BOSaNOVA values your business and would like to ensure every support call is handled professionally, quickly, and accurately. In order to do so we request that you fill out this quick, **1-minute** survey telling us how we handled your call and any suggestions you might have. At BOSaNOVA we hold your opinion with high regard and truly appreciate the opportunity to meet your needs.

Thank you in advance for your help and support!

The BOSANOVA Technical Support Team

Please mark your selection by indicating which option is closest to your level of satisfaction.

Overall how satisfied are you with the support you received?

☐ **Very Satisfied**

☐ **Somewhat Satisfied**

☐ **Neutral**

☐ **Not Completely Satisfied**

☐ **Not Satisfied**

How satisfied are you with how quickly your call was answered?

☐ **Very Satisfied**

☐ **Somewhat Satisfied**

☐ **Neutral**

☐ **Not Completely Satisfied**

☐ **Not Satisfied**

How satified are you with the helpfulness and demeanor of the technician.

☐ **Very Satisfied**

☐ **Somewhat Satisfied**

☐ **Neutral**

☐ **Not Completely Satisfied**

☐ **Not Satisfied**

How satisfied are you with the technician's knowledge of the product?

☐ **Very Satisfied**

☐ **Somewhat Satisfied**

☐ **Neutral**

☐ **Not Completely Satisfied**

☐ **Not Satisfied**

How satisfied are you with how quickly and accurately your problem was resolved?

☐ **Very Satisfied**

☐ **Somewhat Satisfied**

☐ **Neutral**

☐ **Not Completely Satisfied**

☐ **Not Satisfied**

Based on the quality of our Technical support, how likely are you to recommend us to others?

☐ **Very Likely**

☐ **Somewhat Likely**

☐ **Neutral**

☐ **Not Likely**

☐ **Would Not Recommend**

How could we have better met or exceeded your expectations? Please feel free to share any other thoughts, comments, or concerns you have about your experience with us.

_____

_____

_____

_____

Please email the completed survey to info@bosanova.net or fax it to 623-516-8697.

THANK YOU FOR COMPLETING THIS SURVEY
WE APPRECIATE YOUR FEEDBACK AND VALUE YOUR BUSINESS