



Please answer the following questions:

1 · For what type of product did you recently contact Gravic' s customer support?

- Remark Office OMR
- Remark Web Survey
- Remark Test Grading Edition
- Remark Classic OMR
- Other

2 · How would you rate the overall quality of the support you received from Gravic?

poor excellent

3 · How would you rate the speed in which you received an answer from Gravic customer support?

poor excellent

4 · Has this issue been resolved?

- Yes, because of Gravic' s support
- Yes, because I found the solution myself
- No, but Gravic support answered my question
- No, and Gravic support could not answer my question

5 · How does Gravic' s customer support compare to support services from similar companies?

- Better
- Same
- Worse
- Unsure

6 · Which, if any, of the following other web based support options have you used before contacting Gravic support? Mark all that apply.

- Frequently Asked Questions on Gravic website
- Knowledgebase
- User Group

7 · How often have you visited the Gravic Web Support Section?

- Only once
- A few times (1-3)
- Frequently (more than 4)

8 · Which of the following best describes your computer skill level?

- Basic User** – skills include word processing, gaming, Online / email
- Intermediate User** – skills include all those of the Basic user plus installing external devices (Zip disc, CD-R, DVD-R), creating presentations
- Expert User** – skills include all those listed above plus building your own PC, HTML programming or software programming

9 · How did your experience with Gravic' s customer support staff impact your likeliness to recommend Gravic' s products?

- Much more likely
- Somewhat more likely
- Neither more nor less likely
- Somewhat less likely
- Much less likely

10 · Please provide suggestions for how Gravic may improve the quality of its customer support: