



Customer Satisfaction Survey

Please take a moment to help us in improving our services to you.

For each item identified below, circle the number that indicates your judgment on the quality of our products and services.

1-Poor; 2-Satisfactory; 3-Good; 4-Very Good; 5-Excellent

1. How do you rate the Products & Services knowledge of our Salesperson?

1	2	3	4	5
---	---	---	---	---

2. How do you rate the Quality of our Services Installation?

1	2	3	4	5
---	---	---	---	---

3. How do rate the Post-Sales Services of our Salesperson?

1	2	3	4	5
---	---	---	---	---

4. How would you rate the response time from our Customer/Help Desk?

1	2	3	4	5
---	---	---	---	---

5. How do you rate RANA Technologies overall team professionalism?

1	2	3	4	5
---	---	---	---	---

6. How is the Quality and Reliability of our Products and Services?

1	2	3	4	5
---	---	---	---	---

7. How would you grade our activities aimed at achieving a high level of Customer Satisfaction?

1	2	3	4	5
---	---	---	---	---

8. How would you grade our activities aimed at achieving a high index of Quality Assurance?

1	2	3	4	5
---	---	---	---	---

9. To what level has RANA Technologies exerted itself to have you as our "Delighted Customer"?

1	2	3	4	5
---	---	---	---	---

10. What is your overall rating that you would like to give for all of our Services rendered to you?

1	2	3	4	5
---	---	---	---	---

11. Do you feel confident referring RANA Technologies to others who need Internet Services and ICT Products and Solutions?

YES	NO
-----	----

12. What else should we do to improve upon The Quality of our Products and Services?

13. What else should we do to improve upon Customer Satisfaction?

Signature: _____

Name: _____ Organization: _____

Telephone: _____ E-Mail ID: _____

100%
CUSTOMER SATISFACTION
THROUGH 24X7X365 BASED
CALL CENTER/HELP DESK
SERVICE

100%
QUALITY ASSURANCE
THROUGH QUALITY
ASSURANCE DEPARTMENT