

WolfCopy Customer Service Evaluation

Question	Yes	No	Not Applicable
1. Overall, I am pleased with the services provided by the WolfCopy Program.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. The copier provided by the WolfCopy Program is reliable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. The copier provided by the WolfCopy Program adequately meets my copying needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. A WolfCopy Customer Service Representative visits my office/shop regularly to service my copier.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. My copier is well-maintained by my Customer Service Representative.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. My Customer Service Representative and service technician are courteous.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. My Customer Service Representative and service technician are neat in appearance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. When I place a service call, a service technician responds in a timely manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. When I place a service call, a service technician repairs my copier to my satisfaction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. When I contact the WolfCopy office, the staff responds promptly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. When I contact the WolfCopy office, the staff responds in a professional manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. I find WolfCopy services to be an improvement over my previous copier arrangement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Billing problems are promptly resolved.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. I received adequate operator training for my copier.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. Problems with my WolfCopy credit and/or cash cards are resolved promptly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16. Problems with my WolfCopy credit and/or cash cards are resolved to my satisfaction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17. We welcome any further comments or suggestions you wish to make:

Optional Information:

Your name: _____ Phone Number: _____

Please fold, staple and mail your completed evaluation to:

WolfCopy
 Campus Box 7225
 NC State University

Thank you for your participation! ☺