

**Customer Survey Results - 1 page summary (SVY1)****29/08/02 12:40:31**

<b>Question</b>	<b>Results (%)</b>					<b>No. of respondants</b>
	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	
My call was handled courteously and efficiently by the Help desk	30.0	60.0	10.0			10
I was contacted about my Issue in a timely manner after reporting it	9.1	72.7	18.2			11
I am satisfied with the length of time it took to resolve my Issue	8.3	25.0	58.3		8.3	12
I was kept informed about the progress being made on my Issue		16.7	58.3	25.0		12
Overall, I am very satisfied with the way that this Issue was handled by the Helpdesk		18.2	54.5	18.2	9.1	11