



**Veatch  
Ophthalmic  
Instruments**

## Technical Support Questionnaire

1) Account name:

Date:

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2) What was your main reason for contacting technical support?

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3) How did you contact technical support?

- Telephone
- E-mail
- Other:

4) Name of support technician:

- Bobby Bermudez
- Bobby Fernandez
- Steve Montano

Please tell us how much you agree or disagree with the following statements:

5) The amount of time I had to wait to speak with a technical support staff member was reasonable.

- Strongly Agree
- Agree
- Undecided
- Disagree
- Strongly Disagree

6) The technical support staff was courteous.

- Strongly Agree
- Agree
- Undecided
- Disagree
- Strongly Disagree

7) The technical support staff was knowledgeable.

- Strongly Agree
- Agree
- Undecided
- Disagree
- Strongly Disagree

8) The technical support staff was able to help me solve my problem quickly.

- Strongly Agree
- Agree
- Undecided
- Disagree
- Strongly Disagree

9) Overall, how would you rate the quality of the assistance you received from technical support?

- Excellent
- Very Good
- Good
- Poor
- Very Poor

10) Overall, how would you rate your satisfaction with the technical support services you received?

- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied

11) Do you have any suggestions for improvement of our technical support services?

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