

TECHNICAL BULLETIN FROM GLOBAL BUSINESS SYSTEMS

BULLETIN NUMBER GT732, 4 JANUARY 1995

Support Quality Questionnaire

Please find attached a questionnaire on the quality of service provided by Global Business Systems' 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. This is a re-issue of the questionnaire sent a year ago. We especially request resellers who completed the questionnaire last year to complete it again this year; thus we will build a reliable pattern of service improved or otherwise.

Please send your replies to:-

Martin Procter
Customer Services Director
Global Business Systems
75 Farringdon Road
LONDON EC1M 3JY

or fax them to: 0171 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 20th January 1995.

Support Quality Questionnaire

Please send to Martin Procter at
Global Business Systems by 20th
January 1995

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

8 Bulletin Board System Please indicate, by ticking one of the 6 boxes to the right, your views on the operation of the Bulletin Board System. If you have any further comments please include them in the box below; please continue on a separate sheet if necessary.			No views 0				
Comments			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	
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How often do you submit a Product Enhancement Form (tick one)	Rarely	About monthly	Frequently
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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	