

Here are some suggested questions for the survey:

- »» How satisfied are you with the support you received from the help desk for this issue?
- »» Was your problem resolved in a timely manner?
- »» Was the issue resolved during the initial contact (phone call, chat, or email)?
- »» How understanding of your situation was the support technician?
- »» Did the technician ensure that your issue was resolved before closing the ticket?
- »» After the issue was resolved, did the technician ask if there were any other issues he or she could assist you with?
- »» Do you have any comments?

A simple Internet search for terms such as *help desk satisfaction survey* will turn up tons of software that can help with satisfaction surveys. One of the best known is Survey Monkey (www.surveymonkey.com). Survey Monkey even has a help desk satisfaction survey template to help you get started (see Figure 15-11).

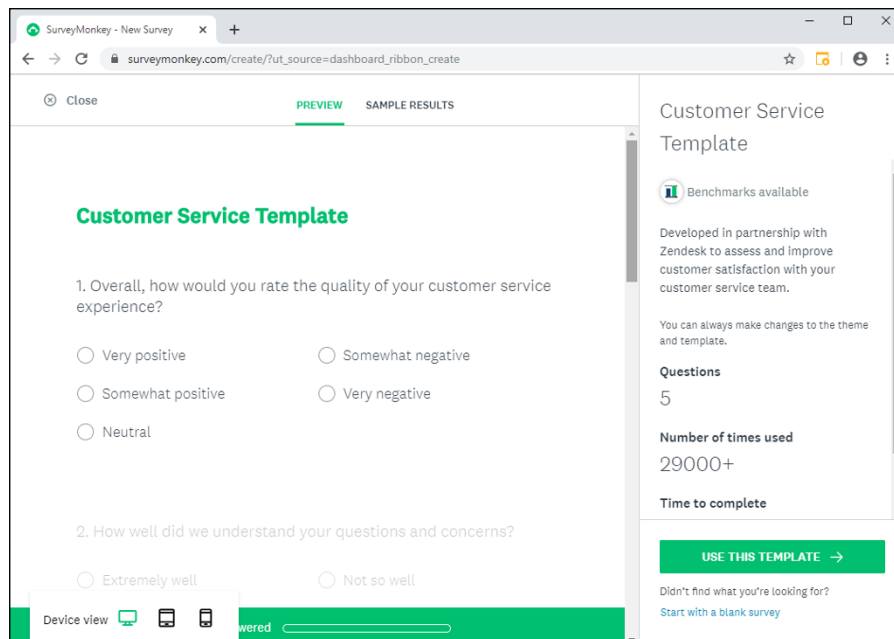


FIGURE 15-11: Survey Monkey's help desk satisfaction survey template.