

Help Desk Support Feedback Questionnaire

Thank you for contacting the Help Desk. Please take a moment to fill out this printed feedback questionnaire to help us improve our support services.

1. General Information

Your Name:

Ticket Number (if known):

Date of Service:

Name of Support Technician:

2. Support Rating

Please write a score from 1 to 5 in the box next to each statement (1 = Strongly Disagree, 5 = Strongly Agree).

The technician responded to my request in a timely manner:

The technician was polite and professional:

The technician possessed the necessary knowledge to resolve my issue:

The technician explained things in a way that was easy to understand:

Overall, I am satisfied with the support I received:

3. Issue Resolution

Was your technical issue resolved? (Please write Yes or No):

How many days did it take to fully resolve your issue?

4. Comments and Suggestions

What did you find most helpful about the support you received?

What could the Help Desk team do to improve your experience?

Any additional comments: