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.

How satisfied are you with us?

	5	4	3	2	1
Amount of time you had to wait before speaking with a technical support representative?	Satisfied		Neutral		Dissatisfied
Amount of time it took the support representative to resolve your issue?	Satisfied		Neutral		Dissatisfied
Support representative's knowledge and ability to provide clear answers to your questions?	Satisfied		Neutral		Dissatisfied
Support representative's ability to understand the nature of your problem?	Satisfied		Neutral		Dissatisfied
Support representative's professionalism and politeness?	Satisfied		Neutral		Dissatisfied
Support representative's ability to resolve the problem to your satisfaction?	Satisfied		Neutral		Dissatisfied
Support representative's follow through on any commitments that were made to you?	Satisfied		Neutral		Dissatisfied

Give us some feedback

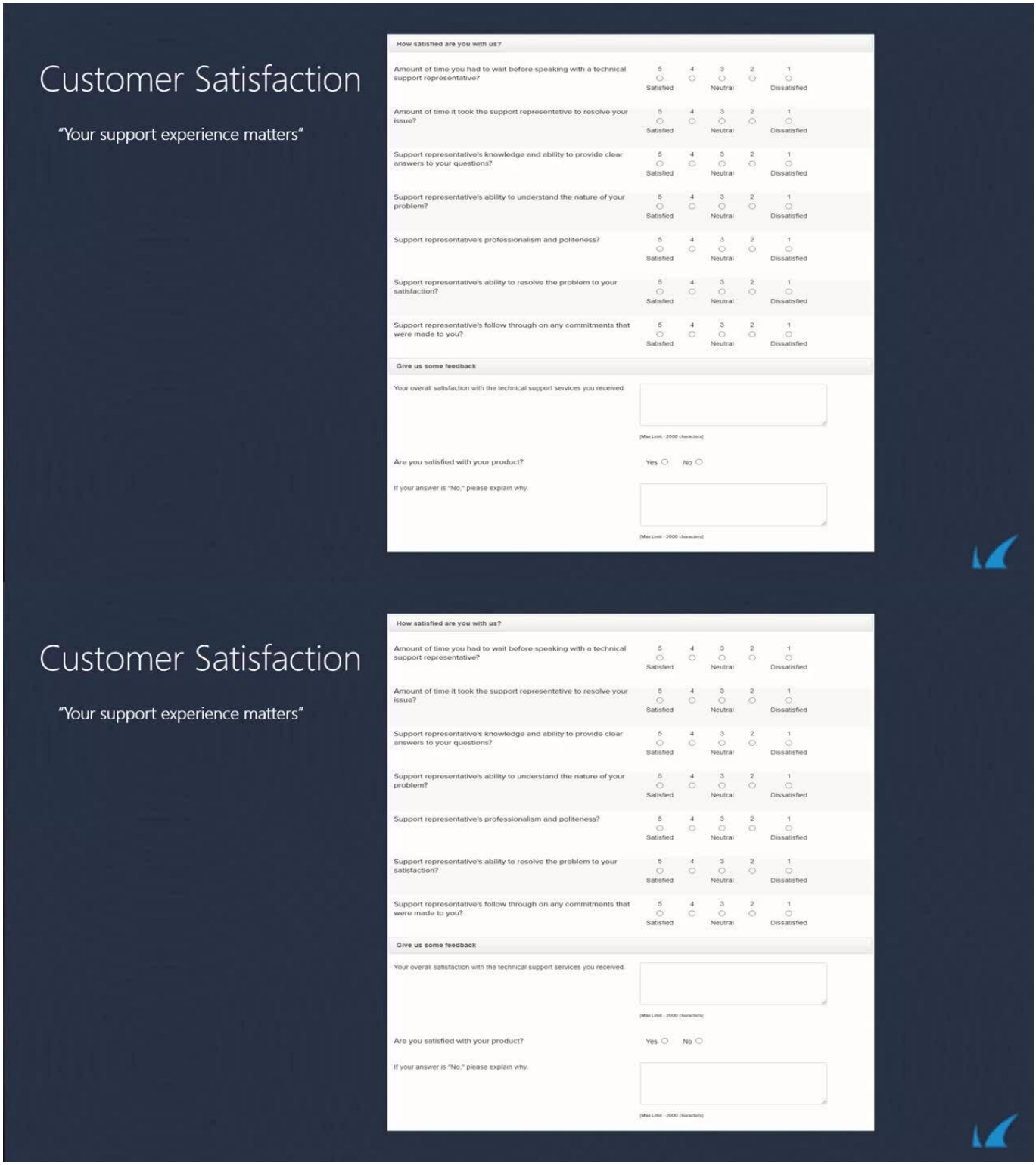
Your overall satisfaction with the technical support services you received.

[Max Limit - 2000 characters]

Are you satisfied with your product? Yes ○ No ○

If your answer is "No," please explain why.

[Max Limit - 2000 characters]



Videolink:

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Figures

1. customer satisfaction.png

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