

### IT Service Desk/Help Desk customer satisfaction survey

**Qualifying question:** Q1. Have you contacted the IT Service Desk in the past month?

Yes [Go to Q2]

No [Go to LEAD OUT]

Q2. Do you always contact the IT Service Desk for your IT queries?

Yes [Go to Q3]

No [Go to Q2a]

Q2a. If you do not call the IT Service Desk directly, who do you usually contact for your IT queries?

- a. Other team mates directly
- b. Desktop support staff directly
- c. Other (please specify \_\_\_\_\_)

Q3. What was the **main** reason for your most recent contact with the IT Service Desk? (Single response)

- a. Problem with Microsoft Outlook
- b. Problem with any of the Microsoft Office suite
- c. Problem with Employee Self Service portal
- d. Problem with the Intranet
- e. Password Reset
- f. Problem with another business application
- g. Service request (please specify \_\_\_\_\_)
- h. Other (Please specify \_\_\_\_\_)
- i. Can't recall

Q4. Including the most recent interaction, how many times did you contact the IT Service Desk in relation to this issue, request or query? (Single response)

- a. Once
- b. More than once (Please specify \_\_\_\_\_)
- c. Can't recall

Q5. Thinking about your most RECENT interaction with the IT Service Desk, how would you rate the overall manner (e.g. interest, warmth and courtesy) of the service desk representative who dealt with you?

0 Very poor	1	2	3	4	5	6	7	8	9	10 Very Good	99. Don't know
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Q6. And in regard to your RECENT interaction with the IT Service Desk, how would you rate the overall timeliness and efficiency of the service you received?

0 Very poor	1	2	3	4	5	6	7	8	9	10 Very Good	99. Don't know
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Q7. And in regard to your most RECENT interaction with the IT Service Desk, how would you rate the overall resolution to your query?

0 Very poor	1	2	3	4	5	6	7	8	9	10 Very Good	99. Don't know
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Q8. We would now like you to think about the service you received through the IT Service Desk. If there was the opportunity, how likely would you be to recommend this service to a colleague? On a scale of 0 to 10, where 0 is not at all likely and 10 is very likely.

0 Not at all likely	1	2	3	4	5	6	7	8	9	10 Very Likely	99. Don't know
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Q9. Do you have any other comments you would like to make about the service you receive through the IT Service Desk?

Comments:

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