1. How many calls do you get from your customers per day regarding any changes or modification to their software?

50 calls a day - 80 % change req

1. Out of the calls you receive, how many do you satisfy completely?

Max 15

1. What are the issues you face while satisfying the customer call?
2. How many change requests go unsatisfied?

35

1. How long does it take for you to satisfy a change request? Why that long? \*

2 to 4 hrs --- 2 to 2 days – distribution wide

1. What is the average time you request/promise to the customer to work on the change request in the SLA?
2. Out of all these calls, how many times have you exceeded this promised timeframe? Why?
3. Ho many customers have you lost by exceeding the promised timeframe?