

Customer Satisfaction

https://campus.barracuda.com/doc/94537604/

Your feedback is important to us. We welcome both positive and negative feedback and respond to customers to better understand their opinions. We always aim to exceed your expectations by maintaining high standards for our support team. But we realize there is always room for improvement. We have therefore created a customer survey that can directly improve the support we give to customers and partners.

A dedicated team is responsible for reviewing feedback and directing product-related comments to our Product Management team for future consideration.

<u>Customer Satisfaction</u> 1/5

Support Services



How satisfied are you with us?						
Amount of time you had to wait before speaking with a technical support representative?	5	4	3	2	1	
	Satisfied		Neutral		Dissatisfied	
amount of time it took the support representative to resolve your	5	4	3	2	1	
ssue?	0	0	0	0	0	
	Satisfied		Neutral		Dissatisfied	
Support representative's knowledge and ability to provide clear	5	4	3	2	1	
nswers to your questions?	0	0	0	0	0	
	Satisfied		Neutral		Dissatisfied	
upport representative's ability to understand the nature of your	5	4	3	2	1	
problem?	Ö	0	Ö	0	0	
	Satisfied		Neutral		Dissatisfied	
upport representative's professionalism and politeness?	5	4	3	2	1	
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	Satisfied		Neutral		Dissatisfied	
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upport representative's ability to resolve the problem to your atisfaction?	0	4	3	2	1	
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upport representative's follow through an any commitments that	5	4	3	2	1	
upport representative's follow through on any commitments that were made to you?	0	0	0	Ó	0	
ere made to you:	Satisfied		Neutral		Dissatisfied	
Sive us some feedback						
our overall satisfaction with the technical support services you received.						
						_1:
	[Max Limit - 2000	characters				
are you satisfied with your product?	Yes O	No O				
f your answer is "No." please explain why						
f your answer is "No," please explain why.						
						_/
	[Max Limit - 2000	characters	1			

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	How satisfied are you with us?						1
Customer Satisfaction	Amount of time you had to wait before speaking with a technical support representative?	5 O Satisfied	4	3 O Neutral	2	1 O Dissatisfied	
"Your support experience matters"	Amount of time it took the support representative to resolve your issue?	5 O Satisfied	0	3 O Neutral	0	1 O Dissatisfied	
iodi sapport sipsilisilise matters	Support representative's knowledge and ability to provide clear answers to your questions?	5 O Satisfied	0	3 O Neutral	0	1 O Dissatisfied	
	Support representative's ability to understand the nature of your problem?	5 O Satisfied	4	3 O Neutral	2	1 O Dissatisfied	
	Support representative's professionalism and politeness?	5 O Satisfied	0	3 O Neutral	2	1 O Dissatisfied	
	Support representative's ability to resolve the problem to your satisfaction?	5 O Satisfied	4	3 O Neutral	2	1 O Dissatisfied	
	Support representative's follow through on any commitments that were made to you?	5 O Satisfied	4	3 O Neutral	2	1 O Dissatisfied	
	Give us some feedback						- 2
	Your overall satisfaction with the technical support services you received.						
		[Max Limit - 2000 characters]					
	Are you satisfied with your product?	Yes O	No C				
	If your answer is "No," please explain why.						
		[MaxLimit - 2000 characters]		2			
Customer Satisfaction	Mow satisfied are you with us? Amount of time you had to wait before speaking with a technical support representative?	5 0	4 0	3 0	2 0	1 0	
custoffier satisfaction	W 32	Satisfied		Neutrai		Dissatisfied	
Your support experience matters"	Amount of time it took the support representative to resolve your issue?	Satisfied		3 O Neutral		Dissatisfied	
	Support representative's knowledge and ability to provide clear answers to your questions?	Satisfied	0	3 O Neutral	0	Dissatisfied	
	Support representative's ability to understand the nature of your problem?	5 O Satisfied	0	O Neutral		1 O Dissatisfied	
	Support representative's professionalism and politeness?	5 O Satisfied	0	Neutral	0	1 O Dissatisfied	
	Support representative's ability to resolve the problem to your satisfaction?	Satisfied		3 O Neutral		1 O Dissatisfied	
	Support representative's follow through on any commitments that were made to you?	5 Satisfied	0	3 O Neutral	0	1 O Dissatisfied	
	Give us some feedback						
	Your overall satisfaction with the technical support services you received.	Max Link - 2000	characters	ı			
		Yes ○ No ○					
	Are you satisfied with your product?	Yes O	No C				
	Are you satisfied with your product? If your answer is "No," please explain why.	Yes O	No C				
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Support Services



Figures

1. customer satisfaction.png

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