



CSAT 2024

Results Breakdown





Content

Results Breakdown	2
Survey Summary	3
Senior Management Survey	4
Operations Survey	6
Field Engineer Survey	10
Closed Ticket Survey	11

Results Breakdown

To ensure that we can gather as much data from these surveys, we break down each question into 3 areas.

Happiness Rating:

This is calculated on scores above and including 7.



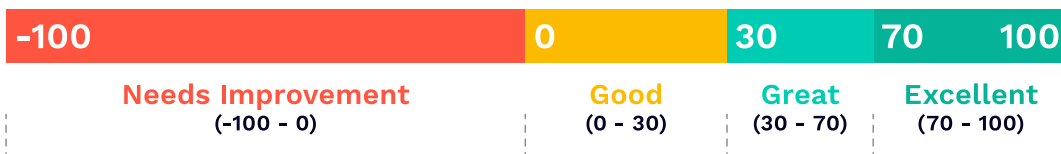
Average Score:

This is the average score given on each question.

Net Promoter Score:

Net Promoter Score (NPS) is a measure used to gauge customer loyalty, satisfaction, and enthusiasm. Learn more about it [here](#).

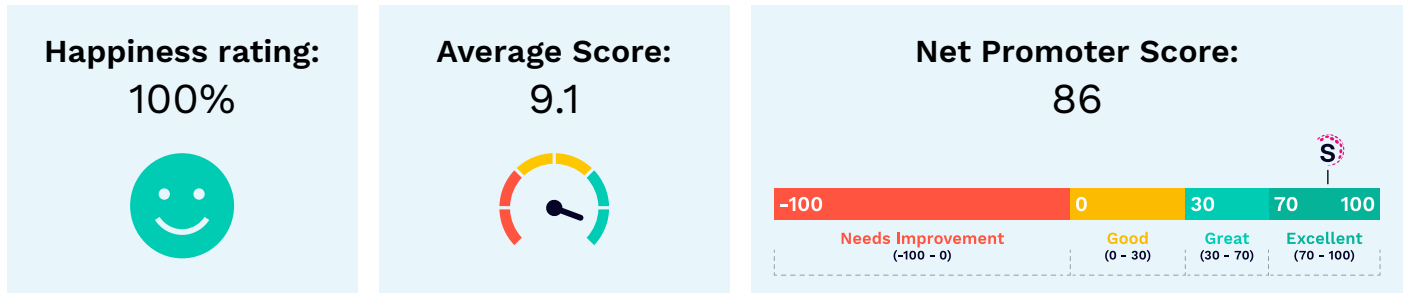
By doing this we can really dive into the results of each question to understand where we are doing well, and the areas we can improve on.



Survey Summary

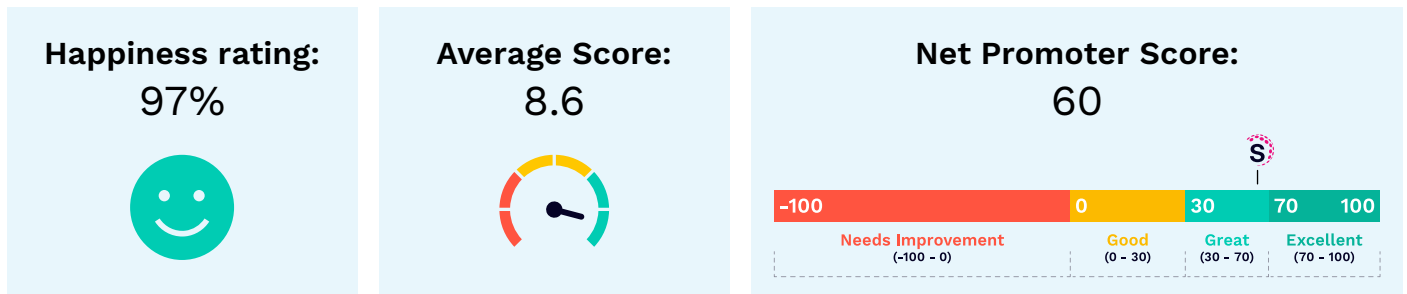
Senior Management Survey

How easy is it to do business with Smart CT?



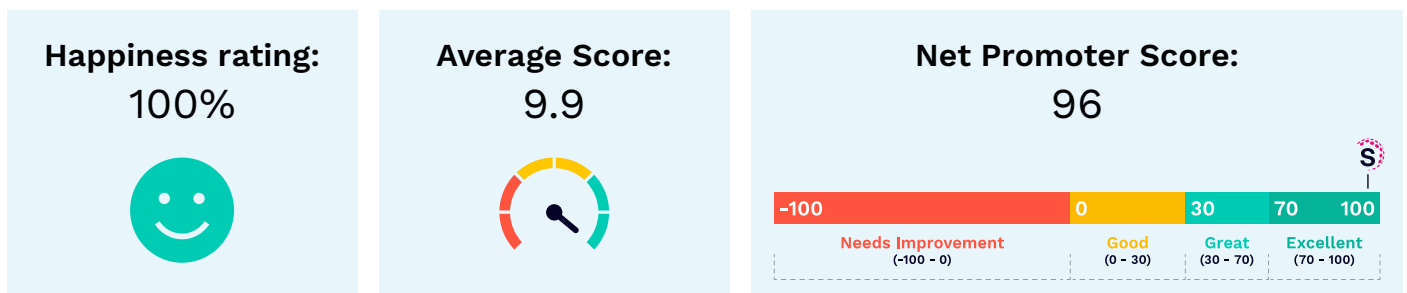
Operations Survey

How well do our products and services meet your business needs and expectations?



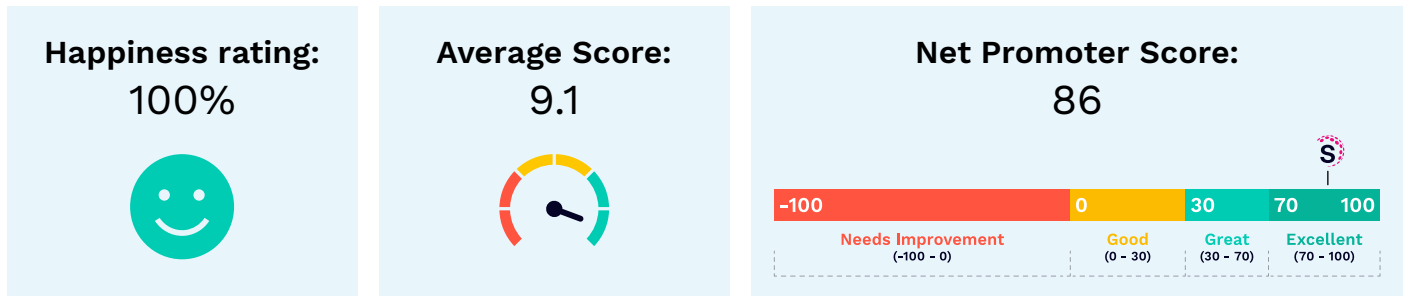
Field Engineer Survey

How was your overall service?

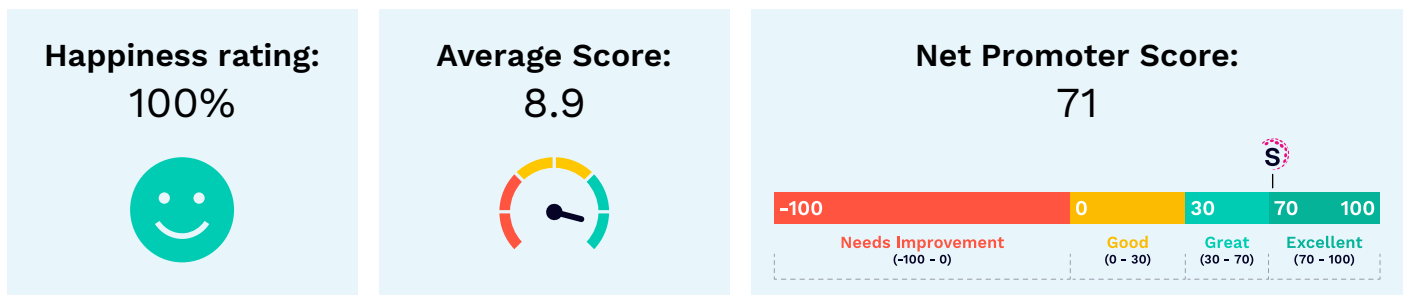


Senior Management Survey

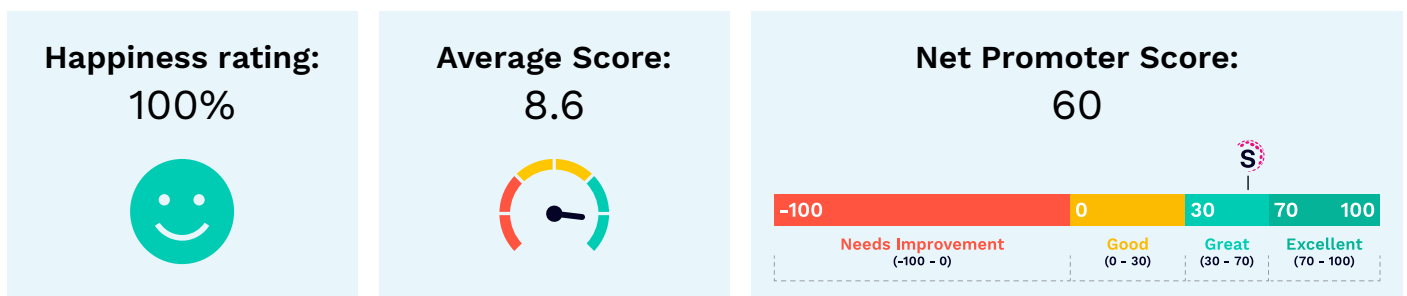
Q1. How easy is it to do business with Smart CT?



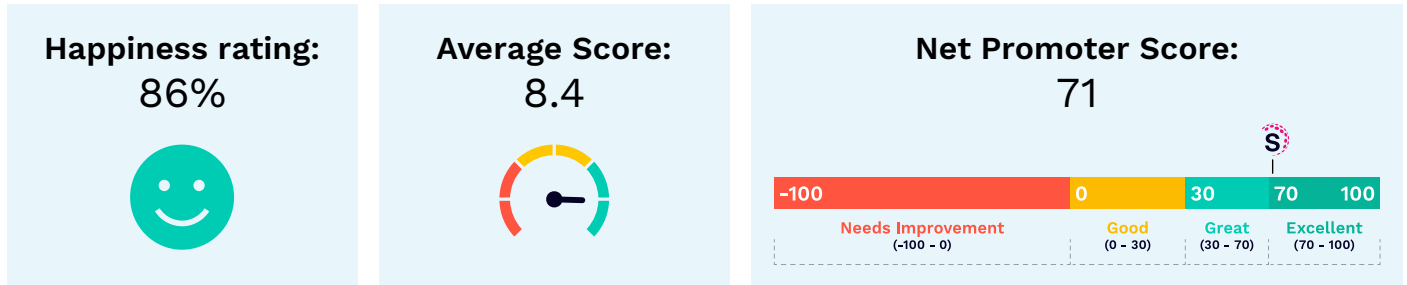
Q2. How likely are you to recommend our support and engineering services to others?



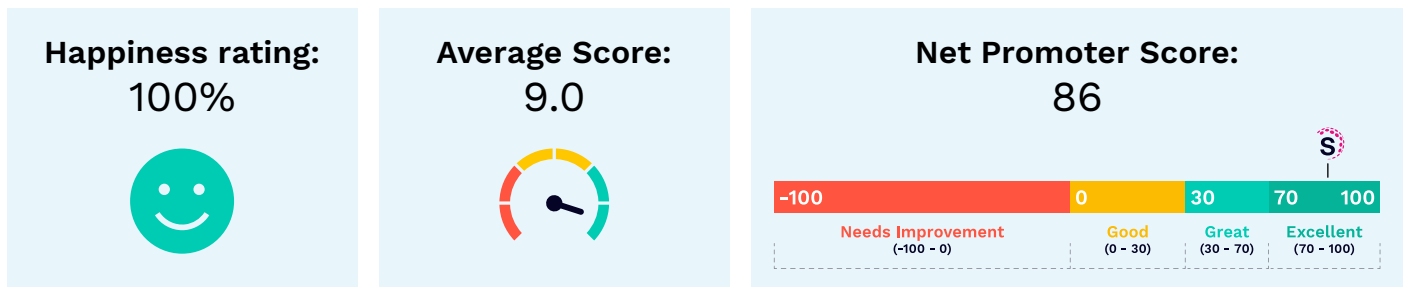
Q3. How would you rate Smart CT's Pre Sales / Solutioning services?



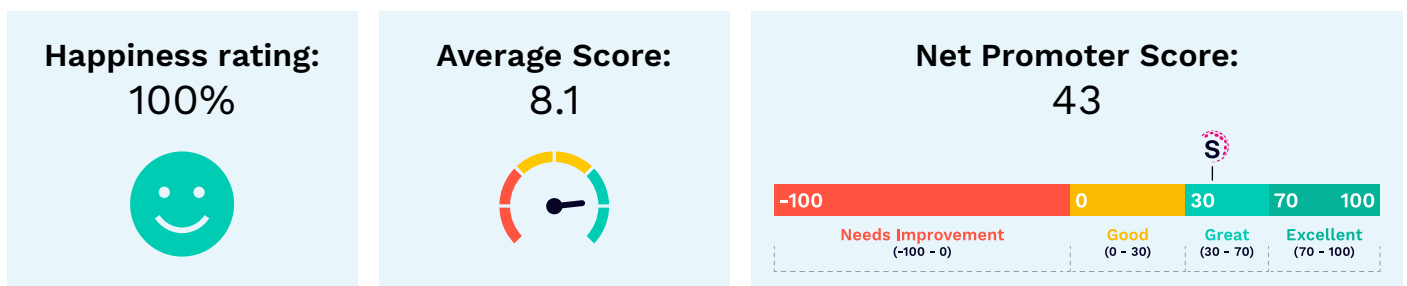
Q4. How would your team rate our hardware support services?



Q5. How satisfied are you with the communication and updates provided during support interactions?

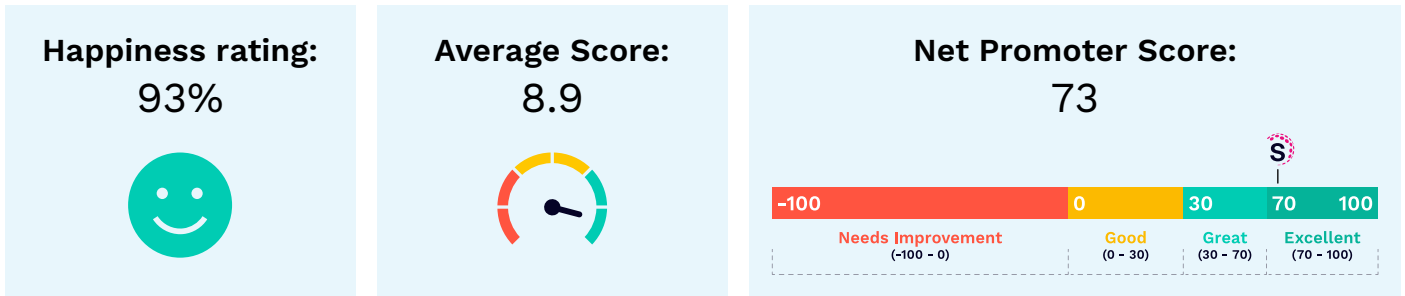


Q6. How well do our products and services meet your business needs and expectations?

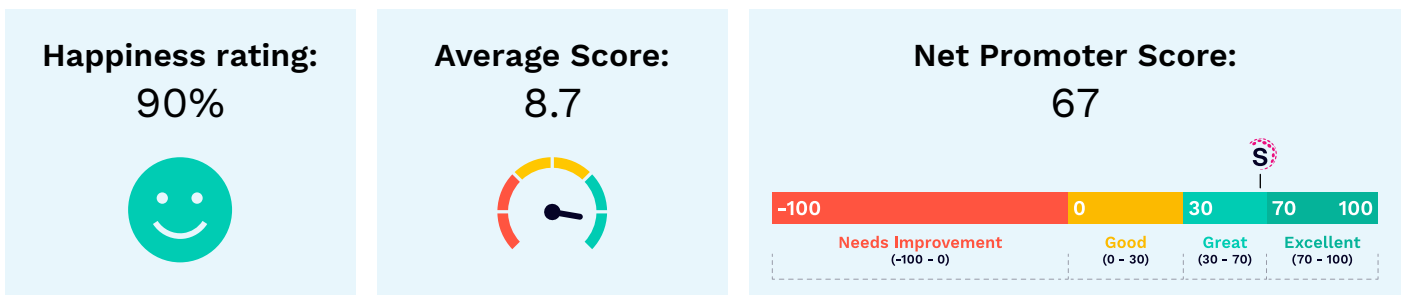


Operations Survey

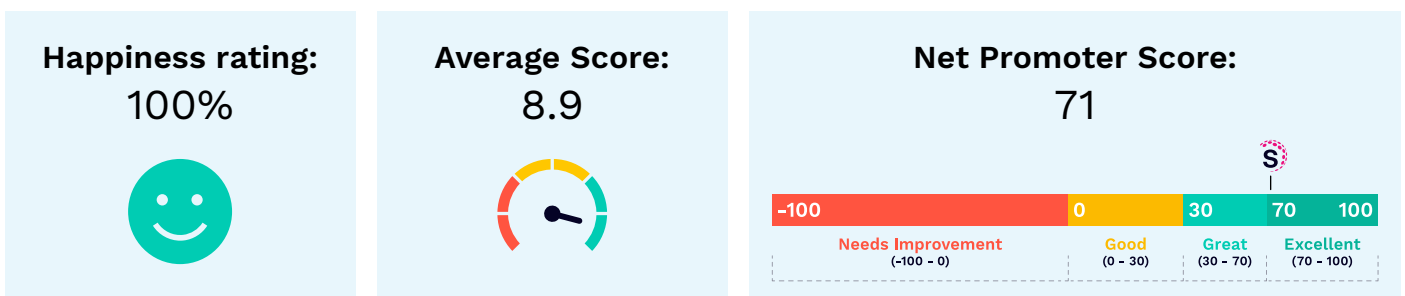
Q1. How well do our engineering resources meet your project requirements?



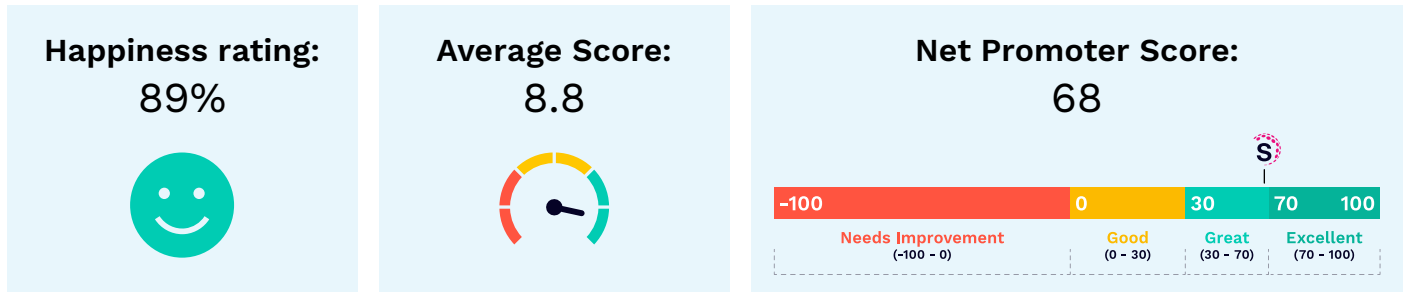
Q2. How easy is it to do business with Smart CT?



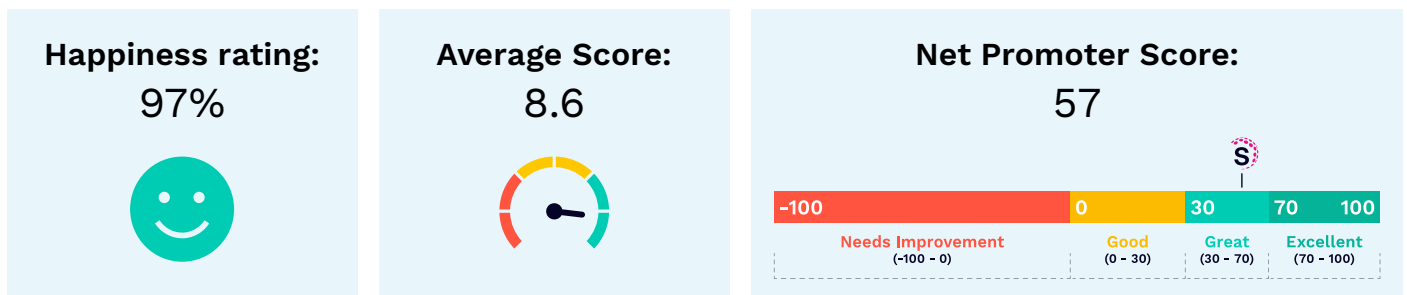
Q3. How would you rate Smart CT's Pre Sales / Solutioning services?



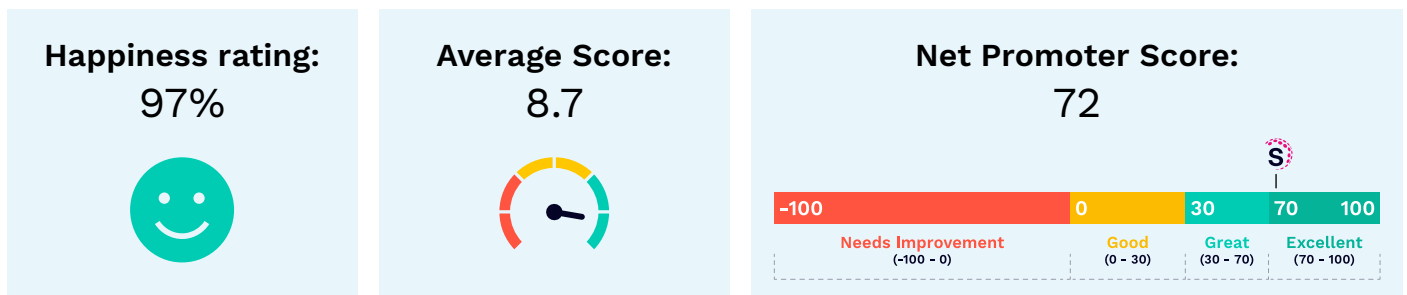
Q4. How satisfied are you with the content and frequency of our Service Delivery Reports?



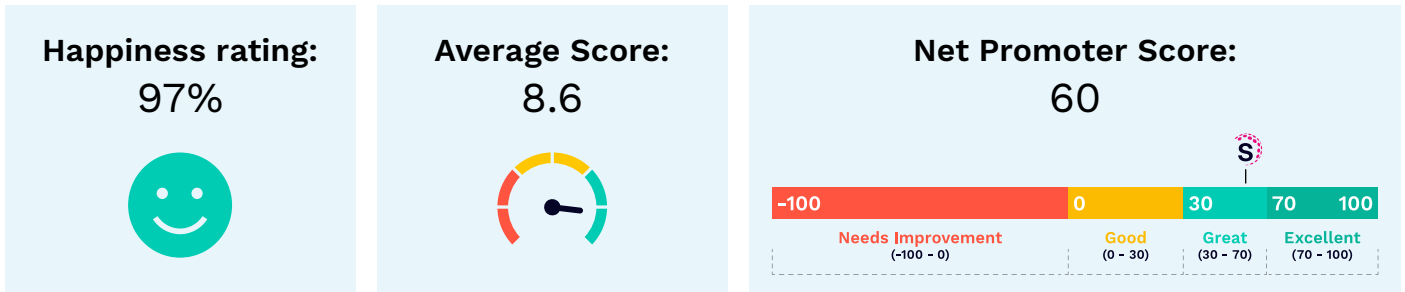
Q5. How satisfied are you with the communication and updates provided during support interactions?



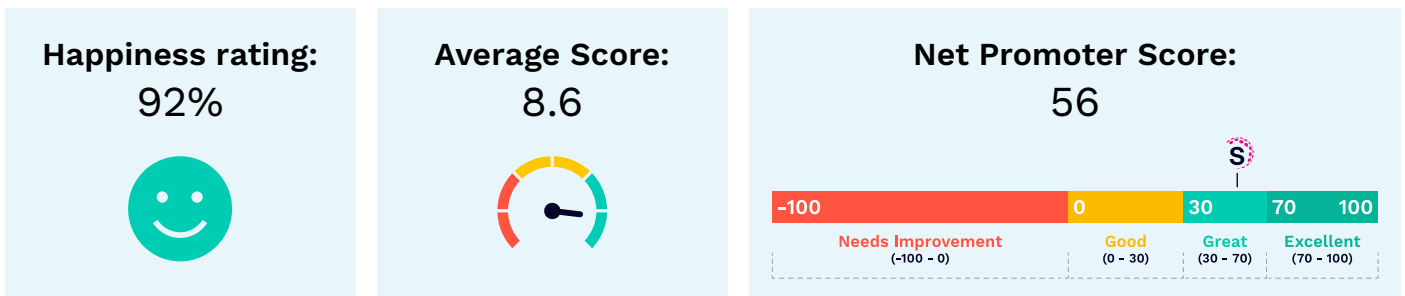
Q6. What is Smart CT's ability to meet its SLA?



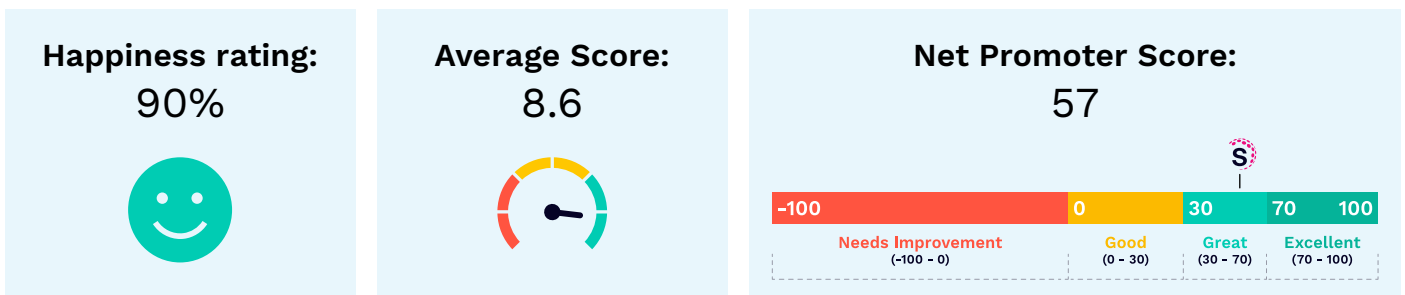
Q7. How well do our products and services meet your business needs and expectations?



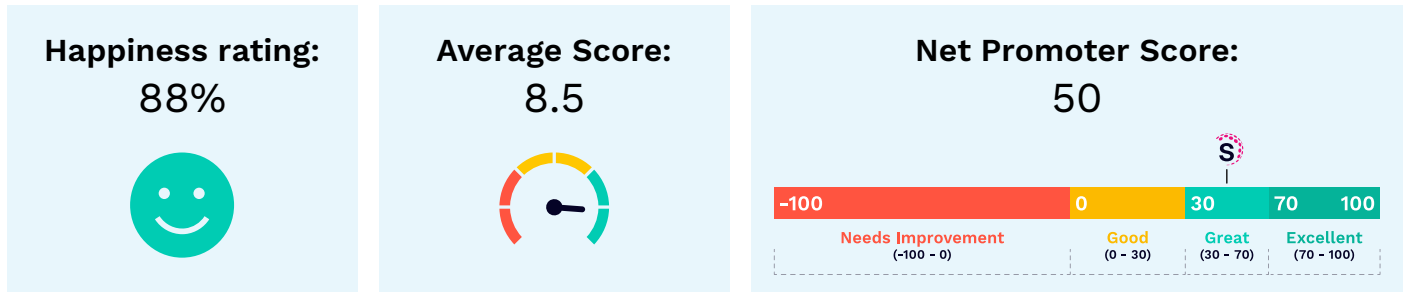
Q8. How would you rate your satisfaction with our quoting process?



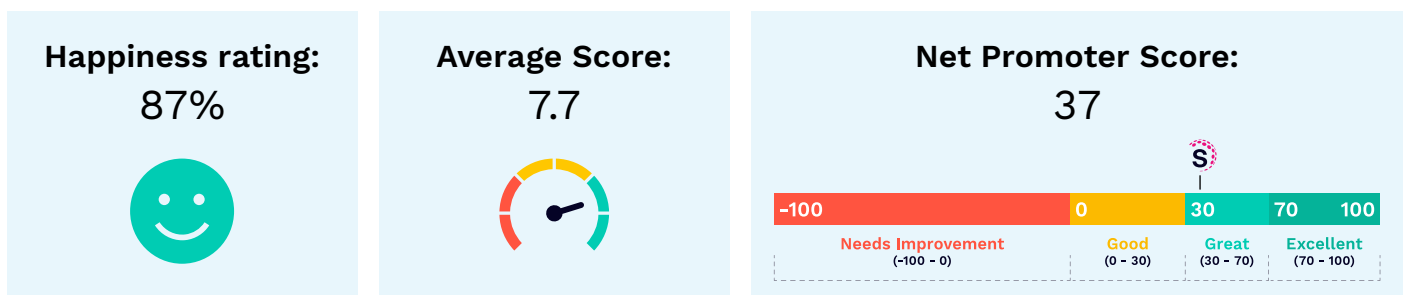
Q9. How likely are you to recommend our support and engineering services to others?



Q10. How would you rate the overall quality of our hardware support services?

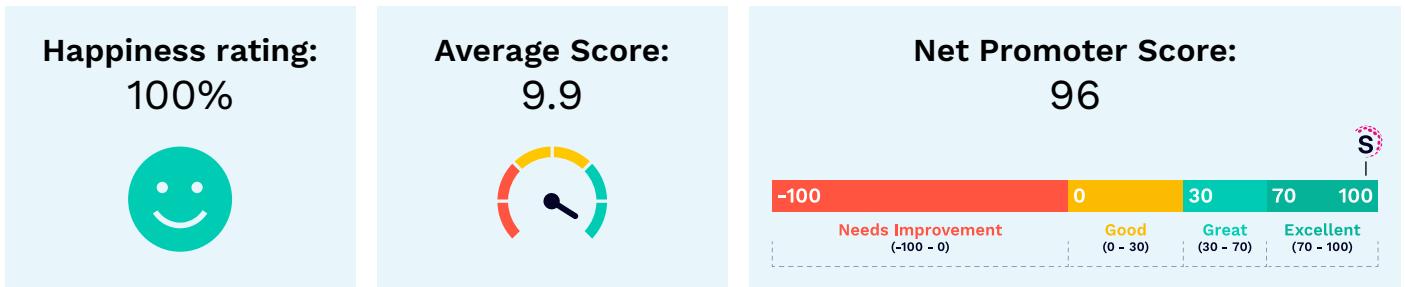


Q11. How easy is it to navigate our customer portal and website and find the information you need?



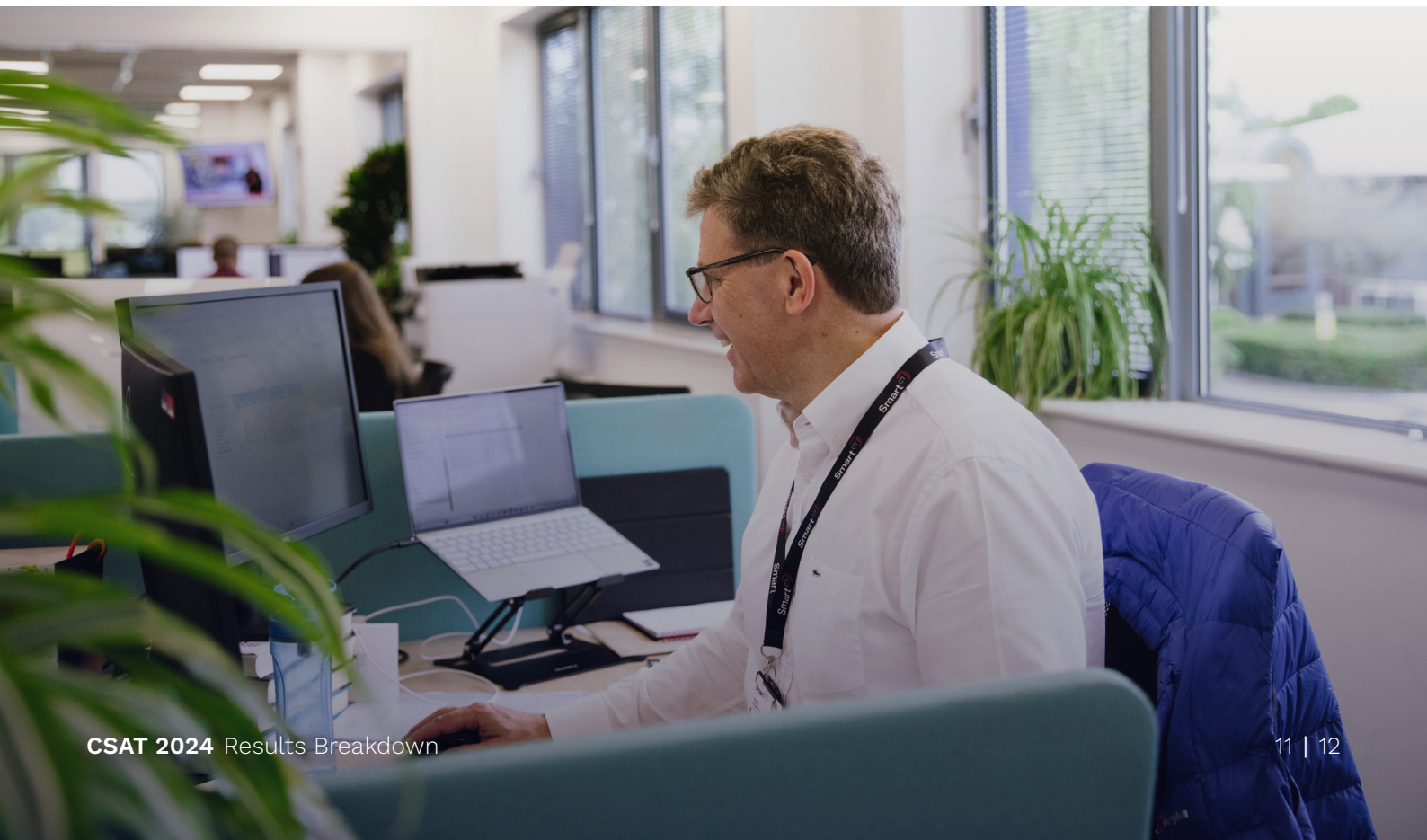
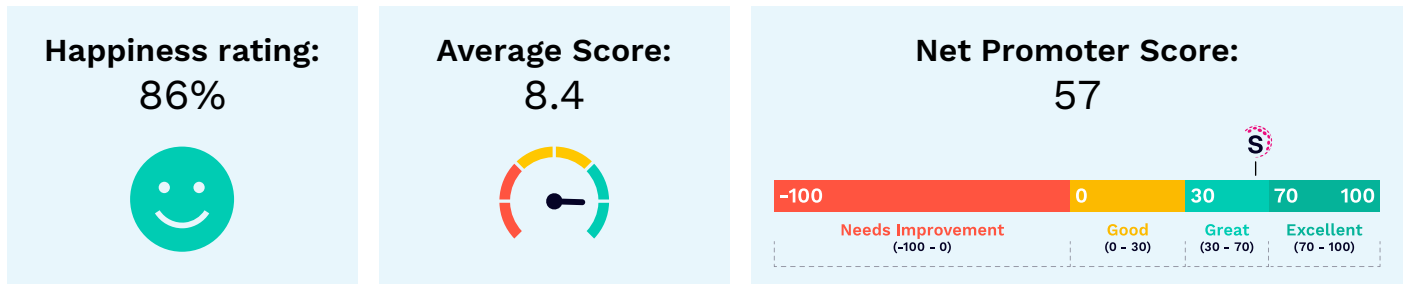
Field Engineer Survey

Q1. How was your overall service?



Closed Ticket Survey

Q1. How was your overall service?



Smart CT

Service desk

+44 (0) 808 164 3618
support@smartct.com

Sales

+44 (0) 118 960 2520
sales@smartct.com

www.smartct.com

Unit 5, Chancery Gate Business Centre
Ruscombe Park, Twyford, Reading, RG10 9LT

