



Transcript of video “Customer Satisfaction”

In our final video today, we are going to be talking about customer satisfaction and your satisfaction does truly matter to us. So much, that we send you a survey after each and every support case.

In this survey, you have the ability to rank us on a scale of 5 to 1. With 5 being satisfied and 1 being dissatisfied you are able to provide direct feedback for the technicians that you've worked with.

On the bottom, you have the ability to give us overall feedback in the form of a free text box. So if your comments apply to a previous technician you spoke with or one of our contacts are agents, please put that in the comment box below since the numerical score typically will apply to the last technician that you spoke with.

Anything less than all fives means we didn't hit our goal and we need to improve based upon the score you give you may receive a follow-up call from a support manager to discuss your case, especially if you note any issues in our support team.

Remember back one of our core values is take ownership. And that truly is embodied by your technical support team.

You'll never hear one of our technicians say well, that's not my problem or that's not my case so I'm not going to work on that. Those mindsets just don't exist in Barracuda.

We are here to take care of you our customer. As you move along your journey. Our job is to ensure that any troubles that you have are resolved quickly and on your first call. We are ready to assist 24/7 365.

Please do not hesitate to call us if we can be of any service to you. Thanks for watching this video series. I'm Barracuda support. My name is Robert Bowden with Barracuda networks. Have a great day.