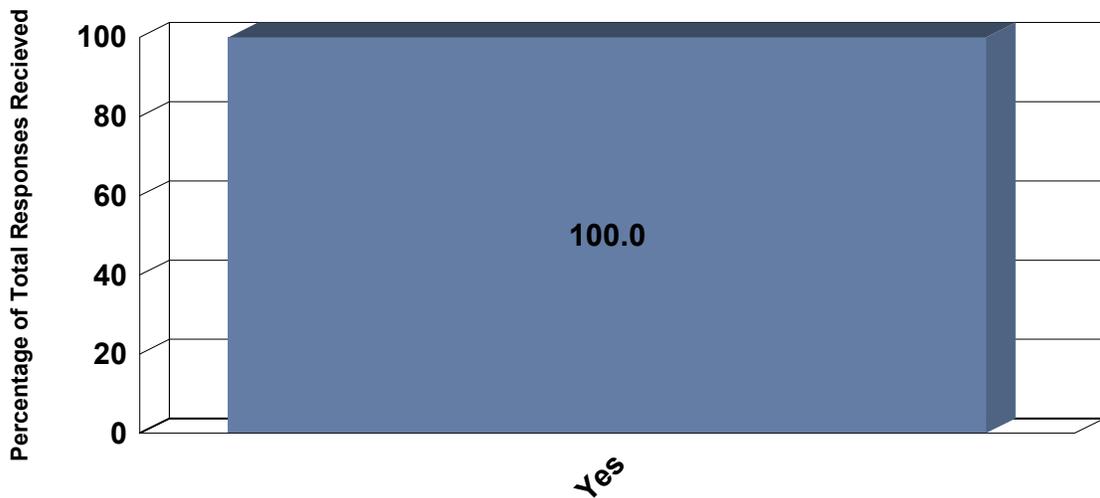


Service Ticket Number

Explanation of Why Consultant Did Not Understand the Problem/Request

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## Was the Problem/Request Resolved in a Timely Manner?



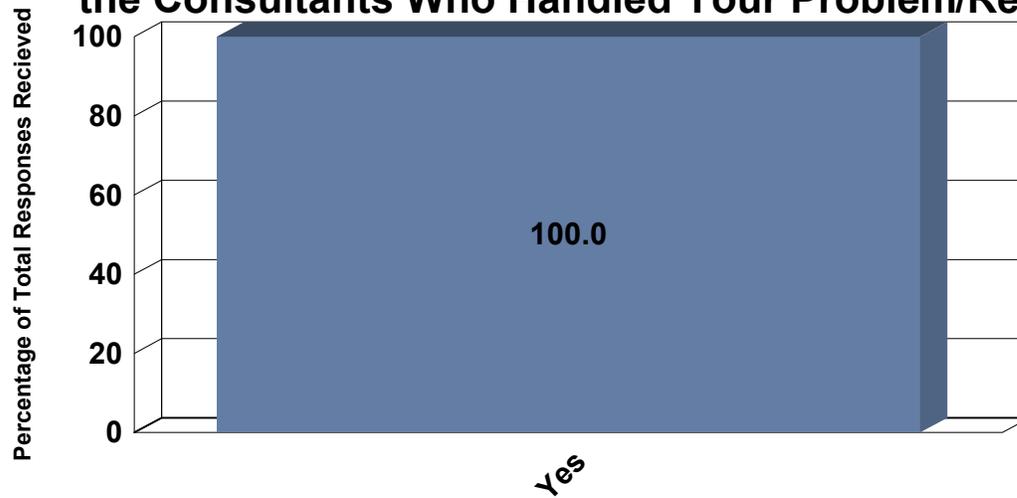
Service Ticket Number

Given the Nature of the Problem/Request, What Would You Expect to be an Acceptable Amount of Time for This Specific Issue?

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

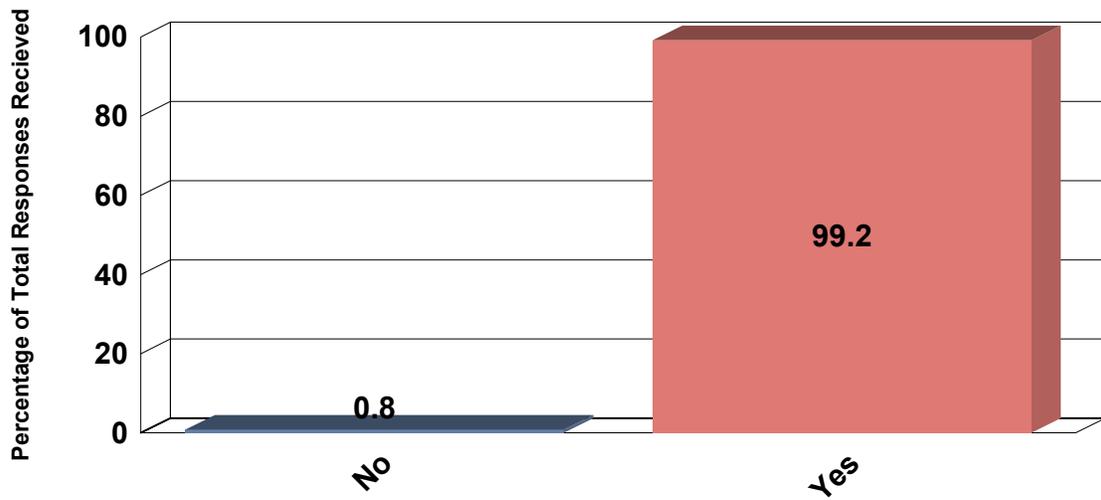


Service Ticket Number

Which Consultant(s) Was Not Effective?

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## Was the Problem/Request Resolved to Your Satisfaction?



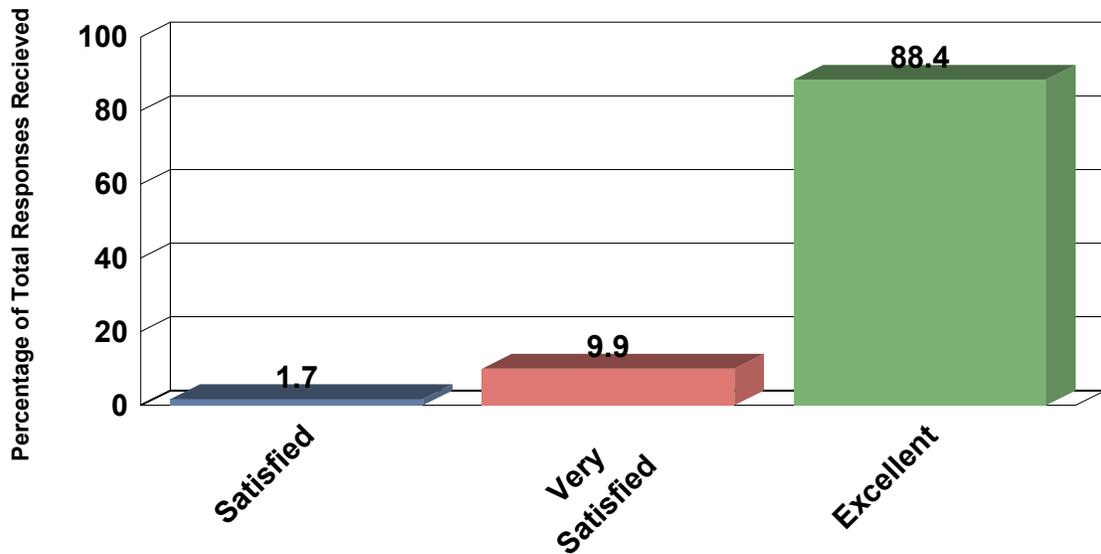
Service Ticket Number

Would You Like to Reopen Your Service Ticket?

ST1421200

No

## How Would You Rate Your Overall Customer Experience?



| Service Ticket Number | Comments/Suggestions  |
|-----------------------|---|
| ST1394691             | Etienne conducted himself in a professional manner. He persisted until he found the culprit which caused the problem. I am glad to know that there is someone of his caliber on staff to solve our problems. Thank you                  |
| ST1399271             | Excellent Job...  |
| ST1422300             | Keep up the good work.  |
| ST1425397             | Pam Davis is consistently friendly, efficient, and effective.   |
| ST1456189             | Pam did a great job.  |
| ST1462940             | PAm provides great support  |
| ST1485116             | Excellent service. I left the area for a few minutes to service my customer and by the time I returned the system was ready to be put back on the network. The result for me was no loss of productivity. Thanks -Clay                  |
| ST1486025             | The tech was so informed and very helpful.  |
| ST1490343             | EJ was very courteous and flexible, working around my unpredictable work schedule. Thank you for the excellent service.   |
| ST1412551             | The technician and Helpdesk process worked very efficiently to resolve my request.<br>Thanks!   |
| ST1444127             | Great Customer Service  |
| ST1444230             | Josephine Vila was extremely patient in trying to assist me in diagnosing the problem over the phone. Once I brought the CPU into the office, she quickly resolved the problem and happily back in service. Excellent customer service! |
| ST1470980             | I appreciated Scott's assistance with this. It split the time it would have taken me to do it myself.   |
| ST1471157             | nbr 4 has a typo in it - should be "you" not "your" s/NIH Grammar Police :<br>-)  |
| ST1476900             | Excellent response and very professional  |
| ST1480485             | Karen and Etienne do a terrific job. Excellent service  |
| ST1506529             | quick service -- even though I had checked all connections, etc., I had NOT gotten around to rebooting PC! Thanks to Scott for a quick simple fix.  |

|           |  |
|-----------|--|
| ST1426443 | Pam is great!  |
| ST1426609 | She was the best in doing her job. Hope you keep her around.   |
| ST1458744 | Scott May was very helpful and patient in solving my problems. He has done a superb job in meeting my needs. Thanks!   |
| ST1461049 | Excellent service as always from Than.   |
| ST1462217 | He was efficient, polite, and helpfully let me know what was happening throughout. Superior performance.   |
| ST1464454 | The technician was able to solve the problem in a creative way....and also much faster than I thought. Nice Work!  |
| ST1491465 | everything has been great so far, extremely efficient people~!   |
| ST1494626 | The technician was very knowledgeable and thorough.  |
| ST1406585 | Excellent Service  |
| ST1409481 | Pam was very prompt with this request. Thank You.  |
| ST1439913 | The technician was a great help in getting the paper jam cleared.  |
| ST1473939 | Fabulous service from Thanh as usual.  |
| ST1476950 | Did a great job.   |
| ST1477628 | Unfortunately, I did not include my new room number to ease Ron's location of my office. But he was conscientious and finally located me and solved my problem very quickly and pleasantly. Good job!  |
| ST1502557 | I truly appreciate the fact that Karen was able to come and perform this task at a moment's notice. We tried to get the phone company to let us know when the phone would be moved so we could coordinate the two. But, needless to say, they did not cooperate. |
| ST1505927 | Jesse did a very good job at understanding the problem and knew exactly what to do to fix it.  |
| ST1506087 | Scott May was very helpful in getting my Pc cleaned up.  |