Service Delivery Benchmarks

aztech
IT Solutions

GENERAL REMOTE IT SUPPORT BENCHMARKING (Your Ratings are based on 71 completed survey(s))

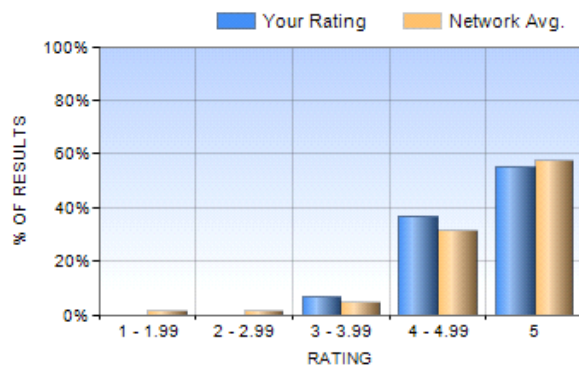|	Your Rating	Rating vs. Network Avg	Network Avg.
How would you rate the timeliness of the initial response to your issue?	★★★★★ 4.74	✚ +8.72%	4.36
How would you rate the timeliness of the resolution of your issue?	★★★★★ 4.60	✚ +5.75%	4.35
Was the problem or task resolved to your satisfaction?	★★★★★ 4.69	✚ +4.92%	4.47
How would you rate the support representative's ability?	★★★★★ 4.73	✚ +4.88%	4.51
How would you rate the support representative's professionalism?	★★★★★ 4.99	✚ +9.67%	4.55
How satisfied were you with the overall service you received?	★★★★★ 4.66	✚ +5.43%	4.42
Average	★★★★★ 4.73	✚ +6.53%	4.44

General Performance

The general performance statistics below represent your overall ratings compared to the network averages. Please note that questions across surveys will vary.
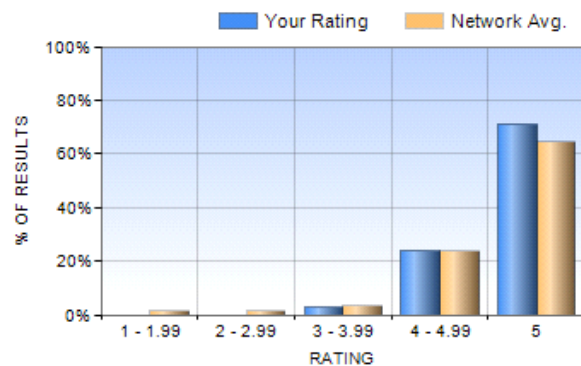
OVERVIEW

	Your Rating	Rating vs. Network Avg	Network Avg.
Average Account Rating	★★★★★ 4.78	✚ +3.24%	4.63
Average Contact Rating	★★★★★ 4.84	✚ +4.31%	4.64
Average Resource Rating	★★★★★ 4.85	✚ +4.53%	4.64

ACCOUNT RATINGS

CONTACT RATINGS

RESOURCE RATINGS