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Timeliness-Did we do what we promised? Description: Helpdesk Support Personnel Ourtesy-Were personnel friendly and courteous? Description: Quality of Our Service
Quality—Was your problem resolved completely?
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RATING THIS SERVICE ENCOUNTER EXCELLENT GOOD FA	7 7	RALL QUALITY
	Helpdesk Support Personnel Quality of Our Service Quality of Our Products	
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Scheduling–Was your service scheduled promptly?		
Timeliness—Did we do what we promised?		LLENT GOOD FAIR POOR
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