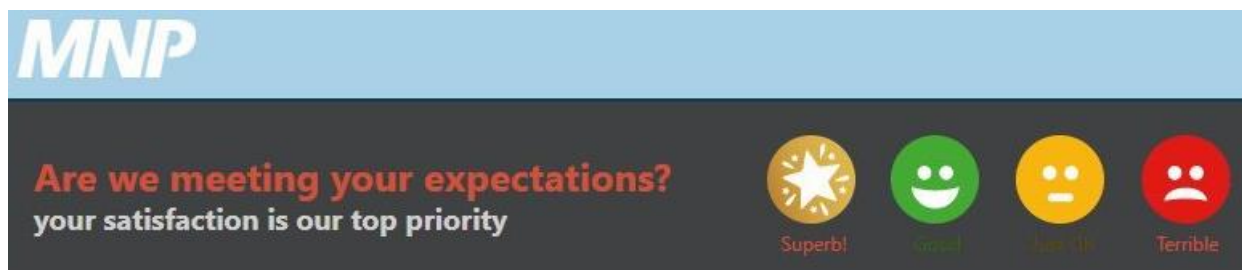


# Customer Satisfaction Survey

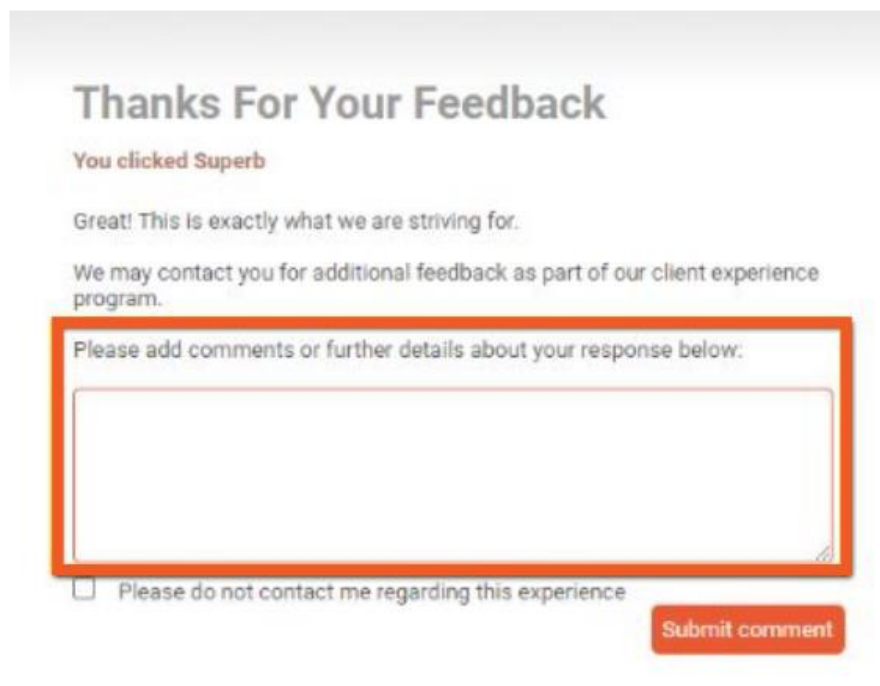
The best way for MNP Digital Managed IT Services to improve its services to our clients is through feedback. That's why our CSAT (Customer Satisfaction) survey is so valuable. This guide is meant to quickly show how to submit your feedback at the end of a support request, and to let you know what happens after we receive your feedback.

## Submitting Feedback

Once your support ticket is resolved, you'll receive an email that includes a simple Customer Satisfaction Survey. Select the icon that best represents your experience.



Including a comment will provide more value to your feedback.



## What Happens Next?

Any Gold Star rating that includes a comment is used to recognize Support Team members for their outstanding customer service.



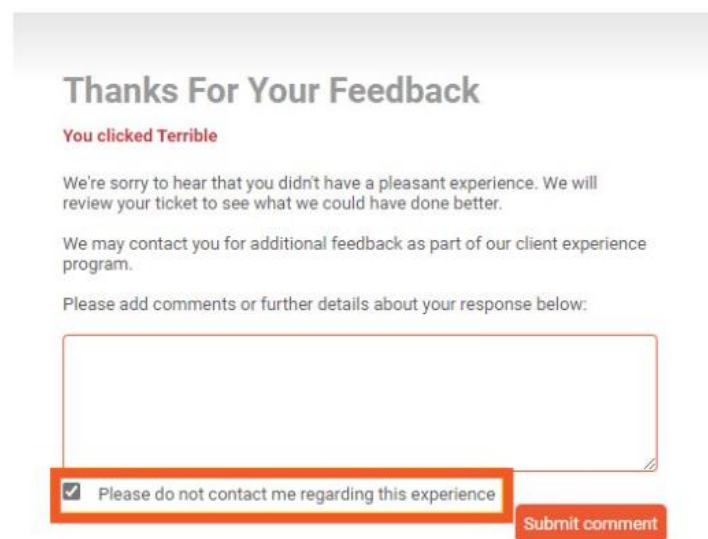
Monthly reports are provided to supervisors for performance reviews of the Support Team.

The Client Experience team reviews all tickets that receive a Yellow and Red rating, looking for common themes and anything that requires additional attention.



One of our Client Experience Managers may contact you for additional feedback on your rating.

If you don't want to be contacted, you can check the box below the comment section here to let us know.

A screenshot of a feedback confirmation form titled "Thanks For Your Feedback". Below the title, it says "You clicked Terrible". The text continues: "We're sorry to hear that you didn't have a pleasant experience. We will review your ticket to see what we could have done better." and "We may contact you for additional feedback as part of our client experience program." Below this is a prompt: "Please add comments or further details about your response below:" followed by a large empty text input box. At the bottom left, there is a checkbox that is checked, with the text "Please do not contact me regarding this experience". To the right of the checkbox is a red "Submit comment" button.