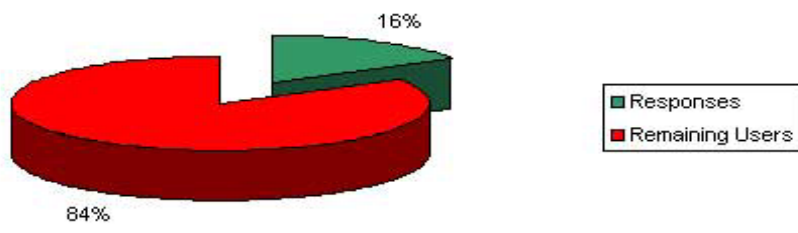
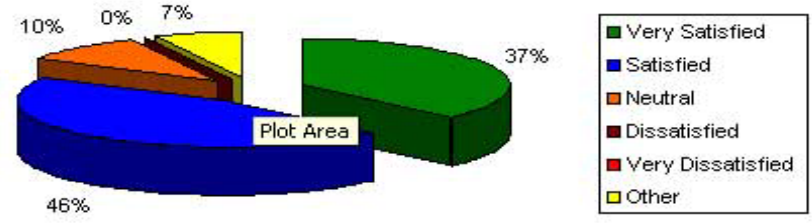


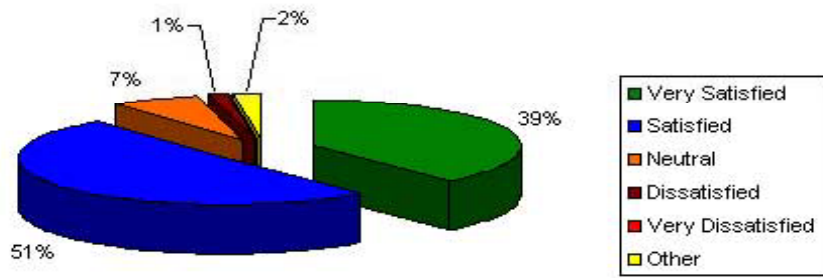
Overall Responses



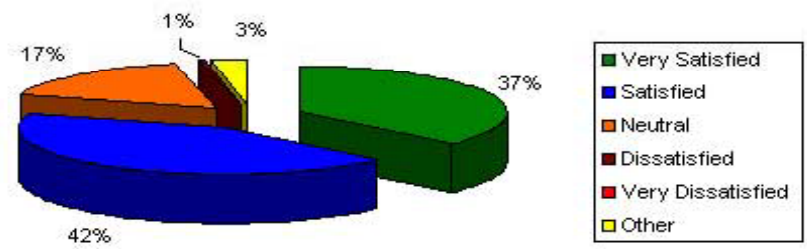
Q3. Overall quality of telephone support?



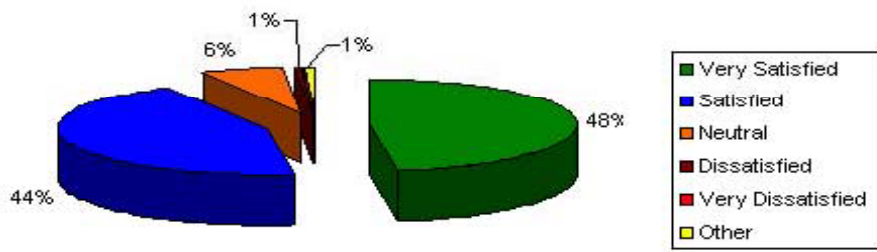
Q4. Overall quality of on-site support?



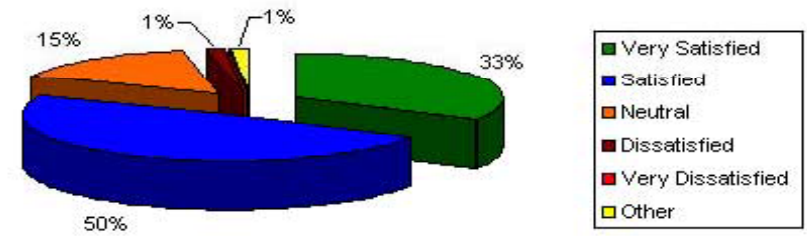
Q5. Overall satisfaction and ease of use with Jobdesk



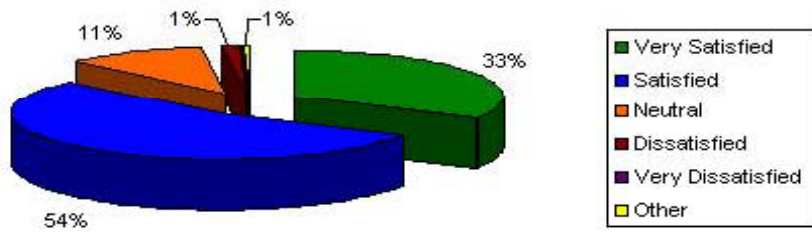
Q6. Knowledge and professionalism of the Network Services staff?



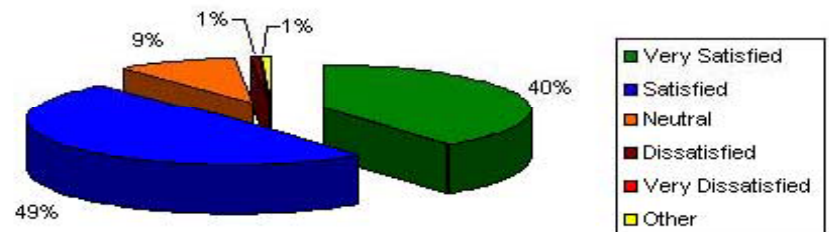
Q7. Communication and follow-up on problem resolution?



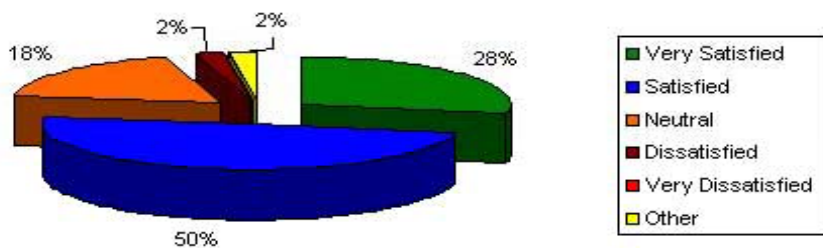
Q8. Ability of Network Services to diagnose your problem?



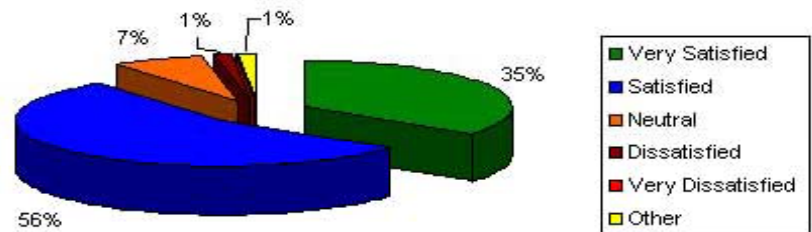
Q9. Ability of Network Services to solve your problem?



Q10. Time required to resolve your problem?



Q11. Overall quality of the solution?



Q12. Overall Rating when dealing with Network Services

