

Service Delivery Benchmarks



GENERAL ONSITE IT SERVICE CALL BENCHMARKING

	Infinity's Rating	Rating vs. Network Avg	Network Avg.
Was the technician prompt and on time for your scheduled appointment?	★★★★★ 4.86	+1.89%	4.77
Was the problem or task resolved to your satisfaction?	★★★★★ 4.76	+0.21%	4.75
How would you rate the technician's ability?	★★★★★ 4.88	+1.46%	4.81
How would you rate the technician's professionalism?	★★★★★ 4.95	+1.85%	4.86
How satisfied were you with the overall service you received?	★★★★★ 4.79	+0.84%	4.75
Average	★★★★★ 4.85	+1.25%	4.79

GENERAL REMOTE IT SUPPORT BENCHMARKING

	Infinity's Rating	Rating vs. Network Avg	Network Avg.
How would you rate the timeliness of the initial response to your issue?	★★★★★ 4.72	+0.85%	4.68
How would you rate the timeliness of the resolution of your issue?	★★★★★ 4.71	+1.95%	4.62
Was the problem or task resolved to your satisfaction?	★★★★★ 4.80	+1.27%	4.74
How would you rate the support representative's ability?	★★★★★ 4.85	+1.04%	4.80
How would you rate the support representative's professionalism?	★★★★★ 4.88	+0.41%	4.86
How satisfied were you with the overall service you received?	★★★★★ 4.78	+1.49%	4.71
Average	★★★★★ 4.79	+1.27%	4.73

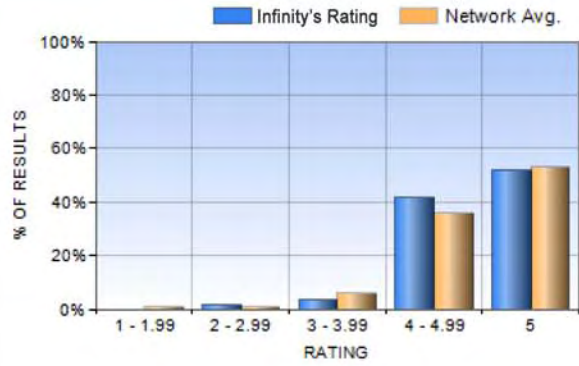
General Performance

The general performance statistics below represent Infinity's overall ratings compared to the network averages. Please note that questions across surveys will vary.

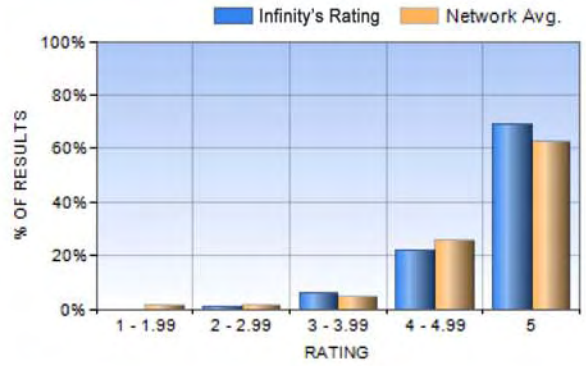
OVERVIEW

	Infinity's Rating	Rating vs. Network Avg	Network Avg.
Average Account Rating	★★★★★ 4.77	+2.80%	4.64
Average Contact Rating	★★★★★ 4.80	+3.23%	4.65
Average Resource Rating	★★★★★ 4.78	+2.80%	4.65

ACCOUNT RATINGS



CONTACT RATINGS



RESOURCE RATINGS

