



Service has been performed on your Dell equipment, **Dispatch #** \_\_\_\_\_,  
and the following issue has been addressed: *(Brief description of service provided)*

**New Dispatch #** \_\_\_\_\_ *(If applicable)*

You may be receiving a survey from Dell via email which measures my service on your site at your home/office. I hope that the time I have spent repairing your computer system has been a positive experience. I encourage you to fill out the survey as it gives you an opportunity to provide feedback on your onsite service.

My goal as a Smartech Technician and your Dell service Representative is your complete satisfaction and providing a level of service that you would not hesitate to score all 9's. Anything graded less than that is considered a failed survey. If there is any reason why you would score me less than that please contact my manager below so we can attempt to rectify it.

---

Immediate comments or feedback regarding my onsite service can be directed to my manager:  
[Unisys@Smartech-CSI.COM](mailto:Unisys@Smartech-CSI.COM)

---

If you choose to provide feedback regarding your onsite service, please be sure to reference the **SRMS #** \_\_\_\_\_ and my **SRMS ID #** \_\_\_\_\_.

Smartech can also be contacted directly at 512-857-7194.

Thank you for the opportunity to provide your service.

**Technician ID #** \_\_\_\_\_

**Technician Name** \_\_\_\_\_