Managed ICT Services Feedback Form

We value your feedback to improve our services. Please take a few minutes to fill out this form.

1. Overall Satisfaction

How satisfied are you with our managed ICT services?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

2. Service Areas Used

Which services have you used? (Please check all that apply)

1. ☐ IT Infrastructure Management
2. ☐ Network Management & Security
3. ☐ Cloud Services & Virtualization
4. ☐ Data Backup & Recovery Solutions
5. ☐ IT Helpdesk Support
6. ☐ Managed Print Solutions
7. ☐ System Audits & IT Consulting
8. ☐ Custom Software & Application Support

3. Service Quality

How would you rate the quality of the services provided?

- Excellent
- Good
- Fair
- Poor

4. Response Time

How satisfied are you with our response time to your queries or issues?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

5. Communication & Support

How do you rate the communication and support provided by our team?

- Excellent
- Good
- Fair
- Poor

6. Problem Resolution

How effective was our team in resolving your technical issues?

- Very Effective
- Effective
- Neutral
- Ineffective
- Very Ineffective

7. Recommendations

Would you recommend our managed ICT services to others?

- Yes
- No
- Maybe

8. Additional Comments

Please provide any additional comments or suggestions to help us improve our services:

[Your Comments Here]

Please fill and send to feedback@atrc.net.pk