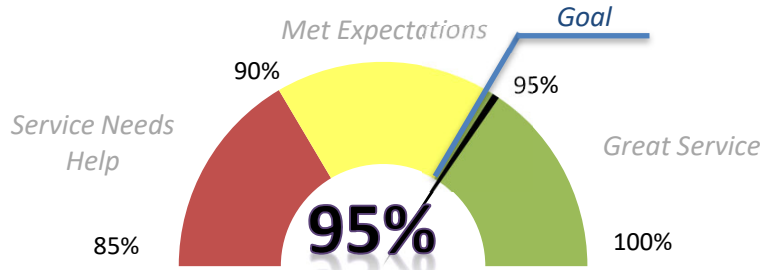


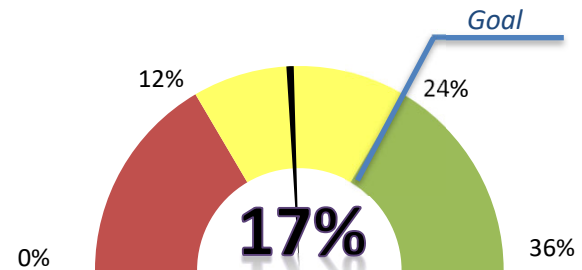
Overall Customer Satisfaction Score



This metric displays the average customer satisfaction, as based from surveys obtained from closed tickets.

Goal is to be at 95% or better

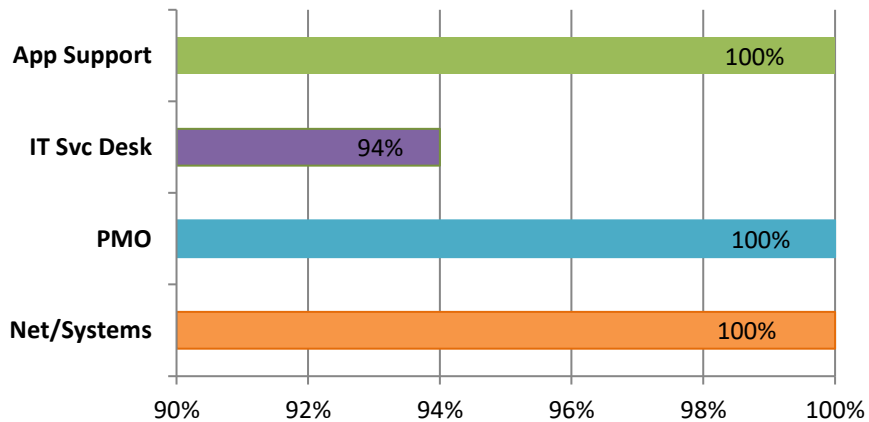
Survey Response Rate



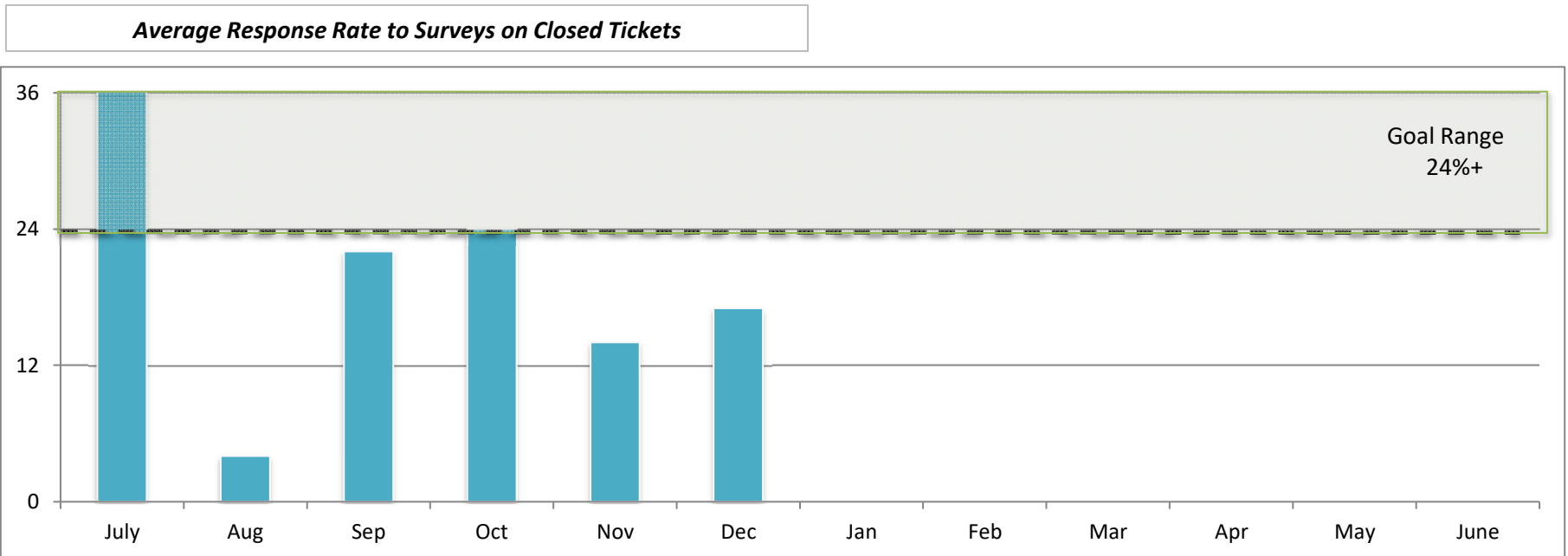
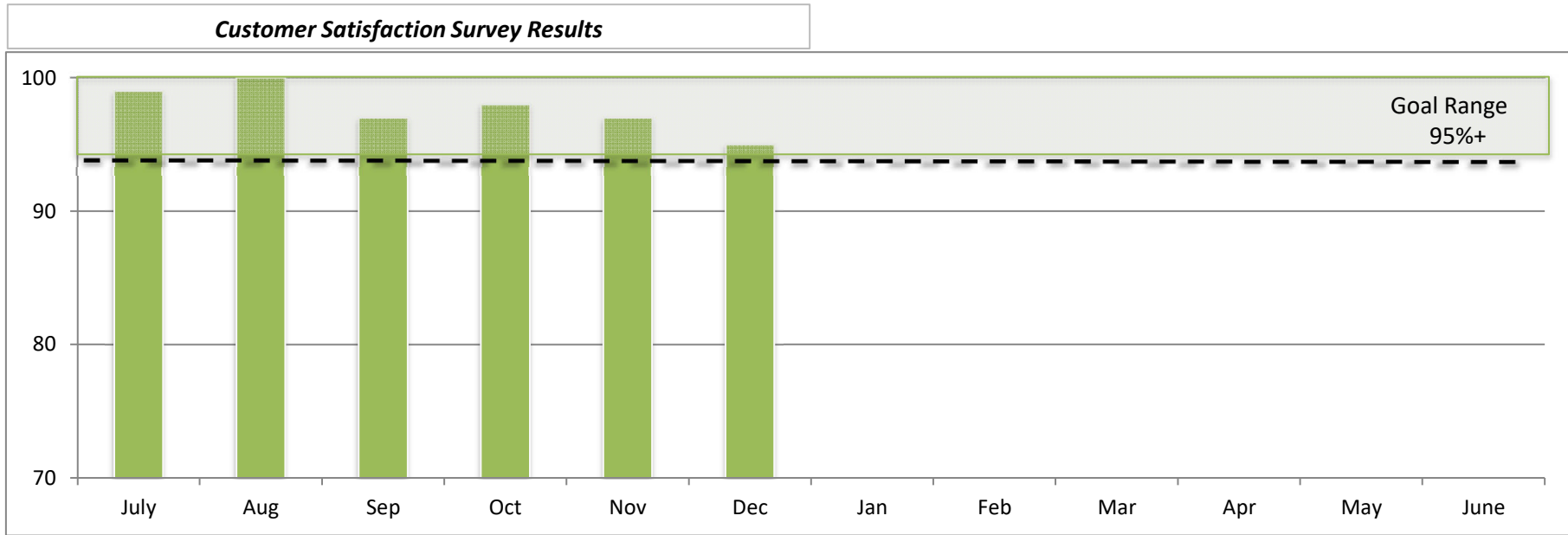
This metric displays the average response rates of all surveys responded to closed tickets.

Goal is to be at 24% or better

IT Departmental Customer Satisfaction Scores



Customer Satisfaction Trends



IT Services - KPI's Customer Satisfaction

IT Departmental Satsifaction Scores

