

EDI Customer Service Survey

Date

Company Name

Thank you for taking the time to contact the HP EDI Helpdesk. Our goal is to provide excellent customer service. Please take a moments to briefly tell us about your experience.

1) Did you find the support team friendly and professional?

2) Was effective troubleshooting assistance provided?

3) Was the support team quick to turnaround information and or e-mail questions?

4) How would you rank the overall experience while working with the EDI Helpdesk?

Excellent

Average

Neutral

Poor

5) Is there anyone that you would like to recognize for the service they provided? If so, who and why?

6) Do you have suggestions on what we can do to provide you with a better service?