

GRAVIC SUPPORT SURVEY

Please answer the following questions:



1) For what type of product did you recently contact Gravic's customer support?

- Mouse
- Keyboard
- Software
- Web Camera
- PDA
- Other

2) How would you rate the overall quality of the support you received from Gravic?

- Excellent
- Very Good
- Good
- Fair
- Poor

3) How would you rate the speed in which you received an answer from Gravic customer support?

- Excellent
- Very Good
- Good
- Fair
- Poor

4) Is your problem solved now?

- Yes, because of Gravic's support
- Yes, because I found the solution myself
- No, but Gravic support answered my question
- No, and Gravic support could not answer my question

5) How does Gravic's customer support compare to support services from other companies?

- Much better
- Better
- Same
- Worse
- Much worse
- Don't know, I haven't used a similar service

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6) Which, if any, of the following other web based support options have you used before contacting Gravic support? (CHECK ALL THAT APPLY)

- Frequently Asked Questions on Gravic website
- Knowledgebase
- User Group

7) How often have you visited the Gravic Web Support Section?

- Only once
- A few times (1-3)
- Frequently (more than 4)

8) Which of the following best describes your computer skill level?

- BASIC USER - skills include word processing, gaming, Online / email
- INTERMEDIATE USER - skills include all those of the Basic user plus installing external devices (Zip disc, CD-R, DVD-R), creating presentations
- EXPERT USER - skills include all those listed above plus building your own PC, HTML programming or software programming

9) How did your experience with Gravic's customer support staff impact your likeliness to recommend Gravic's products?

- Much more likely
- Somewhat more likely
- Neither more nor less likely
- Somewhat less likely
- Much less likely

10) What one thing could Gravic do to improve the quality of its customer support?