Performance Summary Report

Technical Support (HELP Desk)

May 2010

Summary of Results

The overall rate of customer satisfaction with the technical support services provided by Morgan's HELP Desk along with the courteousness of the technicians and HELP Desk operator remained above 90%. Four other indicators increased slightly during the month of May. Meanwhile, the rating for one HELP desk service showed a minor decline.

Indicator	Oct–Dec 2007	Jan–Aug 2008	Oct–Dec 2009	Jan 2010	Feb 2010	Mar 2010	April 2010	May 2010
% of Customers Satisfied – Overall Level of Satisfaction with Service	82%	86%	93%	92%	97%	98%	94%	94%
Very Satisfied	42%	46%	80%	79%	78%	84%	74%	70%
Satisfied	40%	40%	13%	13%	19%	14%	20%	24%
% of Customers – Problem Solved to Satisfaction of Customer	86%	94%	95%	100%	100%	100%	82%	94%
% of Customers – Technician Adequately Explained Problem	93%	94%	94%	93%	100%	85%	83%	87%
Amount of Time from Call to Arrival of Technician								
Same Day	38%	28%	33%	65%	20%	23%	36%	41%
Next Day	17%	30%	36%	35%	53%	23%	41%	41%
More than One Day	45%	42%	31%	0%	27%	54%	23%	18%
Help Desk Operator Was Courteous	100%	99%	99%	98%	100%	100%	100%	96%
Technician Was Courteous	96%	93%	100%	100%	100%	96%	95%	100%
Received Follow-up Call from Help Desk Operator to check on customer satisfaction with service	14%	19%	34%	50%	50%	36%	27%	25%

Consistently at or above 90%
Improving Performance
No Consistent Trend
Declining Performance