

# **Support Quality Questionnaire**

Please find attached a questionnaire on the quality of service provided by TIS Software Ltd's reseller support operation based at the City office. The purpose of the questionnaire is to allow us to monitor the quality of service that we are supplying to our customers. If the response is good (that is we get a substantial number of replies) we propose to reissue the questionnaire at regular, say quarterly, intervals.

Please send your replies to:-

Martin Procter  
Customer Services Director  
TIS Software Ltd  
75 Farringdon Road  
LONDON EC1M 3JY

or fax them to: 071 831 2116.

All replies will be treated confidentially; if you require complete secrecy, please omit the details from section 11 and post your entries marked 'Private and Confidential'.

Please respond as soon as possible so that replies arrive by Friday 21st January 1994.

# Support Quality Questionnaire

Please send to Martin Procter at  
TIS Software Ltd by 21st January  
1994

This questionnaire is primarily aimed at discovering our customers' views on the reseller support operation at TIS Software's City office. We are not asking explicitly, at this stage, for comments on development, software production, sales support (as provided by our Bourne End office) or other functions; however, if you do wish to make some points on those areas, please feel free to do so. The points will be passed on to the managers of the relevant areas.

If you have no views on a particular topic, for example because you have not used the service enough to formulate a view, please tick the top box (0).

## 1 General performance

Please indicate, by ticking one of the 6 boxes to the right, your views on the general performance of our support department over recent months. If you have any further comments please include them in the box below; please continue on a separate sheet if necessary.

Comments

No views	0
Excellent	A
Good	B
Acceptable	C
Poor	D
Very poor	E

## 2 Politeness

Please indicate, by ticking one of the 6 boxes to the right, your views on the general politeness and helpfulness of our support department. If you have any further comments please include them in the box below; please continue on a separate sheet if necessary.

Comments

No views	0
Excellent	A
Good	B
Acceptable	C
Poor	D
Very poor	E

## 3 Knowledge, training and experience of support staff

Please indicate, by ticking one of the 6 boxes to the right, your views on the level of knowledge, training and/or appropriate experience of our support department personnel. If you have any further comments please include them in the box below; please continue on a separate sheet if necessary.

Comments

No views	0
Excellent	A
Good	B
Acceptable	C
Poor	D
Very poor	E

## 4 Speed of operations of support department

Please indicate, by ticking one of the 6 boxes to the right, your views on the swiftness of response and of problem solving that you have experienced over recent months. If you have any further comments please include them in the box below; please continue on a separate sheet if necessary.

Comments

No views	0
Excellent	A
Good	B
Acceptable	C
Poor	D

Very poor	E
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## 5 Experience of TIS Software dialling up reseller or user sites

When essential, support staff dial up problem sites. Please indicate, by ticking one of the 6 boxes to the right, your views on the general way this is handled by our support department. If you have any further comments please include them in the box below; please continue on a separate sheet if necessary.

Comments	No views	0	
	Excellent	A	
	Good	B	
	Acceptable	C	
	Poor	D	
	Very poor	E	
How often do you use this service (tick one)	Rarely	About monthly	Frequently

## 6 Emergency support line

Please indicate, by ticking one of the 6 boxes to the right, your views on the general operation of the 071-404 3196 emergency support line. If you have any further comments please include them in the box below; please continue on a separate sheet if necessary.

Comments	No views	0	
	Excellent	A	
	Good	B	
	Acceptable	C	
	Poor	D	
	Very poor	E	
How often do you use this service (tick one)	Rarely	About monthly	Frequently

## 7 Autozaps

Please indicate, by ticking one of the 6 boxes to the right, your views on the operation of the Autozaps scheme. If you have any further comments please include them in the box below; please continue on a separate sheet if necessary.

Comments	No views	0	
	Excellent	A	
	Good	B	
	Acceptable	C	
	Poor	D	
	Very poor	E	
How often do you use this service (tick one)	Rarely	About monthly	Frequently

## 9 Product Enhancement Forms

Please indicate, by ticking one of the 6 boxes to the right, your views on the operation of the Product Enhancement Forms system. If you have any further comments please include them in the box below; please continue on a separate sheet if necessary.

Comments

How often do you submit a Product Enhancement Form (tick one)

No views	0
Excellent	A
Good	B
Acceptable	C
Poor	D
Very poor	E

## 10 Other Comments

Please continue on a separate sheet if necessary

## 11 Details of person completing form (optional)

Name of person completing form

Company