

Client Satisfaction Report

26 May 2020 to 24 Aug 2020



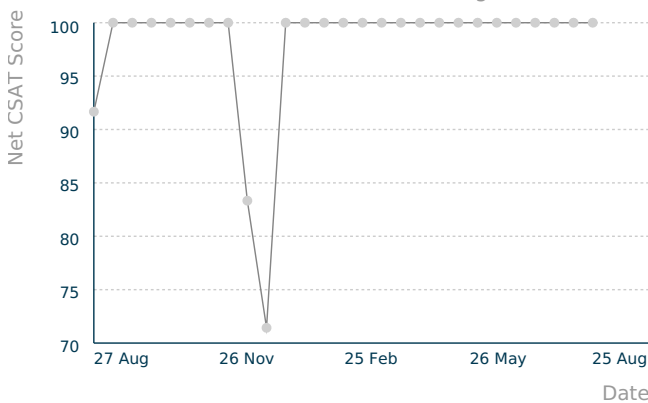
Interpreters and Translators Inc.

KEY METRICS



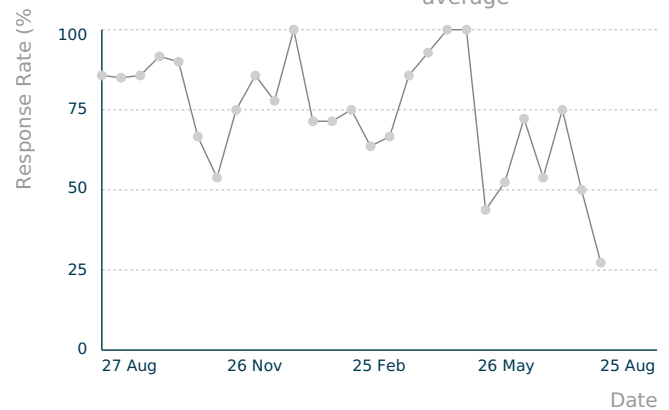
NET CSAT SCORE

30 days moving
average



RESPONSE RATE

30 days moving
average



REVIEWS WITH COMMENTS

- 11 Aug 2020** on ticket #1841945 - Can't log in to RDS
Edward Freitag: The service was fast, friendly and efficient. with in a ten minute window of time, I was back to my account and working. i would give them five stars for this service.
- 04 Aug 2020** on ticket #1841163 - New Voicemail from LEO SEMAN 12032988854
Leo Seman: Good communication and display of knowledge on the topic
- 22 Jul 2020** on ticket #1839753 - Issues with remote login
Pamela McMahon: Service was great! Quick and efficient.
- 01 Jul 2020** on ticket #1837551 - Out of office reply
Pamela McMahon: NIW Nathan and Ross are always wonderful and so helpful to work with.
- 26 Jun 2020** on ticket #1837170 - Install Lightroom for Carl
Carl Carchia: very quick service
- 10 Jun 2020** on ticket #1835730 - Change Password
Pamela McMahon: Nathan and Ross were on top of everything and were very nice to work with!



08 Jun 2020 on ticket #1835726 - FW: Urgent

David Moromisato: It was taken care of immediately.



08 Jun 2020 on ticket #1835713 - Another Spam Email

Leo Seman: always a good experience when working with Now IT works.



04 Jun 2020 on ticket #1835402 - Access to UC1

David Moromisato: I got a response quickly and it was resolved quickly.