

Thank you for choosing Dell!

We would appreciate your taking time to answer some questions about your recent experience with Dell's Onsite Service regarding Dispatch number: *substitute4* on Case number: *substitute5* for Dell service tag: *substitute2*. Your candid feedback about this interaction will help Dell provide world-class customer satisfaction.

When you are finished answering the questions on each page, please click the 'Submit and Continue' button at the bottom of the screen. This survey should take no more than 10 minutes to complete

Extremely Dissatisfied			Neutral			Extremely Satisfied		
1	2	3	4	5	6	7	8	9

1. Please rate your overall satisfaction with your recent experience with Dell's Onsite Service, using a scale where 1 is 'Extremely Dissatisfied' and 9 is 'Extremely Satisfied'.

1	2	3	4	5	6	7	8	9
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Please confirm your level of satisfaction with your recent experience with Dell's Onsite Service.

- Overall I was satisfied
- Overall I was dissatisfied

3. What best describes the **primary** reason you were not fully satisfied with your recent experience with Dell's Onsite Service?

- Expected arrival time of onsite technician not clearly communicated
- Bad diagnosis by tech support agent
- Lack of updates from the onsite technician
- Onsite technician did not arrive on time
- Onsite visit was not scheduled in accordance to my warranty agreement with Dell
- Delayed parts delivery
- Quality of replacement parts
- Onsite technician lacks technical expertise
- Total time taken to resolve
- Onsite technician damaged my equipment

4. Please provide any additional feedback on why you were not fully satisfied.

5. What could we have done better?

6. Thank you for the positive rating. Please let us know what we did well.

7. How many times did you contact Dell about this problem?

- Once
- Twice
- 3 times
- More than 3 times

8. Do you consider the issue resolved?

- Yes
- No

Extremely Dissatisfied	Neutral	Extremely Satisfied
1 2 3	4 5 6	7 8 9

9. Please rate your overall satisfaction with the time it took to resolve your issue, using a scale where 1 is 'Extremely Dissatisfied' and 9 is 'Extremely Satisfied.'

1	2	3	4	5	6	7	8	9
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. What best describes the **primary** reason your issue remains unresolved?

- Onsite technician did not arrive
- Onsite technician lacks technical expertise
- Replacement parts were faulty or damaged
- Parts replaced did not resolve the problem
- I expected my personal data, applications and settings to be restored by the onsite technician
- Other (please specify)

Extremely Dissatisfied	Neutral	Extremely Satisfied
1 2 3	4 5 6	7 8 9

11. Please rate your satisfaction with the on-time arrival of the onsite technician at your location, using a scale where 1 is 'Extremely Dissatisfied' and 9 is 'Extremely Satisfied'.
12. Please rate your overall satisfaction with the Onsite technician's level of expertise, using a scale where 1 is 'Extremely Dissatisfied' and 9 is 'Extremely Satisfied'.
13. Please rate your overall satisfaction with the professionalism of the Onsite technician, using a scale where 1 is 'Extremely Dissatisfied' and 9 is 'Extremely Satisfied'.

1	2	3	4	5	6	7	8	9
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

1	2	3	4	5	6	7	8	9
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

1	2	3	4	5	6	7	8	9
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. How many times did an onsite technician visit your location to work on this problem?
- Once
 - Twice
 - 3 times
 - More than 3 times

Extremely Dissatisfied				Neutral	Extremely Satisfied				
1	2	3	4	5	6	7	8	9	

15. Please rate your overall satisfaction with your replacement parts.

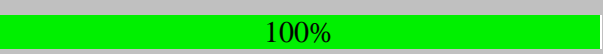
1	2	3	4	5	6	7	8	9	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>

16. What best describes the reason you were not fully satisfied with your replacement parts?
- Delivery time
 - Part quality issue
 - Wrong part received
 - Other (please specify)

Extremely Unlikely			Neutral			Extremely Likely		
1	2	3	4	5	6	7	8	9

17. How likely would you be to recommend Dell to a friend or colleague? Please use a scale where 1 is 'Extremely Unlikely' and 9 is 'Extremely Likely'.

1	2	3	4	5	6	7	8	9
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



If you have a comment or question for Dell, please visit: <http://support.dell.com>, where you can select your

geographic region from the 'Global Support Sites' drop-down menu on the left side of the screen. To report a problem with this survey, please e-mail:

 DellSurveyHelp@tns-global.com



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