**Service Desk Satisfaction Survey**

1. How satisfied are you with the overall quality of this service desk?

*Dissatisfied* 1 2 3 4 5 *Satisfied*

2. How satisfied are you with the knowledge and professionalism of this service desk’s staff?

*Dissatisfied* 1 2 3 4 5 *Satisfied*

3. How satisfied are you with this service desk’s communication and follow-up on problem resolution?

*Dissatisfied* 1 2 3 4 5 *Satisfied*

4. How satisfied are you with the ability of this service desk to diagnose the problem?

*Dissatisfied* 1 2 3 4 5 *Satisfied*

5. How satisfied are you with the ability of this service desk to solve the problem?

*Dissatisfied* 1 2 3 4 5 *Satisfied*

6. How satisfied are you with the time required to solve the problem?

*Dissatisfied* 1 2 3 4 5 *Satisfied*

7. How satisfied are you with the overall quality of the solution?

*Dissatisfied* 1 2 3 4 5 *Satisfied*

8. How satisfied are you with the maintenance services offered by this service desk?

*Dissatisfied* 1 2 3 4 5 *Satisfied*

9. Please tell us how we can improve our service desk.